Issue 1, 2026

SPECIAL SUPPLEMENT | SMACNA-AB's 2026 Annual Membership Directory

SHEET METAL WORKS

The Official Publication of the Sheet Metal Contractors Association of Alberta



SMARTER HVAC, BETTER AIR
Just Don't Trust the Bots

CHILL OUT
What You Need to Know About the New Refrigerants

SCRAP METAL RACKET
Alberta Amps Up Fight Against Scrap Metal Theft

IS TODAY'S LABOUR FIX TOMORROW'S SKILL GAP?
Apprentices Head Off to Work Instead of Back to School

THE NEW HARD-HAT STANDARDS
Balancing Upfront Costs and On-Site Safety

ALGGIN

www.alggin.com

RESIDENTIAL | COMMERCIAL | INDUSTRIAL

HVAC SUPPLY



Leader in Metal Fabrication

- 3 Alberta Locations
  - Calgary Manufacturing & Distribution
  - Edmonton Distribution
  - Lethbridge Distribution
- Over 135 employees
- 52,000 Square foot manufacturing facility & growing

Around the Clock

- Industry leading turnaround times
- Manufacturing 18 hours/day on 2 shifts
- Calgary sales desk is open on Saturdays until noon

Top Quality

- Specialization in Custom Fabrication
- Distributor of top quality products from industry leaders
- Providing heating and cooling equipment, venting products, sheet metal tools, flexible pipe, grilles & registers, fans, louvers and dampers

Proud member of

SMACNA Alberta

Serving Alberta for over 45 years - ALGGIN is the contractor's first choice for all their HVAC supplies. In addition to our custom fabrication shop, we carry thousands of products in inventory.

CALGARY
4540 – 46 Ave. SE
(403) 252-0132

EDMONTON
12110 – 154 St. NW
(780) 424-0132

LETHBRIDGE
1126 – 36 Street N
(403) 320-8732

SHEET METAL WORKS

Published for

SMACNA Alberta

Sheet Metal Contractors Association of Alberta
No. 203, 2725 12th St. N.E.
Calgary, AB T2E 7J2
Phone: 403-250-7040
www.smacna-ab.ca

Jay Langejans, Provincial President
Taylor Oliwa, Provincial Vice-President
Jesse Flexhaug, Provincial Past President
Dave Lewis, Treasurer

Directors
Kyle Hodder
Mike Kaiser
Matthew Kramer
Greg Stuart
Russell Pipke
Peter Walton
Bill Bonnello

Executive Director
Wilma Agnew

Published by

davis media company

63 Albert St., Suite 601
Winnipeg, MB R3B 1G4
Phone: 888-705-8870
www.davismediaco.com

President & Publisher
Sean Davis

Vice-President
Jay Cumming

Vice-President of Sales and Marketing
Kara Di Paolo

Managing Editor
Naomi Lakritz

Account Executives
Melissa Chisholm
Keli Tomlinson

Design & Layout
Sivananthan Kannan

Cover Photo:
© freepik.com

Table of Contents Photos:
p. 20: © Animaflora PicsStock / shutterstock.com
p. 24: © A_Stockphoto / shutterstock.com
p. 27: © phive / shutterstock.com
p. 30: © ALPA PROD / shutterstock.com

© 2026 The Davis Media Company Inc.
All rights reserved. The contents of this publication may not be reproduced by any means, in whole or in part, without the prior written consent of the publisher.

Disclaimer:
The opinions expressed by the authors and/or editorial sources contained in *Sheet Metal Works* are those of the respective parties and do not necessarily represent the opinion of the publisher.

Publication Mail Agreement #43361037

Return undeliverable Canadian addresses to:
63 Albert St., Suite 601
Winnipeg, MB R3B 1G4
Printed in Canada.
Please recycle where facilities exist.

CONTENTS



© IMAGEFLOW / SHUTTERSTOCK.COM

12 **Cover Story**
Smarter HVAC, Better Air
Just Don't Trust the Bots

03 Board of Directors
05 President's Message
07 Executive Director's Message
08 Committees-Events

29 **SMACNA-AB 2026 Scholarship Program**
29 **Curling**
31 2026 Membership Directory
36 **Snips**
Industry News Briefs



20
Scrap Metal Racket
Alberta Amps Up Its Fight Against Scrap Metal Theft



27
The New Hard-Hat Standards
Balancing Upfront Costs and On-Site Safety



24
Chill Out
Here's What You Need to Know About the New Refrigerants



SAIT-Enrollment
30
Is Today's Labour Fix Tomorrow's Skill Gap?
Apprentices Head Off to Work Instead of Back to School

BUILD AN AUTOMATED FUTURE AT NAIT

BUILDING AUTOMATION SYSTEMS TECHNOLOGY DIPLOMA

ARE YOU READY TO SHAPE THE NEXT GENERATION OF SMART BUILDINGS?

NAIT's Building Automation Systems Technology program blends theory and hands-on work experience to prepare you for a dynamic career at the intersection of technology and built structures.

This innovative apprenticeship-style, 2-year diploma program is delivered through the Immersive Industry Experience model, where 51% or more of the program learning will be conducted on the job. No current employer or sponsor needed.

YOU'LL LEARN:

- Building Automation System Programming
- Electrical Systems & BAS Safety Expertise
- Hands-On System Installation & Commissioning
- HVAC Systems Proficiency
- Proficiency in Direct Digital Controls
- Technical Drawing & Specification Skills
- And more!

LEARN MORE ABOUT THE PROGRAM AND HOW TO APPLY

nait.ca/bast



NAIT

BOARD OF DIRECTORS



Jay Langejans
Provincial President
Windmill Mechanical
Calgary • 403-735-0770
jay@windmillmechanical.com



Matthew Kramer
Director
CGY TLC & Building Sub-Council
Horizon Heating
Calgary • 403-274-0790
mrkramer@horizonheating.ca



Taylor Oliwa
Provincial Vice-President
Sinclair Supply
Edmonton • 780-452-3110 ext. 1066
taylor.oliwa@ssl.ca



Greg Stuart
Director
Legacy Heating & Cooling
Edmonton • 780-733-1256
greg@legacyheating.com



Jesse Flexhaug
Provincial Past President
Weiss-Johnson Sheet Metal
Edmonton • 780-395-1695
jesse@weissjohnson.com



Russell Pipke
Director
Daikin Comfort Technologies North America, Inc.
Edmonton • 780-222-1197
russell.pipke@daikincomfort.com



Dave Lewis
Treasurer
Nailor Industries
Calgary • 403-279-8619
dlewis@nailor.com



Peter Walton
Director at Large



Kyle Hodder
Director
Venmar Ventilation (Broan)
Calgary • 368-999-9765
kyle.hodder@broan.com



Bill Bonnello
Director
Modern Niagara
Calgary • 403-472-0921
bbonnello@modernniagara.com



Mike Kaiser
Director
Arpi's Industries Ltd.
Calgary • 403-236-2444
mike.kaiser@arpis.com



Wilma Agnew
Executive Director
SMACNA-AB
Calgary • 403-250-7040
wilma@smacna-ab.ca

WOLSELEY

HAVING
TOP
BRANDS
IS OUR
PRIORITY

Your **Project**
Our **Priority**
Shop online or visit your
local Wolseley Branch Today!

KeepRite Heating & Cooling Products
HEIL HEATING & COOLING PRODUCTS
Goodman Air Conditioning & Heating
ECCO Manufacturing
Nest Pro
NAVIEN
ADP Advanced Distributor Products
ALLTEMP
IPEX by allaxis
LG
LIFEBREATH Indoor Air Systems
resideo
REZNOR
Schwank Heating. Design. Comfort.
vanEE



Proud to Serve

I'M ALL IN ON SHEET METAL'S FUTURE

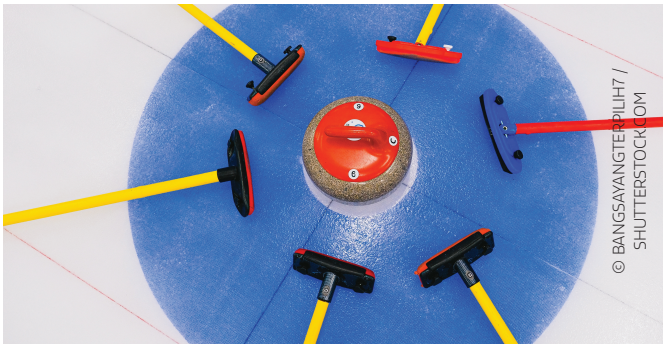


Jay Langejans
President,
SMACNA-AB

I'm a third-generation sheet metal worker. I started in the trade working for my father and uncle at Windmill Mechanical Services during holidays and school breaks when I was 16 years old. I graduated from high school in 1999 and moved to full-time, obtaining my journeyman's ticket and Red Seal in 2004. In 2009, I helped implement our company's safety department, leading to our COR certification. I moved into estimating and project management in 2010 and took over the family business with my cousin in 2020. We handle everything in the mechanical scope. I was elected to the SMACNA-AB board in 2016, and I also sit on the Alberta Trade Contractors Council (ATCC) as vice-chair. I strongly believe we need to get more people into our trade and let young people know that this is a rewarding career. I also took over running the SMACNA-AB curling league in 2020 and still make sure the brooms hit the ice to this day.

I would like to thank our past president, Jesse Flexhaug, for his tireless work supporting our organization with his calm and straightforward approach. I would also like to thank my fellow board members, new and old. Their time and efforts do not go unnoticed. Thanks to them our events and presence in the construction industry are well known. And I want to thank and recognize Wilma Agnew, who has been our executive director for 26 years. Without her, we'd be lost. Thank you all.

This past year, we had to say goodbye to board member Cory Huppie, whose work demands overtook his ability to volunteer for the board. Cory was our representative on the Gas Sub-



© BANGSAYANGTERPILIH7 / SHUTTERSTOCK.COM

Council for almost two years. We are now seeking someone who will take over the GSC role.

Also last year, we held many great events. We even had two golf tournaments in Calgary for the first time, as well as our first Fun Money Casino, raising money for our scholarship fund. These scholarships play an important part in helping our industry's apprentices get through the current difficult economic times. Recognizing apprentices for their hard work and achievements shows the organization's commitment to expanding our trade. We also had our annual old-timers event in Calgary, recognizing the people who helped build and shape our trade in this province. Looking to our future and remembering where we came from is very important to me.

2026 will be an interesting year for construction in Alberta, with tariffs fluctuating randomly and the business coming into our province. We will be pushed to our limits. Changes to global peace will provide additional challenges, but Albertans have always stepped up to the plate, and I don't see that changing. I wish all of you the best of luck in 2026 and look forward to the challenges and wins we will face. ▪



QUALITY, RELIABILITY & SAFETY

Flange to Flange ZV-Clamp™ outer connection

Factory installed Double Fail-Safe™ self-sealing FKM gasket connection

Precision factory formed pipe and fittings, with fusion welded seams



#1 RATED VENTING PRODUCTS

T 1.800.654.5600 | F 1.888.889.3539 | sales@z-flex.com | www.z-flex.com

Z-FLEX®
CHIMNEY & VENTING SOLUTIONS

SHEET METAL WORKERS 8 LOCAL UNION 8 ALBERTA

In 1905, the year Alberta became a province, a group of tradespeople banded together and joined with the Sheet Metal Workers' International Association to obtain better wages, benefits, safety regulations, and job site conditions. Since then, we have been proudly representing Sheet Metal Workers, Sheeter Deckers and Cladders, Welders and Production Workers.

For over a century the Union has worked with its Contractors to provide the best wages, training, working conditions, as well as providing a pension and benefits to ensure a better quality of life for our Members and their families.



For information on becoming a member or signatory contractor.
Please call or visit our Edmonton or Calgary office.

local8.ca

17308 - 106 Avenue NW
Edmonton, Alberta
T5S 1H9
780-426-3375

#125, 5723 10 Street NE
Calgary, Alberta
T2E 8W7
403-250-1060

Spring Has Sprung!

THANK YOU, JESSE, AND WELCOME, JAY!



Wilma Agnew
Executive Director,
SMACNA–AB

Welcome to the 2026 spring edition of *Sheet Metal Works*. We are incredibly proud of this issue and the thoughtful, well-researched articles contributed by our writers. A sincere thank-you as well to everyone who took the time to be interviewed. Your insights help bring this publication to life.

