



Annual Reports

**99th Annual National Convention
Indiana Convention Center
Indianapolis, Indiana
October 2-4, 2019**

**Ann Rivers
2018-2019 President**

“Women in the Industry”



99th ANNUAL NATIONAL AUXILIARY CONVENTION

Officer & Committee Reports

HELLO TO ALL!

On behalf of the Executive Committee, I want to thank you for your part in making the Auxiliary's 2018-2019 a successful year for the Auxiliary. The Executive Board is pleased to provide this report about the Auxiliary's activities this year. We should all be proud of the accomplishments that have been reported. This report would not be possible without the collaborative efforts of many volunteers. We are blessed.

The Auxiliary is very proud of our new and improved website which is now open for "business" at phccnationalauxiliary.org.

The 99th Annual Auxiliary Convention is just around the corner in October in Indianapolis, Indiana. We are looking forward to seeing everyone there for an eventful experience. To those of you attending CONNECT 2019, the Auxiliary is offering some fun activities. If you are not able to participate, you will be in our thoughts.

The 100th Anniversary will begin at CONNECT 2019 and end after CONNECT 2020. Your time and talents are always appreciated in all aspects. Please join us in planning this amazing milestone as we move from 2019 to 2020 or in any other capacity that you may have a preference.

The Industry and the Auxiliary appreciate everyone's efforts! Again, I want to thank everyone for their volunteerism over the years.

HAPPY 100th ANNIVERSARY!!

Sincerely,
Ann Rivers
PHCC – National Auxiliary President 2018-19

“Women in the Industry”

MISSION -- The Plumbing, Heating, Cooling Contractors (PHCC) National Auxiliary, in cooperation with the PHCC—National Association, promotes public awareness of the industry through education and communication.

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RULES OF CONVENTION

In order for the convention meetings to run smoothly, we ask that all members abide by the following rules.

- Members and guests shall register before entering the Meeting Room.
- The number of members attending the business session shall constitute a quorum for the transaction of business.
- All members registered for the business session, with the exception of Honorary and Associate members shall have the right to vote.
- There shall be no voting by proxy.
- All members have the right to speak from the floor.
- Members shall give their name and state in addressing the Chair.
- Lengthy main motions shall be in writing and signed by the maker.
- Microphone time shall be limited to two minutes per speaker.
- No member shall speak more than once on the same question unless everyone who wishes has spoken.
- Cell phones and pagers shall be turned off or to the vibrate function.
- If you must take a call during the meeting, please leave the Meeting Room for your conversation.

I move to adopt these rules.

PARLIAMENTARY PROCEDURE AT A GLANCE

Here are some motions you might make, how to make them and what to expect of the rules. These are listed in order of precedence.

To Do This	You Say This	May you interrupt?	Do you need a second?	Is it debatable?	Can it be amended?	What vote is needed?	Can it be reconsidered?
Adjourn meeting	"I move that we adjourn."	No	Yes	No	No	Majority	No
Call an intermission	"I move that we recess for"	No	Yes	No ¹	Yes	Majority	No
Complain about heat, noise, etc.	"I rise to a question of privilege."	Yes	No	No	No	No vote	No
Temporarily suspend further consideration of an issue	"I move to table the motion."	No	Yes	No	No	Majority	No ²
End debate and amendments	"I move the previous question."	No	Yes	No	No	Two-thirds	Yes ³
Postpone discussion for a certain time	"I move to postpone the discussion until..."	No	Yes	Yes	Yes	Majority	Yes
Give closer study of something	"I move to refer the matter to committee."	No	Yes	Yes	Yes	Majority	Yes ⁴
Amend a motion	"I move to amend the motion by ..."	No	Yes	Yes ⁵	Yes	Majority	Yes
Introduce business	"I move that"	No	Yes	Yes	Yes	Majority	Yes

There is no order of precedence in the following.

To Do This	You Say This	May you interrupt?	Do you need a second?	Is it debatable?	Can it be amended?	What vote is needed?	Can it be reconsidered?
Protest breach of rules or conduct	"I rise to a point of order."	Yes	No	No	No	No vote ⁶	No
Vote on a ruling of the chair	"I appeal the chair's decision."	Yes	Yes	Yes	No	Majority	Yes
Suspend rules temporarily	"I move to suspend the rules so that"	No	Yes	No	No	Two-thirds	No
Avoid considering an improper matter	"I object to consideration of this motion."	Yes	No	No	No	Two-thirds ⁷	Yes ²
Verify a voice vote by having members stand	"I call for a division," or "Division!"	Yes	No	No	No	No vote	No
Request information	"Point of information..."	Yes	No	No	No	No vote	No
Take up a matter previously tabled	"I move to take from the table..."	No	Yes	No	No	Majority	No
Reconsider a hasty action	"I move to reconsider the vote on..."	Yes ⁸	Yes	Yes ⁹	No	Majority	No

Notes:

1. Unless moved when no question is pending.
2. Affirmative votes may not be reconsidered.
3. Unless vote on question has begun.
4. Unless the committee has already taken up the subject.
5. Unless the motion to be amended is not debatable.
6. Unless the chair submits to the assembly for direction.
7. A two-thirds vote in the negative is needed to prevent consideration of the main motion.
8. Only if the speaker has the floor but has not actually begun to speak.
9. Unless the motion to be reconsidered is not debatable.



99th ANNUAL BOARD OF DIRECTORS' MEETING AGENDA
Indiana Convention Center, Indianapolis, Indiana
October 2, 2019

“Women in the Industry”

Auxiliary Mission Statement

The Plumbing, Heating, Cooling Contractors (PHCC) National Auxiliary, in cooperation with the PHCC—National Association, promotes public awareness of the industry through education and communication.

AGENDA

Auxiliary Board of Directors: President Ann Rivers, President-Elect Susie Greene, Vice President Kathy Tindall, Treasurer Cheryl Gammon, Membership Secretary Sandy Stack, Recording Secretary Janice Voss, Past President Greta Fischer, Parliamentarian Terry Giebelhaus, Chaplain Nancy Eberhardt, Members-At-Large Representative Cheryl Mosier, Historian Rhonda Robillard, and all State Presidents. (The position of Marketing Secretary is vacant.)

- | | |
|---|----------------------------------|
| 1. Call to Order | President Ann Rivers |
| 2. Invocation | Chaplain Nancy Eberhardt |
| 3. Pledge of Allegiance | Vice President Kathy Tindall |
| 4. Roll Call | Recording Secretary Janice Voss |
| 5. Rules of Convention | Parliamentarian Terry Giebelhaus |
| 6. President's Address | President Ann Rivers |
| 7. Approval of Agenda | President Ann Rivers |
| 8. Approval of Minutes | Recording Secretary Janice Voss |
| 2018 Pre-Convention Executive Officers' Meeting | |

2018 Annual Board of Directors' Meeting
 2018 Annual Business Meeting
 2018 Post-Convention Executive Officers' Meeting
 2018 Teleconference of the Executive Officers (November 3, 2018)
 2019 Teleconference of the Executive Officers (January 11, 2019)
 2019 Winter Executive Officers' Meeting
 2019 Teleconference of the Executive Officers (May 2, 2019)
 2019 Teleconference of the Executive Officers (May 24, 2019)
 2019 Summer Executive Officers' Meeting
 2019 Teleconference of the Executive Officers (July 8, 2019)

9. Verbal Report Updates

Nominating Committee	Lynne Finley
Membership Update	Membership Secretary Sandy Stack
Financial Review Committee	Cheryl Rolwes/Jorja Dickemann
Budget 2017-18	Treasurer Cheryl Gammon
Budget 2018-19	Treasurer Cheryl Gammon
Proposed Budget 2019-20	Treasurer Cheryl Gammon

10. Old Business

11. New Business

- A. 2019 Resolution (presented in the September 2019 Newsletter). Recommendation from Resolutions Committee Chair Corinne Riley.
NOTE: The Resolution is printed in this Convention Report following the 2019 Annual Business Meeting Agenda.
- B. Long-Range Planning Update
- C. Other

- | | |
|------------------------------------|------------------------------|
| 12. Convention Update | President Ann Rivers |
| 13. Joint Installation & Reception | President-Elect Susie Greene |
| 14. Closing Prayer | Chaplain Nancy Eberhardt |
| 15. Motion to Adjourn | President Ann Rivers |



**PLUMBING-HEATING-COOLING
CONTRACTORS –
NATIONAL AUXILIARY**

99th ANNUAL BUSINESS MEETING AGENDA

Indiana Convention Center, Indianapolis, Indiana

October 2, 2019

“Women in the Industry”

Auxiliary Mission Statement

The Plumbing, Heating, Cooling Contractors (PHCC) National Auxiliary, in cooperation with the PHCC—National Association, promotes public awareness of the industry through education and communication.

AGENDA

Seated at Head Table: President Ann Rivers, President-Elect Susie Greene, Vice President Kathy Tindall, Treasurer Cheryl Gammon, Membership Secretary Sandy Stack, Recording Secretary Janice Voss, Parliamentarian Terry Giebelhaus. (The position of Marketing Secretary is vacant.)

- | | |
|--|----------------------------------|
| 1. Call to Order | President Ann Rivers |
| 2. Invocation | Chaplain Nancy Eberhardt |
| 3. Pledge of Allegiance | Vice President Susie Greene |
| 4. Welcome | President Ann Rivers |
| 5. Introduction of Officers | President Ann Rivers |
| 6. Rules of Convention | Parliamentarian Terry Giebelhaus |
| 7. President’s Address | President Ann Rivers |
| 8. Remarks by Invited Guests | |
| 9. Presentation of 2019 Robert M. Cox Awards | Presented by InSinkErator |

NOTE: The Resolution is printed in this Convention Report following the 2019 Annual Business Meeting Agenda.

B. Long-Range Planning Update

C. Other

16. Election of Officers President Ann Rivers
 - Vice President
 - * Nominations
 - Members-At-Large Representative
 - * Nominations
 - Scholarship Three-Year Member
 - * Nominations
 - Officers appointed by the incoming President and confirmed by membership
 - * Recording Secretary Janice Voss (2019-20, 2020-21)
 - * Chaplain – TBD
 - * Historian – Nominations
 - * Parliamentarian – Nominations
 - Officers continuing:
 - * Treasurer Cheryl Gammon (Elected 2018-19, 2019-20)
 - * Membership Secretary Sandy Stack (Appointed 2018-19, 2019-20)

17. Presentation of New Officers 2019-20 President Ann Rivers

President	Susie Greene, GA
President-Elect	Kathy Tindall, NJ
Vice President	TBD*
Marketing Secretary	TBD**
Membership Secretary	Sandy Stack, WA
Recording Secretary	Janice Voss, NC
Treasurer	Cheryl Gammon, TN
Chaplain	TBD**
Historian	TBD**
Parliamentarian	TBD**
Members-at-Large Representative	TBD*
Scholarship Three-Year Member	TBD*

 - * Election held
 - ** Appointments to be confirmed by membership

18. Recognition of New Members & First-time Attendees Vice President Kathy Tindall & Membership Secretary Sandy Stack

19. Necrology Nancy Eberhardt

20. Exchange of Pins President Ann Rivers & President-Elect Susie Greene

21. Presentation of Gavel	Life Members President Rhonda Robillard
22. Joint Installation & Reception Report	President-Elect Susie Greene
23. Convention Announcements	President Ann Rivers
24. Closing Prayer	Chaplain Nancy Eberhardt
25. Motion to Adjourn	President Ann Rivers

RESOLUTION PRESENTED TO THE 2019 ANNUAL BOARD OF DIRECTORS AND THE 2019 ANNUAL BUSINESS MEETING



Executive Officer's - Resolution #1

July 8, 2019

We, the undersigned, being the Plumbing, Heating, Cooling Contractors (PHCC) – National Auxiliary Executive Officers' consent and agree that the following resolution was made,

On July 8, 2019

At 2:30 p.m. EST

Conference Call of the Executive Officers

We do hereby consent to the adoption of the following:

RATIONALE: RESOLUTION TO IMPLEMENT A VERTICAL MERGER OF THE PHCC – NATIONAL AUXILIARY 501(C) (6) ORGANIZATION INTO THE PHCC NATIONAL 501(C) (6) ORGANIZATION

NOTE: Specific amendment requested by the PHCC Contractors Article VIII – Committees, Section 2 (p. 15) as follows:

The Plumbing, Heating, Cooling Contractors (PHCC) National Auxiliary, in cooperation with the PHCC National Association, promotes public awareness of the industry through education and communication.

- 1. The Auxiliary president shall be a voting ex-officio member of the Association board of directors.**
- 2. The Auxiliary shall have the authority to elect its own officers and board of directors.**
- 3. The Auxiliary shall have the authority to establish eligibility requirements for its membership.**
- 4. PHCC members shall be encouraged to become a member of the Auxiliary.**
- 5. Dues for the Auxiliary shall be determined by the Auxiliary board of directors**

Auxiliary members are not required to be a member of the PHCC Contractors Association as required by other Affiliate members.

PHCC -- National Auxiliary members will continue to have Auxiliary privileges but will not share privileges or benefits of the PHCC Contractors Association unless also a member of that organization.

WHEREAS: The Plumbing-Heating-Cooling – National Auxiliary’s mission, in cooperation with the PHCC National Association, promotes public awareness of the industry through education and communication; and

WHEREAS: The Plumbing-Heating-Cooling – National Auxiliary leadership wishes to dissolve their 501 (c)(6) and merge with the Plumbing-Heating-Cooling National Association; and

WHEREAS: The Plumbing-Heating-Cooling National Association Board of Directors may authorize the establishment of Special Committees and Affiliates; and

WHEREAS: The Plumbing-Heating-Cooling National Association shares conference and sponsorship revenue with the Plumbing-Heating-Cooling – National Auxiliary; and

WHEREAS: The Plumbing-Heating-Cooling National Association Board of Directors welcomes the vertical merging of the PHCC National Auxiliary into their 501 (c)(6) as an Affiliate and as such, operate under the same governance structure as a Special Committees and Affiliate per Section 2 to include managing of assets, maintaining a board of directors and committees; and

THEREFORE BE IT RESOLVED: that the Plumbing-Heating-Cooling Contractors – National Auxiliary Executive Officers approve a resolution to merge the PHCC – National Auxiliary into the Plumbing-Heating-Cooling National Association 501 (c)(6) organization.

PHCC National Auxiliary ByLaws Change

CURRENT:

ARTICLE IV – Organization

Section 1. The Auxiliary is a three-tier federation requiring each member to pay dues to the National Auxiliary, and if applicable, the state and local auxiliaries.

PROPOSED (IN RED);

ARTICLE IV – Organization

The PHCC – National Auxiliary is an Affiliate of the Plumbing-Heating-Cooling Contractors Association 501 (c)(6) organization.

Section 1: The Auxiliary is a three-tier federation requiring each member to pay dues to the National Auxiliary, and if applicable, the state and local auxiliaries.
(continue with Sections 2-6 under Article IV – Organization)



President Ann Rivers



Membership Secretary Sandy Stack



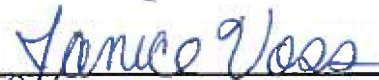
President-Elect Susie Greene



Treasurer Cheryl Gammon

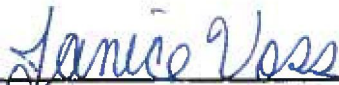


Vice President Kathy Tindall



Recording Secretary Janice Voss

The Recording Secretary, certifies that the above is a true and correct copy of the resolution that was duly adopted on July 8, 2019 during the above meeting of the Executive Officers.



Recording Secretary Janice Voss

ANNUAL REPORTS – OFFICERS



CONNECT 2019 – Indianapolis, Indiana October 2-4, 2019

MISSION -- The Plumbing – Heating – Cooling Contractors (PHCC) -- National Auxiliary, in cooperation with the PHCC - National Association, promotes public awareness of the industry through education and communication

President's Report – Ann Rivers

It has been my sincere pleasure to serve as your National Auxiliary President for the last year. This was the first year that the National Auxiliary has had a vote on the PHCC National Board of Directors. I was honored to be the first Auxiliary President to do so. I have enjoyed getting to know the Auxiliary members and members of the National PHCC Contractors. This past year has been a very busy one for me as well as our Board. I am honored to begin the opening of the 100th Anniversary of such a wonderful organization.

My theme for this year has been “Women in the Industry.” I am pleased that our videos highlighting women who are in the HVAC and Plumbing fields will be shown at CONNECT 2019 during the Workforce Development Breakfast. I hope that this will be a tool that can be used in the schools to encourage young women to learn our trades.

I attended the New Board Member Orientation in December at the PHCC office in Falls Church, Virginia. It was a pleasure to finally visit the office. I was able to put names and faces together that I have talked to over the years.

In January of this year, I attended the PHCC Contractors' Winter Board of Directors Meeting in Grapevine, Texas. I found it to be very informative and constructive regarding the National PHCC and their goals for the future.

Our Long-Range Planning Committee held its meeting in Boca Raton, Florida. We had lots of good discussions regarding the future of the Auxiliary and how to grow the membership as well as planning for the 100th Anniversary beginning at CONNECT 2019 and ending at CONNECT 2020.

Following the Long-Range Planning Committee, we then held our Auxiliary Executive Board of Director's meeting at the condo in Boca Raton. We spent many hours focusing on membership, the 100th Anniversary, and possible changes to our Bylaws regarding going under the NAPHCC umbrella as an Enhance Service Group.

I attended my State Convention in Hawaii in-between meetings in Florida and Washington, D.C. Our PHCC West Convention was held in Oahu, HI in April.

In May of this year, I traveled to Washington, DC to attend the Legislative Conference. While there I also attended the Education Foundation Board Meeting since Past President Greta Fischer was unable to attend. After the Legislative Conference on Tuesday and Wednesday, I participated in the PHCCNA Board of Directors' meeting on Thursday.

In June, I attended our Auxiliary Summer Executive Officers' meeting which was hosted by Kathy Tindall at her beach home on Long Beach Island, NJ. We had a productive week and an enjoyable time. Thanks again to Kathy – our “Hostess with the Mostest.”

In July, I was lucky enough to attend the AEC Conference in San Diego, CA. I really enjoyed my time at the conference. I got to meet many new people and connect with those I already knew. It gave me a better understanding on how the AEC works not only on the State level but our local level.

As Auxiliary President, I served on the Government Relations Committee. Throughout the year, I participated in the conference calls and learned about the different Legislative items that PHCC National was following.

I want to thank everyone who has served on our Executive Board, the Board of Directors, and Committees. You have done a great job. I also want to thank everyone involved in the Auxiliary for your support and commitment to keeping it going. Here's to the next 100!!

President-Elect – Susie Greene

This year is flying by. It has been quite a whirlwind. I am continually amazed by the women who are officers and members of this organization. I have learned so much from every one of you. I feel my position as President-Elect has helped me to grow as an officer and as a person. Thank you for this opportunity and all the support you have given me.

In December 2018, President Ann Rivers and I went to PHCC headquarters in Falls Church, VA. We had two meetings with the staff and some of the Association officers about the Auxiliary. We discussed how the Association and Auxiliary can both grow if we work together. Personally, I would like to say that I was overwhelmed by the support expressed by everyone in these meetings.

In February 2019, I chaired the Long-Range Planning Committee meeting held in Boca Raton, Florida. I also participated in the Auxiliary Executive Officers' meeting held immediately following. Based on the discussions during these meetings, I am very encouraged and excited about the plans that the Auxiliary has for the future. My favorite new thing to come from these meetings is the plan to host fun events at CONNECT for all of our members plus all the spouses and guests attending the convention. A big thank you to Ann Rivers for using her timeshare trade to save the Auxiliary the cost of lodging.

In May 2019, I attended the Leadership Conference in Washington, DC. Most of the other attendees were Association executives or state leaders. Because of this, many of the topics covered had to do with how the state or local associations could try new ways of generating non-dues revenue. While some of the ideas (for example- trade shows) don't apply to the Auxiliary, I was able to learn a lot from this group of people. It definitely gave me a new perspective on all the work that the execs do behind the scenes and generated some ideas that might be used by the Auxiliary.

Lynne Finley and I worked with Charlotte Perham and the Communications team at the Association to transition the Auxiliary website back to phccweb.org. The new website is professional and informative. It can still be reached at phccnationalauxiliary.org or from phccweb.org under the Communities tab. Also, the Association's graphic designers worked with our officers to create a logo for the 100th Anniversary at no cost to the Auxiliary.

In June, the Executive Officers held our Summer Meeting at Kathy Tindall's home on Long Beach Island. It was a beautiful backdrop for our hard work. I enjoyed the enthusiasm that everyone brought to the meeting. Sometimes we were so excited that we talked over each other and got a little loud. Even so, we accomplished everything that we set out to do and more.

Some great events have been planned for CONNECT 2019. I look forward to seeing you all there in a few weeks.

Vice President – Kathy Tindall

It has been my honor and pleasure to serve as Auxiliary Vice President this past year. Since last year's convention I have spent most of my time re-learning the VP responsibilities, attending the Winter and Summer Board Meetings, and having conversations with our sponsors, the National PHCC office, and our membership. I attended the Memorial for Bradford White founder Robert Carnevale on May 22 and continue to connect with their corporate office. I have worked to understand the Auxiliary's future and investigate ways to make it more profitable and successful. I have provided articles for the newsletters about the Auction and Membership.

I have promoted the Auxiliary's 100th Anniversary and obtained sponsorship for new events at convention. In addition to these new events, we are bringing back the Silent Auction which will be held in the Trade Show.

I look forward to presenting our new ideas for the success of the Auxiliary, combining with the National PHCC in the near future.

Treasurer – Cheryl Gammon

Wow, it is hard to believe how fast this year has flown by. People always say the older you get, the quicker time flies by. However, I think it is the older we get, the busier we get and the less time we have to really enjoy the things in life such as down-time.

The 2018 Federal tax return will be prepared by me and reviewed by the Financial Review Committee prior to being filed. The return is currently on extension until November 15th and is expected to be filed by the extended due date. The Auxiliary is officially incorporated and is in good standing with Virginia. The annual report is due December 31st each year and is expected to be filed on time.

The Auxiliary continues to maintain three bank accounts at Wells Fargo Bank, including the operating account, a savings account, and the Ginny scholarship account. The majority of expenses are paid using online banking which is a free service. All bank accounts are reconciled with reports available for review by the Membership Secretary, Recording Secretary and President via QBO. Manual deposits into the bank account are scanned with detail and provided to the Membership Secretary and Recording Secretary for reconciliation purposes. The Certificate of Deposit with the Wilson Bank & Trust matured in 2018. Rates were shopped, and Wilson Bank & Trust matched current rates that were higher. The CD was renewed for 15 months at a rate of 2.25%. The shorter term allows the Auxiliary to take advantage of higher interest rates as the market increases. The CD accrues interest and continues to add to the value of the CD.

Credit cards for the Treasurer and President are still maintained with Wells Fargo Bank. Each card has a separate limit for a total of \$10,000 and is maintained separately for record keeping purposes. One reason for obtaining the credit cards is to be able to pay expenses that are time sensitive. For example, our marketing vendors want a credit card to process orders. Having to send a check delays orders by 7 to 10 days. Another reason is so the President or Treasurer does not have to have out-of-pocket expenses for meetings and associated travel expenses. The President can incur over \$1,000 in expenses and must wait for a reimbursement check. In addition, the Auxiliary also receives cash-back from purchases made on the cards. This is a win-win for the Auxiliary.

The Auxiliary maintains a safety deposit box at Wilson Bank & Trust, 1476 N Mt Juliet Rd, Mt Juliet, TN. The contents include the Auxiliary Seal, backup drives, two (2) Life Member charms and one (1) 2010 Foundation Fellow Pin, as well as, Auxiliary important documents, the Past President's mold, and two (2) new pins.

The Auxiliary continues to carry a Directors' & Officers' Insurance policy.

Financial Reports will be provided to members in attendance at the Board of Directors' Meeting and the Annual Business Meeting at CONNECT 2019 and may be requested by members not in attendance following the convention by contacting me.

I wish to thank Roger and Diane Peugeot for making their semi-annual trips to place flowers on the grave of Mother Hornbrook. We appreciate you taking the time to do this.

Marketing Secretary

Following CONNECT 2019, the marketing items not sold at convention were packed up and shipped back to ShipMonk in Florida.

In January, 2019, Cristal Pinnix resigned as Marketing Secretary. Commitments with Cristal's current employment were conflicting with her involvement with the Auxiliary. It was decided at the Summer Executive Officers' Meeting that the duties of the Marketing Secretary as listed in the Duties & Procedures would be reassigned to the Executive Officers for the time being. The position was not filled following Cristal's resignation.

