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Construction Career Days draws record attendees

Alan M. Petrillo
HVACR Today

The Arizona Construction Career Days held Nov. 7 and 8 at the Army National Guard, Papago Site on McDowell Road in Phoenix, drew a record number of students, adults, schools and exhibitors, according to the organizer of the event.

Rose Ann Canizales, president of the non-profit Association for Construction Career Development (ACCD), which sponsors the Arizona Construction Career Days, said the event tallied a total of 1,520 students for two days, representing 88 high schools from around the state. A total of 253 adults also attended and 50 exhibitors displayed their goods and services during the two days.

Canizales said she was pleased with the turnout of students and schools, which was an increase of 420 students and 23 high schools over the 2012 Construction Career Day figures. High school sophomores, juniors and seniors are the targeted audience for the event, Canizales pointed out.

Encouraging a new generation to enter into the construction industry is one of the chief goals of the Career Days, she noted.

“By attending the Construction Career Days, the students can get a feel for the various trades and can consider all the facets that an education in a construction field would offer,” she said. “That might be an apprenticeship program, or a two-year or four-year college curriculum.”

Canizales noted that the success of the current and past Construction Career Days have been due to the participation of partners in the events.

“No one entity can solve the shortage of qualified workers in the trades,” she said. “We were very pleased to have as our partners the Arizona Department of Transportation, federal Department of Transportation, the U.S. Army National Guard and the Arizona Department of Education.”

The Career Days kicked off with a VIP reception where keynote presentations were made by John Huppenthal, Arizona State Superintendent of Public Instruction; Vivienne Lattibeaudiere, PhD, manager of the Arizona Department of Transportation’s Business Engagement and Compliance Office; Arizona State Senate President Andy Biggs; and Brig. Gen. Michael T. McGuire, Adjunct



This year’s Construction Career Days was attended by 1,520 students.

General, Arizona, U.S. Army National Guard.

Career Days featured a new event this year—a luncheon for school counselors from around the state. At that time, Dan Brown, deputy superintendent of the Arizona Department of Education spoke to the group, as did

Sapna Gupta, senior policy analyst for the Morrison Institute for Public Policy at Arizona State University.

Students attending the event got to spend two days at work in the construction industry participating in real life work applications.

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Bahamas plane crash claims owners of Mesa-based plumbing, HVAC contracting company One Call Plumbing Services

Katie Mayer
HVACR Today

The owners of the Mesa-based plumbing, heating and air conditioning company One Call Plumbing Services were among four people who died Nov. 10 in a plane crash near the Bahamas.

Glen Steiner, 48, and Leslie Steiner, 51, were active in their community and passionate about their business, said those close to them. Glen Steiner worked in the plumbing industry for nearly 30 years and was a member of the Plumbing Heating and Cooling Contractors (PHCC). According to the couple’s obituary, the family is working on establishing a scholarship fund in Glen’s name through the organization.

“As a customer of theirs, I can tell you

The couple’s obituary describes their passion for community service, as well as travel. The couple was involved with the Mesa Chamber of Commerce, Marc Center, Salvation Army, United Food Bank, EVBB and Superstition Leads Group.

that they were responsive and everything you want in a service company,” said Rory Gilbert, past president of the Mesa Sunrise Rotary, where Glen was current president. “I know that other members of the rotary trust-

ed Glen, and whether he was there or any of his staff was there, I knew we got the same quality.”

Gilbert remembers the time when her daughter and son-in-law had purchased a new home and expressed concerns about its air conditioning unit. The first company who checked the unit said that the entire system would need to be replaced, so Gilbert called Glen.

“Glen sent out his air conditioning guy and they had it clean and running for under \$300,” she said. “They were there for the long haul and building customers for life.”

According to news reports, the couple had just taken off in a Cirrus SR-22, a single engine plane, from an airport on Grand

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Leslie and Glen Steiner.

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It's on my heart: Relationships

By Jim Hinshaw - columnist
SALES IMPROVEMENT PROFESSIONALS



Just spent some time with a new rep for a distributor I have worked with for several years. He came from a competitor in the same town, actually found out about the job from one of

his customers. He had taken a break from our industry, looking at his options, opportunities in the marketplace. He got a call from a friend and former customer telling him he had heard there may be an opening at the new shop. He applied on line, got a call almost immediately (same night!), asking for more information.

