



State Board of Examiners of Plumbing, Heating & Fire Sprinkler Contractors

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N.J. Whitaker, Chairman

J.G. Peace, H. Singh, R.J. Long, J.L. Harrison, Jr., Susan Lee, Alan Williams

FALL 2001

What Happens When A Bill Becomes Law

OR

What Does Bill 395 Mean To Licensees

Sandra O'Brien—Executive Director

Governor Easley recently signed into law S395 that directly impacts all the licensees of our Board. Some of the bill was merely clean-up language but other parts of it are important changes that will be put into place this year.

FEES

- Sets the annual license fee at **\$100.00** and the exam fee at \$80.00 until a permanent rule change increases it.
- Eliminates the current annual license fee structure and replaces it with a higher cap of \$150.00. We do not expect to reach the cap for quite some time.
- Increases the exam fee cap from

\$50.00 to \$150.00 both the application and the exam fee shall be retained by the Board whether or not a license is granted.

- Eliminates the \$45.00 local limited license for populations under 10,000.

SYSTEMS

- Systems installed in a single-family residence are a part of "heating, group number three (H-3, class I and II)" regardless of system size.
- Expands "H-3, class I to include **cooling systems** that have a mechanical refrigeration capacity of 15 tons or less.

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DO YOU HAVE YOUR
6
HOURS

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Continuing Education by Bill Tomlinson

As Director of Education I am happy to call your attention to the large number of educational classes being made available in this newsletter and on our web site for this upcoming fall and early winter.

I have previously notified you of our educational requirements and the amount of time available before the 2003 renewal and enforcement date. Many of you still have not come forth and started fulfilling your educational requirements for the 2003 renewal period. I am sure that some of you are putting off to the last minute your attempts to get your classes. Please do not wait until the last few months of 2002 and seek classes to satisfy your requirements. We have absolutely no way of knowing how many classes will be available.

The Board limits the number of licensees who can attend a class to 100 people. It is easy to see that as we draw near the deadline with large numbers needing hours, it will be impossible for those remaining licensees to get classes so as to qualify for the 2003 renewal cycle.

Each licensee should understand that any failure on your part to get your CE hours in a timely fashion will be handled in a manner prescribed by the Board and made known to you in more detail later. Any excuse such as "the classes were filled" will surely fall on deaf ears.

Also, I've heard that many contractors are waiting for courses to go on-line. Let me say again there will be no on-line credited classes.

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REMEMBER:

- You have until 2003 to get your 6 CE hours.
- Hundreds of courses will be offered around the state.
- Check your CE hours online through the "online register" at www.nclicensng.org

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FUEL PIPING

- Fuel piping license now **covers inside of building.**

EXAM

- Must be at least 18 years old and “of good moral character” before they are allowed to take the appropriate occupational exam. Under OSHA regulations no one under 18 is suppose to be involved in this type of work.
- Exams will be held throughout the year at computer testing centers around the state.
- No more special oral examinations.
- The majority of exams will be approved or denied within 30 days of applying.
- A license shall be issued after an applicant passes the exam and pays the appropriate fee.
License fees will no longer be collected up front.

- Applicant who fail the exam will now only have to wait 90 days before they can retake the exam.
- Applicants who fail the exam three times will be directed by the Board to take additional education courses before they are allowed to retake the test.

RENEWAL

- Renewal notification can be by mail or e-mail if the licensee so chooses.
- Board can hold a license until all unpaid annual fees are submitted to the Board.
- The late fee will be a flat \$25.00 charge.

EXPIRED LICENSE

- When renewing an expired license the licensee will be charged for all unpaid past years fees.
- Licensee will be responsible for continuing education at time of renewal.

Continuing Education: continued from page 1

No classes will be accepted that are not previously approved by the Board as already stated in prior newsletters.

Among our licensees are many plumbing and heating inspectors who voluntarily take code update courses through the Department of Insurance. This office has received numerous calls and letters from inspector licensees seeking to count those hours taken at seminars other than those approved by our Board. No credit will be given for any courses or hours not pre-approved as required by the Board rules and regulations.

We have many licensees who hold dual qualifications, i.e. plumbing, heating architects, and plumbing, heating engineers, and plumbing, heating electricians, as well as plumbing, heating inspectors. This Board looks on all of these as

licensees of the Board and, as stated previously, only accepts pre-approved courses as required by the continuing education rules.

Again, progress is being made with our classes both in number, location, and content wise. Already, several class sessions have been monitored as required by the Board and to be honest several have fallen short of the expectations promised in the class outline.

Steps are being taken to improve these classes. Failure to make significant improvement on the Providers' part will result in the termination of those courses.

Finally, allow me to thank you for your support now and in the future, as the Board works to improve the skills and knowledge of you the licensee.

SPECIAL NOTICE TO ALL LICENSEES

The Board has been receiving, for some time now, phone calls from licensees about Home Depot and Lowe's moving into the Heating and Air Conditioning business. Communications with Home Depot has been going on and off for several months now and at the present no solid understanding has been reached about how they will “retail” equipment, recommend a licensed contractor, finalize financing, or to the stipulations of a signed contract.

Each licensee who plans to participate in this program needs to understand that he/she, the licensee of record, will be liable, by signing, for any contract that he/she assumes responsibility over. There may be other retailers who have concerns and desires to participate in this type of working arrangement but at the present time our dealings with Home Depot and Lowe's indicate, to us, they have a desire and willingness to protect the public safety, health, and welfare of consumers.

Consent Agreement Report

A Consent Agreement is an affidavit taken from unlicensed individuals performing plumbing, heating and fire sprinkler work without license. These individuals sign a Consent Agreement stating that they will not perform any work requiring a license until they are properly licensed to do so. If you see these businesses or individuals in the field report them to this office.

<u>Name</u>	<u>City</u>	<u>Consent Agreement</u>
Allen, Frank	Jacksonville, NC	05/24/2001
Anderson, Morgan	Hickory, NC	12/07/2000
Arnold, Stewart	Fuquay-Varina, NC	11/28/2000
Blackburn, Fred	Dallas, NC	03/19/2001
Blosser, Richard	Cary, NC	01/23/2001
Bouchelle, Timothy	West End, NC	06/05/2001
Brock, Robert	Wallace, NC	04/26/2001
Brown, Michael	Wilmington, NC	04/03/2001
Bullock, Bill	Rocky Mount, NC	03/09/2001
Butner, Larry	Sanford, NC	06/18/2001
Carter, Keith	Lumberton, NC	02/08/2001
Casper, Ronald	Snow Hill, NC	02/09/2001
Chavis, Eric	Lumberton, NC	02/28/2001
Coley, Victor	Rocky Mount, NC	12/20/2000
Croom, Guy	Willard, NC	04/26/2001
Devello, John	Snow Camp, NC	07/12/2001
Ellis, Marshall	Snow Hill, NC	01/05/2001
Francisco, Al	Fayetteville, NC	06/20/2001
Gahagan, Benajah	Marshall, NC	02/02/2001
Gardner, Eddie	Monroe, NC	02/19/2001
Grice, Burt	Rocky Point, NC	05/31/2001
Hancock, Martin	Cheraw, SC	11/17/2000
Herring, Michael	Fayetteville, NC	04/25/2001
Horne, Douglas	Hope Mills, NC	03/29/2001
Hughes, Jimmy	Selma, NC	03/28/2001
Justice, Linda	Waynesville, NC	01/03/2001
Justras, Robert	Weaverville, NC	01/05/2001
Kelly, Phillip	Burlington, NC	07/12/2001
Little, Frederick	Robersonville, NC	05/25/2001
Mackins, Alvin	Gastonia, NC	12/27/2000
Maguire, James	Wilmington, NC	05/31/2001
Massie, Ronnie	Gastonia, NC	03/28/2001
Matthews, Ricky	Angier, NC	07/02/2001
Mills, John	Greenville, NC	04/18/2001
Nichols, Stanley	Greenville, NC	03/21/2001
Parker, Richard	Fayetteville, NC	07/09/2001
Pederson, Marty	Wilmington, NC	06/18/2001
Piner, Willie	Rose Hill, NC	06/27/2001
Pope, Rodney	Fuquay-Varina, NC	04/05/2001
Riley, James	Gastonia, NC	02/21/2001
Robertson, Jerry	Scotland Neck, NC	04/05/2001
Satterfield, Gary	Hope Mills, NC	06/19/2001
Smith, John	Charlotte, NC	12/21/2000
Stills, Charles	Greenville, TN	02/02/2001
Stinnett, James	Newport, TN	02/02/2001
Stonestreet, Michael	Wilmington, NC	04/03/2001
Thomson, Kent	Drexel, NC	04/18/2001
Wassong, Joseph	Winston-Salem, NC	03/12/2001
Whitley, Devin	Albemarle, NC	01/04/2001
Williams, Greg	Greenville, NC	05/01/2001
Womble, Robert	Williamston, NC	04/05/2001
Yoder, Phillip	Newton, NC	02/13/2001

A Journey of Knowledge and Success

My name is James Earl Rich and I own and operate a small Heating and Air Conditioning business employing 18 people near Wallace, NC. I have worked in Duplin, Pender, and Onslow counties for approximately 25 years. I have always felt that my work and knowledge of the trade was as good as or better than most competitors that I have competed with on a daily basis.