At the Winter Executive Officers' Meeting held in February, 2019, the Executive Officers decided to discontinue its ShipMonk contract as a storage and shipping facility. The Treasurer worked with ShipMonk to terminate the PHCC – National Auxiliary contract and retrieve items stored at their facility in Florida. The Recording Secretary volunteered to receive the unsold items for storage in North Carolina. The marketing items were not released until summer. The Treasurer arranged for the items to be picked up by Ferguson Enterprises. A BIG THANK YOU to Ferguson for transporting these goods from Florida to Nashville, TN.

The Treasurer will transport the remaining goods to CONNECT 2019 in Indianapolis, Indiana. The Auxiliary will try to liquidate the remaining merchandise. Unsold items will be stored by the Recording Secretary in North Carolina and distributed as sold.

The Nominating Committee will be presenting a candidate for the position of Marketing Secretary for approval at the Annual Business Meeting held during CONNECT 2019.

Membership Secretary – Sandy Stack

It has been my honor to serve in a position on the PHCC – National Auxiliary. It always feels like family to me.

I totally thought I would be able to pick up this new membership program on QuickBooks online. Wrong! It has been very, very hard. I think QBO truly benefits the Treasurer and is controlled mostly by that position. It is my opinion that the membership should be separate from orders and sponsors.

I wasn't able to start to learn the program until numerous conference calls with Barb Kreifels, the previous Membership Secretary.

Just like Barb Kreifels said in her report last year, the reoccurring invoices did not work as planned. They didn't this year, either. I'm hoping for changes. I have had to go through the list over and over, and I am still finding people who haven't been billed. So far, we haven't found a way to print out who has not been billed. Currently, I am doing that manually. I mailed some invoices and even sent some emails through my own account – hoping that they didn't get bounced back. I have spent hours and hours trying to get everyone billed. It is a continuous process.

I participated in conference calls with the Executive Officers and attended the Winter and Summer Executive Officers' meetings. Thank you to President Ann Rivers and Vice President Kathy Tindall for arranging wonderful places to stay.

I provided membership lists as requested. I sent Life Members to Corinne Riley and the Presidents of States to Vice President Kathy Tindall.

I confirmed Auxiliary sponsors for scholarship applicants for the Scholarship Chair.

I provided information to the Historian and Life Members.

After taking this position, I found out that we were moving from Washington to Arizona. My husband and I have been packing up our house for months and moving in stages. I still have more billing, and I am waiting on confirmation of payments from the Treasurer before I continue. I am leaving this weekend for Arizona to unload the 2nd pod and get one of the membership boxes which is already in Arizona.

I will continue this report at convention.

Recording Secretary – Janice Voss

I am in my second term as Recording Secretary (2015-17 and 2018-19), completing my second year of the second two-year term.

I served as Recording Secretary at the following PHCC – National Auxiliary meetings held at CONNECT 2018 in Albuquerque, New Mexico:

- * Pre-Conference Executive Officers' Meeting (October 8, 2018)
- * 98th Board of Directors' Meeting (October 10, 2018)
- * 98th Annual Business Meeting (October 11, 2018)
- * Post-Convention Executive Officers' Meeting (October 13, 2018)

I served as Recording Secretary for the following meetings or teleconferences:

- * Teleconference of the Executive Officers (November 3, 2018)
- * Teleconference of the Executive Officers (January 11, 2019)

- * 2019 Winter Executive Officers' Meeting (February 13-14, 2019 in Boca Raton, FL)
- * Teleconference of the Executive Officers (May 2, 2019)
- * Teleconference of the Executive Officers (May 24 2019)
- * 2019 Summer Executive Officers' Meeting (June 4-6, 2019 in Long Beach Island, NJ)
- * Teleconference of the Executive Officers (July 8, 2019)

When appropriate, I drafted the agenda for the President's review then finalized the agenda for distribution to the Executive Officers. In some instances, the President finalized the agenda for a meeting. I drafted all minutes and distributed them to the Executive Officers for review before finalizing the minutes. The minutes were presented to the Executive Officers for approval at the next formal meeting.

For two-hands-on accountability, the Treasurer sends to the Recording Secretary a copy of the deposit slip with detail related to sponsorship and donations. As part of the reconciliation process with the Treasurer, I perform the following two processes.

1. Deposits

I receive from the Treasurer copies of deposits made relating to sponsorship and donations. I log into QuickBooks online to confirm that the deposit is posted. I also log into the electronic bank transactions to confirm that the deposit was made with the bank.

2. Recording Income from Sponsors, Donors, or Other Income

At the time that I am notified of deposits from sponsors or donors (other than donations in lieu of membership dues), I send written acknowledgement letters for non-marketing and non-membership payments made.

I maintain an EXCEL spreadsheet of sponsor income and miscellaneous income. This file contains data recorded as a result of a deposit. As I record income from deposits, I log into QuickBooks online to reconcile the postings in my document to the postings the Treasurer has made in the respective revenue categories. Once I determine that the figures in my file match the figures recorded in QuickBooks online, I notify the Treasurer that her position and mine are reconciled and up-to-date.

Through notifications from officers, I maintain and update the Sponsor and Equipment/Inventory files.

One resolution came out of the Summer Executive Officers' Meeting. Per the Duties and Procedures, this resolution was presented to the Parliamentarian and to the Chair of the Resolutions Committee. The signed resolution appears in the September 2019 newsletter to inform Membership of the resolution to be presented at the Annual Business Meeting. Per the Bylaws, this resolution is presented to all members within the specified timeline for consideration at the Annual Business Meeting.

I communicated via email with the Executive Officers and others as required by the position. I performed other tasks and duties as requested on behalf of the National Auxiliary.

I assisted the President-Elect by editing the Auxiliary newsletters, eBlasts, and other communications as needed.

I remain active at the state level with the PHCC of North Carolina and its Auxiliary. Throughout the year, I served as Recording Secretary at the quarterly and Annual meetings of the PHCC of North Carolina. In April of 2019, I assisted with registration at the PHCC of North Carolina trade show in Greensboro, NC. In late July/early August, I attended the PHCC of North Carolina state convention in Wrightsville, Beach, NC. I also serve as Recording Secretary and Treasurer of the PHCC of North Carolina Auxiliary.

Chaplain – Nancy Eberhardt

1. In January 2019, I sent a sympathy card to Lynne Finley upon the death of her husband Jim Finley.
2. In February, I sent a report for the Winter Board Meeting and Long-Range Planning Meeting to Ann Rivers and Janice Voss.
3. In April, I sent a sympathy card to Bradford White in the death of former CEO Bob Carnevale.
4. In May, I sent a get-well card to Patty Jones after her having open heart surgery.
5. In May, I sent a Chaplains report and Prayers for the Summer Board Meeting to Ann Rivers and Janice Voss.
6. In August, I sent an email of sympathy to Lisa the daughter of former PHCC Auxiliary President Peggy Greenslade who passed away in May. No address was available to send a card.
7. In August, I sent reports and prayers for the National PHCC Convention in Indianapolis, Indiana in October of 2019.

It has been an honor to be your Chaplain for 2019.

Parliamentarian – Terry Giebelhaus

This year I have assisted the Executive Committee, when asked, in matters of Parliamentary Procedure and have reviewed a proposed change to the bylaws.

I am now in the process of preparing for Convention by re-studying our Bylaws and reviewing Parliamentary Procedure. I will be assisting President Ann with procedures before and during the annual business meetings.

If there are any questions regarding Parliamentary Procedure, please do not hesitate to ask me. I will be happy to research your topics.

Historian – Rhonda Robillard

The Historian collects photos and information on Auxiliary events beginning with the Installation at CONNECT 2018 held in Albuquerque, New Mexico and ending with events at CONNECT 2019 held in Indianapolis, Indiana.

I request that anyone who has photos to share for our President's activities during her travels and meetings submit these photos to me, identifying person(s) in the picture, the event, and date taken. These will be included in the two scrapbooks I will begin making after the Convention. One scrapbook will be presented to the President of the Auxiliary, and the other will be submitted to the Smithsonian National Archives in Washington, DC for safekeeping.

Member-at-Large Representative – Cheryl Mosier

No report submitted.

COMMITTEE REPORTS

Budget Committee – Ann Rivers

The report of the Budget Committee will be given verbally at the Annual Business Meeting. Handouts will be provided.

Bylaws, Duties & Procedures

Three resolutions to revise the Bylaws were presented for approval at the 2018 Annual Business Meeting held on October 11, 2019. The resolutions approved are summarized below:

- clarification of the duties of the Membership Secretary in regards to collection of funds for the National Auxiliary;
- clarification of the duties of the Recording Secretary in regards to collection of funds for the National Auxiliary; and
- effective January 1, 2019, Life Members – going forward -- are not exempt from payment of dues. Note: Life Members prior to 2019 are grandfathered and, thus, exempt from payment of dues.

These Bylaws and the related Duties and Procedures will be updated to reflect the resolutions approved above.

Convention Committee – Bev Potts & Becky Davis

Welcome to Indy and CONNECT '19. We hope you have a wonderful time and enjoy all this great city has to offer.

Fifty centerpieces for the Bradford White breakfast have been completed. This year the Auxiliary Executive Committee suggested using a more simple decoration that acknowledges the Auxiliary's 100th Anniversary, rather than using the convention theme. We think you will be pleased with them. Set up times for the breakfast are being coordinated with Maureen Coleman.

Registration gifts were purchased and wrapped. They will be handed out at the Auxiliary registration area. We hope you will enjoy this usable gift, which commemorates the Auxiliary's 100th Anniversary, for years to come.

We have coordinated signage and room assignments with Maureen Coleman.

Following the convention, we will meet with the incoming convention chair(s) to pass along pertinent information.

Congratulations to Ann Rivers on her year as Auxiliary President. Thank you for affording us this opportunity to serve the Auxiliary.

Education Committee – Ann Rivers

The President's project for 2018-19 highlights *Women in the Industry*. The purpose of this series of three-minute videos is to promote women in various aspects of the HVAC and plumbing industries – technicians, project managers, owners. Videographer Josie Gregory was contracted to interview, record, and edit footage of women employed in the HVAC and plumbing industries. The following women were interviewed for the videos:

- Melissa Cary of M. Cary & Daughters Plumbing located in Atlanta, Georgia
- Anja Smith of All Clear Plumbing located in Greenville, South Carolina
- Mandy Bowers of GSM Services (HVAC) located in Gastonia, North Carolina,
- Kay Keefe of Keefe Plumbing Co. located in Chattanooga, Tennessee
- Whitney Almarez of Interstate Mechanical (welding, TN apprenticeship program) located in Knoxville, Tennessee

Women in the Industry will premiere at the Workforce Development Breakfast at CONNECT 2019 in Indianapolis, Indiana.

Educational Foundation Board – Greta Fischer

Young people are the future of our industry. Scholarship awards help interested youth to succeed in the trades. The 2018 "Invest in Your Future" campaign exceeded its goal of \$165,000. Your continued donations help to promote a promising career path for individuals with passion and commitment to the industry, whether plumbing, heating or HVAC. The 2019 goal is \$170,000. Please remember to make your contributions because every donation helps our industry thrive.

2019 in Review:

- eLearning Apprenticeship program enrollments continue to be very strong.
- Essentials of Project Management and Strategic Management workshops sold out.
- Foundation has supported education programs at 20+ industry events through the Seminar Series.
- Fast Track to Service Repair training program is expected to launch in Winter 2020.
- Foundation staff represented PHCC at March meeting of the National Association of Workforce Boards (NAWB).
- Foundation has representatives on the Board of the Partnership for Air Conditioning Heating and Refrigeration Accreditation (PAHRA). PAHRA provides the only industry endorsed accreditation for HVACR training programs.
- Revisions to the 4th year plumbing apprenticeship textbook were completed.
- SkillsUSA competition will be moving from Louisville to Atlanta in 2021.

The May 7, 2019 meeting of the Educational Foundation Board of Directors' was held in Washington, DC. Ann Rivers represented Greta Fischer who was unable to attend. The Invest in Your Future campaign is going strong. They exceeded their 2018 fundraising goal and have set a new goal for 2019 of \$170,000. With matching funds, \$83,528 has been raised. The Foundation added two new Board of Governors members: Joel and Renee Joel Long and Rick and Bonnie Whitaker.

Financial Review Committee – Jorja Dickemann & Cheryl Rolwes

Cheryl Rolwes and myself are on the committee and are in contact with Cheryl Gammon regarding the required information. We will reach out to the other secretaries to confirm the amount of dues and other receipts and expenses and then reconcile these amounts with the Treasurer before the convention. We will also confirm the balance sheet amounts with outside sources and other items as we deem necessary.

Government Relations Representative – Ann Rivers

I was asked to serve on the Government Relations Committee by President Ken Nielsen. The mission of the Government Relations Committee is to study Federal legislation and regulations that may affect the plumbing, heating and cooling industry. They make recommendations to the Board of Directors as to what positions, if any, should be taken by the association. The committee also decides whether PHCC-PAC funds should be contributed to candidates for Federal office.

Some of the issues that came up during the year were:

- Infrastructure
- Workforce
- Apprenticeships
- Immigration
- Unfair utility competition

I participated on the conference calls that were held throughout the year.

Long-Range Planning Committee – Susie Greene

Refer to the Minutes of the Long-Range Planning meeting held in Boca Raton, Florida on February 11, 2019. These minutes are printed under the "Minutes" section of this report.

Membership Committee – Kathy Tindall

This information is contained in the report of the Vice President. The report from the Membership Secretary will be presented at CONNECT 2019.

Newsletters and Email Blasts –Susie Greene

To date, newsletters for 2018-19 have included five electronic newsletters and one printed, mailed newsletter. In addition, we transmitted the printed newsletter in electronic format. Based on last year's suggestion, we did shorter, more frequent newsletters. We included some new content such as a recipe, an historical article, and a meet the member feature. We would like to have included more of this type of content, but some important announcements were a priority. We will continue to look for new ideas to include in future newsletters.

This year we also continued to use MailChimp for our email blasts in addition to the newsletters. We sent the following email blasts:

June –	Committee Book
August –	Award Deadline Extension
	Website Announcement

Nominating Committee – Lynne Finley

We have our slate of Executive Officers for 2019-20 with the exception of the Vice President position. They are:

Susie Greene, President
Kathy Tindall, President-Elect
Vice President, as yet unfilled
Janice Voss, Recording Secretary
Sandy Stack, Membership Secretary
Cheryl Rolwes, Marketing Secretary
Cheryl Gammon, Treasurer

We are looking for a vice-presidential candidate to be a part of taking this remarkable organization into the next 100 years. The future is so bright, and we have amazing talent to get us there. Please join them! I can tell you from experience that taking this step is a decision that you will never regret. Hope to see you in Indy!

Photographer – Linda Bienvenu

My job is to take photos of all Auxiliary functions at National Convention. After Convention, I will post all pictures to PHCC Auxiliary's Shutterfly Account for the Historian to document the president's year in two scrapbooks (Archives and President).

I wish President Ann Rivers and her executive board a very successful meeting.

Looking forward to seeing everyone at the Convention in October!

Registration Committee – Sandy Stack

This information will be reported verbally at the Annual Business Meeting.

Resolutions Committee – Corinne Riley

One resolution was submitted by the PHCC – National Auxiliary Executive Officers following their Summer meeting. This resolution will be discussed and voted on at the Annual Business Meeting to be held on Wednesday, October 2 at CONNECT 2019 in Indianapolis, Indiana. The rationale of this resolution is to implement a vertical merger of the PHCC – National Auxiliary 501(C) (6) organization into the PHCC National 501(C) (6) organization.

As a follow-up on the three resolutions to revise the Bylaws that were presented for approval at the 2018 Annual Business Meeting held on October 11, 2019, please note that these were approved. For a summary of these resolutions, see the report of the Bylaws, Duties and Procedures Committee earlier in this report.

Scholarship Committee – Jorja Dickemann

The 2019 scholarship committee received 25 applications that were complete with all required information and were able to award \$54,850 to these applicants. We would like to thank our very generous sponsors which include ISE for their donation of \$25,000, IAPMO for their donation of \$10,000, Bradford White for their donation of \$7,500, Ginny Carlson family for their donation of \$3,000, AO Smith for their donation of \$1,000, Fran Williams Memorial for their donation of \$1,000, and life members club for their donation. We would like to also thank Treasurer Cheryl Gammon for her assistance. And I would like to thank fellow scholarship committee members Bonnie Whitaker and Bev Potts for their generous help.

Sergeant-At-Arms/Election Teller – Beth Pendergrass

The Sergeant-At-Arms and Election Teller will be present at the Annual Business Meeting in Indianapolis, Indiana. It is the responsibility of the Sergeant-at-Arms to check the credentials of National Auxiliary members at the Annual Business Meeting.

Silent Auction Committee – Kathy Tindall

This year at CONNECT 2019, the Auxiliary will be starting their 100th Anniversary year. We will be having our silent bidding auction inside the Trade Show at the PHCC National Convention. We are asking for donations as in the past, but this year since space is limited, we are looking for unique and quality items. An idea for this is to go in with others members, State and Locals, combining your donations to make this auction a great event. We are hoping to have a few travel destinations as well as many of the special items we have had in the past. Be sure to attend the Trade Show and visit the Auction to see all the wonderful items we are hoping will be donated. See you at the Auxiliary's 100th Anniversary Celebration.

Sponsorship Committee – Ann Rivers

The sponsors of specific events, scholarships, and specific activities were contacted at various times through the year. Please refer to the 2018-19 Sponsor List at the end of this document for a list of these sponsors.

LIFE MEMBERS CLUB – Rhonda Robillard

A Life Members' Tea was held on Thursday, October 11 at CONNECT 2018 in Albuquerque, New Mexico. Presiding officers of the Life Members' Club were President Rhonda Robillard (Louisiana), Secretary Cheryl Mosier (California), and Treasurer Jorja Dickemann (Illinois).

The 2018-19 Life Members will meet for a luncheon on Wednesday, October 2 at CONNECT 2019 in Indianapolis, Indiana.

STATE LEADERS MEETING – Richela Roy

Due to time constraints in the schedule of the CONNECT 2018 Auxiliary meetings, the State Leaders Meeting did not take place at the CONNECT 2018 convention.

STATE PRESIDENTS' REPORTS

Delaware State President's Report – Gerry Calfo

We, in Delaware, are down to just a few members, all of whom are senior citizens. Thanks to the generosity of InSinkErator and other sponsors of the Cox Awards, we are able to continue to fund our projects.

We fill Christmas Stockings every year for the Salvation Army. Other than that, most of our work is with the Vo-Tech School District. We sponsor the SkillUSA Plumbing contest by providing lunch, securing judges, and soliciting donations of materials. We also give cash awards to the winners in Plumbing, Sheet Metal, and HVAC.

We attend Senior Recognition Night at three of the high schools, Delcastle, Hodgson, & St. Georges (the fourth, Howard, doesn't have our trades as a part of the curriculum). We give awards to the Outstanding Seniors in Plumbing, Sheet Metal, and HVAC; three awards at Delcastle, two awards at St. Georges, and one award at Hodgson.

We, at the Delaware Auxiliary, feel that supporting the education and training in our fields is of the utmost importance. These students are the future of our industry. At Senior Recognition Night at Delcastle, recognition was given to our Auxiliary for the support we provide. This was received by Gerry Calfo in honor of the Auxiliary.

Illinois State President's Report – Gail McWilliams

Service, scholarships and support for the Illinois PHCC have been keys to our Auxiliary's activities this year. We have been able to plan and fund these activities thanks to the efforts of dedicated members, generous donations of time and money by members and industry friends, as well as the much-appreciated funds from the Cox Awards.

A heart-warming service project in June provided much needed items as well as a monetary donation to the Home Sweet Home Mission in Bloomington. The mission provides food and shelter as well as education and job training to people in need. The Mission was thrilled with the donations, which they deemed "perfect," as they were items that they needed most.

We gave scholarships this year to two outstanding young men. Dane Aerne-Moore of Glen Carbon is an engineering major at Purdue, and Caleb Tucker-Lowe also of Glen Carbon is majoring in Marketing Computer Science at the University of Pittsburg. Both come from the long-time PHCC family of the late Walt Aerne and were sponsored by Jorja Dickemann, Walt's daughter.

The Auxiliary has continued to support the IL PHCC by providing workers to help with registration for continuing education classes and with the expo in Oakbrook Terrace in the Chicago area in March and started a new tradition of helping with the new expo and CEU classes

in Collinsville serving downstate Illinois in November. The t-shirts we sell have been very popular at these events as they highlight the Illinois License Law. We also sell copies of the codebook and apply the profits to the scholarship fund. In addition, the Auxiliary donated \$4000 to the IL PHCC for equipment needed for the office.

Our Auxiliary's major fundraiser is publishing an ad book for distribution at the March expo. We also have an auction in conjunction with our annual meeting which raises money for scholarships. The Auxiliary has board meetings in November, March, and June, and we communicate regularly with our members and prospective members through our newsletter, which is mailed out three times a year. We have found that these newsletters have been especially meaningful to members who can no longer attend functions, but who still welcome news of the PHCC family. Finally, I am happy to report that after a few years of declining membership, we are gaining members this year.

Louisiana State President's Report – Carla Waguespack

We have three active chapters in Louisiana – New Orleans, Baton Rouge, and Shreveport. We had our State Convention in Shreveport in March. We went to *Us Up North* where the chef Hardette Harris cooked us some yummy Northern Louisiana food. We also got to do a hands-on demonstration of hot water cornbread. We got to see all the differences between Southern Louisiana and Northern Louisiana food. The Auxiliary Breakfast Meeting was held the next morning. All officers were reelected: President Carla Waguespack, Vice President Kristen Molinario, and Secretary-Treasurer Richela Roy. We voted on two state projects for the year; one donating money to the Ronald McDonald house and one sponsoring career day posters for each active PHCC area. We had a silent auction after our business meeting. We also hosted a booth in the trade show.

PHCC Auxiliary of Nebraska State Report – Karla Tinius

We are very fortunate in Nebraska to have an active Auxiliary made up of both men and women. Our businesses work together as a TEAM to positively promote the PHC industry so, together with the contractors, our theme for our 2-year term has been TEAMWORK!

Recently we helped put on the annual PHCC Golf Tournament. The Auxiliary added a little fun to the hole they sponsored. It was called the "Perfect Plumber Putt" where golfers had to putt with a unique putter made of pipe. They were not allowed to move the little outhouse on the green, and of course there were funny golf ball sunglasses that made for some attractive selfies! It was a fun day to connect with PHCC members and their guests from across the state.

Currently there is not a quality plumbing program at Southeast Community College, but that is all changing this fall! Members of the PHCC of Nebraska and the Auxiliary teamed up with the college to discuss programs and hands-on learning opportunities. We gathered valuable information at the CONNECT 2017 and 2018 conferences and after two years of planning the college will use the PHCC curriculum and begin offering a plumbing class this fall. We were

very excited to learn that not only did the class quickly fill up, the demand exceeded maximum enrollment size!!! Measures were taken to include all students that showed interest and the Auxiliary pledged to donate two \$500 starter tool kits for students needing assistance. We also discussed working with the college to set up a program for tuition assistance in the future.

This year the annual SkillsUSA Nebraska Championships involved about 1,600 students from 86 Nebraska chapters. A member of the Nebraska PHCC Auxiliary was on hand to record scores and assist with the competition. To reward students for excellence, the Auxiliary provided each student with a bag of tools and assorted "goodies" as a way to show our support and to encourage their interest in the plumbing industry. Thanks to the many vendors from the CONNECT 2018 convention for their donations!!!

The Nebraska PHCC Auxiliary works diligently to support our PHC industry as well as our community in many ways. For numerous years we have consistently donated Easter baskets to the Friendship Home, Christmas presents to Jacob's Well, and summer buckets to the high school student-parent program, as well as many others. We continue to add philanthropies, and most recently we have helped the Cedars Outreach program for homeless youth with paper products and monetary donations. At our upcoming convention we plan to highlight research for brain cancer and donate to research for Glioblastoma. We are proud of the fact that we work to sustain this community support and can be relied on to continue and expand support to many of these programs.

As our world changes, we continue to look for more avenues to positively promote our industry and recruit workforce. Our Nebraska PHCC and Auxiliary TEAM together to maintain membership with educational as well as fun meetings and events. Overwhelmingly, our members agree that we have become like family, having built lifelong friendships, and we look forward to 2020 as members of the PHCC Auxiliary of Nebraska.

New York State President's Report – Marilyn Doughty (Past-President)

At our State convention, we were going to close and be a member-at-large. However, Noma Robertson took over as President. We tried everything to get new people to join, but to no avail.

