

ACCWPA

Air Conditioning Contractors Western Pennsylvania

January
2025

Inside:

- 2025 Meets Update
- 7 Signs of a Great Leader
- Deepest Sympathy

Volume 20, Issue 1

2025 Meeting Dates

2025

January 8th (Wednesday)

Board Meeting ONLY
Plan for 2025

February 12th (Wed.)

Board Meeting ONLY
2025 Planning Meeting

March 12th (Wed.)

Board Mtg & Gen. Mtg.

TOOL TIME

“New COOL Stuff”

Speaker: HBB Pro
Rosedale Technical
College



The mission of the Air Conditioning Contractors of Western PA is to assist its members in managing their companies more efficiently, therefore becoming more profitable, together with increasing their exposure and credibility within the community.



ACCWPA 2025 EXECUTIVE BOARD

2025 ACCWPA EXECUTIVE BOARD

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ACCWPA is the Professional Alliance designed exclusively for today's HVAC/R Contractor!

ACCWPA

Air Conditioning Contractors Western Pennsylvania

7 Signs of a Great Leader

-- Unknown

Great leaders don't merely lead; they elevate the standard of excellence around them, empowering those they serve.

In the arena of leadership, the most transformational are not just those who gather followings but the ones who nurture and cultivate more leaders. These exceptional individuals foster environments where team members can thrive, innovate, be authentic and ultimately, step into leadership roles themselves.

Here are seven signs, [shared recently by the CEO Coach Eric Partaker on X](#), that demonstrate traits of great leadership or what it's like to work for a great leader:

1. They Give You Credit

Great leaders acknowledge your hard work. They celebrate and spotlight your achievements and ensure everybody in the team knows the part you played. Your success is their success.

2. They Value Your Input

Great leaders appreciate your ideas. They make it safe for you to voice your thoughts and every suggestion is welcomed. You end up in a culture where everybody is encouraged to speak up.

3. They Support Your Growth

Great leaders throw their weight behind you. They are there for you when you need them. You get plenty of opportunities to learn, develop, and grow. And you are encouraged to constantly aim for new heights and become your best.

4. They Care About Your Well-being

Great leaders make it a habit to check in on you. They ask how you're doing, beyond work. They are there to support, not supervise. They go out of their way to make sure you're doing well and provide you with what you need when you're facing challenges or going through hard times.

5. They Value Your Time

They respect your boundaries and don't intrude into your private space and time. Your off-hours are your off-hours, and work-life balance isn't just a buzzword. They even actively encourage you to disconnect and take time off work.

6. They Set the Example

Great leaders walk the walk. Their actions speak louder than their words, and they lead by example. They set the bar high and inspire you to meet their standards without resorting to micromanagement.

Continued on page 5

ACCWPA
Corner



*Integrity is the
essence of
everything
successful.*

**PEACE, LOVE
and JOY
thru out 2025!**

SmartWords
One Kind
Word can
change
someone's
entire day!

Inspiration





Not a Contractor or Associate member?

We'd love to serve you, too.

For additional information visit

www.accwpa.org

or call 724-687-7860

Email: pforker@accwpa.org

Additional reasons for membership are:

- Company membership applies to all employees of your firm.
- **NEW!! Contractors Free Associate Membership in Service RoundTable!!**
- Networking!!!
- Monthly meetings with informative presentations that benefit both the Contractor and Supplier.
- Relevant technical training and educational classes.
- 4-year Apprenticeship School with curriculum that is focused only on the HVAC industry!
- Monthly newsletters and email communications filled with industry information and updates.
- Insurance for member's company discount.
- Social Outings that everyone can participate
- And much more to come!



Join today!

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2024

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Membership Benefits...

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will continue to be your local industry partner,
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Annual Membership Brings You the Following Benefits:

- Networking events
- Discounts on seminar
- Current info from local suppliers
- Legislative efforts
- Local website
- Technical training courses
- Apprenticeship program
State recognized
- Monthly newsletter
- Information of industry news
changes within the industry
- Insurance for member's company discount
- Code enforcement updates
- ACCWPA Apprenticeship School
- Voice for the local contractors
- Golf Outing
- Education opportunities for your technicians
office staff
- Advocacy agenda promote contractor interest.
- Labor and HR legal advice before utilities
- Helping members to stay ahead of the curve
- 8 Monthly informative meetings



Why Customers Want to Give You Referrals

By: Adam Hudson

There's no better way to gain customers than through your customers' referrals. A customer's personal recommendation adds strength to your marketing program that money can't buy.