In August of 2000 I was having lunch at Andy's Restaurant in Wallace with several contractors in our area. The topic of conversation moved back and forth about all the problems consistent with our business and finally settled on a subject new to me. A strange change of the State Board of Examiners interpretation of 15 tons of A/C and a test for the 15 tons licensees to be held on August 5, 2000. I was told that information relative to this change had been printed in newsletters supplied by the Board over several issues. I could not believe what I was hearing. Here I was with 25 years of experience, employing 18 people in the field, and readily accepted by contractors and consumers, as on top of my game.

Who were they (the Board) to try and change the rules? Who were they to tell me I didn't know my business? Those people in Raleigh didn't know what they were doing and I was certainly going to tell them what I thought. All sorts of things go through ones mind when he thinks of the impact a change could mean to his livelihood. I hurried back to my office and looked back at some of the old newsletters and sure enough their the change was in black and white. I had, as always, read the inside section about suspensions and revocations but as always failed to look at all of the other useful bulletins and articles so vital to our industry.

I made a call to the Board office where a lively conversation relative to the change was given. I so was furious that I was invited to come to the Raleigh office for a personal explanation of the 15 tons change. When I arrived at the Board office, I sat down and had a meeting with Sandra O'Brien, Executive Director and Bill Tomlinson, Assistant Director. They convinced me to at least try and take the exam.

I had already called my local representative and had plans to make life miserable for the Board but the explanation and rational for the Boards decision called for me to at least try and see if they were telling the truth. Well, I took a quick crash course, then took the exam and received a failing grade.

All my life I was a person who had to work for what I received. I wasn't going to let this exam beat me. I enrolled in another course, taught by Tracy Stoner, and could not believe what she taught me. It became quiet clear to me that I had fallen behind in the knowledge required to do business in today's marketplace. It had been 25 years since I took a test in my field of work and everything was new. How have I survived?

Yes, I was like many of you reading this article, I thought I knew how to size and calculate jobs. But the facts were that I

was living in the past. Doing jobs the same old way. I was not helping my customers to get the most efficient job but one that assured me of work. It didn't matter that time was passing me by. Sandra and Bill, at the State Board, were right on target, I did need more skills and knowledge and was surprised at what I found out.

I passed the next exam and quickly elevated my business success by estimating and selling jobs using properly sized and more efficient systems. I have worked with other contractors in the area who accomplished the same thing I did by also getting their H-2 license. In talks with legislators I asked them to support the Boards new programs. I endorse the Boards educational requirements and made new friends at the Board office.

This short essay of my journey over the last 18 months or so is a true story. If you have delayed getting your license upgraded because of fears you can't do it, remember, you control your future, not your fears. You can move up if you try. Contact the Board office, they will gladly help you. They helped me.

James Earl Rich
Wallace, NC

Unsigned Complaint Letters

The Board office has received numerous complaints over the years from individuals who fail to sign, for one reason or the other, their letter of complaint. It is very difficult for me tell you how hard it is for our staff to investigate these type of complaints. What appears to you who are writing a simple "call them" is not so simple. Most of the time during an interview, we have no way to verify what the complainant is saying as it relates to the charges in the complaint letter.

Information contained in any file ultimately becomes public record and is available upon written request. It has been our experience that the individual knows who has written this office based on some past history.

Our staff does the very best to keep information confidential but we know all too well that if the charges, as alleged, move through the court system, we ultimately will need witnesses. Legal council for the defense will and have challenged us on where and how we obtained the information in the complaint.

Please help us by co - operating with this matter as we have lost many cases from the lack of being able to expand on what we felt, but couldn't prove, in a potential violators file.

SUMMARY OF FORMAL PROCEEDINGS

AMMONS, TIMOTHY S. 3/22/01
Charlotte, N.C.
Allegations of plumbing contracting without a license.
Complaint for Injunction issued 4/2/01.
Service of Process – 4/17/01.
Permanent injunction entered 5/31/01 enjoining Defendant from engaging in business as a plumbing, heating or fire sprinkler contractor.

BEECHAM, TIMOTHY LAWRENCE 2/21/01
D/B/A BEECHAM'S REFRIGERATION, HEATING & AIR
Nashville, NC
License #9882 H-3-I
Allegations that respondent failed to obtain a permit or request inspection and failed to install rain covers which led to the deterioration of the ductwork.
Summary procedure scheduled 4/11/01.
Final Order issued by the Board on 5/15/01 placing the license of respondent on probation for 1 year with provisions that Respondent have written contracts, obtain permits as required, maintain job files and service logs, maintain records detailing and documenting his compliance with the provisions of this order and commit no violation of Article 2, Chapter 87 or the Rules of the Board.

BIGGERSTAFF, GEORGE 1/18/01
Washington, NC
License #15973 P-II (*Suspended*)
Allegations of plumbing contracting while license on indefinite suspension. Complaint and Summons filed 2/7/01.
Service of process. 2/21/01 -
No Answer filed.
Entry of Default filed 4/9/01.
Permanent injunction entered 4/25/01 enjoining Defendant from engaging in business as a plumbing, heating or fire sprinkler contractor.

BLEVINS, JERRY DEAN 11/30/00
Strawberry Plain, TN
License #21679 P-I
Allegations that respondent permitted use of his license in connection with acquisition of permit for performance of several plumbing installations.
Summary procedure held 3/14/01.
Final Order issued 5/15/01 which suspended the license of respondent for 2 years.

COFFMAN, STEVEN FRANK 7/19/00
Waynesville, NC
License #22148 P-I
Allegations of incompetence and incompetence in the business of plumbing contracting in that Respondent installed upstairs tub trap arm outside allowable bent distance; failed to adequately support copper water piping and PVC-DWV piping with proper amount of hangers; cut a notch into a 2x4 stub greater than 40% to accommodate a 2" PVC pipe for washer machine drain; installed 3/4" copper water service which enters the outside of the house above grade exposed to elements without insulation; failed to vent downstairs bathtub; wet-vented kitchen sink and downstairs lavatory from laundry sink located on floor above; failed to vent downstairs water closet; drilled a hole larger than 3-5/8" in a floor joist but did not install required 1/2" CDX plywood to both sides of floor joist; connected upstairs shower drain to stack below water closet connection without individually venting; installed an "S" trap on upstairs shower; drilled top plate located downstairs more than 50% without having provided required 24 gauge steel reinforcing to top plate; failed to properly support shower heads; failed to install nail guards to protect PVC pipes at plates and walls; back-graded a portion of building drain located outside; used a Fernco coupling as a fitting to make a change of direction; used an unapproved flexible tail piece extension on downstairs lavatory; has failed

to return to installation to make corrections; and is operating business using the name Coffman Plumbing & Drain Cleaning rather than the name shown on the records of the licensing Board; installed 3" main vent horizontally below flood level rim without it being washed; located rough-in for whirlpool tub downstream of a water closet without an individual vent; failed to install vacuum breakers on both outside frost proof faucets; failed to secure hose bib to side of house; failed to use purple primer on at least three glue joints; improperly notched a stud at a lavatory; and failed to properly secure CTVC water piping; failed to obtain a permit or inspection; glued a ABS pipe to PVC pipe; installed a sanitary TEE where direction of flow is from horizontal to horizontal; failed to completely caulk tub surround; and exceeded hydraulic gradient for lavatory trap located to the right.
Summary procedure held 3/14/01.
Final Order entered by the Board on 5/15/01 revoking the license of Respondent.

CRANFORD, ERNEST 2/21/01
Nebo, NC
Allegations of plumbing contracting without a license.
Permanent injunction entered 4/30/01 enjoining Defendant from engaging in business as a plumbing, heating or fire sprinkler contractor.

CRANFORD, LINDA MARTIN 2/23/01
Nebo, NC
Allegations of plumbing contracting without a license.
Permanent injunction entered 4/30/01 enjoining Defendant from engaging in business as a plumbing, heating or fire sprinkler contractor.

DAY, JAMES L. 11/30/00
Bessemer City, NC
License #5033 P-I
Formal hearing held on 4/10/01.
As a result of investigation of complaints, the Board approved a Consent Order resulting in the surrender of the license of Respondent on 4/10/01.

ELLIOTT, CONRAD D., Owner 6/26/00
CONRAD'S ELECTRO MECHANICAL
Erwin, NC
License #13885 H-2&3-I
Allegations of incompetence and code violations in the business of heating contracting in that Respondent failed to leave installation instructions, installed unit on pad that is too small, left too much slope on "P" trap, failed to rodent proof gas pack and duct cover, covered supply and R/A ductwork with duct hood, failed to seal all joints and seams and properly support the flex duct, failed to properly insulate ductwork and to provide vapor barrier, installed 16 x 20" filter grill on 2-1/2 ton gas pack; installed gas connector too small for system, installed gas piping to gas pack which is too small; failed to obtain test on gas piping and inspection and acquired permit for a friend who carried out most of the work without supervision.
Summary procedure held 10/10/00.
Final order issued 5/15/01 suspending license of respondent for 2 months and until respondent presents evidence he has successfully passed course in duct design and fuel piping class. Respondent is admonished to have written contracts and obtain permits and assure that a final inspection has been performed.

