Volume 3 2026

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MPC 9th Annual Golf Outing

Another Great Day on the Green!

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The Voice of the Licensed Master Plumber,
a membership publication of the NYCMPC.

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PRESIDENT'S MESSAGE

Welcome to the fall edition of The Voice! As we continue through 2026, I want to take a moment to recognize the continued progress of the Master Plumbers Council and the dedication of our members, partners, and industry professionals who continue to support our mission. The strength of the MPC is built on the involvement of our membership and the shared commitment to advancing our trade through education, advocacy, and collaboration.

This summer, the MPC's 9th Annual Golf Outing was a tremendous success and provided a wonderful opportunity for everyone to come together for a day of networking, camaraderie, and support of the Council. We are extremely grateful to all who participated and helped make this year's event such a success. A special thank you to our sponsors for their continued partnership and to the MPC Board of Directors for their leadership, dedication, and support in helping make events like this possible. This year, we were also proud to give back by supporting two incredible organizations, Make-A-Wish Foundation and Tunnel to Towers Foundation. Their important work reflects the values of service and community that are shared by so many within our industry.

Education continues to be a major focus for the MPC as we work to provide our members with the resources and training needed to succeed in an evolving industry. Building on our achievement of becoming an IACET-accredited course provider, we are proud to announce that the MPC is now officially an approved course provider through the New York City Department of Buildings. This important milestone expands the educational opportunities we can offer our members and strengthens our ability to provide high-quality, industry-focused training. We look forward to building on this achievement and continuing to support the highest standards of safety, professionalism, and ongoing education throughout the plumbing industry.

We are also looking forward to our upcoming Fall Membership Meetings, including our October 6th meeting where we will welcome representatives from the Department of Buildings. Maintaining strong relationships and open communication with industry professionals remains a priority as we continue addressing important issues affecting our members, businesses, and the future of the plumbing industry.

As we approach the holiday season, we invite all members and partners to join us for our annual holiday celebration. Please save the date for December 1st at Giando on the Water for an evening of networking, appreciation, and celebration with the MPC community.

As we move toward the end of 2026, the MPC remains focused on strengthening our industry, expanding educational opportunities, and creating meaningful events and initiatives that bring our membership together. Thank you for your continued support, commitment, and dedication to the Master Plumbers Council.

Together, we will continue to build a stronger future for our organization and the next generation of plumbing professionals.

Daniel Vessio
President
Master Plumbers Council of the City of New York

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Thank you to everyone who attended our 9th Annual Golf Outing!
The MPC made donations to both Make-A-Wish Foundation and Tunnel to Towers, which could not have been done without the generous support from this year's sponsors.

Your support is what makes these events amazing!

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LL152 INSPECTION UPDATES

LL152 Inspection Procedures for Properties with Multiple BIN Numbers
When performing a Local Law 152 (LL152) inspection for a property associated with multiple Building Identification Numbers (BINs), it is important to follow the proper submission and documentation procedures to ensure accurate records with the Department of Buildings (DOB).

48-Hour Notice Submission Requirements
When submitting the required 48-hour notice for an LL152 inspection, use the primary property address and primary BIN number associated with the inspection location. All additional associated BIN numbers should also be included in the submission.

At the time of the inspection, request that a DOB inspector be present on site. This allows DOB personnel to verify the primary BIN number, review the property information, and identify any secondary BIN numbers that may need to be removed from the DOB Excel spreadsheet listing properties requiring LL152 inspections.

Documentation for Secondary BIN Numbers
For each secondary BIN number that does not contain gas piping, it is recommended that a GPS-2 form be completed with the selection "Building Contains No Gas Piping." The form should also include the notation "No Building Located on This Site" at the top to clarify the condition associated with that BIN number.

Garden Apartment Complexes
The same procedures should be followed for garden apartment complexes with multiple BIN numbers. In addition, inspectors and contractors should bring an aerial map of the property to the inspection. The map should clearly identify:

- All property addresses
- All associated BIN numbers
- Locations of Points of Entry (POEs)

The objective is to establish the primary address and BIN number associated with the POE while identifying and removing any BIN numbers that are not connected to the address where the gas service enters the property.
Any changes to BIN listings or property records must be completed under the direction and approval of DOB personnel to ensure compliance with LL152 requirements and accurate property records.

