CONNECT 2018 THE SKY'S THE LIMIT!



REGISTER NOW TO SAVE!
Early bird discount ends Aug. 31.
phccweb.org/CONNECT / 800-533-7694



OCT. 10-12, 2018







Albuquerque Convention Center &

Hyatt Regency Albuquerque

CONNE(







14.15 14.15 17.02018

From business strategies that keep you grounded to new technologies and workforce ideas that help your business soar, **CONNECT 2018** gives p-h-c contractors and managers a unique 360-degree view of the best paths for business success. The timing couldn't be better, with Albuquerque's famed *International Balloon Fiesta®* inspiring you to rise above the rest ... and set new standards for quality installations and service.

NEW THIS YEAR!

PHCC is pleased to share select events – including the Product & Technology Showcase – with the Refrigeration Service Engineers Society (RSES), bringing both business owners and managers together for mutual education and collaboration. Welcome, RSES!

And, we're thrilled the Radiant Professionals Alliance will join us to host a radiant/hydronics education track.



TARGETED EDUCATION SESSIONS

where you'll connect with the best and prepare for what's next in the p-h-c industry.

More than 20 targeted education sessions on the topics you requested, including:

"Recruit and Retain Your Future"	"Gain a Competitive Advantage Through Bonding"			
"21 Ways to Increase Productivity and Profitability"	"Press Technology for Metallic Piping Systems"			
"Data-Driven Decisions"	"Be the Employer of Choice-ROCKSTAR Benefits"			
"Self-Funded Marketing: Stop Depending on Word-of-Mouth Without Spending an Extra Cent"	"Using Technology to Improve Team Communication"			
"Myths, Mistakes and Concepts of Succession Planning for Family-Owned Businesses"	"Business Ownership Transitions A Fun and Rewarding Journey"			
"What's New - Legislation & Regulations"	"Safer Jobsites at Your Fingertips: Why Mobile Technology Should be at the Center of Safety Management"			

WELL-RESPECTED KEYNOTERS

on how to engage the emerging workforce and respond to economic changes.

"JOBS AREN'T 'SEXY' ENOUGH? HOW TO ATTRACT EMPLOYEES ANYWAY!"

In this high-energy and dynamic (and even a bit humorous) presentation, Eric Chester reveals today's best practices for recruiting, training, managing and motivating the under-30 demographic. For business leaders seeking to connect with employees who have radically different work values, this in-the-trenches workplace researcher and thought-leader cracks the code on tactics and strategies that companies recognized as the "best places to work" are using to get employees to perform up to their remarkable potential. Chester is a Hall of Fame speaker and author of five best-selling books about developing employees, igniting passion within a diverse workforce, and creating a culture where people perform better and stay longer. Chester will deliver the opening keynote address on Thursday, Oct. 11.

Eric Chester

"STAY AHEAD OF THE CURVE"

As a business leader, how do you analyze the business cycle changes that are reshaping the future? Connor Lokar will share what the leading indicators are saying about the economy for the rest of 2018, what the outlook is for 2019, and – most importantly – what that means for plumbing and HVACR contractors. Find out why the consumer could be in a weakened position in 2019, and what steps you should take to continue running efficient, profitable operations. A well-respected economist with ITR EconomicsTM, Lokar's economic insight and forecasting experience play a key role in the company's 94.7% accuracy rating. Lokar will deliver the morning keynote address on Friday, Oct. 12.

Connor Lokar



A PRODUCT & TECHNOLOGY SHOWCASE

that puts you in touch with cutting-edge technologies and business strategies from the best in the business.

"I'm a hands-on person, so I like to learn about new products by seeing, touching and playing with them while I ask questions, and I get that opportunity at CONNECT. I get to sit down with an engineer and talk about the new product face-to-face."

— Dan Foley, Foley Mechanical, Lorton, Virginia



MORE TO SEE! With the addition of the RSES
HVACR Technology Expo, Service Contractor Solutions
Pavilion and new Product Showcase exhibitors, there
will be more opportunities to build relationships that will
benefit your bottom line and secure the future of your company.

