



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

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N.J. Whitaker, Chairman

H. Singh, R.J. Long, J. L. Harrison, Jr., A. Williams, P.K. Selby, T.G. Proffitt

Message from Norman J. Whitaker, Board Chairman

The Board has for several months been studying the findings of facts of the many Hearings held as the results of complaints made and investigated by staff and at their February business meeting voted to implement a new format in investigating, hearing and sanctioning of licensees.

Statistics have revealed that many licensees have obtained their license through examination with the very minimum of experience, lacking in the basic understanding of their chosen field of endeavor and are "training on the job" at the expense and safety of the public at large.

As a licensee of this Board you will soon be given more details regarding the nuts and bolts of this program, but in the mean time this communication will serve as a notice to all licensees that future negligence in the designing and installation of any HVAC or Plumbing system, or permitting work for which you do not hold the contract will result in dire consequence to the violator. That safety issues, such as venting, piping and dangerous code violations will be dealt with in the most serious manner. That any licensee, who abandons a job, takes the funds and fails to complete the work without a plausible, rational reason can expect the most serious consequence.

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An Invitation in the Mail — Sandra O'Brien, Executive Director

This past week the Board implemented for the first time a new discipline program. A three person committee appointed by the Board held Resolution Conferences with licensees and complainants in regards to complaints that had been filed.

With final approval by the Board this committee has been empowered to seek an equitable resolution to the complaint. Not an easy out—but an agreement as to fair discipline on valid complaints.

Frequently in the past we have heard comments about the delays in hearing complaints or that licensees felt the Board was not listening to their side. If a complaint is filed against a licensee this may give them the opportunity to meet and try to resolve the issue prior to it being forwarded to the full Board for a Formal Hearing and quite possibly a stiffer discipline decision. All complaints will be reviewed by this committee but they will not offer

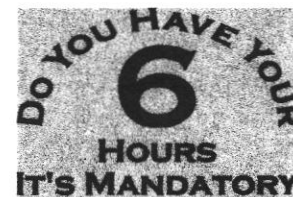
attendance at a Resolution Conference to everyone.

These conferences are not formal and do not require witnesses or attorneys. Nothing will be decided without input by the licensee.

You could of course refuse this "invitation" but I highly recommend that you attend. Because if you don't the next thing you receive will be a Formal Notice of Hearing and the matter will go immediately to a Formal Hearing before the Board.

We processed 760 complaints this past year and are hopeful that this new process will allow only the more serious of charges to require a Formal Hearing.

The Board will look favorably on a licensee that chooses to cooperate at this earlier stage of the process.



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TAKE NOTE:

You must have 6 CE hours of Board approved Continuing Education credits by 12/31/2002.

Check your CE hours online by clicking "Continuing Education" at www.nclicensing.org

At the present a review is being made of several hundred files that have been heard by the Board and additional emphasis will be placed on the findings of this study. It is the understanding of this Board that the vast majority of licensees of this Board are outstanding contractors and serve the public and state with distinction, but understands also that the ever present group described above make doing business with the plumbing and heating trade very difficult for the general public. To this group, take heed the message from the Board.

WHY SUCH A BIG DEAL?

By Sandra O'Brien

Why do we make something that seems like such a small issue into such a big deal? That seems to be the attitude of many of our licensee.

1. Permits— We require you to follow all the laws of the state and your local jurisdictions but the most important reason is that permits are tied to inspections. When you buy a permit it triggers the inspection process to start.
2. Inspections insure that your work is code compliant. In an ideal world all work would be done properly. I can assure you that from the comments I get on an almost daily basis from Inspectors it isn't. It is the law that the work done will be code compliant.

But these are not the only reasons that you should do exactly what is required of you. Even if it wasn't the law then you should be aware that this is a way of protecting yourself. If you did the work correctly and it passed inspection you have someone's word other than just your own if a problem arises.

A licensee came to a conference this past week. He claimed that the system he piggy-backed a heat pump to was in good condition at the time. The didn't have it inspected and the system had problems. He learned a tough lesson—have it permitted and inspected.