LL152 Inspection Guidance: 48-Hour Notice and Inspection Scope
To help ensure a smooth LL152 inspection process and avoid unnecessary disputes, contractors should keep the following guidance in mind.

Document Your 48-Hour Notice
There have been instances where inspectors have contacted contractors the day after a scheduled inspection, expecting someone to be on site. To avoid any confusion regarding the inspection date, always retain documentation of your 48-hour advance notice. Saving screenshots or other records showing the date and time the inspection was scheduled can provide valuable documentation if questions arise.

Understand the Inspector's Role
During an LL152 inspection, inspectors may identify conditions such as missing unions or bushings if they were overlooked. These observations may be documented in the inspection report; however, inspectors should not direct contractors to make corrections during the inspection.

Keep the Inspection Within Its Intended Scope
Inspectors should also refrain from requiring corrections for conditions that are outside the scope of an LL152 inspection. For example, issues such as PVC piping in a commercial building are not part of the LL152 inspection requirements and should not be presented as required corrective actions during the inspection.

Maintaining proper documentation and understanding the scope of an LL152 inspection can help ensure a consistent and efficient inspection process while minimizing misunderstandings.

CONGRATULATIONS TO OUR 2026 SCHOLARSHIP WINNERS!

Pictured left to right:
Nicole OGrady, Yianna Foufas, Lily Huang, Zoe Tauzard, Annabella Carnazza, Ellis Wagner Jr., Luke Cummins, Daniel Vessio (President)

We are thrilled to announce the recipients of this year's Scholarship Awards! $2500 was awarded to each deserving student pursuing their education goals.

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Stay tuned for details about our 2027 scholarship opportunities!

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KEY NEW YORK EMPLOYMENT AND LABOR DEVELOPMENTS FOR 2026

Daniel Schudroff and Ryan McInchak
Jackson Lewis P.C.

Several significant New York employment/labor developments have transpired in 2026. This article highlights recent amendments to the New York City Earned Safe and Sick Time Act and amendments to New York's Trapped at Work Act set to take effect in December 2026.

New York City Earned Safe and Sick Time Act ("ESSTA")
The amended ESSTA significantly expanded employees' protected time off rights by adding new qualifying reasons for leave, creating an immediately available separate annual bank of 32 hours of unpaid protected time off, and codifying up to 20 hours of paid prenatal leave. The final rules, effective July 23, 2026, primarily focus on how employers must administer those new entitlements. The new rules:

- Replace many references to "safe/sick time" with the broader term "protected time off."
- Incorporate the new authorized uses of leave established by recent amendments
- Address administration of the new 32-hour unpaid protected time off entitlement available on an employee's first day of employment and the first day of each calendar year.
- Update recordkeeping, notice, payroll, and policy requirements to reflect the expanded law.

Employee Access to Records Follow Separation
One of the key changes applies to electronic pay statements and leave tracking systems. The final rules require employer to either:
1. Continue providing former employees access to the electronic system for six months following separation; or
2. Provide the employee with a written statement containing required leave information no later than one week after the employee's final payday.

This requirement creates a new offboarding obligation for employers. Organizations that disable employee access immediately upon separation may need to modify their practices or develop a process for generating and distributing compliant leave statements.

Restoring Leave Banks for Employees Who Are Rehired
The final rules also require that if an employee separates from employment and is rehired during the same calendar year, the employer must reinstate the employee's unused portion of the 32 hours immediately available unpaid protected time off hours (as opposed to an automatic new bank of 32 hours). This obligation applies in addition to any reinstatement obligations that already exist for accrued paid time under ESSTA.

