A PARTNERSHIP UNIQUE

2005-2020 Fifteen-Year Update

The History of the Plumbing-Heating-Cooling Contractors - National Auxiliary

By Lynne C. Finley

Chapters with no changes are excluded from the update. This update will be introduced at the 2020 Convention in electronic form and completes the record for the 100th Anniversary edition in 2020.

There are two special separate sections in this report. The first documents the donation of the Auxiliary’s records to Smithsonian’s National Museum of American History Archives. The second is a report by Diane & Roger Peugeot documenting their care of our founder Emily Hornbrook’s grave.

My personal thanks go to all those who created this history and to those who have assisted in documenting it. I also offer my thanks to my husband, Jim Finley, and my mother-in-law, Lois K. Finley, for helping me understand and appreciate this history.

~ Lynne C. Finley

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2004-05 ~ Kathy Tindall presided at the Orlando, Florida Convention

This year will be remembered for many accomplishments, including the success of the Marketing and Logo Awareness campaigns of the year. This program will, for a long time to come, set the bar. President Kathy Tindall began the year with meetings with incoming PHCC President Mary Garvelink and Executive Vice President Ike Casey. They discussed ways in which the two organizations could work more closely together toward common goals. The result was a list of projects and associated funding proposed to the PHCC Board of Directors. As a result of her presentation, Kathy was given $20,000 to accomplish the list. The Auxiliary funded the balance of the projects, and all projects were completed as proposed. Kathy updated the PHCC Board of Directors at the Winter Board Meeting saying, “PHCC educates their members and the Auxiliary educates the public.”

During her presidency, the PHCC Board and membership voted the Auxiliary an ex-officio position on the PHCC Board of Directors. She requested and received a bylaw amendment granting the Auxiliary President the seat on the Board. Previously, attendance was as a guest even though the early 90s history indicates a seat. The bylaw change was the necessary step to formalize the position.

A Partnership Unique, the new book on the history of the National Auxiliary was introduced at the 2005 Convention. Both hardcover and softcover editions were available, both in black with copper foil inlaid covers. The book covers 122 years of work and 85 years since the formal organization of the National Auxiliary. Its 320 pages document the role of women in small business in America, the political and social contributions that they made and the milestone accomplishments of each generation. The history is rich and remarkable. It is interesting to note that the National Association of Master Plumbers Board approved the formation of the Auxiliary the year before women received the right to vote in America. At the 2005 Orlando Convention, each Auxiliary sponsor and each past National Auxiliary President in attendance received a hardcover copy of the book signed for them by the author.

Another initiative of the year was increased membership. As a result of those efforts, there was a net gain of 19 new members for a total of 562. Two new charters were issued to Shreveport, LA and Baton Rouge, LA. President Kathy’s attendance at the Western States Convention netted 27 new members, including 25 from California alone. Her attendance at the Leadership Conference resulted in 13 new members, followed by 12 at the New York/New Jersey Convention.

At the Annual Business Meeting, a resolution to dissolve the Educational Loan Fund was approved. It provided for the continuation of the Committee members’ terms until the remaining loans were repaid. It provided for the transfer of any remaining funds to the Scholarship Fund. It was later amended to move $10,000 to a CD. The annual interest would be used for the Scholarship Fund and the principle would be distributed to the Scholarship Fund as needed at the discretion of the Executive Board.
Dave Weiner, long-time supporter of and contributor to the Auxiliary, was inducted as the fourth National Auxiliary Honorary Member. Beginning with the first InSinkErator Luncheon in 1963, Mr. Weiner and his company, Marketing Support, contributed time, talent, energy and money as the marketing agent for InSinkErator, A.O. Smith, Universal-Rundle, LA-CO, and many other industry partners. He was responsible for creating and producing many of the Auxiliary programs over the years, Dave Weiner receiving Honorary Membership from Kathy Tindall. “Construction Jack - The Plumber,” an action figure, as an educational tool to introduce youngsters to the industry as well as a fundraiser for the Auxiliary. A “Parent’s Choice” award winner, the toy included miniature tools and safety equipment carrying the PHCC logo, as well as information on the trade.

President Kathy Tindall introduced “Construction Jack - The Plumber,” an action figure, as an educational tool to introduce youngsters to the industry as well as a fundraiser for the Auxiliary. A “Parent’s Choice” award winner, the toy included miniature tools and safety equipment carrying the PHCC logo, as well as information on the trade.

President-Elect Lynn Lamont Heidler introduced the “Tie one on” toilet tie in four background colors each with small gold toilets in a geometric pattern. PHCC-engraved wood pen and pencil sets in wooden cases were also offered.

Three Educational Expense Grants were awarded during the year to Contractor members. Plans were underway to produce a new industry-related version of the Opoly game, to be called PHC-Opoly. The game would be previewed and offered at the 2006 Convention, for shipping prior to Christmas.
A second printing of the *Constructing Your Future* brochure directed at the junior and senior high school level was needed to meet the demand. It was supplemented with a new tri-fold pamphlet version for broader distribution.

This year, 2004-05, was the first year that the Invest in Your Future scholarship fundraiser became a gift donation rather than a raffle. InSinkErator changed their contribution to a 25% match of funds raised, up to a $25,000 donation to the Auxiliary Scholarship fund. The successful effort resulted in the traditional $100,000 for scholarships awarded by the National Educational Foundation and the National Auxiliary. The Auxiliary’s role continued to be fundraising in support of the campaign.

The Winter Board Meeting was held in Philadelphia in January. The Summer Board Meeting was held in Grand Rapids, Michigan, where Bradford White hosted a plant tour and dinner. The future joint objectives of the two organizations were discussed. Federated Insurance continued to sponsor the Long-Range Planning Meeting held in Washington, DC, in conjunction with the Leadership & Legislative Conference.

PHCC logo backpacks filled with PHCC promotional items and Florida accent items were provided to each PHCC-booked room at the Convention. It included a welcome card from the Auxiliary Board and the new full-color flyer describing the items available to promote PHCC and the industry.

Once again, the Auxiliary Resource Table was staffed during all non-meeting times at the convention to offer the Auxiliary’s promotional items, printed materials and the newly-released history of the Auxiliary, *A Partnership Unique*.

At the InSinkErator Luncheon, the scholarship awards by state were announced, and the first-place winners of the Larry Dore and Robert M. Cox Awards were presented. The Bradford White Scholarship Awards were presented during the Bradford White Breakfast. The 3D Award was presented at the Auxiliary Luncheon. The Larry Dore and Robert M. Cox Runner-Up awards were presented at the Auxiliary Business Meeting. In addition to “Kohler Night” for all attendees, Kohler sponsored the Auxiliary Luncheon that again included a Teacup Silent Auction. A.O. Smith sponsored the State Leaders’ Breakfast, as well as a scholarship contribution. LA-CO sponsored the Life Members’ Breakfast.

**2005-06 ~ Lynn Lamont Heidler presided at the Chicago, Illinois Convention**

For the first time since the 1997-98 year, PHCC President Jim Stack and Auxiliary National President Lynn Heidler issued a joint pin. The motto was “Honor the Past, Create the Future.” There was also a joint Presidential Reception following their installation.

The Chicago Convention was held at the beautiful and historic Palmer House, for the first time since 1951. Convention co-chair Dorothy Sharpe Clem opened the business meeting. She reported that the last convention held here in 1951 was the first that she attended and that she had only missed three between her first and this one.
The PHC–Opoly Game was unveiled at the 2006 Convention, as promised. The very professional game presentation reflected the names of twenty-seven companies and organizations that contributed to the expense of the game. PHCC was given a position at no cost. QSC sponsored the game money, and the National Educational Foundation was featured on the Board and in one square. All three along with the Auxiliary were featured on the box. The text used throughout the game highlighted the professionalism of PHCC, its members and the industry, providing an educational opportunity for all who use it. The game pieces were specific to the industry as well. They included a disposer sponsored by InSinkErator, a water heater sponsored by Bradford White, a toilet, a claw-foot tub, a radiator, and a technician.

President-Elect Linda Bienvenu and Vice President Ann Belus began a monthly email newsletter to all the State Association Executives to keep them current on the resources that the Auxiliary offered. An informational flyer solicited applicants for the four Educational Expense Grants for the year.

L-R: Linda Bienvenu, Lynn Heidler, Lynne Finley, Sonia Casey, Jorja Dickemann, Pat Blank, Ann Belus & Rhonda Robillard

In response to a Long-Range Planning Meeting recommendation, Kathy Tindall was appointed as the Auxiliary Representative to the Partners in Professionalism Committee of PHCC. The new membership brochure and application were created and printed. With a membership of 508, one charter was issued to the San Diego Chapter and one from New York City was surrendered. The Constructing Your Future brochure was translated into Spanish as another resource for recruiting.

The 2006 Winter and Summer Board Meetings were held in conjunction with the PHCC Board Meetings in Scottsdale, AZ, and Seattle WA, respectively. As had become tradition, the Auxiliary actively participated in the Leadership and Legislative Conference in Washington, DC.

By resolution, the Bylaws were amended to broaden the requirements for Vice President. It provided that if there was no candidate with the required qualifications at the time of the election, any willing member could be elected with a two-thirds vote of the members present at the Annual Business Meeting. Another change provided for the evidence of a State Auxiliary disbanding. In addition to surrendering their charter, they must provide a copy of the Minutes of Meeting at which it was voted to disband. Another resolution changed the Zone Director’s term from two years to three years to allow the orderly rotation of the twelve-member group.

In addition to the game, President-Elect Linda Bienvenu introduced the plumbing clocks. The miniature porcelain fixtures were offered in several colors and styles. They included the toilet, lavatory, claw-foot tub and the rubber-ducky claw-foot tub.
All of the Auxiliary promotional items were advertised on a new double-sided “Promote Your Industry for All from Big to Small” full-color order form. The Membership Recruiting and Retention Manual was updated and redistributed to all state and local Auxiliary leaders, as well as all members of the Board of Directors.

President Lynn represented the Auxiliary at two Challenge Air fly-days and personally funded their square on the Opoly game. Federated Insurance again continued their support of the Long-Range Planning Committee. As always, Bradford White held their annual scholarship breakfast. InSinkErator sponsored the annual Scholarship and Awards Luncheon. A.O. Smith sponsored the State Leaders’ Breakfast. BrassCraft sponsored the Annual Auxiliary Luncheon and Nu-Flo sponsored the Luncheon entertainment. LA-CO continued to sponsor the Life Members’ Breakfast. Kohler sponsored the evening “Kohler Night” for all attendees.

2006-07 ~ Linda G. Bienvenu presided at the Anaheim, California Convention

Again in 2006-07 a joint presidents’ pin was created for both PHCC President Jo Rae Wagner and Auxiliary President Linda Bienvenu. The theme was “Together, so much is possible.” The Association Executives Council President was Bev Potts, making it the first time in the history of PHCC that the organizations within the umbrella had three female presidents.

The latest promotional project for the year was a flyer that provided information on the industry. The draft of it was edited by PHCC Staff and Axiom, a marketing advisor to PHCC, for the Auxiliary. It was offered for legislative and public education, newspaper advertising and recruiting into the industry, and promoting PHCC logo recognition. The Auxiliary provided the artwork for the front of the single-page, two-sided, full color piece along with a grant of up to $1,000 to run it in local area newspapers. The back of the ad could contain the names of the member companies in the area or other information specific to the local objectives. The artwork was posted on the Auxiliary website for download by PHCC affiliates. It was not to be used to promote
individual companies. In addition to PHCC’s sponsorship of the inserts, Hodes, NIBCO, Bob Sinton and The Training Center, and QSC sponsored grants for the inserts to be run locally. As a result of the effort, 90,000 copies of the flyer were distributed in five local newspapers.

The Educational Expense Grant Program was amended to one grant per member-company and to specify a limited number of grants for the year to be awarded on a first-come, first-served basis. The rules were changed to specifically include the Leadership and Legislative Conference. For 2006-07 there were three approved, two for attendance at Leadership & Legislative and one for attendance at a QSC Meeting.

The newsletter featured an article promoting the use of the PHCC logo. Pressure sensitive decals were proposed for vehicles, toolboxes and shop windows. The embroidered patches were suggested for uniforms, caps and shirts. Stickers or digital images were recommended for letterhead, proposals, invoices, folders, business cards and other business materials.

In 2007 5,000 copies of the Constructing Your Future brochure in Spanish were printed. Past President Sandy Stack prepared a plan for distribution of both the Constructing Your Future brochure and pamphlet similar to the program she created in the ’90s for the Career Videos. Her plan was distributed to all Zone Directors and State Presidents as a guideline for implementing programs in their areas. To feature this and other programs during the year, the President-Elect and Vice President alternated months in creating articles for state and local newsletters. One of the first of these provided information on inviting the Auxiliary officers to attend state conventions. President-Elect Ann Belus and Vice President Ann Rivers met with the Association Executives Council during the 2007 Convention to introduce the Constructing Your Future brochure and other promotional items. To encourage distribution of the brochures, they were offered for the cost of shipping only.

The Winter Board Meeting was held in conjunction with the Contractors’ Board Meeting in McAllen, TX. Both the PHCC Board and the Auxiliary Board were included in a one-day factory tour of the NIBCO plant in Reynosa, Mexico, with a dinner following. The Auxiliary was well-represented at the Leadership Conference, continuing a tradition of supporting the legislative efforts of PHCC.
The Summer Board Meeting was also held in conjunction with the Contractors’ Board Meeting, during the SkillsUSA National Leadership and Skills Conference in Kansas City, MO. Both PHCC and the Auxiliary participated in the opening and closing ceremonies, as well as the judging of the events. Over 14,000 people, including students, teachers and business partners, participated in the weeklong event. More than 5,000 outstanding career and technical education students, all state contest winners, competed hands-on in eighty-seven different trade, technical and leadership fields. A space the size of 16 football fields provided the setting. It was estimated that over $30 million in time, tools, and equipment were donated for the competition.

At the Summer Executive Officers’ Meeting it was voted to donate $1,000 to the Invest in Your Future Campaign, in addition to the efforts to solicit donations from others. A $1,000 donation to the 535 Club, the organization created to fund PAC administrative expenses, was also approved.

Contractor magazine, Plumbing and Mechanical magazine and Wholesaler magazine all continued to sponsor the Cox Award runner-ups and honorable mentions. In June 2007 they all ran articles to highlight the PHC-Opoly game. Each was thanked with a complimentary copy of the game. To further support the games, state auxiliaries were offered product samples and 20% of donations received plus one game in return for representing the National Auxiliary promotional items at their state convention.

President Linda introduced a large, blue PHCC logo umbrella at the 2007 Convention. There were samples of other items delivered to the Convention for display and later assembled into a gift basket for the Auxiliary Luncheon Silent Auction. In June 2006 the coloring books, puzzle books, and Constructing Your Future pamphlets were offered for only the cost of shipping to encourage distribution for recruiting into the industry.

In September 2007 the Missouri State Auxiliary Charter was reissued. It is significant to note that the founder of the Auxiliary, Emily Virginia Hornbrook, was from Independence, MO. Her grave is in perpetual maintenance there, and each year the Auxiliary places flowers on her grave to honor her contributions.

In April 2007 we learned of the passing of Ruth Spaniol Ketcham, past National Auxiliary Secretary. We were saddened at the death of 1973-74 President Helen “Kitty” Clemens on February 26, 2007.

A membership contest was held. The prize was an Auxiliary convention registration. For each new member recruited, the recruiter had a chance in the drawing for the free registration. Each new member also had a chance at winning a free registration.

In 2007-08 the National Auxiliary began billing membership dues directly to each member. The resolutions for the year included a specific clarification to preclude the members of the Executive Committee and the Nominating Committee from endorsing a nominee for office. Another changed the deadline for receipt of resolutions to 45 days prior to the Annual Business Meeting rather than the Convention and that the proposed bylaw revisions shall be sent to all members postmarked no later than thirty (30) days prior to the National Annual Business Meeting. A third provided for the organization of a local auxiliary where no state auxiliary existed, with the local functioning as the state auxiliary.
On his retirement from Bradford White in February, 2007, Ted Sikorski was named the fifth Honorary Member of the National Auxiliary. The others were Bob and Phyllis Cox, Larry Dore and Dave Weiner.

The 2007 PHCC National Convention kicked off the one-year celebration of PHCC’s 125th Anniversary. The upcoming year was marked by many special events, the largest of which would be National Plumbing Industry Week in Washington, DC, in conjunction with the Leadership and Legislative Conference.

2007-08 ~ Ann Belus presided at the Atlanta, Georgia Convention

Adopting the theme, “Expanding our Horizons, Accelerate in 2008,” President Ann Belus led the Auxiliary through the 125th Anniversary of the Plumbing-Heating-Cooling Contractors Association and National Plumbing Industry Week in Washington, DC, April 27 – May 3, 2008. This event was in conjunction with the Annual Legislative and Leadership Conference, April 30 – May 3. The project was patterned on the very successful campaign held in 1972-73 by then-PHCC President Bob Wark. Proclamations were requested and received from both houses of Congress and the President of the United States. Many state and local associations obtained proclamations as well, using the opportunity to bring recognition to the industry. The campaign was used to educate the general public and legislators on the contributions made by the industry and to identify the industry as an attractive career choice.

At the 2007 Convention, InSinkErator and Elkay sponsored the Opening Reception. Bradford White held their annual Scholarship Breakfast. InSinkErator sponsored the Scholarship and Awards Luncheon. BrassCraft sponsored the State Leaders’ Champagne and Cheese Reception. Moen sponsored the Auxiliary Luncheon. PlumbMaster and Wolverine Brass contributed office equipment for the Auxiliary. LA-CO again sponsored the Life Members’ Breakfast. Federated Insurance continued their support of the Long-Range Planning Committee Meeting.
Board had a representative at almost every state convention to deliver the message of the Auxiliary’s work and the benefits of membership. A gift basket was donated to each state auxiliary for them to use as a fundraiser. The success at the state level was outstanding. The Executive Board also sent representatives to encourage the formation of organizations at state conventions without auxiliaries. Recruitment of members-at-large helped strengthen membership numbers.

The Winter Board Meeting was held in New Orleans in conjunction with the Contractors’ Board Meeting. The Summer Board was held in San Diego in conjunction with Long-Range Planning.

At the Long-Range Planning Meeting, Jim Stack, representing Zone 3 at the meeting, suggested a tri-fold brochure along the lines of “Plumbing and HVAC Technicians, Who are They and What Do They Do?” They would be made available to distribute to customers, social organizations, clubs and any other venue where the industry could be spotlighted. He showed a sample of one that had been created for the orthopedic professional. He also provided copies of a New York Times article on building relationships between owners and contractors. He suggested that the Auxiliary create something similar for use in local newspapers across the country. The result was the Why Hire a Professional? brochure. It was made available to PHCC member companies through the website as a free download. President Ann also worked with PHCC staff to create a single page flyer for recruiting into the industry. It, too, was made available to PHCC member companies as a free download from the website.
The Newspaper Insert program continued with up to ten $1,000 grants offered to assist with expenses to run them in local papers, of which three were awarded. Three Educational Expense Grants were also offered for Contractor attendance at educational functions, and one of these was given to a contractor to attend a QSC workshop.

As part of PHCC’s Summer Water Conservation Initiative, Heather Tindall, an Auxiliary member and daughter of Kathy and Kevin Tindall, created a postcard for PHCC members to use to contact customers to promote Water Conservation Audits. The design could be customized to the individual company for only $50. Heather also provided information on very economical printers. She graciously donated 5% of the customization fee to the Auxiliary to continue the marketing programs.

To encourage membership and attendance at the National Convention, the Auxiliary again held a membership contest. The new member and the recruiter were entered into a drawing for a convention registration or the cash equivalent. In support of the membership recruitment initiative, the Auxiliary membership flyer was completely redesigned with the help of Hudson Ink. There were 4,500 copies mailed to all PHCC member companies, Auxiliary members, State Association executives, and Auxiliary sponsors.

For the first time in eleven years the membership dues were increased, from $50 to $75, effective with the 2008-09 year. It was voted to increase the dues $5 per year for an additional five-year period, capping Regular Member dues at $100 over six years. Senior Member dues were increased from $30 to $40 and were not subject to increase annually thereafter.

The position of Marketing Secretary was added by resolution at the 2008 Convention Business Meeting. It moved the Marketing Committee under the Secretary and increased the Executive Board from six to seven members.

President-Elect Ann Rivers and husband Steve donated 120 bottles of dipping sauce, dressings and barbecue sauce as a fundraiser for the Auxiliary. They were custom-labeled for the Auxiliary under the “Auxiliary Chefs” label.

In 2008, we suffered the loss of three past presidents, 1970-71 President Ardis Anderson, 1972-73 President Louise Heitmuller and 1980-81 President Nancy Frommel Mirlisena, a large body of experience and Auxiliary dedication. We also lost past national treasurer and long-time member of the Educational Loan Fund Committee Louise Schumacher. Louise had continued to attend the national conventions through 2006.

Federated Insurance continued their support of the Long-Range Planning Committee. Bradford White and InSinkErator co-sponsored the Convention Opening Reception. Bradford White again held their breakfast for all attendees and presented their Auxiliary scholarships.
InSinkErator held their annual luncheon and presented the scholarship winners in addition to the winners of the Larry Dore and Robert Cox Awards. Once again, BrassCraft sponsored a Wine and Cheese Reception for the State Leaders’ Club. This year’s Auxiliary Luncheon began the tradition of sponsorship by Bob Sinton and the The Training Company. It included the installation of Auxiliary officers, live entertainment, and a Silent Auction. This was the first Silent Auction that featured a chance on a piece of jewelry for each $100 in tickets purchased. Kohler sponsored the evening “Kohler Night” for all attendees. LA-CO sponsored the Life Members’ Breakfast.