CONFERENCE & HVACR TECHNOLOGY EXPO
OCTOBER 10-12 ::: ALBUQUERQUE, NM

The Radiant Professionals Alliance will host an education track. All attendees are welcome to participate and learn about the latest hydronic and radiant heating and cooling technologies.



While you're at the Showcase ... catch a glimpse into the industry's future during two days of plumbing and HVAC apprentice contest action!

PRELIMINARY SCHEDULE HIGHLIGHTS

Tuesday, Oct. 9

- International Balloon Fiesta® Ascension Viewing*
- "Immerse Yourself in Albuquerque" Tours*
- PHCC Board of Directors Meeting

Wednesday, Oct. 10

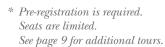
- Education Sessions
- QSC Pillars of Success: Strategic Planning Workshop (Sponsored by A.O. Smith) (Pg. 12)*
- Featured Speaker Rob McKinney on Safer Jobsites
- Service Contractor Solutions Pavilion & Reception Powered by QSC (Pg. 12)
- PHCC Educational Foundation Board Meeting
- PHCC Educational Foundation HVAC and Plumbing Apprentice Contest – Day 1
- Association Executives Council Education Sessions & Board Meeting
- Auxiliary Board of Directors Meeting and Leadership Reception
- First-Timers Get Together (Sponsored by International Code Council)
- Opening Reception (Sponsored by Bradford White and InSinkerator)
- PHCC PAC Event*

Thursday, Oct. 11

- Opening Breakfast (Sponsored by Bradford White)
- PHCC Educational Foundation HVAC and Plumbing Apprentice Contest – Day 2
- Keynote Address (Sponsored by Viega)
- Product & Technology Showcase (Lunch sponsored by Milwaukee Tool)
- Service Contractor Central (Pg. 12)
- Service Contractor Solutions Pavilion Powered by QSC (Pg. 12)
- Education Sessions
- Auxiliary Business Meeting
- Association Executives Council Education Sessions
- Auxiliary Life Member Tea (Sponsored by LA-CO Industries)
- Receptions

Friday, Oct. 12

- Workforce Breakfast
- PHCC Annual Business Meeting and Voting; Installation of Officers
- Keynote Address (Sponsored by Kohler)
- Service Contractor Central (Pg. 12)
- Association Executives Council Education Sessions
- 2018 Awards Luncheon (Sponsored by InSinkerator)
- Education Sessions
- PHCC Closing Event at Balloon Fiesta (Sponsored by Federated Insurance)*





See the full CONNECT schedule at phocweb.org/CONNECT

IMMERSE YOURSELF IN ALBUQUERQUE!

Bleisure is changing the world of business travel these days, and there's no better place to combine business and leisure than Albuquerque, New Mexico, in October!

Offering exceptional cuisine, culture and history, Albuquerque invites you to experience world-class museums, stroll along Central Avenue under the vintage neon glow of Route 66, or soar high above the city in the hot air ballooning capital of the world.

Be sure to extend your stay to explore Albuquerque on your own or join one of the exciting tours* we've planned during **CONNECT**. But make your reservations early, as the deadline for room reservations before or after the core PHCC room block at the Hyatt Regency Albuquerque is July 31.

*Limited attendees per tour. Availability may change after July 31. Fees are non-refundable.

Hyatt Regency Albuquerque

The Hyatt Regency Albuquerque is the perfect location to explore the area's diverse scenery and rich attractions. Start your journey at the "hot-est" spot – **the**International Balloon Fiesta – or adventure out to the culture-filled Old Town, museums, shopping and much more!



The International Balloon Fiesta is a very busy time in Albuquerque; lock in your special rate of \$185*. To make your reservation, call 888-421-1442, and mention the group name "Plumbing-Heating-Cooling Contractors."