Administration of the New 32-Hour Unpaid Leave Entitlement
The final rules also state that:
- Employers may provide some or all of the 32 hours as paid leave.
- Employers should provide paid leave when necessary to comply with other legal obligations or preserve exemptions under federal or state wage-and-hour laws, including the Fair Labor Standards Act salary basis test.
- Providing paid versions of the 32 immediately available hours does not eliminate or reduce an employer's separate obligation to provide paid protected time off under ESSTA's accrual or frontloading requirements.

Clarification: Use of Paid and Unpaid Leave Banks
The final rules reinforce employer administration when employees have access to both paid protected time off and the 32-hour unpaid protected time off bank.

When an employee has a qualifying reason for time off and has both paid and unpaid protected time available, the employer generally must apply paid protected time off first unless the employee affirmatively chooses to draw from the unpaid bank. Only after the employee exhausts available paid protected time off may the employer rely on the unpaid bank to cover the absence.

Takeaways
Employers should:
- **Review protected time off policies and related policies in employee handbooks or elsewhere;**
- **Evaluate payroll and HRIS capabilities for time off tracking and post-separation access;**
- **Ensure rehire procedures account for reinstatement of unused protected time off as required by law;**
- **Confirm that paid and unpaid protected time off banks are tracked separately (assuming the employer has not elected to provide all such time off as paid); and**
- **Train human resources, managers, and payroll personnel on the administration of the final rules.**

New York Trapped at Work Act Amendments
Governor Kathy Hochul signed amendments to the Trapped at Work Act on February 13, 2026. The amendments take effect on December 19, 2026, giving employers a few more months to bring their practices into compliance. Employers that use training repayment agreements, tuition reimbursement programs, or other post-employment repayment arrangements should review the amendments carefully before they take effect.

There are a few notable changes worth flagging. First, the amendments narrow the definition of "employer." Previously, the definition was broad enough to encompass certain relationships involving independent contractors and other non-employee workers. As amended, it applies only to persons or entities that actually employ individuals in an occupation.

Second, there are a few specific exceptions to the Act's prohibition on employment promissory notes. The exception most likely to come up in practice allows an employer and employee to agree to reimbursement for "the cost of tuition, fees, and required educational materials for a transferrable credential," provided the agreement meets the statute's requirements. These requirements include: that the agreement is in a written contract separate from any other contract; the agreement does not require the employee to obtain the transferrable credential as a condition of employment; the agreement specifies the repayment amount (which cannot exceed the cost of the tuition, fees, and educational materials associated with the transferrable credit); the agreement provides for an appropriate prorated repayment period; and the agreement does not require repayment if the employee is terminated, except if the termination is for misconduct. For employers running tuition reimbursement or training repayment programs, this modification is a significant safe harbor.

Third, the amendments limit an employer's ability to seek repayment of a bonus, relocation assistance, or other non-educational incentive from a terminated employee, permitting such repayment only when the termination is based on misconduct.

Fourth, the amendments establish an administrative complaint process, as there is no private right of action under the law.

The resulting impact of the modifications is that employers with repayment agreements, training contracts, or promissory note style arrangements involving New York workers should revisit those documents well before December 2026.

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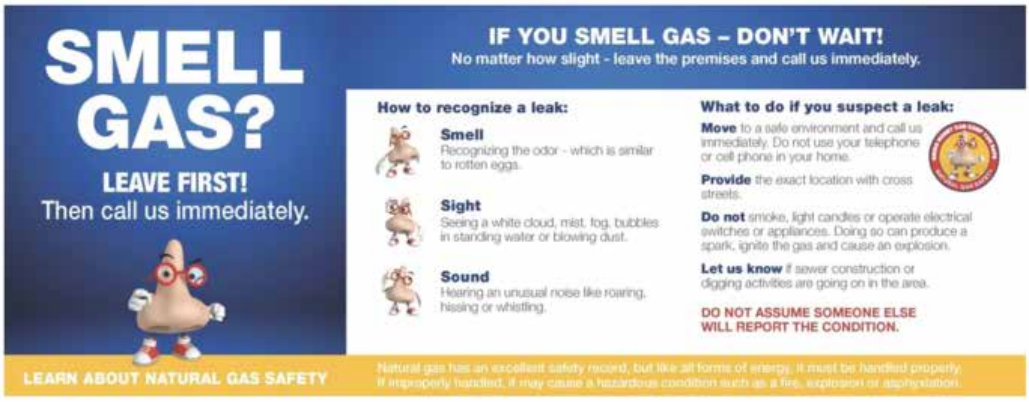

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Professional Liability for Inspections - Am I Covered?