ELLIS, JAMES ANTHONY 4/24/00
ELLIS MAINTENANCE & REPAIR
Whiteville, NC
License #19864 P-I
Allegations of permit violations in the business of plumbing contracting in that respondent failed to pay for outstanding permits during 1999.
Consent Order entered by the Board on 5/15/01 entering a Letter of Warning on the license record of respondent.

FREEMAN, DONALD MARCUS 11/30/00
 Crouse, NC
 Allegations of plumbing contracting without a license.
 Complaint and summons filed 1/25/01.
 Alias and Pluries to issued 2/5/01.
 Service of Process – 2/9/01.
 Permanent injunction entered 5/18/01 enjoining Defendant from engaging in business as a plumbing, heating or fire sprinkler contractor.

GILBERT, JOHN WALLACE 11/30/00
 Salisbury, NC
 Allegations of heating contracting without a license.
 Complaint and Summons filed 1/25/01.
 Service of Process on 1/31/01.
 Permanent injunction entered 5/07/01 enjoining Defendant from engaging in business as a plumbing, heating or fire sprinkler contractor.

GIVANS, JAMES
 Moyock, NC
 License #10769 H-1, 2&3-I
 Allegations of incompetence in the business of heating contracting in that Respondent failed to install HVAC system in retail space according to code; failed to respond to requests for service; constructed ducting from round, painted steel without taped joints instead of the specified duct board; duct sizing is excessively reduced at the distal ends (southern end of the building) resulting in insufficient cooling air at the ends of the ducts; relocated the HVAC return from the center of the building to the northern end above the bathrooms shifting effective air distribution and diminishing adequacy of the southern portion of the HVAC system; installed up-flow air handler units on two 2 x 4 or three 1 x 4 strip pads creating a gap of 2-1/4 to 3 inches from the floor; all three units operated continuously; failed to support flex duct properly in violation of the North Carolina State Building Code; supported a 5-ton air handler unit with concrete block restricting return capacity; failed to connect ductwork to boot; crimped supply flex coming off top of air handler unit; failed to attach flex to take-off with tape or strap; installed torn insulation on suction line; failed to install connector for flex joint; attempted to utilize a free return through a storage room.
 Formal hearing continued from 4/10/01.
 Consent Order entered 5/15/01 suspending the license of Respondent suspended for one (1) year. Respondent's license as a Heating Group 3 Class I contractor is reduced to an H-3-II license for one (1) year with the provision that Respondent commit no violation of Article 2, Chapter 87 or the Rules of the Board with regard to any qualification administered by the Board; take and pass the Trane 7-part system design course or an equivalent course approved in advance by Staff of the Board and a Level III Mechanical Code course offered through the Department of Insurance or an equivalent course approved in advance by Staff of the Board. After 6 months, and upon successful completion of the foregoing courses, license in the Heating Group 2 and Heating Group 3 Class I category will be restored to Respondent, at which point the probationary provisions will continue in effect until the end of the 12 month period. Respondent may complete work in progress as of the date of this Order and carry out other work for which Heating Group 3 Class II license is sufficient.

GREGORY, DANNY M. JR., 2/21/01
and DANNY M. GREGORY, SR.
d/b/a G & G MAINTENANCE CO.
 Dunn, NC
 Allegations of heating contracting without a license.
 Summons and Complaint filed 3/7/01.
 Permanent injunction entered 5/31/01 enjoining Defendants from engaging in business as a plumbing, heating or fire sprinkler contractor.

GRIFFIN, R.A.
d/b/a A-1 SERVICE CENTER
 Winston-Salem, NC

Allegations of contempt of prior order of the Court.
 Contempt motion heard 2/7/01.
 Amended Order of Contempt filed 3/1/01.
 Defendant found in Contempt of Court; ordered to make restitution of \$156.00 by 3/1/01, on threat of 60 day confinement in the Guilford County Jail.

HUGHES, GARY G. 1/18/01
d/b/a/ GARY'S ELECTRICAL SERVICE, INC.
 Colerain, NC
 License #13864 H-1-I
 Allegations of misconduct in the business of heating contracting in that Respondent holds a Heating Group III, Class I license but contracted to install a Heating Group I system consisting of a boiler.
 Final Order entered 5/15/01 placing the license of respondent on probation for 6 months with provision that Respondent commit no violation of Article 2, Chapter 87 or the Rules of the Board.

HURLEY, RANDY 3/8/01
 Sanford, NC
 Allegations of plumbing contracting without a license.
 Summons and Complaint issued 4/2/01.
 Service of Process – 4/9/01.
 Entry of Default filed 5/21/01.
 Permanent injunction entered 5/31/01 enjoining Defendant from engaging in business as a plumbing, heating or fire sprinkler contractor.

INGRAM, PHIL 11/8/00
P & P HEATING, COOLING AND APPLIANCES
 Charlotte, NC
 Allegations of heating contracting without a license.
 Complaint and Summons filed 12/18/00.
 Permanent injunction entered 6/06/01 enjoining Defendant from engaging in business as a plumbing, heating or fire sprinkler contractor.

KELLEY, MARC STEPHEN
 Hampstead, NC
 License #15513 P-I
 Allegations of misconduct in that respondent failed to install a system which would pass rough-in inspection, abandoned installation and attempted to collect additional money after final payment.
 Final Order issued by Board 5/15/01 placing the license of respondent on probation for 1 year with provisions that Respondent have written contracts, obtain permits as required, comply with supervision rules of the Board, maintain job files and service logs, maintain records detailing and documenting his compliance with the provisions of this order and commit no violation of Article 2, Chapter 87 or the Rules of the Board.

LEWIS, CHARLES 11/30/00
d/b/a "C" HOME IMPROVEMENT
 Jacksonville, NC
 Allegations of plumbing and heating contracting without a license.
 Complaint and Summons filed 1/25/01.
 Permanent injunction entered 4/30/01 enjoining Defendant from engaging in business as a plumbing, heating or fire sprinkler contractor.

MANN, WALTER HENRY 2/21/01
d/b/a ACCU-TEMP, INC.
 Youngsville, NC
 License #15347 H-3-I
 Allegations of incompetence in the business of heating contracting in that respondent failed to properly seal boots, joints, and registers; failed to provide waterproof cover over exposed duct, failed to tie unit to supports, failed to strap or support gas line; split trunk line before first branch and failed to provide metal duct connector at connection between two ducts.
 Final Order issued by the Board 5/15/01 which suspended the license of respondent for 6 months.