North Carolina State President's Report – Sheila Haas

The PHCC of North Carolina Auxiliary had a strong year. The group continues to support the PHCC of NC with help at their Spring Trade Show and a variety of activities during the Summer Convention as mentioned below.

We had our annual meeting on Thursday, August 1, 2019 during the PHCC of NC Summer Convention in Wrightsville Beach, NC. There were around 10 women in attendance. During the meeting, we had younger ladies helping us prepare for a community service project. We had decided to help the needy in the local area there at Wrightsville Beach and Wilmington. We

have been meeting in the same area for many years and wanted to do something for the community. Attendees of the Summer Convention brought items to donate to a Shelter. With the abundance of donations, we were able to make 43 bags for the needy. Four younger ladies, children or friends of members, made these bags during our meeting. Of these bags 19 had school supplies for the homeless children in school. The other 24 bags were hygiene bags with some snacks also. We took the bags to a local homeless shelter – Good Shepherd Center of Wilmington.

The Auxiliary also helped sponsor one evening gathering during the convention and managed a live and silent auction, another evening, that raised over \$8000.

Two scholarships were awarded during the last night of the Convention. These recipients received \$1,000 each toward their tuition.

We have a new Board for the 2019-2021 term. These are Diana Hicks (President), Janice Voss (Treasurer/Secretary) and Carolyn Barbour (Education Chair). We have two members from our chapter that are active with the National Auxiliary. Janice Voss serves on the PHCC -- National Auxiliary Board as Recording Secretary. Bonnie Whitaker is in her 2nd year of a three-year term on the PHCC -- National Auxiliary's Scholarship Committee. In addition, Bonnie Whitaker serves on the PHCC Educational Foundation's Scholarship Committee.

We hope to continue to grow and further support the PHCC of NC and its members.

Wisconsin State President's Report – Nancy Eberhardt

Wisconsin's number of members at this time is 26. I did send out a newsletter in January since we do not have a state convention any longer. We did collect money from members in our pink charity envelopes again this year. We donated \$400 to four different charities in our state that members suggested: Mike Rowe Works Foundation in Santa Monica, CA; Sheboygan County Interfaith Organization-Bridgeway; Sharon Richardson Hospice-Sheboygan Falls; and Gigi Playhouse for Children with Downs Syndrome and other Special Needs. We hope to continue to help out different organizations like this. We gave out two scholarships. \$1000 each to Anna Cernohous from River Falls, WI and Stefani VandSand from Waukesha, WI.

We also received a \$50 donation in honor of Tyler Arndt from WI from an elderly friend of his parents from Florida for doing such a good job with our young people.

We want to thank all the National officers that are so supportive to our State organization. We always enjoy donating items to the National Auxiliary for the Silent Auction at the convention for a Scholarship Fund Raiser.

MINUTES OF 2018 – 2019



2018 PRE-CONVENTION EXECUTIVE OFFICERS' MEETING MINUTES

Albuquerque, New Mexico
Monday, October 8, 2018
Approved February 13, 2019

“REACH OUT & N4M”

1. Called to Order at 9:07 a.m. by President Greta Fischer.
2. Invocation provided by Chaplain Nancy Eberhardt and read by President-Elect Ann Rivers.
3. Pledge of Allegiance led by Vice President Susie Greene (unseated).
4. Roll Call by Recording Secretary Janice Voss
Present: President Greta Fischer, President-Elect Ann Rivers, Vice President Susie Greene (unseated), Treasurer Cheryl Gammon, Marketing Secretary Cristal Pinnix, Membership Secretary Barb Kreifels, and Recording Secretary Janice Voss
5. Opening Remarks by President Greta Fischer. Appreciation was expressed to all for being in Albuquerque and for what everyone has done throughout the year. This team has worked well together. She especially thanked the officers for “keeping their hands on her shoulders” for the past year. She gave thanks for the Waterford crystal bowl received from the officers. As a gift from her, officers will receive a glass wind chime made by a Washington State artist.
6. Approval of Agenda – President Greta Fischer. MOTION 1: On a motion and second, approve the agenda. VOTE 1: Motion carried. None opposed. No abstentions.
7. Approval of Minutes – President Greta Fischer. MOTION 2: On a motion and second, approve the minutes of the 2018 Executive Officers’ Summer Board meeting. VOTE 2: Motion carried. None opposed. No abstentions.

8. Executive Reports – Verbal additions to reports submitted for the Convention Report.

Cheryl Gammon noted that the Auxiliary shrugs were being shipped direct to the hotel and should be delivered later in the day.

MOTION 3: On a motion and second, accept the reports as written in the 2018 Convention Report from the officers and committees. VOTE 3: Motion carried. None opposed. No abstentions.

9. Financial Report

A. Reconciliation of F/Y 2017. Greta Fischer read the findings of the Financial Review Committee. (See Attachment I at the end of this document.) The committee was comprised of Teresa Mayes and Jorja Dickemann.

- 1) Reconciliations of the Membership and Recording Secretaries matched the Treasurer. Mechanisms for reconciliation between the Treasurer and Marketing Secretary will be put in place for the future.
- 2) Wells Fargo was asked on several occasions to change the Treasurer's name on bank accounts from Patty Jones to Cheryl Gammon. Janice Voss will again speak with a banker for this name change. As documentation, she will bring the Financial Review report and a copy of the minutes.
- 3) MOTION 4: On a motion and second, accept the Financial Review report as presented. VOTE 4: Motion carried. None opposed. No abstentions.

10. Discussion of Any Additional Items from State Leaders Report – Vice President Susie Greene

State Leaders chair Richela Roy cannot attend convention. Conducting the meeting on her behalf will be Linda Bienvenu and Rhonda Robillard.

Meeting minutes were previously sent by Greta Fischer to State Leaders Chair Richela Roy as well as Members-At-Large Representative Sandy Stack. The State Leaders' reception, sponsored by BrassCraft, will be held immediately following the Board of Directors' meeting on Wednesday afternoon.

11. Discussion of Additional Items from Committee Reports: Scholarship. There will be a proposal for guidelines from Scholarship Chair Cheryl Rolwes presented to the Executive Officers for approval. Approved guidelines will be forwarded to the Bylaws, Duties and Procedures Committee.

12. Order to file reports. MOTION 5: On a motion and second, file the reports as presented. VOTE 5: Motion carried. None opposed. No abstentions.

BREAK at 10:11 p.m. RECONVENED at 10:40 A.M.

13. Old Business

- A. Marketing Items. The 2018 CONNECT t-shirt price was set at \$25; \$15 for 2017 CONNECT shirts. An eblast will be sent to visit the marketing table to purchase shirts early.
- B. CONNECT 2018 Convention details
 - 1) Registration and marketing setup times discussed. Marketing will remain open until 2:30 p.m. on Friday.
 - 2) Gifts for Auxiliary registration, first-timers at convention, and first-timers at the Annual Business Meeting were discussed. EOs will meet at 8:00 p.m. in the Auxiliary suite to prepare first-timer attendee bags. Registration handouts include scribble pads, crayons, and chargers imprinted with the mission statement.
 - 3) All EOs are requested to attend the first-timers event.
 - 4) Annual Business Meeting
 - Susie Greene will be seated at the Auxiliary's Annual Business Meeting.
 - Recognition of first-time Annual Business Meeting attendees – presentation of a 15% discount gift certificate to the Auxiliary store and an Auxiliary pin.
 - Nick Giuffre of Bradford White will be presented with a portfolio as a retirement gift.
 - After the conclusion of the Annual Business Meeting, officers at the head table can be seated in the audience for the OZ presentation.
 - 5) Installation of PHCC, AEC, and Auxiliary officers will be done at the PHCC Business Meeting on Friday morning (9:30 a.m.). The closing ceremony at the International Balloon Fiesta is not feasible for installation.
 - 6) Setup for the Bradford White Breakfast is 5:30 a.m. on Thursday. Helpers lined up include Cheryl Rowles, Sandy Stack, and Bev Potts.
 - 7) Auxiliary Trade Show Booth. Susie Greene has videos which will loop. The following will be at the Trade Show booth: Auxiliary business cards, membership packets, the career ladder banner, handouts for workforce development, apprenticeship bumper stickers, and a balloon picture backdrop and props. Volunteers are scheduled from 10 a.m. to 2 p.m. Setup will be 1:00 p.m. on Wednesday. The opening reception is housed in the ballrooms with the trade show. Spouses are asked to help take down the booth as take down coincides with preparation for the Annual Business Meeting.
 - 8) Awards
 - Robert M. Cox Awards – to be awarded. It was noted that InSinkErator discussed reviewing the awards. The Auxiliary will work with InSinkErator if guidelines are revamped. The Sponsorship Committee was suggested for this task, with committee composition to include the Membership Secretary, Treasurer, Past President, another past President, a member-at-large, and another Auxiliary member. Composition of special committees, however, is at the discretion of the President (per Bylaws).
 - ISE Luncheon – 3D Award to be awarded. There is no Member of the Year award for 2018. ISE Luncheon table assignments were shared.
 - 9) Workforce Development Exchange Greta Fischer will give a welcome. Officers are asked to be present at 7:15 a.m. to distribute Auxiliary business cards and bumper stickers as well as set up the Career Ladder banner.

- 10) On Tuesday, there will be a reception in the suite of Laurie Crigler from 5:30-7:30 p.m. There will be shuttles running to Old Town and Knob Hill from 6:00-9:00 p.m.
- 11) Apprentice contest setup. The EOs will walk over to the convention center after this EO meeting.
- 12) The proposed fashion, jewelry and art show did not pan out. The hotel boutique that was to help coordinate the event went out of business.

BREAK at 11:30 a.m. RECONVENED at 2:02 p.m.

- C. Inventory. Cheryl confirmed that the Past-President's pin of Joan Schmitz and the I Love My Plumber charm of Joan Schmitz are in the Safe Deposit box. Lynne Finley has the Past-President's pin of Dorothy Clem. It was noted that Lynne Finley and several other Auxiliary members donated red jackets to Skills USA.
 - D. Long-Range Planning Committee requested a time to meet at convention in addition to their meeting held before the Winter Executive Officers' meeting. It was noted that Monday before convention would be a good time to meet in the future.
 - E. Web Update. Alexander Colorado is updating the web and has the files archived in OneNote.
 - F. Tabled from the Summer Executive Officers' Meeting: Waiving dues when serving on the Board of Directors, with dues reinstated following term of office. With a proposal to increase dues, now is not the time to waive dues of those serving on the Board. There was no further discussion at this time.
14. New Business
- A. MOTION 6: On a motion and second, donate \$1,000 to the PHCC Educational Foundation for 2018 for Invest in Your Future. VOTE 6: Motion carried. None opposed. No abstentions.
 - B. MOTION 7: On a motion and second, donate \$100 to the Auxiliary Scholarship Fund on behalf of deceased Members and Auxiliary family members: Dorothy Schmitt (OH), Lois Finley (LA), and Dorothy Clem (IL). VOTE 7: Motion carried. None opposed. No abstentions. Cheryl Gammon will notify the Scholarship Committee that this memorial will be available for 2019.
 - C. Discussion to give \$50 to Maureen Coleman as a thank you for her work for convention. Following discussion, the amount proposed was increased to \$100. MOTION 8: On a motion and second, give \$100 to Maureen Coleman as a thank-you gift for her work for convention. VOTE 8: Motion carried. None opposed. No abstentions.
 - D. Correction to the 2016 Executive Officers' Winter Meeting Minutes:
 FROM: 100th Anniversary (2019-20). The committee will be chaired by the President and will include the Historian Emeritus and the Marketing Secretary.
 TO: The 100th Anniversary Committee will be chaired by the President and will include the Presidents from 2016-17, 2017-18, 2018-19, 2019-20 and the current Historian Emeritus & the current Marketing Secretary.
 MOTION 9: On a motion and second, accept the change as stated. VOTE 9: Motion carried. None opposed. No abstentions.

- E. Backup Computers – to be done at the end of the meeting.
 - F. Confirming Votes since the 2018 Summer Executive Officers’ Meeting:
 - Vote to give a gift (Auxiliary portfolio) to Nick Giuffre (Bradford White sponsor). Approved 09-04-2018.
 - Vote to accept \$50,220 as the final figure for the Scholarship Committee to disburse appropriately. Approved 08-08-2018.
 - Vote to approve \$180 for convention signage (Auxiliary, logo, mission statement). Approved 09-05-2018Votes confirmed recorded.
15. Closing Prayer submitted by Chaplain Nancy Eberhart was read by President-Elect Ann Rivers.
16. MOTION 10: On a motion and second, adjourn. VOTE 10: Motion carried. None opposed. No abstentions. Meeting adjourned at 2:39 p.m.

Respectfully Submitted,
Janice Voss, Recording Secretary

NOTE: Attached to these minutes was the Financial Review Committee Report – Review of Fiscal (Calendar) Year 2017. See Attachment I (Financial Review Committee Report – Review of Fiscal (Calendar) Year 2017) at the end of this document.



98TH ANNUAL BOARD OF DIRECTORS' MEETING MINUTES

Albuquerque Convention Center, Albuquerque, New Mexico

October 10, 2018

Approved February 13, 2019

“REACH OUT & N4M”

Auxiliary Mission Statement

The Plumbing, Heating, Cooling Contractors (PHCC) Auxiliary in cooperation with the PHCC Association, promotes public awareness of the industry through education and communication

1. The 98th PHCC National Auxiliary Board of Directors meeting was called to order at 2:31 p.m. by President Greta Fischer. President Fischer thanked everyone for attending.
2. Invocation by Chaplain Nancy Eberhardt
3. President Greta Fischer introduced Vice President Susie Greene (2017-18). By a polled vote of the Board of Directors, the appointment of Susie Greene as Vice President was approved on June 21, 2018. Her appointment will be confirmed at the Annual Business Meeting.
4. Pledge of Allegiance led by Vice President Susie Greene (unseated).
5. Roll Call by Recording Secretary Janice Voss.
Present: President Greta Fischer, President-Elect Ann Rivers, Vice President Susie Greene (unseated; to be seated at Annual Business Meeting), Treasurer Cheryl Gammon, Membership Secretary Barb Kreifels, Marketing Secretary Cristal Pinnix, Recording Secretary Janice Voss, Parliamentarian Terry Giebelhaus, Chaplain Nancy Eberhardt, Members-At-Large Representative and Historian Sandy Stack.
Others: Linda Bienvenu (LA), Becky Davis (IL), Bev Potts (IL), Kathy Tindall (NJ), Corinne Riley (RI), Rhonda Robillard (LA)

6. The Rules of Convention were read by Parliamentarian Terry Giebelhaus. MOTION 1: On a motion and second, adopt the Rules of Convention. VOTE 1: Motion carried. None opposed. No abstentions.
7. Approval of Agenda – President Greta Fischer. MOTION 2: On a motion and second, approve the agenda. VOTE 2: Motion carried. None opposed. No abstentions.
8. Approval of Minutes – Recording Secretary Janice Voss. The minutes were printed in the Convention report which was electronically distributed to members. There were no additions or corrections to the minutes. Hearing none, the following minutes were approved as presented.
 - 2017 Pre-Convention Executive Officers’ Meeting
 - 2017 Annual Board of Directors’ Meeting
 - 2017 Annual Business Meeting
 - 2017 Post-Convention Executive Officers’ Meeting
 - 2018 Winter Executive Officers’ Meeting
 - 2018 Teleconference of the Executive Officers (June 9, 2018)
 - 2018 Summer Executive Officers’ Meeting
9. President’s Address by President Greta Fischer.

“WOW!” President Fischer explained that the year began with the resignation of a Vice President due to family issues. She indicated that serving as President is eye-opening. The industry is involved in so many facets and continues to be involved from contractors, to manufacturers, to associates. The compassion & intensity was good to see. President Fischer stated that she was fortunate to have this experience. She tried to remain calm and have fun as she pursued this great venture.

Appreciation was expressed to President Fischer for her service.

President Fischer thanked the Executive Officers for their knowledge and experience which they brought to the team.
10. Verbal Report Updates
 - A. Nominating Committee – report read by Corinne Riley for Anne Williams

The following members have placed their names in nomination to fill open positions for the PHCC – National Auxiliary beginning in October 2018. These positions will be voted on by membership at the Annual Business Meeting:

 - Kathy Tindall, NJ, Vice President (2018-19)
 - Cheryl Gammon, NC, Treasurer (2018-20) Note: currently serving 2016-18.
 - Bev Potts, IL, Third-year member of the Scholarship Committee

Recommended by incoming President Ann Rivers for appointment and presented for confirmation at the Annual Business Meeting:

 - Membership Secretary: Sandy Stack, WA (2018-20)
 - B. Financial Review Committee. The report was read by President Greta Fischer. (See Attachment I at the end of this document.) The committee was comprised of Teresa Mayes and Jorja Dickemann.

- 1) Reconciliations of the Membership and Recording Secretaries matched the Treasurer. Mechanisms for reconciliation between the Treasurer and Marketing Secretary will be put in place for the future.
 - 2) Wells Fargo was asked on several occasions to change the Treasurer's name on bank accounts from Patty Jones to Cheryl Gammon. Janice Voss will again speak with a banker to change the name. As documentation, she will bring the Financial Review report and a copy of the minutes.
 - 3) MOTION 3: Motion for the Board of Directors to concur with the findings of the Financial Review Committee. No second required. VOTE 3: Motion carried. None opposed. No abstentions.
 - 4) Cheryl Gammon noted that the tax return is filed once the Financial Review Committee completes its findings.
- C. Financial Statements – Treasurer Cheryl Gammon
- 1) Budget vs. Actual 2017 – Treasurer Cheryl Gammon

In 2016, some funds due for convention were not collected until 2017, and some convention expenses did not get paid until 2017. Lynne Finley kept expenses for meetings to a minimum by opening up her home for the Long-Range Planning Committee and the Executive Officers. Appreciation was expressed to Jim and Lynne Finley for the “Finley B&B.”

In 2017, marketing items were ordered, sold, then restocked. Marketing income was \$14,958.38. We began 2018 with a good inventory. Shipmonk houses and ships inventory, and there is a minimal charge if no revenue. The Auxiliary needs to push the online store to have income through the year, i.e., turnover for profit.
 - 2) Statement of Financial Position as of 9/30/2018 (relates to the Balance Sheet)
 - 3) Statement of Activity, Jan-Sept 2018 (relates to Profit/Loss) with comparison to Jan-Sept 2017 previous year.

President Fischer noted that travel for Executive Officers was higher in 2018 as lodging was paid. Two additional impacts were 1) in 2017 several members were local to New Orleans and did not incur travel expenses, and 2) some expenses for 2017 officers did not get reimbursed until 2018.

The cost of sponsoring an apprentice increased from 2017 to 2018.

Travel expenses for Executive Officers was kept to meetings, AEC, and Legislative Day. Attendance at state conventions was too costly.
 - 4) Comparative budget worksheets for 2016, 2017, 2018, and 2019
- D. Proposed Budget for 2019
- 2019 revenue is firm, and there is a shortfall. The transfer from General Funds increases every year except during 2017 when expenses were managed. There were no silent auctions to generate revenue. Bylaws and Committee Books are distributed electronically to reduce expenses. Newsletters are distributed electronically for two issues and printed for the issue prior to convention.
- For 2019, Long-Range Planning and Executive Officer travel was combined as it is difficult to break apart since some members serve on both bodies. However, it was suggested that this be broken back into two categories as the Long-Range Planning Committee has a sponsor.

MOTION 4: On behalf of the Budget committee, the Treasurer moved that the Board of Directors concur with the proposed budget. No second required. VOTE 4: Motion carried. None opposed.

E. Membership Update by Membership Secretary Barb Kreifels

Figures updated since the printing of the Annual Report (Jan-Oct 3, 2018):

- * 129 new & renewals @ \$12,900
- * 2 discounted regular member dues @ \$150
- * 60 seniors @ \$3,000
- * 12 voluntary donations @ \$550
- * 13 voluntary life member donations @ \$710

There are 216 dues-paying members for total membership income of \$17,310.

There were 348 invoices generated through QuickBooks.

There are 99 past-due members (75 regular and 24 senior members). Request was made regarding the 75 regular members not paid as to whether they had not paid for one year or longer. This figure will be presented at the Annual Business Meeting.

Since CONNECT 2017, 18 members asked to be dropped. Of this number, 12 were for various reasons, 4 retired, and 2 were deceased. A third deceased member's dues were not current.

Two new members were picked up before convention. Four joined at convention. There were 63 Auxiliary members registered and checked in prior to this meeting. Request was made for a breakdown of the 63 registered members as to who was a regular member and who was a life member.

There is a proposal about dues. Only 13 life members made voluntary donations. This is a sensitive and difficult issue as any payment is a donation. If a life member wants to make a donation, QuickBooks can invoice for the requested amount. It was suggested that a letter be mailed to all life members requesting they attend convention and consider a donation. Since the Auxiliary is a 501-c-6, donations are not tax deductible. This would need to be worded appropriately.

QuickBooks is licensed through the Treasurer's CPA firm. Cost is \$5/month (\$60/year).

11. Old Business -- None

12. New Business

A. Dues Increase Effective January 1, 2019. Proposal from the Summer Executive Officers' Meeting:

Bylaws Article XIV states that "National Auxiliary dues shall be as determined by the Board of Directors and confirmed by the voting members at the Annual Business Meeting." On a motion and second, the EOs recommend raising regular dues from \$100 to \$125 effective January 2019 with an additional \$25 increase to \$150 effective January 2021. Increase Senior member dues from \$50 to \$75.

MOTION 5: On a motion and second, recommend that the Board of Directors concur on the dues increase. Discussion:

- * Suggested increase of \$25 in Year 1, \$12.50 in Year 2, and \$12.50 in Year 3.

- * Decreasing income should not come on the backs of senior members, or seniors will drop membership.
- * \$60 for seniors would be acceptable.
- * There needs to be an increase in membership to generate income. This is the year to build membership.
- * Raise funds another way.
- * Suggested increase to \$120 for regular members and \$60 for senior members. Reconsider additional increases in the future.

To clarify, the vote is whether to concur with the motion. Amendments can be made from the floor of the Annual Business Meeting. VOTE 5: Unanimous not to concur.

B. 2018 Resolutions (presented in the September 2018 Newsletter). (See Attachments II, III, and IV at the end of this document.). Corinne Riley, Chair of the Resolutions Committee, read the resolutions.

- 1) Resolution #1 clarifies duties of the Membership Secretary regarding handling of funds. With ACH and credit card payments, funds go directly to the Treasurer. The Membership Secretary confirms that funds are collected. MOTION 6: On behalf of the committee, the Chair moves that the Board of Directors concur with the resolution. VOTE 6: Motion carried unanimously. None opposed.
- 2) Resolution #2 clarifies the duties of the Recording Secretary regarding handling of funds. With ACH and credit card payments, funds go directly to the Treasurer. The Recording Secretary confirms that funds are collected. MOTION 7: On behalf of the committee, the Chair moves that the Board of Directors concur with the resolution. VOTE 7: Motion carried unanimously. None opposed.
- 3) Resolution #3 proposes that, effective January 2019, members who serve as Executive Officers are no longer exempt from paying dues upon becoming a Life Member. This resolution pertains to future Life Members. MOTION 8: On behalf of the committee, the Chair moves that the Board of Directors concur with the resolution. VOTE 8: Motion carried. Opposed: One.

C. Long-Range Planning Update – No discussion.

D. Other – Website Discussion

The Auxiliary website update should be complete by December 2018. PHCC National was still working on its website through August. Alexander Colorado (IT) and Cristal Pinnix (Marketing Secretary) received copies of Auxiliary files three weeks ago. These are now archived in OneNote, which is accessible by Executive Officers.

Concern was expressed that the website is no longer on the domain of PHCC National. The Auxiliary website is autonomous to National, but there is an anchor for the Auxiliary on the National website. There was consensus (Charlotte, Akeim, and Alexander) that the Auxiliary maintain its website due to the marketing aspects of the online store. With the online store, the ability to update is crucial.

It was noted that many hours were put into getting the website to its current status. There are many more hours to complete the task.

Question was asked about in-kind services; i.e., PHCC and the Auxiliary providing services to each other in lieu of compensation.

Appreciation was expressed to Cristal Pinnix for her efforts in the update.

13. Convention Update – None at this time.

14. Joint Installation & Reception – President-Elect Ann Rivers
Installation of officers of PHCC National, AEC, and the Auxiliary will take place during the PHCC Business Meeting on Friday around 9:30 a.m. Installation at the closing event was not feasible.
There will be a joint reception for incoming Presidents of PHCC National, AEC, and the Auxiliary on Friday evening following the closing event at the International Balloon Fiesta. The reception is open to all and will be held in the Hyatt's Enchantment Ballroom.
15. Closing Prayer by Chaplain Nancy Eberhardt
16. MOTION 9: On a motion and second, adjourn. VOTE 9: Motion carried. None opposed. Meeting adjourned at 4:14 p.m.