In 2016, New York City enacted Local Law 152, and the rule was taken into effect in November of 2019. This requires buildings throughout the five boroughs, other than one- and two-family homes and other buildings classified in Occupancy Group R-3, to have their gas piping systems periodically inspected by a licensed Master Plumber (LMP) or a qualified individual working under the direct and continuing supervision of an LMP. Since 2020, many LMP's have performed these inspections across the city, as a new stream of income. If the Gas Piping Periodic Inspection Certification (GPS2) submitted to the DOB indicates the building has passed inspection, the form must be submitted to the DOB. If the GPS2 indicates there were any unsafe or hazardous conditions identified during the gas pipe inspection, the building owner must have these conditions corrected.

While these LL152 inspections seem like routine operations for a plumbing contractor, there may be unforeseen risks with these inspections that are not being covered by a standard General Liability policy. While you may think these inspections fall in line with your plumbing operations, lawyers and insurance carriers may see these inspections differently. If a building is given a clean bill of health, and a gas leak causes a fire, blame may be placed upon the LMP who submitted the GPS2. While most plumbers believe a claim like this will fall under their GL policy, that may not be the case. Since the LMP is performing a "professional service" when inspecting a building, many GL carriers will decline this claim, as professional services are excluded with a standard GL policy.

Professional Liability

The standard General Liability policy for a contractor in NY will contain an exclusion for "professional liability". Professional liability has a very broad definition within a GL policy and will typically include inspections. When consulting various insurance carriers and law firms specializing in NYC construction, we were advised that losses occurring after a gas piping inspection—where no additional work is performed—would be covered under a professional liability policy rather than a general liability policy, since the Licensed Master Plumber (LMP) was acting as a licensed professional. The carriers are arguing that this potential claim does not fall within "construction means and methods".

A Professional Liability policy can fill this gap in coverage. These policies provide protection when a claim is made against your company for offering professional advice, services, or work. Claims resulting from Local Law 152 inspections would be covered under this type of policy. A professional liability policy can be purchased at a relatively low premium, in comparison to GL.

As Local Law 152 inspections continue to be a stream of revenue for plumbers in New York City, the risk of an uncovered claim persists. If you are performing LL152 inspections, you should consult with your insurance broker to see if professional liability can help safeguard your business' future.

For Additional information, contact Pat Williams, Vice President at USI Insurance Services, at patrick.williams@usi.com or (516) 589-4176.

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SPOTLIGHT: ANDREW QUENTZEL, OWNER AND SECRETARY-TREASURER, HENRY QUENTZEL PLUMBING SUPPLY CO., INC.

Ask Andy Quentzel what his title is and he will say, "I'm the chief cook and bottle washer - I'm like a fireman. I'm putting fires out all day."

On paper, he is the secretary-treasurer. Everybody in the industry just calls him the owner. "We're not a fancy business that has 100 different departments," he says. "Everything melds into one operation." One morning he might troubleshoot a problem, close a sale, handle the real estate, and referee a disagreement between two men who have worked together thirty years.

Henry Quentzel Plumbing Supply is a wholesale house serving plumbing, mechanical, fire sprinkler and water main contractors across New York City selling pipe, valves and fittings and the fabricated pipe that connects them.

Andy has been in that building since he was a teenager, working summers and school vacations alongside his father, Sam, and his grandfather, Henry, whose name is on the door. He answered phones, worked the counter, loaded trucks and drove the forklifts. He was mechanical by nature, so he repaired tools and ran the pipe fabrication machines too.