CAPE FEAR COMMUNITY COLLEGE							
DATE	COURSE	TIME	HRS.	INSTRUCTOR	LOCATION	CONTACT PERSON	PHONE
OCT. 20	HVAC DESIGN (RESIDENTIAL OVERVIEW)	8a - 10	2	LLOYD PRINCE	WILMINGTON	MELISSA COMER	910-251-5696
OCT. 20	ETHICS IN THE WORKPLACE	10a-12	2				
OCT. 20	TEAMBUILDING	1p - 3	2				
NOV. 3	BASIC JOB SITE SAFETY	8a - 10	2	LEE LOVIC			
NOV. 3	DRY SPRINKLER SYSTEMS	10a-12	2				
NOV. 3	RIGGING AND LIFTING	1p - 3	2				
NOV. 10	IMPROVING YOUR HVAC SKILLS	8a - 10	2	LLOYD PRINCE			
NOV. 10	DUCT SYSTEMS AND INSTALLATIONS	10a-12	2				
NOV. 10	VENTING & CHIMNEY INSTALLATIONS	8a - 10	2				
HALIFAX COMMUNITY COLLEGE							
OCT. 13	WORKPLACE SAFETY- LIFTING, FIRE SAFETY, HAZARD COMMUNICATIONS	9a - 11	2	KEVIN KUPIETZ	WELDON	WILLA DICKENS	252-536-4144
OCT. 13	CONFINED SPACE ENTRY	11a-1p	2				
OCT. 13	TRENCH OPERATIONS	2p - 4	2				
NORTH CAROLINA ASSOCIATION OF PLUMBING, HEATING, COOLING CONTRACTORS – NCAHCC							
DATE	COURSE	TIME	HRS.	INSTRUCTOR	LOCATION	CONTACT PERSON	PHONE
SEPT. 8	GAS BOILERS & WATER HEATERS – EFFICIENCY TESTING METHODS	9a – 11	2	BRYAN PAYNE	WINSTON-SALEM	DIANNE GULLI	877-742-2423
SEPT. 8	INSTALLATION & START UP OF CENTRIFUGAL PUMPS	12p-2	2	BRYAN PAYNE			
SEPT. 8	SYSTEM PRESSURE, MAINTENANCE & AIR CONTROL	2:30p-4:30	2	BRYAN PAYNE			
SEPT. 8	INTERNATIONAL PLUMBING CODE REVIEW I	9a – 11	2	DENNIS SOMMERS			
SEPT. 8	INTERNATIONAL PLUMBING CODE REVIEW II	12p-2	2	DENNIS SOMMERS			
SEPT. 8	GAS BOILERS & WATER HEATERS – EFFICIENCY TESTING METHODS	2:30p-4:30	2	BRYAN PAYNE			
SEPT. 15	GAS PIPE SIZING	9a – 11	2	LARRY CAPPS	RALEIGH	DIANNE GULLI	877-742-2423
SEPT. 15	PROPERLY INSURING YOUR MECHANICAL BUSINESS	12p – 2	2	MIKE BOZAKI			
SEPT. 15	LEGAL ISSUES FACING TODAY'S MECHANICAL CONTRACTOR	2:30p-4:30	2	HENRY JONES			
SEPT. 15	PROPERLY INSURING YOUR PLUMBING BUSINESS	9a – 11	2	MIKE BOZAKI			
SEPT. 15	LEGAL ISSUES FACING TODAY'S PLUMBING CONTRACTOR	12p - 2	2	HENRY JONES			
SEPT. 15	GAS PIPE SIZING	2:30p-4:30	2	LARRY CAPPS			
OCT. 6	DESIGNATING A RISK MANAGER IN YOUR COMPANY	9a-11	2	MIKE BOZAKI	BURLINGTON	DIANNE GULLI	877-742-2423
OCT. 6	HYDRONICS REVIEW	12p-2	2	DAVID PLEASANTS			
OCT. 6	SYSTEM BALANCING	2:30p-4:30	2	DAVID PLEASANTS			
OCT. 6	INTERNATIONAL PLUMBING CODE REVIEW I	9a – 11	2	DENNIS SOMMERS			
OCT. 6	INTERNATIONAL PLUMBING CODE REVIEW II	12p – 2	2	DENNIS SOMMERS			
OCT. 6	DESIGNATING A RISK MANAGER IN YOUR COMPANY	2:30p-4:30	2	MIKE BOZAKI			
OCT. 13	A REVIEW OF REGISTERS, GRILLS, AND DIFFUSERS	9a – 11	2	TRACY STONER	DUNN	DIANNE GULLI	877-742-2423
OCT. 13	BOARD PROBLEMS AND HOW TO PREVENT THEM	12p – 2	2	TRACY STONER			
OCT. 13	SCAFFOLDING AND LADDER SAFETY	2:30p-4:30	2	GARY BLAZAK			
OCT. 13	INTERNATIONAL PLUMBING CODE REVIEW I	9a – 11	2	DENNIS SOMMERS			
OCT. 13	INTERNATIONAL PLUMBING CODE REVIEW II	12p – 2	2	DENNIS SOMMERS			
OCT. 13	TRENCHING SAFETY & CONFINED SPACE ENTRY	2:30p-4:30	2	GARY BLAZAK			
OCT. 19	THE FOREMAN/SUPERINTENDENT AS TEAM LEADER PRE-FAB & THE RELUCTANT FOREMAN/SUPERINTENDENT	9a-12p	2	KIRK ALTER	DURHAM	DIANNE GULLI	877-742-2423
OCT. 19	SCHEDULING FOR FIELD LEADERS	1p-3p	2	KIRK ALTER			
OCT. 19	WHAT TO DO WHEN IT HITS THE FAN	3:15p-5:15	2	KIRK ALTER			
OCT. 20	THE TEN COMMANDMENTS OF FIELD SUPERVISION	9a-12p	2	KIRK ALTER			
OCT. 20	MANAGING MULTIPLE PROJECTS PAPERWORK AND THE RELUCTANT FOREMAN/SUPERINTENDENT	1p-3p	2	KIRK ALTER			
OCT. 20	KEEPING YOUR EYE ON THE PRIZE	3:15p-5:15	2	KIRK ALTER			
NOV. 10	A REVIEW OF REGISTERS, GRILLS, & DIFFUSERS	9a – 11	2	TRACY STONER	DURHAM	DIANNE GULLI	877-742-2423
NOV. 10	BOARD PROBLEMS & HOW TO PREVENT THEM	12p – 2	2	TRACY STONER			

NCAPHCC (CON'T)

DATE	COURSE	TIME	HRS	INSTRUCTOR	LOCATION	CONTACT PERSON	PHONE
NOV. 10	CUSTOMER COMMUNICATION FOR THE TECHNICAL TRADE	2:30p-4:30	2	TRACY STONER	DURHAM	DIANNE GULLI	877-742-2423
NOV. 10	INTERNATIONAL PLUMBING CODE REVIEW I	9a-11	2	DENNIS SOMMERS			
NOV. 10	INTERNATIONAL PLUMBING CODE REVIEW II	12p-2	2	DENNIS SOMMERS			
NOV. 10	BASICS OF PUMP SIZING	2:30p-4:30	2	JIM MULLINS			
NOV. 17	A REVIEW OF REGISTERS, GRILLS, & DIFFUSERS	9a-11	2	TRACY STONER	SWANSBORO	DIANNE GULLI	877-742-2423
NOV. 17	BOARD PROBLEMS & HOW TO PREVENT THEM	12p-2	2	TRACY STONER			
NOV. 17	CUSTOMER COMMUNICATION FOR THE TECHNICAL TRADE	2:30p-4:30	2	TRACY STONER			
NOV. 17	INTERNATIONAL PLUMBING CODE REVIEW I	9a-11	2	DENNIS SOMMERS			
NOV. 17	INTERNATIONAL PLUMBING CODE REVIEW II	12p-2	2	DENNIS SOMMERS			
NOV. 17	BASICS OF PUMP SIZING	2:30p-4:30	2	JIM MULLINS			
DEC. 1	HYDRONICS REVIEW	9a-11	2	DAVID PLEASANTS	SMITHFIELD	DIANNE GULLI	877-742-2423
DEC. 1	SYSTEM BALANCING	12p-2	2	DAVID PLEASANTS			
DEC. 1	MODERN PUMP APPLICATION & MAINTENANCE	2:30p-4:30	2	DAVID PLEASANTS			
DEC. 1	INTERNATIONAL PLUMBING CODE REVIEW I	9a-11	2	DENNIS SOMMERS			
DEC. 1	INTERNATIONAL PLUMBING CODE REVIEW II	12p-2	2	DENNIS SOMMERS			
DEC. 1	DOMESTIC WATER TEMP MAINTENANCE AND T&P VALVES	2:30p-4:30	2	DAVID PLEASANTS			
DEC. 15	GAS PIPE SIZING	9a-11	2	LARRY CAPPS	MOREHEAD CITY	DIANNE GULLI	877-742-2423
DEC. 15	PROPERLY INSURING YOUR MECHANICAL BUSINESS	12p-2	2	MIKE BOZAKI			
DEC. 15	SOUND BUSINESS PRACTICES FOR CONTRACTORS	2:30p-4:30	2	ANDY HARDING			
DEC. 15	PROPERLY INSURING YOUR PLUMBING BUSINESS	9a-11	2	MIKE BOZAKI			
DEC. 15	SOUND BUSINESS PRACTICES FOR CONTRACTORS	12p-2	2	ANDY HARDY			
DEC. 15	GAS PIPE SIZING	2:30p-4:30	2	LARRY CAPPS			
NORTH CAROLINA HEATING & AIR CONDITIONING CONTRACTORS NCHACC							
SEPT. 22	HOW TO USE MICROSOFT OUTLOOK	8a-10	2	BILL SCOTT	N. MYRTLE BEACH, SC	RAE HELMS	704-567-9374
SEPT. 22	PROPER SIZING & SELECTION OF GAS VENTING MATERIALS	8a-10	2	DAVE FETTERS			
SEPT. 22	INTRODUCTION TO MICROSOFT FRONT PAGE & WEB PAGE DESIGNING	10:30a-12:30	2	BILL SCOTT			
SEPT. 22	PROPER SIZING & SELECTION OF GAS VENTING MATERIALS	10:30a-2:30	2	DAVE FETTERS			
NC PETROLEUM MARKETERS ASSOCIATION							
SEPT. 10	COMFORT PRINCIPLES & OIL HEATING SYSTEMS	8a-10	2	TIM LAUGHLIN	RALEIGH	TIM LAUGHLIN	919-772-3399
SEPT. 10	FUEL PUMPS; PRINCIPLES, CAPACITIES, TESTING, & ETC.	10a-12	2	TIM LAUGHLIN			
SEPT. 10	PRIMARY CONTROLS, HEAT SENSING, STARTING AND RUNNING CONTROLS, & ETC.	1p-3	2	TIM LAUGHLIN			
SEPT. 10	COMBUSTION TEST PRACTICE	3p-5	2	TIM LAUGHLIN			
NORTH CAROLINA PROFESSIONAL PLUMBERS ASSOCIATION							
SEPT. 8	BUSINESS LAW – CONTRACTS, CLAIMS, LIENS, BONDS, ETC.	8a-10	2	HARPER HECKMAN	FAYETTEVILLE	SANDI LOFLIN	800-231-6764
SEPT. 8	TRENCHING – HAZARDS, STANDARDS, ACCESS, & ETC.	10:15a-12:15	2	JOE BAILEY			
SEPT. 8	CODE REVIEW – VOL. Ia; Ch1-3, VOL VII; Ch1	1:30p-3:30	2	EDDIE LOTHTRIDGE			
OCT. 27	BUSINESS LAW – CONTRACTS, CLAIMS, LIENS, BONDS, ETC.	8a-10	2	HARPER HECKMAN	WINSTON-SALEM	SANDI LOFLIN	800-231-6764
OCT. 27	TRENCHING – HAZARDS, STANDARDS, ACCESS, & ETC.	10:15a-12:15	2	JOE BAILEY			
OCT. 27	CODE REVIEW – VOL. Ia; Ch1-3, VOL. VII; Ch1	1:30p-3:30	2	EDDIE LOTHTRIDGE			