MISMATCHING SPLIT SYSTEM COMPONENTS

By Will Enecks
Board Field Investigator

This article concerns the misapplication of outdoor heat pump and air conditioning condensing units with different brands of air handlers or indoor (evaporator) coils. Over the years, the Board has always taken the position that mismatching equipment is a mistake and would only be allowed if the contractor obtained a letter from each manufacturer saying that it was approved by the engineering department of that particular manufacturer. Recently, we have investigated several complaints where systems were installed with mismatched equipment. When the contractors were told that this was not allowed, they were astounded. Therefore, we hope that this article will help inform all contractors that this practice will not be allowed.

An unapproved match can result in insufficient internal indoor coil volume, charge imbalance, poor performance and reliability, and short compressor life. When two different brands of equipment are mixed, it is doubtful that either manufacturer will stand behind the application. If it doesn't work or doesn't last, then to whom does the property owner turn? In some cases they turn to the Board who turns to you, the contractor. Some manufacturers take the position that if a mismatched system is installed by one of their dealers without approval, then that dealer is expected to correct the installation at his or her own cost. You will likely find that this will also be the position of the Board if a complaint is lodged.

CONTINUING EDUCATION UPDATE

Bill Tomlinson

As you read this article, those of you who have not completed your six-hours of continuing education have ten months or until December 31, 2002 to meet the requirements. During the first six months of this calendar year, over four hundred and sixty two-hour classes are available to licensees being taught across the state in various locations. (*see winter 2001 newsletter for listings*)

On or about January 1, 2003, a list of all licensees who did not meet the continuing education requirements will be sent to all inspections departments. They will be notified that your license is expired and no permits should be issued and work in process shall cease until notified by the Board.

Your license for 2003 will not be renewed unless you have the required hours and by securing them in advance of the deadline will make renewing your license easier.

Consent Agreement Report

A Consent Agreement is an affidavit taken from unlicensed individuals performing plumbing, heating and fire sprinkler work without a 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 please report them to this office.

<u>Name</u>	<u>City/Town</u>	<u>Consent Agreement</u>
Arrico, Steven	Monroe, NC	11/20/2001
Bailey, Donald	Point Harbor, NC	11/6/2001
Bell, Billy	McMinnville, TN	11/9/2001
Berry, Bernel	Charlotte, NC	1/7/2002
Bright, Taylor	Washington, NC	1/7/2002
Brown, Ron	Blairsville, GA	11/8/2001
Bryant, Gregory	Rowland, NC	11/7/2001
Coalson, Mitchell	Hamptonville, NC	10/15/2001
Cox, Larry	Brunswick, NC	12/18/2001
Denton, Damon	Wilmington, NC	1/14/2002
Dew, Boyce	Brown Summit, NC	12/18/2001
Dillard, Robert	Murphy, NC	11/9/2001
Doolittle, James	Kannapolis, NC	09/26/2001
Dove, Lawyer	Charlotte, NC	10/19/2001
Elias, Lewis	Clemmons, NC	11/29/2001
Estes, David	Sylva, NC	12/4/2001
Grant, James	Mount Holly, NC	10/22/2001
Grant, William	Mount Holly, NC	10/22/2001
Griffin, Timothy	Knightdale, NC	11/28/2001
Hardy, Jerry	Shallotte, NC	12/18/2001
Hess, Homer	Morganton, NC	09/26/2001
Jernigan, A. Holden	Emerald Isle, NC	11/20/2001
Johnson, Annette	Raleigh, NC	12/31/2001
Johnson, Jeffery	Elkin, NC	11/14/2001
Lee, Don	Pineville, NC	11/7/2001
Leonard, James	Salisbury, NC	11/7/2001
Mahoney, William	Harbinger, NC	11/6/2001
Meserve, Andy	Wilmington, NC	1/10/2002
O'Hagan, Claude	Kittrell, NC	11/6/2001
Oakley, Bruce	Saratoga, NC	12/4/2001
Perrotte, Joseph	Anderson, SC	11/16/2001
Pope, Tony	Mooreville, NC	12/14/2001
Reich, Henry	Walnut Cove, NC	1/16/2002
Renfrow, Ronald	Kenly, NC	12/13/2001
Ryce, Harry Jr.	Winston-Salem, NC	12/10/2001
Sawyer, Larry	Edenton, NC	9/28/2001
Simonson, Wesley	Fayetteville, NC	12/5/2001
Spurbeck, Roger	Wilmington, NC	12/18/2001
Throneburg, James	Lenior, NC	1/16/2002
Traver, James	Matthews, NC	11/1/2001
Walker, Gold	Wilmington, NC	1/24/2002
Wallace, Michael	Charlotte, NC	10/19/2001
Ward, Thomas	Claremont, NC	11/1/2001
Watson, Bradford	Hudson, NC	10/15/2001
Weddle, Michael	Charlotte, NC	12/18/2001
White, James Sr.	Mint Hill, NC	10/31/2001
Whittington, John	King, NC	11/28/2001
Whittington, Keith	King, NC	11/28/2001