On behalf of the Sheet Metal Contractors Association of Alberta (SMACNA-AB), I would like to begin by recognizing our past president, Jesse Flexhaug of Weiss-Johnson Sheet Metal in Edmonton. Jesse's dedication to the association over the past several years has been invaluable. He helped guide us through challenging times and supported the organization in making some very difficult decisions. On a personal note, I want to thank Jesse for his mentorship and guidance during my time as executive director. He is truly an asset to SMACNA-AB and to the sheet metal trade as a whole.

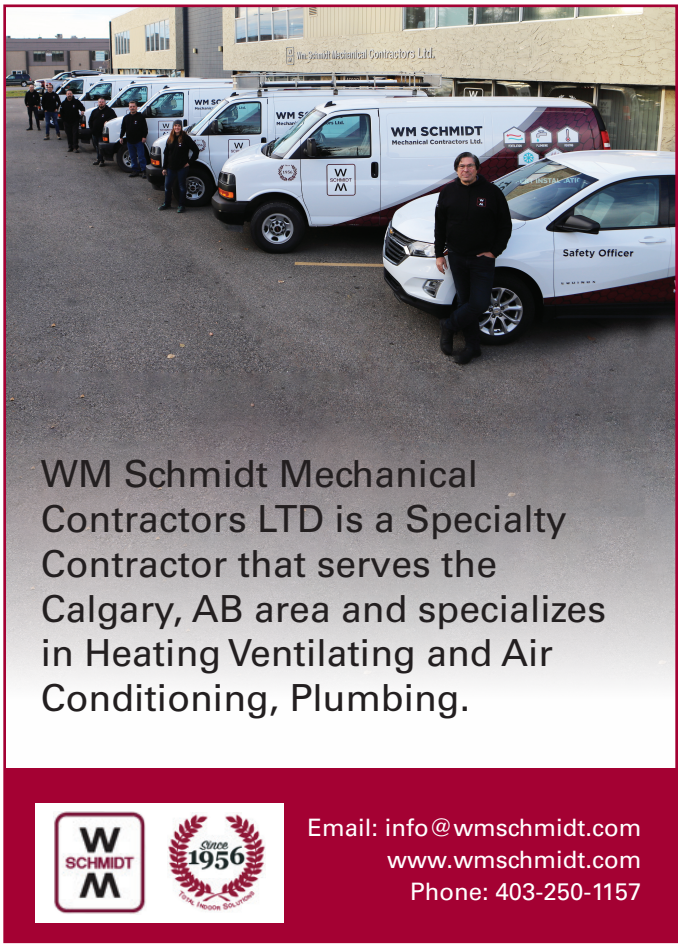
While we say a somewhat theoretical goodbye to Jesse — he remains actively involved as past president and will continue as chair of the Edmonton Technical Liaison Committee — I am pleased to welcome Jay Langejans of Windmill Mechanical in Calgary as our new provincial president for the 2026–2027 term. Jay's background is outlined in his first president's message in this publication and it is an impressive one. He is a third-generation owner of Windmill Mechanical, working alongside his cousin, Kyle Langejans. The company was founded by their grandfather, Jan "Opa" Langejans, in 1974 in his garage in Calgary's Bowness neighbourhood.

Many of our member companies share similar multi-generation stories, and it would be interesting to see just how many organizations in our association have reached that remarkable milestone.

At SMACNA-AB, we recognize that our industry continues to face significant external challenges. Concerns around U.S. tariffs affecting the construction sector remain top of mind. When our last publication was released, the impacts of those tariffs were just beginning to be felt; today, they have largely become the norm. Compounding these pressures is the ongoing war involving Iran, which has further affected the construction industry. While the impact has not been physical, it has been strongly felt in economic and operational terms through rising material and fuel costs, supply chain disruptions, project delays, contractual strain and growing uncertainty. Because construction supply chains are globally connected, these effects extend well beyond the Middle East, reaching North America and Europe as well. Is there an end in sight? We can only hope that by the time our next issue is published, we will begin to see some relief.

To close on a positive note, we are looking forward to connecting with our members at several upcoming events, including Lobsterfests, golf tournaments and our first-ever Alberta Mechanical Systems Summit at the Copper Point Resort in Invermere, B.C. This exciting new event is being hosted in partnership with the Mechanical Contractors Association of Alberta (MCA), ASHRAE North & South and the Thermal Insulation Association of Alberta (TIAA). We hope to see many of you there and to have the opportunity to connect, share ideas and introduce you to our industry partners across Alberta.

Here's to Spring 2026! ▪



COMMITTEES 2026

Sheet Metal Contractors Association of Alberta (SMACNA-AB)
No. 203, 2725 12th St. N.E., Calgary, Alberta, T2E 7J2 - P: 403-250-7040 F: 403-735-5910 E: wilma@smacna-ab.ca

COMMITTEE REPRESENTATIVES ON VARIOUS BOARDS	REPRESENTATIVE	REPRESENTATIVE 2
Safety Codes Council - Building Sub-Council (HVAC)	Matthew Kramer (S)	
Calgary Construction Association Reāpresentative	Bill Bonnello (S)	
Alberta Trade Contractors Council	Jay Langejans (S)	Wilma Agnew (ED)
Safety Codes Council - Gas Sub-Council	*Volunteer Needed*	
SMACNA National	*Volunteer Needed*	

Alberta Construction Association – SMACNA-AB Representatives	REPRESENTATIVE	REPRESENTATIVE 2
Workforce & Safety	Taylor Oliwa	Wilma Agnew (ED)
Government Advocacy Committee	*Volunteer Needed*	Wilma Agnew (ED)
Innovation & Sustainability	*Volunteer Needed*	Wilma Agnew (ED)

LIAISONS	MAIN LIAISON
City of Calgary - Direct Liaison	Matthew Kramer (S)
City of Edmonton - Direct Liaison	Jesse Flexhaug (N)

CITY OF CALGARY – TECHNICAL LIAISON COMMITTEE	COMMITTEE CHAIR	COMMITTEE MEMBER	COMMITTEE MEMBER 2
	Matthew Kramer (S)	Bob Doerksen (S) Contractor	Bill Oakes (S) Supplier
		Joe Webster (S) Contractor	Terry Tetz (S) Contractor
		Tyler Blank (S) - Supplier/Mfg	Mark Guderjan (COC, Gas)
		Ryan Scott (S) Contractor	Todd Wagstaff (COC, HVAC)
		Peter Walton (S) Contractor	Russell Pipke (N) Manufacturer
		Ray Dunn (S) Contractor	Scott Miller (COC, HVAC)
		Kristen Mason (S) Supplier	David Unger (S) Contractor

CITY OF EDMONTON – TECHNICAL LIAISON COMMITTEE	COMMITTEE CHAIR	COMMITTEE MEMBER	COMMITTEE MEMBER 2
	Jesse Flexhaug (N)	Russell Pipke- Supplier (N)	Greg Stuart (N)
		Jeff Barnett, COE, HVAC	Justin Rice (N)
		Linda Girard, COE, HVAC	David Amirault (N)

OTHER COMMITTEES	COMMITTEE CHAIR	COMMITTEE MEMBER	COMMITTEE MEMBER 2	COMMITTEE MEMBER 3	COMMITTEE MEMBER 4
A/C Permit Committee	Bob Doerksen (S)	Matthew Kramer (S)	Russell Pipke (N)		
Alberta Trade Contractors Council (ATCC)	Jay Langejans (S)	Wilma Agnew (ED)			
Curling Committee (Calgary)	Jay Langejans (S)	Wilma Agnew (ED)			
Golf - North	Jesse Flexhaug (N)	Troy Sauter (N)	Greg Stuart (N)	Wilma Agnew (ED)	
Golf - South	Brock Grolla (S)	Peter Walton (S)	Wilma Agnew (ED)		
Membership Committee	Jay Langejans (S)	All Board Members			
Nominating Committee	Matthew Kramer (S)	All Board Members			
Oldtimers - South	Brock Grolla (S)	Mike Kaiser (S)	Wilma Agnew (ED)		
Sheet Metal Works Publication	Mike Kaiser (S)	Russell Pipke (N)	Matthew Kramer (S)	Dave Lewis (S)	Peter Walton (S)
SMACNA-AB Scholarship	Jesse Flexhaug (N)	Peter Walton (S)	Russell Pipke (N)	Jay Langejans (S)	Taylor Oliwa (N)
AGM Committee	Wilma Agnew (ED) (S)	Kristen Mason (S)			

SMACNA Alberta

2026–2027 UPCOMING EVENTS

Date	Event	Location	City
Apr 22	Career Show	James Fowler High School	Calgary
Apr 29	Calgary TLC Meeting	Calgary Construction Association	Calgary
Apr 29	Calgary Sheet Metal Draft	TBA	Calgary
May 14	Lobsterfest	Red Tail Landing	Edmonton
May 30	Ponoka Golf Course	Ponoka	Edmonton
May 5	Edmonton Sheet Metal Draft	TBA	Edmonton
May 7	Skills Alberta	Edmonton Expo	Edmonton
May 8	Skills Alberta	Edmonton Expo	Edmonton
May 13	Edmonton TLC Meeting	Weiss-Johnson Sheet Metal	Edmonton
May 15	SMACNA-AB Scholarship Application Deadline	—	—
May 20	Calgary Lobsterfest	Thorncliffe Community	Calgary

Date	Event	Location	City
June 4	Alberta Mechanical Systems Summmit	Copper Point Resort	Invermere, B.C.
June 5	SMACNA-AB AGM @ Summit	Copper Point Resort	Invermere, B.C.
June 6	Alberta Mechanical Systems Summmit, Golf Tournament	Copper Point Resort	Invermere, B.C.
June 11	Edmonton Golf Tournament	The Ranch	Edmonton
June 24	Calgary Golf Tournament	The Hamptons	Calgary
Aug	Provincial Golf Tournament	TBA	Red Deer
Sep 24	Board Meeting	Moxie's	Red Deer
Nov 26	Board Meeting	Moxie's	Red Deer



MADE IN CANADA
FABRIQUE AU CANADA

GEMCO FIREPLACES
& WHOLESALE HEATING PRODUCTS

9281 50 ST
EDMONTON, AB T6B 3B6
780-465-9719
WWW.GEMCOFIREPLACES.COM



- GAS FURNACES
- AIR CONDITIONERS
- HEAT PUMPS
- AIR HANDLERS
- CONDO PACKS
- DUCTLESS AC
- DUCTLESS HEAT PUMP
- UV-C TECHNOLOGY



GEMCO FIREPLACES
& WHOLESALE HEATING PRODUCTS

9281 50 ST
EDMONTON, AB T6B 3B6
780-465-9719
WWW.GEMCOFIREPLACES.COM

MADE IN CANADA
FABRIQUE AU CANADA



Smarter HVAC, Better Air

JUST DON'T TRUST THE BOTS

By Donald Benham

The Internet of Things is rapidly transforming the HVAC industry, turning heating, cooling and ventilation systems into smart, interconnected networks. Sensors embedded in buildings now monitor temperature, humidity, air quality and equipment performance, allowing systems to adjust automatically for comfort and efficiency. As HVAC equipment becomes more intelligent and responsive, customers enjoy lower energy costs, fewer equipment failures and more control over their indoor environments.

Matthew Kramer, owner of Horizon Heating Ltd. in Calgary, says smart HVAC systems offer many advantages over conventional ones: "They collect data. The sensors collect data and report back to the user what's going on with the state of that equipment."

In a recent report, Zion Market Research, based in Pune, India, forecasts the smart HVAC control market will grow from about US$10.6 billion in 2023 to about US$26.8 billion by 2032.

Particle, a software company based in San Francisco, says smart systems deliver advantages in preventative maintenance, energy efficiency, regulatory compliance and remote system monitoring



© PANUWAT PHIMPHA / SHUTTERSTOCK.COM

and control. They can increase revenues from recurring service plans and some systems can adjust thermostats based on online weather reports.

"There are portals that a few manufacturers have that the customer doesn't see, but are accessible to the contractor," Kramer says. "We can monitor the state of the equipment. We can see how the customer is using it. We can get alerts so we know when there is something wrong, maybe even before the customer does," he says.