2008-09 ~ Ann K. Rivers presided at the New Orleans, Louisiana Convention

President Ann Rivers chose for the theme for the 2008-09 year “Anything is Possible With Teamwork.” A new project of donating PHC-Opoly games to children’s hospitals, Ronald McDonald Houses and the USO and other military children’s programs was begun. The games were made available to state and local auxiliaries for distribution in their areas. The games were accompanied with a letter of introduction to the PHCC Association and the Auxiliary. They were also accompanied with a copy of the Why Hire a Professional? brochure.

The Nebraska State Auxiliary donated a game and $1,200 that they raised to the Nebraska Family Readiness Group, an organization that prepares the families of National Guard personnel for the deployment of the family members. The Minnesota Auxiliary chose to make donations to their Ronald McDonald House, including a game. They visited and toured the facility during their state convention.

Auxiliary support continued for the legislative efforts of PHCC. In addition to excellent representation at the Legislative and Leadership Conference, the National Auxiliary again became a member of the 535 Club. Both the National Auxiliary President and President-Elect attended the 535 Club dinner during the Conference.

One of the two “Hire a Professional” 10’ x 20’ billboard banners from 2002 was made available for transfer to anyone who could display it prominently for a period of six months or longer. Availability was based on traffic flow and the waiting list for it.

Technology allowed a number of changes in the structure of the organization by easing the workload and improving communication methods. One of these changes was the elimination of the Keeper of the Charters. The duties were transferred to the Membership
Both PHCC watches and PHCC shoe covers were introduced at the New Orleans Convention in 2009. Each attendee at the PHCC Annual Business Meeting received a pair of shoe covers and literature on them and other Auxiliary industry promotional products.

The 2009 Convention was the first in many years that was solely a PHCC National Convention without partner organizations participating. It was the first time in twenty-one years that the convention had been in New Orleans. It was the most widely attended convention in the ten years prior with a final registration of 761. It closed with a voluntary service day allowing attendees to assist with Katrina reconstruction through the volunteer organization Rebuilding Together.

During the convention, all attendees were encouraged to submit concerns or ideas to make the Auxiliary a better organization. A box was provided, and the submissions were discussed during the Annual Secretary. The number of Zone Directors was reduced from twelve to eight, keeping the Zone structure, but combining some states with others within the Zone. By careful planning, the four three-year Zone Directors scheduled to go off the Board were not replaced, and the remaining eight one- and two-year Directors assumed those states. The term was changed to a two-year term to provide for an orderly cycle. The Bylaws were changed to be silent on the number of members on the Marketing Committee, leaving that to the Executive Board.

In July 2009 we were saddened by the loss of Honorary Member Phyllis Cox, the week following her 91st birthday. Phyllis was the wife of Bob Cox for whom the Cox Awards were named. We suffered the loss of Helen Kokesh, National Secretary 1969-70. When she passed away on September 4, 2009, she had been a member of the National Auxiliary for 80 years. President Darlene Moyer honored her in 1995 for 65 years of membership with a plaque and roses. At that time she had attended 45 National Conventions. That same week we lost our 2005-06 National Auxiliary President Lynn Lamont Heidler and Past National Secretary Lisa Hansen. It was a huge loss of talent and friendship.

In August 2009 the Auxiliary honored Ben Harris (pictured on the right) on his retirement from PHCC. We are all far better for his kindness and friendship over his more than 35 years of service with PHCC. He will be missed, but will not be forgotten. He is shown here after one of the hundreds of famous Ben Harris tours of PHCC Headquarters in Falls Church, VA.

In a cost-cutting measure, two Executive Officers graciously opened their homes for the Winter and Summer Executive Board Meetings. The Winter Meeting was held at Jorja and Kent Dickemann’s home in Glen Carbon, IL. Kathy and Kevin Tindall offered their home on Long Beach Island, NJ, for both the Long-Range Planning Meeting and the Summer Executive Board Meeting that followed Long-Range Planning. While both settings were extremely cost-effective, all the participants agreed that they had gained a great deal more than just cost savings. The camaraderie allowed them to get to know each other better and, as a result of many late-night discussions, achieved a far greater level of productivity from the meetings.
Business Meeting. For those unable to attend, calls, emails or mailed letters to President-Elect Pat Blank were solicited. To encourage attendance at the 2009 New Orleans Convention, the Auxiliary sponsored a $500 cash prize. Each Auxiliary registrant received one chance in the drawing for the prize. For each registration by the Early Bird deadline, a second chance at the prize was offered. For each new member recruited before the Convention, yet another chance to win was offered. Gerry Calfo, Auxiliary Life Member and Past National President from Wilmington, DE, won the drawing which was presented during the Auxiliary Luncheon.

During the Annual Business Meeting, it was voted to keep the dues at the current rate for the future due to current economic conditions. This was in lieu of an automatic annual increase voted the previous year.

The Auxiliary hosted a separate luncheon following the Annual Business Meeting on Thursday. The Luncheon, sponsored by Bob Sinton and The Training Center, was the biggest in many, many years. It featured the 3-D Award presentation, the Robert M. Cox Award Honorable Mention presentations, the drawing for the Cash for Convention Contest, the introduction of Auxiliary sponsor representatives and a Silent Auction which again featured a chance on a piece of jewelry for each $100 in tickets purchased. The entertainment was provided by The Sassy Steppers, a line dance team led by Past National Auxiliary President Linda Bienvenu. In addition to their performance, others joined them for the finale.

The installation held during the Auxiliary Luncheon featured pictures of the organization from over the years. This installation used the 1958 installation ceremony updated for current offices and duties. This was also the first presentation of the orangewood gavel by PHCC of Florida since 2005. Oran Ellis once again produced the gavel for presentation to incoming President Pat Blank.

Bradford White held their traditional breakfast for all attendees, presenting their Auxiliary scholarships. The entertainment was a Second Line led by a full brass band.

InSinkErator held their annual luncheon and presented scholarships and the winners of the Larry Dore and Robert M. Cox Awards. BrassCraft sponsored a Wine and Cheese Reception for the State Leaders’ Club. LA-CO sponsored the Life Members’ Breakfast. Federated Insurance continued their support of the Long-Range Planning Committee.

In support of President Ann Rivers and incoming President Pat Blank, the Auxiliary Luncheon was sponsored by New York PHCC, New York PHCC Auxiliary, Western New York PMCA, California PHCC, and Bob Sinton and the Training Center. Other Auxiliary sponsors included Kohler - New Orleans Branch, LCR of Metairie, LA, PHCC Alameda County, PHCC of CA, PHCC of LA, PHCC- LA Auxiliary, Metro New Orleans PHCC, PHCC - NE Auxiliary, PHCC - NJ, PHCC - NY, WDNJA – PHCC, and Western NY Association of Plumbing & Mechanical Contractors.
Chapter VIII ~ The Two-Thousand-Teens

2009-10 ~ Patricia Blank presided at the Las Vegas, Nevada Convention


National Auxiliary President Patricia Blank adopted as the focus of her presidency the year-long celebration of the 90th anniversary of the formal organization of the Auxiliary and its 126th year of contributing to the industry. Her theme was “Meeting our Goals through Participation.”

In preparation for the Las Vegas Convention and having learned from the benefits achieved the year before, the Winter Executive Board Meeting was held in a home rented in the Las Vegas area. During the week-long rental, the Bylaws/Duties & Procedures Committee held their meeting, working on a five-year complete revision of the Bylaws and a major overhaul of the Duties & Procedures Manual.

The Long-Range Planning Meeting followed with an active discussion of insuring the future. It was followed by the Winter Executive Officers Meeting was held. The Executive Officers were also able to tour the 2010 Convention Hotel, The Paris, during the week. Repeating last year’s success, the Summer Executive Board Meeting was held at the home of Jorja and Kent Dickemann in Glen Carbon, IL.

Ways of simplifying Auxiliary operations at all levels were explored. The committee method of staffing local and state auxiliaries was discussed. Updating the educational videos to reach our recruiting market was another priority identified.

Social media and mass emails were discussed as realistic methods for communication. In January 2010 the National Auxiliary Facebook and Twitter pages came into being and continue to be a great platform for information exchange.

The newsletters remained the primary means of written communication. Prevention of identify theft was the subject of a two-part newsletter article, the first mention of it in Auxiliary communications.

Auxiliary participation in PHCC’s Government Relations Committee remained strong under the care of our representative Joan Schmitz. Auxiliary representation at the Legislative Conference was again substantial. We continued to support the 535 Club with a $1,000 donation. At the PHCC Board of Directors meeting at the convention in 2009, a separate Educational Foundation Board of Directors was created. The Auxiliary was given a voting seat on the Board to be filled by the Past President. In 2010, Ann Rivers became the first to fill the seat.

The promotional items for the year included a 14K gold faucet charm. All Auxiliary member registrants at the convention were entered into a drawing to win one.
Gail McWilliams of Urbana, IL, was the lucky winner.

The detailed five-year history update was made available electronically with a few printed copies for those who did not have electronic capability. In addition to the five-year history update, a 90th Anniversary Convention Journal was planned and produced for the 2010 Convention. It included state auxiliary focus pages and a four-page summary of the history of the Auxiliary. Auxiliary sponsors were featured in the Journal, spotlighting their contributions to the Auxiliary and the products and services that they offer. Heather Tindall designed the signage logo for the 90th Anniversary celebration.

In support of this undertaking, a Sponsor Committee was created to build stronger relationships with our sponsors and develop a better understanding of their objectives in the partnership. The talents and contacts of the Life Members were tapped to fill the committee.

For the first time in many years, the 2010 Leadership Conference was held in conjunction with the National Convention. Quality Service Contractors (QSC) also added their Power Meeting to the schedule, making the event in Las Vegas even more valuable.

One of the true highlights of this Convention was the Presidents’ pin exchange at the Business Meeting. Dorothy Linek presented her own past president’s pin to Pat Blank after Barb Kreifels received the President’s Pin from Pat.

A complete Bylaw revision passed at the Annual Business Meeting. One of the changes was to rename the “Executive Board” the “Executive Officers.” This was done to avoid confusion with the Board of Directors. The Executive Committee continued to be identified as the Executive Officers, the Chaplain, Historian and Parliamentarian. On the recommendation of the IRS, the revised Bylaws provided a section defining the process through which the Auxiliary might be dissolved.

For the first time in a long time, we had two candidates volunteer for the Vice Presidency at the Annual Business Meeting.

A separate Auxiliary Luncheon was held following the Annual Business Meeting. Again it was sponsored by Bob Sinton and The Training Center. It featured the presentation of the 3-D Award and the Cox Awards. Dennis Broderick and Ginny Carlson (in absentia) were both presented with Honorary Membership in the Auxiliary at the Luncheon. The entertainment
President Barb Kreifels adopted as the theme of her presidency “Sewing the Seeds of Prosperity,” depicting the history of Nebraska in both farming and sewing. She was installed at a separate Auxiliary ceremony during the Annual Convention in Las Vegas and then participated in a joint ceremony with PHCC at the Closing Event.

A major focus of the year was improved electronic communications and offering members information to allow them to improve their digital presence. The 2011 convention offered an Auxiliary-sponsored how-to class using our phones and Facebook.

After the new PHCC website rollout, information was distributed to the Auxiliary membership on how to navigate the website and how to use it as a distribution tool for Auxiliary information. For the first time the newsletters were available in digital form on the Auxiliary website in addition to printed mailings.

Supporting State Executives and the Association Executives Council on new member recruitment and renewals was another emphasis of the year, encouraging them to use the Auxiliary Zone Directors as a resource in their efforts. A short meeting during the National Convention allowed an exchange of ideas between the two. AEC members were invited to attend the State Leaders’ Meeting so that they would have first-hand knowledge of the resources of the Auxiliary. In addition to the Spectrum Conference, President Barb attended the Minnesota, Illinois, and Nebraska State Conventions in support of this effort.

The Auxiliary Life Members were tapped to mentor new members in their area to make them feel welcome and to encourage them to become involved in the organization.

In addition to the usual fundraising efforts in support of Invest in Your Future, the Auxiliary donated some of the proceeds from the Auction to the Educational Foundation. On his retirement from InSinkErator, the Auxiliary awarded a $1,000 scholarship in honor of Dennis Broderick. A new sponsor information sheet was prepared for use in introducing new companies to the Auxiliary.

In May of 2011 we lost a National (Auxiliary) Treasure, Bernadine Stockmeister. At ninety-two, she had been an Auxiliary member for over 64 years. She was one of the first female Master Plumbers in the US. Her
support of the Auxiliary will be missed almost as much as her beautiful smile!

At CONNECT 2011 filming began on a new career educational and recruiting video. The Apprenticeship contest was filmed and contestants were interviewed. Contractor and Auxiliary member interviews were also conducted. The completed video was released in 2012.

The Auxiliary continued to support the World Plumbing Council, promoting its World Plumbing Day, established in 2010 to be March 11 each year. CDs and letters were created to be used in contacting schools in Fall of 2011. Support for Fix A Leak Week, part of the EPA’s Water Sense Program was solicited on social media. This was yet another year of the Auxiliary asking “What can we do for you?” and then doing it.

Again two members, Patty Jones and Sandy Stack, opened their homes to the Auxiliary Executive Officers’ Meetings and Long-Range Planning, saving the Auxiliary expense and providing an amazing work environment. The Auxiliary was well-represented at the Legislative Conference as well as many state conventions.

The Auxiliary held a separate luncheon during CONNECT 2011 sponsored by Bob Sinton and The Training Center. It featured the inspirational speaker Jodi Hills, compliments of our hosts, the Minnesota Auxiliary. A very successful Teacup Silent Auction, the presentation of the Copper Development Association 3-D Award to Kathy Tindall and the Robert M. Cox Awards completed the program.

Bradford White held their breakfast for all attendees and presented their Auxiliary scholarships. InSinkErator held their annual Awards Luncheon where the Foundation and Auxiliary scholarships were announced in addition to the winner of the Larry Dore Award. Once again, BrassCraft sponsored the State Leaders’ Meeting. LA-CO again sponsored the Life Members’ Breakfast. Federated Insurance continued their support of the Long-Range Planning Committee. The 2011-12 Executive Officers were installed during a separate Installation Ceremony.

2011-12 ~ Terry Giebelhaus presided at the Philadelphia, Pennsylvania Convention

President Terry Giebelhaus chose for the theme for the 2011-12 year “Making It Happen.” And they did Make it Happen! A full-color 20-page magazine replaced the first newsletter of the year, sharing the pictures of all the wonderful events at the CONNECT 2011 in Minneapolis. This year saw the first post of a digital copy of the
The educational videos were finished and premiered at the 2012 Convention. They included three short segments, each concentrating on a different part of the industry. They, too, were posted on the Auxiliary website. They offered a valuable, current resource to those making presentations at career days.

In April 2012 two more charms were added to the marketing promotional items; one an old-fashioned fan and the other depicting the four seasons. At the same time, PHCC logo jackets and vests in both men’s and women’s styles were introduced. Logo t-shirts were added later in the year.

In July 2012, Past President Barb Kreifels attended the Association Executive Council’s Spectrum Conference to discuss how the two organizations could work together more effectively. This was the result of an invitation to all Association Executives to attend the State Leaders’ Meeting at the 2011 Convention. She presented and distributed a brochure on the activities of the Auxiliary. There was extensive discussion on how the two organizations could work together. As part of the membership drive for the year, a $100 gift card was offered to the Association Executive who brought in the most new auxiliary members. Greta Flinn of Washington State won the gift card.

The Opening Reception at the Philadelphia Convention was held at the Fairmount Water Works, the nation’s first major urban water supply system dating back to 1815. The Reception offered tours of the entire facility which were enjoyed by all. Thanks to InSinkErator and Bradford White for sponsoring this remarkable event.

Again the Auxiliary held a separate Luncheon on Thursday following the Annual Business Meeting. The Larry Dore Award Runner-up, the 3-D Award, and the Robert M. Cox Awards were all presented at this Luncheon. There was a Teacup Silent Auction and a separate drawing for “a tree of gift cards” both held during the Luncheon. Together the two raised a record $3,683 for the Auxiliary General Fund. We sincerely thank Bob Sinton & The Training Center, PHCC-National Association, MGM Sales and Westbrass for sponsoring this fabulous Luncheon.

As a goodbye gift, Dennis Broderick, on his retirement from InSinkErator, was presented with a 36-page, full-color, bound memory book of his years with the Auxiliary.

During the year, Kathy & Kevin Tindall announced the Fran Williams Memorial Scholarship to be presented to a student going into the medical field. Others were invited to donate to increase the amount of the award. Educational Foundation and Auxiliary scholarships were announced
President Sandy Stack shared the theme for the 2012-13 year with PHCC President David Dugger, “Go Big.” We kicked the year off with a project spearheaded by Kathy, Heather & Kevin Tindall to provide needed supplies in the name of PHCC and the Auxiliary to the first responders along the New Jersey coast following Hurricane Sandy. This resulted in the delivery of ten Port-a-Potties and four truckloads and a 14’ trailer of food, water, cleaning supplies, clothing and building materials. Many of the first responders were working 24/7 and had also lost their homes. In December, a highly successful follow-up campaign provided gift cards collected by the group to “Save the holidays for first responders.”

Following the theme “Go Big,” many have said this is about as big as it gets. The announcement to the membership on February 15, 2013 read:

**We Have Gone Big!**

It is with quiet humility and tremendous pride that we are able to announce the donation of the historical records of the Plumbing-Heating-Cooling Contractors – National Auxiliary to Smithsonian’s National Museum of American History Archives Center, Washington, DC. The acquisition was approved by their Collections Acquisitions Committee on February 5, 2013. The records were physically placed in their facility on February 19, 2013. It has been an amazing year. The celebration will continue for the rest of this year and beyond as members have the opportunity to see our records in this most prestigious facility.

Throughout the 2013 year, there were celebrations via communications. Only at the Convention though did everyone get the opportunity to really celebrate as a group. The story

2012-13 ~ Sandy Stack presided at the Las Vegas, Nevada Convention

President Sandy Stack shared the theme for the 2012-13 year with PHCC President David Dugger, “Go Big.” We kicked the year off with a project spearheaded by Kathy, Heather & Kevin Tindall to provide needed supplies in the name of PHCC and the Auxiliary to the first responders along the New Jersey coast following Hurricane Sandy. This resulted in the delivery of ten Port-a-Potties and four truckloads and a 14’ trailer of food, water, cleaning supplies, clothing and building materials. Many of the first responders were working 24/7 and had also lost their homes. In December, a highly successful follow-up campaign provided gift cards collected by the group to “Save the holidays for first responders.”

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Throughout the 2013 year, there were celebrations via communications. Only at the Convention though did everyone get the opportunity to really celebrate as a group. The story
of the journey was told during the Auxiliary Post-Luncheon Entertainment and again at the Life Members’ Club meeting. A special section on the Records Donation is provided as a separate file on the website.

In conjunction with the archiving of the National Records, Jeri Ann Browne offered her expertise in assisting state and local auxiliaries in their efforts to place their records in an appropriate archive.

In March 2013 the Auxiliary once again participated in the promotion of both the EPA Watersense Program’s Fix A Leak Week and the World Plumbing Day annual poster contest. The New Mexico Office of the State Engineer created and offered the “Wanted ‘Bad’ Flapper” poster which was highlighted in the newsletters with the link to download it for use.

Both Executive Officer Meetings were held in Tennessee in 2013, the first in Nashville and the second at the home of Jan & David Dugger in the Smoky Mountain Area outside of Knoxville. The camaraderie and productivity increased with the fabulous accommodations. As part of the Summer Meeting, food, toiletries, and clothing were purchased and donated to the Smokey Mountain Area Rescue Ministries in their outreach to those in the community in their moment of need.

In 2013 the traditional teacup Auxiliary Silent Auction during the Auxiliary Luncheon moved to a whole different level. Chairman Jan Dugger, along with Teresa Mayes and Denise Thompson, restructured it into a major Auxiliary fundraiser. It moved to the main rotunda of the hotel for all attendees to participate. We could not have asked for a more perfect venue. The very popular event resulted in an amazing gross amount of $11,000 for the Auxiliary General Fund. Also, for the first time and also attributable to the Tennessee Three, Nordstrom’s provided makeovers to make us all glamorous for the Closing Event.

There was a membership drive during the year with two separate prizes offered, a $100 gift card to the Zone Director that brought in the most new members and another $100 gift card to the Auxiliary member that brought in the most new members. The prize was presented at the Annual Business Meeting in Las Vegas to Zone Director Iris Maddalon and accepted for her by Kathy Tindall. There was no winner in the Auxiliary member category.

During the meeting, a dues increase to $100 for regular members and $50 for senior members was approved. Another resolution approved the donation of the Auxiliary Records to Smithsonian. Another named Lynne Finley as Historian/Archivist Emeritus. A final one changed the officer terms to calendar to correspond with the fiscal year.

The Auxiliary continued to support the Legislative Conference and the PAC with attendance and donations. In April 2013 we debuted Constant Contact as a means of emailing the membership with news and information. It was a welcome addition to the communications arsenal for many years.
At the Business Meeting Sandy was presented with a Past President’s Pin and Past President’s Charm that were worn by Mary Grace Whelan. It was pinned on by Doris Rahn (pictured on right), Past National President 1987-88.