Continuing Education Providers

These Providers are approved to offer classes

American Fire Sprinkler Association

Contact: Tom Waller Phone: 336-885-5007

Asheville-Buncombe Technical Community College

Contact: Skye Myrick Phone: 828-254-1921

Carolinas AGC

Contact: Ginny Bigham Phone: 704-372-1450 Ext. 5248

Cape Fear Community College

Contact: Melissa Comer Phone: 910-251-5881

Cleveland Community College

Contact: Chris Nanney Phone: 704-484-4117

College of the Albemarle

Contact: Frank Horton Phone: 252-335-0821 Ext. 2233

Craven Community College

Contact: Rick McCormac Phone: 252-638-7361

Forsyth Community College

Contact: Dr. Anne Hennis Phone: 336-734-7732

Halifax Community College

Contact: Willa Dickens Phone: 252-536-7274

The Learning Center

Contact: David Garceau Phone: 800-788-3247

Nash Community College

Contact: Larry Mitchell Phone: 252-443-4011 Ext. 224

N.C. Assoc. of Plumbing, Heating Cooling Contractors

Contact: Dianne Gulli Phone: 877-742-2423

N.C. Heating & Air Conditioning Contractors

Contact: Rae Helms Phone: 704-567-9374

N.C. Petroleum Marketers Association

Contact: Tim Laughlin Phone: 919-782-4411

N.C. Propane Gas Association

Contact: Michael Boggs Phone: 919-787-8485

N.C. Professional Plumbers Association

Contact: Sandy Loflin Phone: 800-231-6764

Rockingham Community College

Contact: Anne Lanning Phone: 336-342-4261 Ext. 2145

Southeastern Community College

Contact: Robert Brooks Phone: 910-642-7141 Ext. 209

South Piedmont Community College

Contact: Sandy Huntley Phone: 704-694-6505

The Technical Training Institute

Contact: Eva Pratl Phone: 919-363-7205

Umpire Technologies Group

Contact: John Turnage Phone: 919-624-3456

Vance-Granville Community College

Contact: Diane Finch Phone: 252-492-2061

Wilkes Community College

Contact: Calvin Dull Phone: 336-838-6208

Wake Technical Community College

Contact: Duncan Shaw Phone: 919-662-3438

New CE Providers coming in Summer newsletter

Good Guys & Gals Award

The North Carolina Professional Plumbers Association will be sponsor two workdays on Friday, May 31st and June 1st, in Charlotte, NC. This event has been dubbed "PLUMB CRAZY PLUMBATHON". This event will be hosted by Char-Meck Habitat for Humanity and will be a tremendous opportunity for tradesmen to contribute to the betterment of our community. There will be prizes given and a BBQ on Friday night. Anyone interested in getting involved in this worthy project or wishing to participate for one or two days, call 1-800-231-6764.



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 those licensees who purchased the register.