Using AI-type analysis, the system will send messages to the contractor. "It's an alert saying, 'Hey, this customer is having this problem. We think this part is on its way out,'" based on similar alerts across the whole product data base, Kramer says.

"We see all that and the customer has no idea that it is even being reported. The customer only sees what they can change on their phone — up or down, hot or cold and checking on their home when they're away on vacation," he says. "There's definitely more that is accessible to the contractor than is accessible to the homeowner."

When a truck does have to roll, Horizon is much better prepared to respond, Kramer says."We can dial into the system and see what's going on, even before we get there, and give the customer an idea if the parts are available."



Matthew Kramer
Owner,
Horizon Heating Ltd.

The company can also send the right technician with the right skill sets, saving headaches and money for the customer and providing faster, more reliable service. While the systems cost more and require special training, customers are likely to expect all systems to be smart in the future, he says.

As HVAC equipment becomes more intelligent and responsive, businesses and homeowners alike enjoy lower energy costs, fewer equipment failures and a new level of control over their indoor environments.

Unfortunately, while the equipment gets smarter, the same can't be said of the AI

HAWK
CUSTOM SHEET METAL LTD.

4640 62nd Street
Red Deer, Alberta T4N 6T3
Phone: (403)340-8010
hawksheetmetal.com

SERVICES AVAILABLE

CUSTOM DESIGN, FABRICATION & WELDING OF STAINLESS STEEL, ALUMINUM, MILD STEEL & OTHER SPECIALTY METALS

FABRICATION & INSTALLATION OF COMMERCIAL & INDUSTRIAL HVAC & DUST COLLECTION SYSTEMS

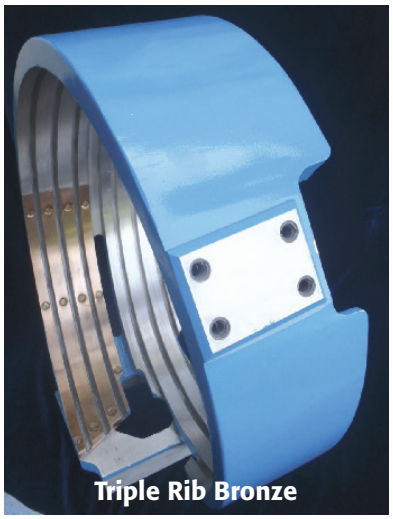
CNC FIBRE LASER CUTTING • PRECISION CNC AND ROBOTIC FORMING
2D & 3D CAD DESIGN • MOBILE WELDING REPAIRS

SMACNA Alberta MEMBER

NOW HIRING

Spiral Forming Heads

SINCE 1995 LEVI INDUSTRIAL


Triple Rib Bronze


Teflon Lined


Standard Bronze

- CNC Precision Machined Surfaces
- Bronze or Teflon Lined Heads
- Triple Rib or Standard Available
- Standard, Metric and Custom Sizes
- Over 20,000 Heads in Service Worldwide
- Trade-in Program Available

SPIRAL MACHINE PARTS AVAILABLE

Call Us Today 828.684.6640 • www.levitool.com
Proudly Made in the USA

bots that some companies use to book appointments and dispatch technicians.

Case in point: An Edmonton woman's furnace had a gas leak recently, so she called a local HVAC company.

"Hi, I'm Tiffany," said the woman who answered. Tiffany asked the customer what the problem was, her address and other details, but the customer was suddenly disconnected. When she called back, Tiffany repeated the same questions. The customer replied that she had given Tiffany that information a moment earlier, but they got disconnected. Tiffany then asked: "Are you Tiffany?" "No, you're Tiffany," said the bewildered customer, who still thought she was dealing with a human.

Tiffany then asked if the customer was Barbara from Spruce Grove. The customer said no and repeated her Edmonton address. Tiffany said, "I will send one of our technicians to your home in Denver." The customer wondered what was wrong with this person but politely told Tiffany she didn't live in Denver. That's when she realized Tiffany must be a chatbot.

Without her knowledge, the Edmonton customer's local phone call had been routed to ServiceTitan, a centralized booking operation in California that uses AI chatbots to answer customer service calls. That kind of customer experience makes Kramer skeptical about the benefits of incorporating AI into his business.

"That story just reinforced my hesitation. That's what I thought would be happening with AI, and sure enough, it is," he says, adding that calls to Horizon Heating during the day are always answered by a person.



© PROSTOCK-/ SHUTTERSTOCK.COM



Vivek Astvansh
Associate Professor, Quantitative Marketing and Analytics, McGill University

"I don't know if this is an industry secret we don't want to share, but we do get the feedback from customers that they enjoy calling us. They're so happy that a human answered the phone, versus picking a number and hoping you reach somebody," Kramer says. "Otherwise, it's voice-mail jail. They go around in loops until they find someone. If you don't answer your phone by the third ring, they're going to call somebody else."

Having AI answer a customer's call can be frustrating, if the chatbot doesn't recognize an accent or the customer doesn't know what they're looking for.

"Is AI going to know what to do? Is it going to feel and sound like us? It could be a change to the overall first-contact culture that people are used to," Kramer says.

Tiffany is obviously not very good at her job, says Vivek Astvansh, associate professor of quantitative marketing and analytics at McGill University's Desautels Faculty of Management.

"The chatbot should not make these mistakes," Astvansh says, adding that any computer program should know the number from which the customer is calling and understand the person's name and address.

"The chatbot seems to have learned the information from a different person, maybe the most recent person who called. The chatbot did not


© NEW AFRICA / SHUTTERSTOCK.COM

realize the call had dropped. The chatbot was confused," Astvansh says."It's a rudimentary mistake, which suggests this is a low-quality chatbot."

The fact that the customer was kept in the dark about the chatbot's identity is "more consequential," he adds. "When the computer answers the call, it should say, 'I'm your artificial intelligence chatbot,' so that the customer is not unintentionally misled into assuming they are speaking with a human being."



Quebec law requires such disclosure, but smart companies should adopt the practice even in provinces which don't require it, says Astvansh, author of a report called "Insights from Customers' Chats with Bots and Human Agents," which was published in the June 2025 issue of *Marketing Intelligence and Planning*.

For his research, Astvansh partnered with a U.S. retailer to receive transcripts of nearly 500,000 chats between a customer and a chatbot, a person, or both. He found that customers are comfortable speaking with a chatbot if they want precise and objective information, such as the date on which an order will arrive. But customers who want to return a product with a 30-day free return on the 31st day or disclose sensitive information or purchase a weight-loss product may not feel comfortable dealing with the chatbot.

It doesn't matter how smart AI gets; humans will always be better.

Oshawa-based consumer advocate Mohammed Halabi, founder of mybillsarehigh.com, says AI is causing lots of issues such as the ones the Edmonton customer encountered.

"We're going to be hearing a lot more complaints like this in the future," he warns. "We know that AI goes through a certain level of 'hallucination,' sometimes. As we see here, the AI is supposed to be Tiffany, but she was asking, 'Are you Tiffany?'"

When Tiffany mentioned the Spruce Grove address, the bot could have breached private information, Halabi says. "We're giving all of this central information collecting and customer interaction with this AI thing that hallucinates and glitches still. It is not perfect. It is not sentient like humans. It doesn't matter how smart AI gets; humans will always be better."

It can be hard to tell the difference, even for someone as experienced as Halabi at dealing with customer service. "Sometimes, they sound so real. These days, I will ask. So many times I've asked, the person turns out to be a human and we end up having a laugh," he says.


© SOPHIECAT / SHUTTERSTOCK.COM

Even if AI becomes so good one day that it can actually fix things and provide resolutions, "there's still got to be that human oversight. Let people know that they're talking to a chatbot," Halabi says.

Sam Jenkins, co-founder and managing partner of Punchcard Systems, which designs and deploys AI-driven systems, says the Edmonton customer's story demonstrates that "some tasks should only be handled by humans."



Sam Jenkins
Co-founder and Managing Partner,
Punchcard Systems

"There are probably some decisions that shouldn't be automated, like angry customers, or warranty disputes or pricing conflicts. Those are ones in which the human touch is really important. High-value commercial relationships often deserve to have human contact in them," Jenkins says. "People are not necessarily rejecting technology. They're rejecting poor experiences."

"Automating anything where the system is uncertain or guessing could create harm or liability for the business and should be pushed to later in the modernization cycle," he adds. "Bad AI customer service is a reputation risk, because we're talking about HVAC. It's local. It's trust-based. The relationships are so critical. One frustrating interaction like this can mean a lost job, a bad Google review, a customer never returns."

In the case with Tiffany, "there's not only fixing my gas leak. There's the potential for a long history with that customer if properly managed," says Jenkins. He advises businesses to automate the rest of their operations before allowing AI to handle customer service.

"If intake, scheduling, dispatch and customer records are all inconsistent, or spread across multiple tools, AI is just going to scale up the mess. Maybe we consolidate our tools and do a better job of making our records consistent, so it's on the road to AI," he says.

"In safety-related scenarios — carbon monoxide concerns, electrical hazards, vulnerable occupants or gas smells — that's where having a workflow or process to involve humans quickly is really valuable for the average HVAC provider."

ServiceTitan did not respond to a request for comment for this article. ▪

YORK®

NEW: Dual fuel system with gas backup heating

With a reengineered rooftop product portfolio, YORK's commitment to quality is built into each product.



Equipped with direct-drive plenum fans

SUNCHOICE

12.5 to 25 tons

YORK, exclusively distributed by The Master Group.

Proud member of the Sheet Metal Contractor Association of Alberta.

Master HVAC-R

PROUDLY CANADIAN SINCE 1952

CANADA'S BEST MANAGED COMPANIES Platinum member

Dual Fuel

Features

- Lower electrical consumption cost compared to full electric heating during peak demand and defrost cycles
- Significantly lower MOP and MCA on dual fuel systems compared to equivalent all-electric heating
- Excellent solution to reduce carbon footprint while benefiting from heat pump technology without requiring an electrical panel upgrade



EXCLUSIVE ACROSS CANADA

SUNPRO
6.5 to 10 tons

Download the New Free Contractor App

GoTemp Pro

Eligible for financial incentives

Visit masterapplied.ca to find a sales office.



Scrap Metal Racket

ALBERTA AMPS UP ITS FIGHT AGAINST SCRAP METAL THEFT

By Glenn Johnson

For Matthew Kramer, the damage caused by scrap metal theft is no longer theoretical or occasional. It is a recurring risk that affects how businesses operate, secure their equipment and absorb costs that rarely make it onto a balance sheet.

Kramer, owner of Calgary's Horizon Heating Ltd., says scrap metal theft has become a serious issue across Alberta, touching everything from telecommunications and power infrastructure to rural operations and community projects.

"The last few years have been worse than in recent memory," Kramer says. "It's always been something that happens, but it did get so bad for a while that people were afraid to leave trucks and vans outside unattended for fear of catalytic converter theft."

That fear, he noted, has eased slightly since legislative changes were introduced. "That has slowed down a little bit since they changed the act a little bit," he says. "Hopefully, that's put a dent in it."

Whether that dent is enough remains an open — and closely watched — question.

More Than Opportunism

Scrap metal theft in Alberta has become far more than an opportunistic crime of convenience. Over the past decade, it has evolved into a repeat, organized and highly adaptive criminal enterprise, one that targets critical infrastructure, rural operations, construction sites, rail lines and telecommunications networks.

The stolen copper or metal itself is only part of the story. The real financial damage lies in the cascading costs of service outages, safety hazards, environmental risks, insurance claims and emergency repairs that ripple through communities and the provincial economy.

Alberta's legislative response has increasingly focused on one central premise: if stolen metal cannot be easily resold through legitimate channels, theft becomes less profitable and less attractive. That logic drove major changes in 2020 and again in September 2025, when the province moved to close a key loophole

by expanding reporting requirements to include business-to-business scrap metal transactions. Whether those measures are now beginning to slow the crime remains uncertain.

A Problem Spanning the Province

Public reporting, police warnings and industry disclosures consistently show scrap metal theft is not confined to major urban centres. Incidents occur across Alberta, affecting farms, industrial parks, energy and telecommunications infrastructure, municipal assets and small community operations.

