



Plumbing Service Conference

September 14-15, 2022 • Ambassador Hotel - Kansas City, Missouri



Facility Tour Hosted by Lexington Plumbing



Tentative Agenda

Wednesday, September 14

Optional Pre-Conference Sessions

10:30 AM **IoT Devices in Plumbing Service**
The development of connected devices in plumbing service allows for a new type of on-demand service opportunity for contractors. This presentation will explore different types of tools as well as a case study that a contractor is using to provide on-demand service to their customers.

11:15 AM **Improving Service Department Safety**
With little oversight on the road, safety for service technicians can sometime be overlooked. In this optional pre-conference session, Sean McGuire will lead a discussion on service resources and culture for service technicians.

Conference Begins

1:00 PM **Introductions and Conference Format**

1:20 PM **Performance Incentives**
John Geiling from JPG Plumbing will lead an open discussion on creating empirical incentives to help create rational targets for employees.

2:00 PM **External Economic Impacts Roundtable**
This discussion, led by Roy Hennick of CFI Mechanical, will talk about the impact that external economic forces are having on the plumbing service business. Included in the discussion will be inflation pricing, material shortages and supply chain issues.

3:00 PM **Lexington Plumbing Service Overview**
The leadership team from Lexington Plumbing will provide an overview of their service operations to lend some context to the stations on the tour. Lexington will discuss how they use national agreements, a low overhead model and target specific niche markets. They will also explain their use of project managers vs. sales managers to build business.

3:45 PM **Tour Buses Load for Lexington Plumbing**

4:00 – 6:00 PM **Tour of Lexington Plumbing Service Operations**

6:15 PM **Tour Buses Return to Hotel**

6:30 – 8:30 PM **Reception at Lonnie's Reno Club (On-site), Sponsored by**



Thursday, September 15

7:00 AM **Breakfast**

8:00 AM **Recession Planning**

Michael Wallenstein of Neptune Plumbing will make a presentation on using key performance indicators (KPI's) with pre-planned actions in order to have a plan in case of recession.

8:45 AM **Residential Service**

Although there are similarities in the nature of work for residential and commercial plumbing service, it takes a completely different mentality, overhead structure, pricing, advertising and service mentality. This session will be led by Kori Gormley-Huppert of Gormley Plumbing + Mechanical and Katherine Kline-Smith of Binsky.

9:30 AM **Break**

9:45 AM **Industrial Services**

Industrial services provide some of the highest margin business lines but it takes heavy investment in equipment purchases and training. This session, led by John Davis from JPG Plumbing, will discuss how companies can look help to develop a business model to identify and forecast business, use tax incentives to offset large expenses and train employees in the specific use of new equipment.

- 10:30 AM **Using Full Time and Part Time Recruiters**
Finding and hiring new service technicians can be a challenge. Many people are using either full time or part time recruiters in order to help fill the demand for manpower. This session will be an open forum to discuss how companies are finding new talent.
- 11:00 AM **Service Vehicle Procurement, Rotation and Maintenance**
With long lead times for new service vehicles from dealers, contractors are having to get innovative to get their technicians on the road. This session will discuss options that contractors are using to fill the need.
- 11:30 AM **Recap and Roundup**
To wrap up the conference, a recap session will be held in order to summarize all of the learning objectives and identify new possible deliverables for the plumbing contractors.
- 12:00 PM **Program Concludes**

About Lexington Plumbing

Founded in 1945, Lexington Plumbing employees work in over sixty different buildings a day all over the Kansas City metro area in commercial construction and service markets. In addition to new construction, Lexington Plumbing has service operations that include drain cleaning, jetting, cameras, trenchless pipe replacement, water/sewer line main breaks, leak detection, temporary hot water, backflow prevention/installation and water heaters.



Tom Axtell, President of Lexington Plumbing
Wes Hotze, Vice President, Lexington Plumbing
Dan Axtell, Chairman of the Board, Lexington Plumbing

Speakers:

John Geiling, President of JPG Plumbing & Mechanical Services, Jessup, MD
Frank Schaetzke, VP National Accounts, Zurn
Roy Hennick, Vice President of CFI Mechanical, Houston, TX
Michael Wallenstein, Co-President of Neptune Plumbing, Cleveland, OH
Kori Gormley-Huppert, President of Gormley Plumbing + Mechanical, McMinnville, OR
Katherine Kline-Smith, General Manager – Residential Division of Binsky, Piscataway, NJ
John Davis, VAC Lead of JPG Plumbing & Mechanical Services, Jessup, MD
Sean McGuire, Director – Innovative Technologies at MCAA, Rockville, MD