New Exam Information Benefits Licensees

Examinations are now being given via computer at six sites throughout North Carolina. No longer are there deadlines; exams are handled on a first come first serve basis. Also, should an applicant fail an exam they may retake that exam in 90 days. Applications are forwarded automatically just prior to the 90 days ending to licensees that failed. If you have not received your application, you may call the Board's office to check on its status. The Board now charges \$20.00 for the application to cover the expense of processing. This fee is only on the first time you apply for each exam.

Code Interpretations

WELL AND WELL STORAGE TANKS

The Plumbing Code requirements begin at the discharge of the water storage tank. If the water storage tank is located in the yard, the Plumbing Code will include the water service from the water storage tank to the dwelling or building. If the water storage tank is located within the dwelling or building, the Plumbing Code requirements will begin on the discharge of the water storage tank. With the water storage tank located within the dwelling or building, the water line between the well and the water shall be under the requirements of the health department.

ACCESSIBILITY UPDATES - PLUMBING

30.4.4.1.3—Clear Floor Space in Type B Baths

This section requires that a 30" x 34" minimum clear floor space be provided that will allow a wheelchair to enter the room and close the door behind him/her. If more than one entrance to the bathroom is provided, a minimum clear floor space is required for each door such that the user can close the door behind him/her once he/she is in the room. The required clear floor space may overlap if they are different for each door. It is not required that a person be able to be clear of both simultaneously unless the same clear floor is used.

2002 CODES

The NC International Codes became effective December 31, 2001 and also the NC Volume II 1996 edition may be used until December 31, 2002 (all permits using the 1996 edition shall be acquired prior to January 1, 2003). Either the NCIC or the 1996 NC Codes may be used but the requirements of the two codes cannot be mixed. Also, either the 2002 codes or the 1996 shall be used for all trades on a project. The new and old code books cannot be mixed for the different trades on the same project.

The 2002 Code books are ready for ordering. Orders can be placed with the Department of Insurance by calling 919-733-3901 or through the Southern Building Code Congress International via their web site at www.sbcci.org.

Reprint from NC Council of Code Officials Newsletter

"The way I see it, if you want the rainbow, you gotta put up with the rain."

DOLLY PARTON

SUMMARY OF FORMAL PROCEEDINGS

BAINES, BOBBY J. 7/9/01 Rocky Mount, NC
d/b/a Bobby J. Baines Plumbing Repairs
Plumbing contracting without a license.
Summons and Complaint filed July 31, 2001.
Permanent injunction entered by the Court on 11/09/01 enjoining the Defendant from engaging in business as a plumbing, heating, or fire sprinkler contractor.

BALDWIN, JOHN UBALD 9/10/01 Robbinsville, NC
Plumbing contracting without a license.
Judgment entered by the Court on 11/19/01 enjoining the Defendant from engaging in business as a plumbing, heating, or fire sprinkler contractor.

BARTONE, JOHN 7/23/01 Leland, NC
Plumbing contracting without a license.
Permanent injunction entered 11/15/01-enjoining Defendant from engaging in business as a plumbing, heating or fire sprinkler contractor.

BRADFORD, THOMAS 8/9/01 Cornelius, NC
d/b/a Bradford Construction & Design
Plumbing contracting without a license.
Judgment entered by the Court on 11/21/01 enjoining the Defendant from engaging in business as a plumbing, heating, or fire sprinkler contractor.

BROOKS, LERON CLAYTON 7/6/01 Raleigh, NC
d/b/a Brooks Brothers Plumbing License #16240 P-II
Allegations of misconduct in the business of plumbing contracting.
Final Order entered 10/9/01 recommending that the file be closed and no further action be taken by the Board.

CAVE, JAMES MONROE 8/9/01 Mount Airy, NC
Heating contracting without a license.
Judgment entered by the Court on 10/11/01 enjoining the Defendant from engaging in business as a plumbing, heating, or fire sprinkler contractor.

COLEMAN, SR., DANIEL RAYMOND 8/9/01 Winston-Salem, NC
Heating and plumbing contracting without a license.
Summons and Complaint filed 8/22/01
Judgment entered by the Court on 10/08/01 enjoining the Defendant from engaging in business as a plumbing, heating, or fire sprinkler contractor.

