



“Accept what is. Let go of what was. And have faith in what will be.”

Sonia Ricotti

GREATER CLEVELAND

MANAGER'S COMMENTS

As we all know NECA stands for National Electrical Contractors Association. So then we're all clear, it's an association of ELECTRICAL CONTRACTORS, right? Therefore; indisputably, it's not an association of association employees.

As one of those staff employees, I'm happy to say, and I say it with confidence, that NECA's chapter staffs knows that their customers are the member electrical contractors and NECA's national staff knows their customers are the chapter's staffs and the member contractors.

Electrical contractors know, without a doubt, who their customers are. Put another way, Electrical Contractors know who they are working for and who is writing and signing the front of the check. The quality of service and attention they provide to those customers determines their continued success.

Our association's future success, just as with our members future success, lies with a renewed acknowledgement of who is the customer and commitment to providing outstanding service to that customer/member.

People in any service industry who are successful are attentive and listen to the requests and questions presented to them. And when they do respond they do it being mindful that effective communication takes place when they put themselves in

the place of the listener/customer.

So, now I'm going to put a plug in for a new NECA product that will enhance the service department of any, and I mean any, contractor. It's call the NECA Service Network. The members of the Greater Cleveland Chapter will be hearing more about this in the very near future but if you would like a preview, right now I suggest googling it. In a nutshell you would have access to two video webcasts and two audio podcasts per month that can be shared with your service employees who could watch and listen to them anytime. As some of you know, I did service work, yes with the tools albeit a long time ago, and my former company, T.S. Electric did and still does service work and I would have loved to have this product available to me. It provides useful information that service folks may instinctively know but surely need to be reminded of or have reinforced in their minds.

And,oh yes, I became a NECA member the day I founded T.S. Electric because I knew it could add value and it did. However; as with anything, it must continue to evolve and improve. I have complete faith that it is and will continue to add value to its customers...the ELECTRICAL CONTRACTORS.



STUDENT CHAPTER NEWS

We, meaning the Greater Cleveland and North Central Ohio Chapters, are happy to announce one student from the Kent State University student chapter has begun an internship with the help of our newest staff member, Mr. Adam (A.K.) Fullmer. A.K. officially started on April 1st with his title being Education Director. We will be circulating his contact info very shortly. A.K. will also be assuming the duty of managing all the chapter's edu-

cational functions including the providing of classes for and tracking Ohio Construction Industry Licensing Board continuing education credits.

We are also very pleased to announce that in the very near future we will be sponsoring a Student Chapter at the University of Cincinnati. More information about the exciting opportunities and benefits of this partnership will be forthcoming.

DINNER WITH FRIENDS

What a terrific evening our attendees at NECA Now had at the Talavera Restaurant in Scottsdale, AZ. We were joined by special guests and close friends, former Chapter Executive Director Dick Newcomer and his wife Monia. As you can imagine there was plenty of catching up going on and retelling of those

never to be forgotten antics of Dick and the members.

It was a beautiful setting, an awesome dinner with first class service and a night we will always remember.

CONGRATULATIONS TO NECA'S NEW LEADERSHIP

The Greater Cleveland Chapter would like to add our congratulations to NECA's new Chief Executive Officer, Mr. David Long. As most of you already know, David's accomplishments in leading Miller Electric and his unselfish dedication to our industry makes

him amply qualified to assume the position of CEO. His intimate understanding of the needs of the members will go a long way in assuring those needs are met. We wish David good luck.

JOINT GCC/NCO TRADE SHOW

A mini trade show will be taking place on April 11th at the Sheraton Suites Hotel in Cuyahoga Falls, Ohio from 3:00 pm to 5:00 pm with cocktails and a buffet dinner to follow. Approximately fourteen vendor associate members from North

Central Ohio and Greater Cleveland will be on hand. It's not too late to sign up yourself and a few key staff members. Contact Pat Solich at the Greater Cleveland office, solich@gccneca.org or 216-524-8444.

MANHOURS

Cleveland Division thru February:	529,431
Lake Erie Division thru February:	73,992
Northeast Ohio Division thru February:	71,367
Chapter Total:	674,790

UPCOMING EVENTS

- 1.) **Lake Erie Division Meeting**-April 9, 2019 –6:00 PM at Diso's Bistro, Lorain, Ohio.
- 2.) **Northeast Ohio Division Meeting**-April 10, 2019 at Noon at Red Hawk Grille.
- 3.) **Joint Tradeshow with NCO Chapter, NECA** –April 11, 2019 at –3:00-5:00 PM at the Sheraton Suite, Cuyahoga Falls, Ohio.
- 4.) **Cleveland Division Meeting** –April 18, 2019 at 5:30PM at Lockkeepers.
- 5.) **SEMINARS– Cracking the WIP/Driving Predictable Cost Projections and Managing the Lifeblood of Contracting/Cash Flow** -May 10th-7:30 AM-5:00 PM at the Doubletree Hotel, Independence, Ohio



GO TRIBE!

LOOK FOR THE NEXT REVIEW IN MAY 2019!!

**IT'S GOOD BUSINESS TO DO BUSINESS WITH THOSE FIRMS
WHO SUPPORT OUR ASSOCIATION**

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ABB Industrial Solutions	Leff Electric
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