The year represented three major milestone anniversaries. The longest of the three was the 50th anniversary of the InSinkErator Auxiliary Luncheon, a program begun in 1963 by then-president Dorothy Sharpe Clem. The second was the 30th anniversary of the Bradford White Scholarship Breakfast. The third milestone was the 30th anniversary of the founding of the Educational Foundation. Between these milestones and the donation of our records, there were big celebrations throughout the 2013 National Convention.

The 30th Anniversary of the Bradford White Scholarship Breakfast was a big celebration for all attendees. Bradford White presented their annual report on their operations and then presented their Auxiliary scholarships. The Convention Keynote Speaker followed.

Federated Insurance continued their support of the Long-Range Planning Committee. BrassCraft sponsored the State Leaders’ Meeting. LA-CO sponsored the Life Members’ Breakfast. The Auxiliary held an Entertainment Event sponsored by InSinkErator and Bob Sinton and The Training Center. In honor of the 50th Anniversary, the Executive Officers performed a tribute to InSinkErator. Then Elvis performed and we’re pretty sure it was the real Elvis.

2013-14 ~ Cheryl Mosier presided at the New Orleans, Louisiana Convention

President Cheryl Mosier chose for the theme for the 2013-14 year “The Sky’s the Limit, Working to Achieve Endless Possibilities.” And that theme was in the forefront at the Long-Range Planning Meeting in January. The new Auxiliary Strategic Plan, an impressive single-page placemat-format document clearly defined the direction for the Auxiliary. At the same time the Vision was defined and the Mission and Objectives were revised to reflect the direction. That Committee led by President-Elect Jan Dugger included Vice President Angie Westman, Danielle Dorsey and Betty Gill. Bev Potts provided input as a member, but could not attend. President Cheryl served as Secretary.
The results of the meeting included plans for an Auxiliary booth in the 2014 Product & Technology Showcase. A scavenger hunt for information during CONNECT to foster participation in all the meetings and events and promote awareness of the Auxiliary was a success. An Auxiliary website, separate from the page on PHCC’s website, and an online store presence were suggested and continued in the works. A single-page membership application was created to supplement a planned information flyer on the Auxiliary. A brochure for Association Executives was also planned. The sponsorship brochure was reviewed for alignment with the Strategic Plan. A visit to see the Auxiliary records at the Archives during the next Legislative Conference was discussed. Emphasis for the year was to become less financially dependent on PHCC and focus on implementation of the Strategic Plan.

Vice President Angie created the first National Auxiliary Facebook “Page,” converting it from the Facebook Group. The Page continues to be available to promote initiatives, as well as recognize social events, holidays and news of interest. Angie also created a CONNECT 2014 Facebook Event Page to encourage attendance and provide information on Convention activities.

In addition to the three newsletters, one in full color, Constant Contact continued as a means of frequent communications. The PHCC and AEC email lists were included on selected emails as a way of communicating what the Auxiliary was doing.

Recognition of World Plumbing Day, IAPMO’s WPD Poster Contest, and the Water Sense Fix A Leak Week were all email campaigns. As usual the Auxiliary contributed both to the Invest in Your Future campaign and the PAC and supported each with solicitation of other contributors.

For CONNECT 2014, three new PHCC logo items were introduced. They included a PHCC license plate frame, an 8-gig USB drive in either red or blue, and a dual 12-volt USB car charger, available in a choice of six colors.

BrassCraft again hosted an extremely successful State Leaders’ Meeting and Reception conducted by Richela Roy of Louisiana. The Bradford White Breakfast led into the Keynote Speaker, General Russel Honoré (pictured at left). The Auxiliary again had a booth at the Product and Technology Showcase with examples of industry recruiting material available on the Auxiliary website.
The Annual Business Meeting saw the passage of three resolutions. The first provided for a 25% discount on additional membership dues for any company after paying for two full-price memberships. The second confirmed the three-tier structure of the Auxiliary. The third eliminated the requirement that new members be sponsored by a current Auxiliary member to join.

Jan and Cheryl exchanged the President’s pin. Past President Ann Belus presented her daughter President Cheryl Mosier with a Past President’s pin. They represent the first mother-daughter presidents in the history of the Auxiliary.

The InSinkErator Awards Luncheon was held on Friday. The Larry Dore and 3D Awards were presented and Auxiliary Scholarship awards were announced.

The Auxiliary once again hosted a special event to present the Robert M. Cox Awards and provide the afternoon entertainment following the InSinkErator Awards Luncheon. This year the entertainment was Dr. Z, a very hypnotic comedian.

We had makeovers to get all glammed-up for the Closing Event. Some more so than others, but it raised a lot of money. This year it was provided by the artists of Chanel.

The Opening Reception was sponsored by Bradford White and InSinkErator. It featured a Cajun band, an excellent buffet of New Orleans food, and an assortment of exotic pets.

The Closing Event was held at Mardi Gras World. It featured the presentation of the Colonel Scott Award to Mark Giebelhaus and a joint installation of the officers of PHCC, AEC, and the Auxiliary.
The Silent Auction in the Grand Foyer for all convention attendees was again a record-setting success, grossing over $13,000. Chair Kathy Lewis is pictured below.

Our 2014 Convention Committee, Seated: Sharon Ranchuso Vines, Richela Roy, Kristen Molinario; Standing: Linda Bienvenu, Carla Molinario

2014-15 ~ Janet Dugger presided at the Hollywood, Florida Convention

President Jan Dugger chose for the theme for the 2014-15 year “Together We Will Make a Brighter Future.” And we certainly did.

Beginning with the Post-Convention Executive Officers’ Meeting, it was a year of organization and well-thought-out plans. To add a visual aid, pictures were added to the officers’ information in the committee book for the year. All Auxiliary members were listed in the book with a separate list of Life Members.

The first accomplishment was a meeting of the Bylaws/Duties & Procedures Committee in New Orleans to update the Duties & Procedures Manual. The
result was a complete digital file, confirmed across the offices, correctly reflecting the changes in operations over the previous seven years. This supported the new officer development focus for the year.

Financial independence from PHCC was another focus of the year. With the success of the Silent Auction, the request for Convention registration sharing from PHCC was reduced from $15,000 to $10,000 for the year.

The Long-Range Planning Meeting was held in January in Hollywood, FL, in conjunction with the Winter Executive Officers’ Meeting. Drawing from previous successes, a rental home was used to accommodate both meetings. The emphasis for Long-Range Planning was the implementation of the Strategic Plan adopted in 2014. The shortage of workers coming into the industry was selected as a primary focus for the initial work.

Strengthening awareness of industry-related schools and highlighting the availability of the Bradford White Scholarships for trades training was part of the message that resources were available. In support of the objective, the scholarship program was reviewed for additional opportunities for training in the trades.

The meeting location allowed a preview of the Convention Hotel. The tour of the Diplomat Resort & Spa Hotel property provided first-hand knowledge of the facility for meetings, registration, marketing, and Silent Auction planning.

A Career Ladder with associated costs of education and salaries was drafted and sent to industry representatives for review and comment during the meeting. The final product was introduced at 2015 Convention. It was used on the web to attract attention to the industry as a viable and attractive career choice for both men and women. Other ways of demonstrating the value of the Auxiliary were discussed.

Federal, state, and privately funded grants for career education were discussed. The membership was surveyed for skills in the areas of grant application and management. Discussion of membership communication centered on obtaining information from the members, as well as traditional top-down methods. Representation of the membership on the Auxiliary Board of Directors was discussed and submitted to the Bylaws/ Duties & Procedures Committee for consideration.

During the Winter Executive Officers’ Meeting that followed, a conference call was held with the Zone Directors to discuss the Zone Director role and recommendations for membership representation. Further talks with the state leaders during the year determined that there were currently eleven (11) state auxiliaries representing roughly half of the membership. It was proposed in the bylaw revision for the year that the state presidents be made National Directors, serving the historical role of Zone Director, and that the remaining members-at-large be represented by a Members-at-Large Representative on the Board of Directors. The resulting twelve members of the Board would equal the number of Zone Directors prior to the 2010 bylaw revision and provide direct representation of the state auxiliaries.
The bylaw revision which was approved at the Annual Business Meeting also reset the officers’ and committee members’ terms to end at the close of the convention in which they were replaced, with the exception of the Treasurer which remained December 31 of the year replaced.

The PAL Program was implemented in which each Executive Officer adopted a sponsor to work with during the year, supporting the mutual objectives of the organizations. A Giving Back program was announced to offer Auxiliary support of programs within the sponsor organizations. One result was the continued support of IAPMO’s World Plumbing Day Poster Contest, using Constant Contact to promote it and offering a prize to the Auxiliary Member that generated the most entries into the contest. The Water Sense Fix A Leak Week was also spotlighted in Constant Contact, providing the link to materials for member mailings to customers. The Auxiliary partnered with the Educational Foundation and Penton Media to provide volunteers to assist in their first ever “C3 Comfortech Contractor Competition” during Comfortech 2015. Two golf outing holes were sponsored during the year, one for Bradford White and one for IAPMO.

These and other events were scheduled on a calendar for Constant Contact for the year. Also included were selected holidays, solicitation of new members using the PHCC email list, and promotion of the events and logo materials throughout the year. The newsletter assignments for three editions were given at the beginning of the year, and each was delivered on time. Press releases were also discussed as a method of communicating milestone events. The newsletter and Constant Contact highlighted the newly-created Amazon “Smile” source for purchasing from Amazon with a portion of the proceeds going to the Educational Foundation.

Talking Points for use in describing the work of the Auxiliary were created. They included a single page screen shot of the Auxiliary website with links to all the resources. Also provided were bulleted items to emphasize when representing the Auxiliary. These included the Strategic Plan handout, our records donation to the Archives, getting Auxiliary educational material in the hands of the Parent-Teacher Associations and Career Day events. Suggestions were provided for use of the PHCC logo on member websites, Facebook pages, Twitter accounts, letterhead, quotes, invoices, vehicles, office signage, employee uniforms and billboard and print media advertising. Solicitation of candidates for leadership positions was included. A thank-you to our sponsors was encouraged. The significance of supporting the Invest in Your Future campaign was emphasized, adding that in addition to the scholarships awarded by the Foundation, this campaign represents $25,000 of the annual Auxiliary scholarship awards.

The Talking Points were used in the representation of the Auxiliary at almost every state convention and many other industry events throughout the year. Jan and Teresa attended Spectrum 2015 in Seattle to provide information on the work of the Auxiliary to the Association Executives. Additionally, the Auxiliary was represented at the Massachusetts Trade Show and the Minnesota, Illinois, Five-State, Ohio, New Jersey/Pennsylvania, PHCC West, Tennessee, Georgia, Louisiana, and North Carolina conventions.

Work continued through the Summer Executive Officers’ Meeting held at Jan & David’s beautiful home in Wears Valley, TN. Barb Kreifels developed a Time & Talents Survey to get to know the membership and identify the talents represented. Additionally, new members would be asked for a short biography and picture for the welcome section of the newsletter. A second piece explained all the offices and committees and where the member could select service. Jan, Teresa and Denise took on the project of reworking the sponsor information brochure, and it was presented at the Convention.
During the Summer Executive Officers’ Meeting we were treated to a lesson in making handmade blankets for donation to the Linus Project. This program provides handmade blankets and quilts to seriously ill and traumatized children. The result was 21 beautiful blankets and 7 smiling faces!

Work continued through the year to explore using an online store for the distribution of Auxiliary merchandise. It continued to be in the forefront of efforts to relieve the upfront cost of merchandise purchase, the overhead of receiving, storing and transporting the items, as well as accepting and processing orders to customers. A separate Auxiliary website also continued to be a pursuit.

Two other new initiatives were a Girl Scout Merit Badge and the development of Student Chapters of PHCC. Contact was established with the National Girl Scouts of America to express our interest in working with them to create a PHC Merit Badge. The Education Committee accepted the project of developing Student Chapters of PHCC.

The Auxiliary continued to provide the industry coloring books, puzzle books, and Constructing Your Future brochures and pamphlets for the cost of shipping only.

The Executive Officers reviewed the Scholarship selection process at the Pre-Convention Executive Officers’ Meeting. The rules for the Bradford White Scholarship were changed for the 2016 awards to align them with the general scholarship rules. This change added that one Auxiliary member may sponsor a maximum of two applicants.

This year the Auxiliary made contributions to the Invest in Your Future campaign and the PHCC 535 Club. Additionally, a charm and chain were donated to the PAC Auction. New PHCC logo items introduced at CONNECT 2015 included a hooded, zippered sweatshirt, a long-sleeved t-shirt and a tote bag.

To make attendees feel welcome and special, the Life Members’ Hospitality Committee under Chair Ann Rivers had special greetings planned. She presented each first-time guest with a gift bag of Lilly Pulitzer reusable cups, hibiscus flower cookies, and information on the Auxiliary. At registration and at all events, she took on the task of making every attendee feel a special part of the celebration.

The Silent Auction opened Wednesday at noon, kicking off the Auxiliary schedule. This was followed by the Annual Board of Directors’ Meeting and then the State Leaders’ Meeting and Reception sponsored by BrassCraft. The Opening Reception was held on Wednesday evening sponsored by InSinkErator and Bradford White. The PAC event featured a waterway cruise reception with an onboard auction.

Thursday began with the Bradford White Scholarship Breakfast and the presentation of their scholarships, followed by the keynote address and the opening of the Product and Technology Showcase. The Auxiliary had a booth in the Showcase to provide information on the work of the organization and the promotional items available. The Annual Business Meeting followed Thursday afternoon. During the meeting Dr. Gerry Kennedy, Executive Director of PHCC stopped by to wish the Auxiliary well on his retirement and to introduce his replacement, Michael Copp. Gerry was presented with a $250 gift Certificate and a card.

In honor of the 95th Anniversary of the Auxiliary, there was a cake for all attendees following the Annual
President Angela Westman chose for the theme for the 2015-16 year “We Can Do It,” using the famous Rosie the Riveter image. It coincided with the National Museum of American History’s feature exhibit of Rosie and all that was accomplished during World War II.

The Auxiliary’s primary focus continued to be workforce development and membership recruiting. Recruiting into the industry included providing materials and funding to those willing to deliver the message of career opportunities to our young people nation-wide. As part of that effort, PHCC President Chip Greene issued a challenge to the Auxiliary that we continue to be the voice of PHCC to high school and trade school students and educators across the nation.

As part of delivering that message, the Auxiliary hosted the first joint Auxiliary - Educational Foundation Workforce Development Breakfast on Friday morning at CONNECT 2016 to showcase the handouts, banners and videos that were available to recruit into the industry and brainstorm the boots-on-the-ground effort. A panel discussion led by Indiana’s Brenda Dant discussed strategies for successful recruiting campaigns.

Enhanced service group receptions were held Thursday afternoon and evening. Friday morning saw the Life Members’ Breakfast sponsored by LA-CO, the Auxiliary Post-Convention Executive Officers’ Meeting, and the Information Exchange. The InSinkErator Awards Luncheon on Friday included the Larry Dore Member of the Year Award and the Copper Development 3D Award presentation. Auxiliary Scholarship Awards were also announced.

The Auxiliary Entertainment Event following the InSinkErator Awards Luncheon featured Coach Bingo. It was highly advertised and attracted a remarkable crowd of convention attendees, whether Auxiliary members or potential ones. A distinguished group of Bingo callers lined up to keep the event lively. There was a fabulous array of Coach items to be awarded as bingo and raffle prizes during the event.

2015-16 Executive Officers, L-R: Kelly Ruddy, Teresa Mayes, Janice Voss, Angie Westman, Greta Fischer, Lynne Finley & Barb Kreifels
In addition, for the first time, the Auxiliary sponsored an HVAC Apprentice in the Contest at CONNECT in 2016. The $2,500 sponsorship included travel expenses for the apprentice.

The Educational Foundation prepared four fliers to be used in recruiting into the industry, one incorporating the career path created by the Auxiliary in 2015. They were available as handouts and slides. Three were reproduced as large and small banners.

At the AEC Spectrum Conference in Savannah in July, President Angie announced the Auxiliary Banner Grants to provide industry recruiting banners to state and local PHCC organizations. The Grants provided either a set of three small, table-top banners or one large floor banner. Applications for the grants were distributed to all in attendance. A total of three large banners and six sets of small banners were awarded in 2016.

The executive officers attended many state events to help encourage people to join the Auxiliary and PHCC. In addition, they advocated for our industry, asking others in attendance to go out and do the same. Their messages included the viability of the plumbing, heating, and cooling industry as a career path for the younger generations, as well as the essential role that contractors play in protecting the health of our nation.

The Long-Range Planning and Winter Executive Officers Meetings were held in Las Vegas, sharing a rental home for both meetings. Both meetings addressed planning for the Auxiliary’s year-long 100th Anniversary celebration. The celebration is to be opened at the 2019 CONNECT in Indianapolis and closed at the 2020 CONNECT in Dallas with the delivery of the 100-year history update.

While in Las Vegas, the Executive Officers visited the PHCC of Nevada office and met their Association Executive Echo Svoboda. That evening they joined PHCC of Nevada members to enjoy Menopause the Musical and have dinner at Toby Keith’s restaurant, a night that will be remembered with big smiles.

At the Winter Executive Officers Meeting Vice President Greta Fischer announced a membership contest that she was sponsoring over the next year to reward the member recruiting the most new members (must be more than two). The prize was an all-expense paid trip to Seattle for one Auxiliary member (one night’s hotel accommodations and airfare) and dinner with Greta in the Space Needle restaurant.
There was again strong Auxiliary representation at the Legislative Conference in Washington, DC in May. On Monday, four of us toured the Archives of the National Museum of American History with Associate Curator Cathy Keen. We were able to view many records while there, but the highlight, of course, was the records of the National Auxiliary. We followed that up with a tour of the PHCC National Office and presented each of the staff members with a copy of the Auxiliary history book, *A Partnership Unique*. Tuesday was the PHCC Board of Directors’ Meeting where each Board Member was presented with a copy of *A Partnership Unique*.

The Summer Executive Officers Meeting was held in New Orleans in a rental home, again greatly reducing the meeting costs and strengthening friendships. Work continued on the implementation of the Auxiliary online store and plans for CONNECT in San Antonio.

Among the many accomplishments of the year was a stand-alone Auxiliary website, the first in almost twenty years of website presence. Since 1997 the Auxiliary website had been a part of the PHCC website, edited and maintained for the Auxiliary by PHCC staff and consultants. Auxiliary Marketing Secretary Kelly Ruddy created the new site to accommodate the online store that she created to provide electronic ordering, payment, and order tracking capability. The use of an electronic inventory and order processing service was another innovation that allowed orders to be placed, paid, filled, and shipped without an Auxiliary volunteer participating in the process.

Marketing was again very visible at CONNECT 2016. In addition to several new logo items, the first convention t-shirt was produced - a big success. Another big success was PHCC logo knee pads. The Auxiliary donated six kneepads for the top three winners of each of the Plumbing and HVAC Apprentice competitions.

Once again the Silent Auction was an excellent fundraiser for the Auxiliary and added a lot of entertainment to the convention experience. Revenue of $10,265 was delivered as a result of generous donations by members and outstanding work by the Silent Auction Committee.
The Auxiliary Trade Show Booth was well attended, showcasing the original Career Ladder Banner and offering copies of the four Workforce Development flyers. Several PHCC logo items were given out to visitors at the booth.

The Auxiliary sponsored Trolley Tours for all convention attendees, allowing guests to visit the beautiful Japanese Tea Garden and the Mercado Market. Makeup Sessions were also offered again the afternoon of the Closing Event. At the end of the Convention Robin Maher announced her retirement from PHCC and introduced Ilone “Shelly” Cook as her replacement and liaison for the Auxiliary. Robin was presented with a faucet charm.

The Silent Auction Committee did an amazing job. L-R: Susie Greene, Gail McWilliams, Kathy Lewis, Corinne Riley & Ann Rivers

The Auxiliary Board of Directors’ Meeting was the first one to have Auxiliary State Presidents and the Members-at-Large Representative as voting members.

The State Leaders’ Meeting sponsored by BrassCraft was held following the Board Meeting. While everyone shared their practices and projects, it was agreed to have a “show and tell” with examples at the next leadership meeting in Milwaukee. The thought was that it is better to see the ideas of others instead of just hearing about them.
President Lynne Finley chose for the theme for the 2016-17 year “Share Your Passion For The Industry.” The industry is what gives us our voice and represents our companies, for most of us our largest financial asset.

The 2016-17 Executive Committee, pictured at right are L-R: Vice President Ann Rivers, Recording Secretary Janice Voss, Marketing Secretary Kelly Ruddy, President-Elect Greta Fischer, Membership Secretary Barb Kreifels, Parliamentarian Terry Giebelhaus, Treasurer Cheryl Gammon. Seated are Historian Linda Bienvenu, President Lynne Finley, and Chaplain Gerry Calfo.

President Lynne attended the PHCC New Board Member Orientation held at PHCC’s headquarters in December 2016. One of the first projects of the new
year was a complete review and update of the Auxiliary section on PHCCweb.org, incorporating the accomplishments of the last year. They included the Auxiliary Speaking Points, Membership Application, Sponsor Recruiting Information, New Member Welcome Letter, Representing the Auxiliary, and the About Us section of the website.