COOK, JR., CLARENCE EUGENE Broadway, NC
d/b/a Cook's Plumbing License #19996 P-II
Allegations of misconduct in the business of plumbing contracting in that Respondent failed to call for final inspection; failed to respond to calls from homeowner, failed to install an overflow pan, left vent loose and crooked and failed to obtain permit prior to installation of water heater.

HENDRICKS, MARTIN 4/25/01 Stony Point, NC
d/b/a HENDRICKS BUILDERS
Plumbing contracting without a license.
Permanent injunction entered 10/15/01-enjoining Defendant from engaging in business as a plumbing, heating or fire sprinkler contractor.
Summary Procedure held 9/12/01.
Respondent objected to Recommended Order 10/4/01.
Consent Order issued by the Board 11/13/01 placing the license of respondent on suspension for 60 days and after completion of sus-

pension the license if placed on probation for 1 year with provisions that respondent have written contracts, obtain permits as required for each contract and assure that a final inspection has been performed, enroll in a course in Building Code Law and Administration course and in a Business Management Class covering customer relations or equivalent courses approved by the staff of the State Board and present evidence of a passing grade; maintain job files or other written records of contracts, maintain a service log of all contracts and service calls, maintain records detailing and documenting his compliance with the provisions of this probation order and commit no violation of Article 2, Chapter 87 or the Rules of the Board.

EGIDY, DENNIS VON 5/18/00 Wingate, NC
d/b/a D R V LANDSCAPING
Plumbing contracting without a license.
Summons and Complaint issued 6/19/00.
Permanent injunction entered 11/15/01-enjoining Defendant from engaging in business as a plumbing, heating or fire sprinkler contractor.

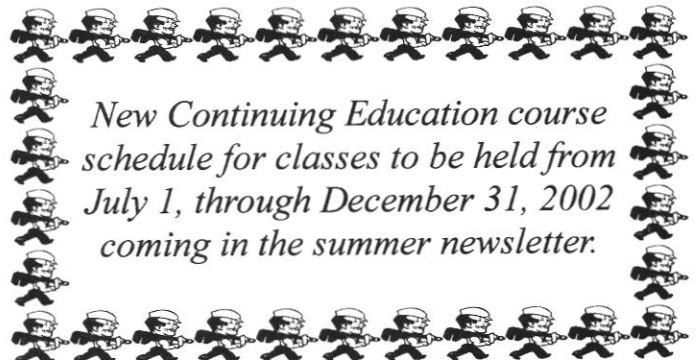
FOREMAN, CHARLIE 7/12/01 Rocky Mount, NC
Heating contracting without a license.
Summons and Complaint filed July 31, 2001.
Permanent injunction entered 11/02/01-enjoining Defendant from engaging in business as a plumbing, heating or fire sprinkler contractor.

GANTT, JASON RUDGER 2/13/01 Wake Forest, NC
License #19547 P-I
Allegations of incompetence in the business of heating contracting in that Respondent failed to comply with provisions of a prior Order of the Board; failed to obtain a permit in violation of the North Carolina State Building Code; installed a 19 gal. water heater rather than a 30 gal. water heater as contracted; failed to obtain a final inspection on the installation; refused to refund the installation charge to the homeowner; contracted this job while license suspended; circulated a document misrepresenting a water heater recall, offer to contract while his license is suspended, using a name other than the one under which he is licensed.
Consent Order issued 11/13/01 in which Respondent surrendered his license as a plumbing contractor.

GREENE, WILLIAM ANTHONY 8/9/01 Trinity, NC
Heating contracting without a license.
Permanent injunction entered 10/08/01-enjoining Defendant from engaging in business as a plumbing, heating or fire sprinkler contractor.

HAYMORE, ARTHUR DEAN 7/26/01 Marion, NC
Plumbing contracting without a license.
Judgment entered by the Court on 10/26/01 enjoining the Defendant from engaging in business as a plumbing, heating, or fire sprinkler contractor.