Respectfully Submitted,
Janice Voss, Recording Secretary

Attached to these minutes were the following:

1. The Financial Review Committee Report – Review of Fiscal (Calendar) Year 2017. See Attachment I (Financial Review Committee Report – Review of Fiscal (Calendar) Year 2017) at the end of this document.
2. Resolution #1 which clarifies duties of the Membership Secretary regarding handling of funds. With ACH and credit card payments, funds go directly to the Treasurer. The Membership Secretary confirms that funds are collected. See Attachment II (Resolution #1) at the end of this document.
3. Resolution #2 which clarifies the duties of the Recording Secretary regarding handling of funds. With ACH and credit card payments, funds go directly to the Treasurer. The Recording Secretary confirms that funds are collected. See Attachment III (Resolution #2) at the end of this document.
4. Resolution #3 which proposes that, effective January 2019, members who serve as Executive Officers are no longer exempt from paying dues upon becoming a Life Member. This resolution pertains to future Life Members. See Attachment IV (Resolution #3) at the end of this document.



98TH ANNUAL BUSINESS MEETING MINUTES

Albuquerque Convention Center, Albuquerque, New Mexico

October 11, 2018

Approved February 13, 2019

“REACH OUT & N4M”

Auxiliary Mission Statement

The Plumbing Heating Cooling Contractors (PHCC) Auxiliary in cooperation with the PHCC Association promotes public awareness of the industry through education and communication.

PRESENTATION: NO TOILET, NO BRIDE By Jed Scheuermann, IAPMO

President Greta Fischer introduced Jed Scheuermann (IAPMO). 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. They do this by tapping into over 100 years of industry experience to develop local infrastructure, improve governance, and create conditions for better public health and economic outcomes.

In India, dowries are hard to come by. India needs 720 million toilets. Women (1 in 3) are sexually assaulted when going outside by themselves. Working through the Nepal Sanitation Studio, this organization provides private sanitary locking toilets which reduces the number of women relieving themselves in the open.

Septic or bio-gas systems are installed to treat and dispose of waste. Rainwater is harvested for dip flushing and hand washing. The project uses local expertise, labor, and materials and provides sanitation/hygiene education. The project puts in place mechanisms to ensure ongoing assessment and maintenance of systems. Bio-gas domes produce methane gas which eliminates burning green wood in the kitchens of their homes.

The group works with the Community Health Education Development to bring health and sanitation to the high Himalayas. For more information, visit the International Water, Sanitation and Hygiene Foundation (IWSH.org).

98th ANNUAL BUSINESS MEETING

1. The 98th Annual Business Meeting was called to order at 2:43 p.m. by President Greta Fischer.

Seated at the Head Table: President Greta Fischer, President-Elect Ann Rivers, Treasurer Cheryl Gammon, Membership Secretary Barb Kreifels, Marketing Secretary Cristal Pinnix, Recording Secretary Janice Voss, Parliamentarian Terry Giebelhaus

Not seated at head table: Chaplain Nancy Eberhardt. Members-At-Large Representative and Historian Sandy Stack.

2. Invocation by Chaplain Nancy Eberhardt
3. Pledge of Allegiance
4. President Greta Fischer introduced Susie Greene, appointed Vice President for 2017-18. Per Bylaws, if the Vice President position becomes vacant, the Board of Directors fills the position by majority vote. An Auxiliary member accepted the position of Vice President, was approved by majority vote of the Board of Directors, but had to withdraw due to family illness. Susie Greene then came forward to serve as Vice President.

By a polled vote of the Board of Directors, the appointment of Susie Greene as Vice President was approved on June 21, 2018. Seating the Vice President requires confirmation of members present at the Annual Business Meeting.

On behalf of the Registration Committee, Rhonda Robillard confirmed that there are 76 Auxiliary members registered at CONNECT 2018, including 6 new members. There were 34 members in attendance at this meeting.

MOTION 1: On a motion and second, accept Susie Greene as Vice President. VOTE 1: Motion carried. None opposed.

5. President Greta Fischer asked Vice President Susie Greene to come forward to sit with the officers at the head table.
6. President's Address and Welcome – President Greta Fischer
“What an experience as President!” There is an integral relationship within PHCC from the contractors to the Educational Foundation, to AEC, and the Auxiliary. President Fischer expressed appreciation for having had this experience.
7. The Rules of Convention were read by Parliamentarian Terry Giebelhaus. MOTION 2: Terry Giebelhaus moved to adopt these rules. Second. VOTE 2: Motion carried. None opposed.

8. Approval of Agenda – President Greta Fischer. MOTION 3: On a motion and second, approve the agenda. VOTE 3: Motion carried. None opposed.
9. Approval of Minutes – Recording Secretary Janice Voss. Bylaws state that a condensed report of the actions taken at the Board of Directors’ meeting shall be presented to the general membership. At the Board of Directors’ meeting, the Board of Directors concurred on the following:
- Treasurer’s Report
 - 2019 Proposed Budget
 - Bylaws – It was recommended to approve the three resolutions. One opposed.
 - All reports presented and filed.
 - All written minutes will be included in the next Annual Report.
- This is for information only and does not require a vote.

10. Verbal Report Updates

A. Marketing Update – Marketing Secretary Cristal Pinnix

There is a new web store. Visit <https://www.phccnationalauxiliary.org/>. Progress is being made on the Auxiliary web site. PHCC National’s new web site went live in August. Membership forms can be accessed online. The Auxiliary has all of its archived files. The web site should be complete by December.

Convention t-shirts are available at the marketing table.

A round of applause was given to Marketing Secretary Cristal Pinnix.

B. Membership Update – Membership Secretary Barb Kreifels. Below is an update since the Annual Report.

- 18 members asked to be dropped: 4 retired, 2 are deceased, 12 had various reasons. A third deceased member was not current.
- 6 new members at CONNECT 2018 for a total of 8 new members since CONNECT 2017
- 348 invoices were sent through QuickBooks.
- 216 total membership paying members.
 - 129 new and renewal members @ \$12,900
 - 2 discounted regular members @ \$150
 - 60 senior members @ \$3,000
 - 12 voluntary membership donations = \$550
 - 13 voluntary donations by Life Members = \$710

Total income \$17,310 as of October 5. Ninety-nine members are past due, of which 52 have not paid in two years. Past-due members will be contacted via letters and phone calls. Dues paid by new members at convention are good through December, 2019.

It was noted that 50% of Auxiliary members are members-at-large. There will be more focus on keeping in contact with this group of members.

C. Financial Review Committee. The report was read by President Greta Fischer. (See Attachment I at the end of this document.) The committee was comprised of Teresa Mayes and Jorja Dickemann.

- 1) Reconciliations of the Membership and Recording Secretaries matched the Treasurer. Mechanisms for reconciliation between the Treasurer and Marketing Secretary will be put in place for the future.
 - 2) Wells Fargo was asked on several occasions to change the Treasurer's name on bank accounts from Patty Jones to Cheryl Gammon. Janice Voss will again speak with a banker to change the name. As documentation, she will bring the Financial Review report and a copy of the minutes.
 - 3) MOTION 4: Motion that the findings in the report of the Financial Review committee be adopted. No second required. VOTE 4: Motion carried. None opposed.
- D. Financial Statements – Treasurer Cheryl Gammon
- 1) Budget 2016-17 (budget vs. actual for 2017)

Revenue was pretty much “spot on.” Although no silent auction, \$4,000 revenue included a few auction items and donations at CONNECT 2017.

No transfers from the General Fund were necessary to support the 2017 budget. Some funds from CONNECT 2016 were not collected until 2017. Likewise, some expenses from 2016 were paid in 2017. Travel expenses for 2017 were lower due to the Long-Range Planning Committee and Executive Officers meeting at the home of Jim & Lynne Finley. In addition, two members of the LRP lived in the area and had no travel expenses.

Marketing revenue was \$11,000 as compared to expenses of \$15,000. Products were restocked following CONNECT 2017. This was the first year of the big marketing push and the online store. Future years should yield profits.
 - 2) Statement of financial position comparison, Jan-Sept 2018 (balance sheet)
 - 3) Statement of activity comparison, Jan-Sept 2018 (P&L/income statement)
 - 4) 2016, 2017, 2018, and 2019 Comparative Budget Worksheet (budgets as approved)
 - 5) Proposed 2019 Budget

Concern was expressed that the travel expenses of the Long-Range Planning Committee were grouped with travel of the Executive Officers. Although some of the members are the same, there is sponsor funding from Federated specifically for the Long-Range Planning Committee.

It was noted that no activities with sponsorship are specifically broken out. If requested, specific expenses can be documented.

It was requested that the expenses line item for Executive Officers' Winter & Summer Meetings be changed to Executive Officers' Winter & Summer / Long-Range Planning meetings.
 - 6) Additional budget discussion included
 - Shipmonk is a distribution center. Product inventory is housed in Florida and shipped. Shipmonk charges a minimum fee per bin for product storage. Cost averages \$500/month or \$6,000/year. With a certain level of sales, there is break-even and/or profit. We need to increase volume through the online store to cover expenses. The Auxiliary is providing a service by getting the PHCC logo out there.
 - It was suggested that the Marketing Secretary participate in an AEC webinar to increase awareness of the online store, promoting products for use at state

conventions and other events. Request that the online store link be printed on their newsletter.

- Marketing Secretary Cristal Pinnix is looking into partnering with states so that the PHCC logo can be used specific to the state.

7) MOTION 5: On behalf of the Budget Committee, the Treasurer moved that the 2018-19 budget be approved. No second required. VOTE 5: Motion Carried.

Opposed: One. President Fischer noted that Financial Reports will be filed for the official record.

E. Scholarship Committee – Chair Cheryl Rolwes

The committee developed a formula to review and award scholarships. There were some scholarship issues this year which the committee worked toward resolving. She reminded sponsors that applicants must follow guidelines and rules. Six applicants had incomplete applications. Even with additional time granted, the appropriate documents were not submitted for the application to be completed.

\$50,220 in scholarship funds were awarded. Under the general scholarship, there were 19 awards.

The Bradford White Scholarship is for applicants who pay their own expenses. If company pays tuition, the applicant does not qualify for the scholarship. Of 4 applicants, there was 1 award.

Members are encouraged to help spread the word about Auxiliary scholarships.

F. Auxiliary Awards – moved to the end of the meeting.

G. Nominating Committee – report read by Corinne Riley for Anne Williams

The following members have placed their names in nomination to fill open positions for the PHCC – National Auxiliary beginning in October 2018. These positions will be voted on by membership at the Annual Business Meeting:

- Kathy Tindall, NJ, Vice President (2018-19)
- Cheryl Gammon, NC, Treasurer (2018-20) Note: currently serving 2016-18.
- Bev Potts, IL, Third-year member of the Scholarship Committee

Recommended by incoming President Ann Rivers for appointment and presented for confirmation at the Annual Business Meeting:

- Membership Secretary: Sandy Stack, WA (2018-20)

MOTION 6: On behalf of the Nominating Committee, Corinne Riley recommended that the Nominations Report be accepted. No second required. VOTE 6: Motion carried. None opposed.

15. Old Business

A. IT – Alexander Colorado

- The Auxiliary website is <https://www.phccnationalauxiliary.org/>. Appreciation was expressed to Cristal Pinnix for adding video to the web. Webpages are created so that members can provide verbiage for each page.
- Generic emails for Auxiliary officers were created: president@phccnationalauxiliary.org, president-elect@phccnationalauxiliary.org, etc. (vice-president@, marketing@, membership@, secretary@, info@, and it@). These are forwarded to personal emails. The Executive Officers' group email is executives@phccnationalauxiliary.org. Anyone requiring a generic email can contact it@phccnationalauxiliary.org.

- Marketing Secretary Cristal Pinnix can create forms or surveys on behalf of the Auxiliary or its committees.
- OneNote is being utilized to maintain Auxiliary files. Pages can be used by Executive Officers or committees with password protection.
- An online, fillable scholarship application can be created with password protection to view scholarship applicants.

Question was asked regarding Alexander's timeline to continue to provide technical support to the Auxiliary. He responded that it was to be determined by the Marketing Secretary and/or the President, but he would work through November at minimum. He noted that acknowledging his efforts and asking him to continue meant a lot.

16. New Business

A. Dues Increase Effective January 1, 2019

Bylaws Article XIV states that "National Auxiliary dues shall be as determined by the Board of Directors and confirmed by the voting members at the Annual Business Meeting." At the Summer Executive Officers' meeting, the officers approved the following: Raise regular dues from \$100 to \$125 effective January 2019 with an additional \$25 increase to \$150 effective January 2021. Increase Senior member dues from \$50 to \$75.

- 1) MOTION 7: On a motion and second, approve the dues increase.
- 2) Discussion:
 - The Board of Directors did not concur on the dues increase.
 - Illinois is opposed to the increase. The Auxiliary needs members but does not need to increase dues. Raising dues may decrease membership.
 - Look to the General Fund.
 - An increase may cause senior members to drop membership. Do not penalize senior members.
- 3) SUBSIDIARY MOTION: On a motion and second, postpone discussion for one year (until the next Annual Business Meeting.) VOTE 7 (On Subsidiary Motion): Motion carried. None opposed.

B. 2018 Resolutions (presented in the September 2018 Newsletter). See Attachments II, II, and IV at the end of this document.) The Board of Directors concurred at its meeting on October 10, 2018. Corinne Riley, Chair of the Resolutions Committee, read the resolutions.

- 1) Resolution #1 clarifies duties of the Membership Secretary regarding handling of funds. With ACH and credit card payments, funds go directly to the Treasurer. The Membership Secretary confirms that funds are collected. MOTION 8: On behalf of the committee, the Chair moves that the resolution be adopted. No second required. VOTE 8: Motion carried unanimously. None opposed.
- 2) Resolution #2 clarifies the duties of the Recording Secretary regarding handling of funds. With ACH and credit card payments, funds go directly to the Treasurer. The Recording Secretary confirms that funds are collected. MOTION 9: On behalf of the committee, the Chair moves that the resolution be adopted. No second required. VOTE 9: Motion carried unanimously. None opposed.
- 3) Resolution #3 proposes that, effective January 2019, members who serve as Executive Officers are no longer exempt from paying dues upon becoming a Life

Member. This resolution pertains to future Life Members. MOTION 10: On behalf of the committee, the Chair moves that the resolution be adopted. No second required.

Discussion included:

- Executive Officers (not members of the Board) become Life Members when their term of office ends. Life Members receive a Life Member card.
- There was concern that the Auxiliary was removing this special honor of not having to pay dues. Consider something else to make this status special.
- Life Members, in the future, will pay regular or senior dues. Of 60 Life Members, 13 continue to pay dues or make a donation, and many will continue to do so.
- It was noted that many current Life Members are 80+ years old; one is 101.

VOTE 10: For: 23: Opposed: None. Abstentions do not count toward the vote. Motion carried.

C. Long-Range Planning Update – No additional report.

D. MOTION 11: On a motion and second, propose dues of \$50 for members 30 years of age and less.

1) This is an opportunity to draw in young members who are still making their way.

2) Call for the Question (two-third vote required). Motion carried.

VOTE 11: Motion carried. None opposed.

E. It was suggested that a committee be formed to create a 13-18 year old training course beginning in the year 2020. The President can appoint special committees. The request is duly noted.

SPECIAL PRESENTATION FOR THE YOUNG IN HEART

Players portraying Wizard of Oz characters included

Dorothy with Toto: Greta Fischer

Lion (courage): Steve Rivers of Rivers Plumbing, Heating & Air

Scarecrow (brain): Rob Grimm from InSinkErator

Tin Man (heart): Nick Giuffre of Bradford White

The Wizard of Oz: Joe Maiale of InSinkErator

The skit was performed to honor Greta Fischer at the end of her term as President. She thanked all for allowing for the fun and laughter with these Auxiliary sponsors.

(Continuation of the Annual Business Meeting)

17. Election of Officers

- Vice President: Kathy Tindall (NJ)

There were no additional nominations. Nominations for the office of Vice President were closed.

- Treasurer: Cheryl Gammon (2018-20)

There were no additional nominations. Nominations for the Office of Treasurer were

closed.

- Members-At-Large Representative. The duties of the position were described. There are 185 members-at-large, approximately 50% of the membership. The Marketing Secretary or President-Elect can send eblasts on behalf of the position. Cheryl Mosier agreed to be nominated for the position.
There were no additional nominations. Nominations for the position of Members-At-Large Representative were closed.
- Scholarship Three-Year Member: Bev Potts, IL
There were no additional nominations. Nominations for the position of Scholarship Three-Year Member were closed.

Officers appointed by the incoming President and confirmed by membership

- Membership Secretary: Sandy Stack
- Chaplain: Nancy Eberhardt
- Historian: Rhonda Robillard agreed to be nominated for the position.
- Parliamentarian: Terry Giebelhaus agreed to be nominated for the position.

18. Presentation of New Officers 2018-19 President Greta Fischer

President	Ann Rivers, CA
President-Elect	Susie Greene, GA
Vice President	Kathy Tindall, NJ*
Marketing Secretary	Cristal Pinnix, WA
Membership Secretary	Sandy Stack, WA**
Recording Secretary	Janice Voss, NC
Treasurer	Cheryl Gammon, TN*
Chaplain	Nancy Eberhardt, WI**
Historian	Rhonda Robillard, LA
Parliamentarian	Terry Giebelhaus, AZ
Members-at-Large Representative	Cheryl Mosier, CA*
Scholarship Three-Year Member	Bev Potts, IL*

* Elected officers. MOTION 12: Motion to have the Recording Secretary cast a unanimous ballot for the slate of officers. There was no discussion. A two-third vote is required. VOTE 12: Motion carried.

** Appointments to be confirmed by membership. MOTION 13: On a motion and second, confirm the appointed officers. There was no discussion. VOTE 13: Motion carried.

19. Recognition of New Members and first-time attendees – Vice President Susie Greene: Isabella Schaefer (MD) and Steve Schaefer (MD).
20. Necrology by Chaplain Nancy Eberhardt. In 2017, the Auxiliary lost three members: Dorothy Schmitt (OH), Lois Finley (LA), and Dorothy Sharpe Clem (IL). She expressed appreciation for their friendships and unforgettable memories.

21. Exchange of Pins
 - President Greta Fischer pinned the President's pin on Ann Rivers.
 - President-Elect Ann Rivers pinned the Past-President's pin on Greta Fischer. The Past-President's pin is imprinted with WANPHCC – Women's Auxiliary, National Association Plumbing-Heating-Cooling Contractors.
22. Presentation of the Gavel. On behalf of the Auxiliary and Life Members, Life Members' President Rhonda Robillard offered the President's gavel to Ann Rivers.
23. Joint Installation & Reception Report

President-Elect Ann Rivers announced that the officers of PHCC National, AEC, and the Auxiliary will be installed in the PHCC Business Meeting on Friday, October 12 around 9:30 a.m. Installation at the closing ceremony at the International Balloon Fiesta was not feasible.

There will be a reception immediately following the closing ceremony in the Hyatt's Enchantment Ballroom. The reception is co-sponsored with PHCC of Massachusetts for Ken Nielson and AEC. All are invited.
24. Convention Announcements

President Fischer noted that all should have a good time for the remainder of convention.

The Life Members' Tea will be immediately following this meeting in Room 21.
25. Closing Prayer read by Chaplain Nancy Eberhardt.
26. MOTION 14: On a motion and second, adjourn. VOTE 14: Motion carried. Meeting adjourned at 4:53 p.m.

Post-meeting Notes: The Auxiliary Awards noted in 14-F were not announced at the Annual Business Meeting.

Respectfully Submitted,
Janice Voss, Recording Secretary

Attached to these minutes were the following:

1. The Financial Review Committee Report – Review of Fiscal (Calendar) Year 2017. See Attachment I (Financial Review Committee Report – Review of Fiscal (Calendar) Year 2017) at the end of this document.
2. Resolution #1 which clarifies duties of the Membership Secretary regarding handling of funds. With ACH and credit card payments, funds go directly to the Treasurer. The Membership Secretary confirms that funds are collected. See Attachment II (Resolution #1) at the end of this document.

3. Resolution #2 which clarifies the duties of the Recording Secretary regarding handling of funds. With ACH and credit card payments, funds go directly to the Treasurer. The Recording Secretary confirms that funds are collected. See Attachment III (Resolution #2) at the end of this document.
4. Resolution #3 which proposes that, effective January 2019, members who serve as Executive Officers are no longer exempt from paying dues upon becoming a Life Member. This resolution pertains to future Life Members. See Attachment IV (Resolution #3) at the end of this document.

Registered Auxiliary Members - CONNECT 2018
(* those who also attended the Auxiliary Business Meeting)
76 Registered Members - 34 attended Annual Business Meeting

Bienvenu, Keith
Bienvenu, Linda*
Biggerstaff, Conni*
Biggerstaff, Linda*
Botto, Hunter
Carder, Diana (new member)*
Carder, Steve (new member)
Carr, Maria*
Colorado, Alex*
Copp, Michael
Cornetta, Joseph
Crigler, Daniel (new member)
Crigler, Laurie
Davis, Becky*
De Young, Carol*
Doughty, Marilyn
Doughty, Ronald
Eberhardt, James
Eberhardt, Nancy*
Esposito, Joan
Fischer, Greta*
Fischer, Larry*
Flinn, Greta
Gammon, Cheryl*
Gammon, Steve
Gans, Maryann
Gans, Dara (new member)
Giebelhaus, Terry*
Greene, Chip
Greene, Susie*
Hartman, Greg
Hayes, Margaret
Hofacker, Susan
Keefe, Kay
Killen, Beth
Kreifels, Barbara*
Kreifels, Terry
Lewis, Kathy*
Lorg, Joleen

McCarthy, Cathleen
McCarthy, Terry
McWilliams, Gail*
McWilliams, John
Mosier, Cheryl*
Noe, Gordy
Pendergrass, Beth*
Pendergrass, Jim
Pinnix, Cristal*
Potts, Beverly*
Rascher, Michelle
Riley, Corinne*
Riley, William
Rivers, Ann*
Rivers, Steve
Robillard, Rhonda*
Rodio, Arnie
Rodio, Lynell
Rolwes, Cheryl*
Schaefer, Isabella (new member)*
Schaefer, Steve (new member)*
Soleta, Sandi
Stack, Jim
Stack, Sandy*
Steadman, Anne*
Kathy Stradley*
Taecker, Julie
Taecker, Orville
Taecker, Paul
Tindall, Kathy*
Tindall, Kevin
Tinius, Karla*
Voss, Janice*
Voss, Jeffrey
Wallner, Patrick
Whitaker, Bonnie*
Whitaker, Ellen
Zink, John



2018 POST-CONVENTION EXECUTIVE OFFICERS' MINUTES

Hyatt Hotel Auxiliary Suite, Albuquerque, New Mexico

October 13, 2018

Approved February 13, 2019

1. Called to Order at 8:16 a.m. by President Ann Rivers.
 2. Opening Prayer by Chaplain Nancy Eberhardt.
 3. Pledge of Allegiance led by President-Elect Susie Greene
 4. Roll Call by Recording Secretary Janice Voss
Present: President Ann Rivers, President-Elect Susie Greene, Marketing Secretary Cristal Pinnix, Membership Secretary Sandy Stack, Recording Secretary Janice Voss, Treasurer Cheryl Gammon, Chaplain Nancy Eberhardt
Excused: Vice President Kathy Tindall
In Attendance: Past President Greta Fischer
 4. Introduction of Executive Officers by President Ann Rivers.
 5. Old Business
 - A. Convention Revenue – Treasurer Cheryl Gammon
Convention sales were \$7,483. Many wanted to have items to carry home, however, ordering online went well with items shipped. Cristal manually entered orders to be shipped. Some items were out of stock. Also, Shipmonk misplaced a box of polos and is doing a search. Those wanting to place a bulk order will contact Cristal.
 - B. Marketing Items – Marketing Secretary Cristal Pinnix
 - 1) Approximately half of the convention t-shirts sold. These will be advertised via eblast for sale through the online store.
 - 2) Cristal is considering sending out a new product inquiry via Survey Monkey.
- ACTION ITEMS:**
- Cristal will follow-up on the suggestion to join the AEC webinar to tell them about the online store.
 - She will look into the logo being used by states.

- Janice recalled a past discussion of the use of the PHCC logo. She will try to locate this information.
6. New Business
- A. The Auxiliary now receives a vote on the PHCC National Board.
 - B. Sponsors
 - 1) Auxiliary officers are encouraged to send thank you notes to sponsors. The \$500 from the three magazines was not received in 2017-18.