In conjunction with InSinkErator and their marketing firm, Catch-22, we reviewed and modified the Robert M. Cox Award Application to expand the scope of qualifying projects. In addition, the winner categories were reduced to Small Auxiliaries (3-15 members), Large Auxiliaries (16 or more members) and Members-at-Large. The judging criteria and the information to submit projects via email were provided in the revised application. The Larry Dore Member of the Year application was also reviewed and modified to provide the judging criteria and the information for submitting nominations via email.

The 2017 Long-Range Planning Meeting sponsored by Federated Insurance was held in conjunction with the Winter Executive Officers’ Meeting at the Finley’s in Destrehan, LA. The discussion again centered around streamlining processes, video and teleconferencing in lieu of face-to-face meetings, more frequent digital news updates to include the membership contest, the Workforce Development tools that are available for recruiting into the industry, and the events at CONNECT. The idea of producing laminated sets of the four Workforce Development posters for state and local associations and contractors was recommended.

We offer our thanks to our bartender, chef, chauffeur, and chief pilot Jim Finley for his remarkable patience.

For the second year, the Auxiliary continued building a file of ideas for the 100th Anniversary Celebration that will open with the 2019 Convention in Indianapolis and close with the 2020 Convention in Dallas, where the 15-year update of the Auxiliary History will be delivered.

During the Winter Executive Officers’ Meeting, applications for utilizing online tools to simplify our processes were reviewed. The Auxiliary had long been on computer-based accounting software, most recently on the desktop version of QuickBooks. Treasurer Cheryl Gammon added the Auxiliary to QuickBooks Online, providing all the officers with the tailored view and edit capabilities needed to do their jobs. This resulted in significantly streamlined processes and oversight capability that had never been available before.

At that meeting the annual contribution to the 535 Club and to the Invest in Your Future campaign were both approved. Sponsorship of an HVAC Apprentice for the second year was approved, and plans for an Auxiliary Trade Show Booth were in process. Co-sponsorship of the second Workforce Development Breakfast at CONNECT with the Educational Foundation was approved. The Winter Executive Officers’ Meeting was followed by the PHCC Board Meeting in Sacramento, CA, where we were able to report on the plans that were already underway for the year.

In February 2017 we began using FreeConferenceCall.com for our teleconference meetings. The transition from Constant Contact to Mailchimp for Auxiliary email blasts and digital newsletters was completed in March 2017. The Executive Officers began using OneNote to store shared documents and information.

Marketing Secretary Kelly Ruddy completed the stand-alone website PHCCNationalAuxiliary.org, with the help of Auxiliary members Alexander Colorado and Cristal Pinnix. It was attached to PHCC’s Auxiliary link, so those accustomed to using the PHCC site were accommodated. Kelly also completed the agreement with ShipMonk to warehouse our inventory, to fill, ship, and invoice
merchandise orders. She began the creation of the online store for electronic ordering, order processing and payment.

The Association Executives Council Spectrum Conference, held in Louisville, KY, provided an amazing environment for our association executives to share and learn from each other. The Auxiliary was blessed to participate in this conference and share information on the Auxiliary. It was announced that the banner grants were still available for those who had not yet received one. The result was the award of an additional large banner and the purchase of three large banners and one set of small banners. Many state and local executives provided positive feedback on the banners as a recruiting tool.

In addition, the Auxiliary was represented at the Illinois, Ohio, West Coast, Louisiana, Nebraska, and Washington conventions, all excellent events. A donation from the National Auxiliary was provided to the New York Auxiliary Auction at their convention in the Florida Keys.

Because of the savings on airfare, lodging and meals, the Executive Officers agreed to hold the Summer Meeting again at the Finley’s June 8-11, 2017. Having it immediately prior to Legislative and the PHCC Summer Board of Directors’ Meeting allowed us to again report on the results of the meeting.

There had been extensive discussion on the requirements for an outside audit of the financial records on the change of Treasurer. Following the recommendations of the Finance and the Duties and Procedures Committees, the composition of the Finance Committee was changed to specify members with financial background, e.g., experience in reconciliation and financial statements, as well as a familiarity with expenses of the Auxiliary. Each year the Finance Committee will review the Treasurer’s work and confirm that proper procedures were followed. If the Finance Committee finds concern, an outside reviewer will be contracted. Financial review will be performed in the first quarter of the following year with a report on the previous year given at convention. It was recommended that an independent financial review be done on change of Treasurer.

With the advent of the new on-line store capability and changes to the process for receiving money, the Duties & Procedures required an update. Cheryl agreed to work with the Committee to document the new processes in light of the new capabilities.

In order to purchase merchandise for the online store, the President and the Treasurer received Wells Fargo credit cards in the name of the Auxiliary. These would be returned and reissued on change of office. Also acknowledging new capabilities, approval by electronic signature on expense reports was approved. This was accomplished by typing the “signature” and confirming the approval with the transmittal email.

President Lynne reported on attendance at Illinois and Ohio’s state conventions and the AEC Spectrum Conference. One significant point that was brought back recognized that many members attend convention at their own expense just to volunteer to help. There was discussion of a Volunteer Coordinator. Kelly also reported that the new Auxiliary website provided details on what volunteer efforts were needed and how to volunteer. Kelly identified the need for a
The new Marketing items for the Milwaukee Convention included ten silver and gold faucet charms with rhinestone water droplets. The cost was sponsored by three of the Executive Officers and an Auxiliary member. Also available were men’s grey and women’s cobalt fleece jackets and vests; long-sleeved men’s grey button-down dress shirts; silver or green camo baseball caps; cobalt or black & white men’s and women’s polo shirts; 12-pack soft side coolers; and small and large iPad leather portfolios.

Milwaukee provided a spectacular venue for 2017 CONNECT, offering tours of Kohler and Milwaukee Tool with Auxiliary volunteer coordinators for each tour group. An evening tour and tasting was offered at the Lakefront Brewery, also with an Auxiliary volunteer coordinator.

The Auxiliary was once again well-represented at the Legislative Conference held June 13-14. The PHCC Board Meeting followed on June 15.

In August 2017 the City of Houston was devastated by Hurricane Harvey. The Auxiliary made a $500 donation to the PHCC Disaster Relief Fund in support of the relief effort. There were fifty-five (55) 2016 San Antonio convention t-shirts left over. It was voted to donate these to PHCC of Texas for their use.

A special donation by the family of Dorothy Sharpe Clem was a surprise for President Lynne at the Pre-Convention Executive Officers’ Meeting in Milwaukee. Bev Potts and Becky Davis attended to announce that Dorothy’s past president pin from 1963 had been located. It bears the initials WA NAPC, for “Women’s Auxiliary, National Association of Plumbing Contractors,” the name of the Auxiliary and the Association in 1963. It is to be worn by Lynne through the end of the 100th Anniversary celebration in Dorothy’s honor. It will then be added to the Auxiliary’s records in the Smithsonian’s National Museum of American History Archives where it will remain as the example of the Past President’s pin in Dorothy’s name. Note: It will be held by Lynne now until the 2021 Convention.
to reduce the cost of setup and provide consistency across the equipment for the contest.

Ann Rivers represented the Life Members’ Club Hospitality Committee and presented gift bags to all first-time guest attendees. This year included special Harley-Davidson cookies, information on the Auxiliary and convention events, and a $20 gift certificate for Auxiliary marketing items.

Early in the year it was decided that after three years of highly successful Silent Auctions, the committee would enjoy a much-deserved break. They had been attending convention at their own expense and spending all their time managing the Auction. An alternative fundraiser would give the committee a reprieve. Kathy Tindall took on the task of replacing the significant revenue generated by the Auction. She requested that those who had historically donated items now instead make a monetary donation to the Auxiliary. The result was revenue of $4,000 to replace the Auction revenue for one year.

The Board of Directors’ Meeting was held on Wednesday afternoon followed by the State Leaders’ Meeting and Reception sponsored by BrassCraft. Taking the recommendation of 2016, several representatives brought items that they had created to promote the Auxiliary, PHCC, and the industry at their state and local levels. It was recommended that this be continued as a way of sharing ideas and generating enthusiasm.

The Auxiliary hosted the 37th Annual Bradford White Scholarship Breakfast where the winners of the Bradford White Scholarships were announced. This year’s Harley-Davidson table decorations were a big hit. The Auxiliary also provided $5, $10, and $20 coupons for Auxiliary marketing items under selected plates at the breakfast to encourage shopping traffic.

The Auxiliary hosted a booth in the Trade Show displaying the materials that were available for recruiting into the industry. Sets of the four posters and navy cell phone credit card holders with the PHCC logo were the handouts from the booth. Each cell phone credit card holder contained a business card with the Auxiliary logo and the URLs to the Workforce Development & the Careers websites.

The Annual Business Meeting followed the Trade Show on Thursday and included the presentation of the Cox Awards by InSinkErator’s Rob Grim and Joe Maiale. The three trade publications - Contractor, PHC News, and PM Magazine - continued to sponsor the Honorable Mention Cox entries.

At the Trade Show, Bob Mader, Contractor; Bob Miodonski, Plumbing & Mechanical; Lynne Finley; & Danielle Laird, Bradford White

Nick Giuffre & Bruce Carnevale of Bradford White with Gerry Calfo at the Trade Show

Joe Maiale, Lynne Finley & Rob Grim
This business meeting was the first ever to close the meeting without a Vice Presidential candidate. By the Closing Event on Friday, Allison Harrison had accepted the position and was installed with the Executive Officers.

On Thursday afternoon the Life Members held a Tea sponsored by LA-CO following the Annual Business Meeting to induct the two new Life Members and to catch up with everyone. The receptions for the Enhanced Service Groups and the Educational Foundation were held later that day along with a special reception for all attendees hosted by PHCC of Wisconsin.

For the second year, the Auxiliary co-sponsored the Friday morning Workforce Development Breakfast. The presentation, entitled “Be The Employer of Choice,” featured an overview of the recruiting materials that had been developed, feedback from first-hand experience, and roundtable discussions on various aspects of the recruiting process. This format allowed participants to share their experiences and to learn how to quickly become the employer of choice in their area. Each roundtable discussion was led by a moderator who documented the results of the session. Between each session, participants were encouraged to join a different discussion topic. The Auxiliary provided business cards and bumper stickers with the URLs to the Workforce Development and Careers websites for recruiting into the trades.

The InSinkErator Awards Luncheon on Friday included the presentation of a check for $25,000 to the Educational Foundation from InSinkErator. A similar check for $25,000 was presented by the Educational Foundation to the Auxiliary. The Larry Dore Member of the Year Award and the Copper Development 3D Award were presented, and the Auxiliary Scholarship winners and the Robert M. Cox Award winners were announced.

Makeup sessions by Nordstrom’s were offered on Friday afternoon to get everyone ready for the Closing Event that evening. Ann Rivers and Rivers Plumbing donated a $60 Nordstrom’s gift card to be given away to one lucky participant in the Nordstrom’s event.

The Installation and Closing Event in the Harley-Davidson Garage and Museum offered a night that everyone in attendance will always remember. The Milwaukee Tool Shed Band, a nine-piece group of musicians and vocalists, all employees of Milwaukee Tool, provided an amazing all-evening performance of some of the finest music this writer has ever had the opportunity to experience. So good, in fact, that many never left the garage to see the Harley-Davidson Museum.

The music only stopped long enough for the installation of officers which was followed by incoming PHCC President Laurie Crigler on vocals with the band singing the B-52’s “Love Shack”.

L-R: AEC President Mike McGraw, Foundation Chair Craig Lewis, Auxiliary President Lynne Finley, InSinkErator’s Rob Grim & PHCC President Patrick Wallner
President Greta Fischer chose as the theme for the 2017-18 year “Reach Out & N4M.” Allison Harrison was installed as Vice President at the convention in Milwaukee in 2017, having volunteered for the position after the Annual Business Meeting. In January, she resigned due to unexpected family illnesses. Susie Greene agreed to serve as Vice President, replacing Allison. Susie was confirmed at the 2018 Convention Annual Business Meeting and installed as President-Elect at the Joint Installation event on Friday.

President Greta attended the PHCC New Board Member Orientation held at PHCC’s headquarters in December 2017. She attended the PHCC Board Meeting in Florida and arrived in Albuquerque in time for the Long-Range Planning Meeting on January 29, 2018. Others present were President-Elect Ann Rivers, Committee members Richela Roy and Kristen Molinar Waguespack. Committee member Jorja Dickemann and Vice President Allison Harrison were unable to attend.

The Winter Executive Officers’ Meeting followed the Long-Range Planning Meeting on January 30-31. Cristal Pinnix Visser was also unable to attend. During the visit, the Executive Officers had the opportunity to tour the Convention Center and the hotels for CONNECT 2018.

In order to save money this year, State Convention attendance was limited. Greta and Ann attended the California convention where Greta was a speaker, advocating for Legionnaires awareness within PHCC; increased membership in both PHCC and the Auxiliary; active participation in Work Force Development; and diligence in keeping up with code compliance issues.
President Greta attended the Association Executives Council Spectrum Conference in Denver, CO in July. She addressed the members, explaining what the Auxiliary does and what it could do for them. Greta attended the Legislative Conference in Washington, DC and the PHCC Board of Directors’ Meeting that followed.

During the year, Marketing Secretary Cristal Pinnix Visser and Alexander Colorado continued to work on the online store and the standalone website. The objective was to seamlessly integrate the website, an online store with payment linked to QuickBooks, and warehousing and shipping capability to fill orders.

The State Leaders’ Meeting followed the Board of Directors’ Meeting on Wednesday afternoon with Rhonda Robillard as Chair. Pictured clockwise at left: Rhonda Robillard, Cristal Pinnix, Janice Voss, Gail McWilliams, Bev Potts, Becky Davis, Nancy Eberhardt, Linda

At the PHCC Board of Directors’ Meeting on Tuesday, the Auxiliary President’s seat on the Board, along with AEC’s was approved as a voting position - the first in Auxiliary history. It was confirmed by the PHCC membership at their Annual Business Meeting on Friday, October 12, 2018. The joint installation of officers for PHCC, AEC and the Auxiliary followed.

Three resolutions to amend the Bylaws were proposed by the Executive Officers for consideration by the Board of Directors and the membership at the Annual Business Meeting. The first two were to provide policy for receipt of funds by the Treasurer, acknowledging new online payment capabilities. In the past, funds had been received by the Membership, Recording, and Marketing secretaries and forwarded to the Treasurer for deposit. With electronic transaction capability, all three secretaries and the Treasurer could see the funds in QuickBooks without handling them. The third resolution was to require that all new Life Members from 2018 forward continue to pay Auxiliary dues. All three resolutions were concurred by the Board of Directors and approved by the membership at the Annual Business Meeting.

While a resolution to amend the Bylaws was not required, the Executive Officers proposed via motion to increase the National Auxiliary Regular Member dues each year for the three years beginning in January 2019 with a $25 increase, an additional $12.50 in January 2020 and another $12.50 in January 2021. Senior Members Dues would be raised from $50 to $75 in 2019. The Board of Directors was asked to concur with the recommendation and the vote was unanimous to not concur. In the Annual Business Meeting, it was voted to postpone discussion one year to the 2019 Annual Business Meeting.

Ann Rivers, as Life Members Hospitality Chair, provided special gift bags for first time attendees at CONNECT 2018. All Executive Officers were in attendance at the First Timer’s Reception just prior to the Opening Reception.

Auxiliary Registration was staffed on Wednesday prior to the Board of Directors’ Meeting and the Annual Business Meeting. Auxiliary Marketing was staffed Wednesday through Friday morning. Revenue from Marketing was $6,883. Dues collected during convention totaled $600 and included several new members.

For the third year, the Auxiliary sponsored an HVAC Apprentice Contestant for CONNECT 2018. The annual Auxiliary contributions of $1,000 each were made to Invest in Your Future for the Educational Foundation’s annual fundraising drive and to the 535 Club for PAC administrative expenses. One additional Banner Grant was approved.
The agenda provided for a vote on the resolutions and the proposed dues increase and the election of officers. A motion was made from the floor to add another category for members age 30 and under at $50. The motion passed.

Incoming President Ann Rivers and outgoing President Greta Fischer made the President’s pin exchange. Life Member President Rhonda Robillard presented Ann with a gavel.

At the end of the business meeting, some fun was delivered by OZ, The Maker of Happenings. Greta, as Dorothy, read the script. She was escorted from the room by the Lion (Steve Rivers), the Scarecrow (Rob Grim), the Tin Man (Nick Giuffre) and the Wizard of Oz (Joe Maiale).

The Annual Business Meeting was held on Thursday afternoon following the Trade Show. At the beginning of the meeting, Jed Scheuermann of IAPMO gave a presentation entitled Toilets For Brides. The project by the International Water, Sanitation and Hygiene (IWSH) charitable foundation harnesses the skills and expertise of water industry professionals, organizations and manufacturers to support critical water, sanitation, and hygiene initiatives worldwide. The objective is to bring a sustainable sanitation system into a third world country, with this particular project providing toilet facilities as the bride’s dowry.
The Auxiliary co-sponsored the Workforce Development Breakfast on Friday morning. Tom Applegate, National Council of Local Administrators of Career & Technical Education, facilitated the panel discussion on how to create a partnership between business and educators. Panelists were Craig Lewis, R.E.C Industries; Kevin Cohen, Kevin Cohen Plumbing; Jan Bray, Bray Strategies; and Sharon Gordon-Moffett, Central New Mexico Community College. The discussion offered unique insights and personal experience on how plumbing, heating and cooling contractors can work with educators to meet crucial workforce needs. The Earn While You Learn bumper stickers were again given to attendees.

The spectacular Closing Event sponsored by Federated Insurance was held at the Albuquerque Balloon Festival Friday evening. The InsinkErator Awards Luncheon followed with the presentation of the Scholarship check from the Foundation to the Auxiliary by Foundation Chairman Craig Lewis.

The Installation of the officers of PHCC, AEC, and the Auxiliary took place during the PHCC Business Meeting on Friday morning, since installation at the Closing Event was not feasible.

Invest in Your Future Campaign ad featuring PHCC President Laurie Crigler, InSinkErator’s Rob Grim, AEC President Nicole Urizzo, Educational Foundation Board Chair Craig Lewis & Auxiliary President Greta Fischer.

For the second time in the history of PHCC, there were three female organization presidents. The first time was in 2007 with PHCC President Jo Rae Wagner, Auxiliary President Linda Bienvenu and AEC President Bev Potts.
President Ann Rivers chose as the theme for the 2018-19 year “Women in the Industry.” The 100-Year Diamond Anniversary of the Auxiliary was opened at the 2019 convention. The celebration was planned to close with the 2020 convention and the delivery of our 100-year history update. We owe special thanks to PHCC’s Yari Collazo for creating our beautiful 100th Anniversary diamond logo.

In support of the theme for the year, five “Women in the Industry” videos were created to showcase women in all areas of the PHC industry, including contractors, managers, technicians, sales, estimating, engineering, accounting and project management roles. They were made available on the Auxiliary’s website for use in recruiting into the industry. We owe very special thanks to Josie Gregory for her work in interviewing the participants and editing the videos to the amazing products that they are. We honor these participants for sharing their stories with us and those that they will influence. They are Whitney Almeraz, a technician specializing in welding and pipe fitting with Interstate Mechanical Contractors in Knoxville, TN; Melissa Cary, the second generation owner of M Cary & Daughters of Decatur, GA; Mandy Bowers, an HVAC technician with GSM Services in Gastonia, NC; Kay Keefe, owner of Keefe Plumbing Co. in Chattanooga, TN; and Anja Smith, managing partner of All Clear Plumbing in Greenville, SC.

Also in support of Women in the Industry, work continued to secure a plumbing badge within the Girl Scouts merit badge system, an objective that has been ongoing since 2015. Local, state and national contacts were pursued.

President Ann attended the PHCC New Board Member Orientation in December at PHCC’s headquarters in Falls Church, VA. Prior to the meeting

Winter Executive Officers’ Meeting 2019 L-R: Vice President Kathy Tindall, Recording Secretary Janice Voss, Membership Secretary Sandy Stack, President-Elect Susie Greene, Treasurer Cheryl Gammon & President Ann Rivers

Ann and President-Elect Susie Greene met with PHCC staff and Executive Officers to discuss what the two organizations could do for each other. Ann represented the Auxiliary at the PHCC Winter Board of Directors’ Meeting in January. At this meeting she became the first Auxiliary voting member of that Board in history.

Cristal Pinnix Visser was installed as the Marketing Secretary for the second year of her two-year term. Unfortunately she had to resign in December 2018. Since then the position has not been filled.

The Auxiliary Long-Range Planning Meeting was held on February

Long-Range Planning 2019, L-R: Ann Rivers, Susie Greene, Kathy Tindall, Carla Molinario Waguespack & Richela Roy
11th in Boca Raton, Florida with Ann Rivers, Susie Greene, Kathy Tindall, Carla Molinario Waguespack and Richela Roy in attendance. Cheryl Rolwes was unable to attend. A SWAT analysis provided ideas for specific measurable goals going forward. Working closely with PHCC on their goals and creating convention events to insure return attendance were the one-year initiatives.

The Winter Executive Officers’ Meeting followed on February 13-14, with both the Long-Range Planning Meeting and the Executive Officers’ Meeting enjoying a timeshare facility donated by President Ann to minimize expenses.

The Executive Officers began evaluating the possibility of joining under the PHCC umbrella as an Affiliate of PHCC. The Auxiliary would continue to have its own officers, bylaws, scholarships, and awards, as well as state and local Auxiliary organizations. Our annual budget would continue to be set by the Auxiliary Budget Committee, approved at the Annual Business Meeting, and funded by our dues and sponsor dollars.

