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Message From Our Past Chairperson– Bob Wilken

The two most valuable elements of the ICE Group are the email list service and the annual meeting. The ICE Group runs on Trust. Trust that fellow members will answer questions, trust that fellow members will send a manual, a tool or a part. Trust that a fellow member will get on a plane and come help out. Finally, trust that our time will be well spent when we gather. Once again, Scott Tracy and his technical committee did an outstanding job listening to the needs and building another strong meeting agenda. Bill Flynn and Jeff Terrill did a great job planning and hosting the meeting in our nations Gateway City. Everyone did a great job being present, sharing and investing in our group. Thanks to all for another successful meeting!

Please join me in congratulating John Bevington as our new Board Chair. John is one of the founders of the ICE Group, hosted the inaugural meeting and has chaired the membership committee since inception. I could not be happier or more confident to hand off the leadership role to anyone. The ICE Group will be well led under John for the next two years.

Over the past year the board made some revisions to our bylaws. The original bylaws had not been touched since the group was founded and there were some things that didn’t align with how things were actually working or where we are going. The board is obligated to function in alignment with these bylaws. They are posted in the member section of the website for all to see and we ask that you please take a moment and review them when you can.

In closing, I am already looking forward to our 5th annual meeting which will be on September 12th – 14th at the Marriott Waterside in Tampa Florida. This will be a great venue for our group and likely our strongest agenda yet. See you there!

As incoming Chairman, I invite you to enjoy this newsletter which displays many of the attributes of this specialized organization. Please feel free to share it with co-workers, customers and anyone else who may be interested.

The membership focus and expertise of The Independent Contractor Exchange Group is involved in service, maintenance repair, retrofit and upgrade of central chiller and refrigeration systems, and ancillary systems, installed in existing buildings and plants. As the population and complexity of existing facilities increases, so does the need for reliable, efficient and ethical service providers. Our customer’s go where they are well cared for. ICE Group’s goal is to differentiate it’s members so they are the preferred resource.

ICE Group’s culture is informal, but successful. Inter-member networking is one of our greatest assets. Our 60 best-of -class company members benefit from the in-depth knowledge within the group. We provide unmatched technical support via an email list-serve forum with over 270 technical experts quickly and competently addressing simple to complex, routine to extraordinary issues others are facing. We gain a competitive advantage in each of our marketplaces by providing technical training and technical presentations on current topics where we share best practices.

Many members comment that ICE Group membership aids in attracting new employees.

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The Excellence of the Ice Group (Continued from Page 2)

ICE Group’s ongoing operations are facilitated by the Technical Committee, Strategic Partner Committee, New Technology Committee, Business Best Practices Committee, Publicity Committee, Membership Committee and Meeting Planning Committee. We strive to provide technical and management people the opportunity to share knowledge, enhance business relationships and improve their bottom line.

Our member companies are leaders in their respective markets. U.S. Chiller Services, headed by Dan Mizesko, is our featured member company. This highly innovative organization takes care of the tallest building in the world - The Burj Khalifa - the largest mall in the world - Dubai Mall - and the most famous building in the world - The Empire State Building. Located in New York, Dubai, Abu Dhabi, Bahrain, Qatar and Saudi Arabia, U.S. Chiller Services maintains and services over one million tons of chillers. Congratulations to Dan and his company of 350 highly skilled chiller plant service providers.

As I begin my 2 year term as Chairman, I reflect on the awareness that during my 42 years in the chiller business, relationships with many kindred spirits in this Group have made me and my company bigger, broader, better and wiser than we ever could have ever been alone. I encourage others interested in taking on leadership positions for the ICE Group’s future direction to give me a call.

Membership Committee– John Bevington

The value of the ICE Group is the quality of its members. The Membership Committee (John Mosteller, Brad Bolino, Scott Tracy, John Bevington) strives to keep the quality at an exceptional level by reviewing existing and prospective member companies for technical competence, ethics and ability to contribute.

We currently have approximately 60 member companies comprising over 250 active participants spread across the US and the Middle East.