THE TECHNICAL TRAINING INSTITUTE							
DATE	COURSE	TIME	HRS.	INSTRUCTOR	LOCATION	CONTACT PERSON	PHONE
SEPT.14- 15	FUNDAMENTALS OF COMMERCIAL HVAC SYSTEMS	8a - 10	2	MIKE PRATL	RALEIGH	EVA PRATL	800-317-7095
SEPT.14-15	COMMERCIAL BUILDING SURVEYS: ANALYSIS OF THE LOAD ESTIMATE AND APPLICATION	10:15a - 12:15	2				
SEPT.14-15	ACCA MANUAL-N COMMERCIAL LOAD ESTIMATING	1p - 3	2				
SEPT.28	RESIDENTIAL REPLACEMENT SPECIALIST/ THE RESIDENTIAL SURVEY	8a - 10	2	MIKE PRATL	FAYETTEVILLE	EVA PARTL	800-317-7095
SEPT. 28	RESIDENTIAL REPLACEMENT SPECIALIST/ ANALYSIS OF LOAD ESTIMATE & APPLICATION	10a-12	2				
SEPT. 28	CONSERVING ENERGY THROUGH ENVELOPE UPGRADES	1p - 3	2				
NOV. 2	MANAGING YOUR BUSINESS THROUGH FINANCIAL KNOWLEDGE	8a - 10	2	MIKE PRATL	HENDERSON	EVA PRATL	800-317-7095
NOV. 2	FINANCIAL MANAGEMENT - PROFIT & LOSS ANALYSIS	10a-12	2				
NOV. 2	FINANCIAL MANAGEMENT - COAT/BENEFIT ANALYSIS	1p - 3	2				
NOV. 17	RESIDENTIAL REPLACEMENT SPECIALIST/ THE RESIDENTIAL SURVEY	8a - 10	2	MIKE PRATL	NEW BERN	EVA PRATL	800-317-7095
NOV. 17	RESIDENTIAL REPLACEMENT SPECIALIST ANALYSIS OF LOAD ESTIMATE & APPLICATION	10a-12	2				
NOV. 17	CONSERVING ENERGY THROUGH ENVELOPE UPGRADES	1p - 3	2				
NOV. 30	RESIDENTIAL REPLACEMENT SPECIALIST/ THE RESIDENTIAL SURVEY	8a - 10	2	MIKE PRATL	WILMINGTON	EVA PRATL	800-317-7095
NOV. 30	RESIDENTIAL REPLACEMENT SPECIALIST/ ANALYSIS OF LOAD ESTIMATE & APPLICATION	10a-12	2				
NOV. 30	CONSERVING ENERGY THROUGH ENVELOPE UPGRADES	1p - 3	2				
DEC. 7	MANAGING YOUR BUSINESS THROUGH FINANCIAL KNOWLEDGE	8a - 10	2	MIKE PRATL	ROCKY MOUNT	EVA PRATL	800-317-7095
DEC. 7	FINANCIAL MANAGEMENT - PROFIT & LOSS ANALYSIS	10a-12	2				
DEC. 7	FINANCIAL MANAGEMENT - COST / BENEFIT ANALYSIS	1p - 3	2				
WILKES COMMUNITY COLLEGE							
NOV. 17	GAS PIPING INSTALLATIONS (BASED ON NCSBC VOL. VI; CH3, 9 & 10)	9a - 11	2	TYLER PACE	WILKESBORO	AMY MASSENGILL	336-838-6206
NOV. 17	VENTING OF GAS APPLIANCES - VOL VI; CH. 6	11a-12 1p-2	2				
NOV. 17	BUILDING CODE - ADMINISTRATION & ENFORCEMENT NCSBC VOL. IA	2p - 4	2				
UMPIRE TECHNOLOGIES GROUP							
SEPT. 14	ACCOUNTING: PROFIT IS NOT A DIRTY WORD	8:30a- 11:30	2	JOHN TURNAGE	ASHEBORO	JOHN TURNAGE	919-624-3456
SEPT. 14	FINANCIAL STATEMENT REPORTING, ANALYSIZING DIRECT LABOR, ALLOCATING EXPENSES, & ETC.	12:30a- 2: 30p	2				
SEPT. 14	RELATIONSHIP BETWEEN INCOME STATEMENT, BALANCE SHEET, & CASH FLOW STATEMENT	2:30p- 4:30	2				
SEPT. 21	ACCOUNTING: PROFIT IS NOT A DIRTY WORD	8:30a- 11:30	2	JOHN TURNAGE	FLETCHER	JOHN TURNAGE	919-624-3456

UMPIRE TECHNOLOGIES GROUP (CON'T)

DATE	COURSE	TIME	HRS.	INSTRUCTOR	LOCATION	CONTACT PERSON	PHONE
SEPT. 21	FINANCIAL STATEMENT REPORTING, ANALYSIZING DIRECT LABOR, ALLOCATING EXPENSES, & ETC.	12:30a-2:30p	2	JOHN TURNAGE	FLETCHER		
SEPT. 21	RELATIONSHIP BETWEEN INCOME STATEMENT, BALANCE SHEET, & CASH FLOW STATEMENT	2:30p-4:30P	2				
SEPT. 28	ACCOUNTING: PROFIT IS NOT A DIRTY WORD	8:30a-11:30	2	JOHN TURNAGE	CONCORD	JOHN TURNAGE	919-624-3456
SEPT. 28	FINANCIAL STATEMENT REPORTING, ANALYSIZING DIRECT LABOR, ALLOCATING EXPENSES, & ETC.	12:30a-2:30p	2				
SEPT. 28	RELATIONSHIP BETWEEN INCOME STATEMENT, BALANCE SHEET, & CASH FLOW STATEMENT	2:30p-4:30	2				
OCT. 5	ACCOUNTING: PROFIT IS NOT A DIRTY WORD	8:30a-11:30	2	JOHN TURNAGE	DURHAM	JOHN TURNAGE	919-624-3456
OCT. 5	FINANCIAL STATEMENT REPORTING, ANALYSIZING DIRECT LABOR, ALLOCATING EXPENSES, & ETC.	12:30a-2:30p	2				
OCT. 5	RELATIONSHIP BETWEEN INCOME STATEMENT, BALANCE SHEET, & CASH FLOW STATEMENT	2:30p-4:30	2				
OCT. 12	ACCOUNTING: PROFIT IS NOT A DIRTY WORD	8:30a-11:30	2	JOHN TURNAGE	EDENTON	JOHN TURNAGE	919-624-3456
OCT. 12	FINANCIAL STATEMENT REPORTING, ANALYSIZING DIRECT LABOR, ALLOCATING EXPENSES, & ETC.	12:30a-2:30p	2				
OCT. 12	RELATIONSHIP BETWEEN INCOME STATEMENT, BALANCE SHEET, & CASH FLOW STATEMENT	2:30p-4:30	2				
OCT. 19	ACCOUNTING: PROFIT IS NOT A DIRTY WORD	8:30a-11:30	2	JOHN TURNAGE	FAYETTEVILLE	JOHN TURNAGE	919-624-3456
OCT. 19	FINANCIAL STATEMENT REPORTING, ANALYSIZING DIRECT LABOR, ALLOCATING EXPENSES, & ETC.	12:30a-2:30p	2				
OCT. 19	RELATIONSHIP BETWEEN INCOME STATEMENT, BALANCE SHEET, & CASH FLOW STATEMENT	2:30p-4:30	2				
NOV. 2	ACCOUNTING: PROFIT IS NOT A DIRTY WORD	8:30a-11:30	2	JOHN TURNAGE	GARNER	JOHN TURNAGE	919-624-3456
NOV. 2	FINANCIAL STATEMENT REPORTING, ANALYSIZING DIRECT LABOR, ALLOCATING EXPENSES, & ETC.	12:30a-2:30p	2				
NOV. 2	RELATIONSHIP BETWEEN INCOME STATEMENT, BALANCE SHEET, & CASH FLOW STATEMENT	2:30p-4:30	2				
NOV. 9	ACCOUNTING: PROFIT IS NOT A DIRTY WORD	8:30a-11:30	2	JOHN TURNAGE	MOREHEAD CITY	JOHN TURNAGE	919-624-3456
NOV. 9	FINANCIAL STATEMENT REPORTING, ANALYSIZING DIRECT LABOR, ALLOCATING EXPENSES, & ETC.	12:30a-2:30p	2				
NOV. 9	RELATIONSHIP BETWEEN INCOME STATEMENT, BALANCE SHEET, & CASH FLOW STATEMENT	2:30p-4:30	2				
DEC. 7	ACCOUNTING: PROFIT IS NOT A DIRTY WORD	8:30a-11:30	2	JOHN TURNAGE	GREENVILLE	JOHN TURNAGE	919-624-3456
DEC. 7	FINANCIAL STATEMENT REPORTING, ANALYSIZING DIRECT LABOR, ALLOCATING EXPENSES, & ETC.	12:30a-2:30p	2				
DEC. 7	RELATIONSHIP BETWEEN INCOME STATEMENT, BALANCE SHEET, & CASH FLOW STATEMENT	2:30p-4:30	2				
DEC. 14	ACCOUNTING: PROFIT IS NOT A DIRTY WORD	8:30a-11:30	2	JOHN TURNAGE	WILMINGTON	JOHN TURNAGE	919-624-3456
DEC. 14	RELATIONSHIP BETWEEN INCOME STATEMENT, BALANCE SHEET, & CASH FLOW STATEMENT	12:30a-2:30p	2				
DEC. 14	RELATIONSHIP BETWEEN INCOME STATEMENT, BALANCE SHEET, & CASH FLOW STATEMENT	2:30p-4:30	2				

MANNES, ROBERT 3/23/01
 Tryon, NC
 Allegations of plumbing contracting without a license.
 Summons and Complaint filed 4/09/01.
 Permanent injunction entered 6/04/01 enjoining Defendant from engaging in business as a plumbing, heating or fire sprinkler contractor.