In addition, we would have the resources of the staff at the Association office to help us with growing our membership, invoicing for dues, maintaining our internet presence, and furthering our efforts to promote the industry and the Association. Having staff expertise available in specific areas would provide resources to supplement our volunteer skills, as needed.

The concept was proposed for membership discussion in the May 2019 newsletter. Initially stated to be an Enhanced Service Group, it was later changed to an Affiliate within the Community which does not require PHCC membership to belong.

It was decided that our marketing merchandise volume was not sufficient to support the continued use of ShipMonk. Cheryl Gammon was able to resolve charges with them and they released the remainder of our merchandise in July 2019. Ferguson Enterprises graciously arranged the transportation of our marketing inventory from Florida to Tennessee, saving the Auxiliary over $2,000 in shipping costs. The products were made available for purchase at the convention in Indianapolis.

The annual 535 Club donation for PAC administrative expenses was approved. The Auxiliary again made a donation to the Invest in Your Future Campaign of $1,000. For the fourth year, the Auxiliary sponsored an HVAC Apprentice in the contest at CONNECT.

During the year, President Ann attended the PHCC West Convention in Oahu, HI. The Legislative Conference May 7-8 was headquartered at the Hyatt Regency on Capital Hill. As always the Auxiliary was well-represented. President Ann represented the Auxiliary on PHCC’s Government Relations Committee. She also represented the Auxiliary at the Educational Foundation Board Meeting on Tuesday, May 7, in Past President Greta Fischer’s absence. She attended the PHCC Board of Directors’ Meeting on the Thursday following Legislative as the Auxiliary’s first voting member of that Board.

In June, the Auxiliary Summer Executive Officers’ meeting was hosted by Kathy Tindall at her home in Beach Haven West, NJ. Planning continued for the convention events and the opening of the Auxiliary’s one-year 100th Anniversary celebration. Discussion continued on the proposal to move the Auxiliary into a PHCC Community.

President Ann attended the AEC Conference in San Diego, CA in July. She reported a better understanding of how the AEC works, not only on the state level, but at the local level.
In August 2019 the Auxiliary’s standalone website was moved back to the PHCC server. The website name PHCCNationalAuxiliary.org was retained and continues to serve as a direct link to the Auxiliary’s website, in addition to the link through PHCCweb.org.

At CONNECT 2019 in Indianapolis, the Auxiliary registration gift was a beautiful pen with a “diamond”-filled barrel. It was engraved with “PHCC - National Auxiliary, Celebrating 100 Years, Our Shining Future is Now.” It was even wrapped in diamonds, pictured right.

Bev Potts (L) & Becky Davis staffed the Auxiliary Registration Desk.

The Board of Directors’ Meeting was held on Wednesday morning from 9-11:30am. It was followed by the Life Members’ Luncheon and Meeting.

The Annual Business Meeting was held in the afternoon from 1:30-3:30pm. At this meeting it was voted that the Auxiliary become an affiliate under PHCC with a parallel structure to the Association Executives Council. A PHCC delegation attended the meeting for the vote. A motion to dues increase postponed from 2018 was withdrawn. Chaplain Nancy Eberhardt gave a necrology honoring members we lost during the year. The Cox Awards were presented by Rob Grim and Joe Maiale of InSinkErator during the Annual Business Meeting.

On Thursday morning, Bradford White provided the opening breakfast. The table decorations included single diamond-shaped crystal note holders with cards thanking Bradford White for their support of the Auxiliary. President Ann, pictured at right, receiving the check for the Bradford White Scholarships from Carl Pinto. This was followed by the keynote speaker, economist Connor Lokar on “Managing in an Uncertain Economy.”

For the first time since 2016, the Auxiliary again offered a Silent Auction. It was held at the front inside the Trade Show on Thursday from 10am to 2pm and, as always, was a huge success. The Auxiliary did not
have a Trade Show Booth in addition to the Silent Auction presence.

Moving the Auxiliary meetings to Wednesday allowed time in the schedule to provide several entertaining events for spouse and guest registrants. Following the Trade Show on Thursday afternoon, the first event was the Mind Tripping Show for all convention attendees. The husband and wife comedy and mind-reading team treated us to an Auxiliary history lesson that was a great deal of fun. We thank IAPMO for sponsoring this entertaining opportunity for us. Thursday evening PHCC of Indiana provided a reception for all convention attendees.

The Auxiliary again sponsored the Workforce Development Breakfast on Friday morning. The theme was Women in the Workforce, featuring several of the videos produced by the Auxiliary and a panel discussion on recruiting women into the industry. Panelists Laura Ciriello-Benedict, President of William J. Ciriello Plumbing; Beth Rovazzini, President of B & W Plumbing and Heating; and Cathy Stegemoller, Owner of Steg Plumbing shared their stories and their recruiting strategies. It was moderated by PHCC of Indiana Executive Brenda Dant.

Chair massages were offered by the Auxiliary to all attendees on Friday morning between the Workforce Development Breakfast and the InSinkErator Awards Luncheon. Thank you to Federated for sponsoring this for us.

At the InSinkErator Luncheon President Ann, pictured at right, received a $25,000 check from Educational Foundation Chair Craig Lewis.

Also at the Luncheon, Dale Powell presented the 3D Award to Barb Kreifels of Lincoln, NE. Immediately following that presentation, Dale Powell, pictured at right, and Nick Giuffre of Bradford White, in absentia, were recognized with Honorary Membership in the National Auxiliary.

InSinkErator’s Sr. VP of Sales Rob Grim and President Joe Dillon, pictured at right, presented the Larry Dore Award, also to Barb Kreifels. Richard Trethewey of This Old House was the Keynote speaker.

The opening of the year-long 100th Anniversary Celebration was held at the Rhythm Discovery Center on Friday afternoon. We all got
to enjoy playing a huge selection of rhythm instruments and discovered some true musicians in our group. We shared a beautiful 100th Anniversary cake and lemonade.

The Installation and Closing Event were held in the Pagoda overlooking the track at the Indianapolis Motor Speedway. Federated treated us to rides around the track in Event Cars driven by track drivers. They wisely wouldn't let any of us drive.

The installation of officers for PHCC, the Auxiliary and the Association Executives Council was held on one of the patios overlooking the track. The Installing Officer was Laurie Crigler.

A very special gift was the entertainment provided by the Milwaukee Tool Shed Band, a repeat of the 2017 performance with some additional performers. The band is a nine-piece group of musicians and vocalists, all employees of Milwaukee Tool, providing an amazing all-evening performance.

As a surprise, PHCC Executive Vice President Michael Copp sang Sweet Caroline with the band. This was followed by PHCC Past President Laurie Crigler with the band singing the B-52’s “Love Shack”. It was a remarkable evening and one that will always be remembered.

Following the Closing Event, there was a joint reception for the incoming officers of all three organizations at the hotel.
President Susie Greene chose as the theme for the 2019-20 year “Our Shining Future is Now.” It reflected the 100-year diamond celebration of the Auxiliary which opened with the 2019 Convention in Indianapolis, IN. Intended as a one-year celebration, closing with the 2020 Convention in Dallas, TX, it has been extended due to the cancellation of the in-person convention, resulting from the COVID-19 pandemic. The 100th Anniversary Celebration will continue at the next in-person convention, hopefully in 2021 in Kansas City, MO.

The work began immediately after CONNECT 2019 to bring the Auxiliary under the PHCC community as an affiliate. It will have a parallel structure to that of the Association Executives Council, since these two community organizations do not require PHCC membership to join. There has been progress made to define the roles and structure.

We were blessed to have been able to hold the Winter Executive Officers Meeting in person at Susie and Chip Greene’s home in Beaufort, SC in February. In addition to the Executive Officers, a special participant was Shelly Cook, PHCC’s National Director of Executive Office Operations and National Auxiliary Liaison. During the Winter Meeting, it was voted to reimburse PHCC for 50% of Shelly’s travel expenses to attend the meeting.

Sandy Stack was installed as Membership Secretary at CONNECT 2019, but resigned in January 2020 to allow her to focus on her health and their move from Washington to Arizona. Jorja Dickemann agreed to fill the second year of Sandy’s term, although she was unable to attend the Winter Meeting in person.

Finalizing the Women in the Industry videos was an action item. The videos are currently on PHCC’s website, as well as YouTube. An introduction about the purpose of the videos and a closing segment that encourages HVAC and plumbing as career choices will be added, as well as a list of contacts for additional information. The Educational Foundation has agreed to create the opening and closing segments, a toolkit piece as instructions to go with the videos, and a plan for distributing them (e.g., membership, guidance counselors, principals, career fairs, AEC).
A resolution to eliminate the position of Marketing Secretary was signed by the Executive Officers for consideration by the Board of Directors and the membership at the Annual Business Meeting. The duties of the position that remain will be given to the Marketing Committee on an as-needed basis.

Also at the Winter Meeting a review of the Bylaws and the Duties and Procedures was assigned to each current officer. Kathy Tindall will collect the revisions, prepare a draft and provide it to the Bylaws/ Duties & Procedures Committee for review and comment.

Convention planning continued during the meeting. PHCC announced that they have contracted with a new convention planner. Because of the focus on creating spouse and guest events to make convention more welcoming, the traditional Life Member Meeting was reviewed. A convention t-shirt design contest was planned with a $50 prize to the winning designer.

The Covid 19 pandemic stay-at-home orders were issued in March 2020. Attention shifted to creating a virtual workplace for staff and identifying mechanisms for continuing to work under new circumstances.

As a result, progress for the year has been difficult to impossible. Projects that are underway are the Auxiliary becoming an affiliate of PHCC, completing and marketing of the Women in the Industry videos, creating the Auxiliary 100th Anniversary video and closing the 100th Anniversary one-year celebration.

On June 25, 2020 PHCC made the call to cancel the onsite convention in Dallas and create a virtual event instead. The two-day virtual CONNECT will be held September 30 - October 1, 2020.

The Auxiliary Meetings will both be on Monday, September 28, 2020, two days before the actual convention, so that there is no conflict with the scheduled activities of the convention. There will no registration cost to attend the Auxiliary meetings. The Board of Directors’ Meeting will be from 11:00am-12:30pm EDT. The Annual Business Meeting will be from 2:00pm - 4:00pm EDT.
The Auxiliary will host two Learning Parties for the virtual meeting software that we will be using for the Auxiliary meetings on September 28. The convention coordinators will assist with the training sessions. The identical meetings will be on Tuesday, September 22, 2020 at 1:00pm EDT and one on Wednesday, September 23, 2020 at 8:00 pm EDT to accommodate everyone’s schedule. In them we will learn the new technology and become comfortable with it prior to the meetings. Door prizes will be awarded.

The beautiful collapsible circle fans with the 100th Anniversary logo were purchased for distribution at the convention in Dallas. They have instead been mailed to all Auxiliary members as a remembrance of the milestone.

Because of this unique year, it was suggested by several members that the current officers hold their positions for another year. Each has agreed to do so. The Committee Members will be asked individually to also hold position for another year, as well.

There is precedent in our history. During World War II when conventions were not held, the officers elected in 1943 continued to serve until they were able to hold the Convention in 1946 — after the War was over.

We are blessed with amazing talent and experience to continue the transition of the Auxiliary from a stand-alone organization to an organization under PHCC and beside the Association Executives Council. As a result of everyone’s focus on alternative methods for day-to-day operations, completion of this transition has been delayed.

If the Board of Directors and the membership approve, this will be our slate of Executive Officers for 2020-21 with the exception of the Marketing Secretary position which will be eliminated by resolution at the Annual Business Meeting or, if defeated, will continue to be vacant.

2020-21 Slate of Officers:
- Susie Greene, President
- Kathy Tindall, President-Elect
- Bonnie Whitaker, Vice President
- Jorja Dickemann, Membership Secretary
- Janice Voss, Recording Secretary
- Cheryl Gammon, Treasurer
  
Since Cheryl will be serving a fifth year as Treasurer, approval will be a specific part of the vote as required by the bylaws.

Scholarship Committee Members:
- Jorja Dickemann - Third-year member & Chairman
- Bev Potts - Second-year member
- Richela Roy - First-year member
- Rhonda Robillard, Members-at-Large Representative
- Richela Roy, Historian
- Nancy Eberhardt, Chaplain
- Gerry Calfo, Parliamentarian

Three new Honorary Members will be recommended for approval at the Board of Directors’ Meeting and the Annual Business Meeting. They include Russ Chaney, retiring Chief Executive Officer of IAPMO, and Roger and Diane Peugeot, who have been caring for Mrs. Hornbrook’s grave for the Auxiliary twice each year since 2000.

The next in-person convention is scheduled to be CONNECT 2021 in Kansas City, MO. One planned activity will be a bus tour to Mother Hornbrook’s grave.

The remainder of this year will be documented in the next update of the Auxiliary’s history, scheduled for 2025.
2020 and Beyond

The Auxiliary continues to adapt to the changes in our culture and the various roles in it. The industry continues to represent a large portion of our personal net worth, and we have a large stake in its continued success. Many who are directly involved in the Association have chosen to also contribute their time and talents in support of the Auxiliary’s programs. There are a growing number of people involved peripherally in the industry, who have a vested interest in its success, but may not be directly involved as their primary profession. The Auxiliary offers the opportunity for them to contribute their skills in support of the industry.

In the 2002 Convention registration packets, we were given this quote from Theodore Roosevelt:

“Every man owes part of his time and money to the business or industry in which he is engaged. No man has the moral right to withhold his support from an organization that is striving to improve conditions within his sphere.”
Chapter IX ~ The Offices

At the Convention in 2005 the membership of PHCC voted the Auxiliary a permanent ex officio, non-voting seat on the PHCC Board of Directors. This provided a clear structure to the eighteen-year practice of seating an Auxiliary Representative. As before, the current President will hold that seat.

Also at the Convention in 2005, it was voted to dissolve the Auxiliary Educational Loan Fund and the Committee over time, ceasing to grant new loans and allowing for all outstanding loans to be repaid. As a result the Committee continued to be administered by the Auxiliary Treasurer and the Secretary of the Committee.

At the Convention in 2006, it was voted to change the eligibility for candidates for election as Vice President to a member who has served as a State President, State Secretary, State Treasurer, National Officer or served at least two (2) years on a National Committee (Zone Director included). The candidate must have been an Auxiliary member for at least three (3) years and must have attended at least two (2) National Auxiliary business meetings. However, it went further to state that, if there was no candidate with those qualifications at the time of the elections, any willing member may be nominated with a two-thirds vote of the members present.

Also in 2006, it was voted to change the term of Zone Director from 2-years and, if reelected, two additional terms for a total of six years, to a term of three years and, if reelected, for an additional term for a maximum of six (6) years.

For many years, the Auxiliary Legislative Committee was a one-person committee and the Chair was the Auxiliary Representative on the PHCC Government Relations Committee. The name was changed in 2006-07 to the Government Relations Committee Representative. Also that year, PHCC requested an Auxiliary Representative to the Partners in Professionalism Committee. This group recruited and managed PHCC logo products, generally for resale by PHCC contractors to their customers.

At the 2008 Annual Business Meeting, the Marketing Secretary position was added to the Executive Board. The position was needed to address the expanded role of the Auxiliary in marketing PHCC and the industry. It also provided for an even number of voting officers, with the President voting only in the event of a tie. It also changed the Marketing Committee’s responsibility to assisting the marketing secretary in implementing the duties and promoting the initiatives undertaken by the Auxiliary to increase public awareness about the plumbing, heating, cooling industry. In 2009, a resolution provided for appointment of the Marketing Secretary should the position become vacant and reduced the required number on the Marketing Committee from six members to “members appointed by the President.”

At the 2009 Convention the number of Zone Directors was reduced from twelve to eight. This reflected the improvements in communication methods, allowing one person to more easily manage a larger number of members. It also reflected the difficulty in filling the twelve positions. To provide an orderly replacement cycle, the term was reduced from three years to two, with half going off each year.

That same year the Keeper of the Charters was eliminated and the duties consolidated under the Membership Secretary. This again reflected the improvements in the technology for managing data and for creating and distributing documents.
In 2009-10, the PHCC National Educational Foundation Board became separate from that of PHCC. Historically, the same body had served in both capacities. The Auxiliary was granted a voting seat on the Educational Foundation Board to be filled by the Immediate Past President to serve a one-year term. Past President Ann K. Rivers served as the first Educational Foundation Board Member from the Auxiliary in 2009-10.

Also in 2009-10, in support of the five-year update of the Auxiliary history and the 90th Anniversary Journal, a Sponsor Committee was created to build stronger relationships with our sponsors and develop a better understanding of their objectives in the partnership. The talents and contacts of the Life Members were tapped to fill the committee.

The Bylaw revision passed at the Annual Business Meeting in 2010 renamed the Executive Board the “Executive Officers.” This was done to avoid confusion with the Board of Directors. The Executive Committee was identified as the Executive Officers, the Chaplain, Historian and Parliamentarian. The Board of Directors was defined as the Executive Committee, the Past President and the Zone Directors.

In 2011, the position of Auxiliary Representative to the PHCC Partners in Professionalism Committee was eliminated when the committee disbanded.

In 2013, the honorary title of Historian/Archivist Emeritus was extended to Lynne Finley for the work in documenting the history of the Auxiliary and the acceptance of the history records by the Smithsonian’s National Museum of American History Archives Center in March of 2013.

For the year 2013-14, following the successful 2013 Silent Auction, the Silent Auction Committee, and Chair positions were added to the Committee roster.

Recognizing the emergence of social media and mass emails as a communications method, the positions of Social Media and Constant Contact editors were created and filled for the year 2014-15.

The 2015 Bylaw Revision eliminated the position of Zone Director as the representative of the membership on the Board of Directors. It added the State Auxiliary Presidents, or Local Auxiliary Presidents serving as State Presidents, and the new position of Members-at-Large Representative to the Board of Directors to represent the membership in lieu of the Zone Directors. The change removed the level of Zone Directors between the Board of Directors and the State Auxiliaries and the members-at-large. At the time there were eleven (11) state auxiliaries representing roughly half of the membership. The Members-at-Large Representative would be elected by the members present at the Annual Business Meeting. The term of the officers and committee members was changed from calendar year to the close of convention, with the exception of the Treasurer which remained the calendar year.
Chapter X ~ The Presidents

Updates on Past Presidents Through August, 2020

1957-58 President Peg Pfrank passed away in 2016.
1962-63 President Dorothy Sharpe Clem passed away October 17, 2017.
1972-73 President Louise Heitmuller passed away in late 2008.
1978-79 President Mary B. Roberts passed away January 22, 2018.
1979-80 President Ethel Epstein was honored in 2010 for her 55 years of service to the Suburban Symphony of Cleveland, Ohio. She was at the time the last Charter Member still actively playing. She continued to serve as the Life Member Club Sunshine Chair until 2015, when she stepped down at the age of ninety-five. Her talents in that role will be remembered with big smiles. Ethel passed away December 7, 2016.
1980-81 President Nancy Frommel Mirlisena passed away on October 16, 2008.
1982-83 President Peggy Greenslade passed away on May 4, 2019.
1983-84 President Barbara Young passed away in 2016.
1988-89 President Fay Lundeen passed away in 2019.
1989-90 President Dorothy Linek passed away June 13, 2012 after presenting her Past President’s Pin to outgoing President Pat Blank in 2010.
1999-00 President Loraine Morin passed away July 28, 2020.

The Seventy-First President, 2004-05

Kathy Lynne Tindall of Robbinsville, NJ was installed as President at the 2004 Convention in Boston, MA and presided at the 2005 Convention in Kissimmee, FL. The theme of her presidency was “Together We Can Make A Brighter Future.”

Kathy was born in Clifton Forge, VA. She and Kevin married in 1979. She has served as Corporate Secretary and Marketing Manager for Tindall & Ranson Plumbing, Heating & Air Conditioning, Inc. of Princeton, NJ since it was started by her and Kevin, in 1993. Kathy plays an active role in the day-to-day operations of the business as the full-time bookkeeper and office manager. She also provides mentoring for special projects taken on by other staff members to further the image of the company and the industry. She is an active member of QSC. Kevin served as PHCC — National Association President in 2014-15.

Kathy has also made significant contributions in her community. Throughout their lives, Kathy has been involved in the activities of her daughters, Heather and Nicole. She served as President of the West Windsor Volunteer Fire Company Auxiliary from 1985 to 1988 and 1996 to 1999. During that time, she was instrumental in assisting the president and committee
chairman in organizing and running the highly successful annual Fireman’s Carnival & Barbeque, the primary source of funding for the organization. She and Kevin continue to be actively involved in the Fire Company. Even with this schedule, Kathy still finds time to be actively involved in extended family activities and in her church, First Presbyterian of Dutch Neck, NJ.

In addition to State Auxiliary positions, at the National level she served four terms as Publicity Chair, two terms as Convention Co-Chair, a two-year term as National Recording Secretary and rose through the positions to become National President in 2004-2005. She attended her first National Convention as an Auxiliary member in 1997. When she was presented as President-Elect in 2003, she was described as enthusiastic and dedicated, organized, fun-loving, hard-working and creative.

She was installed by her daughter, Heather Tindall, in a separate Auxiliary installation ceremony. She received the last orangewood gavel to be given until 2009. Her term of office set the tradition of working closely with the Contractors Association to market the Association and the industry. The work that she began was carried forward and enhanced over the next many years. During her term of office the PHCC Board of Directors and the membership voted the Auxiliary an official ex officio seat on the Contractors’ Board. “Construction Jack - The Plumber,” PHCC-engraved wood pen & pencil sets, Tie-one-on toilet ties, and the customer Thank You cards were introduced during her presidency. The second printing of the Constructing Your Future brochure was completed and the tri-fold flyer version of it was introduced. The 85-year history of the Auxiliary documented in the book, A Partnership Unique, was delivered to the convention in Kissimmee, FL.

