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As we enter the Thanksgiving season, we realize we have a lot to be thankful for. The past 5 years have been particularly successful for ICE Group member companies and there is every indication the next 5 years will continue that trend. While our industry is not as flashy as some, ours is an activity that provides a serious need to complex facility owners in all corners of the globe.

In a world where some industries strive to provide favorable quarterly returns to shareholders, ICE Group companies focus on improving independent contractor member’s ability to successfully compete with and continually outperform other players. Our goal is to help differentiate our members so they are the preferred resource to their customers.

The recent annual meeting in Tampa, hosted by TDIndustries, was our largest meeting to date. The conference counted 100% registration by member companies. Unfortunately, hurricane Florence’s march to the Carolinas rearranged some people’s plans at the last minute. Many technical, business and personal relationships formed at these meetings enable participants to do significantly more than they could otherwise do.

During our September Annual Meeting in Tampa, we highlighted our Strategic Vendor Partners who have been with us for the past 5 years. We are truly thankful for their financial support and technical wisdom.

We also held an inaugural contest - Innovative Project Award - which gave submitting member companies a chance to show off their creativity to the rest of the Group. And everyone learned unique ideas from those who do it well. Congratulations to Rob Bottimore and Jeremy Ouellette of American Chiller Service, Inc. for the first year win! Thanks to all submitters - it really was too close to call. Many folks are already gearing up for next year’s Innovative Project Award submission.

Rory Olson, Service Operations Manager, MacDonald Miller, Seattle, WA recently joined the ICE Group Board of Directors. MacDonald Miller will host the 2019 ICE Group meeting in Seattle, September 18-20. Plans to make Seattle a great meeting are already underway.

I invite you to enjoy this newsletter which displays many of the attributes of the ICE Group. Please feel free to share it with coworkers, customers and anyone else who may be interested.

Board of Directors Report – John Mosteller, Secretary

The primary goal of the Board of Directors is to maximize the unique value of I.C.E. for each member company. We met the day before the annual meeting to gain alignment on the following items.

1. Finalize details for Tampa. Among the highlights: We had our largest meeting to date and gained sponsorship from 3 of the 4 major Original Equipment Manufacturers, (Carrier, Daikin & JCI). Financially, we have built a reserve that reduces risk for the host company that requires contract signatures and guarantees. This makes hosting the annual meeting more attractive to many of our member companies. We admitted two new member companies. Lastly, we planned our mid-year board meeting.

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Board of Directors Report– John Mosteller, Secretary (Continued from Page 2)

2. Future Annual Meetings: Work began to organize the 2019 event, in Seattle and we created a que for future meeting sites/hosts. If your company is interested in hosting a meeting just let someone on the board know.

3. Board of Directors Succession planning. This year, we welcomed Rory Olson of MacDonald-Miller to the Board. Have you considered serving on the I.C.E. Board? Did you know that several members of the Board are either retired or nearing the age? Your board wants to insure the sustainability of the group. This leaves opportunities for new leadership. We encourage everyone to consider serving. If you are interested, please reach out to me or any existing board member to discuss how you can get involved.

4. Discuss the future relevance of our group:
   - Technical Committee – Scott Tracy: This is the backbone of our group. This group works continuously throughout the year.
   - Vendor Relations – Jeff Souza: As noted above we have gained traction and improved relations with JCI, Daikin and Carrier.
   - Emerging Technologies – Jeff Souza and team looked at 4 new technologies and chose to investigate one (Software Motor Corporation) that shows promise.
   - Annual Meeting content.- We continue to seek material that is relevant for our members. With the addition of business topic break-out sessions and the “Innovative Project” award we welcome feedback on these and other topics that you find beneficial.

5. Five-year sponsor recognition. Our group could not exist without the support of our sponsors. We had a reception for six partners that have supported our group since its inception. They are: Bitzer, Energy Print, Financial Risk Solutions, MCS Controls, Midwest Parts and Rapid Recovery. We sought the advice and feedback from these anchor companies and they offered suggestions on how we can improve content.

Business Topics at this Year’s Meeting– Steve Smith

The 2018 Annual ICE Meeting Agenda incorporated three non-technical business topics for the first time.