ACTION ITEMS:

 - Janice will share the 2017-18 Sponsor List with the Executive Officers.
 - Ann will contact 2018-19 sponsors.
 - C. PHCC National staff thanked the Auxiliary for expressing appreciation for all they do.
 - D. Newly elected Executive Officers are requested to submit a photo for the website and the Committee Book. Officers currently serving terms may submit updated photos.
- ACTION ITEM: Submit photos to Cristal.
- E. Committee Book. Ann is working on the 2018-19 Committee Book. Janice will help Ann assemble the Committee Book then give to Cristal to post to the web and distribute to members.
 - F. Logins for Executive Officers (ACTION ITEMS)
 - Officers who do not currently have logins for PHCC National should notify Cristal. She will work with PHCC National for logins.
 - Cristal will change generic email forwarding to redirect to the appropriate officers: President, President-Elect, Vice President, and Membership Secretary. No changes necessary for the Marketing Secretary, Recording Secretary, and Treasurer.
 - Cheryl will update accesses to QuickBooks.
 - Janice will update accesses for Wells Fargo bank accounts and update credit card users.
 - Cristal was asked to create a generic email for the Board of Directors.
 - G. Upcoming Meetings – President Ann Rivers
 - Long-Range Planning Meeting – Last weekend in January for travel with the meeting held on February 1-2. Committee members: Susie Greene (Chair), Ann Rivers (Recording Secretary), Richela Roy (2nd year member), Cheryl Rolwes (1st year member), Kathy Tindall, and one other Auxiliary member. Karla Tinius was suggested.
 - Winter Executive Officers' Meeting. Ann will look at timeshare options for easy in/out access.
 - Legislative Conference, Washington, DC, May 2019. The President and President-Elect are funded, but all Executive Officers are encouraged to attend.
 - Summer Executive Officers' Meeting – mid to late June. She will try to schedule a weekend meeting with Friday and Monday as travel dates to try and accommodate Cristal's work schedule.

ACTION ITEM: Let Ann know of any June conflicts.
 - H. Office Equipment, 2018-19 – no requests made
 - I. Inventory, 2018-19. Cheryl and Janice updated the inventory to include the following: Past President's pin of Dorothy Clem currently held by Lynne Finley; Past President's

pin of Joan Schmitz in the Safe Deposit Box; I Love My Plumber charm of Joan Schmitz in the Safe Deposit box.

J. Marketing – Going Forward (ACTION ITEMS): Cristal will

- continue to update the website with archived files
- advertise convention t-shirts
- survey members on products, including colors

K. Membership – Going Forward (ACTION ITEM): Sandy Stack will work with Barb Kreifels to transition into the position.

L. Newsletter. First newsletter to include:

- * Letter from the President
- * Introduction of officers
- * Online Store
- * Awards from CONNECT 2018
- * Recipe to share

ACTION ITEM: Janice will update 2018-19 newsletter assignments for review by Ann then Cristal and Susie before distribution to the Executive Officers.

M. Social Media – Going Forward. Cristal indicated that Instagram is up and running.

N. State Convention Attendance. Each Executive Officer should attend her respective state's convention. Executive Officers can discuss a presence at select state conventions – being conservative. There are funds available for travel.

ACTION ITEMS:

- Ann will compile a list of state conventions for assignments.
- Use talking points, videos, workforce development flyers.

O. Other

- * Preparation for 100th Anniversary – Susie held her first meeting at CONNECT 2018.
- * Shrugs. Greta will pass her shrug to Sandy. Barb will ship hers to Kathy. If any do not fit, Cheryl will order new ones. (ACTION ITEMS)
- * Ann will work with Shelly to order name badges for these positions: President, President-Elect, Vice President, Marketing Secretary and Membership Secretary. (ACTION ITEM)
- * Auxiliary Insurance Policy Renewal. Cheryl indicated renewal is in December.

P. Government Relations. Greta requested she remain as the Government Relations liaison.

Q. 2018-19 Slogan and President's Project: Women in the Industry. Officers discussed production of a video of women in the industry. It was suggested that a list of questions be developed to keep interviews consistent. Recipients of the video would be the state organizations.

7. President's Notes – President Ann Rivers

Ann welcomes everyone and looks forward to working with this team. She wants everyone to have fun and make lasting friendships.

8. Other

A. Cheryl noted that the Auxiliary paid for lodging of Barb and Terry Kreifels on the Auxiliary's master hotel list. A portion of Terry's bill should be paid by PHCC National, so Cheryl will work PHCC National for reimbursement.

- B. MOTION 1: On a motion and second, give Michael Bartz a \$100 gift card for his assistance with marketing throughout CONNECT 2018. VOTE 1: Motion carried unanimously.

ACTION ITEM: Cheryl will purchase the gift card.

C. Web

- 1) Greta raised the issue of compensation to Cristal and Alexander Colorado for their work with the web. It was pointed out that payment is a conflict of interest.
- 2) Concern was expressed that the Auxiliary web left the PHCC National website domain. There are conflicting versions of the sequence of events that resulted in the Auxiliary leaving the PHCC National domain.

ACTION ITEM: This will be revisited by the Executive Officers.

- D. Conference Call – Ann will poll Executive Officers for their schedules for a conference call. (ACTION ITEM)

E. Recap of Bradford White breakfast

- Appreciation was expressed to Cristal for creating the balloon centerpieces for the breakfast.
- Janice will check the Bradford White napkin count.

- F. Convention Chair 2019 – to be determined. Ann is seeking a convention chair from someone located in or near Indianapolis.

9. Closing Prayer by Nancy Eberhardt.

10. MOTION 2: On a motion and second, adjourn. VOTE 2: Motion carried unanimously. The meeting adjourned at 9:53 a.m.

Respectfully Submitted,
Janice Voss, Recording Secretary



TELECONFERENCE OF THE EXECUTIVE OFFICERS (November 3, 2018)

MINUTES

Approved February 13, 2019

1. Called to order at 8:00 a.m. PST by President Ann Rivers. President Rivers thanked the officers for being available on a Saturday. If officers incur phone line charges for the conference call, they can request reimbursement.
2. PRESENT: President Ann Rivers, Vice President Kathy Tindall, President-Elect Susie Greene, Treasurer Cheryl Gammon, Marketing Secretary Cristal Pinnix, Membership Secretary Sandy Stack, and Recording Secretary Janice Voss.

- 3 Feedback from Convention, especially Sponsors (i.e. Bradford White, InSinkErator, National)

There was conversation about some events that took place, or didn't take place, during CONNECT 2018. Several sponsors indicated there were no hard feelings. Sponsors look forward to future contact between them and the President.

ACTION ITEMS:

- President Rivers will contact Past-President Greta Fischer to inquire whether the retirement gift (PHCC portfolio) and card was presented to Nick Giuffre (Past President of Bradford White) at CONNECT 2018 or following convention.
 - If not given, it was suggested that a photobook – through the years – be given as a token of the Auxiliary's appreciation. This photobook could be hard copy or a link to an electronic file.
4. Thank-You Notes. Executive Officers are requested to send thank-you notes to 2017-18 sponsors.
 5. Meeting with Michael Copp, PHCC National
PHCC National Orientation is December 5 in Falls Church, VA. President Rivers attends as a member with expenses paid. President-Elect Greene is attending with her spouse. It was

suggested that Vice President Tindall join these two for a meeting with PHCC National EVP Michael Copp on Thursday, December 6. Representing the Auxiliary, these officers will discuss how the Auxiliary can best work with PHCC National going forward.

MOTION 1: On a motion and second, the Executive Officers agree to pay travel expenses for Kathy Tindall to travel by train to be present at this meeting. There was no discussion. VOTE 1: Motion carried. None opposed.

ACTION ITEMS:

- President Rivers will send an email to Michael Copp confirming a meeting on Thursday, December 6.
- Vice President Tindall and President-Elect Greene will draft an agenda. Submit to them agenda items. Executive Officers will review the agenda prior to the meeting.
- They will request that Shelly Cook be included in the meeting as she serves as the liaison between the Auxiliary and PHCC National.
- The three will try to also meet with Elicia Magruder and Cindy Sheridan.

6. Newsletters

Currently, two newsletters are sent electronically with a printed newsletter prior to convention. Feedback on the newsletter has been to have shorter, more frequent communications (6-7 articles per month). Executive Officers like this concept.

ACTION ITEMS:

- President-Elect Greene drafted a schedule news items and will send to EOs for review and feedback.
- Electronic newsletters can be scheduled for November, skip December due to the holidays, January, skip February when the EOs hold their Winter meeting, March, April, late May, July, then the printed September newsletter.
- Newsletters will retain newsletter format (volume and number) so that members recognize the newsletters. All will have a President's Message.
- November contents: President's message, introductions of the new Vice President and Membership Secretary, 2018 scholarship recipients (name and state), marketing geared toward the holidays, spotlighting a long-time member (previously submitted by Linda Robillard), announcement of Dore and Cox awards, and a recipe to share.
- The proposed schedule includes benefits to membership in the January newsletter. These points can also be used as talking points to promote the Auxiliary. The EOs can discuss this at the Winter meeting.

7. Discussion of Auxiliary Awards

There was concern that there was no 2018 Larry Dore Member of the Year recipient. It was suggested that the President remain in contact with the award sponsors prior to deadlines to ensure that nominations are received. If needed, the EOs can issue a call for nominations.

Nikki Wagner is contact for Catch 22 – the marketing company for InSinkErator. ISE and Nikki Wagner judge the Cox awards.

For InSinkErator, the new contact person may be Morgan Anderson or Rebecca Falish. Rebecca Falish's contact information is Rebecca.falish@emerson.com; 3960 Garrett Street, De Pere, WI 54115.

ACTION ITEM: President Rivers will contact the Copper Development and InSinkErator to determine the appropriate contact(s) working with the Auxiliary's awards

8. Silent Auction 2019

Executive Officers discussed the need for income from a Silent Auction. It was suggested it be a one day or one evening event: Silent Auction, live auction, or a combination. The Auxiliary could hire someone to run the auction and still make a profit. Conference/hotel layout will affect the type of fund raiser held.

Suggested time slots included a separately scheduled event or held in conjunction with the opening reception or Trade Show.

If a live auction, Cheryl suggested someone from Tennessee to act as auctioneer (Kay's husband).

ACTION ITEM: Discuss the Silent Auction at the December meeting with Michael Copp.

9. Auxiliary Members listed in the PHCC Who's Who Directory. Barb Kreifels and Sandy Stack (previous and current Membership Secretaries) submitted to Shelly Cook a list of members and state affiliation. Contact information is provided for Auxiliary Board of Directors but not membership as a whole.

10. Transition of duties for the Membership Secretary. Barb Kreifels is providing Sandy Stack with an orientation for duties of Membership Secretary.

ACTION ITEM: Recording Secretary Voss will provide to Sandy Stack procedures she uses to reconcile with the Treasurer as a guide to complete her reconciliation with the Treasurer.

11. Marketing Update

Marketing Secretary Pinnix reported that orders from convention were filled. There was a size mix-up, but this is being corrected. There has been one order since convention.

There are 196 t-shirts remaining from convention. There will be a link in the online store to sell remaining t-shirts.

Marketing sales from convention were \$6,883 in merchandise. There was \$600 collected for dues, mostly new members.

ACTION ITEMS:

- Include in the discussion with PHCC National the Auxiliary's marketing efforts.
- Discuss with PHCC National how it can help to publicize the Auxiliary's online store, especially since the Auxiliary is promoting PHCC National. For example, put a link on the PHCC website, state web sites, and the AEC website.
- Treasurer Gammon will share the Shipmonk contract with the new Vice President and Membership Secretary.

- There are three people waiting to receive merchandise which was misplaced by Shipmonk. Marketing Secretary Pinnix has been in contact with these individuals but is waiting to see if Shipmonk locates the items. If not, she will see how the individuals wish to proceed.
- Marketing Secretary Pinnix will pursue the idea of an apparel sale (hoodies, shirts, etc.) which can be ordered and filled through Custom Ink. The sale would list a closing date after which Custom Ink would print and ship items in time for the holidays.

12. Winter Executive Officers' Meeting

PHCC National is meeting the first of February. The Auxiliary Winter meeting needs to follow that meeting. EOs are to notify President Rivers of their schedules for mid to late February. A possible February date is President's Day weekend (February 15-18). Locations discussed included Florida and Arizona.

Long-Range Planning meets prior to the EO Winter meeting. President-Elect Greene chairs the committee. Also attending are the President and Vice President.

13. Other

- A. Marketing Secretary Pinnix will request that Alexander Colorado (IT) contact the Vice President and Membership Secretary with instructions for the use of OneNote which houses Auxiliary documents.
- B. The 2018-19 Committee Book will have contact information for the Auxiliary Board of Directors and committees.
- C. Recording Secretary Voss will check on the transition of Wells Fargo accounts for the President and Membership Secretary and also the credit card changes from the out-going to incoming President.
- D. President Rivers will contact Past-President Fischer to determine the status of payment of the President's initiative of a speaker in Washington State regarding Legionnaire's Disease.
- E. Sandy Stack will work with Cheryl Mosier for the transition of the position of Members-At-Large Representative.
- F. Treasurer Gammon will be on a mission trip from November 7-17 without internet access.

14. Closing Remarks. President Rivers looks forward to working with all the officers this year!

15. On a motion and second, adjourn at 9:24 a.m. PST.

Respectfully submitted,
Janice Voss, Recording Secretary



TELECONFERENCE OF THE EXECUTIVE OFFICERS (January 11, 2019)
MINUTES
Approved February 13, 2019

1. Called to order at 2:00 p.m. PST by President Ann Rivers.
2. PRESENT: President Ann Rivers, Vice President Kathy Tindall, President-Elect Susie Greene, Treasurer Cheryl Gammon, Membership Secretary Sandy Stack, and Recording Secretary Janice Voss (Marketing Secretary position is vacant)
3. Summary of Meetings with PHCC National
 - A. First Meeting, Technology: Ann Rivers, Susie Greene, Charlotte Perham, Shelly Cook, Akeem Favor, Wayne Jiang, Yarimar Collazo

When the Auxiliary website was being updated in 2017-18, the Auxiliary had two options: 1) house the website on PHCCWeb with a link to the Auxiliary website (forms and store); or

2) PHCCWeb link to an autonomous Auxiliary website. Option #2 was selected. There was consensus of the current Executive Officers that the Auxiliary website should return to PHCCWeb with links to other sites as needed.

There was consensus that the Auxiliary web page needs to be reworked with priority given to pages for membership, scholarship, and awards. The store is currently offline and cannot be maintained on PHCCWeb but can be linked to their page. Orders from CONNECT 2018 need to be fulfilled, items need to be found at ShipMonk, and items need to be restocked if the store continues onward.

In discussion of sales tax, it was noted that the Auxiliary is a 501c6. The Auxiliary is not required to charge sales tax and does not sell enough to meet the sales tax requirement. When attending CONNECT, the respective state's sales tax requirements are researched. As a vendor, collection of sales taxes is not required. The purchaser/use is required to file a Use Tax.

A marketing discussion related to the store will continue at the Winter Executive Officers' meeting. Persons suggested to maintain the web pages include Lynne Finley and Kelly Ruddy.

Many do not understand that PHCC membership does not automatically include membership in the Auxiliary. Auxiliary membership is for individuals. Payment by a company for Auxiliary membership does not include all employees. Actions:

- * PHCC can explain that membership in PHCC National does not automatically include membership in the Auxiliary and include a link to the Auxiliary membership application.
- * The Auxiliary will write a newsletter article about membership explaining the above.
- * Request that AEC can also include a link to Auxiliary membership application.

Ann will contact Shelly to obtain suggestions of names to assist the Auxiliary rebuild its webpage with procedures of continued maintenance. She will also contact Alexander Colorado to find who hosts the current Auxiliary webpage and emails.

- B. Second Meeting, PHCC and the Auxiliary: Ann Rivers, Susie Greene, Michael Copp, Cindy Sheridan, Shelly Cook, Elicia Magruder, Ken Nielsen, Joel Long, Hunter Botto

PHCC National advised the Auxiliary to “fix ourself,” i.e., address issues within the organization before addressing how best the Auxiliary can support National. Current issues include filling the position of Marketing Secretary; getting the web operational for membership, scholarships, and awards; getting the store online; and rebuilding the remaining pages.

It was suggested that instead of committee appointments for specific periods of time, appoint individuals to work on specific projects under specific timelines. It is hoped that once a project is completed, individuals will be more willing to accept other project assignments.

It was suggested that the Auxiliary investigate hiring a part-time staff member. Tasks could be oversight of dues collection, maintaining the web, posting to social media, recipient of scholarship applications, etc. Both Ken Nielsen and Joel Long indicated they could identify someone for such a position. The Auxiliary will discuss and, if approved, develop a position description. Another PHCC suggestion was an intern.

4. Scholarship Issues. Treasurer Cheryl Gammon noted that scholarship awards were paid incorrectly, i.e., the wrong spreadsheet was used for payment. The confusion came as a result of the late commitment and collection of \$1500 from AO Smith. There was consensus that Treasurer Gammon will:
- A. send a letter to the 4 universities explaining that there was an administrative error and request the overpayment be returned.
 - B. send a letter to the 4 recipients stating that an overpayment was made to their account, and that the university has been contacted to request the funds be returned.
 - C. send a letter to the underpaid recipients explaining that the balance of their specified awards will be sent to the university to correct the underpayment. Cheryl will process payments this weekend. It will take 7 to 10 days for the university to receive the funds.

MOTION 1: On a motion and second, Cheryl is directed to take action as outlined above, including a statement of apology. Any funding not returned by the 4 universities will be subsidized by the General Fund. This amounts to \$3485, including receipt of \$1500 from AO Smith (\$1985). VOTE 1: Motion carried.

NOTE: Ann will send Cheryl Auxiliary letterhead.

5. Membership. Membership Secretary Sandy Stack and Treasurer Cheryl Gammon are arriving one day prior to the Winter Executive Officers' travel day in order to work on invoicing training and QuickBooks. Sandy indicated, if necessary, she will fly the previous Membership Secretary to her at no expense to the Auxiliary.

6. January Newsletter (Deadline January 25)

A. Articles

- Introduction of the Vice President and duties of the office (Kathy Tindall)
- Membership (Sandy Stack)
- Scholarship application and deadlines. Encourage applications. (Jorja Dickemann)
- Article about the Arlington female plumber (Susie Greene).
Note: Ann Rivers will ask for reprint permission.
- Applications for Robert M. Cox Awards and nominations for Larry Dore Award (Kathy Tindall)
- 100th Year Celebration opens at CONNECT 2019 and concludes at CONNECT 2020 (Susie Greene)
- Women in the Industry (Ann Rivers)

NOTE: Kathy Tindall excused herself from the teleconference due to a previous engagement.

7. Marketing. (See Summary of Meeting with PHCC National, Day 1, Technology.)

- A. There are still issues with unfulfilled orders. Although an individual order was placed to fix the California order, there are still outstanding orders. Cheryl will go online with ShipMonk to try and identify unfilled orders.
- B. Marketing will be discussed at the February Executive Officers' meeting.

8. Women in Industry Project

- Michael Copp suggested 5-15 minute podcasts vs. a video.
- Ann will contact Shelly and Charlotte to get advice how to proceed with a podcast.
- There is a female in HVAC in California as well as a female plumber in South Carolina suggested by Joel Long.
- Ann will develop a script for persons conducting the interview for the podcast.
- It was suggested to post to YouTube if taped.
- Suggestion was made to work with a school/university media program to identify someone to work on each region's podcast with a donation made to the school/university.

- Discussion will continue at the Winter Executive Officers' meeting.
9. Shelly Cook requested an updated list of Auxiliary Officers. Ann will request removal of Cristal Pinnix who resigned as Marketing Secretary in December 2018. Shelly will be instructed to redirect marketing questions to Ann Rivers during this vacancy.
 10. Winter Executive Officers Meeting in Boca Raton, FL
 - * Ann and Susie arrive February 9 to prepare.
 - * A vehicle will be rented to transport the LRP and Executive Officers to/from the airport and to meals.
 - * LRP arrives February 10, meets February 11, and departs February 12.
 - * The Membership Secretary and Treasurer will arrive for a work session on February 11.
 - * Remaining Executive Officers arrive on February 12, meet February 13-14, and depart February 15.
 - * Submit to Ann any food requests or dietary restrictions.
 - * Submit to Ann flight schedules.

NOTE: LRP consists of Ann Rivers, Susie Greene, and Kathy Tindall, Carla Molinaro, Richela Roy, Cheryl Rolwes. Kathy noted she will be unable to be there on the 11th due to a family obligation.
 11. Closing Remarks. President Rivers noted that she looks forward to working with the officers this year!
 12. MOTION 2: On a motion and second, adjourn at 3:49 PST. VOTE 2: Motion carried.

Respectfully submitted,
Janice Voss, Recording Secretary



LONG-RANGE PLANNING COMMITTEE
Minutes
Boca Raton, Florida
February 11, 2019

The meeting was called to order at 9:38 am by President-Elect and Chair Susie Greene.

The opening prayer was given by President Ann Rivers, and the Pledge of Allegiance was given by Vice-President Kathy Tindall.

Those attending were: President Ann Rivers, President-Elect Susie Greene, Vice-President Kathy Tindall, Long Range Committee Members – Richela Roy and Carla Molinario. The following not in attendance were: Long-Range Committee member Cheryl Rolwes.

The agenda and the minutes of 2018 were approved on motion and second.

The Strategic Plan was reviewed and decided that it needed to go in a different direction, purpose and vision. We discussed the SWOT analysis, strengths, weaknesses, opportunities and threats.

This included Strengths:

- Supporting contractors
- Fellowship & industry relations
- Auxiliary History is archived in the Smithsonian Museum of American History

Weaknesses:

- Communication between members, Executive, State and Locals
- Aging membership
- Decreasing membership
- Finances

Opportunities:

- Letting contractors know we exist

Giving every contractor an opportunity to join
Promoting the 100th Anniversary throughout the 2019-2020 year
Rethink the Auxiliary and move forward
Membership for 30 and below \$50.00

Threats:

Overscheduling, aging and image
Many women want to attend the contractor sessions
Stagnation/lack of change

So, what do we want? We want to use our strengths to give the Auxiliary a meaningful purpose.

We discussed many different ideas and decided to create a spouse/guest “track” at CONNECT. We will have fun and educational events on Thursday and Friday. We would also like to have the silent auction in the Trade Show. This will bring the spouses and guests into the trade show and would make it more manageable for us than having it for three days.

Measurable Goals:

10% of total spouses/guests at CONNECT attend our events

At every event collect name and e-mail address of attendees along with permission to send e-mails

10% of non-Auxiliary members attending our events will join the Auxiliary

Meeting adjourned at 3:32 pm.

Respectfully submitted,
Susie Greene, President-Elect 2018-19



WINTER EXECUTIVE OFFICERS' MEETING

Minutes

Boca Raton, Florida

February 13-14, 2019

Approved June 4, 2019

DAY 1

In the morning, President Ann Rivers, Treasurer Cheryl Gammon, and Recording Secretary Janice Voss visited Wells Fargo to complete banking account accesses and credit card activation for President Ann Rivers.

1. Call to Order at 12:06 p.m. by President Ann Rivers
2. Invocation by President-Elect Susie Greene
3. Pledge Allegiance by Vice President Kathy Tindall
4. Roll Call. Present: President Ann Rivers, President-Elect Susie Greene, Vice President Kathy Tindall, Treasurer Cheryl Gammon, Membership Secretary Sandy Stack, Recording Secretary Janice Voss. (Position of Marketing Secretary vacant.)
5. Opening Remarks by President Ann Rivers who welcomed all for coming. The Long-Range Planning Committee had a good meeting with much to talk about.
6. Approval of Agenda. MOTION 1: On a motion and second, approve the agenda. Add to the agenda Inventory and Sponsors. VOTE 1: Motion carried unanimously with these additions.
7. Approval of Minutes. MOTION 2: On a motion and second, approve the minutes listed. VOTE 2: Motion carried. Minutes approved:

2018 Pre-Convention Executive Officers' Meeting (October 8, 2018)

98th Annual Board of Directors' Meeting (October 10, 2018)

98th Annual Business Meeting (October 11, 2018)

2018 Post-Convention Executive Officers' Meeting (October 13, 2018)

Teleconference of the Executive Officers (November 3, 2018)
Teleconference of the Executive Officers (January 14, 2019)

8. Executive Reports. Reports were either submitted or verbally given.
9. Committee Reports. Reports were not formally requested for this meeting but were received from the Chaplain, Educational Foundation representative, and the Government Relations chairperson.

