



2018 ANNUAL REPORT

2018 ANNUAL CONFERENCE

ACCA Raised the Stakes in Washington

ACCA upped the ante in 2018 with the return of its Annual Conference and Expo, which was held February 12-14 at the Gaylord National Harbor in Washington, D.C.

ACCA developed a new schedule that included high power keynotes and learning lab speakers to help attendees break through plateaus and improve their businesses.

The MainStage events included speaker Jay Baer, a certified speaking professional who has spent 23 years in digital marketing and customer experience; Connor Lokar, senior economist for Heating, Air-conditioning & Refrigeration Distributors International (HARDI), and "Evolve: Go Forward," a presentation given by ACCA Chairman, Don Langston, and Chairman-elect, Steve Schmidt.

U.S. Department of Labor Secretary, Alex Acosta, also addressed the Trump administration's efforts to improve association health plans, apprenticeship programs, and workforce development issues. This was the first time in history that a member of the current Administration's Cabinet spoke at a national HVACR industry event.



NEXT LEVEL & SERVICE LEADERSHIP

ACCA launched an all new Fall Meeting program called Next Level in 2018. ACCA's Next Level was created to help the next generation of your business succeed. Attendees focused on the business and personal skills they need to excel at their jobs through professional development sessions and networking opportunities. The goal was for attendees to walk away with the view of themselves as professionals, understand the importance of the bottom line, establish tangible goals, and discover why customer relationships matter to their HVAC business.

Service Leadership started out 11 years ago as the ACCA Service Managers Forum. It has been one of the most successful annual contractor conferences of any kind. Our presenters come from the front lines of contracting – business owners, service leaders, and other industry experts – who know how to beat competition, because they do it every day.

The events were rounded out by sponsor showcases that had a record number of companies there supporting contractor success.

CONTRACTORS AND INDUSTRY LEADERS HONORED FOR EXCELLENCE

In 2018, ACCA recognized and honored several individuals and companies for their outstanding contributions to not only the industry, but also their communities.

2018 Residential Contractor of the Year – J.M. Oliver Heating & Cooling in Morton, PA

2018 Commercial Contractor of the Year – Trademasters Services, Inc. in Lorton, VA



2018 Service Manager of the Year – Eric Bridgeman of Classic Air's One Hour Heating & Air Conditioning in Virginia, Beach, VA

Federated Insurance's ACCA Super S.T.A.R. Award – Jerry Mannix of Mannix Heating & Cooling in Chantilly, VA



Skip Snyder Humanitarian Award – Kevin Sharkey of Sharkey Air in Stuart, FL

Distinguished Service Award – Tom Jackson of Jackson Systems in Indianapolis, IN

TECHNICAL TRAINING

It was a great year for ACCA’s Residential Design for Quality Installation Classes, both in-person and online classes. Attendance at the in-person classes held at ACCA headquarters in Arlington, VA, increased by 10 percent, with many selling out. The popularity of the online course was also at an all-time high.



ONLINE TRAINING - QTECH®

Contractors often tell us they are looking for convenient, affordable ways to improve technician performance, reduce callbacks, increase job margins, and reward quality employees. That’s why ACCA has developed Qtech®, an online training program that can help meet those needs.

Qtech® courses allow the user to learn at their own pace, on their own time – from any desktop computer. Upon successfully passing the exam, a certificate of completion is issued, and a variety of continuing credits are available through BPI, NATE, RESNET, RSES, and HVAC Excellence.



- Technician Field Practices for Quality Installation
- Home Evaluation and Performance Improvement
- Duct Design Basics
- Basic Electricity for the HVAC Contractor
- Duct Diagnostic and Repairs
- Hydronics
- Maria’s Restaurant
- EPA 608 Test Prep Course – New in 2018!
- Zoning – New in 2018!

REFRIGERANT HANDLING (EPA 608)

As creators of the original and most popular EPA certification training programs and tests, ACCA has certified over 300,000 people. After working with Penn College for years, in 2018 ACCA moved the program back in house. ACCA also created a new study guide and online course materials for the new 608 test.

EPA 608 Test Prep Course (Online Course)

The ACCA EPA 608 Test Prep Course is a self-paced, online program that will aid you in your efforts to become certified under the refrigerant recovery and recycling program of the United States Environmental Protection Agency (EPA).

Technicians Guide & Workbook for 608 Test (Book)

This guide covers every topic and question that could appear on the new EPA 608 Test.