Andy grew up in Woodmere, under the approach into Kennedy, where the planes came over his parents' roof at maybe 500 feet. With aspirations of being a pilot, he paid for flying lessons with money he earned at the supply house and got his pilot's license at 17. His father never told him he had to come work for the family business; he just laid out the math. "Airline flying will show you the world," his father said. "But they will tell you where to go and when to be there, and you won't see home much. Or you can work with your grandfather and me, and someday fly on your own schedule." Andy ultimately chose to work with his father and grandfather.

Unfortunately, between 1986 and 1987 Andy lost both of them. He was 24, with almost no experience running anything. But, he tried anyway. "It would be a shame to let an established, successful family business that began in the 1940s fail," he says. "Besides, along with the 40 employees, I needed a job." His mother inherited his father's shares and became president, the company was certified as a Woman Business Enterprise, and the two of them went all in. "We kept the business alive because we felt an immense obligation to our family and to our staff and their families." The first lesson came fast. "I quickly learned to surround myself with people who were a lot smarter than me."

Now, at 65, what keeps him going is the operation itself. "One of my greatest motivators is seeing the teamwork that goes on here from 5 a.m. until closing," he says. Many of his people have been with him more than 35 years. "I spend more time with my staff than I do with my family. The business helps to support their families as well as mine."

His father is still the person he measures himself against. Sam was an immigrant's son, a U.S. Army instructor and a licensed professional engineer. "He taught me about life, hard work, honesty and fairness," Andy says. "He told me there were no free lunches, and that the foundation of our company was a satisfied customer and a loyal employee. Although he isn't here with me right now, I will forever feel his presence. I'm still steering the ship, and I haven't hit any icebergs."

The moment Andy is most proud of is happening right now. His son Sam, named after his grandfather, is working with him this summer as the fourth generation in the business, up at 3:30 in the morning and through the door by five. Andy is careful with it. "He's not being told what he has to do with his career. This kid's destined for greatness no matter what he does, and I'm not going to box him into a corner." His daughter, Sophie, starts her junior year at Syracuse this fall.

His wife, Sandy, recently joined the business as well. When one of his key men of 40 years suddenly took ill and had to take an extended leave, Sandy stepped in. She's a CPA who left public accounting to raise their children, and she picked up the finances, the bookkeeping and the payroll without missing a beat. "I might not have my father and grandfather working with

me," Andy says, "but we are once again a family business." Some evenings he drives home with his son and thinks about riding to work with his father.

The market has changed around him. Where New York City once had dozens of independent, family-run supply houses, giant national wholesalers now compete fiercely on price. Andy still believes there is a place for the independent. "The sweetness of low price never equals the bitterness of poor quality and service."

He is an affiliate member of MPC and values its members. "The Master Plumbers Council tends to be the more genuine of the contractors," he says. "These guys are approachable. They're the family business legacy plumbing contractors, not the sterile environment of some huge conglomerate."

As he looks towards the future, Andy wishes more young people would look at the trades. At his recent 50th high school reunion, he spent the night with classmates nobody had ever called book smart, who had become plumbers, mechanics and carpenters and who now had second homes and early retirements. "They had skills that some people didn't have," he says. "They were judged because they just weren't good at listening to the teacher."

When he isn't working, Andy boats, fishes, flies out of Republic Airport and spends time with his family in Roslyn Harbor, where Sandy went from village volunteer to trustee to mayor. The job is unpaid and he could not be prouder of her. "She's the mayor of the house, too."

Nearly four decades after taking over a company he wasn't sure he could hold together, Andy is doing what his father did. Keep the customer satisfied and keeping good people paid. "He inspires me through what I've learned," he says. "I just keep trying to maintain the course that he laid out and hope that he is looking down at me and is proud."

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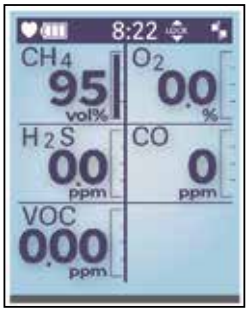
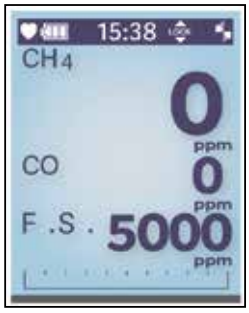


Normal Mode



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Simplified Boiler Protection for Today's Plumber

A Better Understanding of McDonnell & Miller FPC-1000 – One Control. Unlimited Confidence.

