



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. Proffit

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

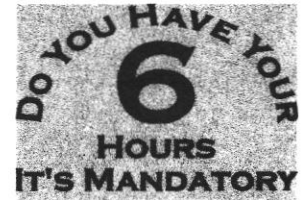
attendance at a Resolution Conference to everyone.

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