United Conservative Party MLA Jacqueline Lovely, who represents the Camrose riding, has described the issue as persistent and widespread.

"This type of story has become all too common, not only in my constituency but across Alberta," Lovely said in a member's statement. "Thieves will steal copper and other precious metals wherever they can be found, quickly reselling them to unscrupulous buyers who won't question where they came from."

Kramer sees the same pattern from an industry perspective. Not all metals are equally attractive to thieves, he says, and the most vulnerable materials are those tied directly to modern infrastructure.

"Not so much the sheet metal businesses," Kramer explains. "Brand-new products stolen off a job site are not worth that much. But copper products, refrigerant lines, wiring, big-calibre wiring for electric-vehicle charging stations, things like that."

Rural sites, he adds, are particularly vulnerable. "In the news, we hear about rural sites being hit," he says, pointing to the difficulty of securing remote locations and the time it can take before thefts are discovered.

Measuring the Damage

Quantifying scrap metal theft is difficult. Alberta does not publish comprehensive province-wide statistics that capture every incident, material type or downstream impact. What is clear, however, is that the cost of theft far exceeds the value of the stolen metal itself.



Matthew Kramer
Owner,
Horizon Heating Ltd.

By RCMP estimates cited in provincial reporting, annual losses from copper theft alone exceed $10 million in Alberta once property damage and associated impacts are included. Individual cases illustrate how quickly those numbers accumulate.

Telecommunications provider Telus disclosed that it experienced a 58-per-cent increase in copper theft incidents in Alberta in 2024 compared with the previous year. While copper has obvious resale value, telecom and utility providers consistently emphasize that repair, restoration and service-disruption costs dwarf the scrap payout received by thieves.

Kramer agrees. From his own experience, the theft itself is often the least costly part of the incident.

"When we've been targeted, even if they're just trying to break into a recycling bin, there's damage to property and vehicles," he says. "The property damage is the big item. That's worth more than the value of what gets stolen and it's a bigger headache than the material loss."

Asked about the RCMP estimate of the cost of copper theft at more than $10 million annually, Kramer says, "I'd say it would be higher than that. There are overall costs associated with the thefts and the damage — more than just the material itself."

In some cases, he adds, the full scope of losses may never be captured in official statistics. "Sometimes the cops may not even come out, because it's not considered that serious a crime," Kramer says. "But, there is a cost to it. It's a pain in the butt."

That gap between reported crime and lived experience complicates policy evaluation. If incidents go underreported or are treated as low-priority calls, measuring the true scale — and the effectiveness of reforms — becomes more difficult.

The Battle River Railway

The impact of scrap metal theft is particularly acute in smaller communities, where a single incident can jeopardize years of investment.

In Forestburg, roughly 150 kilometres northeast of Red Deer, thieves stripped copper wiring and conduit from a power generator serving rail cars operated by the Friends of the Battle River Rail Society.

"Without this power, we are unable to provide heat, light and sound in these cars," the organization said in a public notice following the theft.

The damage rendered the generator inoperable after wiring was removed and the starter stolen. Local estimates placed the cost at approximately $30,000 — a significant burden for a non-profit organization that operates a limited number of tourist excursions each year.

The affected rail line is operated by the Battle River Railway, a farmer-supported co-operative created after CN threatened to

Federated Insurance | Proud partner of SMACNA Alberta



When the unexpected strikes, trust **Federated Insurance** to get you back to business – fast. We're here to support your business's recovery with as little disruption as possible.

Scan to learn more

Federated Insurance Company of Canada is the insurer of Federated Insurance policies. **Federated** and **Federated Insurance** are registered trademarks of Federated Mutual Insurance Company. Used under license. Services are not an insurance policy. Not all policies are eligible, contact us for details. [4092-002 | 02.2025]



abandon the 84-kilometre stretch between Alliance and Camrose.

Freight operations began in 2010 while the tourism side of the business launched in 2014 following the acquisition of a restored 1952 Pullman passenger car. For Forestburg and similar communities, scrap metal theft is not an abstract policy concern. It directly threatens economic diversification, tourism and the preservation of local infrastructure.

Tightening the Resale Channel

Alberta's modern approach to scrap metal theft took shape in 2020 with the introduction of the *Protecting Alberta Industry from Theft Act*. The legislation strengthened the *Scrap Metal Dealers and Recyclers Identification Act* by tightening identification and record-keeping requirements for scrap metal buyers. The objective was to reduce anonymity and make it more difficult for stolen metal to be converted into cash.

Despite those measures, thefts continued and in some sectors increased. Law-enforcement briefings and industry feedback pointed to a critical weakness: business-to-business scrap transactions were not subject to the same identification requirements as sales by individuals. That exemption created an avenue for illicit material to enter the legitimate market with reduced scrutiny.

The province responded with further amendments through the *Public Safety and Emergency Services Statutes Amendment Act, 2025*.

What Changed Last Year

As of Sept. 1, 2025, scrap metal dealers and recyclers in Alberta must report all scrap metal transactions — whether involving individuals or businesses — through a centralized database accessible to law enforcement. Reporting requirements include transaction details, seller identification, vehicle information, material descriptions and traceable payment methods, with cash prohibited. Additional documentation is required for high-risk items such as catalytic converters.

The government has described the amendments as both a constitutional refinement, responding to court concerns raised under earlier versions of the law and a practical effort to close a loophole that criminals had exploited.

From Kramer's vantage point, the intent is clear, even if the results are still emerging. "I don't know if I can comment on its overall effectiveness," he says. "Maybe anecdotally we have noticed a drop. Obviously, something needed to be done and they created this legislation for a reason."

Even if they're just trying to break into a recycling bin, there's damage to property and vehicles.

Visibility Before Reduction

Have the expanded reporting requirements reduced scrap metal theft since they came into force?

At this stage, the answer remains cautious. Province-wide statistics isolating the post-September 2025 period have not yet been released and police messaging late in 2025 continued to describe copper theft as a serious and ongoing problem rather than one already in retreat.

What has changed is visibility. By extending reporting to business-to-business transactions, Alberta has narrowed opportunities for stolen metal to be blended into legitimate supply chains without documentation.

The centralized database strengthens investigative trails, enabling law enforcement to link seller identities, vehicles, materials and payment methods more effectively. Whether improved traceability translates into fewer thefts will depend on enforcement capacity, recycler compliance and the ability of authorities to respond as criminal networks adapt by shifting tactics, fragmenting loads or moving material out of province.

An Unresolved Test

For MLAs, the legislative changes are framed as a response to mounting public frustration and economic harm. Opposition critics, meanwhile, continue to question whether expanded reporting requirements alone can keep pace with organized criminal activity and whether the regime will withstand further legal scrutiny.

Alberta's strategy rests on a simple but demanding premise: crime becomes less attractive when it is harder to monetize. The 2025 amendments represent the province's most comprehensive attempt yet to apply that principle across the entire scrap supply chain.

Whether those changes will produce sustained reductions in theft, or merely force criminals to adapt once again, remains unresolved. What is clear is that the economic, safety and community costs of scrap metal theft continue to mount, particularly in smaller communities and infrastructure-dependent industries.

As post-September 2025 data emerge and industry feedback accumulates, Alberta's latest legislative bet will face its real test. ▪



© J2R / SHUTTERSTOCK.COM

Chill Out

HERE'S WHAT YOU NEED TO KNOW ABOUT THE NEW REFRIGERANTS

By Linda Slobodian

Effective January 1, 2026, all newly installed HVAC and commercial refrigeration systems must use less flammable A2L refrigerants based on their lower global warming potential (GWP). The more stringent refrigerant regulations are part of Canada's ongoing effort to lower hydrofluorocarbon (HFC) emissions.

"Everything that's going to be quoted and everything that most people are looking at is all on the new refrigerants," says Teseo Berardi, residential services manager with Edmonton's Weiss-Johnson Heating, Air Conditioning & Plumbing Services. "Everyone can anticipate that they will be buying a product with R-32 or R-454B."

The use of R-410A, which began to replace R-22 in air conditioning and heat pump systems produced after 2009, will be banned in new HVAC equipment and replaced with the more environmentally friendly R-454B and R-32 refrigerants.

This change complies with regulations mandating the use of refrigerants that have a GWP of under 750 for HVAC systems, or other designated low-GWP thresholds for commercial refrigeration. The R-410A has a GWP of almost 2088 compared with the R-32's 675 GWP and the R-454B's GWP of 466.

"Every refrigerant has an index per se, and they come in as high or low. The kicker is the old school refrigerant, the R-22 old residential and light commercial, the R-134A all your vehicles, and the R-410A which was commonly used up until about a year ago, were all 1,500 to over 2,000," Berardi says.

"Now we start talking about lower GWPs, we're into what we use for most light commercial and residential products which would be the R-454B and R-32. So as far as a greenhouse gas, we're only seeing 25 per cent of the impact comparably, depending on the refrigerant."

Businesses and consumers will face an uptick in prices as is the "norm any time you see any product come out," he adds. "You will see a cost increase. It depends on the product. I wouldn't even postulate the number. That's going

to be very nebulous. It changes from manufacturer to manufacturer. So far, exact costs have really been all over the map based on the product. Some entry level air-conditioning may have seen a higher spike than some mid-range heat pumps."

However, Berardi, who has worked in the industry for more than 25 years, anticipates a price drop in R-454B "after 24 to 30 months" as occurred with R-410A after it came out.

"Hopefully sooner, but that's probably where we're going to see that it stabilizes as the dominant refrigerant. Then we'll see the competition in the marketplace by the number of chemical companies that all of a sudden will be able to buy not just the two or three that are leading the pack now. You'll see a number of other players that will bring out an equivalent product that will still be R-454B compliant."

Homeowners won't immediately be required to replace well-maintained existing systems. But they'll face an increase in maintenance and repair fees due to decreased R-410A production and availability driving prices its prices up.

"All the 410A product at this point, I can't get my hands on anything," says Berardi.

The feasibility of retrofitting a system to utilize a new refrigerant depends on its age and condition. High costs associated with replacing parts like compressors and expansion valves suggest that investing in a new unit, which is likely to be more efficient, could be more practical and cost-effective.

Berardi describes air conditioners as necessary, but "somewhat luxury items."

"We live in an environment that seems to be hotter and more uncomfortable year to year. Get the new systems, enjoy the air-conditioning, enjoy a comfortable home or office space. You're not going to have any real options."



Canada will inevitably need to conform to the regulations on HFC products that will be phased out as import and production quotas are enforced. Canada's goal is to lower HFC usage by 85 per cent by 2036, in accordance with the 2016 international Kigali Amendment to the Montreal Protocol, which aims to eliminate the production and consumption of HFC greenhouse gases. The government asserts that these evolving refrigerant regulations will lead to a reduction of 79 million tonnes of carbon dioxide emissions by 2030.

Converting to new refrigerants isn't optional for another reason. "In Canada, we're not going to have a choice. We'll be adopting this technology because we do not do the manufacturing in-country. We do not have a large enough population base to validate that level of manufacturing," says Berardi. "Which means that we will be sticking with what is currently occurring in the United States."

Most finished products are purchased from the U.S., where the Environmental Protection Agency's (EPA) gradual phase-down of ozone-depleting substances started in the 1990s. The EPA has prohibited HFC refrigerants like R-410A in residential new construction starting January 1, 2026, and in commercial new construction starting January 1, 2028.

December 2020 saw the enactment of the *American Innovation and Manufacturing Act* (AIM) that authorized the EPA to phase down the production and consumption of HFCs and oversee the transition to next-generation technologies. This drove

the HVAC industry to pursue new A2L refrigerant choices.

"Production factories south of the border have flipped over to D2L refrigerant. D2L pretty much sums up what is being used for this next shift forward," says Berardi. "The American base has pushed forward for a better GWP on the refrigerants' global warming potential."

"The fun part here is as we go forward, we get to the refrigerants that literally have lower and lower GWPs. The downside is the farther we go along that scale, the less toxic but more flammable they become. So, the two that I

discussed that you'll see the highest usage of, until you get into industrial production level, have gone from non-toxic, non-flammable to non-toxic, slightly flammable."

Handling and safety procedures required for the A2L refrigerants will also contribute to higher installation costs. "It does oxidize. It's not a rapid oxidizer. We're not talking about propane. We're not talking about gasoline. The burn rate is not the same as what we would consider highly flammable," Berardi says.