Membership grew during Kathy’s year as president for a net gain of nineteen members. She personally signed up fifty-two new members. During her presidency, the Educational Loan Fund was dissolved, allowing those funds to be redirected to scholarships. Hers was the first year that the Invest in Your Future campaign became a donation instead of a chance at a raffle prize. Through many efforts, it was as successful as ever.

Since her presidency she has served two years as Marketing Chair. That has been followed by three years as Membership Secretary, during which she served as the representative to Partners in Professionalism. She then served as Sponsor Committee Chair, Nominating Committee Chair, and a two-year term as Recording Secretary. She received the Larry Dore Award in 2014. In 2018 she graciously agreed to serve as Vice President again and is currently serving as President-Elect.

The Seventy-Second President, 2005-06

Lynn Lamont Heidler was installed as President at the 2005 Convention in Kissimmee, FL and presided at the 2006 Convention in Chicago, IL. The theme of her presidency, shared with PHCC President Jim Stack, was “Honor the Past, Create the Future.” She had a separate Auxiliary Installation. She also participated in a joint Installation and incoming Presidents’ Reception with PHCC President Jim Stack.

Lynn graduated from University of Maryland, College Park, with a degree in Interior Design. She owned and operated A & G Design Services in Annapolis, MD. Lynn and Steve married in 1998.

She attended her first National Convention in 1997, in Philadelphia, dating her future husband Steve. She is quoted as saying that she didn’t know anything about the Auxiliary at the time, but the more she saw of the people and the quality and the
The Seventy-Third President, 2006-07

Linda G. Bienvenu was installed as President at the 2006 Convention in Chicago, IL and presided over the 2007 Anaheim, CA Convention. The joint theme of her presidency was shared with PHCC President Jo Rae Wagner, “Together, so much is possible.” She was installed at a separate Auxiliary ceremony with her daughter Maria serving as Installing Chaplain. She then participated in a joint ceremony and Incoming Presidents’ Reception with PHCC President Jo Rae Wagner.

Linda was born in New Orleans, LA and married into the plumbing industry when she married Keith Bienvenu in 1978. They have one daughter, Maria, who is married with three children. Maria continues as part of the fourth generation in the business. Keith served as PHCC — National Association President in 2011-12.

She joined the Auxiliary in 1979 and has been active in the local and state auxiliary organizations. She served eight years as the New Orleans Auxiliary President and an additional eight years as Louisiana State Auxiliary President. Winning a contest, she named the National Auxiliary Newsletter, PIPE’N HOT! She received the 2002 Larry Dore Member of the Year Award. She attended her first National Convention in Las Vegas, NV, in 1985, and has attended almost all since then. She has for many years served and continues to serve on the National PHCC Invest in Your Future Educational Foundation campaign as captain along with Keith. She and Keith are founding members of QSC. She travels to the Power Meetings displaying Auxiliary projects and recruiting new Auxiliary members. Linda was a member of the Top Brass Club for several years.

During her term on the National Auxiliary Executive Board, she participated in the design, production and marketing of the PHC-OPOLY game. During her presidency, the paperweight plumbing fixture clocks and PHCC logo umbrellas were introduced. The newspaper insert was created and offered as a national campaign to increase logo awareness. She acquired funding for grants that were offered to those who ran the newspaper insert in their local papers.
Linda has made significant contributions in her community. At St. Rita Catholic Grammar School in Harahan, LA she was a substitute teacher, room mother, and chaperone for many years. She served as a Girl Scout troop leader for seven years in St. Rita Parish. In 1994 she was awarded Woman of the Year at St. Rita School. She is active in her church, St. Rita Catholic Church. She enjoys volunteering in the senior community, too. For the last fifteen years she has donated her time each week to teach line dancing to the seniors at the Harahan Senior Center. She organized an advanced line dance team called the Sassy Steppers at Elmwood Fitness Center where she has been employed for 20 years. The Sassy Steppers perform in local and state competitions. They provided the entertainment at the 2009 New Orleans Convention Auxiliary Annual Luncheon.

She continues to be active in all levels of the Auxiliary, serving as Chaplain, Registration Chair, Photographer, Zone Director, and a member of the Nominating Committee, the Bylaws/Duties & Procedures Committee, and the Long-Range Planning Committee. She was the 2009 and 2014 National Auxiliary Convention Chair and 2010 Convention Co-Chair. She continued to serve as Zone Director through 2015. She is currently the Photographer.

The Seventy-Fourth President, 2007-08

Ann Belus was installed as President at the 2007 Convention in Anaheim, CA and presided over the 2008 Atlanta, GA Convention. The theme for her presidency was “Expanding our Horizons, Accelerate in 2008.” She was installed at a separate Auxiliary ceremony during the Annual Luncheon and then participated in a joint ceremony with PHCC. Ann was the first PHCC Contractor Voting Member to become President of the National Auxiliary.

Ann was born in Bridgeport, CT and married John in 1959. She started their company in San Diego, CA in 1976. Two years later John joined her in the company. As the owner and President of the company and the PHCC representative, Ann served on the local PHCC Board of Directors as Secretary and as President. In 2004, as a result of her work on the PHCC Legislative Committee, she provided testimony to the President’s Counsel on Women Entrepreneurship. They have four children, all of whom work in the business, and six grandchildren.

Ann and John are avid hunters, traveling extensively with the sport. She served as president of the Coastal Range Chapter of Safari Club International and was active at the national level. She and John also enjoy big game fishing both at home on their boat and where their travels take them. Ann served as president of the Mission Bay Marlin Club, in addition to many other clubs, in the course of raising her children.

She led the Auxiliary through the 125th Anniversary of the Plumbing-Heating-Cooling Contractors Association and National Plumbing Industry Week in Washington, DC April 27 – May 3, 2008. She requested and obtained special funding to allow National Auxiliary attendance at almost every State Convention. The result was additional membership and greater communication on the role of the Auxiliary in marketing PHCC and the industry. Under her presidency, the Why Hire a Professional? brochure was introduced and made available as a download for member companies to distribute. The Career Flyer was also created and made available to download, print, and use as a career recruiting tool. In support of water conservation initiatives, the Auxiliary created and offered a postcard for member firms to use in marketing water conservation audits to their customers. She continued to serve as Zone Director through 2015.
The Seventy-Fifth President, 2008-09

Ann K. Rivers was installed as President at the 2008 Convention in Atlanta, GA and presided over the 2009 New Orleans, LA Convention. The theme of her presidency was “Anything is Possible With Teamwork.” She was installed at a separate Auxiliary ceremony during the Annual Luncheon and then participated in a joint ceremony with PHCC.

She was born in Washington, DC and grew up in the DC and Arlington, VA, area. She graduated from Marymount College with a degree in Early Childhood Education. She worked in several areas of government, including the White House Correspondence Office. She and husband Steve expanded his contracting company into a plumbing, heating and air conditioning company in 1984.

They have one daughter, Kelley, and twin sons, Ryan and Pierce. Her hobbies include gardening, cooking, and entertaining. Her dream is to one day have her own Bed & Breakfast. She has been active in the activities of her children, in her sorority Alumnae club, and in her church through which she cooks for the homeless.

She became involved in her local Auxiliary chapter in the mid-eighties and attended her first National Convention in New York in 1987. She served as the California State Auxiliary Secretary in 2000 and 2001. Steve served as PHCC — National Association President in 2013-14.

Ann introduced her Auxiliary Chef sauces as a fundraiser, as well as PHCC logo watches. The disposable shoe covers were created to promote PHCC logo awareness. A new project of donating PHC-Opoly games to children’s hospitals, Ronald McDonald Houses, and the USO and other military children’s programs was initiated, making games available to state and local auxiliaries for distribution in their areas. The games were accompanied with a letter of introduction to the PHCC Association and the Auxiliary, and a copy of the Why Hire a Professional? brochure. She continues to actively serve on the Membership, Financial Review, and Silent Auction committees, and as Zone Director until 2015.

The Seventy-Sixth President, 2009-10

Patricia Blank was installed as President at the 2009 Convention in New Orleans, LA and presided over the 2010 Las Vegas, NV Convention. Her theme was “Meeting our Goals through Participation.” In her presidential year we celebrated the 90th anniversary of the formal organization of the Auxiliary and its 126th year of contributing to the industry. She created a 90th anniversary convention journal to commemorate the year. She was installed in a separate Auxiliary ceremony during the Annual Luncheon in 2009 and then participated in a joint ceremony with PHCC. PHCC of FL presented her with the first orangewood gavel given since 2005. It was handmade by Oren Ellis of FL and presented by Patty Irwin of FL.

She was born in Buffalo, NY and married Roger. They have two sons, Jonathan and Jeffery, and three grandchildren. She became involved in the Auxiliary in the early 1980s when Roger became the PHCC representative for his company. Pat has been active in all levels of the Auxiliary, serving as Secretary and President of the New York State Auxiliary and National Membership Secretary beginning in 2002 under President Noma Roberson and continuing until her run for Vice President in 2007.
She is active in her church, volunteering for over ten years on the liturgy committee. In addition to heading it, she did all the decorating for the Church services. This included working with the Priests to design the settings for the altar and around the church, designing and sewing banners, and ordering flowers and other decorations for the church. She worked on various fundraisers and projects through the years in the schools her boys attended. She worked as a hairdresser. She teaches machine embroidery classes and is known for her beautiful custom-made quilts. In addition to treasured gifts, many of these have been donated to local, state, and national auxiliary organizations to be used as fundraisers for their various projects. She continued to serve on the Bylaws/Duties & Procedures Committee through 2015.

The Seventy-Seventh President, 2010-11

Barbara Kreifels was installed as President at the 2010 Convention in Las Vegas, NV and presided over the 2011 Minneapolis, MN Convention. She chose as the theme of her presidency “Sewing the Seeds of Prosperity,” depicting the history of Nebraska in both farming and sewing. She was installed at a separate Auxiliary Officer Installation and Reception. The officers then participated in a joint ceremony with PHCC.

She was born and raised in Lincoln, NE. She met Terry when they were attending Nebraska Wesleyan University and were married in 1981. They have three children. Daughter Amanda married Brett, and they have a son, Carson and daughter, Taylor. They reside in Plainfield, IL, where Amanda works for Ferguson, Inc. Their son Justin has his Master’s Plumbing License and works for his father at Action Plumbing, Heating and Air Conditioning. He is married to Ellen and they have one son, Leo. Daughter Megan is a Registered Nurse and is married to Greg. They have two daughters, Emma and Morgan and three sons, James, Samuel and Nicholas. The family business was started in the early 1970s by Terry’s parents, Jim and Pat Kreifels. It has grown to having two brothers who run the business - Terry running Plumbing and Doug running HVAC, with the third generation now working there, too. It employs 40-45 people, including two brothers, one sister, one uncle and three grandsons.

Barb has been an Insurance Agent/Registered Representative with New York Life Insurance Company since 1983. She has also been blessed to work in a family business structure which included her father until his death, her brother-in-law, and her sister. She served on the Local Association Board for the Insurance Industry, now called NAIFA. She became involved in the Auxiliary in the early 1980s when husband Terry became the PHCC representative for his company. She has been active in all levels of the Auxiliary, serving as Secretary, Treasurer, Vice President, and President of the Lincoln Auxiliary and the Nebraska State Auxiliary. She served as National Recording Secretary in 2007 until her run for Vice President in 2008.

She is active in her church and worked on various fundraisers and projects through the years in the schools her children attended. She enjoys sewing, taking pictures, scrap-booking, spending time on their farm and hunting land with the dogs and the rest of the family, but, most of all, being a grandparent. She says, “I am so thankful for all the friendships I have made across this great Country through this wonderful Association.”
The Seventy-Seventh President, 2011-12

Terry Giebelhaus was installed as President at the 2011 Convention in Minneapolis, MN and presided over the 2012 Philadelphia, PA Convention. She chose as the theme of her presidency “Making It Happen.” She was installed at a separate Auxiliary installation ceremony during the Annual Convention and then participated in a joint ceremony with PHCC. She originally served as President and presided at the 1992 Convention in Atlanta, GA.

She was born in Phoenix, AZ. After receiving her Bachelors in Theater and Speech from Arizona State University, she worked in children’s theater and on local radio. She married Mark in 1981, and they have one son, Marty, who is now active in the family business, Marlin Mechanical. Terry has been active in the PHCC Auxiliary since 1985 and has served on several local and state committees as well as serving as President. Nationally, Terry has also been the Top Brass Chair, Convention Chair, Educational Foundation Liaison, served on the Long-Range Planning Committee, and has been the Parliamentarian for many Presidents. She also served as President of the Life Members’ Club for ten years. Mark served as PHCC — National Association President in 1996-97.

During her first Presidency a revision of the Bylaws was presented, giving birth to the concept of two National Secretaries. The second Presidency saw the return of the Auxiliary magazine, newly dubbed “Auxiliary Connected.” The premier of the Auxiliary/Educational Foundation video also occurred at this convention. Emphasis during this year was put on bringing excitement back to our National Auxiliary.

The Seventy-Ninth President, 2012-13

Sandra “Sandy” Stack of Kirkland, WA was elected President for the second time at the 2012 Convention in Philadelphia, PA and presided at the 2013 Convention in Las Vegas, NV. Sandy’s theme for the year was shared with the PHCC-NA President David Dugger, “Go Big” to show continuity between the contractors and Auxiliary.

She was born in Washington, DC. Sandy married and had two daughters. She worked and continued her education in night classes. In 1973 she was hired as a Certified Podiatric Medical Assistant and assisted in surgery of the foot and ankle for thirteen years. Later Sandy went back to school to become a Realtor. In 1986 through 1989 she worked on a temporary basis for the National Plumbing-Heating-Cooling Contractors Association, until it became a permanent position in 1991.

Sandy is now married to contractor Jim Stack, National Association President in 2005-06. They met at a Leadership Conference and when they married in 1997, 90% of the attendees at their wedding were PHCC employees and contractors from around the U.S. Sandy and Jim have a blended family of five children and six grandchildren. Sandy still works as a Real Estate Broker and enjoys spending time with family, traveling and making jewelry.

Jim and Sandy Stack continue to volunteer and serve on Auxiliary and Contractor committees on a local, state, and national level. She is passionate about raising funds for scholarships for the Auxiliary and the PHCC National Education Foundation. She served as National Auxiliary Membership Secretary 2018-19.
The Eightieth President, 2013-14

Cheryl Mosier was installed as President at the 2013 convention in Las Vegas, NV and presided over the 2014 convention in New Orleans, LA. Her theme was “The Sky’s the Limit – Working to Achieve Endless Possibilities.” Cheryl had a joint installation with PHCC National President Steve Rivers, both being from California. She is second-generation National Auxiliary president, following in her mother Ann Belus’s footsteps. They are the first mother-daughter Auxiliary presidents.

Cheryl was born in Bridgeport, CT and has two brothers and one sister. When she was five years old her parents packed up the kids – age six months to five years, and headed to San Diego, CA where she still lives today. Cheryl attended San Diego State University and graduated in 1988 with a Bachelors Degree in Criminal Justice.

In February of 1989 Cheryl had twin boys, Michael and Mark, who are her world. Mark is currently working in the family business, and Michael is a United States Marine. After their birth she decided to go to work full time in the family business, Cable, Pipe & Leak Detection. She quickly grew to understand all aspects of the business.

Cable, Pipe and Leak Detection has been a member of the PHCC for over 30 years. In 2003 Cheryl took over the responsibility of being the PHCC Liaison as her mother, Ann Belus (Aux. President 2007-08) was getting ready to retire. In 2005 and 2006, she served as a Director on the San Diego Chapter of the PHCC. In 2006 she attended her first National Convention and was introduced to the Auxiliary. She stepped right up by agreeing to do the quarterly newsletter, a job she held for eight years. In 2009 she became the Recording Secretary and went on from there. She also had a big part in redoing the new Auxiliary Sponsorship brochure.

In her spare time she loves hanging out with friends and family. Her hobbies include working with PHCC and the Auxiliary, dancing, water sports, reading, creating things on the computer, and traveling. Cheryl continues to serve both the Auxiliary and PHCC of California in leadership roles.

The Eighty-First President, 2014-15

Janet Dugger was installed as President at the 2014 Convention in New Orleans, LA and presided over the 2015 Hollywood, FL Convention. The theme of her presidency was shared with PHCC National President Kevin Tindall, which was “Together We Will Make a Brighter Future.” She was installed at a joint PHCC, Auxiliary, and AEC ceremony during the annual Installation and Closing Event at Mardi Gras World.

She was born in Knoxville, TN. She graduated from the University of Tennessee with a degree in Interior Design. She worked in several areas of that industry, the latest of which is a top interior design firm in Knoxville. She is married to David Dugger, 2013 PHCC National President and owner of SKMES. They have one son together, Zachary, who is a student at Ole Miss and four adult children from previous marriages, Lisa, Scott, Michael and Ashley and five precious granddaughters. Jan is very active in her church, Concord United Methodist Church, where she serves as chair of the
Leadership Council. She and David enjoy cheering the UT football team, traveling and spending time at their cabin in the mountains. Her other interests include genealogy, gardening and art history.

She joined the Auxiliary at the 2003 Convention in Las Vegas. She has served on the Long-Range Planning Committee and as the 2011-2012 Historian. In 2013 Jan, along with Teresa Mayes and Denise Thompson, restructured the Auxiliary Silent Auction into a major Auxiliary fundraiser.

**The Eighty-Second President, 2015-16**

Angela Westman was installed as President at the 2015 Convention in Hollywood, FL and presided over the 2016 San Antonio, TX Convention. The theme was “We Can Do It!” using the famous Rosie the Riveter image. She was installed at a joint PHCC, Auxiliary and AEC ceremony during the annual Installation at the Closing Event.

She was born in Minneapolis, MN and has lived in Minnesota most of her life. She is the daughter of Jeanette and Luther “Luke” Westman, longtime active PHCC members. She and her brothers are the fourth-generation of the family to be plumbers. She is a Master Plumber and currently owns Westman Plumbing. She has one daughter, Jazmine, and a multitude of animals. She loves volunteering with local animal rescues and with Special Olympics.

She offered a lot of PHCC experience, having served as Minnesota Auxiliary President for four years and on many state and local Auxiliary boards. During her Presidency the Auxiliary stepped up its marketing efforts, increasing the spectrum of merchandise offered, identified a drop shipper for managing inventory and filling merchandise orders, and began the work of creating the first Auxiliary standalone website.

**The Eighty-Third President, 2016-17**

Lynne C. Finley was installed as President at the 2016 Convention in San Antonio, TX and presided over the 2017 Milwaukee, WI Convention. The theme for the year was “Share Your Passion for the Industry.” She was installed at a joint PHCC, Auxiliary, and AEC ceremony during the annual Installation at the Closing Event.

She was born in Beaumont, TX and settled in New Orleans in the late seventies after several transfers as Purchasing Manager for Mobil Oil. She married into the PHC-industry in 1986 when Jim Finley came into her life. She continued her career with Sikorsky Aircraft, American Cyanamid, and Kaiser Aluminum. She and Jim enjoy his five children, spending time on their boat, flying, traveling, and ultimately building a home in the Southern Bahamas.

In 2003 she accepted the two-year project of documenting the 85-year history of the Auxiliary. This was done largely as a tribute to Lois Finley, Jim’s mom, and the other women in the industry that formed American history. The book, *A Partnership Unique*, was presented at the 2005 National Convention in Orlando, FL in both hardcover and softcover versions. In 2010 the five-year update was presented. In 2015 the ten-year update was delivered. In 2020, the 15-year-update to 100 years through 2019 will be presented. In 2013 the Auxiliary was successful in arranging the donation of its records to the Smithsonian’s National Museum of American History Archives and she was named Historian/Archivist Emeritus.
The Eighty-Fourth President, 2017-18

Gerda “Greta” Fischer was installed as President at the 2017 Convention in Milwaukee, WI and presided over the 2018 Convention in Albuquerque, NM. Feeling that communication was the key to improving the Auxiliary, the slogan for the year was “Reach Out and N4M.” She was installed at a joint PHCC, Auxiliary, and AEC ceremony during the Closing Event at the Harley-Davidson Museum.

She was born in Europe where her family had a rich heritage dating back to the mid-1700s. After the ravages of World War II, she and her parents and two siblings came to the United States and settled in the Midwest. During her senior year of high school she worked at a bank in the afternoons as part of a school/work program. After she graduated the bank hired her full-time. This opportunity led her to pursue a career in banking, investment, and finance.

She moved to the west coast and discovered that the mountains and trees of the Pacific Northwest reminded her of her European homeland. She met and married Larry Fischer who was a PHCC member. She became involved in PHCC to support her husband. She also went to work for his company. She served as National Auxiliary Treasurer from 1997 to 1999.

The Eighty-Fifth President, 2018-19

Ann K. Rivers was installed as President for the second time at a joint PHCC, Auxiliary, and AEC ceremony on Friday morning at the Albuquerque, NM Convention in 2018 and presided over the 2019 Convention in Indianapolis, Indiana. Her theme that year was “Women in the Industry.” The 2019 convention was the beginning of the year-long 100th Anniversary Celebration of the PHCC National Auxiliary that was scheduled to conclude in Dallas, TX in 2020.

