

## MORE GREAT THINGS TO COME IN 2019!

### JOIN US AT OUR **November Membership Meeting**

**Thursday, November 7 • 6 PM – 8 PM**  
**Westbury Manor, 1100 Jericho Turnpike, Westbury, NY 11590**

**Meeting Topics:** Cyber Security & Revenue Recognition  
*Presented by Carl Oliveri of Grassi & Co.*

*See page 3 for more information.*

### FALL SEMINAR: SOFT SKILLS November 16, 2019

*See details on page 3*

#### INSIDE THIS ISSUE:

- ✓ Feature Article
- ✓ Product Showcase
- ✓ News Clips

#### PHOTOS FROM SURVIVE & THRIVE



#### PLAN AHEAD!

**December 5th**  
**MACC HOLIDAY PARTY**  
Mark your calendar





**Jimmy Moyan**  
First Choice Mechanical

## From the President

On September 12, MACC hosted another successful edition of our valuable event series, Survive & Thrive. Not only did we have a great turnout, the stories shared by our speakers served as great takeaways for all who attended. One takeaway that I know I can speak for everyone who attended is

the importance of the client-provider relationship, especially in a service industry. Taking time with customers and listening to what they have to say is essential for customer retention, no matter what your schedule looks like. I would like to extend a huge thank you to the speakers of the night, Kerry O'Brien and Joe DeMicco. We appreciate you sharing your experiences with us!

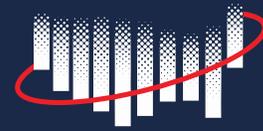
President & CEO, Barton James and his colleague, Eric Knaak, ACCA Chairman from Isaac Heating & Air Conditioning joined us as well! They were both very informative and stressed how important ACCA's seat at the table in Washington, DC is for all air conditioning contractors and associates nationwide. Their presence at our meeting added a great value to our members who were able to mingle and pick their brain on new updates in the industry.

The HVAC industry is ever changing and being a part of an organization, like MACC, is extremely important. We work hard to ensure that our members are up to date on the latest law changes, new technology, better business practices, etc., by bringing that information directly to members at our monthly meetings. This month, we shed some light on a few issues dealing with the competition in the area and, as an association, we are working together to make sure we have a stronger voice.

Just as a reminder, we have some educational workshops coming up. The next workshop will be on Trouble Shooting Gas Heating held on October 19th. Please get registrations in as soon as possible!

Our next membership meeting will be on November 7th at the Westbury Manor. We will have our special guest, Carl Oliveri, CPA, CCIFP, CFE, MBA, Partner, Construction Practice Leader, NYC Office Market Leader, from Grassi & Co. speak on Cyber Security & Revenue Recognition. Carl will touch point on consequences for not protecting your business against cyber threats and attacks and how cybersecurity continues to be a growing priority for organizations of all sizes, across all industries. Is your company prepared in the event of a breach? This meeting will help you answer that question! I look forward to seeing you all there!

Jimmy Moyan



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# Please Join Us for These Upcoming Events!

## FIRST UP

### November Membership Meeting

**Date: Thursday, November 7, 2019**

**Time: 6 PM - 8 PM**

**Location: Westbury Manor**

**1100 Jericho Turnpike, Westbury, NY 11590**



We are excited to tell you that our November Membership Meeting will feature Carl Oliveri of Grassi & Co. who will present two extremely timely and important topics: Revenue Recognition and Cyber Security.

With the passing of the Financial Accounting Standards Board's (FASB), ASC 606 (Revenues from Contracts with Customers), the way that revenue is recognized within a company has changed and there are major penalties for not complying with the new standard. Carl will discuss the proper way you should now be recognizing revenue within your company and transitional tips to ensure you are compliant with the new issuance. In addition, Carl will also be discussing how cybersecurity continues to be a growing priority for organizations of all sizes, across all industries and why it is important to be prepared prior to a breach.

Carl Oliveri, CPA, CCIFP, CFE, is a Partner and the Construction Practice Leader at Grassi & Co. He possesses 20 years of experience working with clients in the construction industry, particularly with regards to financial statement preparation, income tax preparation, cash flow and operations forecasting as well as litigation and cost claim support with related negotiations. With his extensive industry experience, he will provide us with insight on marketplace trends and best practices.

## COMING SOON...

**Fall Seminar: Soft Skills**

Saturday, November 16, 2019

8:00 AM – 4:00 PM

**Class Location:** The Electrical Training Center

65 Elm Street, Copiague, NY 11726

(Class limited to 12 students!)

Don't miss our final seminar of the year! This seminar teaches the skills of making a good first impression and communicating with customers in a positive way. It also covers the three primary elements of a service call: The opening; performing the service; and the closing. Attendees will learn the basic conduct required for a service call and the service technician's role in customer relations.