PRODUCTS

Best Sellers of 2018:

1. Manuals J, D, S (Top Sellers for 10+ years in a row)
2. Duct Calculation Slide Rule
3. Manual N
4. IBR
5. Technician’s Guide & Workbook for Quality Installation



MIX® GROUP PROGRAM GROWING

ACCA’s MIX® Group program grew significantly in 2018 and was featured in ACHR News, SNIPS Magazine, and other press outlets. The MIX Group event at the 2018 conference had record attendance and ACCA helped nearly 20 MIX Groups recruit new contractors. ACCA launched a featured speaker program for MIX Groups and a recommended facilitator program.



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ACCA CORPORATE SPONSORS - OFFICIAL PARTNERS IN CONTRACTOR EXCELLENCE

ACCA’s corporate sponsors provide valuable support to ACCA and the contracting industry. ACCA’s government relations advocacy program and codes & standards work is supported by our corporate members, which enables ACCA to

continue to serve as the industry’s thought leader. ACCA appreciates the additional support, above and beyond their financial commitment, from Federated Insurance, Emerson/ Copeland Scroll, Wrightsoft, and Arkema.



ACCA Exclusive Safety and Insurance Partner



Preferred Provider of Manual J Software



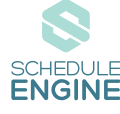
Official Sponsor – Emerson Party at ACCA Expo



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ACCA Exclusive Insurance Partner & Platinum Safety Sponsor



HELPING MEMBERS GET THE MOST OUT OF THEIR MEMBERSHIP

Engagement is crucial for contractors to experience the most ACCA has to offer. To help you get the most out of the ACCA Experience, we turned traditional FAQs into videos. You can see how to create an account, log in to the ACCA site, access the Contractor Forum, and more! Websites are constantly evolving and so are we. We're here to help you along the way.

INTERN PROGRAM

ACCA established a new intern program designed to give young professionals an opportunity to see the HVACR industry from the inside and promote careers in the industry. We currently have interns assisting in the development of ACCA's educational programs for contractors, collecting contractor stories, and analyzing data.

SURVEY ACCA MEMBERS

As part of our strong commitment to serving HVACR contractors using data directly from contractors, ACCA commissioned a nationally recognized organization to survey ACCA members, past members, and those who have never been members to see where ACCA can improve services and benefits. The results indicated that you believe that ACCA's top focus areas should be workforce development, business and technical education, industry standards, and bringing you together to learn from each other.

FINANCIAL BENCHMARKING

In 2018, ACCA launched a new Financial & Operating Performance Survey. Data is invaluable when running any business. ACCA believes that helping you understand your business and how to determine exactly how healthy it is will have a tremendous impact on your success. Working with Industry Insights, a leading data analysis group, to collect and analyze information, ACCA will release the first annual survey results in the Spring of 2019. We encourage any contractors who did not participate this year to step up and participate next year.



MONTH-TO-MONTH MEMBERS

ACCA's month-to-month membership continues to grow. In 2018, ACCA averaged a 96% retention rate for all members participating in the month-to-month program.

ONLINE EDUCATION

Knowledge is the way to profit and you told us to bring you more. In addition to the online Qtech® offerings, in 2018 we again started offering online education through webinars to help you improve your business. We are working to increase the sessions to weekly in 2019. A sample of the offerings includes:

- ACCA Town Hall on Association Health Plans
- Building An In-House Training Program For Success
- 2018 Post Mid-Term Election Insider Webinar
- New Refrigerant Rules from EPA – What You Need to Know Now!



NATIONAL RECOGNITION

ACCA believes in you. We try to tell your stories and mention you whenever we can. This year, we formalized our new member welcome process to include stylish shout outs to new members on social media, tagging each company when we can and bragging for you. In November, ACCA was recognized for our innovation by Associations Now magazine, a publication that focuses on helping association managers improve their operations. You can read more about it at <https://bit.ly/2UogjYr>.

CONTRACTOR FORUM

Through ACCA's Contractor Forum, you have helped each other address countless topics and issues. During an annual review of the Contractor Forum's activities, we were informed by our vendor, that member-led usage of the forum was one of the highest seen compared to other associations. ACCA has been actively working towards fuller engagement in the forum. We added messaging to welcome new members and encourage responses. The Contractor Forum remains one of your most praised ACCA services.

Discussion Posts	658
Discussion Replies	470
Recommendations	138

2018 - 2019
**ACCA BOARD
OF DIRECTORS**
OFFICERS AND DIRECTORS

ACOs

ACCA has formal relationships with 16 Allied Contracting Associations (ACOs) representing 17 states and DC. Through those relationships, ACCA leverages its federal outreach resources to support your interests at the state and local level. If your state is not listed, we'd love to work with you. ACCA knows that we are stronger together. ACOs are listed on the map.