Ann was born in Washington, DC, but grew up in Arlington, VA. She attended the University of South Carolina for four years and graduated from Marymount College of VA with a degree in Early Childhood Education. She also worked for the Federal Government on and off over the years, including at the White House from 1979-1982 and the Nuclear Regulatory Commission from 1990-1994.

While on vacation in Hawaii she met Steve Rivers from California. They married a few months later and live in Walnut Creek, CA. Ann has been active in Rivers Plumbing, Heating and Air since 1984. Steven is a Past National President from 2013-2014. They are parents to Kelley, and twins Pierce and Ryan.

Ann is very active in her church, Walnut Creek Presbyterian Church, where she serves on the hospitality committee. She is also active on the Pi Beta Phi Contra Costa Alumnae Board and the Pi Beta Phi (Berkeley) House Corporation Board. Her other interests are gardening, entertaining, and travel.
During her presidency the work to move the Auxiliary under the PHCC umbrella began. Ann served a one-year term on the Education Foundation Board as the National Auxiliary Representative. She also served as the Hospitality Chairman and Secretary for the Life Members’ Club.

The Eighty-Sixth President, 2019-20

Susie Greene was installed as President at the 2019 Convention in Indianapolis, IN and was to preside over the 2020 Convention planned for Dallas, TX, but changed to the first virtual convention as a result of the Covid 19 pandemic. Since her year was the 100th Anniversary of the Auxiliary, the diamond anniversary, she chose to honor both the past and the future with the theme of “Our Shining Future is Now.” She was installed at a joint PHCC, Auxiliary, and AEC ceremony during the closing event at the Indianapolis Motor Speedway.

She was born in St. Petersburg, FL. She graduated from Mercer University with a degree in Business Management. She also has a Masters in Management Information Systems from Georgia College & State University. She never actually worked in either of those fields, but held a variety of positions, including travel agent, claim representative, church treasurer, and most recently as a freelance copy editor.

Susie is married to Chip Greene, 2015-2016 PHCC – National Association President. They have a daughter, Ashton, and a son, Jimmy. They live in Macon, GA.

Susie is very active in her church, Forest Hills United Methodist Church where she helps in the nursery and the Backpack Ministry. She also serves as an Advisor for the Alpha Delta Pi chapter at her alma mater. Susie and Jimmy have served on staff at both a National and a World Scout Jamboree. Chip and Susie enjoy spending time at their second home in Beaufort, SC. Her other interests include travel, Pilates, and kayaking.

She joined the Auxiliary in the early 2000s and served as the Georgia State Auxiliary Treasurer from 2007 to 2015. On the national level she has served on the Silent Auction Committee and helped create the newsletters and email blasts. During her year as President, the work to bring the Auxiliary under PHCC continued. Also as a result of the pandemic, the Executive Officers have agreed to hold position for an additional year until an in-person convention is again possible.
Chapter XI ~ The Loan Fund

From the 2003 Resolution to change the name of the Fund from Memorial Loan Fund to Educational Loan Fund, we are told:

This fund was established in 1933 with the intention to further education for widowed members and their daughters from monies received through contributions given in memory of deceased members, thus “Memorial.” Later, funds were received as donations. In 1953 it was added to give ‘girls’ the opportunity. In 1971 the Bylaws were revised, conforming to the IRS non-profit status; thus opening it to anyone.

After 2004 no more loans were made from the Loan Fund. At the 2005 Annual Business Meeting a resolution to dissolve the Educational Loan Fund was approved. It provided for the continuation of the Committee members’ terms until the remaining loans were repaid. It provided for the transfer of any remaining funds to the Scholarship Fund. It was later amended to move $10,000 to a CD. The annual interest would be used for the Scholarship Fund, and the principal would be distributed to the Scholarship Fund as needed at the discretion of the Executive Board. In January 2006 there were two loans being repaid, three loans that were not due yet and $20,000 in cash in the Loan Fund.

As directed by the resolution of the previous year, two $5,000 certificates of deposit totaling $10,000 were purchased, with the interest to be transferred to the Scholarship Fund annually. The balance of the money in the Loan Fund at that time was transferred to the Scholarship Fund. The loans were repaid completely in April 2009.

The first CD was cashed and forwarded to Scholarship in 2007. The second CD was cashed in 2009 with $1,000 forwarded to Scholarship and the balance of $4,000 was set aside to be transferred to the Scholarship Fund when requested by the Scholarship Committee and approved by the Executive Officers. In 2011 it was requested and approved by the Executive Officers, completely utilizing all Loan Fund monies.

Appendix B ~ The Loan Fund Committee

<table>
<thead>
<tr>
<th>Year</th>
<th>Office</th>
<th>Name</th>
<th>City, ST</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005-06</td>
<td>Chair/Secretary</td>
<td>Louise Schumacher</td>
<td>Clermont, FL</td>
</tr>
<tr>
<td></td>
<td>Treasurer</td>
<td>Jorja Dickemann</td>
<td>Glen Carbon, IL</td>
</tr>
<tr>
<td>2006-07</td>
<td>Chair/Secretary</td>
<td>Louise Schumacher</td>
<td>Clermont, FL</td>
</tr>
<tr>
<td></td>
<td>Treasurer</td>
<td>Jorja Dickemann</td>
<td>Glen Carbon, IL</td>
</tr>
<tr>
<td>2007-08</td>
<td>Chair/Secretary</td>
<td>Corinne Riley</td>
<td>Warwick, RI</td>
</tr>
<tr>
<td></td>
<td>Treasurer</td>
<td>Jorja Dickemann</td>
<td>Glen Carbon, IL</td>
</tr>
<tr>
<td>2008-09</td>
<td>Chair/Secretary</td>
<td>Corinne Riley</td>
<td>Warwick, RI</td>
</tr>
<tr>
<td></td>
<td>Treasurer</td>
<td>Jorja Dickemann</td>
<td>Glen Carbon, IL</td>
</tr>
<tr>
<td>2009-10</td>
<td>Disbanded</td>
<td></td>
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</tr>
</tbody>
</table>

Louise Schumacher served on the Loan Fund Committee from 1983 until it was voted to disband it. She then volunteered to continue to manage the outstanding balances until all were collected. In 2007, Louise resigned from a leadership position in the Auxiliary. Corinne Riley stepped in to complete the process with only two loans remaining, both being repaid.

Louise passed away in June 2008 after many, many years of service as Historian, Treasurer, Financial Review Committee member, and Election Teller in addition to her years on the Loan Fund Committee.
Chapter XII ~ The Scholarships

The Auxiliary Scholarship Fund was created in 1954 from the interest on the Loan Fund. Over the years there were many fundraising projects and sponsor contributions.

The Boards of PHCC - National Association and the National Auxiliary created the National Educational Foundation in 1986 and both have continued to play a large role in that success. Beginning in 1991 InSinkErator donated $25,000 in the form of a Cadillac to the Educational Foundation to be raffled as a fundraiser. The Auxiliary actively participated in the ticket sales to receive $25,000 for the Auxiliary Scholarship Fund. In 2005, because of the various state raffle laws where the conventions were held, it became a matching gift contribution. Ferguson joined InSinkErator, and the two companies created a $35,000 match. The Auxiliary continues to actively participate in the acquisition of donations to the Educational Foundation and, in exchange, receives a $25,000 donation to the Scholarship Fund.

Bradford White continues their annual scholarship awards, presented at their breakfast during convention each year. The awards are $500 or more each, totaling $7,500. Recipients must be employed by a PHCC contractor member for a two-year period (including the current year). The applicant must show that they are responsible for the cost of their tuition.

In 2007 IAPMO began their annual Auxiliary scholarship donation of $1,000. In 2009 they increased the amount to $1,500 and in 2013 to $5,000. In 2017 they increased the amount to $10,000 for that year and forward. American Standard’s $1,500 Scholarship donation was last presented in 2008. A.O. Smith made a $1,000 scholarship donation in 2005 and began an annual contribution of $1,000 in 2009 for the top-scoring scholarship applicant. In 2016 the amount was increased to $1,500.

In 2012 the Auxiliary awarded a $2,000 scholarship in Dennis Broderick’s name to honor him on his retirement from InSinkErator. Also in 2012 Kathy and Kevin Tindall began the Fran Williams Memorial Scholarship. It continues with various donors at $1,000 per year.

In 2005 the money remaining in the Loan Fund was set aside for the Scholarship Fund, should it be needed. The distribution of the funds is included in the Loan Fund chapter above, and the dollars to the Scholarship Fund are included in the table below.

In 2016 a special scholarship was announced, the Tindall Service Scholarship, funded by the Tindall Family and awarded in 2016. It was thereafter awarded by the Educational Foundation. Also in 2016 a special scholarship in memory of Larry Dore was awarded in the amount of $1,000.

In 2016 we were also notified of the loss of Auxiliary Honorary Member Ginny Carlson. Every year since 1985 Roland and Virginia Carlson have awarded the “Ginny” scholarship. It began as a $1,000 award from the annual interest on the funds on deposit, but was increased to $3,000 in 1988. It continued at that amount each year with the interest supplemented by the family as needed to reach the $3,000 award. On her death the family notified the Auxiliary that the balance of the Ginny Fund was to be used to supplement the interest for the annual award of the Ginny Scholarship until such time as the funds were exhausted.

Beginning in 2017 scholarship sponsorships were limited to two candidates per Auxiliary member whether general or Bradford White candidates. Significant discussion centered around the inclusion of students entering trade schools.

In 2017 an exception was requested to pay scholarship funds directly to the recipient. The Executive Officers voted to follow the Scholarship guidelines and deny the exception.
Scholarship Awards by Year

<table>
<thead>
<tr>
<th>Year</th>
<th>Donations, Memorials, Other</th>
<th>Sponsors &amp; Project</th>
<th>Scholarships Paid No.</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td>2004-05</td>
<td>1,665</td>
<td>36,500</td>
<td>34</td>
<td>35,800</td>
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<tr>
<td>2005-06</td>
<td>3,650</td>
<td>37,000</td>
<td>28</td>
<td>41,500</td>
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<tr>
<td>2006-07</td>
<td>3,545</td>
<td>38,610</td>
<td>31</td>
<td>47,200</td>
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<tr>
<td>2007-08</td>
<td>200</td>
<td>38,000</td>
<td>41</td>
<td>41,725</td>
</tr>
<tr>
<td>2008-09</td>
<td>5,290</td>
<td>38,000</td>
<td>24</td>
<td>39,600</td>
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<td>2009-10</td>
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<td>18</td>
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<td>2012-13</td>
<td>275</td>
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<tr>
<td>2013-14</td>
<td>2,225</td>
<td>42,500</td>
<td>49</td>
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<td>2014-15</td>
<td>445</td>
<td>41,599</td>
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<td>3,560</td>
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<td>2017-18</td>
<td>2,220</td>
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<td>2018-19</td>
<td>6,850</td>
<td>48,000</td>
<td>25</td>
<td>54,850</td>
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</table>

Every year the Thank-You notes are amazing. This year was extremely special.
Chapter XIII ~ The Motto, Song, Emblem, Name, Banner & Colors

The President’s Pin

The serving President of the Auxiliary wears the President’s pin. It is inscribed with WANA PHCC – Women’s Auxiliary, National Association Plumbing-Heating-Cooling Contractors.

The Past President’s Pin

The Past President’s pin was updated with the production of three new ones in 2014 to reflect “Past Pres” and the initials “PHCCNA” for Plumbing-Heating-Cooling Contractors National Auxiliary, in lieu of the most recently used “NA PHCCA”. The gavel was added on links instead of on a chain. Three were purchased for President Cheryl Mosier and the next two outgoing presidents. In 2017 three additional pins were purchased to meet the anticipated needs of 2017, 2018 and 2019.

Two Past Presidents, Dot Linek and Mary Grace Whelan, donated their pins to outgoing presidents, Pat Blank in 2010 and Sandy Stack in 2013, respectively. Joan Schmitz donated her past president’s pin in 2017.

In 2017 a very special Past President’s pin was donated by the family of Dorothy Sharpe Clem, President 1962-63. Reflecting the 1963 Auxiliary and Association name, “Women’s Auxiliary” and “National Association of Plumbing Contractors”, the initials WA NAPC are used.

The pin will be worn in her honor by Lynne Finley from the 2017 convention through the close of the 100th Anniversary celebration, originally intended to be the 2020 Convention in Dallas, TX. It will be kept until the 2021 convention which hopefully will be an in-person convention. It will then be donated in Dorothy’s memory to represent the pin in the Auxiliary collection at the Smithsonian’s National Museum of American History Archives.

As a personal tribute to Dorothy (E. Paul) Sharpe Clem, the book would not be what it is today without the extensive help that Dorothy provided. She shipped all her proceedings, photos, and memorabilia to use as reference for the original book. She researched and answered innumerable emails every day for two years. Thank you, Big Red, for all your work on this and for all your contributions to the history of the Auxiliary! ~ LF
Chapter XIV ~ The Conventions

With a greater emphasis on marketing the Association and the industry, Convention resources and time became dedicated to Auxiliary visibility at the Trade Show, the PHCC Annual Meeting, and to staffing the resource table during all hours of registration and the breaks between meetings. Over the next five years, 2005-09, there was a reduction in the number of days of convention to 2½ days. This created an environment favoring joint events rather than simultaneous, parallel or consecutive functions.

PHCC routinely made a Trade Show booth available to the Auxiliary at no charge. Current and past National Auxiliary Officers always made it a practice to visit the booths of sponsors to thank them for their support of the Auxiliary.

The convention themes were usually associated with the location. Orlando/Kissimmee had the Disney theme. In Chicago, InSinkErator introduced their new Pineapple advertising campaign, and many events featured pineapples. Chicago held a Blues Brothers-themed Closing Event that will always be remembered for the Blues Brothers-style sunglasses that were given out as favors and worn by all throughout the event.

Anaheim featured the California theme including the state flower, the California Poppy, and Beach Boys-style music for the Luncheon. Atlanta had a southern hospitality theme. Both New Orleans conventions had a city theme that featured the fleur de lis, Mardi Gras, and Cajun items at various events. The 2009 convention Closing Event was in the World War II Museum. The 2014 Closing Event was in the Blaine Kern Mardi Gras World facility.

The highlight of the 2012 Philadelphia Convention was the welcoming by three adorable girls, Kathryn, Laura and Ashley, daughters of PHCC-PA members Kristy and John Luke. Dressed in period costumes, they greeted registrants and presented them with PHCC-PA bags of goodies.

CONNECT 2016 in San Antonio offered the Texas theme. The opening reception included a beautiful buffet of all the best food Texas has to offer. There were lots of boots involved.

CONNECT 2017 in Milwaukee, WI featured many tours of industry manufacturers, including Kohler and Milwaukee Tool. The Closing Event was at the Harley-Davidson Museum and featured a tour of the Museum as well as the Milwaukee Tool Shed Band in the Garage. Because the band was so remarkable, many attendees never even got to the Museum.

CONNECT 2018 was held in Albuquerque, NM during Balloon Fiesta. Many events were held on the grounds of Fiesta Park. Many registrants added a hot air balloon ride to their convention experience, and PHCC even had their logo on a balloon. The Closing Event was held during the Balloon Glow at Fiesta Park.

In 2019 in Indianapolis, IN the closing event was held at the Indianapolis Motor Speedway. It was fabulous! A special sponsored event was the opportunity to ride in a car around the track. Once again we were treated to entertainment by the Milwaukee Tool Shed Band and vocals from both Michael Copp and Laurie Crigler.

In many years the Saturday following the close of convention was offered as a day of service to the local community. Many convention attendees, including contractors, family and PHCC staff participated.

CONNECT 2020 is going to be as unique as everything else this year. It will be the first virtual convention in PHCC’s history. The Covid 19 pandemic forced the cancellation of the in-person convention scheduled for September 30 through October 2, 2020. The next in-person convention is scheduled in Kansas City, MO in 2021.
# Appendix D ~ The Convention List

<table>
<thead>
<tr>
<th>No.</th>
<th>Dates</th>
<th>Location Hotel(s)</th>
<th>City, ST</th>
<th>Convention Chair(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>85</td>
<td>Sep 7-11, 2005</td>
<td>Disney Swan &amp; Dolphin Hotels</td>
<td>Kissimmee, FL</td>
<td>Gerry Calfo</td>
</tr>
<tr>
<td>86</td>
<td>Sep 26-30, 2006</td>
<td>Palmer House Hilton</td>
<td>Chicago, IL</td>
<td>Dorothy Clem &amp; Joan Flader</td>
</tr>
<tr>
<td>87</td>
<td>Oct 24-27, 2007</td>
<td>Anaheim Marriott Hotel</td>
<td>Anaheim, CA</td>
<td>Kathie Price &amp; Mary Joan Kleinen</td>
</tr>
<tr>
<td>88</td>
<td>Oct 1-4, 2008</td>
<td>Atlanta Marriott Marquis Hotel</td>
<td>Atlanta, GA</td>
<td>Karen Rayburn &amp; Debbie Belus</td>
</tr>
<tr>
<td>89</td>
<td>Oct 21-23, 2009</td>
<td>New Orleans Sheraton Hotel</td>
<td>New Orleans, LA</td>
<td>Linda Bienvenu &amp; Kristen Molinario</td>
</tr>
<tr>
<td>91</td>
<td>Sep 21-24, 2011</td>
<td>Hilton Minneapolis Hotel</td>
<td>Minneapolis, MN</td>
<td>Conni Biggerstaff &amp; Nancy Bouwens</td>
</tr>
<tr>
<td>92</td>
<td>Oct 3-5, 2012</td>
<td>Philadelphia Downtown Marriott Hotel</td>
<td>Philadelphia, PA</td>
<td>Gerry Calfo, Pat Blank &amp; Kathy Tindall</td>
</tr>
<tr>
<td>93</td>
<td>Oct 16-19, 2013</td>
<td>The Rio All-Suite Hotel &amp; Casino</td>
<td>Las Vegas, NV</td>
<td>Terry Giebelhaus, Anne Williams &amp; Sandy Stack</td>
</tr>
<tr>
<td>94</td>
<td>Oct 8-10, 2014</td>
<td>Marriott New Orleans Hotel</td>
<td>New Orleans, LA</td>
<td>Linda Bienvenu &amp; Kristen Molinario</td>
</tr>
<tr>
<td>95</td>
<td>Sep 30-Oct 3, 2015</td>
<td>Diplomat Resort &amp; Spa</td>
<td>Hollywood, FL</td>
<td>Bev Potts &amp; Becky Davis</td>
</tr>
<tr>
<td>96</td>
<td>Oct 19-21, 2016</td>
<td>San Antonio Marriott Rivercenter</td>
<td>San Antonio, TX</td>
<td>Patty Jones, Bev Potts &amp; Becky Davis</td>
</tr>
<tr>
<td>97</td>
<td>Oct 3-6, 2017</td>
<td>Hilton Milwaukee City Center Hotel</td>
<td>Milwaukee, WI</td>
<td>Bev Potts &amp; Becky Davis</td>
</tr>
<tr>
<td>98</td>
<td>Oct 10-12, 2018</td>
<td>Albuquerque Conv Center &amp; Hyatt Regency</td>
<td>Albuquerque, NM</td>
<td>Executive Officers</td>
</tr>
<tr>
<td>99</td>
<td>Oct 2-4, 2019</td>
<td>Indiana Conv Center &amp; Westin Indianapolis</td>
<td>Indianapolis, IN</td>
<td>Bev Potts &amp; Becky Davis</td>
</tr>
<tr>
<td>100</td>
<td>Sept 30-Oct 2, 2020*</td>
<td>Sheraton Dallas (TX) Hotel</td>
<td>See below.</td>
<td>Bev Potts &amp; Becky Davis</td>
</tr>
</tbody>
</table>

*The Covid 19 pandemic caused the cancellation of the traditional in-person convention in 2020. The result will be a virtual convention held over two days, September 30 - October 1, 2020. The Auxiliary Board of Directors’ Meeting and Annual Business Meeting will be held as virtual meetings on September 28, 2020.
Chapter XV ~ The Installation Ceremony & the Orangewood Gavel

In 2005, 2006, 2009, 2010, 2011 and 2012 there was both a separate Auxiliary installation ceremony, as well as one conducted jointly with PHCC. The Installing Officers were appointed by the President to conduct the ceremony.

Beginning in 2007 the separate Auxiliary installation was held during the annual Auxiliary Luncheon. Through 2009 American Standard sponsored both the installation and the reception.

It is significant to note that the 2009 installation used the 1958 installation ceremony updated for current offices and duties. This was also the first presentation of the orangewood gavel by PHCC of Florida since 2005. Oran Ellis once again produced the gavel for presentation by Patty Irwin to incoming National Auxiliary President Patricia Blank.

In 2016 the Life Members’ Club again began presenting gavels to the incoming Auxiliary Presidents.