Topics included Building a Best in Class Sales Team, Selection of New Service Management and Accounting Software and the Internet of Things/Big Data (OEM vs. 3rd Party). All three sessions were well attended and the feedback was very positive.

The Board of Directors of the ICE Group is trying to introduce a few relevant business topics to the agenda in hopes of expanding your company’s attendance without diluting the priority of the Group’s technical nature.

The Building a Best in Class Sales Team session was led by Bill Flynn and included a question and answer format with a panel of very experienced sales management leaders from our member companies. The panel consisted of John Mosteller from ColonialWebb, Craig McElwain from Oklahoma Chiller and Todd Hyneman from Total Comfort Services. This two hour session covered several important topics that filled the allotted time.

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Business Topics at this Year’s Meeting—Steve Smith (Continued from Page 3)

The Selection of New Service Management and Accounting Software was led by Steve Smith. The session provided insights into our industry’s current software usage and highlighted emerging trends of new features becoming available. It was also noted that most contractors are using software that is over 10 years old and is no longer meeting the needs of our organizations or customers.

The Internet of Things/Big Data session was conducted by Tim Reed with EMCOR. Tim gave numerous examples of how this functionality is beginning to affect our industry and how you should be prepared to participate.

If you have additional suggestions for future topics to be covered, please email Steve Smith at ssmith@accoservice.com.

Vendor Relations Committee—Jeff Souza, Steve Smith, Bob Wilken

In the mid-year newsletter we discussed how the Strategic Partners Committee was renamed the Vendor Relations Committee. The name change better defines our role and responsibilities, which is to nurture and sustain our relationships with our current vendor sponsors, while also working to acquire new partners that make sense for the ICE Group Members. This new approach is off to a good start as we had two new OEM sponsors at our meeting this year with Carrier and Johnson Controls. Both companies also presented to our group. In addition to Carrier and JCI, Daikin has also been an OEM sponsor for several years. OEM recognition of the ICE Group is important, but let’s not forget our other sponsors who help support our meeting and our members throughout the year.

This year we experienced a significant increase in new sponsors for our annual meeting. The Board sees sponsorship as a means for the membership to come to one location and visit with potential suppliers who can help improve the member’s business offerings. The supplier community has figured out that the ICE Group is a chance to meet with high performing contractors in their marketplace.

The ICE Membership would like to thank our new sponsors in 2018: Armstrong Fluid Technology, Carrier Corporation, Johnson Controls, and Summit Refrigerants.

ICE Group Recognizes 6 Sponsors for their 5 Years of Continuous Participation

When the ICE Group was formed in 2013, one of the challenges was creating value for its new members and providing a return for the sponsors who started out by attending our first meeting in New Orleans 2014. In the opening ceremonies this year in Tampa, the following Sponsors were recognized for their continuous participation since 2014.

Bitzer North America
Energy Print
Financial Risk Solutions
Micro Control Systems
Midwest Parts
Rapid Recovery

Thank you very much for your loyalty to the ICE Group and thank you to all of our 2018 Annual Meeting sponsors.
Annual ICE Group Meeting in Tampa was a Huge Success!- Bill Flynn

Thank you to Bob Wilken and the TDIndustries team for hosting our annual meeting in Tampa, Florida. The meeting was a huge success with over 200 attendees from all over the world! The hotel facilities at the Tampa Waterside Marriott were awesome, the technical and business presentations excellent, and the networking opportunities at the Wednesday reception and Thursday dinner cruise 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
- SUMMIT REFRIGERANTS - PLATINUM SPONSOR
- Armstrong
- Augury
- Bitzer US, Inc.
- Carrier
- Daiken Applied Americas
- Elliott Tool Technologies
- EnergyPrint
- Financial Risk Solutions
- Johnson Controls
- Micro Control Systems
- Midwest Parts
- Rapid Recovery
- RefTec International Systems, LLC
- Smardt
- United Refrigeration

Membership Committee— John Bevington

At our recent Tampa Annual ICE Group meeting, we welcomed two new member companies.

HB Mechanical Services, Houston, TX provides a wide array of chilled water plant and associated services to facilities primarily in the healthcare and hospitality arena in the Houston and South Texas area.