Albuquerque Convention Center

Soar into this year's **CONNECT** at the newly renovated Albuquerque Convention Center. Located in the heart of downtown Albuquerque – and right across the street from the Hyatt Regency – it's the ideal spot to **CONNECT** with the best!



OPTIONAL TOURS

CONNECT's timing couldn't be better!

Due to high demand during the Albuquerque International Balloon Fiesta®, register NOW for tours AND hotel. Availability may change after July 31.

TUESDAY, OCT. 9

5 a.m. - 9:30 a.m.

Albuquerque International Balloon Fiesta® Ascension Viewing

Few spectacles on earth rival the Mass Ascension of the Albuquerque International Balloon Fiesta, as upwards of 500 balloons lift off from Balloon Fiesta Park. Enjoy exploring the extensive grounds of Fiesta Park and chatting with the pilots and crews as they prepare the balloons for flight. Access the Chaser's Club, offering seating in a private outdoor patio located next to the launch field. Hot breakfast buffet and beverages will be provided. Includes transportation from the Hyatt, admission to Fiesta Park and Chaser's Club. **\$75**; **50**-person limit

8 a.m. – 1 p.m.

Sandia Peak Tramway with Visit to Old Town

Ride on the Sandia Peak Aerial Tramway, one of the world's longest free-span cable tramways! The 2.7-mile tramway ride to the top will take you through four of the seven life zones found in North America. Once atop Sandia Peak, you will marvel at the thousands of square miles of breathtaking scenery and panoramic views. Finish your day with a visit to Old Town, with a walking tour of the historic Plaza area or time on your own. Includes transportation from the Hyatt, a professional tour guide, round-trip flight on the Sandia Peak Aerial Tramway, bottled water and a walking Tour of Old Town. \$75; 50-person limit

10 a.m. – 5 p.m.

Santa Fe

Travel north to historic and picturesque Santa Fe, where winding streets, covered arcades, hidden gardens and courtyards, and Pueblo-style architecture reflect the blending of Indian, Hispanic and Anglo cultures. Upon arrival you may take an optional guided walking tour, visiting the historic Plaza, St. Francis Cathedral, the Loretto Chapel with its famous "miraculous" staircase, and the San Miguel Mission. Includes transportation from the Hyatt, a professional tour guide, walking tour of the Santa Fe Plaza area, admission to Loretto Chapel and San Miguel Mission, and bottled water on a coach bus. Departs Santa Fe at 4 p.m. \$75; 50-person limit

1 p.m. - 5 p.m.

Old Town Albuquerque and Museum Duo

Begin your day with a visit to Old Town and a walking tour of the historic Plaza area. Then continue to the Albuquerque Museum of Art and History, one of the largest museums in New Mexico. Continue to the Indian Pueblo Cultural Center, a Duke City landmark dedicated to the preservation and perpetuation of Pueblo Indian culture, history and art. During Balloon Fiesta, Native American dancers perform traditional dances here. Includes transportation, a professional tour guide, a walking tour of Old Town, admission to the ABQ Museum, admission to the Indian Pueblo Cultural Center and bottled water. \$65; 30-person limit

1 p.m. - 5 p.m.

Old Town Albuquerque and Bosque Biking Tour

Your day begins with a visit to Old Town and a walking tour of the historic Plaza area. Old Town, the original center of Albuquerque, was founded in the early part of the 18th century. After the walking tour you continue to a memorable bicycle journey through some of Albuquerque's most majestic scenery on a leisurely, scenic ride along the famous Rio Grande Bosque River Trail. It is a 2-hour, 9-mile ride and is enjoyable for all skill levels. Includes transportation from the Hyatt, a professional tour guide, a walking tour of Old Town, Bosque Biking Tour, bike rental, helmet and bottled water.

\$100; 20-person limit

2 p.m. – 5 p.m. Breaking Bad RV Tour

Miss Breaking Bad? Love Better Call Saul? Bring the hit TV show to life on this 3-hour film location tour. You get to ride in the Breaking Bad RV just like the one on the show. Re-live the sights and sounds in this fully interactive, climate-controlled studio film location, and see the Albuquerque of the sinister characters Jesse and Walter: where they lived, worked and ate.