Website Committee– Scott Royer

The purpose of the Website Committee is to provide and maintain a website for the ICE Group’s mission, membership directory, and our strategic partners. The website also includes a Members Only section that offers specific information for our group, and access to the really important List Serve Archives of questions and answers our members have given on the mechanical issues our organizations face each week.

If you were unable to attend or want access to the meeting information in 2016 or 2017, there is an archive of the meeting topics complete with presentations from our speakers and articles distributed at the meeting for our members to access.

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Website Committee (Continued from Page 3)

The ICE Group website can also be used as a marketing resource for your organization. Feel free as a member to use the ICE Group logo and links to the website in your communications with clients and as an added resource when talking with customers. You would be amazed at the traffic the website had over the last year. Over 4,459 users with nearly 85% or 3,790 were being new visitors to the site from September 2016 thru September 2017.

What can you do to help us improve the website? We need your help to include all of the electronic presentations given at this year’s meeting along with any important supporting articles, and photos (appropriate photos) to complete our archive of the event for all. We can use more case studies to highlight our individual company’s accomplishments as a useful marketing tool, and lastly, your ideas for improving the website.

Strategic Partners Committee – Jeff Souza – Chair, Steve Smith, Bob Wilken

The mission of the ICE Group is to support our members in five key areas:

1. Improve our employees
2. Improve our companies and the industry through training
3. Provide technical support
4. Share best practices
5. Develop collaborative relationships with industry partners

The Strategic Partners Committee was formed to support number five above by assisting our members through positive engagement with our industry partners. We define an industry partner as a manufacturer, distributor, or service provider that is committed to offering ongoing support. This support is demonstrated in multiple ways including, sustained commitment to the ICE Group and our members through executive level contact with the Strategic Partners Committee and/or one of our ICE Group Board of Directors, product information support for our members; training; competitive pricing; and participation and sponsorship of our annual meetings.

We have been fortunate, particularly in the area of our industry partners providing support for our annual meetings. For this we are sincerely appreciative. Their participation helps reduce the overall cost of our annual meetings, which results in lower costs for our members. In addition, the vendors that attend our meeting and participate in our mini trade show provide valuable information on new technology, services, and products that our members can use to improve and grow their businesses.

Over the past year, the Strategic Partners Committee has been actively working to engage several equipment manufacturers including Trane, Carrier, McQuay/Daiken, and JCI. While we are finding progress to be a bit slow, we have been successful in opening up a dialog where we have been able to provide an overview of our group, and how the manufacturers and the ICE Group Member companies can develop a mutually beneficial relationship. Over the next year the committee with the support of the ICE Group Board of Directors, will continue to keep the dialog open and expand our message to other key vendors.
New Technology Committee- Jeff Souza- Chair, John Claybourn, Don Newell, Daniel Shephard

The ICE Group Board of Directors approved the formation of a new committee that will review and pilot new technologies related to our businesses. Most all of our companies are being inundated by vendors promoting new products and services that will improve equipment performance, reduce owning and operating costs, improve efficiency and more, with some vendors making pretty spectacular claims. Resources at most of our companies are limited and a lot of time can be consumed vetting these new technologies, when only a percentage of them are viable. So why should we go it alone? At any given moment, several of our member companies could be simultaneously evaluating the same technology. The New Technology Committee can work with interested member companies and together determine if a new product or service is worthy of investment.

Here is how we envision this new committee working with our member companies. A new product or service is identified through a trade magazine, direct contact with a member company, direct contact with the ICE Group BOD, etc. The New Technology Committee will catalogue the various opportunities and prioritize the list based on the interest from our members. Once we determine a product is worth further evaluation, we would work with 2-3 interested companies using the process as outlined below.

Pre/Disqualify- Perform a supplier background check. Determine the maturity of the vendor, financial stability, years in business, and level of demonstrated success of the product or service.

