

Welcome to NECA E-News!

QUARTERLY E-ZINE FOR AND ABOUT NECA MEMBERS  
By March 1<sup>st</sup>, send inquiries and submissions for  
the next issue to [info@newenglandcarwash.org](mailto:info@newenglandcarwash.org)

## A MESSAGE FROM THE PRESIDENT

Well, there is always next year! 2016 was a good year but not as “exciting” as 2015. Let’s hope the weather patterns stay in our favor for 2017.

NECA has invested a lot of time and resources to revise our guiding mission and vision. We are hard at work developing new goals and strategies to realize our vision of “driving more consumers to use professional car washes.” I hope to better utilize one of the best assets we have, [Carwashgifts.com](http://Carwashgifts.com). This website can be the beginning of a huge annual advertising campaign that will bring more consumers to your location. Developing a site like this for its members is exactly the type of thing an association should do ... things we can’t do on our own.

I am lucky enough to be working with an all-volunteer, all-star team, and I am very excited for the next 2 years. They deserve a huge thank you!

Another personal note: Just before Christmas, my kids bugged me to join Netflix. For the longest time I resisted, but I finally broke down and agreed. As you know, Netflix offers unlimited movies when and where you want to watch them. So, I began binge watching six seasons of “The Walking Dead”. Done. Well, three weeks later, I barely watch but I’m still paying my monthly fee because it seems like a great deal.

What does this have to do with car washing? I then began to look at my own car wash unlimited membership. I’m trying to figure out how to motivate the people on the sidelines from dragging their feet on joining a great program. I’m wondering if any of you that offer an unlimited plan, feel the same way and can offer some suggestions.

This question plays right into our vision. Remember, we work hard for the benefit of all, so please share your experiences.

Dom Previte, 2017 President

## TOPICAL TIPS

### Are You Flusing Money Down the Proverbial Drain?

by Dave Ellard,  
Triple Play Car Wash

Do you track your water usage? If yes, how often? Two summers ago, we used \$45,000 in sewer and water costs in just three months. It should



have been less than \$7,500. That is a lot of money right down the drain.

You may ask, didn’t you see the water leaking? No, we did not ... not a drop! Well, why didn’t you look at your bill sooner? Good question. We get billed monthly but the bill comes thirty days after the close of the month and gets paid thirty days later. That is three months into a problem before you may realize you have a problem. By now you must wondering where all the water went.

*continued on the next page*

## VENDOR SPOTLIGHT



AutoShine of New England is the region’s fastest growing car wash sales, installation and service company. Our 14 years of superior service with technicians working from 2 locations in Manchester, CT & Hampton Falls, NH, we’re able to help you keep your wash operating at its best. AutoShine is a leading consultant & distributor for premium car wash manufacturers including Belanger®, DRB®, Southern Pride®, PurClean® and many more. See us online at [www.ascws.com](http://www.ascws.com) or call 860-528-3519

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### Would you like your company to be our VENDOR SPOTLIGHT?

Members may e-mail a profile for an upcoming issue of the E-Newsletter (first-come, first-serve) to [info@newenglandcarwash.org](mailto:info@newenglandcarwash.org).

Guidelines: 50 - 75 words on who you are, what you do, and what sets you apart. We’ll include your logo (preferably JPG or PNG format), a link to your web site, and contact information.

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**Money Down the Drain***continued from page 1*

I couldn't see a leak. I couldn't hear water running. But I could see the water meter spinning faster than Nascars on an oval. With the professional guidance of Oscar Burke, I stood at the water meter at 5 a.m. and Oscar walked around our building turning off every water valve we could find. An hour later we found that the water softening machine was stuck on backflush, taking in fresh water continuously and dumping it directly to sewer. Quietly and efficiently, I might add.

That was an expensive lesson. We now have a spreadsheet that



measures our water usage weekly. Every Monday morning, Jose

records our three water meter readings for two water meters and one sewer meter. In ten seconds, we know last week's water usage, total cost, per car cost, and percentage of water lost and sent to sewer. When the bill comes in from the city, the bookkeeper already knows what it should say. Now if we have a water loss situation, we know it the next week not three months from now.

This simple system works. Three weeks ago, our spreadsheet showed almost one hundred gallons used per car. We normally are in the twenty-five gallon range. We immediately examined every machine and found a bad float valve allowing water to run to sewer again. The ten-second weekly spreadsheet just saved another \$40,000. So I ask you again, do you track your water usage regularly?

Please note: NECA memberships are held by companies. Do not hesitate to add employees to our email distribution list so that they will receive individual notices, newsletters, etc. from us.

**LEGISLATIVE UPDATE****December 2016 Legislative Updates****MAINE****Chapters 3, 4, 5: Clean-up and Response Review Board****Comment deadline:** Dec. 30, 2016**Public hearing:** NA - 30-Day

Comment period with opportunity for a public hearing if requested by 5 or more individuals.