You may also see other film locations from movies like Terminator, Avengers, Transformers, Independence Day 2, Maze Runner 2 and many more. Includes transportation from the Hyatt, a tour guide, visits to sites around Albuquerque, and a light meal with drink at Los Pollos Hermanos. \$75; 50-person limit

SATURDAY, OCT. 13

5 a.m. - 9:30 a.m.

Albuquerque International Balloon Fiesta® Mass Ascension

Few spectacles on earth rival the Mass Ascension of the Albuquerque International Balloon Fiesta, as upwards of 500 balloons lift off from Balloon Fiesta Park. Enjoy exploring the extensive grounds of Fiesta Park and chatting with the pilots and crews as they prepare the balloons for flight. Access the Chaser's Club, offering seating in a private outdoor patio located next to the launch field. Hot breakfast buffet and beverages will be provided. Includes transportation from the Hyatt, admission to Fiesta Park and Chaser's Club. \$75; 100-person limit



Limited Space – Book by July 31st! phccweb.org/CONNECT

PHCC NATIONAL AUXILIARY SCHEDULE



The PHCC National Auxiliary invites you to attend CONNECT 2018!

Be sure to stop by the Marketing Desk for PHCC logo items on sale. All proceeds go toward funding educational efforts and supporting p-h-c contractors.

Special Auxiliary events during CONNECT include:

Wednesday, Oct. 10

- PHCC Auxiliary Registration, Marketing Table Open
- PHCC Auxiliary Board of Directors' Meeting and Leadership Reception (Sponsored by BrassCraft)
- PHCC Auxiliary First Timers Networking

Thursday, Oct. 11

- Opening Breakfast (Sponsored by Bradford White)
- PHCC Auxiliary Business Meeting
- PHCC Auxiliary Life Member Tea (Sponsored by LA-CO Industries)

Friday, Oct. 12

- Workforce Development Breakfast (Sponsored by the PHCC Auxiliary)
- Auxiliary Make-up Sessions
- PHCC 2018 Awards Luncheon (Hosted by the PHCC Auxiliary)

Saturday, Oct. 13

 Auxiliary Post-Convention Executive Officers Meeting



Early bird discount ends Aug 31st.



The Association Executives Council will provide several education and information-sharing opportunities at **CONNECT** geared specifically for association executives. The AEC members are the paid staff of local, state and regional PHCC—National Association affiliated associations.



Wednesday, Oct. 10

Education Sessions

AEC Board Meeting

Thursday, Oct. 11

Education Sessions

AEC Roundtable

Friday, Oct. 12

Education Sessions

QSC@CONNECT

OCTOBER 10-12

Powered by Quality Service Contractors (QSC), an Enhanced Service Group of PHCC



QSC Education Sponsor



Experience three days of learning, discovering new solutions for your business and networking with other p-h-c service and repair contractors.

NEW THIS YEAR!

PILLARS of Success: A Strategic Planning Workshop

Oct 10

Owners and managers of service businesses should plan to attend this powerful full-day program. **Pillars of Success: Strategic Planning Workshop** will guide each participant through a deep dive into enhancing their business strategy and creating a strategic plan for their business. This highly-interactive program will break down the concepts and process and help attendees understand the components of a powerful and winning strategy. The program is open to all, but advance registration is required, and space is limited. **Lunch included. (Sponsored by Scorpion)**

Service Contractor Solutions Pavilion

Oct.10-11

Make the most of your time in the exhibit hall by stopping by the new Service Contractor Solutions Pavilion, filled with the best products and services for service contractors. Bringing together the top suppliers with the solutions you need, this hub is sure to be your #1 destination in the CONNECT Product & Technology Showcase!