Joe Webster
HVAC Manager,
WM. Schmidt Mechanical Contractors Ltd.

We will be sticking with what is currently occurring in the United States.

"It is flammable enough that part of the cost increases that you're seeing (includes) all the equipment, (which) besides having to be retooled for a new refrigerant, has to have safeties installed. If it's a rooftop unit going on an office building, or an air-conditioning unit going into someone's home, it's now slightly flammable, so they're building safeties into the equipment to deal with mitigating that factor."

If properly installed, A2Ls are safe. However, Joe Webster, HVAC manager with WM. Schmidt Mechanical Contractors Ltd. in Calgary, cautions that not handling refrigerants correctly is definitely unsafe.

"The refrigerant has a potentially flammable nature to it," says Webster. "We have to be careful that the refrigerant isn't a potentially explosive type of gas to start fires. The R-32 and the R-454B both have a flammable nature, so they can catch fire. Apparently, it's low risk but there's still some risk."

Webster says his "biggest problem" will be the number of bottles he must carry in a vehicle to manage all of the refrigerants.

"I'm now going to have to carry four different refrigerants in our vans as opposed to three because we still occasionally see R-22. Most of the R-22 units are shot and need to be replaced, but we still need to have a recovery tank for each different refrigerant," he says.

"Then we've got the R-410A. Now we're going to have the addition of the R-32 and the R-454B. This complicates things because I'm only allowed technically to take three bottles with me in any regular-size van. When you have your oxyacetylene and your recovery tanks, it's going to make it difficult for me to carry these refrigerants around all the time."

Contractors will have to understand what refrigerants are needed before they head out to a call, Webster adds. He hopes the manufacturers make no more changes to refrigerants.

"I wish that manufacturers would have all used just one refrigerant type, not two. It's a frustrating process to get everything changed over to the new refrigerants because you still have the old equipment with the R-410A available. Then, when they start bringing in the new refrigerant, whether its R-454B or R-32, that transition's frustrating."

However, as environmental standards continuously toughen and technology advances, the development of new refrigerants is ongoing. The industry also must familiarize itself with new regulations for handling, recovery and disposal of the R-410A refrigerant aimed at minimizing the environmental impact.

Webster advises consumers to "just be careful that they're matching up the proper equipment with the proper refrigerants." ▪

SAVE THE DATE!

CIPH
Canadian Institute of Plumbing & Heating

CANADIAN HYDRONICS CONFERENCE

September 24-25, 2026
Vancouver, British Columbia

WHERE CONNECTIONS HAPPEN!
This 2-day trade show and conference is the opportunity for **you** to **CONNECT** with industry experts and peers in a **hydronics exclusive space**.

For more info:





The New Hard-Hat Standards

BALANCING UPFRONT COSTS AND ON-SITE SAFETY

By Tyler Nyquvest

Safety requirements are ever-evolving in workplace settings. New technology arises and new hazards emerge. Construction companies walk a tightrope of managing safety concerns and maintaining affordable and accessible safety gear.

In 2026, a new mandate around personal protection equipment (PPE) on Canadian jobsites has many in the industry concerned. A new hard-hat helmet design along with safety gloves are now standard among most construction companies in the country, and this PPE equipment comes with a hefty price tag.

For years, companies were free to let employers choose either a Type I or Type II hard hat. Since the Type I hat is cheaper and less intrusive, companies almost always opted for the more affordable option. Now, that freedom is being revoked as industry giants conform to higher safety standards.

According to the Canadian Centre for Occupational Health and Safety, headwear safety falls under the jurisdiction of the CSA Standard Z94.1-15, the Canadian national standard governing safety helmets. Established in 2015, the regulation states industrial headwear is required when there is a foreseeable danger to a worker's head on a worksite.

In 2024, a dozen of Canada's largest construction companies formed the Canadian Construction Safety Council (CCSC), and mandated that all its workers must wear Type II helmets starting in 2026. In a press release from the CCSC, members cited a U.S. Occupational Safety and Health Administration (OSHA) report as inspiration for the changes.

The report stated that in a six-year period from 2015 to 2021, 68 per cent of all work-related traumatic brain injuries (TBIs) in the construction industry were caused by falls, the type of incident that tends to separate workers from their head protection. Canada actually lags in safety standards worldwide and heightened PPE requirements have been common internationally for nearly a decade.

As an industry that employs vast numbers of young workers without any prior labour skills, the construction sector has always wrestled with how best to protect its employees. As construction efforts ramp up in the



country and Canada doubles down on an invest-in-itself policy, these changes are not unexpected or unwelcome. However, for a sector with high turnover, it presents unique challenges to Canadian employers.

"There are kids, or adult men or women, that are coming in to try a trade for the first time. We don't know them, they don't know us, and we get a high churn in that first three months on the job," says Tim Seville, an independent contractor in Calgary. "With these new regulations, new workers need to pay into their PPE gear and the helmet alone costs just over $100."

"These people may or may not stay with the trade but right there they are walking off with an expensive piece of equipment they might never use again," says Seville. "Additionally, from a sanitary perspective, we can't take hard hats back and these new hats have chin straps that can get dusty, they collect sweat; the owner would need to care for it."

The main difference in the Type II hats is the strap that must be buckled beneath the chin. The design also wraps more thoroughly around the head, offering more full skull protection but also sitting closer to the skin and being intrusive than its predecessor. For the employer, stocking these new PPE products is also a problem.

"We buy them in bulk, and with each hard hat being a hundred bucks, that can really add up for us," adds Seville. "I am fully aware we need to protect our workers at all costs and I fully support safety standards, but there is a conversation that needs to be had about these costs, particularly in an inflated world."

Nevertheless, Seville strongly supports safety standards and understands and acknowledges the old hats certainly have faults.

"The wind can blow it right off; if you trip, it comes off; if you bend over," says Seville. "There is no question that having a hat that properly secures to your head will benefit and save more people. You just have to remember the older generation is used to things being a certain way, and introducing changes gets met with pushback."

Alison Smith, project manager for Bird Construction Inc., echoes similar sentiments on proper fall protection.

"The chin strap is a big one. If you fall off a scissor lift or a ladder, the hat doesn't come off as you hit your head. That is a major correction we are happy to see," says Smith. "But then again, it is important to note that this new helmet is now more intimate to your face. It touches your skin, you sweat in it, it has become a personal item."

Yet Smith notes this has created something of an opportunity for helmet providers. "There's more coverage over your ears and a tonne of accessories with this type of hat so you can buy the hat and it connects to faces shields, glasses attachments, ear protection attachments," she says. "It is nice because it puts the user in place to make additional safety choices based on their preferences, to almost stylize it the way they want with increased safety precautions."

"Once you have the hat, you can have close to 10 different accessories you can pair with it," adds Smith. "Once you own the hat, like a car, you can take pride in it and add things that make it customized and unique."

However, the design of the new hard hats makes it more difficult to label and promote visual branding. For companies like Bird, which pays for and provides all PPE to its employees, it is only natural that some might invest extra attention into how to get the company's name on these items.

"I have heard stories of companies spending a generous amount to redesign their branding and logo perimeters so that it can fit on the new hat," says Smith. "Bird itself paid extra attention to how we could get our brand onto the equipment, so it does present new challenges in that arena."

Although the changes have caused a ripple in the industry, Smith is confident that with enough time and understanding, the tide will shift and the old hat will soon be seen as archaic.

"Here's the bottom line: some workers are against them and it has caused some friction but we know they are safer and better for everyone involved so there really is no question or debate," says Smith. "There will be an adjustment period but it is happening."

"This same thing happened when hand protection was introduced on job sites; there was harping and fussing," she says. "But when it becomes the industry standard, and employees see companies caring for and protecting them, the general consensus will reconfigure and people will accept and adapt." ▪

SMACNA-AB 2026 SCHOLARSHIP PROGRAM

The 2026 SMACNA-AB Scholarship Program Is Now Open!

Applications are officially open until **May 15, 2026**, and this is your chance to invest in the future of our trade. The SMACNA-AB Scholarship Program is available exclusively to **SMACNA-AB member companies across Alberta and their apprentices** — supporting the next generation of skilled professionals.

Since launching the program in 2013, SMACNA-AB members have proudly raised **nearly $93,000**, awarding **$67,000 in funding through 102 scholarships** since 2014. What started as just **four $500 scholarships** has grown into **eight $1,000 scholarships each year** — a milestone achievement we're incredibly proud of!

How to apply

Scholarship applications have already been sent to all member companies and are also available on our website at www.smacna-ab.ca. **Application deadline: May 15, 2026**

Scholarships will be awarded at our 2026 golf tournaments:

- **Edmonton** – June 11 at The Ranch
- **Calgary** – June 20 at Hamptons Golf Course

Celebrating Our 2025 Scholarship Recipients

Last year, we were thrilled to award **eight scholarships** to outstanding apprentices from Calgary, Red Deer and Edmonton. Congratulations to these well-deserving recipients:



Bailey Whitehead and Paul Carlson- Hawk Sheet Metal



Bradley van Ree - Advantage Heating



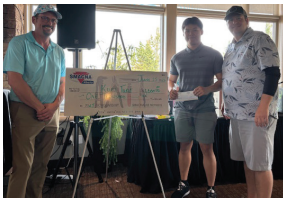
Cass Kennedy - Legacy



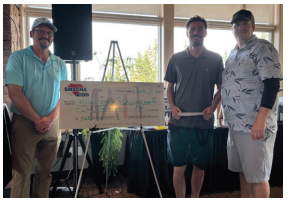
Jericho McCready - Legacy Heating



Cole Schindler - Luced



Kurt Tuble - Alggin



Willow Geddes-Prentice - Murrays Sheet Metal

Recipient	SMACNA-AB Member
Bailey Whitehead	Hawk Sheet Metal, Red Deer
Bradley Van Ree	Advantage Heating, Calgary
Cass Kennedy	Legacy Heating, Calgary
Cole Schindler	Luced Services, Edmonton
Jericho McCready	Legacy Heating, Edmonton
Kurt Tuble	Alggin, Calgary
Paul Carlson	Hawk Sheet Metal, Red Deer
Willow Geddes Prentice	Murray's Sheet Metal, Calgary

To all applicants, past and future — your dedication to the trade inspires us. We look forward to celebrating another exceptional group of apprentices in 2026! ▪

Curling

We had a wonderful 2025-26 season. Brooms hit the ice in October 2025, with 11 teams. We had a fun season as new curlers joined our ranks and fit right in. After the round robin, the teams were split into A and B and the finals took place. In the end, Triple T took the top honours and secured the trophy for the A division. Windmill beat everyone in the B with a perfect record, holding the trophy





up high at the end. We're looking forward to next year and are actively looking for team no. 12. If you're interested in curling next year, or better yet have a team you can bring in, please email jay@windmill-mechanical.com. ▪

Is Today's Labour Fix Tomorrow's Skill Gap?

APPRENTICES HEAD OFF TO WORK INSTEAD OF BACK TO SCHOOL

By Linda Slobodian

A worker shortage is partly responsible for only 60 per cent of 28 second-year sheet metal trades apprenticeship seats filled at Southern Alberta Institute of Technology's (SAIT) for the intake from Nov. 10, 2025 to Jan. 30, 2026. Instead of returning to school to finish their apprenticeships, students are going to work.

"That's a little bit unnerving that there were 10 seats available in that first intake," says Wilma Agnew, executive director of the Sheet Metal Contractors Association of Alberta (SMACNA-AB). "Some employers hold them back because they're so busy with jobs. It's important that employers ensure they send their apprentices back to school to finish their apprenticeship. It's the law, for one thing, that they have to send them to school."

This compares to one vacancy in all four intakes from Aug. 25, 2025, to Oct. 31, 2025. SAIT offers four 10-week intakes annually for first-year to fourth-year apprentices.

"This total varies from year to year and may even fluctuate from one intake to another," says Trina Franciotti, administrator of SAIT's Trades Program Support.

Taylor Oliwa sees the worker shortage impact in his capacity as operations manager at Edmonton-based Sinclair Supply Ltd.