**Full Text:** <http://www.maine.gov/dep/rules/index.html> (there is a link to the PDF on this page)

**Concise Summary:** The Draft Rule link contains all three chapters.

The rules are the Clean-up and Response Review Board's Chapter 3, Appeals Procedure; Chapter 4, Oil Importation Fees; and Chapter 5, Documentation Requirements for Application to the State Fire Marshall for Coverage by the Maine Ground and Surface Waters Clean-up and Response Fund at Above Ground Oil Storage Facilities. These amendments accomplish several changes guided by LD 1303, including:

- 1) Reflect that the Maine Coastal and Inland Surface Oil Clean Up Fund and the Ground Water Oil Clean Up Fund have been combined to create the Maine Ground and Surface Water Clean-up and Response Fund;
- 2) Correct citations to statute to be consistent with the statutory amendments;
- 3) Reflect that the Fund Insurance Review Board and the Oil Spill Advisory Committee have been combined creating the Clean-up and Response Fund Review Board; and
- 4) Reflect that fees may be increase when the fund balance reaches \$6,000,000 rather than \$5,000,000. In addition the amendments make minor formatting and typographical corrections.

**AGENCY:** 65-407 - Maine Public Utilities Commission (MPUC)  
**Chapter # and Title:** Ch. 314, Statewide Low-Income Assistance Plan

**Proposed Rule Number:** 2016-P194  
**Brief Summary:** The Public Utilities Commission initiates a rule-making to amend Ch. 314 of the Commission's Rules regarding the statewide electricity Low Income Assistance Plan.

**Public Hearing:** January 11, 2017, 1:30 p.m., Public Utilities Commission, 101 Second Street, Hallowell, Maine

**Comment Deadline:** Jan. 27, 2017  
**No full text available at this time.**

**AGENCY:** 06-096 - Department of Environmental Protection (DEP)  
**Chapter # and Title:** Ch. 850, Identification of Hazardous Wastes

**Proposed Rule Number:** 2016-P197  
**Brief Summary:** The Department proposes to amend Ch. 850, *Identification of Hazardous Wastes*, to include an exemption for solvent contaminated wipes which is found in federal regulations of hazardous waste.

**Public Hearing:** No public hearing has been scheduled; this rule has been posted to a 30-day comment period.

**Comment Deadline:** Jan. 23, 2017  
**Full Text:** <http://www.maine.gov/dep/rules/index.html> (link to PDF is on this page)

**MASSACHUSETTS***No Legislative Updates***NEW HAMPSHIRE**

**Title:** An Act establishing a state minimum wage and providing for adjustments to the minimum wage. House Bill 115-FN

**Committee:** Labor, Industrial and Rehabilitative Services

**Brief Summary:** This bill establishes a state minimum hourly wage and provides for annual readjustment of the minimum wage. This bill also establishes a training wage for employees under the age of 18 years. This bill as introduced increases the minimum hourly wage from \$7.25 an hour to \$9.50 per hour on January 1, 2018, to \$12.00

*NH continued on the next page*

**Legislative Report**

**New Hampshire** *continued from page 2*

per hour on January 1, 2019, and on January 1, 2020 and each year thereafter, by the increase in the cost of living according to the Northeast Consumer Price Index as determined by the Bureau of Labor Statistics.

**Full Text:** [http://www.gencourt.state.nh.us/lsr\\_search/billText.aspx?id=1&type=4](http://www.gencourt.state.nh.us/lsr_search/billText.aspx?id=1&type=4)

**Title: An Act relative to penalties for violating the insurance laws regarding property and casualty insurance** House Bill 78

**Committee:** Commerce and Consumer Affairs

**Brief Summary:** This bill increases the penalties for violating the insurance laws regarding property and casualty insurance.

**Full Text:** [http://www.gencourt.state.nh.us/lsr\\_search/billText.aspx?id=46&type=4](http://www.gencourt.state.nh.us/lsr_search/billText.aspx?id=46&type=4)

**Title: An Act relative to the administration of building code enforcement.** House Bill 80

**Committee:** Executive Departments and Administration

**Brief Summary:** This bill revises the administration of building code enforcement.

**Full Text:** [http://www.gencourt.state.nh.us/lsr\\_search/billText.aspx?id=53&type=4](http://www.gencourt.state.nh.us/lsr_search/billText.aspx?id=53&type=4)

**Title: An Act prohibiting an employer from using credit history in employment decisions.**

**House Bill 130**

**Committee:** Labor, Industrial and Rehabilitative Services

**Brief Summary:** This bill establishes the Employee Credit Privacy Protection Act which prohibits employers from using credit history in employment decisions.