<table>
<thead>
<tr>
<th>Year</th>
<th>Name</th>
<th>City, ST</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005-06</td>
<td>Joan Schmitz</td>
<td>Waukesha, WI</td>
</tr>
<tr>
<td></td>
<td>Michelle Heidler</td>
<td>Annapolis, MD</td>
</tr>
<tr>
<td></td>
<td>Anne Williams</td>
<td>Belmont, MA</td>
</tr>
<tr>
<td></td>
<td>Corinne Riley</td>
<td>Warwick, RI</td>
</tr>
<tr>
<td>2006-07</td>
<td>Joan Schmitz</td>
<td>Waukesha, WI</td>
</tr>
<tr>
<td></td>
<td>Anne Williams</td>
<td>Belmont, MA</td>
</tr>
<tr>
<td></td>
<td>Maria Bienvenu</td>
<td>Harahan, LA</td>
</tr>
<tr>
<td>2007-08</td>
<td>Anne Williams</td>
<td>Belmont, MA</td>
</tr>
<tr>
<td>2008-09</td>
<td>Linda Bienvenu</td>
<td>Harahan, LA</td>
</tr>
<tr>
<td>2009-10</td>
<td>Anne Williams</td>
<td>Belmont, MA</td>
</tr>
<tr>
<td>2010-11</td>
<td>Pat Kreifels</td>
<td>Lincoln, NE</td>
</tr>
<tr>
<td></td>
<td>Conni Biggerstaff</td>
<td>Lincoln, NE</td>
</tr>
<tr>
<td></td>
<td>Nancy Bouwens</td>
<td>Lincoln, NE</td>
</tr>
<tr>
<td></td>
<td>Karla Tinius</td>
<td>Lincoln, NE</td>
</tr>
<tr>
<td>2011-12</td>
<td>Anne Williams</td>
<td>Belmont, MA</td>
</tr>
</tbody>
</table>
Chapter XVI ~ The Publications

In 2009 we entered the Social Media age. Terry Giebelhaus created both Facebook and Twitter pages for Auxiliary communications. Steve Rivers created a Shutterfly page in 2009 for the Auxiliary to post and share photos. That site now contains over 30 albums going back to the the 2004 Convention in Boston.

The Auxiliary Newsletter was used with a generic name until 2002. Then Linda Bienvenu won the “Name the Newsletter” contest with her entry of Pipe-N-Hot. The newsletter continued under the name of Pipe-N-Hot with three or four editions per year through the August 2013 edition. The January 2014 edition introduced the new Auxiliary Connected banner, a carry-over from the Special Edition that was created in 2012.

Special Editions

Auxiliary Connected was first used in 2012 on the cover of Terry Giebelhaus’ 20-page, full-color magazine which replaced the first newsletter in January 2012. The magazine featured CONNECT 2011 events, announced the new Apprentice Video directed at recruiting into the industry, and ads for our sponsors. The Committee Book, complete with officers’ pictures was also included. The new banner would not be used again until January 2014.

In 2010 a 56-page Journal was created to document the 90th Anniversary of the formal organization of the Auxiliary. It included congratulatory ads from eight PHCC organizations, six PHCC members, and twenty-three manufacturers & suppliers. Histories from nine State and one local Auxiliary were also included. It contained a four-page summary of the entire history. The founder, Emily V. Hornbrook was spotlighted. The history of the Ginny Scholarship was documented in detail, and Mr. & Mrs. Carlson were both able to enjoy the tribute.

Regarding the 90th Anniversary Journal, President Pat Blank wrote, “This Journal cover was chosen as it represents the eyes of our past, our present, and our future. The background of this cover was on our Auxiliary magazine in the 60s and 70s. It has been adapted to fit the needs of this journal. You will see in the lower right hand corner the logo that was used by the Women’s Auxiliary - National Association of Plumbing-Heating-Cooling Contractors.. In the lower left hand corner you will see our current logo which was adopted in 1997 to match the PHCC National Association’s.”
Electronic Communications Supplement the Newsletters

Electronic mailings had been difficult to manage in the early years because many email addresses were wrong and many messages were rejected as spam. Efforts continued to utilize mass emails more effectively. Our long-term sponsor Famhost assisted us for many years in this effort.

In 2012 we explored online mail capability and settled on Constant Contact. The first email sent via Constant Contact was on April 12, 2013 announcing the link to the Smithsonian’s Around The Mall blog article entitled, How did a Group of Plumbers Wives Change American History? We continued to supplement the newsletters with email notifications and posting of the newsletters on the Auxiliary Facebook page.

In 2012 we also began posting the newsletter in digital form on the Auxiliary website on phccweb.org. Each newsletter was announced via email with a link provided.

In 2016 Kelly Ruddy explored Mailchimp as a free online mailing service to replace Constant Contact, and it is still in use today.

The May 2017 newsletter was the first to be digital only. The other two that year were sent electronically, as well as printed and mailed.

Since then there have been shorter, more frequent electronic newsletters as well as email blasts (e-blasts) with announcements. Only the newsletter edition prior to convention is printed and mailed.

E-blast newsletters come via email, as pictured above, and contain a link to the actual newsletter content, pictured at right.
~ The Robert M. Cox Awards

InSinkErator continued to sponsor the Robert M. Cox Awards program. They awarded the first and second place prize in each of two categories, Image and Recruitment, in each of three organization divisions by size. First place was increased to $1,000, second place to $500, and honorable mention at $400.

In 2014 TMB Publications changed their magazine focus to PHC News instead of Wholesaler magazine, continuing their sponsorship of the Cox honorable mention awards. They joined Plumbing & Mechanical magazine and Contractor magazine in continuing to sponsor the awards through 2017 - a tradition for all three companies dating back to 1972.

In 2017 the Robert M. Cox Award Application was reviewed and modified with InSinkErator and Catch-22 to expand the scope of qualifying projects and to change the number of winner categories to Small Auxiliaries (3-15 members), Large Auxiliaries (16 or more members), and Members-at-Large, thus eliminating the Medium Auxiliary category. The judging criteria and the information to submit projects via email were provided in the revised application. That was also the first year when digital entries were accepted.

The Cox Awards were last presented with a wood and brass plaque in 2011. Since then, they have been presented as a certificate, pictured at right, along with a check.
InSinkErator also continued to sponsor the Member of the Year Award. The purpose of the award was to recognize the year’s outstanding Auxiliary member, the one who has contributed the most to the organization, the industry, and to the community. The nominees are entered by their State or Local Auxiliary or by Members-at-Large. These represent the best of the best. In 2017 the Dore application was reviewed and modified to provide the judging criteria and the information for submitting nominations via email.

### The Larry Dore Award Winners

<table>
<thead>
<tr>
<th>Year</th>
<th>Name</th>
<th>City, ST</th>
</tr>
</thead>
<tbody>
<tr>
<td>2004-05</td>
<td>Darlene Moyer</td>
<td>Kutztown, PA</td>
</tr>
<tr>
<td>2005-06</td>
<td>Sandy Stack</td>
<td>Kirkland, WA</td>
</tr>
<tr>
<td>2006-07</td>
<td>Bernadine Stockmeister</td>
<td>Jackson, OH</td>
</tr>
<tr>
<td>2007-08</td>
<td>Corinne Riley</td>
<td>Warwick, RI</td>
</tr>
<tr>
<td>2008-09</td>
<td>Terry Giebelhaus</td>
<td>Phoenix, AZ</td>
</tr>
<tr>
<td>2009-10</td>
<td>Lynne Finley</td>
<td>Destrehan, LA</td>
</tr>
<tr>
<td>2010-11</td>
<td>Tammy Stimson</td>
<td>Mackinaw, IL</td>
</tr>
<tr>
<td>2011-12</td>
<td>Harley Perry</td>
<td>National City, CA</td>
</tr>
<tr>
<td>2012-13</td>
<td>Nancy Eberhardt</td>
<td>Adell, WI</td>
</tr>
<tr>
<td>2013-14</td>
<td>Kathy Tindall</td>
<td>Hamilton, NJ</td>
</tr>
<tr>
<td>2014-15</td>
<td>Patty Jones</td>
<td>Montgomery, TX</td>
</tr>
<tr>
<td>2015-16</td>
<td>Bev Potts</td>
<td>Deer Creek, IL</td>
</tr>
<tr>
<td>2016-17</td>
<td>Kathy Lewis</td>
<td>Bryan, TX</td>
</tr>
<tr>
<td>2017-18</td>
<td>None Awarded</td>
<td></td>
</tr>
<tr>
<td>2018-19</td>
<td>Barb Kreifels</td>
<td>Lincoln, NE</td>
</tr>
</tbody>
</table>

Barb Kreifels, shown with husband Terry, became the third person to receive both the Dore Award & the 3D Award in the same year, hers in 2019.

In 2012 Harley Perry became the first male to receive the Dore Award from InSinkErator President Tim Ferry & Sr. Vice President Rob Grim & Auxiliary President Terry Giebelhaus.

Kathy Tindall receiving the 2014 Dore Award from InSinkErator’s President Tim Ferry & Sr. Vice President Rob Grim.

Barb Kreifels receiving the 2009 Dore Award from InSinkErator’s Dennis Broderick.

Kathy Lewis receiving the 2017 Dore Award from InSinkErator’s Sr. Vice President Rob Grim & President Chad Severson with Auxiliary President Lynne Finley.
Copper Development Association continued to sponsor the 3-D Award for Desire, Dedication, and Determination. The award is presented to a “dedicated and loyal member who willingly gave time and talent to better the Auxiliary. This was someone you could always call upon for help and was usually the first to volunteer.” They presented a beautiful copper tray created by Wendell August Forge to the winner each year.

### The 3D Award Winners

<table>
<thead>
<tr>
<th>Year</th>
<th>Name</th>
<th>City, ST</th>
</tr>
</thead>
<tbody>
<tr>
<td>2004-05</td>
<td>Loraine Morin</td>
<td>Gilford, NH</td>
</tr>
<tr>
<td>2005-06</td>
<td>Judy Driscoll</td>
<td>Lumberton, NC</td>
</tr>
<tr>
<td>2006-07</td>
<td>Terry Giebelhaus</td>
<td>Phoenix, AZ</td>
</tr>
<tr>
<td>2007-08</td>
<td>Joan Schmitz</td>
<td>Waukesha, WI</td>
</tr>
<tr>
<td>2008-09</td>
<td>Corinne Riley</td>
<td>Warwick, RI</td>
</tr>
<tr>
<td>2009-10</td>
<td>Lynne Finley</td>
<td>Destrehan, LA</td>
</tr>
<tr>
<td>2010-11</td>
<td>Kathy Tindall</td>
<td>Beechwood, NJ</td>
</tr>
<tr>
<td>2011-12</td>
<td>Pat Blank</td>
<td>Buffalo, NY</td>
</tr>
<tr>
<td>2012-13</td>
<td>Iris Maddalon</td>
<td>Hamilton, NJ</td>
</tr>
<tr>
<td>2013-14</td>
<td>Linda Bienvenu</td>
<td>Harahan, LA</td>
</tr>
<tr>
<td>2014-15</td>
<td>Kathy Lewis</td>
<td>Bryan, TX</td>
</tr>
<tr>
<td>2015-16</td>
<td>Bev Potts</td>
<td>Deer Creek, IL</td>
</tr>
<tr>
<td>2016-17</td>
<td>Patty Jones</td>
<td>Montgomery, TX</td>
</tr>
<tr>
<td>2017-18</td>
<td>Sandy Stack</td>
<td>Kirkland, WA</td>
</tr>
<tr>
<td>2018-19</td>
<td>Barb Kreifels</td>
<td>Lincoln, NE</td>
</tr>
</tbody>
</table>

### The Lifetime Achievement Award

In 2013, the Auxiliary and InSinkErator presented the Lifetime Achievement Award to Lynne C. Finley. The award, accompanied by $2,500, recognized the effort to document the history of the Auxiliary in the book, *A Partnership Unique* and the subsequent updates, and to have that history archived at the Smithsonian’s National Museum of American History Archives Center. The award is an Italian cut-crystal decanter from the Smithsonian’s gift shop that stands on an inscribed base.

### Other Awards

There were no other awards in the years 2005 through 2020 up to the time before Convention.
Membership recruitment and retention have been major objectives each year. In busy households, it is difficult to find time for yet another organizational commitment. The reinforcing theme has been that the Auxiliary supports the industry and represents an opportunity for contractors, contractor employees and family members to support what is probably their single greatest asset - their company - and their industry at the local, state, and national level. The membership recruiting brochure was updated to reflect the marketing efforts as well as those identifying the industry as a viable career choice for both trade and academic students. Membership numbers reflect the success of special funding that allowed National Auxiliary representation at many state conventions to deliver the message in person.

In 2017 the Executive Officers made the recommendation to the Bylaws/Duties & Procedures Committee that dues invoices will be sent by January 15, instead of the current date of December 15, so as not to get lost in holiday mail, and will be due on receipt. Payment can be made via check, credit card, or bank transfer. A reminder will be sent by February 15.

Membership numbers include current dues-paying and Life members, and those who are one-year past due.

### Honorary Members

We have added several Honorary Members over the last fifteen years, now totaling twelve (12). The names, position, organization, and the year made honorary are listed in the following table. We want to recognize their contributions to the Auxiliary and thank them for their many years of partnering with us.

<table>
<thead>
<tr>
<th>Year</th>
<th>Name</th>
<th>Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>1983</td>
<td>Robert M. Cox</td>
<td>EVP, In-Sink-Erator</td>
</tr>
<tr>
<td>1985</td>
<td>Phyllis Cox</td>
<td>Wife of Robert M. Cox</td>
</tr>
<tr>
<td>1994</td>
<td>Larry Dore</td>
<td>VP Sales &amp; Marketing, In-Sink-Erator</td>
</tr>
<tr>
<td>2005</td>
<td>David Weiner</td>
<td>President, Marketing Support, Inc.</td>
</tr>
<tr>
<td>2007</td>
<td>Ted Sikorski</td>
<td>VP Marketing, Bradford White Corp</td>
</tr>
<tr>
<td>2010</td>
<td>Dennis Broderick</td>
<td>Sr. VP Sales, InSinkErator</td>
</tr>
<tr>
<td>2010</td>
<td>Ginny Carlson</td>
<td>Ginny Scholarship</td>
</tr>
<tr>
<td>2019</td>
<td>Nick Giuffre</td>
<td>President &amp; Chairman, Bradford White</td>
</tr>
<tr>
<td>2019</td>
<td>Dale Powell</td>
<td>Project Mgr, Copper Development Assn</td>
</tr>
<tr>
<td>2020*</td>
<td>Russ Chaney</td>
<td>CEO, IAPMO</td>
</tr>
<tr>
<td>2020*</td>
<td>Diane Peugeot</td>
<td>Caring for the Founder Emily Hornbrook's Grave</td>
</tr>
<tr>
<td>2020*</td>
<td>Roger Peugeot</td>
<td>Caring for the Founder Emily Hornbrook's Grave</td>
</tr>
</tbody>
</table>

*The Honorary Members listed as 2020 will be voted on at the 2020 Board of Directors’ Meeting and the Annual Business Meeting.*
In 2006 a resolution was passed that provided for the evidence of a State Auxiliary disbanding. In addition to surrendering their charter, they were to provide a copy of the Minutes of Meeting at which it was voted to disband. It further provided that, in the event that no minutes were available, the National Keeper of the Charters should be notified by letter, copy to the National President, of the dissolution.

In response to a 2006 request for a San Diego Local Association charter where no State Auxiliary existed, it was determined that a change in the Bylaws was required. In 2007 a resolution was passed that provided for the organization of a local auxiliary where no state auxiliary existed, with the local functioning as the state auxiliary.

In September 2007 the Missouri State Auxiliary Charter was reissued. It is significant to note that the founder of the Auxiliary, Emily Virginia Hornbrook, was from Independence, Missouri. Her grave is in perpetual maintenance there, and each year the Auxiliary places flowers on her grave to honor her contributions.

In 2011, facing the decision to close the Wisconsin State Auxiliary, the group decided that it was too important to allow it to fold. They documented their two-year effort and won a first-place Cox Award. In 2012 the North Carolina State Auxiliary reorganized after a few years of inactivity.

In 2015 we had eleven (11) remaining state auxiliaries representing approximately half the membership. They were Arizona, Delaware, Illinois, Louisiana, Maryland, Minnesota, Missouri, Nebraska, New York, North Carolina and Wisconsin.

In 2017 the Executive Officers were notified that Missouri had dissolved their state auxiliary. New York notified the Executive Officers in 2019 that they have voted to surrender their charter. Arizona, Maryland, and Minnesota currently have no activity. The six (6) active state auxiliaries at this time are Delaware, Illinois, Louisiana, Nebraska, North Carolina, and Wisconsin.
Chapter XIX ~ The Life Members’ Club & Officers

Throughout the last fifteen years, the Life Members’ Club held a meeting at the Convention that continues to be sponsored by LA-CO Industries, Inc. For many years the meeting took place during a Breakfast event. In later years with compressing the convention schedule, it was changed to an afternoon tea. The group continues to be effective in mentoring members of the Auxiliary and keeping in touch with those who have served.

The Bylaws were amended in 2018, continuing to grant Life Members all privileges of any member, but eliminating the clause “without payment of dues.” Dues payments will begin with those who become Life Members in 2019 and thereafter.

In 2020 disbanding the Life Members’ Club will be a point of discussion at the Board of Directors’ Meeting and the Annual Business Meeting. If approved, funds will be transferred to the Auxiliary, where they will be reserved for use as needed by the Life Member Sunshine Chair’s expenses for Life Member contact and for the Life Member Hospitality Committee that provides welcome gifts to spouses and guests attending convention for the first time.

LA-CO has been sponsoring the Auxiliary Life Members’ Club event at CONNECT since 1988.

The Life Members’ Club Officers

<table>
<thead>
<tr>
<th>Year</th>
<th>Office</th>
<th>Name</th>
<th>City, ST</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005-06</td>
<td>President</td>
<td>Terry Giebelhaus</td>
<td>Phoenix, AZ</td>
</tr>
<tr>
<td></td>
<td>Secretary</td>
<td>Judy Driscoll</td>
<td>Lumberton, NC</td>
</tr>
<tr>
<td>2006-07</td>
<td>President</td>
<td>Terry Giebelhaus</td>
<td>Phoenix, AZ</td>
</tr>
<tr>
<td></td>
<td>Secretary</td>
<td>Judy Driscoll</td>
<td>Lumberton, NC</td>
</tr>
<tr>
<td>2007-08</td>
<td>President</td>
<td>Terry Giebelhaus</td>
<td>Phoenix, AZ</td>
</tr>
<tr>
<td></td>
<td>Secretary</td>
<td>Judy Driscoll</td>
<td>Lumberton, NC</td>
</tr>
<tr>
<td>2008-09</td>
<td>President</td>
<td>Terry Giebelhaus</td>
<td>Phoenix, AZ</td>
</tr>
<tr>
<td></td>
<td>Secretary</td>
<td>Judy Driscoll</td>
<td>Lumberton, NC</td>
</tr>
<tr>
<td>2009-10</td>
<td>President</td>
<td>Corinne Riley</td>
<td>Warwick, RI</td>
</tr>
<tr>
<td></td>
<td>Secretary</td>
<td>Judy Driscoll</td>
<td>Lumberton, NC</td>
</tr>
<tr>
<td>2010-11</td>
<td>President</td>
<td>Corinne Riley</td>
<td>Warwick, RI</td>
</tr>
<tr>
<td></td>
<td>Secretary</td>
<td>Judy Driscoll</td>
<td>Lumberton, NC</td>
</tr>
<tr>
<td>2011-12</td>
<td>President</td>
<td>Corinne Riley</td>
<td>Warwick, RI</td>
</tr>
<tr>
<td></td>
<td>Secretary</td>
<td>Judy Driscoll</td>
<td>Lumberton, NC</td>
</tr>
<tr>
<td>2012-13</td>
<td>President</td>
<td>Corinne Riley</td>
<td>Warwick, RI</td>
</tr>
<tr>
<td></td>
<td>Secretary</td>
<td>Barb Kreifels</td>
<td>Lincoln, NE</td>
</tr>
<tr>
<td></td>
<td>Treasurer</td>
<td>Jorja Dickemann</td>
<td>Glen Carbon, IL</td>
</tr>
<tr>
<td>2013-14</td>
<td>President</td>
<td>Corinne Riley</td>
<td>Warwick, RI</td>
</tr>
<tr>
<td></td>
<td>Secretary</td>
<td>Barb Kreifels</td>
<td>Lincoln, NE</td>
</tr>
<tr>
<td></td>
<td>Treasurer</td>
<td>Jorja Dickemann</td>
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Life Members’ Luncheon 2019
Chapter XXI ~ The State Leaders’ Club & Officers

Since 2005 the State Leaders’ Club has met during the Convention. In 2005 and 2006 A.O. Smith sponsored the State Leaders’ Breakfast. Since then BrassCraft has sponsored an event ranging from a Champagne and Cheese Reception to a Tea. This event continues to provide an opportunity for an exchange of ideas, building relationships among the state leaders, and encouraging leadership at all levels of the organization.

Pictured are the 2009 State Leaders’ Reception attendees. Standing, L-R: Ann Rivers, Maria Bienvenu, Linda Bienvenu, Kathy Russo, Corinne Riley, Patty Frank, Kathy Lewis, Nancy Eberhardt, Heidi Everly, Gail McWilliams, Lynne Finley, Terry Giebelhaus, Judy Driscoll; Seated, L-R: Pat Kreifels, Pat Blank, Pat Lewis, Joan Schmitz, Barb Kreifels

A.O. Smith sponsored the State Leaders’ Breakfast & Meeting in 2006 in Chicago

State Leaders’ Meeting & Reception 2014 in New Orleans
## The State Leaders’ Club Officers

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<tr>
<th>Year</th>
<th>Office</th>
<th>Name</th>
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<td>Chair</td>
<td>Kathy Stradley</td>
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Appendix B ~ The Officers List 2006-20

The Officers List 2006-20 is a separate document and is so entitled.

Please note that Convention Chairs, Scholarship Committee, Life Members’ Club & State Leaders’ Club officers are listed herein in their respective chapters.