We met with several of his customers after he joined the new company; it was a case study in forming great, mutually beneficial relationships. The first one was a dealer who was involved in all the things I sug-

gest: involved in a networking group, helping a local school build their athletic department, even helping a church with their HVAC needs (the famous adopt a church program). He met us and was open to some new ideas, listened as we shared concepts some dealers are using to grow their business these days. He was doing more than most are doing today, but still wanted to raise the bar, grow the top and bottom lines.

Later on we met with another dealer who had some questions for us. He had made a decision to grow his business; this was the year he was going to take action. So he wanted to know what could be done to grow in this economy, cost effective ways to increase his sales without spending a ton on advertising or marketing.

So here is my point: we talked to both dealers a couple of hours, the conversation moved from the economy to social media to sales systems and presentation tools for the iPad and tablets. We talked very little about equipment; it was all about their business. Do you have a relationship with your cus-

tomers where they care about your future enough to share about a job opening? Where they want to be involved with you on their business, asking for ideas on how to prosper in this economy?

As equipment reps, we all want to share the latest furnace or ac unit concepts, the

The consumer today may want to hear about the benefits of a new comfort system, not how the variable speed motor works. In fact, in most cases, it is better to stay away from the technical stuff.

most efficient, most reliable, easily serviced boxes on the planet. In many cases what the dealers would like to hear about are some creative ways to grow the biz. OK, so what if you are a dealer, not a TM?

The consumer today may want to hear about the benefits of a new comfort system, not how the variable speed motor works. In

fact, in most cases, it is better to stay away from the technical stuff, spend some time discussing what they would like to have in a new system, how it can benefit them and their family.

Do your customers value your input, view you as a consultant, not a sales rep? One way to get them to think of you as a business advisor is to think of them as more than a sale, or series of business transactions. When you help your customers get what they want and need, you will get what you want and need. Thanks for listening, we'll talk later.

Jim Hinshaw is owner of Sales Improvement Professionals he can be reached at 602-369-8097, jimhinshaw@siptraining.com, or www.siptraining.com. He has clients that range in size from billions a year in sales to family owned companies with two employees. He works in all areas to improve sales, service and profits. Copyright © 2013 by S.I.P. Inc.

Arizona fall protection legislation at odds with Federal Regulations

Alan M. Petrillo
HVACR Today

The state of Arizona and federal representatives of OSHA (Occupational Safety and Health Administration) are on opposite sides of a disagreement over the height at which workers should be protected by fall protection on residential construction work sites. And if an agreement isn't reached to settle the disagreement, federal OSHA may take over what is known as "1910 jurisdiction" governing residential construction workplaces.

The nub of the problem stems from the Code of Federal Regulations CFR 1926.501(b)(13), said Phoenix attorney Chuck Keller of Snelling Roemer, who practices in OSHA and ADOSH (Arizona Department of Occupational Safety and Health) related areas.

"That OSHA standard dictates that in residential construction you have to protect employees by use of conventional fall protection methods when they are exposed to falls of six feet or more," Keller said. "That has been on the books for years."

Keller said that when the regulation was first promulgated, the National Homebuilders Association objected that it wasn't a feasible rule for residential construction, especially on a single story home. OSHA subsequently

devised an exception for residential construction—STD 03-00-001—that allowed residential construction contractors in certain fields, like roofing, framing and HVAC, to use alternative fall protection without first having to prove it wasn't feasible to protect employees at the six foot level.

"It gave those contractors and subcontractors an exemption at the six foot level, but it was never intended to be permanent," Keller observed.

In December 2010, OSHA rescinded that STD, which meant contractors had to comply with 501(b)(13) and shifted the burden of proving compliance was not feasible to the contractor.

The federal OSHA commercial fall protection standard also is set at six feet and is not considered a part of the issue.

During the 2012 Arizona legislative session, Senate president Andy Biggs introduced SB 1441 which passed, and Governor Jan Brewer signed it into law on March 27, 2012. The measure said that contractors and subcontractors didn't have to provide residential fall protection except when the eave height exceeded 15 feet.

