



### December 2010 PHCP Wholesalers' Sales Report – up 4.0%

YEAR-TO-DATE BY PRODUCT GROUP	DECEMBER 2010 versus DECEMBER 2009	YEAR-TO-DATE BY REGION	DECEMBER 2010 versus DECEMBER 2009
HVAC/R is up 4.9%	HVAC/R is down 4.3%	BC is up 0.3%	BC is up 3.8%
Hydronics no change	Hydronics is up 4.3%	Alberta is up 5.5%	Alberta is up 10.9%
Plumbing is up 9.7%	Plumbing is up 5.4%	West (SK, MB, Thunder Bay) is up 12.8%	West (SK, MB, Thunder Bay) is up 9.2%
PVF is up 1.4%	PVF is up 13.2%	Ontario is up 8.6%	Ontario is down 1.9%
Waterworks is up 14%	Waterworks is up 4.4%	Quebec is up 11.3%	Quebec is up 2.9%
		Atlantic is 12.3%	Atlantic is up 11.5%

*The percentage change numbers for small regions can be heavily impacted by individual transactions. For example, a single sale of \$50,000 made in one month would cause a large percentage change from the previous month in the Atlantic region, however, the same sale in Ontario would have no major impact on the percentage change figure. To better understand the percentage change figures, it is essential to also look at the change in dollar volume in the region.*

Here are some important links:

1. The Lowdown on the Problem Employee, by Barry Chapman, TwoGreySuits:  
[http://ciph.com/emailLinks/article\\_-the\\_problem\\_employee.pdf](http://ciph.com/emailLinks/article_-the_problem_employee.pdf)
2. Achieve Great DSO and Bad Debt Numbers...But You Might Well Be Sorry by Abe WalkingBear Sanchez and Simon Groves <http://www.armg-usa.com/Simon-and-WB-AchieveGreatDSO.html>
3. 2011-2012 Economic Outlook: Canada's Economic Engine Is Chugging Along but Not at Full Steam  
[http://www.chamber.ca/images/uploads/Reports/2010/Economic\\_Outlook\\_2011.pdf](http://www.chamber.ca/images/uploads/Reports/2010/Economic_Outlook_2011.pdf)

Here are links to important training opportunities through CIPH:

1. ["The Future of Canada's Product Safety Regime" featuring Gil Barrows & Michael Mactaggert, February 9, 2011](#)
2. ["Mobile Marketing - Engaging Them at the Point of Need and Device of Choice" featuring David Nour, February 10, 2011](#)
3. ["Negotiation Skills & Techniques" featuring Frank Foster, February 22, 2011](#)  
["National Plumbing Code: Change is in the Air" featuring Raman Chauhan, March 2, 2011](#)
4. ["CIPH Supports the University of Industrial Distribution \(UID\), March 7-10, 2011"](#)

The Canadian Institute of Plumbing & Heating is a not-for-profit trade association. Founded in 1933, the Institute is a vibrant organization committed to providing members with the tools for success in today's competitive environment. More than 250 companies are members of this influential Canadian industry association. They are the manufacturers, wholesaler distributors, master distributors, manufacturers' agents and allied companies who manufacture and distribute plumbing, hydronic heating, industrial, waterworks and other mechanical products. CIPH wholesalers operate more than 700 warehouses and showrooms across Canada. Total industry sales exceed \$5 billion annually.



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