BREAK for lunch at 1:10 p.m. RECONVENED at 2:00 p.m.

10. Old Business
 - A. Marketing

Susie received access to Auxiliary passwords and access to the back side of the website. The scholarship edits were made during a break and will be uploaded to the web.

Susie is currently doing eblasts.

NOTE: At the Long-Range Planning meeting, members discussed the direction of the Auxiliary. The Executive Officers paused the meeting to discuss these ideas.

Summary of Long-Range Planning

Attendees: Ann Rivers, Susie Greene, Kathy Tindall. Carla Molinario, and Richela Roy. Cheryl Rolwes was unable to attend due to family emergency.

Pertaining to marketing, dispense with purchase of new items until the Auxiliary gets direction. Inventory needs be retrieved from ShipMonk to stop storage charges. Duties related to the position of Marketing Secretary can be outsourced or assigned to individuals or project groups. To date, no one has stepped forward to fill the position of Marketing Secretary. If it is determined that the duties of the position can be completed by individuals or project groups, revising the Bylaws to delete the position. Duties to be reassigned include social media, website, and marketing merchandise.

Long-Range Planning members discussed rethinking what the Auxiliary is in order to continue to exist. LRP wants to see the Auxiliary hosting social events which bring members and attendees together, helping PHCC National, and working side-by-side with PHCC.

The Strategic Plan was reviewed, but current consensus is that there is no mechanism to measure goals. The Auxiliary will continue to move forward and continue to exist. The LRP did a SWOT analysis. Questions: What does the Auxiliary do? Where does the Auxiliary want to go?

LRP discussed events centered around the 100th Anniversary Celebration and spouse/guest tracts for convention. These ideas were shared in a conference call with Michael Copp. National

is supportive. To be determined are types of events, how to pay for them, and scheduling. LRP proposed the following schedule for CONNECT:

- Wednesday morn: Board of Directors
- Wednesday afternoon: Annual Business Meeting
- Wednesday evening: opening reception
- Registration booth will include both National and the Auxiliary.
- Thursday: trade show with the Silent Auction located in the same room. All registrants will receive an industry t-shirt (hire a plumber – join the trades) which can be picked up from the Auxiliary at the Silent Auction.
- Thursday afternoon and Friday: planned events sponsored by the Auxiliary for spouses and guests. Ideas included time management, entertainment, a cooking show.

The Auxiliary will focus on scholarships, education of the industry to the public, and support to PHCC National. Branding for PHCC National will remain a focus. Education for the current year will include the President's project: Women in the Industry!

How can the Auxiliary accomplish its goals? Does the Auxiliary continue to have volunteers perform Auxiliary duties, or should it move to a paid position to assume some of these duties?

PHCC National recommends that the Auxiliary become an enhanced group under PHCC's umbrella. National could dedicate a staff member to assist with invoices, collections, banking duties, and other clerical duties. The Auxiliary would submit a budget to PHCC National, but it would control its own resources. The Auxiliary would close its 501c6, and National would file taxes on behalf of the Auxiliary. The Auxiliary would retain its Board and continue to manage Auxiliary activities. Details of this partnership would need to be worked out.

PHCC National encourages its members to become Auxiliary members. AEC members should also be encouraged to become an Auxiliary member. The Auxiliary will work on rebuilding its membership. Add 4-56 bullet points on the membership application promoting Auxiliary membership.

Instead of committees, have project groups with specific duties and timelines for completion. On membership applications, have members identify their talents. The Member-At-Large Representative and state officers can also help identify talents.

LRP Minutes will be reviewed by the LRP then distributed to EOs.

BREAK at 2:55 p.m. RECONVENED at 3:20 p.m. Keeping in mind the discussions of the LRP, the EO meeting continued.

(Continued 10-A, Marketing)

Inventory

Marketing items are not currently being promoted. Expenses are incurred from the storage/shipping facility without incoming revenue. MOTION 3: On a motion

and second, drop ShipMonk and pull the merchandise from storage in order to save money. VOTE 3: Motion carried unanimously.

MOTION 4: On a motion and second, do not search for a Marketing Secretary until further notice. VOTE 4: Motion carried unanimously.

The following orders were discussed with action as noted below:

- ShipMonk was not able to locate XL polo shirts. Officers discussed 2 unfulfilled XL polo orders. Cheryl noted on a previous order that there is a price break on quantity of 6 vs. 2. Action item: Cheryl will order 6 XL polo shirts, have them shipped to Janice, and Janice will distribute the two orders. The remaining 4 will remain in inventory.
- Susie reached out to find out if Gail McWilliams' kneepad order was received. Note: Later in the meeting, Susie was informed that the kneepads were received but not in time to be used as Christmas presents. There is another paid kneepad order showing on "hold." This order will also be fulfilled.

Action on remaining marketing inventory:

- Cheryl will work to close out the ShipMonk contract, pay final fees, provide a shipping address to Janice (Jeff's Plumbing, Boone, NC) and request items be shipped.
- When inventory is received, Janice will check the shipping list against what is received. An email blast will be sent to sell the remaining items. Janice will ship items purchased.

Equipment in Cristal's possession (Career Banner, table banners, and projector).

- Susie will request that Cristal ship Auxiliary items in her possession to Kathy in New Jersey. Cristal will be reimbursed for shipping expenses.
- Susie will inform Cristal to donate CONNECT 2017 t-shirts to the homeless.
- Rubber tubs used to transport merchandise from Seattle to Albuquerque were not reimbursed by the Auxiliary.

Web Page

PHCC National was approached about the Auxiliary page returning to PHCC's website. In light of LRP discussions, the Auxiliary would become an Affiliate, listed under Communities. Kathy will contact National to determine the timeframe for the Auxiliary webpages running on National's website.

Ann tried to get scholarship information uploaded two weeks prior to this meeting. To date, it is not uploaded. This must be done ASAP.

Ann has an estimate from an IT person \$80/hour to help with the Auxiliary web. Initially, 1-2 hours will be to discover, gather information, resolve issues, then create/upload documents and do other updates (graphics, security accesses, web maintenance, etc.) Action items: 1) Ann will contact Charlotte Perham at PHCC National about the web company used by PHCC National. 2) Cheryl will contact a few companies for estimates to build and maintain a web.

Ann briefly mentioned web maintenance to Lynne Finley. Ann will continue conversation with Lynne when she returns to the mainland in March.

BREAK at 5:00 p.m. and RECONVENED at 8:24 p.m.

Social Media: Facebook, Twitter, Instagram

Cristal made Susie an administrator.

Sandy will contact Judy Driscoll to see if she would be interested in monitoring social media. Suggested co-chairs were Corinne Riley (Sunshine Life Member Chair) or Carla Molinario.

It was suggested to link to sponsors so that when they post, the post also hits the Auxiliary media.

Eblasts – Susie handles eblast.

EOs discussed putting a statement on the membership application, “I agree to receive communications periodically from this organization. This email will be used to send you periodic information.”

- B. Directors & Officers Insurance. Cheryl noted the liability insurance for officers is paid for 2019. She will request reimbursement from PHCC National.
- C. Scholarship Awards 2018. Cheryl noted in the previous teleconference that some awardees were underpaid, and a few were overpaid. The underpaid awards were distributed to the schools with recipients informed. For overpayments, letters were distributed explaining an administrative error and requesting repayment. None have been received to date.
- D. Girl Scout Merit Badge (Plumbing & HVAC). During 2017-18, response was not received from the Girl Scouts. Action items: 1) Cheryl will provide to Ann contact information to pursue this merit badge comparable to Boy Scouts. 2) Susie will send to Ann the criteria for the Boy Scout merit badge for plumbing to model for the Girl Scouts.
- E. Other

MOTION 5: On a motion and second, give Nick Giuffre honorary PHCC – National Auxiliary Life Membership, giving him with a plaque, historical picture book, and awarding the Bradford White Nick Giuffre Scholarship for 2019. VOTE 5: Motion carried unanimously.

Action items:

- Sandy will contact Lynne for pictures for presentation of a history book.
- Kathy will contact Bruce Carnevale to inform him that the Auxiliary wishes to honor Nick and request his assistance in getting Nick to CONNECT 2019.
- Notify the Scholarship Committee of the Bradford White Nick Giuffre Scholarship for 2019.

11. New Business

- A. 2018-19 Committee Book – Ann is making progress. MOTION 6: On a motion and second, email the Committee Book to members, PHCC National, AEC, and sponsors. Print for members without email addresses. Motion was amended to send printed copies of the Committee Book to all groups noted above for this year only. VOTE 6. Motion carried unanimously.
- B. Silent Auction. Ann will ask Kathy Lewis, Kathy Tindall, Corinne Riley, and Gail McWilliams if they will serve on this committee with a reduced Silent Auction timeline. Ask Beth Pendergrass if she can assist.

Action items:

- The Membership Secretary will provide to the Eblast coordinator emails of members and update these emails as needed.
 - Include an opt-out statement on the membership application.
 - Modify the Duties and Procedures to reflect coordination of emails between the Membership Secretary and Eblast coordinator.
- C. Sponsoring Apprentice for CONNECT 2019 Contest. MOTION 7: On a motion and second, sponsor a 2019 contestant in the amount of \$3,500. VOTE 7: Motion carried unanimously. Action item: Ann will notify PHCC of such.
- D. Attendance by the President & President-Elect at 2019 Legislative Conference. MOTION 8: On a motion and second, pay travel expenses for the President and President-Elect to attend Legislative Conference. VOTE 8: Susie Greene recused herself from the vote. Motion carried. Kathy is also attending.
- EOs discussed Ann, Susie and Kathy meeting with Michael Copp while at Legislative. Ann inquired, but Michael responded that his schedule is full. Action Item: Another conference call will be scheduled.

BREAK at 9:50 p.m.

DAY 2

RECONVENED at 10:45 a.m.

- E. CONNECT 2019 Tentative Planning. Ann serves on the PHCC National CONNECT planning committee.
- The Auxiliary's estimated budget is \$28,600. [Ann noted that Massachusetts PHCC did not use her offered \$1500 for the PHCC, Auxiliary, and AEC incoming reception. Action item: Ann will contact Alicia Dover of AEC to see if Massachusetts collected her portion of the money.]
 - Bev Potts and Becky Davis agreed to co-chair the Auxiliary Convention Committee. They will be involved in CONNECT planning. Action item: Notify them that \$1,500 is available for Bradford White decorations.
 - Discuss honoring Life Members at specific events. Action item: Talk to Rhonda Robillard and Corinne Riley to get them involved in activities.
 - Sip & See! Replace the State Leaders' Meeting with an open session of projects. Seek projects to highlight from State Presidents and the MAL Representative.
 - Use Friday morning as coffee/tea networking.
 - Sell merchandise on a limited-time schedule, such as outside of the Trade Show. Visit the PHCC basement. Possibly sell "vintage PHCC items."
- Legislative welcome in DC begins at 1:30 p.m. Consider selling a limited amount of merchandise 3-4 hours in the morning to registrants. Ann and Kathy are attending. Susie volunteered sit at a marketing table.

Action items:

- Cheryl doesn't have a Life Member badge.
- Ann will get name badges for Susie, Sandy, and Kathy.
- Janice will make business cards as needed.

- Sandy will contact Nikki Wagner, Bev Potts, and Becky Davis to see if the Illinois Cox award money was received.

BREAK at 10:45 a.m. RECONVENED at 10:59 a.m.

Ann received an email from PHCC National informing her that the Auxiliary President must serve on the Government Relations Committee. Action items: 1) Ann will thank Greta for her time. 2) Ds&Ps will be changed to reflect this.

(Convention discussion, continued)

- Executive Officers arrive on Sunday and meet on Monday.
- On Tuesday, Ann will meet with the contractors.
- On Wednesday, Auxiliary Board of Directors will meet in the morning, and the Annual Business Meeting will be held in the afternoon. Ask spouses to help work the registration booth during meetings.
 - Be prepared at the Business Meeting when discussing restructuring the Auxiliary. Distribute a fact sheet.
 - Janice voiced opposition to holding Auxiliary events prior to the Opening Reception.
- The Opening Reception is Wednesday evening.
- On Thursday, hold the Silent Auction in the Trade Show. We will know by June 1 if the Auxiliary will have merchandise for a marketing table. There will not be an Auxiliary Trade Show booth. The CONNECT t-shirt will be given away at the Silent Auction table.
- On Friday, instead of the Workforce Development breakfast, focus on the historical perspective and have podcasts ready for rollout with Ann, Cindy Sheridan and Susan Frew presiding.
- 100th Anniversary Celebration
 - At LRP, Richela volunteered to work on a logo. Include the logo on all communications and on all CONNECT signs.
 - Kathy showed an example of a diamond-topped pen (8 for \$12.99) with the 100th Anniversary Celebration imprint and bag. Janice will pursue a source, too.
 - An Anniversary lapel pin priced \$20-25, possibly selling it for the whole year. Suggestion that people in costume sell pins either at the registration booth or the door of the Convention Center.
 - A diamond jewelry drawing (white gold with diamonds) for all paid Auxiliary members. Have a scavenger hunt – printed Bingo card stamped – to document eligibility from attending events (registration, opening reception, trade show, PHCC National booth, Silent Auction, etc.). If purchased from a national chain, the item could be returned with receipt.
- Fun drawings at Auxiliary events.
- On Saturday, post convention meeting of the Executive Officers from 8-noon.

BREAK at 11:55 a.m. RECONVENED at 12:04 p.m.

- F. Membership – Put the benefits to membership in bullets on the cover letter of the membership application.
- G. MOTION 9: On a motion and second, pay travel for the President to attend AEC/Spectrum. VOTE 9: Motion carried unanimously.
- H. Awards
 - 1) The 3D nominee was selected.
 - 2) Larry Dore Member of the Year Award. EOs nominated a member, and Ann will get the background information on the nominee. Ann will also contact other members for additional nominations. Print the nomination form in the newsletter.
 - 3) Robert M. Cox Awards. The Auxiliary will be proactive in seeking nominations. In addition to the newsletter, Kathy will contact State Presidents and the MAL Representative to encourage nominations.
- I. Passwords. The positions of President and Treasurer will have access to the master password list. Susie has the One-Note's administrative password and will share with the Treasurer.
- J. Women in the Industry
 - 1) Contact Elicia Magruder at National for ideas on diversity in the field. How do we reach this market?
 - 2) Suggestions of women in the field: Kay Keefe (TN, plumber), Bev Potts (IL, plumber), Laurie Crigler (VA, plumber), Anya Smith (SC), others in San Diego, Tennessee, etc.

BREAK at 1:00 p.m. for lunch. RECONVENED 2:10 p.m.

- 3) Five podcasts of 3 minutes or less: HVAC technician and business owner, plumbing technician and business owner, women in other positions (estimators, project managers, etc.)
- 4) Cheryl recommended a media person to do the interview, video, and editing: 10 videos plus travel costs (\$2,000-\$3,000 estimate) plus \$300 for editing software. Action item: Cheryl will request a proposal.
- 5) Suggestion to pay the media person to attend convention to interview people with a reveal at CONNECT 2020.
- 6) Suggested interview topics are below
 - Introductory data (look at the Educational Foundation website)
 - Have interviewee introduce herself. What does she do?
 - Describe what she does on a daily basis.
 - What brought her to this point in her career?
 - Does she find the compensation is fair?
 - How does she feel she fits in as a woman in a traditionally male profession?
 - What challenges does she face and how did she overcome these challenges?
 - Where does she see herself in the future in this industry?
 - Where does she see this industry going?
 - What advice would she give herself when she was younger? Would you encourage other women to do this?

- 7) Ann will present the direction of this project to the Education Committee (Cindy Sheraton and Susan Frew).
- K. Newsletter (electronic) – deadline for articles is March 15; distribution in the 3rd week in March.
- article from John Zink from the Educational Foundation
 - duties of the Recording Secretary (Janice)
 - report of the Winter Board (Ann) – mention timeshare donated for minimized expense.
 - report from Long-Range Planning (Kathy). Highlight strategies moving forward and partnering with PHCC National.
 - save the date of Legislative & CONNECT (Susie)
 - membership invoices mailed. Let us know if you didn't receive it. (Sandy)
 - highlight an Auxiliary member (Kathy will ask Cheryl Mosier, MAL Representative, to write this article.)
- L. Summer EO Meeting. Kathy volunteered her home in Long Island. June dates TBD.
- M. Upcoming State Meetings
- North Carolina trade show – March (Janice)
 - California – April (Ann)
 - Tennessee – April (Cheryl)
 - New Jersey/Pennsylvania – May
 - Georgia trade show – June (Susie)
 - North Carolina convention – July (Janice)
- N. Equipment List Updated
- Action Item: Kathy gets requests for coloring books. She will reprint when she is President, including women in the coloring book.
- O. Sponsors. Action item: Ann will contact sponsors to confirm their 2019-20 commitment.
- Omit the Training Center.
 - Bradford White -- \$7,500 through PHCC for scholarships. \$1,500 for the Bradford White breakfast decorations. Action item: Notify Bev Potts and Becky Davis.
 - BrassCraft & LA-CO – Notify them that the State Leaders Reception and Life Members' Tea, \$1,000 each, will be replaced with events for the 100th Anniversary Celebration and other special and inclusive events.
 - Contractor Magazine
Action Items: 1) Cheryl will forward to Kathy a copy of the 2018 email request that was not paid. 2) Kathy will contact them about the 2018 payment and request their 2019 commitment.
 - Copper Development. Will notify them of the recipient following the June EO meeting. Make Dale Powell an Honorary Life Member.
 - Federated -- \$3,500 for Long-Range Planning and Advising from PHCC.
 - IAPMO – Confirm \$10,000 for scholarships.
 - InSinkErator -- \$25,000 for Scholarships comes from PHCC Educational Foundation. (Janice to change contact to Rebekka Falish.)
 - PHCC National – \$10,000 revenue sharing; \$5,000 additional revenue sharing.

MOTION 10: On a motion and second, pay the \$1,000 535 Club membership.

VOTE 10: Motion carried unanimously. Action item: Cheryl will send a check.

- PM Magazine – \$500 Cox Awards. Action Item: Ann will find out who replaced Bob Miodonski and request 2019 confirmation.
- Fran Williams Scholarship – \$1,000. Ann will reach out to Terry Giebelhaus to request continued commitment.
- TMB -- \$500 Cox Awards. Ann will contact them about non-payment of 2018 commitment and request 2019 commitment.
- Ferguson – EOs discussed potential sponsorship

12. Other

A. MOTION 11: On a motion and second, pay \$1,000 for Invest in Your Future. VOTE 11: Motion carried unanimously.

B. Ann will ask Shelly to make sure the EO emails are included in the PHCC email distribution list.

13. Closing Prayer submitted by Chaplain Nancy Eberhardt and read by Susie Greene.

14. MOTION 12: On a motion and second, adjourn. VOTE 12: Motion carried unanimously. Meeting adjourned at 4:50 p.m.

Respectfully submitted,
Janice Voss, Recording Secretary



TELECONFERENCE OF THE EXECUTIVE OFFICERS (May 2, 2019)
MINUTES
Approved June 4, 2019

1. Called to order by President Ann Rivers at 10:00 a.m. PST.
2. Present: President Ann Rivers, Vice President Kathy Tindall, President-Elect Susie Greene, Treasurer Cheryl Gammon, Membership Secretary Sandy Stack, Recording Secretary Janice Voss. (Position of Marketing Secretary vacant.)
3. Legislative Conference in Washington, DC from May 7-8, 2019. Attending: Ann Rivers, Susie Greene, and Janice Voss. Kathy Tindall may be able to attend
4. Two convention conference calls have taken place. Shelly emailed Ann a draft Auxiliary schedule and requested feedback by May 10. The purpose of this conference call is to discuss CONNECT events for the Auxiliary. Auxiliary events will be held at the hotel unless otherwise noted. Registration takes place in the convention center.

Monday, October 2

- * Auxiliary Executive Officers' meeting

Wednesday, October 2

- * Auxiliary Registration – adjacent to PHCC National Registration
- * Marketing Table Open (Remove)
- * Auxiliary Board of Directors Meeting (9:00 - 11:30 a.m.)
- * Luncheon (Remove)
- * Auxiliary Business Meeting (1:30 – 3:30 p.m.)
- * Auxiliary Sip and See to honor Life Members (Remove)
- * First Timers Event (5:00 p.m.)
- * CONNECT 2019 Opening Reception (5:30 – 7:30 p.m.)

Thursday, October 3

- * Auxiliary Registration – adjacent to PHCC National Registration
- * Marketing Table Open (Remove)
- * Opening Breakfast sponsored by Bradford White (8:00 – 8:45 a.m.)
- * Auxiliary Silent Auction (10:00 a.m. – 2:00 p.m.)

- * Auxiliary-sponsored Sip and See (TBD) – All spouses/guests invited.

Friday, October 4

- * Auxiliary Registration (Remove)
- * Marketing Table Open (Remove)
- * Workforce Development breakfast, sponsored by the Auxiliary, premiering the Women in the Industry video with round table discussion. (7:30 – 8:45 a.m.)
- * Auxiliary-sponsored event for spouses/guests – TBD (9:00 – 11:00 a.m.)
- * Awards luncheon (11:30 a.m. – 1:30 p.m.)
- * Auxiliary-sponsored event for spouses/guests (2:00 – 4:00 p.m.)
- * Closing Reception and Installation at the Indiana race track

Saturday, October 5

- * Auxiliary Post-Convention Executive Officers Meeting (9:00 a.m. – 10:00 a.m.)

Discussion:

- * Maureen will be at Legislative Conference in DC and can possibly provide additional convention information.
- * The Auxiliary agreed to sponsor an HVAC contestant. Ann will confirm with PHCC
- * On Monday, the PHCC National officers and the Auxiliary Executive Officers hold their respective meetings.
- * On Tuesday, Ann and Susie attend the PHCC National Board of Directors meeting. The EOs will be involved in Auxiliary setup or can assist with apprenticeship setup.
- * The Resolution to be presented will move the Auxiliary from a separate entity to an entity under the PHCC umbrella. Postpone any additional resolutions that might come forward. The resolution will be printed in the August newsletter.

The Resolution must be approved by the Auxiliary Board of Directors then membership at the Annual Business Meeting. When approved, it will be presented to the PHCC National Board of Directors.

- * The Educational Foundation meets on Wednesday. Ann will contact Greta to make sure she will attend the Foundation meeting as Past-President. We can arrange for Greta to attend the Auxiliary Business Meeting to vote on the Resolution.
- * Four tables were requested for the Silent Auction, not against the wall but where attendees can walk on both sides. Kathy Lewis and Corinne Riley were asked if they would co-chair the Silent Auction. Kathy agreed, but Ann has not yet heard from Corinne. Susie and Kathy both indicated they would be present.

Cheryl reviewed information regarding Indiana law relating to Silent Auctions. Cheryl will contact Indiana for specific information related to Silent Auctions and relating to the jewelry giveaway.

The Auxiliary will stress quality vs. quantity for donated items. It was suggested that each state donate a destination trip, such as a donated place to stay and meal gift cards.

- * Involve Corinne in the Sip and See. Recognize current and new members and Life Members. Spotlight a member at the event. Allow time to meet and greet.

Ann suggested persons dressed in period costumes honoring the 100th Anniversary to help advertise the event or to guide guests to the event.

- * The Workforce Development breakfast, sponsored by the Auxiliary, will premiere the Women in the Industry video with round table discussion.
 Note: Michael Copp previously mentioned eliminating the Workforce Development breakfast, but Cindy Sheridan contacted Ann for details. There is \$3500 funding for a breakfast. Ann will ask Cindy for clarification.
 - * Suggestion for the Friday morning event to arrange an activity similar to a SPA-day or relaxation room with massages where attendees can make individual appointments.
 - * Suggestion for the Friday afternoon event was made by Cheryl for an event held at Rhythms Discovery Center. The facility can suggest activities appropriate to large groups. The example of drums was presented. The event will need to conclude by 4:00 p.m. so that attendees can be transported to the race track for the closing reception.
 - * Kathy will obtain for Ann a phone number for Brad and Charlotte Isley (Indiana) to discuss possible venues for Auxiliary-sponsored events. Perhaps a three-way call can be scheduled between Kathy, Ann and Charlotte
 - * On Saturday, EOs can depart following the Post-Convention Executive Officers meeting.
5. Committee Book 2018-19 – to be distributed with the May eblast and newsletter. After the February emails from Ken Nielsen, the Auxiliary President's name will appear as the Government Relations Committee representative. The Past President will continue to serve on the PHCC Educational Foundation.
 6. Sponsors
 - A. TMB – PHCC News will continue its \$500 sponsorship of the Cox Awards.
 - B. AO Smith – no response to letter sent RE: \$1500 scholarship sponsorship.
 - C. Bradford White -- no response to letter sent RE: table decorations for the Bradford White breakfast. Kathy will contact Carl Pinto.
 - D. Contractor Magazine – Ann cannot find who replaced Bob Mader. Kathy will contact Bob Mader (retired), find out who replaced him, and ask that he notify the individual that the Auxiliary will be contacting him/her RE: \$500 Cox Award sponsorship. Kathy will mention that the 2018 sponsorship was not received.
 - E. IAPMO – no response to letter sent to Russ Chaney RE: \$10,000 scholarship sponsorship.
 - F PHCC National sent \$19,800 (\$10,000 for 2018 revenue sharing plus \$5,000, and \$4,800 for the President's project.
 - G. PHCC National made both \$3,750 payments from Bradford White for scholarships.
 7. Revised Convention Schedule. Ann will send the revised 2019 Auxiliary CONNECT schedule to EOs for approval prior to submission to Shelly.
 8. Website – Susie will meet with Charlotte to discuss the website at the Legislative Conference. The Auxiliary will contract with the company that updated PHCC National's website.
 9. Meeting adjourned at 11:11 a.m. PST.