Service Contractor Central

Oct. 11-12

If you're serious about your service and repair business, the new Service Contractor Central is for you! Located by CONNECT Registration, this is your home-away-from-home to learn, network and relax with fellow contractors. Open to all service and repair contractors, Service Contractor Central will feature Solutions Labs and Roundtable discussions on your top concerns and hotbutton issues. Stop by to learn, grab snacks and refreshments, or take part in a Service Contractor Happy Hour. Open to all service and repair contractors.

FEATURING

The Pumpkin Plan: A Simple Strategy for Growing a Remarkable Business

Mike Michalowicz, Author and Entrepreneur

Oct. 10

Under the pressure to stay alive—let alone grow—it's easy for entrepreneurs to get caught up in a never-ending cycle of "sell it—do it, sell it—do it" that leaves them exhausted, frustrated, and unable to get ahead no matter how hard they try. Experiencing this exact situation, author and entrepreneur Mike Michalowicz discovered a business strategy from farmers. Not the everyday guys, but those county fair geeks who grow one ton pumpkins. They hold the secret to explosive growth, and Mike will show you how it applies directly to your business. It's your turn to grow an award winning, explosive company! Hear this entrepreneurial advocate during the Pillars of Success: A Strategic Planning Workshop!



QSC SCHEDULE HIGHLIGHTS



Wednesday, Oct. 10

- Continental Breakfast
- **Keynote Speaker:** Mike Michalowicz
- Pillars of Success: Strategic Planning Workshop
- Service Contractor
 Solutions Pavilion &
 Reception | CONNECT
 2018 Opening Reception
 (Sponsored by Bradford
 White and InSinkFrator)

Thursday, Oct. 11

- Service Contractor Central
- Service Contractor Solutions Pavilion
- QSC Solution Labs
- Service Contractor Happy Hour

Friday, Oct. 12

- Service Contractor Central
- QSC Solution Labs
- "It's Five O'Clock Somewhere" Service Contractor Reception





CONNECT 2018

REGISTRATION FORM & INFORMATION*

OCT. 10-12, 2018 \Rightarrow Albuquerque Convention Center Register online at phccweb.org/CONNECT to save \$5 off your registration!

REGISTRATION INFORMATION
Registrant 1
Title
Company
Badge Nickname
Address
City
State ZIP
Phone
Fax
Email (For confirmation)
Special Promo Code
ADDITIONAL ATTENDEES
Guest/Spouse Name:
Title:
Badge Nickname:
Email:
Registrant 2 Name:
Registrant 2 Name: Title: Badge Nickname: Email:
Badge Nickname:
Email:
Registrant 3 Name:
Title:
Badge Nickname:
Email:
Registrant 4 Name:
Title:
Badge Nickname:
Email:
Check all that apply:
☐ I am a first-time attendee ☐ I have accessibility or dietary restrictions. (Please attach a written description of your needs.)

^{*} PHCC Eligibility Policy: CONNECT 2018 and the Product & Technology Showcase are open to all p-h-c contractors, their employees and spouses. Associate Members/industry partners who are not exhibitors are ineligible to attend.