**Full Text:** [http://www.gencourt.state.nh.us/lsr\\_search/billText.aspx?id=73&type=4](http://www.gencourt.state.nh.us/lsr_search/billText.aspx?id=73&type=4)

**Title: An Act relative to the definition of the New Hampshire fire code.**

**House Bill 168**

**Committee:** Executive Departments and Administration

**Brief Summary:** This bill updates the definition of the state fire code to include the 2015 edition of the Uniform Fire Code NFPA 1.

**Full Text:** [http://www.gencourt.state.nh.us/lsr\\_search/billText.aspx?id=244&type=4](http://www.gencourt.state.nh.us/lsr_search/billText.aspx?id=244&type=4)

**Title: An Act relative to property and casualty insurance** House Bill 150

**Committee:** Commerce and Consumer Affairs

**Brief Summary:** This bill makes certain technical changes to the law

governing property and casualty insurance.

**Full Text:** [http://www.gencourt.state.nh.us/lsr\\_search/billText.aspx?id=328&type=4](http://www.gencourt.state.nh.us/lsr_search/billText.aspx?id=328&type=4)

**Title: An Act permitting employers to pay wages to employees weekly or bi-weekly** House Bill 194

**Committee:** Labor, Industrial and Rehabilitative Services.

**Brief Summary:** This bill permits employers to pay wages to employees weekly or biweekly.

**Full Text:** [http://www.gencourt.state.nh.us/lsr\\_search/billText.aspx?id=527&type=4](http://www.gencourt.state.nh.us/lsr_search/billText.aspx?id=527&type=4)

**Title: An Act relative to the submission and approval of subsurface sewage disposal system plans** House Bill 258

**Committee:** Resources, Recreation and Development

**Brief Summary:** This bill makes various changes to the process for submission and approval of subsurface sewage disposal system plans.

**Full Text:** [http://www.gencourt.state.nh.us/lsr\\_search/billText.aspx?id=582&type=4](http://www.gencourt.state.nh.us/lsr_search/billText.aspx?id=582&type=4)

**RHODE ISLAND**

*No Legislative Updates*

**VERMONT**

*No Legislative Updates*

**Introducing Storm: NECA's NEADS Puppy**

As a result of the 2016 NECA Golf Outing, we made a \$5,400 donation to NEADS to help train a service dog. We had the privilege of naming the puppy we are supporting.

Storm was born on 10/22/16. She is at the Laura J. Niles Early Learning Center on the NEADS campus. While Storm is at the Early Learning Center, she will practice some basic obedience commands such as sit, stay, sit/stay, and come. Between lessons, Storm will have plenty of time to play with the 5 other puppies, and receive a lot of attention from NEAD's staff and volunteers. We will report on Storm's progress and schooling in future issues.

NEADS, our 2016 charitable recipient, has 40 years of training and placing World Class Service Dogs.

The Golf Outing Committee is in the process of evaluating and selecting our 2017 charitable recipient. If you've suggestions, contact

**Patti Kaplan.** Past recipients include Make a Wish, American Parkinson's Disease Association, Teen Challenge, Boys and Girls Club of Providence, The Jimmy Fund & Children of Cape Verde.



## RECENT EVENT ROUND-UP

### NECA's 2017 Winter Meeting Exceeds Expectations

A full house! Over 90 people registered to attend NECA's 2017 Winter Dinner Meeting on January 10th at the Hilton in Dedham. After a lively reception (special thanks to Matt Unger of [Atlas High Purity Solutions](#), formerly known as Region-X, for sponsoring our reception) and delicious dinner, as is our tradition, President Dom Previte recognized some individuals who have generously given of their time to NECA.

From the time **Steve Stockman** assumed the presidency of



**Trans-Mate Products**, he has been a very visible supporter of NECA's programs and activities,

consistently providing sponsorship support as well as encouraging those in his company to be active, participating members. In 2013, he joined the Board as a Supplier Director and for the past two years, served as our Supplier VP. His considerable business experience and thoughtful input was invaluable in guiding the Board's decisions.

In 2012, the Board leadership experienced some upheaval as several members were unable to continue and move into officer positions. In 2013, **Dave Ellard** of



**Triple Play Car Wash**, with his substantial business background, filled an important leadership

vacancy by becoming our Treasurer. He brought fresh perspective to the Board and in 2014, moved up to the Operator Vice President position. A very quick study, he then served as President, providing steady and articulate leadership in 2015 and 2016. This past year, he reopened our strategic planning process and as our immediate past president, will be working to further advance our association.

**Chris Brown** of **Myrrh Consulting** delivered a terrific presentation on how to improve sales. **HIS FULL SLIDE SHOW IS AVAILABLE IN THE**



**"MEMBERS' ONLY" SECTION OF THIS SITE FOR 2 MORE WEEKS.** We also have posted two of his presentation documents: Myrrh Revenue Power Survey and Profit Opportunity Calculator.