Respectfully submitted,
Janice Voss, Recording Secretary



TELECONFERENCE OF THE EXECUTIVE OFFICERS (May 2, 2019)
MINUTES
Approved June 4, 2019

1. Called to order by President Ann Rivers at 10:00 a.m. PST.
2. Present: President Ann Rivers, Vice President Kathy Tindall, President-Elect Susie Greene, Treasurer Cheryl Gammon, Membership Secretary Sandy Stack, Recording Secretary Janice Voss. (Position of Marketing Secretary vacant.)
3. Legislative Conference in Washington, DC from May 7-8, 2019. Attending: Ann Rivers, Susie Greene, and Janice Voss. Kathy Tindall may be able to attend
4. Two convention conference calls have taken place. Shelly emailed Ann a draft Auxiliary schedule and requested feedback by May 10. The purpose of this conference call is to discuss CONNECT events for the Auxiliary. Auxiliary events will be held at the hotel unless otherwise noted. Registration takes place in the convention center.

Monday, October 2

- * Auxiliary Executive Officers' meeting

Wednesday, October 2

- * Auxiliary Registration – adjacent to PHCC National Registration
- * Marketing Table Open (Remove)
- * Auxiliary Board of Directors Meeting (9:00 - 11:30 a.m.)
- * Luncheon (Remove)
- * Auxiliary Business Meeting (1:30 – 3:30 p.m.)
- * Auxiliary Sip and See to honor Life Members (Remove)
- * First Timers Event (5:00 p.m.)
- * CONNECT 2019 Opening Reception (5:30 – 7:30 p.m.)

Thursday, October 3

- * Auxiliary Registration – adjacent to PHCC National Registration
- * Marketing Table Open (Remove)
- * Opening Breakfast sponsored by Bradford White (8:00 – 8:45 a.m.)
- * Auxiliary Silent Auction (10:00 a.m. – 2:00 p.m.)

- * Auxiliary-sponsored Sip and See (TBD) – All spouses/guests invited.

Friday, October 4

- * Auxiliary Registration (Remove)
- * Marketing Table Open (Remove)
- * Workforce Development breakfast, sponsored by the Auxiliary, premiering the Women in the Industry video with round table discussion. (7:30 – 8:45 a.m.)
- * Auxiliary-sponsored event for spouses/guests – TBD (9:00 – 11:00 a.m.)
- * Awards luncheon (11:30 a.m. – 1:30 p.m.)
- * Auxiliary-sponsored event for spouses/guests (2:00 – 4:00 p.m.)
- * Closing Reception and Installation at the Indiana race track

Saturday, October 5

- * Auxiliary Post-Convention Executive Officers Meeting (9:00 a.m. – 10:00 a.m.)

Discussion:

- * Maureen will be at Legislative Conference in DC and can possibly provide additional convention information.
- * The Auxiliary agreed to sponsor an HVAC contestant. Ann will confirm with PHCC
- * On Monday, the PHCC National officers and the Auxiliary Executive Officers hold their respective meetings.
- * On Tuesday, Ann and Susie attend the PHCC National Board of Directors meeting. The EOs will be involved in Auxiliary setup or can assist with apprenticeship setup.
- * The Resolution to be presented will move the Auxiliary from a separate entity to an entity under the PHCC umbrella. Postpone any additional resolutions that might come forward. The resolution will be printed in the August newsletter.

The Resolution must be approved by the Auxiliary Board of Directors then membership at the Annual Business Meeting. When approved, it will be presented to the PHCC National Board of Directors.

- * The Educational Foundation meets on Wednesday. Ann will contact Greta to make sure she will attend the Foundation meeting as Past-President. We can arrange for Greta to attend the Auxiliary Business Meeting to vote on the Resolution.
- * Four tables were requested for the Silent Auction, not against the wall but where attendees can walk on both sides. Kathy Lewis and Corinne Riley were asked if they would co-chair the Silent Auction. Kathy agreed, but Ann has not yet heard from Corinne. Susie and Kathy both indicated they would be present.

Cheryl reviewed information regarding Indiana law relating to Silent Auctions. Cheryl will contact Indiana for specific information related to Silent Auctions and relating to the jewelry giveaway.

The Auxiliary will stress quality vs. quantity for donated items. It was suggested that each state donate a destination trip, such as a donated place to stay and meal gift cards.

- * Involve Corinne in the Sip and See. Recognize current and new members and Life Members. Spotlight a member at the event. Allow time to meet and greet.

Ann suggested persons dressed in period costumes honoring the 100th Anniversary to help advertise the event or to guide guests to the event.

- * The Workforce Development breakfast, sponsored by the Auxiliary, will premiere the Women in the Industry video with round table discussion.
 Note: Michael Copp previously mentioned eliminating the Workforce Development breakfast, but Cindy Sheridan contacted Ann for details. There is \$3500 funding for a breakfast. Ann will ask Cindy for clarification.
 - * Suggestion for the Friday morning event to arrange an activity similar to a SPA-day or relaxation room with massages where attendees can make individual appointments.
 - * Suggestion for the Friday afternoon event was made by Cheryl for an event held at Rhythms Discovery Center. The facility can suggest activities appropriate to large groups. The example of drums was presented. The event will need to conclude by 4:00 p.m. so that attendees can be transported to the race track for the closing reception.
 - * Kathy will obtain for Ann a phone number for Brad and Charlotte Isley (Indiana) to discuss possible venues for Auxiliary-sponsored events. Perhaps a three-way call can be scheduled between Kathy, Ann and Charlotte
 - * On Saturday, EOs can depart following the Post-Convention Executive Officers meeting.
5. Committee Book 2018-19 – to be distributed with the May eblast and newsletter. After the February emails from Ken Nielsen, the Auxiliary President's name will appear as the Government Relations Committee representative. The Past President will continue to serve on the PHCC Educational Foundation.
 6. Sponsors
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 9. Meeting adjourned at 11:11 a.m. PST.

Respectfully submitted,
Janice Voss, Recording Secretary



SUMMER EXECUTIVE OFFICERS' MEETING
Long Beach Island, New Jersey
June 4-6, 2019
Minutes
(Unapproved)

DAY 1: JUNE 4, 2019

1. Call to Order at 10:10 a.m. EST by President Ann Rivers.
2. Invocation provided by Nancy Eberhardt and read by President-Elect Susie Greene.
3. Pledge of Allegiance led by Vice President Kathy Tindall.
4. Roll Call by Recording Secretary Janice Voss. Present: President Ann Rivers, President-Elect Susie Greene, Vice President Kathy Tindall, Treasurer Cheryl Gammon, Membership Secretary Sandy Stack, Recording Secretary Janice Voss. The position of Marketing Secretary is vacant.
5. Opening Remarks. President Rivers expressed thanks to Vice President Tindall for hosting the meeting and to the officers for taking time out of their schedules to attend. She has a very positive attitude going forward for the Auxiliary.
6. Approval of Agenda – President Rivers. MOTION 1: On a motion and second, approve the agenda. VOTE 1: Motion carried. None opposed.
7. Approval of Minutes – Recording Secretary Janice Voss. MOTION 2: On a motion and second, approve the following minutes as presented:
 - 2019 Winter Executive Officers' Meeting (February 13-14, 2019)
 - 2019 Executive Officers' Teleconference (May 2, 2019)
 - 2019 Executive Officers' Teleconference (May 24, 2019)VOTE 2: Motion carried. None opposed.

8. Executive Reports. Reports of the Executive Officers were read or given verbally. As an addition to the Chaplain's report, it was noted that Ann Staas (TX) is deceased.
9. Financial Report – Treasurer Gammon emailed the financials to the Executive Officers: 2018 Year-End Financial Report and 2019 Year-To-Date Financial Report.
 - A. The President's credit card needs to be linked to QuickBooks so that transactions will automatically be entered into QuickBooks then categorized by the Treasurer. The 2017-18 President's credit card balance was rolled into the balance for the 2018-19 President. In the future, the balance will be paid off when the card is cancelled.
 - B. The final 2018 budget figure (in the red) is -\$12,790.59 as compared to 2017 (in the black) at \$9,854.04. Some of the differences are due to the timing of sponsorship payments and carrying expenses forward from 2016 into 2017. 2018 scholarship overpayments were not reimbursed to the Auxiliary. Another reason for the deficit is the restocking of marketing items. At the last CONNECT, sales were taken online to reduce inventory taken to convention. Without turnover of inventory and the disconnect of the online store, sales were down while ShipMonk expenses continued. The Auxiliary continues to work with ShipMonk to retrieve the Auxiliary merchandise. PHCC National offered to have Auxiliary merchandise on its website, which may be done once inventory is received and counted.
 - C. In the 2019 Financials, there is a \$1,200 credit for scholarships. There were a few scholarships that were returned by the universities that will be added to this year's funds for redistribution.

Officers discussed the scenario of an apprentice who had tuition due of \$1,300 at this time but the remaining tuition would be paid over a period of time. The institution would not accept pre-payment. MOTION 3: On a motion and second, change the balance of the \$7,500 award for Daniel Jinson (Year 3 of his program) to be earmarked for him for up to 24 months effective June 4, 2019. VOTE 3: Motion carried. None opposed.

NOTE Daniel Jinson's fees associated with completing the PHCC-NA E-learning Program and sitting for the Journeyman Plumbing Exam(s) for various jurisdictions:

<i>PHCC-NA E-learning Apprentice Program Year 3</i>	<i>\$1,200.00</i>
<i>Textbook</i>	<i>\$ 100.00</i>
<i>PHCC-NA E-learning Apprentice Program Year 4</i>	<i>\$1,200.00</i>
<i>Textbook</i>	<i>\$ 100.00</i>
<i>Journeyman Plumber Review Course</i>	<i>\$1,200.00</i>
<i>Journeyman Plumber Textbooks</i>	<i><u>\$ 840.00</u></i>
<i>Total</i>	<i><u>\$4,640.00</u></i>

AFTERNOTE FOLLOWUP: Mr. Jinson moved to a union shop and is now receiving this training for free.

- D. The 2019 Financials needs to be updated for unrecorded expenses, therefore, the profit shown is not accurate.

2019 Sponsor Updates. It was requested the following sponsors be invoiced: IAPMO scholarships) @ \$10,000, Bradford White (breakfast décor/donations) @ \$1,500; AO Smith (scholarships) @ \$1,500; and LACO (Life Members' Tea) @ \$1,250.

NOTE: On the Sponsor List, update the contact names as follows: Brandon Stepanek for AO Smith and Steve Spaulding for Contractor Magazine.

2018 scholarship recipient Lauren Day was unable to accept her award of \$1,212, therefore, these monies were never paid out. The Executive Officers recommend that past-Scholarship Chairperson Cheryl Rolwes speak with current Scholarship Chairperson Jorja Dickemann for a recommendation from the Scholarship Committee for action to be taken on the funds not paid out to Lauren Day.

BREAK at 12:27 p.m. EST. RECONVENED at 1:50 p.m. EST.

10. Committee Reports Received

- A. Scholarship deadline is June 15, 2019. The number of applications received is not known.
- B. Convention Committee – Bev Potts requested that the history of the Robert M. Cox awards be listed to demonstrate types of activities which qualify for the award.

11. Old Business

- A. 2018-19 Committee Book. Send by eblast to membership on June 4.
- B. Marketing Secretary Position – Next Steps. It was decided that the duties of the Marketing Secretary as listed in the Ds&Ps be reassigned to Executive Officers for the time being. Vice President Tindall volunteered to chair the Marketing Committee for 2018-19. President-Elect Greene will continue to post to Facebook and distribute eblasts.

Officers discussed HootSuite which will post to several social media venues. Maybe National can assist and bill the Auxiliary for services (TBD).

- C. Update on Website. President-Elect Greene is working with Charlotte Perham (PHCC National) to update the Auxiliary website. There will be two years of information with a history page for archived information. Goal for going live is after the scholarship deadline of June 15. The membership application is powered by Survey Hero.

Action items for membership application:

- add Junior Member category
- make company name optional
- make referrals optional
- require name, address and email
- add checkbox: “I agree to become a member and pay annual dues.”

In the membership welcome letter, state that if the applicant provides the date of birth, the Auxiliary will help keep you in the appropriate membership category.

Officers reviewed the proposed website. Edits found on review: cap “E” of President-Elect, Kathy’s hometown is Hamilton, NJ, include an average of scholarships awarded as determined by the history book, and add “Junior Member.”

NOTE: Vice President Tindall suggested a letter be sent to members with past-due membership dues, stating that there was a glitch in billing membership dues, requesting that membership dues be brought up-to-date.

Past Marketing Secretary Kelly Ruddy notified the Auxiliary she received and paid website fees for the last two years. Janice will contact her and request she

submit a request for reimbursement to Cheryl Gammon. She can work with the billing party to change credit card information from herself to the Treasurer.

BREAK at 3:45 p.m. EST. RECONVENED at 3:55 p.m. EST.

D. Additional Updates on Sponsors

- Sponsor to be contacted: Brasscraft.
- Invoice donors of the Fran Williams scholarship.
- Ann will notify Copper Development's Dale Powell of the name of the recipient of the 3D Award.
- At the InSinkErator Luncheon, Ann will request time on the program for presentation of a special Auxiliary Award for Life Membership for Dale Powell.
- At the Annual Business Meeting, have a foamboard of all sponsor logos.

E. 2019-20 President's Initiative. President-Elect Greene was approved for up to \$10,000 upon presentation of receipts for two or three 3-minute videos interviewing members and individuals about the Auxiliary to document 100 years. Yari Collazo (PHCC National) helped develop the 100th Anniversary logo. It was suggested that this video will be shown at the opening reception, Bradford White breakfast, the Annual Business Meeting, and the InSinkErator luncheon.

F. Girl Scout Merit Badge (Plumbing & HVAC). Cheryl contacted the local Mt. Juliet Chamber of Commerce. She found a contact at Nashville state office who advised what needs to be done. Ann has the phone number for the NY headquarters and will also contact Oakland to ask how to proceed with a national badge. Note: Model the Boy Scouts Plumbing badge

ADJOURNED at 4:05 p.m. EST for Day 1.

DAY 2: JUNE 5, 2019

RECONVENED at 9:30 a.m. EST

12. New Business

A. Update on the move toward Affiliate status under PHCC National. Questions to be answered:

- Cost to the Auxiliary?
- How is money handled: received, deposited, signature authority, issuance of checks?
- Would the Auxiliary be an Affiliate or Associate Member – vertical or horizontal?
- What will be the future role of the Auxiliary? How can the Auxiliary best help PHCC National?
- Keep the Executive Officers but restructure from committees to task forces with time limits for service. If so, a Volunteer Coordinator can work with task forces. Executive Officers can submit to President Rivers ideas of what the Auxiliary focus should be in order to begin discussion. Postpone discussion until later in the meeting.

The Parliamentarian will be consulted to advise whether the Bylaws need to be revised in order to move toward Affiliate status.

BREAK AT 11:18 a.m. EST. RECONVENE at 11:40 p.m. EST

(New Business, continued)

B. Summary of 2019 Leadership and Legislative Conference in Washington, DC

1) President Rivers and President-Elect Greene attended the Leadership Conference.

While at the Leadership Conference, Susie interpreted their concept to create value for members to values to sponsors. Examples:

- Give sponsors pictures of signs where events are held.
- Highlight the sponsors in newsletters. Group by levels of funding.
- Make sure sponsors are on the distribution list.
- Print sponsor logos with articles related to them.
- Ask sponsors to submit newsletter articles.

2) Auxiliary President, President-Elect and Recording Secretary attended the Legislative Conference. Highlighted topics were funding for America's infrastructures; regulation that promotes fair competition; affordable health care for small businesses; and immigration.

3) Mark Riso was recognized for his service to PHCC National. Mark Valentini was recognized as Mark Riso's replacement.

Note: The EOs previously approved travel for both the President and President-Elect.

BREAK at 12:00 p.m. EST. RECONVENED at 1:00 p.m. EST.

C. CONNECT 2019

- In the June/July eblast to membership, highlight a "Save The Date" which emphasizes the Auxiliary Board of Directors' meeting and the Annual Business Meeting on Wednesday, October 2. Life Members will have a lunch meeting on Wednesday, October 2.
- Suggestion was made to have balloons at the Annual Business Meeting on Wednesday that can be moved to other events.
- Shelly Cook (PHCC National) confirmed that registrations will be comp'd for Executive Officers.
- Shelly Cook will book the rooms for the Auxiliary, including a suite for the Auxiliary, and the meeting rooms. The Auxiliary will pay for hotel rooms directly.
- Officers and committee chairs will be asked to submit Annual Reports for compilation into the Convention Report. The report will be posted to the web with notification via eblast to membership prior to convention.
- Bradford White requests a small table display with a note, "In Honor of the Auxiliary's 100th Anniversary, Bradford White is making a donation of \$1,500 to the Auxiliary's membership fund."

- There was consensus that Bradford White scholarships be awarded in honor of Nick Giuffre and in memory of Robert Carnivale.
- Inquiries were sent to various companies for Auxiliary-sponsored events and out-of-hotel locations.
- * ACTION ITEMS:
 - 1) President-Elect Greene will provide to Vice President Tindall the list of State Presidents.
 - 2) President Rivers will work with Shelly Cook to obtain magnetic name badges for Vice President Tindall (add President-Elect), President Elect Greene (add President), and Membership Secretary Stack. NOTE: Since so close to year-end, 2018-19 and 2019-20 badges will be requested. Treasurer Gammon needs a Life Member card.
 - 3) Give to Bev Potts and Becky Davis the link for a place card holder for the tables at the Bradford White breakfast:
<https://www.ebay.com/itm/A-Single-Diamond-Look-50mm-Glass-Balloon-Weight-Card-or-Menu-Holder-XDBW-/312096731915?oid=121720465962>
 and the link for black and white pens with crystals in the barrel selected as membership registration gifts:
<https://grimmsinc.logomall.com/ProductDetails/?productId=6440242&imageId=7329394&tab=Tile&referrerPage=ProductResults&refPgId=506484638&referrerModule=PRDREB>
 - 6) Vice President Tindall will create the centerpiece place cards for the Bradford White breakfast.
 - 7) Membership Secretary Stack will send to Members-At-Large Representative Cheryl Mosier a list of members-at-large.
 - 8) Give to Maureen Coleman the 100th Anniversary logo and event sponsors for white foamboards announcing events.
 - 9) Cristal Pinnix is shipping banners and other equipment to Treasurer Gammon who is driving to convention.
 - 10) At all Auxiliary events, display the Career Ladder and one-page Auxiliary applications. Include on the application a statement to see a representative for payment, and have someone to accept payment. Vice President Tindall will update pamphlets and send to the EOs for review.
 - 11) Items to bring to CONNECT: table runner, table cloth, banner, table-top stands, Career Banner, extension cords, Bradford White napkins, projector, credit card items, embossing stamp (for scholarships), President's pin (Ann to Susie) and Past-President's pin (Ann)

Monday, September 30

Auxiliary Executive Officers' Meeting 9 a.m. – 4 p.m.

Auxiliary Dinner with spouses

Meet to "rehearse" talking points for the Annual Business Meeting

Tuesday, October 1

Prep day

Wednesday, October 2

Educational Foundation Meeting – attended by Greta Fischer

Auxiliary Registration (Registration Committee) – adjacent to PHCC National Registration

Auxiliary Board of Directors (9:00 a.m. – 11:30 a.m.)

Life Members' Luncheon sponsored by LA-CO (11:45 a.m. – 1:15 p.m.)

Registration p.m. – volunteers/spouses

Annual Business Meeting (1:30 p.m. – 3:30 p.m.)

ACTION ITEMS:

- Invite Michael Copp to give a welcome.
- Invite Ken Nielsen and Michael Copp to be present for discussion of Affiliates – depending on National's schedule
- Bring voting ballots (Membership Secretary Stack)
- Bring the list of new members who joined since 2018 CONNECT and acknowledge first-time attendees (Membership Secretary Stack). Possible gift for first-time attendee: Indy magnet and an Auxiliary pin.

CONNECT Opening Reception (5:30 p.m. – 7:30 p.m.)

BREAK at 3:00 p.m. EST. RECONVENED at 3:15 p.m. EST. Discussion centered around activities sponsored by the Auxiliary, reaching out to contact several providers and venues.

ADJOURNED at 4:09 p.m. EST for Day 2.

DAY 3: JUNE 6, 2019

RECONVENED at 9:55 a.m. EST

Thursday, October 3

Auxiliary Registration – adjacent to PHCC National Registration

Opening Breakfast sponsored by Bradford White (8:00 – 8:45 a.m.). Present plaque as an Honorary Life Member to Nick Giuffre.

ACTION ITEMS:

- Vice President Tindall will contact Bruce Carnivale for pictures and other information on Nick Giuffre.
- Crystal Diamond Pedestal (https://www.trophydepot.com/Achievement-Crystal-Awards/C452_G4584/) engraved with the 100th Anniversary Logo, Name / PHCC – National Auxiliary Honorary Life Member / 2019. NOTE: Ship pedestal to Cheryl who is driving.

Auxiliary Silent Auction (10:00 a.m. – 1:30 p.m.) during the Trade Show.

ACTION ITEMS:

- Identify “barkers” to announce that the Silent Auction is taking place during the Trade Show. Ask Steve Rivers, CA (Tindall); Joel Long, NC (Voss); Travis Scott, TN (Gammon). Time slots: 10:30-11:30, 11:30-12:30, 12:30-1:30.
- Create a sign for someone to walk through the Trade Show directing attendees to the Silent Auction.

- President-Elect Greene will send the bid sheet document to Vice President Tindall.
- President Rivers will request from Maureen 1) a lockable room for Tuesday, Wednesday, and Thursday, 2) signs, 3) 4-5 skirted tables, and access to a microphone to announce winners from 1:30 – 2:00 p.m.
- Bring the chip reader or app to use (Treasurer Gammon)
- Kathy Lewis has clipboards. Bring pens.
- Need volunteers to staff the auction.

Auxiliary-sponsored event: Mind Bending Show (2:30 p.m. – 4:30 p.m.) Print in the CONNECT pamphlet that “Registered guests are welcome to attend.”

Friday, October 4

Workforce Development Breakfast, sponsored by the Auxiliary, premiering the Women in the Industry video with round table discussion. (7:30 a.m. – 8:45 a.m.)

Auxiliary-sponsored event for spouses/guests (SPA / TBD) (9:00 a.m. – 11:00 a.m.)

PHCC Board Meeting (9:00 a.m. – 11:00 a.m.) Installation of 2019-20 Auxiliary Officers.

InSinkErator Awards Luncheon (11:30 a.m. – 1:30 p.m.). Presentation of the 3D Award. Presentation of Honorary Life Member Award to Dale Powell.

Auxiliary-sponsored event for spouses/guests (2:00 – 4:00 p.m.) Auxiliary members, spouses, and guests are invited. Note: Percussion activity if available.

PHCC Changing of the Chairs – attended by the President and President-Elect.

Closing Reception and Installation at the Indiana Race Track. Buses begin running at 4:30 p.m. Depart hotel by 5:30 p.m.

Miscellaneous

- Vice President Tindall will review pamphlets to see what we would like to continue to link to the web so that members can print, such as “Why Hire a Professional?”
- Look at PHCC resources to make sure women are included in the publications.

BREAK at 12:00 p.m. EST. RECONVENED at 1:20 p.m. EST.

There was a conference call between Michael Copp and the Auxiliary Executive Officers to discuss the Auxiliary’s transition to an Affiliate. The call lasted from 1:30 p.m. until 2:30 p.m.