## The MACC Holiday Party is Around the Corner!

We are planning another fantastic MACC holiday party this year – an event you will not want to miss!

**Location:** Morton's Steakhouse, 777 Northern Blvd., Great Neck, NY 11020

**Date:** Thursday, December 5, 2019, 6:30 PM – 9:30 PM

**Cost:** \$95/person

Watch for more details on [www.maccny.org](http://www.maccny.org) and in our next issue of MACC News!

To register for these events please visit [www.maccny.org](http://www.maccny.org) or contact the MACC office at 516-922-5832 or [info@maccny.org](mailto:info@maccny.org)



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## Editor's Notes

By Anthony N. Carbone

The PSEG and HomeServe unfair competition saga is continuing. Formal written complaints were filed by myself and several others specifically detailing the practices of PSEG and HomeServe.

After my formal complaint was made to the PSC, I received a call from a Ms. Reimers of PSEG Long Island informing me that a formal letter regarding my complaints will be sent out addressing my concerns.

Briefly, in the letter dated Sept. 12, 2019, from Francine DeMaio, Senior Supervisor of PSEG Long Island Customer Relations:

"The appliance repair and other services being complained of are not being offered by PSEG Long Island. Every HomeServe mailing includes a clear disclaimer, which states specifically that PSEG WorryFree Long Island, Inc. and PSEG Long Island LLC are separate entities from HomeServe."

"PSEG Long Island has no involvement in any of the activities of HomeServe, and PSEG Long Island does not share customers' personal information with HomeServe or PSEG WorryFree."

In addition, Ms. DeMaio, of PSEG, states that my company (Systematic Control Corp.) and I produced a postcard that "stated I was a PSEG WorryFree Contractor that mirrored the PSEG WorryFree/HomeServe solicitation". An attorney who represents PSEG WorryFree sent Mr. Carbone a Cease and Desist Letter on July 1, 2019 demanding that Systematic cease all further use of the terms "PSEG Long Island" and "Worry-Free" and that I cease all use of the PSEG "sunburst" in the promotion of his services as these service marks are property of the PSEG Enterprise Incorporated and Mr. Carbone, unlike HomeServe, is without any authorization to use these marks."

This level of ambiguity speaks for itself and any impartial entity can see that this is an obvious attempt to make consumers believe they are dealing with PSEG with its sunburst logo for HVAC appliance service repairs. This is a well-orchestrated blitz of deception. The PSC is an oversight commission that regulates activities for the utilities.

So, we will await the investigation of the PSC to see if the opinion of the obvious is understood and a favorable ruling to cease these deceptive practices and cross-subsidization of an independent foreign-based appliance contractor is halted.

The creation of an independent LLC with all the look of the monopoly PSEG utility doesn't absolve the unfair competition being perpetrated. The damages of this practice will be felt by many independent contractors that do not have the cloak of the electric utility PSEG to masquerade with.

Please support our efforts at MACC by writing to Commissioner John B. Rhodes, NYS Public Service Commission, Empire State Plaza Agency Building No. 3, Albany, NY 12223. State the facts in your letter and request this practice be stopped.

Also, please support our efforts by signing our petition we've created to help shed light on this situation to not only our members, but the community as well. Call me to discuss any questions you may have to further understand this important topic. Anthony Carbone, Systematic Control Corp., (516) 482-1374 or [anthony@systematiccontrol.com](mailto:anthony@systematiccontrol.com).

A united front with MACC means your voice will be heard. We need you to join us, it's worth being a part of our industry related organization. Join our membership at [MACCN.Y.ORG](http://MACCN.Y.ORG) or call (516) 922-5832 and speak to Allison Wieland.



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(Continued on page 9)

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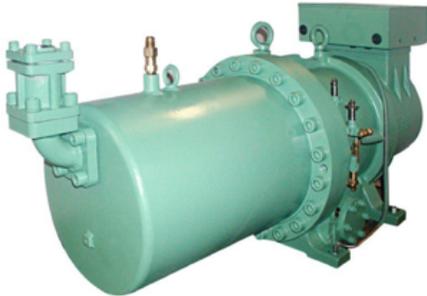
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## Product Showcase (Continued from page 7)



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**Contact: National Compressor at: 1-800-225-7381/ 718-417-9100.**

**Email: [info@nationalcompressor.com](mailto:info@nationalcompressor.com)**



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### Carrier Ductless is announcing the Introduction of the 2nd Generation 24V Interface Kit

This 2nd Generation 24V Interface Kit keeps the variable speed feature of the Inverter compressor on the Ductless System achieved by the proprietary and patent applied logic of the 24V Interface Kit.