Hurst Mechanical, Grand Rapids, MI serves the Western Michigan area. Originally founded to provide HVAC and Plumbing services, the company now also has significant involvement in design build construction and temperature control.

We welcome both new member companies to the ICE Group.
Website Committee—Scott Royer

In this issue we are going to focus on the Members only Page of the ICE Group website. To sign onto the page simply select the Members tab at the top of the menu bar. Member Login. Then you will be presented with the user name and password page.

The username and password is unique to each company member and is to be shared within the company. Individual non-company affiliated members should have their own password. If you have issues with the password please email Steve Valdes directly at svaldes@thermaserve.com.

Members can access the ICE Group Roster, download the Strategic Vendors Excel Download contact list that is in a spreadsheet for convenience. There is an ICE Group Logo for your use to promote the strength in technical support of our organization. The ICE Group Bylaws are available in PDF format. There is also a current list of our ICE Board of Directors and committees.

The List Serve e-board is also accessible from this page. Simply select List Serve e-board to get the sign-on screen. Enter the Username icegroup and Password ICE2018 to log into the Discussion Board to review the historical discussions, a valuable tool to keep from re-inventing issues that have already been solved.

Further down the Members page is the archive of ICE Group meetings. Presentations we receive from the meetings are preserved for future reference and access to our membership. This year’s meeting will be posted as we receive the presentations. As you can see we strive to preserve the ICE Group activities for the benefit of our membership.

Thanks for your support.
Emerging Technology Committee—John Claybourn

This past year the ICE Group formed a new committee dedicated to researching, testing and reporting on new technologies, products and/or services being introduced into our industry. We call this committee the Emerging Technologies Committee for obvious reasons. The mission of this committee is to assist member companies in making decisions regarding whether or not to explore or represent new offerings as they are introduced into the industry.

In today’s world we are constantly bombarded with “the next big thing”. Products, services or technologies that are going to “revolutionize our industry” or “change the way we do business” or “take your business to the next level”. Most of the time these are empty phrases that just waste a lot of our time and resources and never lead to any significant positive results. However, every once in a while a product or service is introduced that is worthy of our attention and has the potential to help us serve our customers, increase our competitive edge and/or make our businesses more profitable.

The Emerging Technologies Committee will look into these offerings, determine whether or not they’re worth a deeper look, possibly pilot them and then make a recommendation to ICE Members whether or not they should consider if the product or technology is worthy of exploring as a fit for their specific business. We have already looked into a few, one of which presented at this last meeting in Tampa, but we are constantly listening and looking for opportunities to investigate these offerings and really get this committee working to provide significant value to member companies, as the ICE Group overall is committed to doing. If you have any suggestions of offerings we should explore, ideas on how to improve or would like to be a part of this team you can contact myself or Jeff Souza who chairs the committee.

Technical Committee—Scott Tracy

The technical committee is now in the early stages of planning for next year’s meeting in Seattle. We really appreciate the feedback from all of you on the survey after the meeting, it helps a lot. One of the curious things you find when reviewing the suggestions on the survey is it is impossible to please everyone, but we try.

We all got up at the end of the meeting and asked for people to step up and volunteer to be a part of the technical group (or any other role you are interested in with the ICE Group). Most of us have been doing this for a really long time and we feel strongly that fresh ideas are healthy along with giving us some bandwidth when current members step away from the committee due to retirement or time constraints. I will tell those of you that are thinking about it, this is one of the greatest learning opportunities in our industry, to be on one of our technical committee conference calls is really an amazing opportunity. So let us know if you want to pitch in!!!!

See you all in Seattle!

First Annual Innovative Project Awards—Brad Bolino

2018 was the first annual Innovative Project Award. This award is given to the member who has done a project that demonstrated innovative and creative technical thinking and exceptional execution of the project. This award was initiated to:

1. Recognize members innovative ideas.
2. Provide a way to share those ideas in the group.
3. Provide a way to publicize those efforts outside the group, enhancing the groups value and image in the market.