For licensed plumbers throughout New York City and Long Island, few safety devices are more important to a boiler than the low water cut-off. Whether servicing an older steam boiler in Manhattan, replacing controls in a Queens apartment building, or commissioning a high-efficiency hot water system on Long Island, dependable low water protection is essential.

The Xylem McDonnell & Miller Boilerwize™ FPC-1000 Field Configurable Low Water Cut-Off (LWCO) was designed with today's plumbing professional in mind. Combining multiple applications into one electronic control, the FPC-1000 helps reduce truck inventory, simplify commissioning, and provide dependable low water protection for both steam and hot water boilers.

One Control Covers Four Applications

One of the FPC-1000's greatest advantages is flexibility. Using onboard DIP switches, one controller can be configured for four operating modes:

- **Manual Reset - Hot Water**
- **Automatic Reset - Hot Water**
- **Manual Reset - Steam**
- **Automatic Reset - Steam**

The FPC-1000 also operates on either 24 VAC or 120 VAC, making it suitable for a wide variety of boiler installations. For plumbers, that means fewer controls to stock, fewer ordering mistakes, and fewer trips back to the supply house during heating season.

How the FPC-1000 Works

Unlike traditional float-type low water cut-offs that depend on moving mechanical components, the FPC-1000 uses an electronic conductivity probe to continuously monitor the boiler's water level.

When water drops below the probe, conductivity is interrupted and the controller opens the burner safety circuit. Once the proper water level is restored, the control will either automatically restart or require a manual reset, depending on the selected operating mode. With no float chamber or moving float assembly, the electronic design helps simplify maintenance while providing dependable low water protection.

Quick Start-Up & Programming Guide

The FPC-1000 arrives unprogrammed, allowing the plumber to select the correct boiler application during commissioning. Because the programming cannot be changed once completed, always confirm the application and DIP switch positions before programming.

Step 1 - Wire the Control

Connect the FPC-1000 for either 24 VAC or 120 VAC using the clearly labeled terminals.

Step 2 - Apply Power

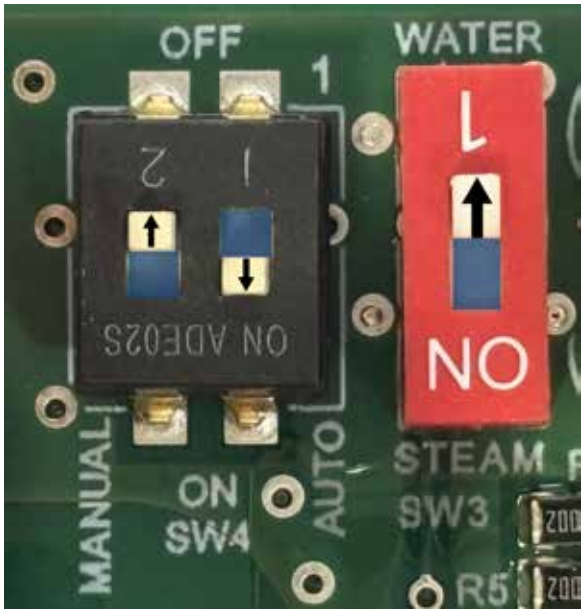
Power the control and verify factory default mode. The green, yellow, and red LEDs should blink in an alternating pattern, indicating that the FPC-1000 is ready for configuration.