The 2nd Generation is used to connect:

- A SINGLE ZONE Ductless System to a 3rd party single stage conventional thermostat (sold separately) providing AUTO fan speed on the indoor unit.
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- A SINGLE ZONE Ductless Condensing Unit with an approved Fan Coil/Furnace/Cased Coil and a third party single stage conventional thermostat (sold separately) allowing up to 3 different fan speeds on the indoor unit.

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Statement from Stuart S. Zisholtz, Esq.

## NEVER LET YOUR LIEN TIME RUN OUT

### Protecting Your Receivables in a Bankruptcy

In the era of online shopping, many retail stores and businesses are feeling the economic crunch. Retailers are closing all or large portions of their stores.

Bankruptcy filings are on the rise. Retailers are taking advantage of Chapter 11 proceedings in order to obtain a fresh start in dealing with the various creditors. Many retailers first try and seek out their creditors to negotiate a reduced payment schedule in order to avoid bankruptcy. However, bankruptcy seems to be inevitable for many of these businesses and retailers.

For creditors, bankruptcy could be a nightmare. Besides being a possible unsecured creditor, there are provisions in the Bankruptcy Code which address preference payments. These preference payments are funds remitted to a creditor within 90 days prior to the bankruptcy filing which must be returned to the bankruptcy estate. Thus, if you receive \$100,000 within 90 days from the bankruptcy filing and the trustee deems it a preference, the creditor must return the funds. There are defenses to a preference claim but those issues are for another article.

With respect to the construction industry, a creditor can file a Mechanic's Lien once a bankruptcy is filed. The lien secures the debt. In addition, the creditor may have a trust violation claim under the Lien Law which would allow for a personal liability against the debtor's principals. However, a claim against the bankrupt debtor cannot be commenced due to the automatic stay associated with the Bankruptcy Code.

The key aspect to any bankruptcy is knowing how to proceed. If you are in a position where you need to file a bankruptcy, you need to understand the ramifications associated with the filing. As a creditor, you need to understand your rights and obligations in order to protect your receivable.

Never let your lien time run out!

For a free copy of a pamphlet pertaining to Mechanic's Liens and payment bond issues, kindly contact me or the Association.



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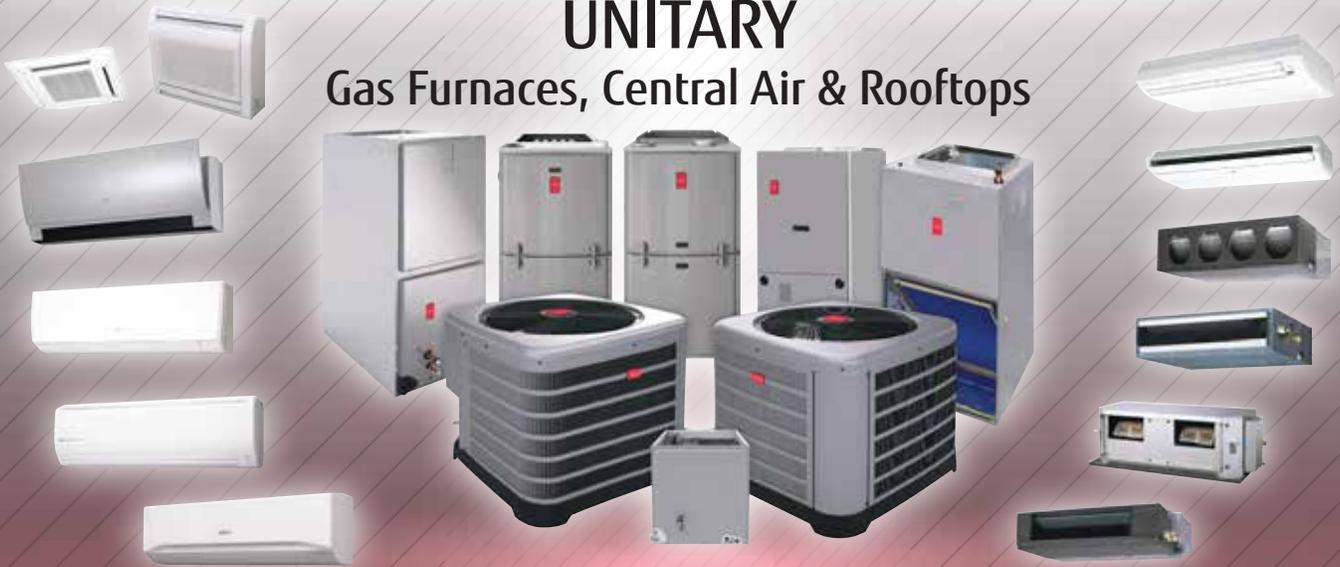