NELSON, JIMMY RAY 11/30/00
 Grover, NC
 Allegations of heating contracting without a license.
 Complaint and Summons filed 1/26/01.
 Service of Process obtained 1/29/01.
 Permanent Injunction entered 6/1/01 enjoining Defendant from engaging in business as a plumbing, heating or fire sprinkler contractor.

O'MARY, WESLEY (BUD) CURTIS 1/18/01
d/b/a BUD'S REMODELING & AIR CONDITIONING
 Washington, NC
 Allegations of heating contracting without a license in that defendant installed a 2-1/2 Ton GMC Gas pack at a rental unit.
 Order of Contempt entered by the Court on 5/1/01 finding the defendant in contempt of Court; sentencing him to be confined in the custody of the Sheriff of Beaufort County for 48 hours and ordering him to prepare and transmit by certified mail, a letter to Sprint Telephone Systems directing the removal of Defendant's telephone directory listing as a heating contractor in the Washington, Beaufort County, North Carolina area and transmit a copy of such letter to counsel for the Board.

PETERSON, MALCOLM "SKIP" 2/23/01
 Mill Spring, NC
 Allegations of engaging in the business of heating contracting without a license.
 Summons and Complaint filed 3/19/01.
 Permanent injunction entered 5/7/01 enjoining Defendant from engaging in business as a plumbing, heating or fire sprinkler contractor.

POPE, JOHN WILLARD 8/14/00
COOL DIMENSIONS HEATING & AIR
 Smithfield, NC
 License #23143 H-3-I
 Allegations of incompetence in that Respondent failed to obtain permits, install fittings, or leave manufacturer installation booklets for homeowners; installed undersized 14" supply ductwork for 3 ton system, installed a wooden air plenum box, installed excess flex duct and installed gas piping without proper testing as required by State Gas Code; failed to install cutoffs in all appropriate places and failed to protect gas tubing.
 A Final Order was issued on 5/15/01 by the Board placing the license of respondent on probation for 6 months with provisions that Respondent have written contracts, obtain permits as required, maintain job files and service logs, maintain records detailing and documenting his compliance with the provisions of this order and commit no violation of Article 2, Chapter 87 or the Rules of the Board.

RHODES, STEPHEN A., Owner 4/24/00
STEVE RHODES HEATING & A/C COMPANY
 Castle Hayne, NC
 License #9102 PH-3-I
 Allegations of misconduct in the business of plumbing and heating contracting in that Respondent reinstalled existing flood-damaged ductwork even though he was paid for installation of new ductwork; failed to obtain pressure test on gas piping; fired furnace and range without inspection; failed to obtain a permit on gas piping; failed to sleeve refrigeration and gas piping; failed to allow proper clearance on B Vent; failed to obtain a permit for the installation of the water heater; connected the humidifier to the potable water system with a saddle valve; and replaced water heater in original location but failed to install relief line on the temperature and relief valve.

Order entered 11/8/00 suspending the license of Respondent and the firm for 12 months. License may be reinstated after 3 months and upon presentation to the Board of satisfactory evidence that all issues with the property owner named in the Notice have been resolved. Upon restoration of the license of Respondent, license shall be placed on probation for a period of one year with provisions that Respondent complete satisfactorily a minimum of three technical courses relating to HVAC Duct Design and Insulation, HVAC Code Requirements and HVAC Load Calculation.

SCHEPPELE, MICHAEL WAYNE, President
COOL COMFORT HEATING & AIR CONDITIONING CO.
 Cornelius, NC
 License #20331 H-3-I
 Allegations of incompetence in that respondent failed to install proper flex duct or provide a transition on the supply side of the coil to flex duct; failed to provide a transition between gas furnace and coil or to properly seal the connection between coil and furnace; installed flue pipe back graded and installed a 2 lb. regulator on a low pressure gas piping system; failed to use screws to secure one of the joints on single wall flue pipe, used a light gauge metal on flue pipe and failed to obtain an electrical permit.
 Final order issued by the Board on 5/14/01 placing the license of respondent on probation for 1 year with provisions that Respondent have written contracts, obtain permits as required, within 6 months enroll in and pass courses in Manual D, Manual J and Mechanical Code Level I by the end of the probation period; maintain job files and service logs, maintain records detailing and documenting his compliance with the provisions of this order and commit no violation of Article 2, Chapter 87 or the Rules of the Board.

SMILEY, WILLIAM T.
 Roanoke Rapids, NC
 License #15067 H-3-I
 Allegations of engaging in the business of heating contracting while license suspended. Order entered 2/13/01 revoking license of Respondent.
 Proceeding commenced in Halifax Supreme Court.
 Permanent injunction entered 5/24/01 enjoining Defendant from engaging in business as a plumbing, heating or fire sprinkler contractor.

SMITH, KARL FREDERICK 5/11/00
CHIMNEY FIRE ELIMINATOR SERVICE
 Salisbury, NC
 License #21851 FP
 Allegations of code violations in that Respondent failed to obtain a permit; installed a type "B" Metal-Fab gas venting system for an oil furnace; installed vent upside down and without proper supports or clearance; installed vent system in violation of its listing and installed a system which was both a fire hazard and exposed the inhabitants to the risk of carbon monoxide poisoning; contracted work beyond the scope of license and failed to take steps to correct the problem promptly. Respondent did refund all money to homeowners.
 Order entered by the Board on 5/16/01 directing Respondent to pass a course in Building Code Law and Administration within 120 days; license to be suspended if course not completed.

SMITH, MOSES L., Jr. 2/25/00
Owner, AIR MASTERS HEATING & AIR
 Raleigh, NC
 License #19348 H-3-I
 Allegations of incompetence in that Respondent failed to wire low voltage correctly; damaged the coil with the result all the freon was lost; delivered the new heat pump to the job site, disconnected the old unit leaving the residents exposed to outside temperatures in the range of 22 degrees; left the job site and failed or refused to answer service calls from the homeowners leaving the residence without heat.
 Order issued 3/13/01 which suspended the license of respondent for 12 months.

SMITH, STEVEN LANCE 11/30/00
d/b/a CHILL AIR CONDITIONING
Black Mountain, NC
Allegations of heating contracting without a license.
Complaint and Summons filed 1/26/01.
Permanent injunction entered 5/15/01 enjoining Defendant from engaging in business as a plumbing, heating or fire sprinkler contractor.

STRANFORD, SAMUEL ERIC 11/30/00
d/b/a STRANFORD PLUMBING
Mooresboro, NC
License #21627 P-II
Allegations of misconduct in the business of plumbing contracting in that respondent permitted use of his license in acquisition of a permit for installation of a plumbing system even though respondent was not a party to the contract.
Summary procedure held 3/14/01.
A Letter of Warning was issued on the license record of Respondent.

SUMMEY, TIMOTHY CLARK 11/30/00
Shelby, NC
Allegations of plumbing contracting without a license.
Complaint and Summons filed 1/26/01.
Permanent injunction entered 5/18/01 enjoining Defendant from engaging in business as a plumbing, heating or fire sprinkler contractor.

THOMAS, KIRK ALLEN
Stone Mountain, NC
License #18380 H-1,2&3-I
Allegations of incompetence in that Respondent failed to install a secondary drain pan; failed to properly seal duct work causing air leakage; failed to install equipment brand, number and location according to engineer's design; used vertical equipment for air handler number two instead of horizontal equipment as per engineer's design and failed to provide adequate supervision.
Summary procedure held 2/14/01.

Final Order issued 5/15/01 placing the license of Respondent on probation for 6 months with provisions that Respondent have written contracts signed by licensee and customer for each installation for which licensee is responsible, obtain permits as required for each contract, maintain job files and service logs and commit no violation of Article 2, Chapter 87 or the Rules of the Board.

TRUONG, TOM 2/22/01
Belmont, NC
Allegations of heating contracting without a license.
Injunction proceedings filed 3/5/01.
Permanent injunction entered 4/17/01 enjoining Defendant from engaging in business as a plumbing, heating or fire sprinkler contractor.