DID YOU KNOW? Four ACCA contractors are serving in public office!

- ☒ Governor Bill Lee of Tennessee
Lee Company, Nashville, TN
- ☒ Congressman Markwayne Mullin
Mullin, Inc., Broken Arrow, OK
- ☒ Congressman Daniel Webster
Webster Air Conditioning & Heating, Inc., Winter Garden, FL
- ☒ Congressman Randy Weber
formerly of Weber's Air & Heat, Alvin, TX



KEN GOODRICH
*Goettl Air Conditioning
Las Vegas, NV*



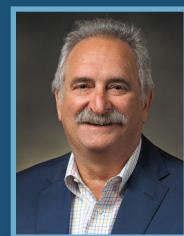
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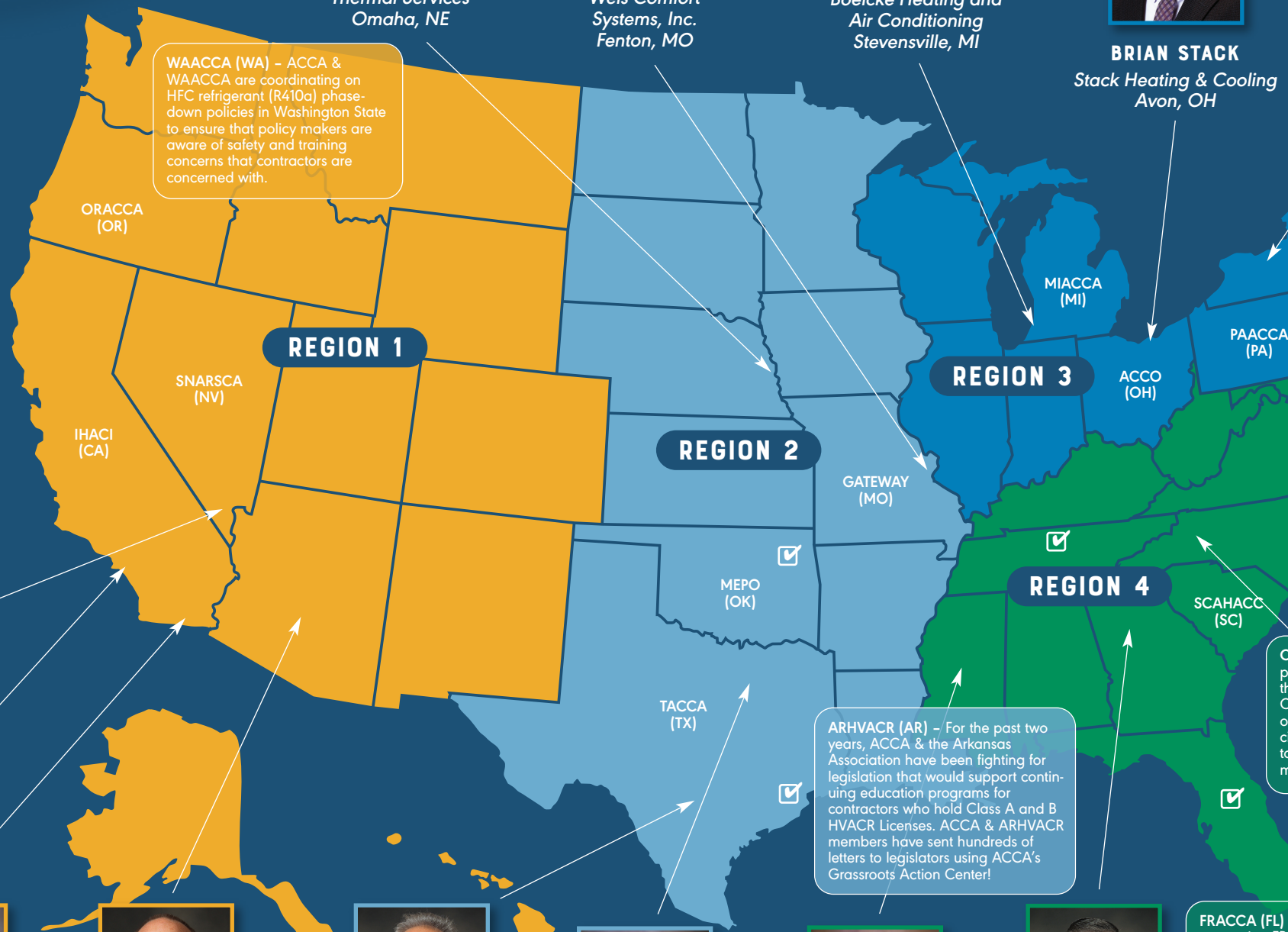
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NEW & UPDATED MANUALS & GUIDES