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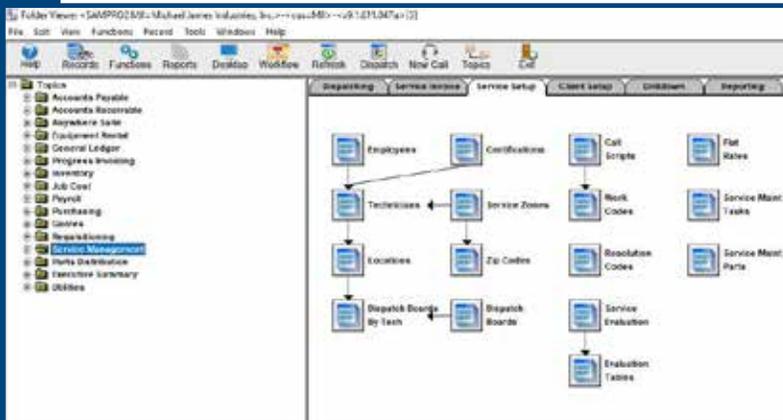
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## Feature Article

# MACC Members Share Insights into their Field Management Software Programs

HVAC software specifically created for heating, ventilation, and air conditioning companies is designed to increase the efficiency of a business and eliminate errors. Management, technicians and office staff alike are benefitting greatly from programs that are helping to organize and simplify HVAC business operations, from scheduling and dispatch to time-tracking, billing, estimating and much more.

MACC recently caught up with five contractors who provided us with insights on the value and importance of their field service management software systems. Read on and listen to the experiences of Jimmy Moyon, James Padavan, Stu Ellert, Steve Palone and Michael Herman, who were eager to share the many ways their software systems are helping them grow their business.



## First Choice Mechanical Moves Up To Service Titan

Jimmy Moyon, President of First Choice, outgrew his original software system as his company began expanding. "My first system was fine early on," says Jimmy, "but it was definitely time for a change as we grew." He selected Service Titan as his path toward growing the residential side of his business.

Service Titan is an all-inclusive HVAC software program that enables contractors to do more in the field, while the desktop version enables office personnel to stay on top of everything. Easy to use features like data tracking, customer history and reporting helps users organize and grow their organizations.

"I am able to do so much more with Service Titan than I could with my old system," reports Jimmy. "But it is the system's accounting program that I like most. The dashboard displays open balances and if a customer wants to

know more about a product or service, we can quickly provide the costs of materials, labor and other items that contribute to the overall cost of performing the job."

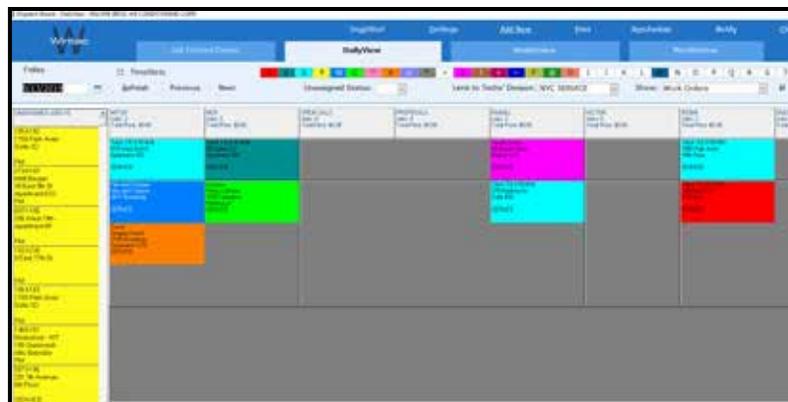
The system is incredibly intuitive with the tools and resources needed to produce a great proposal. "Service Titan enables us to generate bid and proposal documents to convey the scope, specifics, and quality of work to be provided," says Jimmy.

## Air Design and Comfort Tech Choose House Call Pro (HCP)

"We are currently using House Call Pro (HCP) as our dispatching software," reports James Padavan, Owner of Air Design. "This system tracks technicians schedules, service history for customers, payments, invoicing and more. The best value of the program for us is the ability to immediately dispatch at the click of a button, enabling the tech to have all the customer's info and history at his fingertips. The ticket and invoicing is very intuitive and easy for techs to learn. The system also helps a tech collect money on the spot and get a signature of confirmation for services provided."

James also reports that the system puts everyone on the same page, from office staff to technicians to back office. "I'm able to check the schedule at a glance to see what is going on, even when I'm not in the office."