"I work for a distributor, so I see a smattering of lots of contractors whether they be sheet metal contractors or plumbers, or refrigeration, or other HVAC aspects. We're having more companies ask to post openings on our boards up in our branches," says Oliwa.

"The need for workers has been the leading indicator as their accounts start to fall in revenues. I don't know if that's a consolidation to bigger outfits that are able to recruit and have some workforce right now. The shortage is definitely hurting small and mid-sized businesses. The bigger accounts are sustaining or growing, but we're seeing a lot of our (mid-sized) to small accounts shrinking or vanishing."



Taylor Oliwa
Operations Manager,
Sinclair Supply Ltd.

The apprentice shortage has improved, says Matthew Kramer, owner of Calgary's Horizon Heating, Ltd.

"The challenge is because the industry has been lacking training people for so long, we almost don't have people in place to train apprentices. While having an influx of apprentices is great, sometimes we can't place them because we're limited to the number of apprentices we're allowed to bring on as a ratio of journeymen to apprentice," says Kramer. "It's going to get worse before it gets better because people are retiring."

The industry and its advancements must be promoted, he says. "The young guys and gals coming in to train now see it as something different than it was 20 years ago because it is different. There's technology, there's apps, there's tools, there's things that make it different than just the sheet metal work it used to be. There's a whole range of service-install things that happen with technology. People are interested in these things. They don't want a job that's potentially boring or not glamorous."

Oliwa said "stigmatized" blue-collar jobs as "fall-back options" proved problematic. "There was a hierarchy to blue and white collar. It hurt the blue-collar industries, especially the construction ones that are a little bit more seasonal in their business."

Immigrant workers are helpful but no solution. "When I hear people say 'they've got a good work ethic' it just means they're willing to do the job in front of them. Our youth are being conditioned to do higher level work that isn't necessarily with your hands. There's a demeaning of doing work with your hands," he says.

Rebranding the "integrity of what construction can deliver" must start early in schools to correct the message that "without a university degree, you're not making it," Oliwa says.

The difference between earning a degree and a certificate is that trades workers aren't saddled with debt and facing grim job prospects.

"There'll always be work for people who come into the construction industry," says Agnew. "There's so much potential in this industry, especially if you have the drive to do it. There are individuals who've been in our industry for 50-plus years and they're multi-millionaires." ▪

SMACNA–AB 2026 MEMBERSHIP DIRECTORY

ABC Heating & Cooling
Marlon Hellwig
Owner
Unit 1, 3020 16th Ave. N.
Lethbridge, AB T1H 5E9
Phone: 403-327-2999
info@lethbridgeheating.com
www.lethbridgeheating.com

Ability Air Balance Ltd.
Glenn Guterson
Owner
6312 17th Ave.
Edmonton, AB T6L 1N4
Phone: 780-619-7702
glenn@abilityairbalance.com
www.abilityairbalance.com

Action Furnace
Gaius Halverson
925 26th St. S.E.
Calgary, AB T2A 6K8
Phone: 403-288-4004
gaius@actionfurnace.ca
www.actionfurnace.ca

Action Furnace
Ryan Tutak
General Manager
8441 Coronet Rd.
Edmonton, AB T6E 4N7
Phone: 780-970-2777
ryan@actionfurnace.ca
www.actionfurnace.ca

Advantage Heating & Air Conditioning Inc.
Lacey Lefebvre
President
14, 240040 Frontier Pl. S.E.
Rocky View, AB T1X 0N2
Phone: 403-730-4544
info@advantageheating.com
www.advantageheating.com

Air & Hydronics Tab Services Inc.
Wes Sudol
Director
6071 180th Ave. N.W.
Edmonton, AB T5Y 3X1
Phone: 780-652-1062
wes@airbalance.work
www.airbalance.ca

Air Chek Industries Inc.
Scott Stone
VP
No. 15, 1430 40th Ave. N.E.
Calgary, AB T2E 6L1
Phone: 403-250-5050
scott@airchek.net
www.airchek.net

Air Tight Sheet Metal Inc.
Trevor Weal
Owner
208 Strathaven Bay
Strathmore, AB T1P 1N4
Phone: 403-650-3664
airtightsheetmetal@hotmail.com
www.airtightsheetmetal.ca

Air Towne Inc.
Adam Read
Director
45 Legacy Common S.E.
Calgary, AB T2X 0X9
Phone: 403-826-5448
admin@airtowne.ca
www.airtowne.ca

Airtek Alberta Ltd.
Rob Smith
Regional Manager
No. 9, 3140 14th Ave. N.E.
Calgary, AB T2A 6J4
Phone: 587-358-1304
rob@airtekalberta.com
www.airtekalberta.com

Airtherm Sales (1998) Ltd.
Alan Byrne
President
12, 1916B 30th Ave. N.E.
Calgary, AB T2E 7B2
Phone: 403-571-0060
estimating@airtherm.ca
www.airtherm.ca

Alggin – Calgary
Gary Bianchini
President
4540 46th Ave. S.E.
Calgary, AB T2B 3N7
Phone: 403-252-0132
gary.bianchini@alggin.com
www.alggin.com

Alggin – Edmonton
Troy Sauter
Branch Manager
12110 154th St.
Edmonton, AB T5V 1J2
Phone: 780-424-0132
edmsales@alggin.com
www.alggin.com

Alggin - Lethbridge
Devon Scriven-Williams
Customer Sales/Estimator
1126 36th St. N.
Lethbridge, AB T1H 6X3
Phone: 403-320-8732
dscriven@alggin.com
www.alggin.com

Alpine Heating Ltd.
Lee Strause
General Manager
10333 174th St. N.W.
Edmonton, AB T5S 1H1
Phone: 780-469-0491
lee@alpineheating.com

Aqua Air Systems Ltd.
George Niksic
Business Development
No.12, 12204 40th St. S.E.
Calgary, AB T2Z 4K6
Phone: 403-279-7958
george@aquaair.ab.ca
www.aquaair.ab.ca

Aqua Air Systems Ltd.
Chris Nollski
HVAC Manager
5603 94A St.
Edmonton, AB T6E 4Z1
Phone: 780-490-4155
chris@aquaair.ab.ca
www.aquaair.ab.ca

Arpi's Industries Ltd.
Mike Kaiser
6815 40th St. S.E.
Calgary, AB T2C 2W7
Phone: 403-236-2444
mike.kaiser@arpis.com
www.arpis.com

Arpi's North Inc.
Don Grundy
President
14445 123rd Ave.
Edmonton, AB T5L 2Y1
Phone: 780-452-2096
don.grundy@arpisnorth.com
www.arpisnorth.com

ASM Industries
Dave Nielsen
Vice-President
Bay 1, 2624 54th Ave. S.E.
Calgary, AB T2C 1R5
Phone: 403-279-1983
daveniel@asmindustries.com
www.asmindustries.com

Black & McDonald
Craig Adamson
Manager
1071 26th St. N.E.
Calgary, AB T2A 6K8
Phone: 403-235-0335
cadamson@blackandmcdonald.com
www.blackandmcdonald.com

Botting & Associates Alberta Ltd.
Tyler Bungay
3445 114th Ave. S.E., Ste. 107
Calgary, AB T2Z 0K6
Phone: 403-256-6544
tyler.bungay@botting.ab.ca
www.botting.ca

Cal Alta Plumbing & Heating
Raymond Dunn
President
230 Initiative Ave. S.E.
Calgary, AB T2S 0B7
Phone: 825-509-3056
info@calaltaplumbingandheating.com
www.calaltaplumbingandheating.com

The Fastener Group
Brett Driver
VP Sales
1288 42nd Ave. S.E.
Calgary, AB T2G 5P1
Phone: 403-771-9881
bdriver@thefastenergroup.com
www.thefastenergroup.com

Carrier Enterprise
Jeff Wright
Assistant Manager
5840 76th Ave. S.E.
Calgary, AB T2C 5N5
Phone: 587-892-5978
jeffrey.wright@carrierenterprise.com
www.carrier.com

Cartel Mechanical Ltd.
Gene Whitford
President
12148 129th St.
Edmonton, AB T5L 1H2
Phone: 780-446-8002
cartel@telus.net

Cascade HVAC Ltd.
Justin Arnold
President
Bay 1022, 93 Gateway Dr. N.E.
Airdrie, AB T4B 0J6
Phone: 403-264-4622
justin@cascadehvac.ca
www.cascadehvac.ca

SMACNA–AB 2026 MEMBERSHIP DIRECTORY

Cascadia Metals Ltd.
Jordon Schell
Branch Manager
9525 60th Ave. N.W.
Edmonton, AB T6E 0C2
Phone: 780-962-9006
jordons@cmetals.com
www.cmetals.com

City of Calgary – Development Business & Building Services
Tom Lauder
Leader - Building Safety Inspections
Box 2100, Stn. M., Mailcode 231
Calgary, AB T2P 2M5
Phone: 403-312-8191
tom.lauder@calgary.ca
www.calgary.ca

City of Edmonton
Linda Girard
Chief Inspector/HVAC
10111 104th Ave., 3rd Fl.
Edmonton, AB T5J 0J4
Phone: 780-496-8468
linda.girard@edmonton.ca
www.edmonton.ca

Crossroads C & I Distributors Inc.
Brent Plume
No. 11, 5505 72nd Ave. S.E.
Calgary, AB T2C 3C4
Phone: 403-471-4406
b.plume@crossroadsci.com
www.crossroadsci.com

Crossroads C & I Distributors Inc.
Travis Brenneis
TSR
11104 180th St.
Edmonton, AB T5S 2X5
Phone: 780-452-7410
t.brenneis@crossroadsci.com
www.crossroadsci.com

Crosstown Heating & Ventilating (Calgary) Ltd.
Paul Popowich
Director of Operations
4615 6A St. N.E.
Calgary, AB T2E 4B4
Phone: 403-250-7424
rita@crosstown-heating.com
www.crosstown-heating.com

Cyclone Plumbing & Heating Ltd.
Ryan Scott
Manager, Heating Dept.
102, 2890 Kingsview Blvd. S.E.
Airdrie, AB T4A 0C9
Phone: 403-980-8223
ryan@cycloneplumbing.ca
www.cycloneplumbing.ca

Daikin Comfort Technologies North America, Inc.
Russell Pipke
ASM
18043 111th Ave.
Edmonton, AB T5S 2P2
Phone: 780-443-3072
russell.pipke@daikincomfort.com
www.goodmanmfg.com

Dee-Jay Plumbing & Heating Ltd.
Braden Appleby
Project Manager
4328 41st St.
Camrose, AB T4V 4E5
Phone: 780-679-4200
braden@dee-jay.ca
www.dee-jay.ca

Do It Right Heating & Air Conditioning Ltd.
Kent Hough
Owner
13 Curlew Cres.
Sherwood Park, AB T8A 0H3
Phone: 780-699-9071
doitrightheating@shaw.ca

E.H. Price Solutions – Edmonton
Al Firt
Regional Vice-President
No. 113, 13428 149th St. N.W.
Edmonton, AB T5V 0B7
Phone: 780-477-9231
afirt@ehpricesolutions.ca
www.ehpricesolutions.ca

E.H. Price Sales Limited
Rick Davies
Vice-President
120, 10 Stonehill Pl. N.E.
Calgary, AB T3N 1TU
Phone: 403-777-2790
rdavies@ehpricesales.com
www.ehpricesales.com

Ecco Supply – CGY
Michael Watson
Branch Manager
Unit 11, 11150 38th St. S.E.
Calgary, AB T2C 2Z6
Phone: 403-259-4344
michael.watson@eccosupply.ca
www.eccosupply.ca

Ecco Supply – EDM
Doug Clark
Branch Manager
11415 184th St.
Edmonton, AB T5S 0H1
Phone: 780-479-1946
dclark@eccosupply.ca
www.eccosupply.ca

Economy Heating (Residential) Ltd.
Sylvia Polczer
General Manager
11408 156th St.
Edmonton, AB T5M 3N2
Phone: 780-453-3741
sylvia@economyheating.ca
www.economyheating.ca

EMCO HVAC
Dustin Tamblyn
Profit Centre Manager
5480 76th Ave. S.E.
Calgary, AB T2C 4S3
Phone: 403-258-2225
dtamblyn@emcoltd.com
www.emco.ca

