



# Plumbing Contractors of America's Virtual Education Series

SEPTEMBER 23 – NOVEMBER 4, 2020



VIRTUAL FACILITY TOUR HOSTED BY:



**Mechanical Contractors Association of America, Inc.**

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Commercial plumbing service is not an easy market for most plumbing and mechanical contractors to break into. Understanding the core business, finding the right talent and being able to shift your organization into the mode of being on call twenty-four hours a day are some of the initial challenges.

To better understand the operations of a commercial plumbing service business, the Plumbing Contractors Association (PCA) is hosting a seven-part virtual education series focused on various core business areas. To do this, the PCA is collaborating with **JPG Plumbing and Mechanical Services** headquartered in Jessup, Maryland.

While the original intent of this conference was to provide a half day tour of JPG's operations, COVID-19 provided an opportunity to take this conference in a new direction – virtual. Since March, many of us have been bombarded with Zoom, Teams and other online meetings where we see the instructors behind their desks and talking through a PowerPoint presentation. This series is different.

Spread out over seven weeks, each module will focus on a different area of business. While it might be impossible to get on a plane and tour the facility, we are providing a **video tour** for you. Each session will include a 15-minute video captured at JPG Plumbing. The videos will demonstrate the concept, show you the tools, hardware, software and equipment used for aspect of the business.

In addition to the videos, a detailed workbook with the costs involved, an inventory of the equipment used and links to additional resources will be included. These resources will be paired with a series of live **virtual roundtable discussions**, led by the team at JPG and other industry experts. All handouts, videos and recordings of the roundtables will be posted to a secured website as an additional resource.

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## About JPG Plumbing & Mechanical Service:

JPG Plumbing & Mechanical Services is a commercial plumbing, industrial vacuum, & mechanical company that is headquartered in Jessup, Maryland. They serve the Maryland, Washington, D.C. and Virginia areas and offer 24/7 emergency, preventive maintenance and inspection services. Their customers include commercial property managers, building owners, government agencies, hospitals and educational facilities.



## **VIRTUAL SEMINAR #1: The Plumbing Service Vehicle – From Tools to Truck** **WEDNESDAY SEPTEMBER 23, 1:00 – 2:00 PM EDT**

One of the most frequent questions for contractors looking to begin a plumbing service business is ‘What does it take to get a truck on the road?’ This first session will kick off the series by exploring in detail everything that goes into outfitting a standard commercial plumbing service vehicle, including a tool list and costs.

The seminar begins with a 15-minute video, featuring Marc Gluck, JPG’s Vice President and Sean McGuire, as they go through how a standard JPG commercial plumbing service truck is put together. It will begin with a discussion of the type of truck that JPG uses and include how they get it specified by the dealership before it goes to get wrapped for branding. Marc and Sean will continue to go over the standard sets of tools and equipment used on every vehicle.

Following the video, Sean McGuire will host a 45-minute virtual meeting with Marc Gluck and John Geiling, JPG’s President and CEO. In this discussion they will provide an overview of costs involved with each truck to lease/buy, outfit and maintain the vehicles. Questions can be submitted either ahead of time or during the session.

This seminar will include a workbook with a list of their standard set of tools that includes costs, links to each product’s website and pictures.



## **VIRTUAL SEMINAR #2: Dispatch, GPS, Fleet Vehicle Tracking and Mobile App** **WEDNESDAY SEPTEMBER 30, 1:00 – 2:00 PM EDT**

Communicating with your service technicians goes beyond just knowing where they are and what projects they are on. In today's service markets, you need to be able to use GPS to know precisely where your vehicles are in order to document their time and movements, respond to emergency services and have two-way communication between the service technician in the field and the office.

The seminar begins with a 15-minute video from JPG headquarters with Katina Blodgett, JPG's Service Coordinator. She will give an overview of their dispatch operations, and the software used for their service and fleet management. This will include how they handle calls coming in, dispatching their service technicians with proper information and tracking their labor and their fleet vehicles. The video will also include a demonstration by Kevin Droter, a JPG field technician, of how they manage their work assignments, document their work, collect field signatures and submit their job tickets electronically.

Following the video, Sean McGuire will host a 45-minute virtual meeting with John Geiling, Marc Gluck and Katina Blodgett from JPG plumbing. They will discuss operations and costs associated with each piece of software and invite the group to share processes, tools and software used for dispatch and vehicle tracking. This seminar will include a workbook with product links and images from the video as well as cost info associated with dispatch operations.



### **VIRTUAL SEMINAR #3: Technician Training and Recruiting** **WEDNESDAY OCTOBER 7, 1:00 – 2:00 PM EDT**

One of the biggest challenges for any service contractor is how to train your service technicians and keep them updated on the best practices and latest equipment. Training is necessary to not only keep their technical skills sharp, but their customer skills as well.