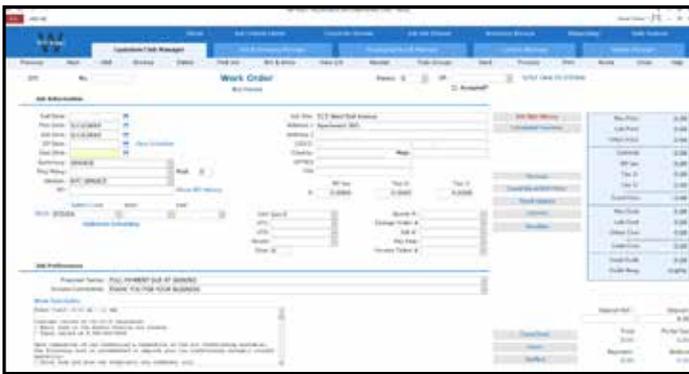
Stu Ellert, President of Comfort Tech, reports that for him, the best feature of House Call Pro is that it enables customers to go to his website or facebook page, click 'book online', select the service they want and then view a schedule of available appointments. "This allows customers to book late at night when our office is closed without worrying about a call the next day. The easier it is to make an appointment, the more appointments we have."



Three additional features Stu discusses are the automated text messages and emails to customers... the system's review generating ability... and the program's recurring service agreement capabilities. "You can automate a pre-job email and remind customers of their appointment and anything they need to prepare before the job. You can also set up a post-job email. Technicians send an "on the way" text to customers letting them know they are en-route. This combination of pre-job and on the way texts cuts down on the number of no-shows and all-day phone calls."

Stu finds the program's review generating ability of great value. "After a job is completed, the system will send a request for the customer to leave a review, either on google, facebook, or yelp.

Last but not least, is HCP's recurring service agreement add-on. "Instead of paying an annual service agreement fee, customers can now pay every 6 months, or monthly, to help spread it throughout the year, which helps with cash flow," reports Stu. "We love the idea of knowing we are starting each month with a specific amount from our service agreements' monthly payments."



## Wintac: Palone Brothers Software System of Choice for Over 5 Years

Wintac serves as Palone Brothers' database, dispatching board, and work order/proposal/invoice center. In other words, Wintac offers almost all of the functions necessary for running a successful HVAC business.

"I've heard of other programs that compete with Wintac, but to my understanding it is the second most-used software system among HVAC contractors," emphasizes Steve Palone, Manhattan Service Manager of Palone Brothers. "It's really easy to use. We can scroll through our customer's information and history in 30 seconds. The program is linked to our email addresses and database, which allows us not only to access Wintac from any computer, home or office, but to also send emails from our company email addresses directly from the program! Our office personnel love it!"

Aside from its great database functions, Wintac serves as Palone's Dispatch Center. "We work with a 'weekly view' which shows us all the slots under each technician," reports Steve. "We print out the sheets with all the job information and give them to our technicians. When we want to schedule for a particular day, all we need to do is go to the dispatching board, see who has an opening, drag it into the screen under

that technician. It almost makes the amount of customers we have arbitrary. No matter how many customers we add, it's easy and logical to fit them into our schedule. For existing customers placing a new call we know all about them and their customer history, which makes it very easy to transfer information from one technician to the other."

## Data-Basics Inc: Michael James Industries Software Choice Since 2003

For over 16 years, Data-Basics broad-based functions have supported Michael James Industries with virtually everything they need to run their business efficiently: "Dispatching, accounting, estimating, quoting, payroll, inventory, mobile tech app, client portal, analytics -- we use them all!" confirms Michael Herman of Michael James. "It's one of the only packages of its kind out there and it has definitely streamlined our processes and grown our business."

"In 2007, the company went with Data-Basic's mobile component," says Michael... "way before others had gotten into mobile devices ... and most recently, they integrated our vehicle tracking and technician tracking with our hardware integrator. Our mobile tech software allows real time communication with our field technicians to allow them to get through service calls more efficiently and effectively for our customers while streamlining all of our back-office processes."

Data-Basics has definitely helped Michael James Industries grow. "This is a 'rule-based' system that sends out alerts and escalates these alerts to Supervisors when the alerts are ignored," stresses Michael. "One of the things that has helped our company grow is the software's ability to remind departments and people when things fall 'out of their timeline'. And because all the functions are integrated, this provides us with an open window into our company through which we are able to see what employees are doing so that our customers receive excellent service."

*All of us at MACC extend a big THANK YOU to Jimmy Moyer, James Padavan, Stu Ellert, Steve Palone and Michael Herman for their valuable comments.*

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*To compare the features and functions of other field management software programs, log on to [capterra.com](http://capterra.com)... read the product reviews written by peers... and look into Capterra's Field Service Software Research to ensure you choose the perfect program for your business.*



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## INDUSTRY HIGHLIGHTS

# BOSS Facility Services Inc. Cuts Ribbon on New Headquarters

BOSS Facility Services Inc. (BOSS FSI) celebrated the opening of its new corporate headquarters with a ribbon cutting. The company has spent the last week meticulously moving from its former 7,500 sq. ft office into its new 31,000 sq. ft facility. BOSS FSI who specializes in facility maintenance, management and construction has invested over \$5 million dollars to purchase and renovate the 31,000-square-foot building at 60 Adams Ave. in Hauppauge.



