



Plumbing Service Conference

May 4 – 6, 2026 • Hyatt Regency, Indianapolis, IN

PCA, the Plumbing Contractors of America, is MCAA's best resource for plumbing. The **PCA Plumbing Service Conference** is a must-attend event for contractors looking to enhance their service operations, drive profitability, and embrace innovation.

Highlights of the PCA Plumbing Service Conference:

We're excited to bring together the best and brightest leaders in the plumbing service industry to an opportunity to collaborate and learn. This year's conference is packed with valuable insights and hands-on experiences to help your plumbing service team navigate the evolving landscape of the industry. Over two and half days gain valuable insights and skills on how to take your plumbing service to the next level.

Exclusive Access and Site Visit – Tour the impressive plumbing service labs at **UA Local 440** while also learning the plumbing service operations from **North Mechanical Contracting & Service Company**.

Contractor Panel Plumbing Service Best Practices – Hear from Plumbing Service leaders discussing plumbing service sales strategies, field supervisor development and leadership, automation practices in the office and field, and other plumbing service best practices

Industry Expert-Led Education Sessions – from AI, software implementation, and plumbing service safety practices

Peer – to - Peer Roundtable Breakouts – dive deep with your conference peers in small groups to discuss the most pressing issues in Plumbing Service today.

Don't Miss Out! **REGISTRATION: \$1,250**





North Mechanical Contracting & Service Company: An innovative approach to Mechanical Systems.

NORTH MECHANICAL
CONTRACTING & SERVICE



North Mechanical Contracting & Service Company is a full service turn-key mechanical system solutions provider, offering construction, contracting, design, fabrication, as well as HVAC/R and Plumbing service and maintenance.

Buildings are becoming more complex every day. Integrated Smart buildings can be overwhelming for the end user, causing occupant comfort to go down and owner operator headaches and costs to skyrocket. North Mechanical has the know-how to help with all building systems, from plumbing and piping system to your HVAC system to building automation systems, we do it all..

North Mechanical has been designing, building and maintaining diverse systems for many of Indiana's most prominent landmarks for nearly 40 years. Those landmarks include the Indianapolis International Airport, Indianapolis Museum of Art, Anthem, Franciscan Health, Roche Diagnostics, Indiana University, Nestle's, Duke Energy, Chrysler Corporation, Purdue University, The Palladium, Covance Labs, Georgia Pacific, Steel Dynamics and WXIN.



UA Local 440



UA Local 440 serves 24 counties across Central and Eastern Indiana, supporting contractors, owners, and members throughout the region. The local provides a highly skilled workforce for heating, air conditioning, refrigeration, and piping systems, with a strong emphasis on quality, efficiency, and professionalism. For contractors and owners, Local 440 focuses on good labor relations and access to dependable, well-trained talent; for members, it provides representation, training, benefits, and career support. Dating back to its inception in 1903, Local 440's long history reflects a commitment to strengthening the industry by delivering skilled mechanics who help contractors succeed.



PCA26 Plumbing Service Agenda

Monday, 4 May

3:00 PM - 5:00 PM Registration Desk Opens

6:00 PM - 9:00 PM Off Site Reception sponsored by Zurn Elkay Water Solutions
Keep the energy going with an offsite welcome event hosted by Zurn Elkay Water Solutions. Enjoy a full dinner and drinks while connecting with peers in a relaxed, social setting. It's a fun, easy way to network and start the conference on a high note.

Tuesday, 5 May

7:00 AM - 8:00 AM Breakfast

8:00 AM - 8:45 AM Day Two Opening Session
North Mechanical Contracting and Service Executive Vice President Al May and Plumbing Service Manager, Nathan Dimiceli will start today off by sharing how North Mechanical successfully launched and scaled a plumbing service branch. They'll walk through the real pain points, early missteps, and operational challenges—and how those lessons became the foundation for a profitable, growing part of the business.