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First Annual Innovative Project Awards– Brad Bolino  (Continued from Page 7)

The winners were selected by a committee of Brad Bolino, Jeff Terrill, and Brett Gottlieb and were chosen from the six submissions:

- American Chiller Service
- Chillco Inc
- ColonialWebb Contractors
- Design Mechanical Inc
- Noyes Air Conditioning Inc
- US Chiller Services

FAA Air Route Traffic Control Center- San Francisco, CA
Honeywell Chemical Plant- Baton Rouge, LA
Suntrust Bank Bldg- Richmond, VA
Haas Wilkerson Office Bldg- Kansas City, KS
US Dept of Interior,- Washington DC
Empire State Building- New York, NY

The judging was based on the creativity of the project approach, the risk assumed by doing it, and the quality of the finished project. While excellent execution was a criteria, greater consideration was given to the idea than its execution.

The winner was American Chiller Service with Design Mechanical Inc as runner-up and Colonial Webb as honorable mention.

We hope to have many more nominations for 2019.
Vendor Spotlight: EnergyPrint — Turning utility data into business opportunities—Priscilla Koeckeritz

As a strategic vendor partner with ICE Group since 2014, EnergyPrint is proud to support the innovation and growth of so many high-quality, best-in-class contractors.

In working with many of you, we’ve learned you want to provide your clients with solutions that truly add value and show return on investment. Utility data can help you identify opportunities and prove ROI, but it’s cumbersome and time consuming to obtain accurate the utility and benchmarking data needed to help make a business case.

EnergyPrint makes it simple to Find, Track & Prove energy-savings opportunities and become a trusted energy advisor to your clients. Here's how:

**Utility Data Management** — 100% of our clients use our data management services. We gather, validate and deliver utility data that’s current, relevant and accurate. Managing the entire process for you, we even address data gaps and errors, so that when you use utility data to propose an improvement or meet a contract requirement, you can be confident it’s accurate.

**Utility Dashboard** — 90% of our clients use our Utility Dashboard, which is a simple, cloud-based software that enables you to benchmark building performance against peers, normalize for effects of weather, quantify cost savings and more. And, we co-brand our dashboard so you can seamlessly integrate this information into your own services.

**Custom Reporting** — With Insight Architect™ custom reporting, you can give your clients professional-looking reports customized with the data that matters most to them. Save hours of time by letting us do the data wrangling and design branded reports templates you can use over and over across your client-base.

**Service & Support** — All of our solutions are supported by a dedicated EnergyPrint team working with you to understand your growth strategies and help you identify and deliver Insights that can grow your business.

**Who’s having success with EnergyPrint?**

TDIndustries, an ICE Group member, has been leveraging EnergyPrint’s data and dashboard services since 2016. A large school district they serve required some highly customized reporting and analytics that was exhausting their engineering resources. In addition to gathering bills and crunching numbers, TD needed a succinct and engaging way to visualize the data (mundane spreadsheets and slide decks were not cutting it).

EnergyPrint helped TD streamline the data collection process and replace their executive portfolio report with a credible and useful Insights Architect report, designed to meet the contract specifications of their client. TD also leveraged Insights Architect’s Dynamic Analysis — an interactive tool with custom filters and settings — to look at the performance of individual buildings compared to custom thresholds. This tool helped TD easily identify key trends and improvement opportunities they can use to convince clients to take action.

We want to thank TD for being our very first beta client for Insights Architect and helping us test and prepare this new custom reporting service so others can benefit from it.
The Board of Directors of the ICE Group is excited to announce that MacDonald-Miller will be host the 2019 ICE Group meeting in Seattle Washington on September 18-20 at the Seattle Sheraton Hotel.

The hotel and meeting space are in the heart of downtown Seattle just a short walk from the iconic Space Needle and Pike’s Place Market. The opening reception will offer breathtaking views of the city skyline and the Puget Sound. There is lots to see and do so plan for some leisure time before or after the planned meeting days.

The dinner out will be held at the Hard Rock Café just a few blocks from the Hotel. This venue provides a unique space, live music and great networking opportunities.

Based on survey feedback provided at the Tampa meeting the Board continues to improve upon what was a great meeting. The Board is expecting to have yet another well attended meeting in Seattle.

The plan is to have the registration site up in January 2019. Looking forward to seeing you there!

SAVE THE DATE: ICE GROUP ANNUAL MEETING IN SEATTLE – SEPTEMBER 18-20, 2019