HONEYBLUE, LARRY ABRAHAM 7/9/01 Clayton, NC
Heating contracting without a license.
Judgment entered by the Court on 11/29/01 enjoining the Defendant from engaging in business as a plumbing, heating, or fire sprinkler contractor.



*New Continuing Education course
schedule for classes to be held from
July 1, through December 31, 2002
coming in the summer newsletter.*

HOOKER, ROBERT 8/9/01 Mount Airy, NC
Heating contracting without a license.
Judgment entered by the Court on 10/11/01 enjoining the Defendant from engaging in business as a plumbing, heating, or fire sprinkler contractor.

HOOPER, DOUGLAS LARRY 9/10/01 Robbinsville, NC
Plumbing contracting without a license.
Judgment entered by the Court on 11/07/01 enjoining the Defendant from engaging in business as a plumbing, heating, or fire sprinkler contractor.

JACKSON, JEFFREY ALLEN 3/23/01 Greensboro, NC
Plumbing and heating contracting without a license.
Permanent injunction entered 10/23/01-enjoining Defendant from engaging in business as a plumbing, heating or fire sprinkler contractor.

LANIER, DENNIS RAY 4/26/01 Richlands, NC
d/b/a AIR CONTROLLERS License #22485 H-3-I
Allegations of misconduct in the business of heating contracting in that Respondent failed to obtain permit prior to beginning installation, installed a Luxaire Heat Pump system rather than a York system as contracted; attempted to reuse the existing undersized refrigerant line from the Coleman system being removed; failed to replace existing copper tubing; failed to secure flex conduit at disconnect; failed to leave documents from manufacturer to confirm compatibility of all components and failed to respond to homeowner's calls for service. Formal hearing held 11/13/01.
Order issued by the Board on 11/19/01 suspending the license of respondent for 60 days and upon completion of the suspension placing the license on probation for 12 months with provisions that respondent have written contracts, obtain permits as required for each contract and assure that a final inspection has been performed, enroll in a course in HVAC Management or equivalent course approved by the staff of the State Board and present evidence of a passing grade; provide the Board with evidence with 30 days of the Order that the lien placed on complainant's property has been cancelled from public records; maintain job files or other written records of contracts, maintain a service log of all contracts and service calls, submit quarterly reports documenting his compliance within the provisions of this probation order and commit no violation of Article 2, Chapter 87 or the Rules of the Board.

MALDANADO, RAY 7/23/01 Hope Mills, NC
Heating contracting without a license.
Permanent injunction entered 10/15/01-enjoining Defendant from engaging in business as a plumbing, heating or fire sprinkler contractor.

McCLURE, JOHN 10/9/01 Gastonia, NC
Plumbing contracting without a license.
Judgment filed 11/14/01 enjoining the defendant from engaging in business as a plumbing, heating or fire sprinkler contractor until licensed to do so.

MILES, GLEN DAVID 5/10/01 Greensboro, NC
License #20510 P-I
Allegations of incompetence and code violations in the business of plumbing contracting in that Respondent failed to install an expansion tank, failed to pipe the pressure and temperature valve 6" from the floor, failed to install burners 18" from the floor, failed to install the proper grade on the water heater vent, failed to detect a gas leak at the control valve, failed to obtain a permit prior to installation and failed to obtain a final inspection.
Final Order entered 10/9/01 placing respondent's license on probation for 6 months with provisions that Respondent have written contracts, obtain permits as required, enroll in courses in Building Code and Law Administration and Gas Piping and Venting, maintain job files and service logs and records detailing his compliance with the provisions of this order and commit no violation of Article 2, Chapter 87 or the Rules of the Board.

MOONEY, JOHN E. 7/6/01 Salemburg, NC
d/b/a Chris' Heating and A/C License #13426 H-3-I
Allegations of misconduct in the business of heating contracting in that Respondent permitted use of his license by an unlicensed individual in connection with performance of an installation even though Respondent was not a party to the contract.
Summary Procedure held 9/12/01.
Final Order issued by the Board 10/9/01 revoking the license of Respondent.