Overview/Orientation- Do we understand the product or service? Does it make sense for our businesses and/or customers? What is the cost, barriers to entry, ease of implementation, complexity, IT and legal risks, benefits to the contractor and/or our customers and most importantly how likely are our companies to incorporate the new product or service into their businesses?

Conduct Pilot- Work with 2-3 member companies on piloting the new technology. In some cases, there could be costs involved, but generally vendors will make concessions to facilitate the pilot understanding the potential for additional business. Regardless of cost, the pilot companies will need to commit some resources to effectively evaluate the product or service.

Roll Out- Successful Pilot: The committee will report out to the member companies with information on the pilot such as contact information, implementation steps, and recommendations from the pilot. Unsuccessful Pilot: The committee will report out to the member companies with the details as to why we determined the pilot failed.

Anyone who has a new product or service that they would like run through this process, please reach out to one of our committee members.

ICE MEMBER Highlight– US Chiller Services

In the world of chiller service companies, ICE Group Member company U.S. Chiller Services is a unique organization. Native New Yorker, Dan Mizesko, recognized an opportunity for a competent resource to provide aftermarket service, maintenance, operation, optimization and upgrade to the growing number of District Cooling plants in the middle east. In 2001, Dan formed U.S. Chiller Services in Dubai, United Arab Emirates, to compete with the mostly US based equipment manufacturers who were selling equipment to this increasingly attractive market, but not focused enough to cohesively provide the follow up attention necessary. In the history of air conditioning and chiller plants, nothing equals the business explosion in the middle east.

In addition to Dubai, the company now serves over a million tons of large capacity chiller plants in Abu Dhabi, Bahrain, Qatar, Saudi Arabia and New York, NY.

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ICE Member Highlight (Continued from Page 5)

No one does it better. U.S. Chiller Services provides operations, service and maintenance to the Burj Khalifa, the tallest building in the world, located in Downtown Dubai. The 2722 ft building opened in 2010. The mixed use facility includes residential, hotel, office and retail (Dubai Mall is the largest mall in the world).

It’s 35,000 ton chilled water plant is situated 1/2 kilometer away from the building. Its twenty eight Trane electric centrifugal chillers, 1250 tons each, are piped in a series counter flow configuration. Units are configured as upstream chillers and downstream chillers, and the condenser water flows thru both chillers in series, counter flow to the chilled water. This enables the chillers to be 5% to 7% more efficient than a single chiller. The total plant, at design, is up to 20% more efficient than typical. The primary/secondary pumping system combined with the series counter flow configuration becomes very advantageous with 28 chillers. Primary chilled water pumps and condenser pumps are on common headers, which gives tremendous flexibility and operational optimization.

This configuration also allows the Burj Khalifa plant to overcome the ill effects of Low Delta T syndrome, again increasing total plant efficiency and saving operating costs.

Additionally, U.S. Chiller Services began operations, service and maintenance of the chilled water plant in the Empire State Building, New York, NY in 2017. This 1931 vintage building is an American cultural icon, and remains the 4th tallest building in the United States today. It is designed in the distinctive Art Deco style and has been named one of the Seven Wonders of the Modern World by the American Society of Civil Engineers. It is ranked number one on the AIA’s List of America’s Favorite Architecture.

U.S. Chiller Services was selected to partner with the building after 10 months of due diligence based on the company’s proven abilities and experience with large tonnage chiller plants and its success in plant optimization and energy solutions.

The 10,000 ton plant includes electric and steam driven centrifugal chillers and is located three stories below ground. The plant supplies chilled water to 3 zones-low, medium and high. Each zone is a primary flow parallel chiller arrangement. Cooling towers are located on the ground floor in the open loading dock area.

Thus far, identified operational optimization opportunities, chiller retrofit opportunities, pumping and possible piping upgrades are being considered and should yield substantial energy savings.

The 350 employees of U. S. Chiller Services provide an unusual capability to the chiller owners they serve. We’re proud to count them as an ICE Group Member.