EMCO HVAC
Sheri Foster
Administrative Support
10930 184th St.
Edmonton, AB T5S 2P8
Phone: 780-454-9551
safoster@emcoltd.com
www.emcoltd.com

Engineered Air
Brad Wedekind
Technical Sales
4266 91A St.
Edmonton, AB T6E 5V2
Phone: 780-462-4101
brad.wedekind@engineeredair.com
www.engineeredair.com

Engineered Air
Derek Douglas
Division Sales Manager-Southern Alberta
1421 Hastings Cres. S.E.
Calgary, AB T2G 4C8
Phone: 403-444-4095
Derek.Douglas@engineeredair.com
www.engineeredair.com

Exel Systems Inc.
Chad Mackniak
Sales Manager
10550 110th St.
Edmonton, AB T5H 3C5
Phone: 780-466-6268
chad@exelsystems.ca
www.exelsystems.ca

Expert HVAC Solutions Ltd.
Terry Tetz
President
5, 1112 40th Ave. N.E.
Calgary, AB T2E 5T8
Phone: 403-274-2621
terryt@experthvac.ca
www.experthvac.ca

Federated Insurance
Chris Leahey
Regional Association Manager
1003 Ellwood Rd. S.W., Ste.102
Edmonton, AB T6X 0B3
Phone: 780-435-3064
chris.leahey@federated.ca
www.federated.ca

Flexmaster Canada Ltd.
Daryll Anderson
Regional Sales Manager
Bay 1, 1329 45th Ave. N.E.
Calgary, AB T2E 2P3
Phone: 403-277-3115
anderson@flexmaster.com
www.flexmaster.com

Fox Air Systems Inc.
Peter Walton
VP
Bay 8, 4045 74th Ave. S.E.
Calgary, AB T3E 2W9
Phone: 403-692-0000, Ext. 101
peter@foxairsystems.ca
www.foxairsystems.ca

SMACNA–AB 2026 MEMBERSHIP DIRECTORY

Gemco Fireplaces & Wholesale Htg. Prod.
Ryan Misik
General Manager
9281 50th St.
Edmonton, AB T6B 3B6
Phone: 780-465-9719
ryan@gemcofireplaces.com
www.gemcofireplaces.com

Glasskey Mechanical Services
Christopher Todd
Owner
P.O. Box 1183
Turner Valley, AB T0L 2A0
Phone: 403-422-0595
glasskeyincorporated@gmail.com

Great Northern Plumbing Inc.
Matthew Romney
VP Operation
6939 Farrell Rd. S.E.
Calgary, AB T2H 0T3
Phone: 403-777-0813
matthew@GreatNorthernPlumbing.com
www.greatnorthernplumbing.com

HATCH Company
Blair Manning
VP Sales
2703 121st Ave. N.E.
Edmonton, AB T6S 1B2
Phone: 780-988-6997
blair@hatchcompany.ca
www.hatchcompany.ca

Hawk Custom Sheet Metal Ltd.
Melvin Steer
President
4640 62nd St.
Red Deer, AB T4N 6T3
Phone: 403-340-8010
info@hawksheetmetal.com
www.hawksheetmetal.com

HMI Hoyme Manufacturing Inc.
Lowell Dahlman
General Manager
4512 39th St.
Camrose, AB T4V 2N5
Phone: 780-672-6553
lowell@hoyme.com
www.hoyme.com

Horizon Heating Ltd.
Matthew Kramer
President
No. 28, 666 Goddard Ave. N.E.
Calgary, AB T2K 5X3
Phone: 403-274-0790
mrkramer@horizonheating.ca
www.horizonheating.ca

I.C.E. Northern Sales
Ryan Griffin
President/Owner
No. 74, 4003 98th St.
Edmonton, AB T6E 6M8
Phone: 780-461-7860
ryan@icesales.ca
www.icesales.ca

Independent Supply Company
Matthew Rondeau
Manager
224 61st Ave. S.E.
Calgary, AB T2H 0R3
Phone: 403-214-2134
mrondeau@ischvacr.com
www.ischvacr.com

Independent Supply Company
David Walker
Account Manager
7011 Roper Rd. N.W.
Edmonton, AB T6B 3K3
Phone: 780-451-4744
dwalker@ischvacr.com
www.ischvacr.com

Investors Mechanical Inc.
Stephane Letourneau
Director
103 Sundown Way
Cochrane, AB T4C 2M6
Phone: 403-809-4347
investors.mech@outlook.com
www.investorsmechanical.ca

Iron Eagle Sheet Metal Ltd.
Randy Greenlaw
708 East Lake Rise N.E.
Airdrie, AB T4A 2H9
Phone: 403-948-1333, Ext. 223
randy@ironeagle.ca
www.ironeagle.ca

K2 Ventilation Ltd.
Marc Turcotte
President
14233 129th Ave.
Edmonton, AB T5L 4N9
Phone: 780-902-3388
marc@k2ventilation.com
www.k2ventilation.com

Kehoe Equipment Ltd.
Darren McPherson
President
5545 97th St. N.W.
Edmonton, AB T6E 3H8
Phone: 780-420-0040
darren@kel-hvac.com
www.kel-hvac.com

Klass Mechanical Sales Ltd.
Terry Edwards
Sales Manager
9665 45th Ave. N.W.
Edmonton, AB T6E 5Z8
Phone: 780-495-0075, Ext. 201
terry@klassmechanical.ca
www.klassmechanical.ca

Kogi Enviromental Solutions Canada Ltd.
Luke Kelshall
Application Engineer
10435 105th Ave. N.W., P.O. Box 53043
Edmonton, AB T5N 0Z1
Phone: 888-890-0728
luke@kogi-es.com
www.kogi-es.ca

L.A. Brayer Industries Ltd.
Dean Brayer
President
3811 93rd St.
Edmonton, AB T6E 5K5
Phone: 780-462-4812
dean@labrayer.com
www.labrayer.com

Legacy Heating & Cooling
Steven Weiss
General Manager
4704 Elemak Rd. N.W.
Edmonton, AB T6B 2S1
Phone: 780-733-1256
steve@legacyheating.ca
www.legacyheating.ca

Air is life. Make it perfect.™
Lennox Industries
Johnson Mhishi
Territory Manager
No. 40, 5350 86th Ave. S.E.
Calgary, AB T2C 4L7
Phone: 587-997-1537
johnson.mhishi@lennoxind.com
www.lennox.com

Air is life. Make it perfect.™
Lennox Industries
Mark Abbott
Territory Manager
8103 McIntyre Rd.
Edmonton, AB T6E SJ7
Phone: 780-440-1555
mark.abbott@lennox.com
www.lennoxind.com

Luced Services Ltd.
Ryan Graf
President
12713 156th St.
Edmonton, AB T4V 1E1
Phone: 780-732-0009
ryan@lucedservices.ca
www.lucedservices.com

Magna Mechanical Inc.
Bob Schinborn
Owner
4564 14th St. N.E.
Calgary, AB T2E 6T7
Phone: 403-973-9572
info@magnamechanical.ca
www.magnamechanical.ca

Master Group, The
William Lowe
Director of Sales
No. 3, 3401 19th St. N.E
Calgary, AB T2E 6S8
Phone: 403-244-2161
wlowe@Master.ca
www.master.ca

McKinley Heating & Air Conditioning
Marcel Prefontaine
General Manager
11122 156th St.
Edmonton, AB T5M 1Y1
Phone: 780-474-1481
marcel.prefontaine@serviceexperts.com
www.mckinleyheating.com

SMACNA–AB 2026 MEMBERSHIP DIRECTORY

Merlin Instrumentation
Dana Heller
President
P.O. Box 141
Cochrane, AB T4C 1A4
Phone: 403-993-4841
dana@merlinhvac.com
www.merlinhvac.com

Midwest Engineering (AB North) Ltd.
Kent Hansen
Principal
11711 170th St.
Edmonton, AB T5M 3W7
Phone: 780-448-9509, Ext. 226
kent@midwesteng.ab.ca
www.midwesteng.ab.ca

Midwest Engineering (AB) Ltd.
Reagan Tyson
Principal
No. 158, 12143 40th St. S.E.
Calgary, AB T2Z 4E6
Phone: 403-287-1018
reagan@midwesteng.ab.ca
www.midwesteng.ab.ca

MMXXEMOS Works Inc.
Paul Volponi
Managing Director
3296 44th Ave. S.E.
Calgary, AB T2B 3J9
Phone: 587-899-9675
paul@mmxxemosworks.com
www.mmxxemosworks.com

Modern Niagara Alberta Inc.
Layle MacPherson
Executive Assistant
3652 44th Ave. S.E.
Calgary, AB T2B 3J9
Phone: 403-230-3225
lmacpherson@modernniagra.com
www.modernniagara.com

Modern Niagara Alberta Inc.
Keith Champagne
Shop Mananger
Unit 212, 3601 82nd Ave.
Leduc, AB T9E 0H7
Phone: 780-455-4605
edmonton@modernniagara.com
www.modernniagara.com

Monterro Sheet Metal Ltd.
Tony Montefresco
Owner
227 Appaloosa Lane
Calgary, AB T4B 2A4
Phone: 403-333-1013
admin@monterro-air.com
www.monterro-air.com

Murray's Sheet Metal Ltd.
Brad Murray
Owner
No. 6, 285059 Frontier Rd.
Rocky View, AB T1X 0R4
Phone: 403-250-0224
murrays.sheetmetal@telus.net

N.A.I.T. Patricia Campus
Phil Laurie
12204 149th St.
Edmonton, AB T5V 1A1
Phone: 780-378-7302
mechanical@nait.ca
www.nait.ab.ca

Nailor Industries Inc.
David Lewis
General Manager
Unit E, 4427 72nd Ave. S.E.
Calgary, AB T2C 2G5
Phone: 403-279-8619
dlewis@nailor.com
www.nailor.com

Nordic Mechanical Ltd.
Robert Schlegl
President
7798 16th St.
Edmonton, AB T6P 1L9
Phone: 780-469-7791
bob@nordicmechanical.ca
www.nordicmechanical.ca

Nu-Trend Industries
Joel Brown
Owner
2360 Portland St. S.E.
Calgary, AB T2G 4M6
Phone: 403-247-4342
joel@nu-trend-ind.com
www.nu-trend-ind.com

Polar Heating & Ventilation Ltd.
Bruce Waterhouse
Director
7, 11830 152nd St.
Edmonton, AB T5V 1E3
Phone: 780-457-7700
bruce@polarheating.ca

Ray-Z Plumbing & Heating Ltd.
Raymond Zambou
Owner/CEO
Unit 131, 4999 43rd St. S.E.
Calgary, AB T2B 3N4
Phone: 403-668-5434
ray@rayzplumbing.ca
www.rayzplumbing.ca

Refrigerative Supply
Danny Hunter
Business Development
3830 12th St. N.E.
Calgary, AB T2E 8H9
Phone: 403-250-9866
dannh@rsl.ca
www.rsl.ca

Reliable Sheet Metal & Service Inc.
Randy and Dennis Eberhardt
Owner/Operators
9335A 63rd Ave.
Edmonton, AB T6E 0G2
Phone: 780-436-0658
reliablesheetmetalinc@gmail.com
www.reliablesheetmetal.ca

RJ Savoie Inc.
Rick Savoie
Owner
Calgary, AB T3L 1Z1
Phone: 403-860-4939
rick@rjsavoie.com
www.rjsavoie.com

Rosedale Sheet Metal (2002) Ltd.
James Mutzeneek
Owner
2610 Third Ave. N.E.
Calgary, AB T2A 2L5
Phone: 403-569-0005
admin@rsm2002.ca
www.rosedalesheetmetal.ca

Russel Metals
Jim Flyn
Director
701 15th Ave.
Nisku, AB T9E 7L5
Phone: 780-955-4777
jflynn@russelmetals.com
www.samuel.com

Russel Metals Inc. Calgary
Craig Campbell
Branch Manager
5724 40th St. S.E.
Calgary, AB T2C 2A1
Phone: 403-279-6600
crcampbe@russelmetals.com
www.russelmetals.com

Ryerson Canada Inc.
Ray Pasta
7910 40th St. S.E.
Calgary, AB T2C 2Y3
Phone: 403-250-2866
ray.pasta@ryerson.com
www.ryerson.com