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REGISTRATION FEES	QTY	Through Aug. 31	Effective Sept. 1		TOTAL
Full Member Registrant**		\$525	\$625	=	
Second Registrant from same company		\$475	\$575	=	
Third, Fourth, etc. from same company		\$425	\$525	=	
Non-Member Contractor Registrant		\$625	\$725	=	
PHCC Association Manager		\$425	\$525	=	
PHCC Auxiliary Member (non-contractors)		\$325	\$425	=	
Guest/Spouse (non-contractors)		\$325	\$425	=	1
ADD-ON OPPORTUNITIES	QTY	Through Aug. 31	Effective Sept. 1		TOTAL
PHCC EVENTS & ACTIVITIES					
Pillars of Success - Strategic Planning Workshop (Wednesday, Oct. 10) (Powered by Quality Service Contractors. Registration required. Indicate number attending at right.)		Included in registration	Included in registration	=	
PHCC-PAC Event (Wednesday, Oct. 10: 7:30-10:30 pm)		\$150	\$150	=	
Union-Affiliated Contractors Networking Event (Thursday, Oct. 11: 5:30–7:30 pm)		\$125	\$125	=	
AROUND TOWN (Fee is non-refundable)					
Albuquerque International Balloon Fiesta® Ascension with Hot Air Balloon Ride (Tuesday., Oct. 9: 4:30 am-9:30 am) (Must book before June 15. If the flight is cancelled due to inclement weather and cannot be rescheduled, you will be refunded \$265. Balance of fee is non-refundable. Limited to 50 attendees.)		\$400	\$400	=	
Albuquerque International Balloon Fiesta® Ascension Viewing (Tuesday, Oct. 9: 5–9:30 am) (<i>Limited to 50 attendees.</i>)		\$75	\$75	=	
Sandia Peak Tramway with Visit to Old Town (Tuesday, Oct. 9: 8:00 am-1:00 pm) (<i>Limited to 50 attendees.</i>)		\$75	\$75	=	
Santa Fe Tour (Tuesday, Oct. 9: 10:00 am–5:00 pm) (Limited to 50 attendees.)		\$75	\$75	=	
Old Town Albuquerque and Museum Duo Tour (Tuesday, Oct. 9: 1:00–5:00 pm) (<i>Limited to 50 attendees.</i>)		\$65	\$65	=	
Old Town Albuquerque and Bosque Biking Tour (Tuesday, Oct. 9: 1:00–5:00 pm) (Limited to 20 attendees. Fee is non-refundable.)		\$100	\$100	=	
Breaking Bad RV Tour (Tuesday, Oct. 9: 2:00–5:00 pm) (Limited to 50 attendees. Video played includes scenes which contain adult material.)		\$75	\$75	=	
Albuquerque International Balloon Fiesta® Ascension Viewing (Saturday, Oct. 13: 5–9:30 am) (Limited to 100 attendees.)		\$75	\$75	=	
			TOTAL	=	

[&]quot;Group reservations can be made by contacting Customer Care at 800-533-7694 or customercare@naphcc.org.

PAYMENT INFORMATION									
□ Check (Make payable to PHCC) Mail check to: PHCC • P.O. Box 601804 • Charlotte, NC 28260-1804	Charge my	□VISA	□мс	☐ AMEX					
Card Number	Exp. Date		CVV Code						
Name on Card	Signature								
Billing Address									
City	State			ZIP					

By registering for CONNECT 2018, I understand that I may be contacted by Product & Technology Showcase exhibitors and that photos taken of me during the event may be used in PHCC promotional materials.

HOTEL INFORMATION: Hyatt Regency Albuquerque / PHCC rate: \$185
To reserve a room, call 888-421-1442 and reference "Plumbing Heating Cooling Contractors"

Due to high demand during the Albuquerque International Balloon Fiesta®, register NOW for tours AND hotel. Availability may change after July 31.

CALL: (800) 533-7694 • FAX: 703-237-7442 • REGISTER ONLINE: phccweb.org/CONNECT • Email: connect@naphcc.org
All registration cancellations must be in writing. Refunds for cancellations made after September 5, 2018 will be charged a \$25 processing fee.



Plumbing-Heating-Cooling Contractors-National Association 180 S. Washington St., Suite 100, Falls Church, VA 22046 TELEPHONE: (800) 533-7694 FAX: (703) 237-7442

E-MAIL: naphcc@naphcc.org **WEBSITE:** www.phccweb.org

REGISTER: phccweb.org/CONNECT LIKE: @PHCCNational (Facebook) FOLLOW: @phccnatl and #PHCCconnect (Twitter) FIND US: PHCC-National Association (LinkedIn)



THANK YOU TO OUR CONNECT 2018

SPONSORS!

With your generous support, we're navigating our industry's needs, fueling tomorrow's workforce, and taking businesses to new heights.