At some point later that year, federal OSHA received CASPA AZ27, a Complaint About State Program Administration, complaining

that ADOSH was enforcing a new law that does not provide residential construction employees with fall protection between six and 15 feet. The complaint was sent to ADOSH and received by them on Dec. 7, which responded to the complaint on Feb. 1, 2013.

Keller pointed out that most state plans don't go through a rulemaking procedure to adopt OSHA regulations, but simply adopt the federal OSHA general duty and construction standards.

"If different than OSHA federal standards, they have to be submitted for federal review and approval," Keller said. "ADOSH did that, but the new law was denied, yet nothing was done on the federal level at that time."

Keller said about two months ago several OSHA representatives met with Laura McGrory, director of the Industrial Commission of Arizona, which administers and enforces applicable laws and regulations relating to the protection of life, health, safety and welfare of employees within the state. He said the OSHA representatives demanded compliance with the six-foot fall protection rule.

"ADOSH is in a delicate position," Keller observed. "They can't say to the federal OSHA people that they will comply because ADOSH has a state statute it is required to

enforce."

Keller said he believes the ball is in OSHA's court when it comes to the next move.

"The feds have told me directly that their patience is running out," Keller said. "At some point they may serve the state with a show cause order to show why they believe the state residential construction fall protection standard is as effective as the federal OSHA standard. When that is filed, ADOSH will have 30 days after service to respond."

ADOSH and the Industrial Commission declined to be interviewed, but responded to emailed questions with the following statement: "To date, the Industrial Commission of Arizona has not received a show cause letter regarding residential fall protection from the federal Occupational Safety and Health Administration. While specific action and/or response will be determined, when, and if, it receives the letter from federal OSHA, the commission intends to defend its state plan."

Keller pointed out that if an administrative law judge decided the issue in favor of federal OSHA, then the state could go into a form of dual jurisdiction.

"The issue will be what form that will take," Keller said. "Will it be for all residential construction or only for fall protection?"

13 unlicensed contractors busted in Nevada sting operation

Henderson, Nev.—The Nevada State Contractors Board (NSCB) cited 13 unlicensed contractors during a sting operation in Las Vegas on Nov. 19. Six suspects were cited for allegedly engaging in business or submitting a bid without a contractor's license, a violation

of Nevada Revised Statutes Chapter 624.700. Seven were charged with allegedly advertising without a contractor's license (NRS 624.720).

Board investigators posing as property owners contacted unlicensed contractors, inviting them to visit the sting location to dis-

cuss performing floor tile installation, drywall and electrical work. According to Nevada law, all electrical, plumbing, air conditioning and heating work must be performed by licensed contractors. All other work requires a license if the cost of the project totals \$1,000 or more.

The Board's criminal investigators conducting stings use the interactions to encourage unlicensed contractors to obtain their contractor's licenses while also fulfilling the Board's mandate to protect the health, safety, and welfare of the public.

Steiners

Continued from page 1

Bahamas, when it crashed into the ocean minutes after taking off. Officials have not released the cause of the crash yet.

Gilbert said that Glen had been president of the Mesa Sunrise Rotary club for just five months when he was killed. His wife wasn't a member, but was always "right by his side," she said.

The couple's obituary describes their passion for community service, as well as travel. The couple was involved with the Mesa Chamber of Commerce, Marc Center, Salvation Army, United Food Bank, EVBB and

Superstition Leads Group.

"They worked hard, but also knew how to have fun, traveling and getting to know other cultures," their obituary says. "They were partners in business, as well as life."

One Call Plumbing Services remains open with family members taking over operations, however the company is now only providing plumbing services, said a representative.

The Steiners are survived by their two sons.

"We feel a very present every day loss," Gilbert said. "He was such a warm, wonderful role model and leader."

ACCD

Continued from page 1

Hands-on demonstrations included building brick walls, CADD, a pipe design and build contest, cement mixing and setting, constructing a toolbox, estimating projects, designing and building projects, plumbing projects, pipe fitting and operating heavy equipment under the instruction of a professional operating engineer.

Fifty companies and organizations participated in the Arizona Construction Career Days as exhibitors, including utilities, contracting companies, subcontractors, union locals, colleges and educational institutions.

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