WIGGINS, DONNIE R. 2/23/01
d/b/a H & W HEATING & AC, INC.
Henderson, NC
License #12747 H-3-I
Allegations of misconduct in that respondent failed to obtain a permit; failed to excavate earth from beneath the residence to achieve a 4" separation of the ductwork from the ground; failed to provide visible markings or sticker on gas pack to indicate modification for use with LP gas type; installed ductwork compressed and left extensive sections in contact with the ground; failed to obtain a gas line pressure test before putting system into operation; put the system in operation on propane, using a natural gas orifice; failed to request final inspection; failed to respond to calls from homeowner; and failed to complete installation in a timely manner even though he was paid in full by the homeowner.

Order issued 5/15/01 directing Respondent to obtain a letter from the homeowner named in the Notice of Hearing that the complaint is now resolved; to complete a Level 3 Heating Code class and a class in duct work design; and to reimburse the Board the sum of \$450.00 to defray cost of the investigation all within 180 days of the Order or license shall be suspended for a period of one year.

WILLIAMS, DENNIS RAY
Jacksonville, N.C.
License #18530 H-3-I
Allegations of misconduct in the business of heating contracting in that Respondent failed to obtain a permit or final inspection, failed to install new ductwork or put down plastic in crawlspace and failed to seal ductwork and left insulation exposed producing site for mildew.
Summary procedure held 2/14/01.
Final Order issued by the Board 5/15/01 suspending the license of respondent for 3 months beginning 2/15/01 and admonishing respondent to neither offer to perform or perform work for which license is required during the suspension, have written contracts, obtain permits and assure that a final inspection is performed and commit no violation of Article 2, Chapter 87 or the Rules of the Board.

The Board apologizes to Charles Stewart License #4508 for incorrectly listing him in the Summary of Formal Proceedings in the June newsletter. His license has not been suspended or reprimanded by the Board. We received incorrect information in our Attorney's Report that was apparently due to a clerical error.

Good Guys & Gals Award
This time we congratulate both the North Carolina Plumbing-Heating-Cooling Contractors Association and their Auxiliary for contributions to the PHD (Prevent High School Dropout) an after school program for K-12

grades. The program was established in a low income housing community to work with children at risk. Serving 25-30 children Monday-Thursday during the school year with homework assistance, accelerated reading program, individualized curriculum assistance and monthly incentive programs (reading/math) and an awards programs. They also hold a 9 week Summer Reading Program. This program runs 100% from donations and tutors that are all volunteers. Several members of the Board staff actively participate in this program.



NOTICE TO ASSOCIATIONS

All Non-Profit Associations interested in being an Education Provider or Course Sponsor for our Mandatory Continuing Education Program are asked to express an interest by writing us in the near future.

Send your written request to:
Bill Tomlinson, Director of Education
State Board of Examiners
3801 Wake Forest Road, Suite 201
Raleigh, North Carolina 27609

Comments from Board Counsel

by
John N. (Nick) Fountain

The Board Chair has asked me to begin a series of articles for the Board newsletter to comment on areas of concern observed over the almost 30 years I have been counsel to the Board.

For this first such article, I am going to start with a raw but troubling statistic.

Year after year, the Board receives almost double the complaints about heating contractors (licensed and unlicensed) as about plumbing contractors. Apparently, the number of complaints about heating contractors is also about double the complaints about electrical contractors. It is not uncommon for the members of the Board sitting in a Board meeting to poke fun at one another on the question of whether there seems to be more plumbing contractors or more heating contractors who get in trouble with the Board. Why is it? The education of plumbing contractors is about the same ... Roughly the same percentage are handsome... or wear neckties... Roughly, the same percentage drive new trucks... Roughly the same percentage attended continuing education programs before it became mandatory.

So what are some of the reasons:

1. Is it because there are more heating contractors than plumbing contractors? Board statistics indicate there are approximately 6446 people who hold one of the heating qualifications and 7082 persons hold plumbing qualifications. Of course some of these people hold both qualifications. So, yes, that is one reason, but not the only reason.
2. Is it because the plumbing system lacks the numerous moving parts involved with heating equipment and break down less often?
It is probably true that many consumers will complain if their home or office is too hot or too cold, but won't call the plumber unless the toilet quits completely or there is no hot water.
3. Most of the concerns about plumbing system design are covered by mandatory requirements in the plumbing code, but minimum code and proper design are two different things when it comes to HVAC systems.

All of the foregoing are possible explanations for problems for the large and rising number of complaints about heating systems, but most of the foregoing are beyond our control. What are the things that we could change, i.e., what are the things you can do to reduce the chance you will receive a letter from the Board about a complaint?

1. Make contracts at a realistic price which will allow you to do a quality design and an installation which complies with the code. While it is not up to the Board to help you set prices, many complaints come from installations where the contractor has quoted too little and cannot afford to do the job correctly. Sometimes we see licensees who could not even buy the equipment within the amount of money to be paid. The Board licenses people who want to be heating contractors. If you intend to be a contractor, you must know how to contract, i.e., how to make a fair deal.
2. Leave enough money in your business that you are never in a position where you must obtain money before starting work.

Many licensees of the Board had very little business experience before going out on their own. We applaud the effort to start a new business, but the new contractor will probably fail unless there is enough capital in the business to be able to buy equipment, parts and supplies and cover labor until receiving payment from the property owner. Never put yourself in the position where one or two disgruntled customers who refuse to pay could break your business. Remember, abandonment of a job or unexcused failure to perform a contract usually results in suspension of license.

3. Insist on a system design which you would want in your own property. The Board will not accept the excuse that, "I did it like the owner said" or "That's what the general contractor demanded." You are the licensee. You are responsible for a design which will function to accepted standards. What does this mean? It means absolute adherence to Air Diffusion Council standard of flex duct design. It means insisting on two systems for 2 story houses, rather than hoping to get by with only a small return upstairs. Aside from money issues, the great majority of complaints about heating systems involve poor flex duct design, terrible installation quality and inadequate return air.
4. Don't take every job you have the opportunity to do. The Board sees many customers who should have been avoided. Learn through experience (bad customers) when to pass up a job and when to take a job. Even when the job looks profitable, you may be unable to satisfy some people. The Board will insist that you carry out the commitments and contracts that you have made. Many licensees come before the Board and try to blame all the problems on a disagreeable customer. We all have to learn how to handle or avoid disagreeable customers.
1. Never substitute a cheaper or lower efficiency piece of equipment in place of the equipment you proposed. If the customer changes to a cheaper system, be sure to get a new signed proposal.
1. Don't take on more than you can do or more work than you can find help doing. Many knowledgeable contractors have wound up with problems before the Board because they relied on cheap or ignorant help to put in jobs, gambling that the problems would not be discovered. If the job turns out poorly, the Board usually finds the problems were the result of your lack of supervision or your failure to hire competent help. Remember the Board requires you to supervise enough to make each job function as it should. Don't skimp on supervision and hope the customer doesn't call the Board.
2. Go over the cases in the Board newsletter with your employees with each new issue. We put helpful details about each case in the newsletter for the very purpose of helping everyone else learn.
3. Always remember that, as my paralegal tells me: "It's your license." Ask yourself: "How would this look if it was written up in the Board newsletter?"
4. Finally, help the Board do something about incompetent people, with or without a license. If you help clean up the industry, the complaints about heating contractors will finally start to go down.

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Young, Moore, and Henderson P.A.



CONTINUING EDUCATION RULES

Six Hours Will Be Required for 2003 Renewal (Dec. 31, 2002)

History Note: Authority G.S. 90-85.6; 90-85.41;
Eff. April 1, 2001.

SECTION .1400 – CONTINUING EDUCATION

21 NCAC 50 .1401 CONTINUING EDUCATION REQUIREMENTS

(a) Beginning with renewals of license for years beginning on or after January 1, 2003, each holder of a Plumbing, Heating or Fuel Piping license, must have completed six hours of approved continuing education during the preceding calendar year as a condition of license renewal.

(b) Courses must be in areas related to plumbing, heating and air conditioning contracting such as the technical and practical aspects of: the analysis of plans and specifications, estimating costs, fundamentals of installation and design, codes, fire hazards and other subjects as those may relate to engaging in business as a plumbing, heating or fuel piping contractor or to plumbing or heating systems. No more than two hours annually may be dedicated to ethics, taxation, payroll, cash management, contract preparation or similar subjects as related to plumbing or heating contracting.

(c) At least once every three calendar years, each applicant for license renewal, other than fire sprinkler licensees, must complete a four hour block of instruction devoted entirely to N. C. and local building codes including recent changes or amendments to those codes. This four hour block may be counted towards the required six hours for the calendar year in which the block is taken.

(d) Persons holding multiple qualifications from the Board must complete at least two hours in each qualification, totaling at least six hours annually, provided that the four hour block described in Paragraph (c) of this Rule shall take priority and no PH-12&3 contractor shall be required to complete more than 6 hours annually under this Rule.

(e) Licenses may not be renewed without documentation of course attendance, course name, course number, content and teacher in the form required by the Board. Falsification or misstatement of continuing education information shall be grounds for failure to renew licenses and disciplinary action, including revocation or suspension of licenses.