MOSS, TIMOTHY 6/28/01 Advance, NC
d/b/a Tim Moss Home Improvements
Plumbing contracting without a license.
Summons and Complaint filed August 1, 2001.
Judgment entered by the Court on 11/14/01 enjoining the Defendant from engaging in business as a plumbing, heating, or fire sprinkler contractor.

SHUE, BOBBY DAVID, JR. 3/16/01 Concord, NC
d/b/a Highlands Heating & Cooling License #14693 H-3-II
Allegations of misconduct in the business of heating contracting in that respondent contracted beyond scope of license, failed to obtain permit; installed flex duct too close to the ground; failed to properly level the unit; failed to properly support condensate piping; failed to properly seal sheet metal duct cover at grade; used improper supports under the pad; failed to attach and seal ductwork cover to the home; used short plenums at the unit connections; failed to use the correct radius requirements for the flexible ductwork set forth by Air Diffusion Council; installed unit four inches below grade; failed to set the defrost setting correctly, therefore resulting in the unit freezing; and aided and abetted contracting by an unlicensed contractor.
Formal hearing held 10/9/01.
Order issued by the Board on 11/12/01 placing the license of respondent on probation for 1 year with provisions that Respondent enroll in a course in Level 3 Plumbing inspection, Level 2 or Level 3 mechanical (heating) inspection or equivalent and in a Building Code Law and Administration of the type available for training of Code Enforcement Official course approved by the staff of the State Board and present evidence of a passing grade and commit no violation of Article 2, Chapter 87 or the Rules of the Board.

STRAWHAND, MICHAEL LEE 8/29/01 Iron Station, NC
Plumbing contracting without a license.
Judgment entered by the Court on 11/21/01 enjoining the Defendant from engaging in business as a plumbing, heating, or fire sprinkler contractor.

SUGARICK, ANDREW PATRICK 4/25/01
d/b/a CEDAR CREEK HEATING AND AIR CONDITIONING
License #15440 H-3-I Fayetteville, NC
Allegations of code violations and license peddling in that Respondent failed to insulate supply boots, failed to use splicing collar to join flex duct; failed to insulate distribution box and metal duct; failed to properly strap duct; broke numerous promises to make corrections; failed to attach flex inner liners to starting collars for floor boots, left flex supply duct crimped, crushed and connected to an 8" wide metal trunk line; taped an electrical wire in the crawl space onto one of the 6" flex branch ducts and connected gas lines despite failure of the inspection.
Final Order issued on 9/19/01 placing the license on probation for 6 months, with provisions that Respondent have written contracts, obtain permits as required for each contract and assure that a final inspection has been performed, enroll in a course in Duct Design and Building Code Law and Administration or equivalent course approved by the staff of the State Board and present evidence of a passing grade; maintain job files or other written records of contracts, maintain a service log of all contracts and service calls, maintain records detailing and documenting his compliance with the provisions of this probation order and commit no violation of Article 2, Chapter 87 or the Rules of the Board.

SWANN, TIMOTHY JOE 7/26/01 Swannanoa, NC

Plumbing contracting without a license.

Judgment entered by the Court on 11/19/01 enjoining the Defendant from engaging in business as a plumbing, heating, or fire sprinkler contractor.

THAMES, JAMES EDWARD 7/12/01 Wilmington, NC

Plumbing contracting without a license.

Permanent injunction entered 12/03/01-enjoining Defendant from engaging in business as a plumbing, heating or fire sprinkler contractor.

WHALEY, GARY BEVAN 4/12/01 Winterville, NC

d/b/a GENERAL PLUMBING HEATING AND AIR CONDITIONING

License #18300 PH-1,2&3-I

Allegations of noncompliance with prior Orders of the Board and misconduct in the business of plumbing contracting in that respondent failed to respond to numerous calls from the general contractor, failed to provide workers on site; continued to perform work on installation while license suspended; left sewer line open and uncapped; failed to provide adequate support for copper water lines; installed sewer line back-graded and failed to provide adequate supervision.