This module will begin with a 15-minute video hosted by JPG's Marc Gluck and Katina Blodgett. Marc will show their training equipment and provide an overview to JPG's approach to training apprentices. Katina will discuss their continuing education training both in house, and through virtual meetings during COVID. JPG provides in-house training for water heaters, back-flow preventers and more. In addition to apprentice training, JPG has bi-monthly meetings that consistently reinforce their training skills. With COVID, these sessions have begun to move to virtual platforms.

Following the video, Sean McGuire will host a 45-minute virtual meeting with John Geiling and Marc Gluck from JPG plumbing. They will provide an overview of costs involved with training their manpower as well as their approach to finding service technicians.

The virtual meeting will also include a discussion of their approach to recruiting service technicians and their apprenticeship training. Questions can be submitted either ahead of time or during the session.



## **VIRTUAL SEMINAR #4: Water Heater Repair and Installation**

**WEDNESDAY OCTOBER 14, 1:00 – 2:00 PM EDT**

Water heater repair and installation is both a great entry point into plumbing service as well as a core function of the business. Contractors looking to build business can partner with manufacturers to become certified repair and installation specialists. This can lead to stable future business once in the door.

This session will begin with a 15-minute video with an overview of the approach that JPG takes towards water heater repair and installation. John Geiling will discuss the corporate philosophy of working with a manufacturer in order to build your commercial service business. Commercial water heater repair is one of the most frequent and competitive areas of plumbing service. It also takes considerable cross-training in some electrical skills. Marc Gluck will also talk about the special tools required as well as training approach to excel at warranty work.

Following the video, Sean McGuire will host a 45-minute virtual session with John Geiling, Marc Gluck and Bradford White's Dustin Bowerman to discuss operations, concerns and common mistakes that place in water heater repair.

This seminar will include a workbook with a list of tools required to perform service on commercial water heaters as well as some links to water heater training programs from Bradford White.



## **VIRTUAL SEMINAR #5: Commercial Drain and Sewer Services**

**WEDNESDAY OCTOBER 21, 1:00 – 2:00 PM EDT**

The dirty jobs are almost always the most profitable. Broken, collapsed sewer lines and main line clogs can be caused for a variety of reasons, but the service required is almost always emergency work. To be able to respond to a variety of calls, it requires a service contractor to have a variety of equipment and training ready.

This module begins with a video will include the tools that JPG Plumbing uses for commercial drain and sewer services. It will cover how they use various sewer drum machines, drain and inspection tools, drain cleaning and hydro jetting tools, and installations. Specific techniques that will be discussed are non-trailer jetting, tow-behind jetter, nozzle technology and applications, pressure considerations and application and trailer safety.

Following the video, Sean McGuire will host a virtual meeting with John Geiling and Marc Gluck from JPG plumbing. They will discuss costs associated with each piece of equipment and invite attendees to share products and solutions used by each of them.

This seminar will include a workbook with product images as well as cost information associated with each tool used for drain and sewer operations.



## **VIRTUAL SEMINAR #6: Video Inspection/Robotic Pipe Inspection**

**WEDNESDAY OCTOBER 28, 1:00 – 2:00 PM EDT**

As the old saying goes, you have to be able to diagnose the problem before you can start the treatment. This is directly applied to clogged pipes, drains and sewers. To accurately know the cause, location and conditions of pipes, video inspection is often required.

This module will begin with a 15-minute video overview of the operations and methods that JPG Plumbing uses for camera inspection of pipes. JPG utilizes a variety of tools including handheld devices, monitors & recorders, reels and scaling up to a robotic crawler. The video will include a demonstration as well as an interview with the operators.

Following the video, Sean McGuire will host a 45-minute Q&A session with John Geiling and Marc Gluck.

This seminar will include a workbook with images from the vehicle as well as cost info associated with its operation and prices of equipment.



## **VIRTUAL SEMINAR #7: Vac Services**

**WEDNESDAY NOVEMBER 4, 1:00 – 2:00 PM EST**

Often, the only way to efficiently clean a tank or pit is to use a vacuum source to remove waste and solids. Vac services has multiple use cases for potential business including grease traps, septic tanks, sump cleaning, sewer pipe cleaning, emergency environmental cleanup hydro excavation and more. It is also one of the plumbing services that can incorporate service agreements for repetitive and scheduled business.

This session will begin with a video that provides a demonstration and overview of the various tools associated with the Vac Services at JPG. They utilize a diverse fleet of commercial and industrial VAC units. included will be overviews of 600-gallon low-profile pumper, a 4,000-gallon full-size VAC unit and will conclude with an overview of the industrial Vector Trucks that are used. This video might go longer than usual due to the multiple equipment demonstrations that will be performed.

Following the video, Sean McGuire will host a 45-minute Q&A session with John Geiling and Marc Gluck. This seminar will include a workbook with images from the vehicle and equipment as well as cost info associated with its operation.

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