Sabre Sheet Metal Ltd.
Brent Schaal
Vice-President
227 Exploration Ave. S.E.
Calgary, AB T3S 0B6
Phone: 403-520-2020
info@sabreSM.ca
www.sabresm.ca

SAIT – School of Construction
Jess Villeneuve
Academic Chair
1301 16th Ave. N.W.
Calgary, AB T2M 0L4
Phone: 403-774-5016
barry.delparte@sait.ca
www.sait.ca

Service Experts (Accent Heating)
Justin Rice
4918 72nd Ave.
Edmonton, AB T6B 2K2
Phone: 780-465-9112
justin.rice@serviceexperts.com
www.serviceexperts.carobs-albertan

Service Experts Heating & Air Conditioning
Wayne Maskewich
GM
8002, 11500 35th St. S.E.
Calgary, AB T2Z 3W4
Phone: 403-279-5760
Wayne.Maskewich@serviceexperts.com

SMACNA–AB 2026 MEMBERSHIP DIRECTORY

Sheet Metal Workers Int. Assoc.
Chris Taylor
Vice-President
No. 125, 5723 10th St. N.E.
Calgary, AB T2E 8W7
Phone: 403-250-1060
chris@local8.ca
www.local8.ca

Sinclair Supply Ltd.
Taylor Oliwa
Operations Manager
10914 120th St.
Edmonton, AB T5H 3P7
Phone: 780-452-3110
taylor.oliwa@ssl.ca
www.ssl.ca

Sinclair Supply Ltd.
Glenn Heavens
Branch Manager
4033 Ninth St. S.E.
Calgary, AB T2G 3C7
Phone: 403-571-6340
Glenn.Heavens@ssl.ca
www.ssl.ca

Specialty Air Sheet Metal Inc.
Mike McKeown
President
3811 93rd St. N.W.
Edmonton, AB T5E 5K6
Phone: 780-652-1250
mike.mckeown@specialtyair.ca
www.specialtyair.ca

SPI Specialty Products & Insulation
Matt Barlow
Account Manager
6703 30th St. S.E.
Calgary, AB T2C 1N6
mbarlow@spi-co.com
www.spi-co.com

SPI Specialty Products & Insulation
Emilio Suarez
Sales Manager
12416 184th St.
Edmonton, AB T5V 1T4
Phone: 780-452-4966
esuarez@spi-co.com
www.spi-co.com

Spring's Servicing & Heating Ltd.
Dominic Muto
Owner
211 38th Ave. N.E.
Calgary, AB T2E 2M3
Phone: 403-253-1888
info@springsheating.ca
www.springsheating.ca

Stanama Heating & Air Conditioning Ltd.
Stan Northam
R.R. 3
Eckville, AB TOM 0X0
Phone: 403-550-3870
stan@stanama.ca

Star Mechanical Edmonton Ltd.
Brian Yaremchuk
General Manager
13835 164th St. N.W.
Edmonton, AB T5V 0C8
Phone: 780-481-8873
brian.yaremchuk@starmechanical.ca
www.starmechanical.ca

Titan Sheet Metal Inc.
Geoff Davies
Owner
Bay 9, 240057 Frontier Cres.
Rocky View County, AB T1X 0N2
Phone: 403-460-9424
geoff@titansheetmetalinc.com
www.titansheetmetalinc.com

Tradesman Manufacturing
David Warkentin
Owner
3168 36th St. N.
Lethbridge, AB T1H 6G2
Phone: 403-327-9871
hayley.fisher@tradesmanmfg.ca
www.tradesmanmfg.ca

Trane Northwest, a Division of Trane Canada ULC
Drew Kells
Area Manager
15321 112th Ave. N.W.
Edmonton, AB T5M 2N9
Phone: 780-342-2400
akells@trane.com
www.trane.com

Trotter & Morton Building Technologies Inc.
Mike Loughlin
Director of Business Development
5799 Third St. S.E.
Calgary, AB T2H 1K1
Phone: 403-255-7535
mloughlin@tmlgroup.com
www.trotterandmorton.com

True North Heating and Cooling Inc.
Cory and Carmal Huppie
Owners
Unit 8, 205 Chatelain Dr.
St. Albert, AB T8N 5A5
Phone: 780-569-4100
office@truenorthheatingandcooling.ca
www.truenorthheatingandcooling.ca

Universal Ventilation Ltd.
Wellington Evans
Owner
2726 Fifth Ave. N.E.
Calgary, AB T2A 4V4
Phone: 403-516-1966
wellington@universalventilation.com
www.universalventilation.com

Venmar Ventilation (Broan)
Kyle Hodder
Western Manager
85 Belmont Terrace S.W.
Calgary, AB T2X 4H5
Phone: 368-999-9765
kyle.hodder@broan.com
www.broan-nutone.comen-ca

VET's Sheet Metal Ltd.
Sean Rayner
President
6111 56th Ave.
Edmonton, AB T6B 3E2
Phone: 780-434-7476
srayner@vetsgroup.com
www.vetsgroup.com

W.J.L. Heating & Air Conditioning (1999) Ltd.
Scott and Jon Lamb
Owners/Operators
243141 Boundary Rd.
Rocky View County, AB T1X 2J7
Phone: 403-936-5838
wjlheat@efirehose.net

Weiss–Johnson Sheet Metal Ltd.
Dennis Johnson
Owner
5803 Roper Rd. N.W.
Edmonton, AB T6B 3L6
Phone: 780-463-3096
dennis.johnson@weiss-johnson.com
www.weiss-johnson.com

Whitecap Canada (aka: Brock White)
David Marshall
AB District Sales Mgr.
2703 61st Ave. S.E.
Calgary, AB T2C 4X3
Phone: 403-287-5889
david.marshall@whitecap.com
www.whitecap.com

WHS Heating & Ventilation Ltd.
Tyler Fisher
Owner
219 Exploration Ave. S.E.
Calgary, AB T3S 0B6
Phone: 403-398-4066
tyler@whsheating.com

Windmill Mechanical Services Ltd.
Jay Langejans
President
No. 16, 2235 30th Ave. N.E.
Calgary, AB T2E 7C7
Phone: 403-735-0770
jay@windmillmechanical.com
www.windmillmechanical.com

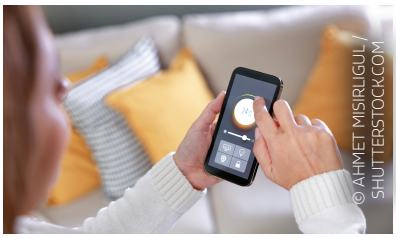
WM Schmidt Mechanical Contractors Ltd.
Joe Webster
HVAC Manager
4603D 13th St. N.E.
Calgary, AB T2E 6M3
Phone: 403-219-1229
jwebster@wmschmidt.com
www.wmschmidt.com

Wolseley Canada
Steve Roetsch
HVAC/R Strategy Manager, Western Canada
3604 Eighth St. S.E.
Calgary, AB T2G 3A7
Phone: 403-542-9307
steven.roetsch@wolseleyinc.ca
www.wolseleyinc.ca

SNIPS

HAPPENINGS IN THE HVAC INDUSTRY

Thermostats Smarten Up



Smart thermostats are a great business opportunity for HVAC contractors. According to Scott Harkins, senior vice-president of global sales at Scottsdale, Ariz.-based Resideo, new thermostat platforms can connect contractors with customers post-installation. Installation support tools and remote diagnostics can speed installs, while connected platforms can alert contractors to service problems before things get out of hand.

Source: Hannah Belloli, achrnews.com

Pandemic Lessons



COVID-19's legacy is a renewed focus on wellness which has sped up the adoption of advanced HVAC systems that offer HEPA filtration, energy recovery ventilation technology and low-VOC materials in new condos and apartment blocks. "Wellness is becoming a competitive differentiator," says Ladan Hosseinzadeh Sadeghi, president and CEO of Toronto's Sky Property Group Inc. "The buildings that will define the next chapter of Canadian real estate are ones that are designed for human flourishing."

Source: digitaljournal.com

Fun Facts From Fuseservice



1. The Romans were the first people to use any kind of air heating system. They heated floors in their houses during the winter.
2. Willis Haviland Carrier invented the first modern air conditioner in 1902. Carrier was an engineer who experimented with the laws of humidity control to solve an application problem at a printing plant in Brooklyn, N.Y.
3. Scientists discovered that after the invention of AC, people lost a good part of their natural tolerance for the heat. Back in the days, citizens were way more stoic in hot weather.
4. Poorly installed HVAC systems in New York City cost building owners anywhere between $130 to $180 million every year.

Source: fuseservice.com

Going Switchless



With switchless air conditioning, wall switches and remotes are part of the past. Instead, sensors manage the software that decides when to run the AC. In a recent pilot project, the switchless variable refrigerant flow (VRF) concept combined temperature, humidity and occupancy sensors with a controller to adjust the mode, set-point and fan speed. Switchless AC spells an end to wasteful habits like running units at full power in empty rooms or over-cooling spaces that are already comfortable. The energy savings come from pre-cooling and pre-heating, load-limiting and human-sensing optimization. To pre-cool the premises, the controller assesses the building's thermal characteristics and starts the AC earlier at lower power, so the indoor temperature hits the target right when occupants arrive. In the pilot project, switchless AC achieved around 25 per cent lower HVAC energy consumption compared with conventional control, without sacrificing comfort.

Source: hvacr-global.com

On the Ballot



All the HVAC guys should run for elected office. Who better to get rid of all the hot air?

Source: reddit.com

Steel Yourself for a New Alloy



Researchers from the University of South China and Purdue University have used AI to produce strong, ductile, 3D-printable steel. The researchers gave AI 81 physical properties of metals and ordered it to search for patterns to make steel that was strong, but still flexible. The AI came back with an alloy of iron, chromium, nickel, manganese, copper, silicon, aluminum and carbon. The researchers then made the steel with a laser metal 3D printer, which melts metal powder and builds the steel a layer at a time. Chromium is evenly distributed throughout the metal. If the chromium moves, copper particles push it back into place, thus increasing the alloy's rust resistance.

Source: Christopher McFadden, interestingengineering.com

LENNOX

JOIN THE ROOFTOP REVOLUTION

LNX ROOFTOP SERIES



LENNOX

Air is life. Make it perfect.™



ENERGY STAR PARTNER

NORTH AMERICAN TECHNICIAN EXCELLENCE NATE

PERFECT AIR STARTS WITH
THE HIGHEST RATED INDUSTRY PRODUCTS.

Only Lennox® offers a full line of HVAC equipment to cover every home. From heating, cooling and indoor air quality needs, we have a wide range of award-winning, innovative, energy efficient products that meet your needs. Lennox® is your choice for residential new construction and add-on/replacement in Alberta.

To learn more about our products or find a Lennox dealer near you, visit Lennox.com or call 1-800-9-LENNOX.

Facebook.com/lennox Follow us on Google+ YouTube™ YouTube.com/lennox

© 2024 Lennox industries Inc. Lennox dealers include independently owned and operated businesses.

Looking for Quality Commercial Product?

We've got you covered.

Ecco supply.ca™

Providing Complete HVAC Solutions

including residential, commercial, industrial and institutional estimating, plan and spec, and custom metal fabrication.

Fully Trained, Knowledgeable Staff

ready to assist you with product information, recommendations and complete estimates on sheet metal and equipment.

Contact your local ECCO Supply™ sales representative for more information.

11415 184 St NW, Edmonton, AB T5S 0H1
780-479-1946 | Toll Free: 1-800-330-3226
sales.edmt@eccosupply.ca

8507 McIntyre Rd, Edmonton, AB T6E 6G3
780-408-5496 | Toll Free: 1-866-643-3226

#11-11150 38th St SE, Calgary, AB T2C 2Z6
403-259-4344 | Toll Free: 1-800-340-3226
sales.cgy@eccosupply.ca

79 Freeport Cr NW, #160, Calgary AB T3J 2L2
Phone: 403-295-4234

www.eccosupply.ca

Expert Service
Quality Products
Since 1960

Collect ECCO Rewards™ on many of your purchases!

Contact your ECCO Supply™ sales representative for more infomation.

Ecco supply.ca™ REWARDS

Proud supporter of **SMCAA**

FL240 0118 E&OE