Featured: From Left to Right- Vincent Puleo, Thomas Lohmann, Terri Alessi-Miceli , Tony Catapano, Kelly Morris, Keith Keingstein, Bob Keingstein, Kerri Keingstein, Edward Wehrheim, Kevin Keingstein

BOSS' services include HVAC, Plumbing, Electrical, Janitorial, Handyman, Lighting, Special Projects, Roll outs, Refreshes, build outs, Pop ups shops, Shop in Shops, Temporary Locations, disaster recovery etc. throughout the US serving multiple industries.

The move to Hauppauge will allow the company to more than double its current workforce while keeping its roots firmly planted on Long Island. The Hauppauge expansion has allowed the firm to establish a new state of the art training facility that will focus on providing employment opportunities for Suffolk County veterans and other individuals having difficulty finding employment.

"The move to the state-of-the-art facility will allow us to not only train new talent but allow us to be competitive in an already difficult labor market," said Keith Keingstein, President of BOSS Facility Services Inc. The facility boasts over 24 65" LED screens, leading edge technology, a 40-person training facility, 5 conference rooms and enough room for future expansion.

BOSS is a family affair and Hauppauge holds a special place in the Keingstein's hearts. Most of the family was raised here. "We find it especially special to know that after 18 years in business we are coming home," said Keith. "Hauppauge is not only a great place to live, but a great place for business. The timing of the purchase cannot have been better, there is a newfound energy in the Hauppauge Innovation Park, and we are excited to be back."

Today, BOSS Facility Services is a nationally recognized leader in the facility maintenance and management industry. With major retail, restaurant, finance, healthcare and corporate accounts, BOSS provides clients with unparalleled response times and communication, as well as delivering exceptional results on every project. With each passing year, the BOSS name and reputation grow stronger as more and more clients experience the superior service that is the foundation of the company's success. BOSS "Built On Superior Service".

But getting to this point wasn't easy. When Keith Keingstein founded the company with his sister Kerri back in 2001, he had trouble attracting clients. He was just 26 years old and few clients were willing to take a chance on a newcomer even though he had reached Journeymen level status in the HVAC industry. Instead of giving up, he enlisted the help of the people he knew best: his family. He brought in Bob, his father (oversees the HVAC and Plumbing Divisions), and brother Kevin (oversees the reoccurring services division) each experts in their own right. One client became a few clients, and eventually, the roster began filling up as the company established a reputation as a service-oriented facility management provider with attention to detail and the ability to get things done.

Eighteen years later, BOSS competes on a national level, with a growing number of clients, all based on the core family values and cutting-edge service for their clients.

## Editor's Notes

By Jason Staiano

### A Modern-Day Distraction

The world we live in is moving faster and technology is making the world we know smaller day by day. The advancement of technology can be felt in every aspect of our lives and in turn, has brought on so many improvements; but also, like almost anything, with positives there are most certainly negatives.

Describing the issues with cell phones in the workplace is not necessary, as by this point most people understand them and have strong opinions on them. Many companies have detailed policies on cell phone usage and depending on the line of work you are in, spotting someone using one is easy. We are not passed the phone issue, but now there is a new scourge on workplace productivity and, more importantly, safety...the wireless headphone. Maybe they aren't new, but the technology on them has gotten much better, they have gotten smaller and hence much more popular. So, what are the problems? First off, they can be a huge distraction, and any type of distraction is a safety issue. OSHA discourages the use of them in the workplace for just that reason. Your employees using them and having personal conversations in front of customers also brings up a look of unprofessionalism, but the real crux of the issue is safety for sure. To make matters worse, there are even headphones on the market now that look like safety earplugs. So, you might believe your employee is wearing adequate hearing protection, to then find out that they not only are not protecting their hearing but can be distracted as well from the job.

This new issue brought on by new technology will not be the last one that businesses will have to deal with, yet it is just another issue that needs to be considered. Wonder what the next one will be?!

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## People & The Workplace

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### How to Protect Against Employee Moonlighting

Do you suspect your employees are working a second job – and that it's starting to affect the quality of their work at your company? If you haven't already run into this problem, it is likely your business will in the future. When the cost of living is already so high and keeps increasing, even well-paying jobs may not be sufficient to cover all of an employee's expenses. As a result, employees are hard pressed to find solutions to provide the cash flow they need. Struggling employees will often seek a second paying job to earn extra income to meet their needs.