9:00 AM - 12:00 PM Tours to Local 440 and North Mechanical Staff

12:00 PM - 1:15 PM Lunch at Local 440

2:00 PM - 3:15 PM Welcome Back & Contractor Panel sponsored by Buildops
Speaker: Kevin Walsh
Hosted by PCA Chair, Kevin Walsh, this panel brings together experienced plumbing service leaders for a practical, no-nonsense discussion on what's working right now in the plumbing service industry.

Panelists will discuss:

- plumbing service sales strategies
- field supervisor development and leadership
- automation practices in the office and field
- billing and invoicing best practices

The conversation will focus on proven best practices and real-world solutions to help plumbing service organizations tackle today's biggest operational and workforce challenges.

3:15 PM - 3:30 PM Coffee Break

3:30 PM - 4:30 PM Peer to Peer Roundtable Discussions
This afternoon, break out into small group discussions where we bring plumbing service peers together for focused, practical conversations. Participants will share real-world approaches to their plumbing service operations, including what's working and what's not. The format is interactive and peer-driven, designed to surface ideas you can take back and apply immediately. Topics will include:

- Recruitment and Retention
- KPI in Sales
- Onboarding

5:00 PM - 6:30 PM Reception sponsored by Bradford White
Join us for an evening happy hour in the Eagle's Nest with the best views in Indianapolis! Catch up with your team and new friends with small bites and drinks before having a chance to enjoy dinner on your own.



Wednesday, 6 May

7:00 AM – 8:00 AM

Breakfast

8:00 AM – 8:40 AM

General Session PCA Plumbing Service Conference

Welcome back to the final day of the PCA Plumbing Service Conference. We will kick off our morning with an update from UA Director of Plumbing, Tom Bigley. Following this, you will be able to attend Education Sessions.

8:50 AM – 9:50 AM

Education Session 1 - AI Tools for Plumbing Service Professionals

Speaker: Carl Britton Jr.

This hands-on session cuts through the hype and shows plumbing service professionals how to actually use AI tools like ChatGPT in their daily work. No theory, no buzzwords. Just practical skills you can implement Monday morning. We'll cover how AI works (in plain English), how to write prompts that get useful results, and then dive into live demonstrations focused on two challenges every plumbing service operation faces: creating effective safety briefings and building troubleshooting guides that help your techs solve problems faster. Bring your phone and be ready to participate. You'll leave with prompts you can copy and use immediately.

8:50 AM – 9:50 AM

Education Session 2 - Evaluating and Implementing New Software in your Plumbing Service Business

Speakers: Al May Tom Ilic

After a costly, failed attempt at a self-guided software implementation, North Mechanical recognized the need for a more structured, expert-led approach. This education session walks through the real-world challenges of software selection and implementation, including where the original project broke down and the financial impact of those missteps. The session then shifts to best practices for successful implementation—how to properly assess operational needs, evaluate software options, and apply disciplined project management to ensure adoption and long-term value. Attendees will leave with practical guidance they can apply to their own technology initiatives. The session concludes with a live Q&A.

8:50 AM – 9:50 AM

Education Session 3 - Beyond the Wrench: Essential Strategies and Best Practices for Plumbing Safety

Speakers: David Rapp Travis Brock

This one-hour safety session is designed for professionals who work with sewage systems, gray water, hydro jetting, augers, grease traps, vacuum trucks, and body fluids in healthcare environments. The session will provide comprehensive guidance on hazard identification, risk mitigation strategies, use of personal protective equipment (PPE), and safe operating procedures for specialized equipment.

9:50 AM – 10:15 AM

Coffee Break

10:15 AM – 11:15 AM

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Education Session 3 - VitalCog: See the Signs and Start the Conversation

VitalCog trains organizations to proactively address the early warning signs of suicide in the workplace by providing participants with the skills and tools to appreciate the critical need for suicide prevention while creating a forum for dialogue and critical thinking about workplace mental health challenges, and by promoting help-seeking and help-giving within the workplace.

11:25 AM – 12:00 PM

Conference Close Out

Speaker: Kevin Walsh

Join us as we close out PCA26. In this closing we will reflect and share the best ideas, insights, and practical takeaways you'll bring back to your teams.