



# Plumbing Service Conference

September 20-21, 2021 ● Cleveland Marriott East, Cleveland, Ohio

## **Monday, September 20**

9:30 AM **Registration Opens**

### *Optional Pre-Conference Sessions*

10:30 AM **Large Equipment Purchases – *Optional Pre-Conference Session***

*John Geiling, President, JPG Plumbing & Mechanical Services*

In order to pursue some lucrative business lines, it takes heavy investment in equipment purchases. In this session we 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.

11:00 AM **Connected Devices – *Optional Pre-Conference Session***

*Frank Schaetzke, VP National Contractor Accounts, Zurn*

There has been a lot of innovations coming into the market recently when it comes to connected devices for service contractors. With devices connected to each other and online through Internet of things (IoT) networks, service contractors have the ability to monitor and program in different ways.

12:00 PM **Optional Lunch**

## **Conference Begins**

1:00 PM **Neptune Plumbing Service Overview**

*Scott Wallenstein, CEO, Neptune Plumbing & Heating Co.*

*Adam Wallenstein, President, Neptune Plumbing & Heating Co.*

*Michael Wallenstein, Co-President, Neptune Plumbing & Heating Co.*

The leadership team from Neptune will provide an overview of the service operations of Neptune Plumbing and Heating. This will include markets served, types of customers, software used and Key Performance Indicators that they use for their company.

2:00 PM **Tour Buses Load for Neptune Plumbing**

2:15 – 4:30 PM **Tour of Neptune Plumbing Service Operations**

4:45 PM **Tour Buses Return to Hotel**

5:00 PM **Neptune Recap with Questions & Answers**

5:30 - 7:00 PM **Reception and Exhibit**

## **Tuesday, September 21**

- 7:00 AM           **Breakfast**
- 8:00 AM           **Roundtable Number One – Stocking Your Truck and Inventory**  
In this session we will use roundtables to create an average set of tools that are included on a standard truck and how each company handles inventory management.
- 8:30 AM           **Residential vs Commercial**  
*Bob Francis, H.L. Moe*  
There are some key differences in each approach in terms of pricing, marketing and business strategy. This session will provide guidance to understand some of the key differences.
- 9:00 AM           **Training Roundtable – Technical Skills and Soft Skills**  
For many contractors, training service plumbers is a combination of improving their technical skills on a variety of products and soft skills with customers. This roundtable will discuss best practices to help teach both to your employees.
- 9:30 AM           **On-Call Best Practices - Roundtable**  
As a service contractor, you need to be on-call at all times. How people handle their on-call assignments varies from company to company. This session will be an open discussion to determine ideas and best practices for balancing customer demands and company morale.
- 10:00 AM          **Recruiting and Maintaining Manpower Roundtable**  
In the final roundtable, we will discuss two of the most challenging functions of plumbing service – recruiting and keeping good service technicians. This roundtable will discuss each of those areas in order to discover ways to find new manpower as well as make sure that they are engaged and want to stay with your company.
- 10:30 AM          **Mechanical vs. Plumbing Service**  
*John Geiling, JPG Plumbing & Mechanical Services*  
While many mechanical service contractors have been able to build a service operation around mechanical work, plumbing service is a different operation. This session will focus on ways that they are different including business model, fewer areas to build maintenance contracts, and different types of emergency service.
- 11:00 AM          **Program Concludes**