Most of the time an employer is not informed that an employee is working a second job and the employer is surprised to learn that their employee is now juggling two jobs. However, it most likely is not a surprise to the employer that something about the employee has changed, especially when the employee demonstrates a decrease in the productivity and quality of their work, the employee's absences from work increase, and the employee begins to arrive late to work.

Can employers simply ban employees from taking a second job? Unfortunately for employers, the answer is most likely no. Most states have enacted laws affording individuals the right to work, which outweighs most adverse affects to employers. Aside from adopting prohibitions barring employees from working for a competitor, starting a new business to compete with your business, or disclosing your company's proprietary information or trade secrets, few employers want to implement policies that interfere with their employee's off-duty activities due to potential violations of the National Labor Relations Act (NLRA) and state laws.

However, employers are not left without any means to protect their businesses against the detrimental effects of moonlighting. Employers should create a legally complaint moonlighting policy that focuses on the issue of noninterference with your company instead of regulating employees' off-duty conduct. Specifically, the policy should focus on the employee's job performance and the required work hours for the employee's job. The policy should set forth the

expectation that the employee must first meet the demands of the current job, which could include covering others' shifts or working overtime. Further, an employee's schedule and work assignments will not be altered to accommodate the employee's duties for their second job. The policy should also include a statement that permits employees to work a second job so long as the outside work does not negatively impact or interfere with the employee's job performance. The policy should also state the consequences an employee may face if their job performance suffers as a result of their responsibilities relating to a second job.

A moonlighting policy may also include provisions that prohibit employees from working a second job that creates a conflict of interest for your company. Those provisions should include examples of what constitutes a conflict of interest. For example, working for a direct competitor or soliciting customers from the primary employer to work for a competitor would qualify as a conflict of interest.

Employers may also want a provision requiring employees to provide notice prior to accepting a second job. This notice requirement may alert employers to their employees' financial difficulties that the employer may be able to help with, such as giving an employee additional work or approving overtime for the employee. This may provide an incentive for the employee not to accept the second job and be able to contribute more towards your business's success. However, employers should note that employees should not be required to obtain approval prior to accepting a second job offer, since that can be viewed as the employer discouraging protected activity under the NLRA. Hence, the policy should also include a statement that this policy is not intended to discourage and will not apply to employees participating in any protected activity under the NLRA.

If you have any questions about this article or any labor or employment matter, please call Alan Pearl or Brian Shenker at 516-921-3400 or send an email to [abpearl@pmpHR.com](mailto:abpearl@pmpHR.com) or [bshenker@pmpHR.com](mailto:bshenker@pmpHR.com).



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## NEWS CLIPS

### Luxaire and ABCO Sponsor Make-A-Wish Gala

The Luxaire brand of Johnson Controls, in partnership with distributor ABCO HVACR Supply + Solutions, was a sponsor of the recent Make-A-Wish Metro New York and Western New York Power of a Wish gala.

The annual gala, held in New York City, raised \$1.7 million to support the organization's mission of creating life-changing wishes for children with critical illnesses.

Actor Kenan Thompson hosted the event, which featured performances by several talented Make-A-Wish wish children. ABCO HVACR Supply + Solutions CEO Michael Senter served on the Make-A-Wish Metro New York and Western New York Board of Directors from 2002-2016, serving as Board Chair from 2014-2016.

Luxaire heating and air conditioning is the only sponsor in the HVAC category that supports the organization on a national level and the only alliance that donates on behalf of its distributors and contractors.

Make-A-Wish grants a wish of a child with a critical illness every 34 minutes, on average, somewhere in the country. Luxaire and its distributors help make those wishes a reality, giving wish children the emotional strength they need to fight their illnesses. Since 2001, Luxaire has donated more than \$4 million to 23 Make-A-Wish chapters across the country.

"We are so grateful for all of our supporters, including Luxaire, for their generosity and contribution to making this year's gala a success," said Phil Lussier, president and CEO of Make-A-Wish Metro New York and Western New York. "Raising \$1.7 million brings us closer to our goal of reaching every eligible child in our communities, helping even more children replace fear with confidence, anxiety with hope and sadness with joy."

### Trane Acquires Arctic Chiller Group

"We are pleased to incorporate Arctic Chiller Group solutions into our leading portfolio of energy efficient systems and services," said Donny Simmons, president of the Commercial HVAC business of Ingersoll Rand. "Arctic is a great brand with great people and high quality products that serve a growing market. With Arctic, we now offer customers even more choices for reducing energy and operating costs. We look forward to the growth potential we have together."