Referrals are big business – and they're serious business. You've got a small window when you need to make the contact (24 – 48 hours), and you better be prepared to deliver the same level of service that brought you the referral in the first place.

Knowing that there's a lot at stake with referrals, let's look first at your customers' motivations. What's in it for them? Why would they *want* to give you referrals? HVAC Sales Training expert David Holt points to four main reasons:

1. **The hero factor.** Your referral source has an opportunity to be a real hero to one or more friends or colleagues. If working with you truly has been a pleasure, he or she can "look good" by helping a friend or colleague learn about you. Remember – people prefer to find service providers through recommendations.
2. **It brings them better service.** Your customers know that if they give you referrals it will give you added incentive to provide them with even better service. Even though you attempt to give all your customers the best service possible, isn't it natural that you will run a little faster and jump a little higher for the customers who give you referrals?
3. **They like you and trust you.** If people like you and trust you, they probably *want* to help you. This is the most powerful reason! If you've been serving them well, most customers get great pleasure from helping you become more successful. If you share your vision for success, they will enjoy seeing your success by helping you with referrals.
4. **They know that keeping you in business helps them!** Help your customers see the benefits of your staying in business. You can help them as their needs change, and you will be there to cover their warranties and continued maintenance.

Your customer may also respond to the incentives you offer, such as a \$25 discount on *their* new system for each name offered.

Just remember, even if you do offer incentives, don't overlook the fact that what you're really offering are great products with great service from a great company. That's the true incentive for referrals.

Upcoming Meetings!

2025

General Meetings Schedule!

February 12th (Wed.)

Board Meeting ONLY 2025
Planning Meeting

March 12th (Wed.)

Board Mtg & Gen. Mtg.

TOOL TIME

"New COOL Stuff"

Speaker: HBB Pro
Rosedale Technical College



**Work Hard in
Silence, Let
Success makes
the Noise!**



**Make
Today
Amazing!**

Continued from page 4

7. They Are Compassionate

Great leaders consider the effects of their decisions on you and your team. They make tough calls with a kind heart and explain their decisions with transparency. They also make it a point to step in and offer a helping hand to navigate through changes.

Great leaders are rare to find, but when we do encounter them, they leave a lasting and meaningful mark that stretches far beyond the work.

Great leaders don't just lead; they elevate the standard of excellence around them and empower those they serve — designing a team and a culture that can grow long after they're gone.

Deepest Sympathy....

Long time ACCWPA Board Member Rudy Benedetti passed away on January 10, 2025. Rudy was 97!

Rudy was owner of Dependable Sales in Monessen for 19 years, sold the business and was employed by Peoples Natural Gas Company and retired from there in 1989. Rudy consulted with Peoples for another 27 years.

Rudy was instrumental in starting our current Community Service Project where ACCWPA preforms clean and checks for the working poor class. Among other projects that ACCWPA did.

Rudy was an unbelievably valuable member of our Board of Directors for over 25 years!

WELCOME NEW MEMBER

RTI Insurance Company

Kyle Goda
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Canonsburg, PA 15317
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AUTHOR UNKNOWN



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email address to:
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Air Conditioning Contractors Western Pennsylvania

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AWESOME CONTRACTOR BENEFIT!

Be There Fund™

(Must be an ACCWPA member to Win!)

Next General Meeting - \$90.00

Happy 2025!!!!



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ACCWPA is the Professional Alliance designed exclusively for today's HVAC/R Contractor!

Membership Advantages:

Networking with other contractors. This source of information is invaluable in handling problems within your own company. ACCWPA members help fellow members to be successful!



ACCWPA distributes ACCWPA Newsletters monthly to members and selected non-members, so that all those in the HVAC/R industry can keep informed of issues regarding our trade, and Chapter activities. We hope the non-members will see this newsletter as an example of the quality services that ACCWPA provide.

Contributions or suggestions can be emailed to pforker@accwpa.org

ACCWPA is proud to be a Service Roundtable Affiliate Associate.



ACCWPA Upcoming Events

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Board Meeting ONLY
Preparing Meeting Topics
Planning for 2025

February 12th (Wed.)

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2025 Planning Meeting

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Board Mtg & Gen. Mtg.
TOOL TIME
"New COOL Stuff"
Speaker: HBB Pro
Rosedale Technical College



HAPPY NEW YEAR!

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