ACCA goes through a rigorous process to develop and update its technical manuals and guides. 2018 saw the completion of **Manual LLH (HVAC System Design for Low Load Homes)** and **Manual Zr** being updated under the ANSI requirements. Two new guides were also completed, the **Technician's Guide and Workbook for Manual Zr** and the **Quality Maintenance for Commercial Refrigeration Systems**. There were also several new and updated standards in 2018, including **ACCA 12 QH – 2018 (Home Evaluation and Performance Improvement)** and **ACCA 4 QM – 2019 (Maintenance of Residential HVAC Systems)**. Under the auspices of ASHRAE, updated in 2018 was **ASHRAE/ACCA 180 – 2018 (Standard Practice for Inspection and Maintenance of Commercial Building Systems)**, and newly released in 2018 was **ASHRAE/ACCA 211 – 2018 (Standard for Commercial Building Energy Audits)**.



CODES UPDATE

The ACCA Codes Committee addresses member code issues, represents contractors in the code processes that affect the HVAC industry, and provides guidance to ACCA staff. ACCA is a voting member of, and diligently interacts with, various committees within the national code groups: International Association of Plumbing and Mechanical Officials (IAPMO); International Code Council (ICC), and National Fire Protection Association (NFPA).

QUALITY ASSURED CONTRACTOR ACCREDITATION PROGRAM

ACCA administers the Quality Assured (QA) contractor accreditation program in support of EPA's ENERGY STAR™ Certified Homes (ESCH) and Verified Installation (ESVI) Programs. The program remained at a consistent level of 750 - 800 accredited contractors throughout 2018.

REES SCHOLARSHIP FOUNDATION



In 2018, the Clifford H. "Ted" Rees, Jr. Scholarship Foundation, a 501(c)(3) charitable foundation of the Air Conditioning Contractors of America (ACCA) and the

Air-Conditioning, Heating, and Refrigeration Institute (AHRI), awarded scholarships totaling \$65,000 to 39 students, including five military veteran program recipients, studying to become technicians in the HVACR and water heating industry. The Rees Scholarship Foundation has awarded more than \$700,000 to over 400 deserving students since 2003.

2018 ACCA FEDERAL VICTORIES

ACCA TOP TAX VICTORIES

The HEAT Act – Immediate Expensing of Commercial HVAC

- Included in tax reform law is the HEAT Act, a provision allowing commercial building owners to *immediately* expense new HVAC systems instead of over 39 years.



Geothermal Tax Credits – Extended

- The 2018 budget deal reauthorized the residential geothermal tax credits through 2021.

OSHA Confined Space Regulations – Defeated

- The Confined Space Rule would have required contractors to have an additional technician on site if they were operating in an OSHA-defined confined space, which included attics and crawl spaces.
- ACCA joined forces with other skilled trades to defeat this regulation



Protected Small Business Healthcare Plans

- ACCA secured passage of the Small Business Relief Act.
- This fixed an ACA/Obamacare provision that would have taxed contractors \$100 per day per employee – \$36,500 per employee per year – if they offered healthcare reimbursement arrangements.



Overtime Rule Struck Down

- The Overtime Rule would have required employers to pay overtime to most salaried workers who earn less than \$47,476 annually, a sharp increase from the current annual salary limit of \$23,660.
- ACCA successfully fought to overturn this rule to protect small business owners from increased labor costs.



Death Tax Repeal

- ACCA worked to double the death and gift tax exemptions to \$12,000,000 for individuals and \$24,000,000 for couples.
- ACCA plans to continue to fight for a permanent implementation of this action as it currently expires in 2026.



Pass Through Companies – Lower Tax Rates

- ACCA helped to secure lower tax rates and higher deductions for businesses.
- ACCA will continue to support lower tax rates for small businesses in the 116th Congress.



Extension of the Federal Perkins Funding

- ACCA fought for increased funding for Career and Technical Education programs and secured \$2,000,000,000 in Perkins Act Reauthorization.
- ACCA ensured this legislation requires more local business input so schools focus on in-demand jobs – like HVACR!



GI Benefits – Technical Education Programs

- ACCA supported the Veterans Educational Assistance Act of 2017 which allows veterans to use the GI Bill for CTE programs.
- Allows veterans to use GI benefits for online or distance learning programs.

