

# Contractor Benefits








UNION PLUMBERS,  
FITTERS, WELDERS AND  
SERVICE TECHNICIANS



## Looking to grow your residential and light commercial plumbing, heating and cooling customers?

There are several benefits with being a part of the Plumbers 911 and HVAC 911 network of contractors and here are a few:

-  The ability to grow your service is made easier
-  Available training for all Service Technicians
-  Take the worry of having to find qualified Service Technicians away. Manpower is available at request
-  Ability to customize the service areas for your company
-  No contractor price shopping



The Plumbers 911 and HVAC 911 campaigns are only as successful as their contractors and service technicians. Our goal is to help you grow in the service industry.

No one knows your business better than you do, so you can rest assured we will not change the way you do business but help expand it.

We have the best contractor and service technicians in the United States. We know that's a bold statement which is why we look forward to doing business with you!

**For more information, contact  
Beau Libby at [BLIBBY@UANET.ORG](mailto:BLIBBY@UANET.ORG).**

**Consider having your  
company join Plumbers 911  
and HVAC 911!**



Plumbers 911 and HVAC 911 are nationwide campaigns to offer UA Signatory Contractors the opportunity to target and expand your customer base in this emerging market.



# Plumbers 911 & HVAC 911 vs. Franchise Programs

We know there are several other plumbing franchises in the plumbing industry and here are some examples of how Plumbers 911 and HVAC 911 differ from them:

- ✓ We do not charge a franchise fee or percentage for every call your company services
- ✓ You are not limited or restricted to a certain service area
- ✓ All Service Technicians have background checks and are drug tested
- ✓ All of our Service Technicians are trained in customer service
- ✓ We have a live 24/7 answering service



## How Does It Work

- ✓ Local Union participates in campaign(s)
- ✓ Local Union executes digital and/or traditional marketing
- ✓ Customer sees advertisement
- ✓ Customer calls 24 HR call center
- ✓ Call center takes contact information and forwards it to contractor

**plumbers911.com**  
**hvac911.com**

## Contractor Requirements

- ✓ All contractors must be signatory with a United Association Local Union
- ✓ All service technicians must be provided with company uniforms
- ✓ All service technicians must undergo a background check and drug test
- ✓ All service technicians must take an initial customer service class
- ✓ All service vehicles must be cleaned and maintained
- ✓ Agree to pay service technician wages

## Q&A

### What are the Plumbers 911 and HVAC 911 campaigns?

A referral service for plumbing and HVAC contractors that provide emergency service 24/7.

### How are service calls dispatched?

When the customer calls, they will be greeted by a live and friendly representative at an answering service which will collect the customers contact information, location and the nature of the problem. The representative will then contact the next contractor in the queue and relay the information to them. Once the contractor will contact the customer and set up an appointment for the service call.

### What if a customer feels my price is too high, will one of the other contractor's have the opportunity to take the call?

No, Plumbers 911 and HVAC 911 are not a network of contractors that will be used for price shopping. If the customer refuses the call, they will not be directed to another contractor in our network.

### After I have serviced the customer, can they call and ask for my company again?

Plumbers 911 and HVAC 911's goal is to help you grow your customer base. Once they call Plumbers 911 and HVAC 911 and are dispatched to you, it is then your customer. They should be calling your company from that point on for future services.

