



## UPCOMING CONSUMERS ENERGY COOLING COMPREHENSIVE TUNE-UP WEBINARS

The Residential Heating, Cooling and Water Heating (HVAC) program will offer our annual cooling comprehensive tune-up trainings virtually. These live and interactive webinars will be tailored to different members of your company and are completely **FREE** to attend!

We recommend using these webinars as an opportunity to train field technicians, service managers and administrative staff on best practices around comprehensive air conditioner tune-ups, allowing them to communicate the most accurate and up-to-date information to customers. These webinar trainings will continue to offer Continuing Education Credits (CEUs) from the North American Technical Institute (NATE) and Building Performance Institute (BPI) for attendance.

### INTRODUCTION TO COMPREHENSIVE TUNE-UPS

Who Should Attend: Owners, Service Managers, Administrative Staff

#### What Topics Will Be Covered:

- How to position cooling tune-ups as a money maker for your business
- Comprehensive tune-up requirements
- Marketing comprehensive tune-ups through technicians and service managers
- Safety and liability protection for your company

#### Available Introduction Sessions - [Click Here!](#)

Tuesday, April 27th, 5 PM to 6:30 PM

Thursday, April 29th, 5 PM to 6:30 PM

Monday, May 3rd, 8 to 9:30 AM

Wednesday, May 5th, 8 to 9:30 AM

### ADVANCED TECHNICAL TRAINING

Who Should Attend: Field Technicians, Service Managers

## What Topics Will Be Covered:

- Myths of utility cooling comprehensive tune-ups
- Advances in non-invasive testing methods
- New opportunities for submission through our mobile app, including technology and data requirements

### Available Advanced Sessions - Click Here!

Monday, April 26th, 8 to 10 AM

Wednesday, April 28th, 8 to 10 AM

Tuesday, May 4th, 5 to 7 PM

Thursday, May 6th, 8 to 10 AM

## TECHNOLOGY REQUIREMENTS

All webinars will be provided via Zoom. The Zoom platform has built-in tools that make it easy for participants to listen to the audio, view the information shared through the presenter's screen and ask any questions during the webinar using any desktop or mobile device. An internet connection – broadband wired or wireless (3G or 4G/LTE) – will be needed to join the presentation.

Please contact our Account Advocate Team with any questions. Thank you for your continued support of the Consumers Energy HVAC program!

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