In addition, Chris has offered a complimentary 30-minute consulting session via webcast to each attending NECA Member business. This session can be used for, and not limited to, any of the following purposes:

- Quantifying revenue opportunities, completing the documents.
- Ask as many sales, management and/or operations questions they would like.
- Sales or sales management troubleshooting.
- Coaching sessions for service advisors (one or multiple).
- Owner coaching, management mentorship or sales management coaching.
- Owner problem-solving, strategy clarification or second opinion soundboarding.

He also encourages any owner who feels his company could help

them to reach out, no matter how large or how small their objective/potential project may be. They have delivered on huge projects all the way down to tiny ones as low as \$250. His company's only goal is to bring great value to great people. If it is an ethical and collaborative owner, he notes that they can almost always find a solution that makes sense for all parties. Contact him by clicking on his name to the left.

## FOR MEMBERS ONLY

NECA to Award \$1,000 Scholarships



Apply by April 29, 2017

Education and training can be very expensive, but it can prove more expensive not to pursue additional education. NECA can help.

Could someone in your family (or perhaps you) use \$1,000 towards a degree or certificate program? Since 2010, NECA has awarded \$10,000 in scholarships to those who work for member companies and their family members. 2017 could be your year.

Applications are posted on the "Members Only" page of the NECA web site or available by contacting the NECA office.

Please share this information with your employees and co-workers. This year, we are able to award as many as four scholarships to qualified candidates thanks to the generosity of our members at the dinner meetings and golf outing.

**Members-only passwords: Your company user name is the email address of the main NECA contact person. If you forgot or haven't set up a password, click on "Forgot password?" to receive a temporary one.**

## INSIDE NECA

### A Family Affair

NECA member businesses tend to be family owned and many of these family businesses are now represented by the 2<sup>nd</sup>, 3<sup>rd</sup> and even 4<sup>th</sup> generations of families. At our recent winter dinner and meeting, multiple generations from several companies were represented, ensuring a strong association for many years to come:

- Allston Car Wash
- Autowash Maintenance Corporation
- Briteway Car Wash
- E-Z Way Car Wash
- ScrubaDub Auto Wash Centers, Inc.
- Somerville Car Wash & Detail Center, LLC
- Super Shine Auto Wash Center

**Reminder:** If you had not renewed your **2017 NECA membership** by January 1<sup>st</sup>, the renewal grace period extends through Feb. 28<sup>th</sup>. Don't delay since after that date, only current members are listed in the online directory and receive membership benefits (including the *E-Newsletter*) and privileges.

## PLAN AHEAD

### 2017 Golf Outing Course Announced

*2017 Committee Members:* Mark Delaney, Donato DePinto, Patti Kaplan, Patrick Mosesso, Paul Vercollone

After considering a number of possible locations, the 2017 NECA Golf Committee has chosen [Brookmeadow Country Club](#) for the **Tuesday, September 19<sup>th</sup> NECA 2017 Golf Outing**. Brookmeadow is conveniently located off Rte 95 in Canton.

The Club has invested in several improvements for 2017 including a new patio outside the clubhouse, new golf carts, and a new irrigation



## COMING SOON

### Table Top Show and Car Wash Tours Tuesday, May 9, 2017

[UMass Lowell Conference Center](#)

*Online registration begins Feb. 1<sup>st</sup>*

#### Car Wash Tours

This year, we're heading north to southern NH and have confirmed 4 terrific facilities not previously visited.

- White Duck in Milford
- Glacier Car Wash in Nashua
- Haffner's Car Wash in Hudson
- Nashua Car Wash in Nashua



The tours will depart from the Conference Center at noon (board at 11:30 a.m.) and return at 4 p.m. Lunch is served during the tour. Registration goes live on the NECA web site starting Wednesday, February 1<sup>st</sup>.

#### Added Value

From 4 - 5 p.m., we are exploring topics for a complimentary program. So, whether you've been on the tour or coming for the show only, plan to be there. The Exhibit Hall doors open at 5 p.m.



#### Early Bird Special for Exhibitors

Save \$50 off the exhibit registration fee if you reserve your table by April 21<sup>st</sup>. Registration goes live on the NECA web site starting Wednesday, February 1<sup>st</sup>. Previous shows have sold out so don't delay.

system. The staff is very friendly and knowledgeable, and the committee feels will deliver a great outing.

The Committee soon will announce sponsorship opportunities, and activate the outing web site with all the details and convenient, online registration. Also, the Board is in the process of reviewing potential, non-profit



organizations who would receive our outing, charitable contribution. (see our NEADS puppy on page 3)

Remember: This is an outing for fun and charity. "Duffers" are encouraged to participate!