(f) Continuing Education shall not be required of holders of Fire Sprinkler Contractor's licenses, licensed pursuant to the minimum requirements of certification for Level III, sub field of Automatic Sprinkler System Layout, National Institute for Certification of Engineering Technologies (NICET), provided such persons remain in compliance with the continuing education requirements of NICET.

(g) Beginning with renewals of license for years beginning on or after January 1, 2003, each holder of a Fire Sprinkler Contractor's license not current on the continuing education requirements of NICET must complete six hours of approved continuing education in areas related to fire sprinkler contracting during the preceding calendar year as a condition of license renewal.

History Note: Authority G.S. 87-21(b)(3); 87-22;
Eff. April 1, 2001.

21 NCAC 50 .1402 EXEMPTIONS AND CREDITS

(a) Continuing Education courses taken in 1999, 2000, 2001, or 2002 may be applied to the six (6) hour annual requirement for 2003 renewals. Thereafter, licensees may not carry over hours from one calendar year to the next.

(b) Newly licensed individuals will have no continuing education requirements for the calendar year in which they first become Licensed.

(c) Licensees who are unable to fulfill the required number of hours

as the result of illness as certified by an attending physician may petition the Board in writing for an exemption or request approval of an individualized plan tailored to their physical limitations. Such requests will be dealt with on a case by case basis by the Board without undue delay, consistent with the requirements applicable to all licensees.

(d) Licensees who are over the age of 65, and who will not be engaged in bidding supervising or other activities for which license is required during the coming year, except as an employee of another licensee, may apply to the Board and obtain an exemption. If exemption is granted and the licensee thereafter wishes to engage in activity requiring license, the continuing education must be completed and satisfactory proof provided to the Board before any activity requiring license is undertaken.

(e) Instructors shall be given credit for lecture hours spent educating other licensees in approved courses.

History Note: Authority G.S. 87-21(b)(3); 87-22;
Eff. April 1, 2001.

21 NCAC 50 .1403 COMPUTATION OF CONTINUING EDUCATION HOURS

(a) To obtain one hour of continuing education credit a licensee and a course sponsor must certify the licensee's completion of one hour of actual instruction in a sponsored course. Except with prior approval by the Board, a licensee will receive no credit for a course for which the licensee has previously received credit in the current or two preceding calendar years. Approval will be granted only for courses on building code content and changes therein.

(b) Actual instruction does not include introductory remarks, breaks, business meetings, marketing of equipment, advertisements or time spent on non-approved subjects. Each hour of actual instruction may include one break of 10 minutes duration.

History Note: Authority G.S. 87-21(b)(3); 87-2;
Eff. April 2001.

21 NCAC 50 .1404 COURSE REQUIREMENTS AND LIMITATIONS

(a) In order for course credit to be obtained, the course must be approved and consist of instruction in areas related to plumbing, heating and air conditioning contracting such as the technical and practical aspects of: the analysis of plans and specifications, estimating costs, fundamentals of installation and design, codes, fire hazards and other subjects as those may relate to engaging in business as a plumbing, heating or fuel piping contractor or to plumbing or heating systems. Business ethics, taxation, payroll, cash management, contract preparation or similar subjects as related to plumbing or heating contracting will also be approved.

(b) In order for course credit to be obtained, the course must be taught by the instructor listed when the course was approved by the Board.

(c) Courses shall have a minimum of one hour of actual instruction and a maximum of six hours of actual instruction, per day.

(d) Courses shall be held in facilities conducive to learning. Such facilities include community colleges, technical schools, or community centers.

(e) Courses shall be open to all interested licensees that the host facility can reasonably accommodate and for audit by Board representatives; courses may not be restricted to employees, dealers or members of a particular firm or group.

(f) Once listed on the six-month course roster, a course may not be cancelled during that six month period.

(g) Though courses may have commercial sponsors, the courses shall not include promotion of products or services of a particular firm or manufacturer.

(h) Correspondence, home study, license exam preparation (cram) courses shall not be approved.

(i) For the information of all licenses, the Board shall maintain a calendar of all courses available during a six-month period.

*History Note: Authority G.S. 87-21(b)(3); 87-22;
Eff. April 1, 2001.*

21 NCAC 50 .1405 APPROVAL OF COURSES

(a) To obtain approval of a course an applicant must submit a written application to the Board at least 45 days before the proposed course date which application must include:

- (1) two substantially complete sets of written course materials and a detailed course outline; and
- (2) an application cover sheet on a form supplied by the Board identifying the applicant, the name, training and experience of all speakers, the proposed date(s) of the course, the host facility, the place where applications for enrollment should be sent, the cost, the total continuing education hours being offered, and any hours dedicated to the block course on code.

(b) Preliminary review of course applications shall be carried out by a committee appointed by the Board, which will include providers of approved courses.

(c) As a condition of course approval, providers shall agree to submit to the Board, in the form provided by the Board, and within 30 days of the course date set out on the application, an alphabetical listing of all licensees who attended and completed the course and a copy of any course materials distributed to participants together with certification that the course was provided consistent with the application.

(d) Providers who fail to provide the information set forth in Paragraph (c) of this Rule shall not thereafter be approved to conduct a course.

(e) Licensees may select courses other than those offered by pre-approved providers. In order to obtain approval, the licensee must submit a written application for approval on a form obtained from the Board upon completion of each such course. In lieu of such form, an advertising brochure may be submitted, provided the brochure includes the topic, content of lecture material, date, time, location, name and qualifications of speaker and the number of contact hours received upon completion of the program. The licensee must also provide independent verification of attendance. Board evaluation of courses not pre-approved may result in disapproval.

*History Note: Authority G.S. 87-21(b)(3); 87-22;
Eff. April 1, 2001.*

**21 NCAC 50 .1407 CERTIFICATION OF COURSE
COMPLETION BY LICENSEES**

AND SPONSORS

(a) Licensees shall submit, prior to license renewal, a certification of the number of continuing education hours completed in that calendar year.

(b) Upon request, applicants will provide evidence of the course title, number, teacher, location and date, hours in fact attended, and a copy of the certificate provided by the teacher at the conclusion of the course.

*History Note: Authority G.S. 87-21(b)(3); 87-22;
Eff. April 1, 2001.*

**21 NCAC 50 .1408 ADVERTISEMENTS BY COURSE
SPONSORS OR INSTRUCTORS**

Sponsors of approved courses shall include in brochures and course descriptions a statement substantially as follows:

This course has been approved by the North Carolina State Board of Examiners of Plumbing, Heating & Fire Sprinkler Contractors for continuing education credit in the amount of __ hours, of which ___ hours will count towards the four hour block on state and local building codes. This course is not sponsored by the Board.

*History Note: Authority G.S. 87-21(b)(3); 87-22;
Eff. April 1, 2001.*

**21 NCAC 50 .1409 TERMINATION OF COURSE OR
SPONSOR APPROVAL**

The Board may suspend or terminate approval of any course if the Board finds a failure to comply with the Board's rules, the course outline, or for misstatements as to content or participation, and may specify the conditions under which future applications would be favorably considered.

*History Note: Authority G.S. 87-21(b)(3); 87-22;
Eff. April 1, 2001.*

**21 NCAC 50 .1410 PETITIONS FOR
REINSTATEMENT OF LICENSE**

Following a finding of noncompliance with these continuing education requirements, renewal will not be allowed, discipline may be imposed as indicated by 21 NCAC 50 .1401 of this Section, and the licensee may be required to complete sufficient coursework to eliminate the deficiency prior to license reinstatement or renewal.

The Board will no longer be printing the Register and selling it. Sometime this fall it will be online in a format that you can search and print out information. The process of having it printed was so time consuming and ended up being very outdated as soon as it was available. Refunds of \$4.00 will be mailed to unlicensed orders and \$4.00 refunds will be applied to the 2002 renewals for licensees.

Instructors Needed

Those of you who would like to participate in instruction of approved courses in our upcoming Continuing Education Program may contact this office for the required application forms. Approval of the course involves approval of the course material, location, and date as well as the skill and experience of the presenter. Instructors are required to submit an outline of the course along with a detailed history of your experience. Each instructor will be required to maintain records as stated by the Board, and will also be subject to observation by our staff as to delivery of a quality course.

Did You Know? All definitions for the New International Plumbing Code came from:
The New Webster College Dictionary

North Carolina

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CHANGE OF ADDRESS

The Board's rule, 21 NCAC 50.0408 (c) reads as follows:

- (C) The licensee shall notify the Board of any change in location or mailing address from that shown on the last license renewal invoice within 30 days after the change takes place.

The above rule requires you to notify the Board of a change of address within 30 days after the change takes place. Compliance with this rule benefits you and the Board. The Board is able to keep its records up to date if you notify the office of an address change. The Board is also able to keep you up to date if it has your correct address. Through the newsletter, the Board notifies you of new requirements for licensed contractors, code amendments, educational opportunities, public rule hearings that may affect you, and much more. The newsletter will not get to you if the Board does not have your correct address. The Board notifies you when your license is going to expire and sends you an invoice. This invoice will not get to you if the Board does not have your correct address.

**Changes must be in writing with
your signature.**

Board hours are now 8:00 a.m. to 5:00 p.m. Monday through Friday.

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