Internet of Things and IT Security Webinar

The ICE Group will be sponsoring a one hour webinar on December 20. The time and webinar information will be forwarded to everyone via our member email list. The webinar will be presented by Tim Reed, Senior Vice President of Information Technology at EMCOR Building Services and will cover the key challenges of the inter-networking of physical devices, vehicles, buildings, and other items embedded with software and objects to collect and exchange data. Look for the webinar invite the first week of December.
First let me introduce you to the technical committee, you see us at the meetings up front a lot but wanted to make sure everyone that works on this team gets credit.

Scott Tracy Chairman.

Rob Bottimore, Jeff Terrill, Don Shumaker, Bryan Strode, John Claybourn, Kerry Love, Marty Gilliam, Rod Kraft, Ted Tragaser, Fred Lohr.

How do we come up with the agenda you may ask? We have conference calls several times a year and start compiling ideas from the e-mail traffic, group member known projects, new technologies, etc.. We make a list of choices/ideas, discuss all those options and pick a short list. Once the short list is made we start deciding on internal ICE Group members to host roundtables or if outside expertise is appropriate. After that is settled we start putting the actual agenda together while considering meeting location, host company’s strengths and market focus, other items needed in meeting content, and work with the meeting planning team and host, all with a goal of providing quality content.

The feedback we get after the meeting (thank you to all who take the time to give us feedback) is used as well to guide what we do. What is difficult is seeing feedback suggesting different content AFTER the meeting. Our team sends out multiple e-mails before the meeting asking for input and this year we even gave some topics and items to prompt input. Guess how many response we got? Hardly any. So we need your input, ideas, help, PLEASE.

That said, our scores given in the review process continue to be very high and that is extra gratifying when you see how many people are in the room, EVERY meeting of the ICE Group has had over 100 attendees in the room and continues to grow every year!

That said, the ICE Group is YOUR group and here are ways we can all make our meetings even better.

1. We are ALL BUSY, the members on this committee are arguably some of the busiest people I know, yet we take the time to give back to the group, and can you do the same? Take a few minutes, jot down some topics, ideas, agenda ideas, whatever comes to mind send it to us.

2. When we ask, raise your hand to do a roundtable. We constantly get feedback that the roundtables are the most popular form of presentations we do. We would like to see what cool stuff you do. Look at Herman Goldner, they are new to the group, they raised their hand and we got a fresh look at all the things MCS controls can do. You do not have to be a great presenter, you do need to be passionate about what you do and want to share it with the group.

3. If you find a cool solution to a problem that has been on the e-mail list serve, share the solution, we commonly see ideas on how to fix something but do not always get a solution.

This is the best technical sharing group around! It is YOUR group so anytime you think of something that you feel is of interest to the group, let one of us know. The fresh ideas and input from all of you will make the meetings even better, let’s keep working together to make the ICE Group even greater!

Thanks all,

ICE Group Technical committee.
Annual ICE Group Meeting in St. Louis was a Huge Success!

Thank you to Jeff Terrill, Mike Meade, and Dan Salomon of Integrated Facility Services for hosting our annual meeting in St. Louis. The meeting was a huge success with over 165 attendees from all over the world! The hotel facilities at the Hyatt Regency St. Louis at the Arch were awesome, the technical presentations excellent, and the networking opportunities at the Wednesday reception and Thursday dinner overlooking the Arch even better!

So much of this great meeting was made possible by the generous sponsorship of our strategic partners listed below. Please be sure to thank them and support their business whenever you have the opportunity. Strategic partners that supported the meeting include:

- MILWAUKEE TOOL - PLATINUM SPONSOR
- RAE CORPORATION - PLATINUM SPONSOR
- Augury
- Bitzer US, Inc.
- Daiken Applied Americas
- Direct Expansion Solutions
- Elliott Tool Technologies
- EnergyPrint
- Financial Risk Solutions
- Micro Control Systems
- Midwest Parts
- Rapid Recovery
- Reftech International Systems, LLC
- Smardt
- United Refrigeration

Save the Date: September 12-14, 2018

2018 annual ICE Group meeting at the Tampa Marriott Waterside Hotel & Marina!!!