Formal hearing held 11/14/01.

Order issued by the Board 11/19/01 revoking the license of respondent.

Permit Warning Letters

Name	City/Town	Permit Warning
Benfield, Charles	Gastonia, NC	10/25/2001
Boseman, James	Raleigh, NC	12/11/2001
Bramlett, Larry	Clayton, NC	1/2/2002
Brewington, Charles	Charlotte, NC	12/18/2001
Brown, David	Charlotte, NC	1/14/2002
Brown, Kenneth	Monroe, NC	1/9/2002
Callahan, Reece	High Point, NC	12/4/2001
Camp, James	Ellenboro, NC	11/27/2001
Carter, Jeffery	Lumberton, NC	1/10/2002
Chastain, Johnny	Candler, NC	12/3/2001
Cote, Jude	Charlotte, NC	10/18/2001
Dungy, Frederick	Mountain Home, NC	10/30/2001
Elledge, Lawrence	North Wilkesboro, NC	11/1/2001
Gaines, David	Archdale, NC	09/05/2001
Glenn, Eugene	Flat Rock, NC	11/15/2001
Graham, Derek	Salisbury, NC	11/13/2001
Johnson, Billy	Durham, NC	11/26/2001
Lail, Ben	Newton, NC	11/1/2001
Miller, Robert	Charlotte, NC	1/10/2002
Morgan, Darren	Belmont, NC	11/20/2001
Mull, Ray	Morganton, NC	11/27/2001
Mullin, James	Fancy Gap, VA	09/27/2001
Norris, Michael	Stedman, NC	11/15/2001
Plyler, John	Monroe, NC	1/9/2002
Reed, Welzie Jr.	Asheville, NC	10/26/2001
Reeves, Thomas Jr.	Hampstead, NC	12/18/2001
Smith, Devin	Ellenboro, NC	11/21/2001
Stamey, Ronald	Marion, NC	11/27/2001
Tate, Richard	Cherryville, NC	11/16/2001
Thornton, Anthony	Clayton, NC	1/10/2002
Tucker, Steven	Charlotte, NC	12/14/2001
Ward, James	Albemarle, NC	9/17/2001
Willett, Hubert	Locust, NC	12/19/2001
Williams, Robert	Harrisburg, NC	11/5/2001
Wood, John	Wilmington, NC	12/18/2001

Retaining Satisfied Clients

All of the hard work in attracting new customers can be for nothing if there is not a dependable system for retaining satisfied customers.

It is said that it costs three times as much to obtain a new customer as it does to retain an existing one.

A successful way to create good customer feelings toward the firm is to show that you genuinely care about each of your customers.

Other ways are:

- ♦ Dress appropriately.
- ♦ Always show up on time. Don't ever underestimate the importance of other people's time.
- ♦ Have a firm pricing policy.
- ♦ When selling a service, ask the customer in advance what the customer expects you to deliver.
- ♦ Keep in touch with the customer after the service is delivered.
- ♦ Be confident and friendly when you approach your customers.
- ♦ Provide a guarantee policy. Specify what is covered and for how long.
- ♦ Make sure your customers know exactly what they obtain for your price and what are considered extras.

Some very effective phrases to use with your customers:

- ♦ I'll take care of that for you.
- ♦ I take full responsibility.
- ♦ We want your business.
- ♦ Thank you for thinking of us.
- ♦ Consider it done.

Excerpt from the PHCC Educational Foundation's Managing PHC Projects Course Manual.

Grow Your Business with Continuing Education

ATTENTION LICENSEES

Failure to obtain your six hours of approved continuing education by year end will mean your license can not be renewed and you will be unlicensed and unable to work until this requirement is met and license has been renewed. At the beginning of 2003 a notice will be sent to all Inspection Departments listing all licensees whose licenses are expired and advising that no permit may be issued and no work be performed until further notice by the Board.

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.

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STATE BOARD OF EXAMINERS OF PLUMBING, HEATING & FIRE SPRINKLER CONTRACTORS

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