"Arctic Chiller Group is proud to join Trane," said Angelo Troiano, president and chief executive officer of Arctic Chiller Group. "I know Arctic will continue to reach new heights as part of a leading global company. With the support and investments from Trane, Arctic can expand the availability and distribution of our products, and better serve new and existing customers with our highly energy efficient solutions."

Arctic Chiller Group operates from locations in Ontario, Canada, and Newberry, South Carolina. The value of this acquisition was not disclosed.

(Continued on page 22)



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**NEWS CLIPS****Carrier to Participate in Habitat for Humanity® Carter Work Project for Second Consecutive Year**

Carrier will provide 21 high-efficiency home comfort systems for Nashville-area project.

Building on a two decade legacy of support for Habitat for Humanity, Carrier will once again participate in Habitat for Humanity's Jimmy & Rosalynn Carter Work Project. Each year, hundreds of volunteers and future homeowners help build a housing community alongside the former President and Mrs. Carter. This year, the Carter Work Project is being held October 6-11 and will construct 21 affordable homes in the north Nashville neighborhood of Park Preserve. Carrier, a provider of high-technology heating, air-conditioning and refrigeration solutions, is a part of Carrier, a global provider of innovative heating, ventilating and air conditioning (HVAC), refrigeration, fire, security and building automation technologies. Carrier is a unit of United Technologies Corp. (NYSE: UTX).

To support the project, Carrier will donate an Infinity® 16 heat pump system to each Carter Work Project Home, which will provide energy-efficient cooling and heating. The system will be paired with an Infinity® control, allowing for even greater potential energy savings with features like advanced smart setback, Touch-N-Go® program adjustments, and energy use tracking.

(Continued on page 23)



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## **NEWS CLIPS**

“We’ve been working with Habitat for Humanity for more than two decades, and we’re pleased to continue that legacy of support by providing home comfort systems for the Carter Work Project again this year,” said Matthew Pine, president, Residential HVAC, Carrier. “Habitat for Humanity constantly strives to build their homes to be as energy efficient as possible, and we’re proud to assist them in this pursuit by providing our ultra-efficient Infinity equipment.”

“Habitat is fortunate to have the support of partners like Carrier, who provide much-needed resources for projects of this scale,” said Julie Davis, vice president for corporate and cause marketing, Habitat for Humanity. “The combined efforts of the volunteers, the homeowners and program partners mean that this year’s Carter Work Project will help 21 Nashville households build strength, stability and self-reliance through shelter.”

This is Carrier’s second consecutive year supporting the Carter Work Project and in 2018 it provided heating and cooling systems for the neighborhood that was constructed in St. Joseph County, Indiana. For the first time, four of those homes achieved the classification of net zero energy using Infinity heat pumps with Greenspeed® intelligence, meaning they produce as much renewable energy as they consume over the course of a year. Carrier also donated a mix of Infinity® geothermal, ductless system and ducted split systems.

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## **Honeywell & 7-Eleven Aim to Lower Carbon Footprint**

Honeywell and 7-Eleven Inc. announced the adoption of Honeywell Solstice® N40 (R-448A) refrigerant as 7-Eleven’s standard for remote condensers supporting its refrigeration cases installed across the United States and Canada. 7-Eleven also selected Honeywell’s lower global warming potential (GWP) alternative for retail refrigeration in Japan last year, becoming the first leading retail chain in the country to adopt the refrigerant.

7-Eleven set measurable corporate social responsibility (CSR) goals in 2016 to reduce its environmental footprint. The company’s CSR mission has three focus areas: planet, products, and people. Using 2015 as a baseline, 7-Eleven committed to continuing to reduce its carbon footprint and increase community engagement in the U.S. and Canada by concentrating on energy, packaging, and philanthropy.

“In the past few years, we’ve implemented several innovative measures, such as LED lighting, energy management systems, wind energy in select stores and high-efficiency HVAC units to reduce our CO2 emissions,” said Ann Scott, 7-Eleven director of energy, engineering, and store planning. “The use of Solstice N40 is an environmentally preferable alternative for 7-Eleven. Joining forces with Honeywell, which also embraces a mindset and goal to serve as environmental stewards, was a natural fit.”

7-Eleven, which aims to reduce its energy footprint in stores by 20 percent by 2027, has already invested in several energy and sustainability programs to increase efficiency, and to reduce waste and resource consumption. In the past few years, the company has implemented several innovative measures, like LED lighting, energy management systems, and high-efficiency HVAC units to reduce its CO2 emissions.

“7-Eleven has responsibly elected to adopt Solstice N40 to help lower their carbon footprint, save energy and meet regulatory requirements without undertaking massive changes to their systems,” said Sanjeev Rastogi, vice president, Honeywell Fluorine Products.

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