BREAK at 2:30 p.m. EST. RECONVENED at 3:45 p.m. EST.

Saturday, October 5

Auxiliary Post-Convention Executive Officers’ Meeting (9:00 a.m. – 11:00 a.m.)

D. Awards

- 1) 3D Award Nominee – President Rivers will submit the recipient’s name to Dale Powell of Copper Development.

ACTION ITEM: Provide a brief biographical sketch of the recipient.

- 2) Larry Dore Member of the Year Award. Nominees must be postmarked or emailed by August 1.

- 3) Robert Cox Awards. Nominations must be postmarked or emailed by August 1.
- E. Women in the Industry – Progress on Video. Josie Gregory is doing an interview in Savannah. Others to interview were suggested.
- F. 100th Year Celebration
 - 1) The Committee, as originally charged, was composed of the seated Marketing Secretary and the Auxiliary Presidents as noted: 2015-16 Angie West, 2016-17 Lynne Finley; 2017-18 Greta Fischer, 2018-19 Ann Rivers, and 2019-20 Susie Greene.
 - 2) The 100th Anniversary logo created by Yari Collazo will be given to the Convention Committee for the pens and to Maureen for CONNECT signs.
 - 3) For the 2019-20 President's Initiative, two to three 2-3-minute videos will be created for the 100th Anniversary. Josie Gregory, videographer, will interview Life Members at CONNECT 2019 for inclusion in the video. It was suggested that she interview someone from the Smithsonian Institute and Historian Emeritus Lynne Finley. Several names were suggested to interview.
 - 4) Suggested interview questions:
 - What the Auxiliary represented to them?
 - What were some of the projects that you were involved in?
 - How have you seen the Auxiliary change?
 - What was your 1st experience at convention?
 - What is your favorite memory?
 - Where do you see the PHCC – National Auxiliary in the future?
 - What was it called when you joined? (Give Josie chronological order.)
- G. Newsletters
 - 1) June/July Eblast – deadline to submit articles is June 20. Newsletter articles:
 - CONNECT 2019 – plan on being there. Revisit when to be there – why to be there. Save the Date for the Auxiliary meetings on October 2.
 - Update from Legislative (Rivers)
 - Invest in your Future (Stack or John Zink)
 - Mother Hornbrook's grave – visited by Roger Peugeot and his wife. If he cannot delivery flowers, a local florist will deliver.
 - Membership update and request to pay dues (Tindall)
 - Silent Auction (Tindall)
 - Message from PHCC President Ken Nielsen
 - Prospective candidates
 - Update from the Educational Board (Rivers) – hold for now
 - What do I do: Recording Secretary (Voss) – hold for now
 - 2) August 31 printed newsletter by Innsbruck. Print copy with resolutions to membership no later than (30) days prior to the Annual Business Meeting. Deadline for articles is August 3. Post on Facebook when the newsletter is available.
 - CONNECT schedule and reminder that Auxiliary meetings are October 2.
 - Nominations for officers
 - Resolutions
 - Auction reminder (Tindall)

- H. Membership Drive. 2019 invoices are being sent. Vice President Tindall suggested communicating with members who have overdue dues and encourage them to pay and become current.
 - I. Equipment Updates
 - 1) The previous Marketing Secretary will ship equipment to Treasurer Gammon who is driving to CONNECT.
 - 2) Bring a faucet charm for the Silent Auction with a starting bid of \$125 (Gammon)
 - J. Other
 - 1) AEC / Spectrum – The President’s travel is paid to attend (July 30-August 2). The President is encouraged to promote the Auxiliary, membership, the 100th Anniversary, and CONNECT 2019.
 - 2) Treasurer Gammon was notified that the Directors and Officers Insurance was dropped due to a glitch with the underwriter. Policies were, however, retroactively reinstated with Hanover.
 - 3) There were additional communications with ShipMonk about charges to be paid before merchandise is released. Treasurer Gammon disputed these charges and finalized transactions.
 - 4) Update the Bylaws to reflect Resolution #3 passed at CONNECT 2018 pertaining to Life Members.
 - 5) Update the Ds&Ps to reflect the additional membership level of 30 years of age and under.
 - K. Computer backups performed.
13. Closing Prayer prepared by Nancy Eberhardt and read by President-Elect Susie Greene.
14. MOTION 4: On a motion and second, adjourn. VOTE 4: Motion carried. None opposed. Meeting adjourned 4:44 p.m. EST.

Respectfully Submitted,
Janice Voss, Recording Secretary



TELECONFERENCE OF THE EXECUTIVE OFFICERS (July 8, 2019)
MINUTES
(Unapproved)

1. Called to order by President Ann Rivers at 2:30 p.m. EST.
2. Present: President Ann Rivers, President-Elect Susie Greene, Vice President Kathy Tindall, Treasurer Cheryl Gammon, Membership Secretary Sandy Stack, Recording Secretary Janice Voss. Position of Marketing Secretary is vacant.
3. President's Comments. President Rivers thanked the Executive Officers for making time for this call.
4. MOTION 1: On a motion and second, the Executive Officers recommend that the Board of Directors award honorary membership to Nick Giuffre of Bradford White and Dale Powell of Copper Development. VOTE 1: Motion carried unanimously.
5. MOTION 2: On a motion and second, the Executive Officers recommend that the PHCC – National Auxiliary join resources with PHCC National, receiving clerical assistance as outlined through discussions. VOTE 2: Motion carried.
 - A. Treasurer Gammon sent to Executive Vice President Michael Copp the financial information that he requested in our previous conference call.
 - B. President-Elect Greene and Recording Secretary Voss will draft for review by the Executive Officers the resolution to merge the Auxiliary with PHCC National. The resolution must be printed in the August newsletter. Terri Giebelhaus and Lynne Finley will be asked to review the resolution. The Recording Secretary will forward the resolution to the Resolutions Committee.
6. Sponsors. President Rivers communicated with AO Smith, Rob Grim (InSinkErator) Nate Oland (Federated), Carl Pinto (Bradford White), and Ben Kleiman (LACO). All are interested in helping with the Auxiliary events planned for CONNECT. Cheryl was asked to write up descriptions for the venues which Ann will send to sponsors. Ann will inform them of the \$6,500 estimated costs so each can decide their level of support (sponsor or co-sponsor). Note: If we get enough money to cover all three, then we can inform them we can cover our events, say thank you, and ask if they would like to apply their contribution to the next CONNECT events.

A. Functions

- Mind Bending Show on Thursday from 2:30 – 4:30 p.m. (60-minute show) = \$3,500. Room booking for 2 hours. Additional charges with this event include 2 headset microphones and a 12x12 stage plus setup. Location TBD by Maureen.
- SPA Massages on Friday from 9:00 – 11:00 a.m. Cost is \$70 X 5 chairs for 15 minutes each. Total 2 hours = \$700 plus \$300 tip (\$1,000). Location TBD by Maureen.
- Rhythm! Discovery Center on Friday from 2:30 – 4:00 p.m. Two hours @ \$700 for the venue. No charge for mounted screens, banquet tables, black folding chairs. Cocktail tables 15 @ \$10 = \$150. Booking for the Drum Circle = \$250. Food catered in (water, tea, and snacks). It was suggested to have the cutting of the 100th Anniversary cake. Est. \$2000.

B. Ann will inform PHCC National and Maureen Coleman of the events for the program and need for room bookings.

C. Ann has not heard back from BrassCraft or the magazines about sponsorship. Ann will consult with National on the next course of action, but since contact has been made several times, these sponsors will be dropped.

7. Miscellaneous

A. Ann will confirm that Shelly is booking hotel reservations.

B. Ann will confirm the dress code for Friday's reception.

C. The July 16 conference call between the Executive Officers and Michael Copp was moved to July 17 at 3:00 p.m.

D. The position of Vice-President needs to be filled for 2019-20.

8. The meeting was adjourned at 3:30 p.m. EST.

INVENTORY

Auxiliary Equipment/Important Items	Purchased	Assigned to
Pixma Canon IP100 Cannon ABTB04406 Printer	2009	Janice Voss
Bank Endorsement Stamp		Sandy Stack
Bank Endorsement Stamp - 2nd one		Cheryl Gammon
Bank Endorsement Stamp - 3rd one		Janice Voss
Convention ribbons with titles		Sandy Stack
20' Heavy duty extension cord, orange		Janice Voss
6' Multi-plug extension cord, black		Janice Voss
3', 4 plug power strip, black		Cheryl Gammon
Bradford White blue/white napkins		Janice Voss
Cash box		Cheryl Gammon
PayPal plugin		Cheryl Gammon
QuickBooks chip reader		Cheryl Gammon
Dell Inspiron 15 C70MSZ1	2014	Cheryl Gammon
PHCC - National Auxiliary Banner	2014	Cheryl Gammon
Career Ladder Banner and Stand		Cheryl Gammon
3 "scarf" hangers for marketing presentation		Janice Voss
PHCC--National Auxiliary Tablecloth		Cheryl Gammon
Pink Rolling Lap Top Case	2010	Janice Voss
Past President's pin of Dorothy Clem (donate to Smithsonian 2020)	2017	Lynne Finley
Projector (\$545.84)	2018	Cheryl Gammon
Equipment Retired or Deleted 2018		Disposition
3 Square Processors		Cheryl Gammon
2 chip readers		Cheryl Gammon
Contents of Safety Deposit Box		
Corporate Seal		Cheryl Gammon
Faucet Charms - 4		Cheryl Gammon
Life Member Charm - 2 ea		Cheryl Gammon
Past President's Pin Mold	2015	Cheryl Gammon
Past President's Pins - 2 ea	2017	Cheryl Gammon
Past President's pin of Joan Schmitz	2017	Cheryl Gammon
I Love My Plumber Charm (donated by Joan Schmitz)	2017	Cheryl Gammon
D & O Liability Insurance Policy		Cheryl Gammon
SimpleTech 320GB Portable Hard drive BOM #96200-41001-057 (red)	2009	Cheryl Gammon
Seagate 2TB Backup Plus Slim SN#NA7JSAFV (black)	2015	Cheryl Gammon
PHCC Auxiliary Embossing Stamp - 1 ea		
Revised 6/6/2019		

STRATEGIC PLAN



PLUMBING-HEATING-COOLING
CONTRACTORS
NATIONAL AUXILIARY

Strategic Plan

Developed by the Long Range Planning Committee on June 3, 2014.

Adopted by the PHCC National Auxiliary Membership on October 8, 2014.



MISSION

The PHCC National Auxiliary, in cooperation with the PHCC Association, promotes public awareness of the industry through education and communication.

VISION

The National Auxiliary fosters & improves relationships throughout the p-h-c industry.

COMMUNITY

Public Awareness

- Educate the public about the value of PHCC standards, excellence & professionalism.
- Enhance media relations and coordinate efforts with chapter programs.
- Support our members in their media relations efforts and feature their work.
- Strengthen the PHCC Brand.

Community Involvement

- Encourage and promote member involvement in local community events.
- Engage the public and the community in PHCC activities.
- Support members to take the leadership roles in their communities.
- Facilitate effective dialogue between members and the public.

EDUCATIONAL RESOURCES

Professional Support

- Provide career pathways for young individuals.
- Support overall success of all students.
- Build a strong foundation of p-h-c career options.
- Disseminate career information to high school guidance counselors.
- Participate in local career days and job fairs.
- Supports HVAC and plumbing apprenticeship contests.

Liaison

- Promotes national industry days to schools, homeowners and consumers.
- Provides communication between National PHCC, paid staff, AEC and members.

SCHOLARSHIPS

Financial Support

- Be committed to removing financial barriers for those who wish to pursue postsecondary learning.
- Encourage and guide students to participate in scholarship programs to advance their education and career.
- Support efforts to encourage students, as early as the elementary grades, to aspire to and plan for education beyond high school.
- Continue to communicate all types of scholarships and financial aid offered for students.

Grants

- Provide grants for PHCC programs and industry related approved programs.

MEMBERSHIP

Value

- Make membership in the Auxiliary invaluable to all industry members.

Recruitment & Retention

- Create long-term recruitment and retention plans and goals for all membership levels.
- Facilitate new membership involvement.
- To continuously deliver value to a sustainable, diverse & committed membership.

Engagement

- Increase member awareness and engagement in programs, resources the board and other opportunities.
- Empower the membership to support the association through volunteerism.

PHCC National Auxiliary

- Maintain strong organizational relationships with National PHCC, local Auxiliary chapters and AEC to support membership at all levels.
- Develop and empower viable committees that support the strategic plan and provide avenues for member involvement.
- Encourage alignment and efficiency of programs and resources by taking advantage of local tools, resources and expertise.

SPONSOR LIST, 2018-19

COMPANY	CONTACT(S)	SPONSORING
A.O. Smith Water Products Co. 500 Tennessee Waltz Parkway Ashland City, TN 37015	David Chisolm, VP Marketing Jim Margoni, VP Sales Brandon Stepanek, Mgr Contr Mktg	Scholarship Donation
Bradford White Corp. 725 Talamore Drive Ambler, PA 19002-1815	R Bruce Carnevale, CEO EVP & COO Carl Pinto, Dir of Marketing James "Jim" McGoldrick, VP	Scholarship Breakfast Scholarships Special Event
BrassCraft Mfg. Co 39600 Orchard Hill Place Novi, MI 48375-5331	Debra Lewis, Brand Manager Brian Spicer, VP of Wholesales Sales	State Leaders Reception
Virginia and Roland Carlson 3470 N. Alpine Rd. Rockford, IL 61114	The Carlson Family	Ginny Scholarship
Catch-22 Creative 700 W. Virginia St., Suite 307Milwaukee, WI 53204	Nikki Wagner	Robert M. Cox Awards Larry Dore Member of the Year Award
Copper Development Assoc. P.O. Box 4355 Gettysburg, PA 17325-4355 Copper Development Assoc. 5020 Clark Rd., #325 Sarasota FL 34233	Dale Powell, Project Manager & Piping Harold Moret, Southeast Regional Mgr.	3D Award 3D Award
Contractor Magazine Penton Publishing 330 N Wabash Ave, Ste 2300 Chicago, IL 60611	Steve Spaulding, Associate Editorial Director	Robert M. Cox Awards

Federated Insurance 121 East Park Square Mail Code AR01 Owatonna, MN 55060-2401	Nate Oland, National Account Exec.	Long Range Planning & Advising Committee Special Event
IAPMO Group 4755 E. Philadelphia Street Ontario, CA 91761	Russ Chaney, CEO	Scholarships & Special Event
InSinkErator, Inc 4700 21 st Street Racine, WI 53406	Chad Severson, President Rob Grim, Sr. Vice President Joe Maiale	ISE Luncheon Scholarship Donation Special Event
LA-CO Industries 1201 Pratt Boulevard Elk Grove, IL 60007-5746	Dan Kleiman, CEO Benjamin Kleiman, Director of Marketing Debbie Petrille, Plbg & Ppg Product Mgr.	Life Member's Meeting
PHCC National Association 180 S. Washington Street Falls Church, VA 22046	Michael Copp, Exec VP PHCC President Ken Nielson PHCC President-Elect Jonathan Moyer	Registration Sharing D&O Insurance 535 Club Membership Marketing Initiatives New Initiatives
PHCC National Educational Foundation 180 S. Washington St. Falls Church, VA 22046	Cindy Sheridan, COO	Education Work with Invest In Your Future Campaign HVAC Apprentice Sponsor
PM magazine BNP Media 55 N Pfingsten Rd., Suite 205 Deerfield, IL 60015		Robert M. Cox Awards
Terry & Mark Giebelhaus 3026 E Rockledge Road Phoenix AZ 85048-8737	Terry & Mark Giebelhaus & Friends	Fran Williams Scholarship
TMB Publishing - PHC News 6201 W. Howard St., Suite 201 Niles, IL 50714-3435	Tom M. Brown, Jr., Publisher Cate Brown, VP Operations	Robert M. Cox Awards

APPENDICES: ATTACHMENTS TO THE MINUTES OF THE 2018 ANNUAL BOARD OF DIRECTORS AND THE 2018 ANNUAL BUSINESS MEETING

These were documents were attached to the minutes of the 2018 Pre-Convention Executive Officers' Meeting, the 2018 Board of Directors' Meeting, and the 2018 Annual Business Meeting. These attachments are as follows:

1. Attachment I: The Financial Review Committee Report – Review of Fiscal (Calendar) Year 2017. See Attachment I (Financial Review Committee Report – Review of Fiscal (Calendar) Year 2017) at the end of this document.
2. Attachment II: Resolution #1 which clarifies duties of the Membership Secretary regarding handling of funds. With ACH and credit card payments, funds go directly to the Treasurer. The Membership Secretary confirms that funds are collected. See Attachment II (Resolution #1) at the end of this document.
3. Attachment III: Resolution #2 which clarifies the duties of the Recording Secretary regarding handling of funds. With ACH and credit card payments, funds go directly to the Treasurer. The Recording Secretary confirms that funds are collected. See Attachment III (Resolution #2) at the end of this document.
4. Attachment IV: Resolution #3 which proposes that, effective January 2019, members who serve as Executive Officers are no longer exempt from paying dues upon becoming a Life Member. This resolution pertains to future Life Members. See Attachment IV (Resolution #3) at the end of this document.

ATTACHMENT I: FINANCIAL REVIEW COMMITTEE REPORT

October 1, 2018

Financial Review Committee Report – Review of Fiscal (Calendar)

Year 2017 Committee Members: Teresa Mayes & Jorja Dickemann

I, Teresa Mayes have reviewed the Recording Secretary's income report against the income stated in the related categories in the financials and agree that they match.

I have also sampled and verified the dues income against the deposits stated in the bank statements and find they agree.

With regard to tracking the marketing income, it was a difficult process to track. The way we understand the system has operated during 2017 is as follows:

All marketing transactions prior to the 2017 convention, were not independently recorded and tracked by the marketing secretary. The only way to verify the transactions would be to track the email correspondence between the marketing secretary and the treasurer.

At the 2017 convention, all sales were recorded via the QBO mobile app. Those transactions can only be verified on the treasurer's side using the QBO transactions made. There was no independent marketing secretary record.

After convention, all marketing items were sent to Shipmonk (distribution and shipping center) to be handled via the online store. Any marketing transactions from the online store becomes automated. The customer orders online, pays online, and Shipmonk pulls and sends the order. The marketing secretary can then pull a report from Shipmonk that confirms the items sold.

Due to this process, a true objective financial review of this area was difficult to perform. Thus, the Financial Review Committee recommends going forward that the marketing secretary submit bi-annual reports which summarizes the activity of the marketing items. Perhaps timed at December and again in June. Certainly as activity in this area increases, more frequent reports may be warranted. The Committee also requests that whomever has administrative access to our Wells Fargo accounts update the contact name from Patty Jones to Cheryl Gammon.

I, Jorja Dickemann have reviewed the Statement of Financial Position for the year 2017. All assets have been agreed to a reconciled bank statement when appropriate and no exceptions were found. I spoke with Cheryl regarding the Ginny Scholarship that is included as "Restricted Funds" with a value of \$35,000. She agreed that this amount should have been lowered by the amount of scholarships paid out since the Carlson's gifted the PHCCNA these funds and should also be

increased by the amount of interest earned. Cheryl will be making these changes and will be reflected in the final Financials for 2017.

The tax return has not yet been filed and so was not reviewed.

The committee thanks Cheryl Gammon for her work in streamlining our processes and to Cristal Pinnix, Barb Kriefels and Janice Voss for their assistance in providing reports and answers to questions!

ATTACHMENT II: RESOLUTION #1 (2018)



Executive Officer - Resolution #1
July 13, 2018

We, the undersigned, being the Plumbing, Heating, Cooling Contractors (PHCC) National Auxiliary Executive Officers in attendance at the annual Summer Board Meeting, consent and agree that the following resolution was made,

On July 13, 2018
At 12:30 p.m. Pacific Time
At Edmonds, Washington

We do hereby consent to the adoption of the following:

WHEREAS, it is necessary to clarify the duties of the Membership Secretary in regards to the collection of funds for the National Auxiliary; and

THEREFORE, it is hereby resolved, that the PHCC National Auxiliary Executive Officers request to revise our By-Laws to read as follows:

Currently States:

ARTICLE VII, Section F. The Membership Secretary shall perform the duties delegated by the President.
3. Issue dues notices and collect membership dues.
4. Remit all funds with an accounting of them to the Treasurer in a timely manner

Proposed Change:

Change #3. Issue dues notices.

REMOVE #4. (Rationale with ACH & credit card payments, membership funds no longer remitted to the Membership Secretary to forward to the Treasurer).

Currently States:

ARTICLE XIV – Dues and Appropriations


Section 1. Dues shall be in the Membership Secretary's hands by March 1.

Section 3. Any dues sent to the Membership Secretary for new members sixty- (60) days or less prior to the Annual Business Meeting shall automatically apply to the next year.

Proposed Change:

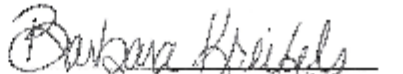
Section 1. Dues shall be in the Treasurer's hands.


Section 3. Any dues sent to the Treasurer for new members sixty (60) days or less prior to the Annual Business Meeting shall automatically apply to the next year.



President Gerda Fischer


President Elect Ann Rivers


Vice President Susie Greene


Membership Secretary Barbara Kreifels


Treasurer Cheryl Gannon


Marketing Secretary Cristul Pinnix

The Recording Secretary, certifies that the above is a true and correct copy of the resolution that was duly adopted on July 13, 2018 at the above noted meeting of the Executive Officers.


Recording Secretary Janice Voss

ATTACHMENT III: RESOLUTION #2 (2018)



Executive Officer's - Resolution #2
July 13, 2018

We, the undersigned, being the Plumbing, Heating, Cooling Contractors (PHCC) National Auxiliary Executive Officers in attendance at the annual Summer Board Meeting, consent and agree that the following resolution was made,

On July 13, 2018
At 12:30 p.m. Pacific Time
At Edmonds, Washington

We do hereby consent to the adoption of the following:

WHEREAS, it is necessary to clarify the duties of the Recording Secretary in regards to the collection of funds for the National Auxiliary; and

THEREFORE, it is hereby resolved, that the PHCC National Auxiliary Executive Officers request to revise our By-Laws to read as follows:

ARTICLE VII – Section 4-G4:

Currently States:


The Recording Secretary shall perform duties delegated by the President

1. Serve a two-year term and may be reappointed.
2. Keep minutes of all meetings of the Executive Officers, Board of Directors and the Annual Business Meeting.
3. Keep all records required by law and the policies of the Board of Directors.
4. Remit all funds with an accounting of them to the Treasurer in a timely manner.

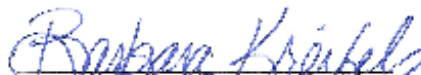
Proposed Change:

REMOVE #4. (Rationale: With ACH & credit card payments, non-membership funds are no longer remitted to the Recording Secretary to forward to the Treasurer.)


President Gerda Fischer


President Elect Ann Rivers



Vice President Susie Greene


Membership Secretary Barbara Kneifels


Treasurer Cheryl Clannon


Marketing Secretary Crista Pinnix

The Recording Secretary, certifies that the above is a true and correct copy of the resolution that was duly adopted on July 13, 2018 at the above noted meeting of the Executive Officers.


Recording Secretary Janice Voss

ATTACHMENT IV: RESOLUTION #3 (2018)



Executive Officer Resolution #3 July 13, 2018

We, the undersigned, being the Plumbing, Heating, Cooling Contractors (PHCC) National Auxiliary Executive Officers in attendance at the annual Summer Board Meeting, consent and agree that the following resolution was made.

On July 13, 2018
At 12:30 p.m. Pacific Time
At Edmonds, Washington

We do hereby consent to the adoption of the following:

WHEREAS, it is necessary to clarify the status of the Auxiliary Life Members, and

THEREFORE, it is hereby resolved, that the PHCC National Auxiliary Executive Officers request to revise our By-Laws to read as follows:

Currently States:


ARTICLE V – Membership


Section 3. Life Members shall always retain member status.

B. Life Members shall have all the privileges of any member, without payment of dues, and shall receive a Life Member card.

PROPOSED for January 1, 2019:


B. Life Members shall have all the privileges of any members and shall receive a Life Member card.



President Gerda Fischer


President Elect Ann Rivers

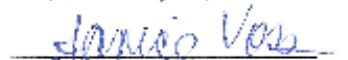

Vice President Susie Greene


Membership Secretary Barbara Kreifels


Treasurer Cheryl Gammon


Marketing Secretary Cristal Pinnix

The Recording Secretary, certifies that the above is a true and correct copy of the resolution that was duly adopted on July 13, 2018 at the above noted meeting of the Executive Officers.


Recording Secretary Janice Voss