Step 3 - Select the Application

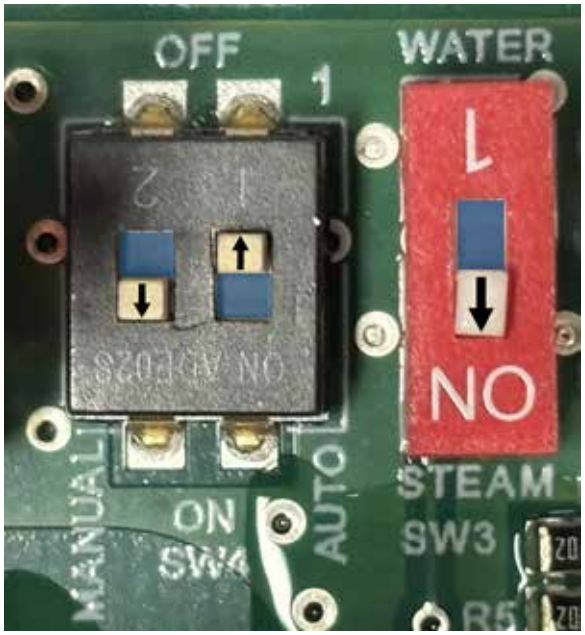
Determine the correct boiler type and reset mode, then position the DIP switches accordingly.

Manual Reset - Hot Water

Automatic Reset - Hot Water



Manual Reset - Steam



Automatic Reset - Steam

PLUMBER TIP: Write down the desired configuration before positioning the DIP switches and double-check the settings before programming. Once programming is completed, the FPC-1000 cannot be reconfigured.

Step 4 - Program the Control

Press and hold the TEST button. The LEDs will flash while the FPC-1000 is configuring. When the red and green/yellow LEDs remain solid, release the TEST button. This process will take approximately 30-40 seconds. The control will automatically reset and restart. Programming is now complete.

Step 5 - Verify Operation

Before leaving the jobsite, use the built-in TEST function to verify burner shutdown and proper reset operation. Record the selected configuration for future service and confirm proper operation before placing the boiler into service.

Plumber Tip: Proper Grounding is Critical

DO NOT USE TEFLON TAPE ON THE FPC-1000 PROBE THREADS.

The FPC-1000 relies on electrical conductivity and requires a proper ground to operate correctly. Using Teflon tape can prevent the FPC-1000 from properly grounding through the boiler and may prevent the control from operating correctly.

Follow the manufacturer's installation instructions and use an appropriate pipe joint compound that does not interfere with grounding. Always verify proper control operation before placing the boiler into service.

Taking a few extra minutes to check the grounding, programming, and operation can help prevent unnecessary callbacks.

Designed for the Way Plumbers Work

For plumbers who service everything from older steam systems to modern hot water boilers, versatility matters. The FPC-1000 combines steam and hot water applications, automatic and manual reset, and 24 VAC and 120 VAC operation into one control.

Add LED diagnostics, a push-button TEST function, and a self-cleaning probe, and the result is a product designed to make installation, commissioning, and future troubleshooting easier.

Wallace Eannace: Your Local Technical Resource

Wallace Eannace is proud to serve as the Manufacturer's Representative for Xylem McDonnell & Miller throughout the New York City and Long Island market. For more than 100 years, Wallace Eannace has worked with the professional plumbing and heating community by providing technical expertise, product education, and application support.

We are fully engaged in helping plumbers become familiar and comfortable with the FPC-1000. Our team is available for application assistance, installation guidance, technical troubleshooting, product training, counter day demonstrations, Lunch & Learn programs, and continuing education opportunities.

Our goal is straightforward: help plumbers understand the product, install it correctly the first time, and know that knowledgeable local support is available when needed.

The Bottom Line

The Xylem McDonnell & Miller FPC-1000 brings flexibility, simplified programming, and reliable electronic low water protection together in one control. For NYC and Long Island plumbers, it can mean fewer controls on the truck, faster commissioning, and greater flexibility in the field.

Backed by the local technical expertise of Wallace Eannace, the FPC-1000 provides plumbers with both the product and the resources needed to install it with confidence.

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DOT SUSPENDS PERMIT PRIVILEGES FOR 186 PERMITTEES DUE TO OUTSTANDING ROADWAY REPAIRS

The Department of Transportation (DOT) has been advising for some time that a significant number of Permittees are delinquent in addressing roadway defects associated with their permits.

Permittees are notified of roadway defects through Corrective Action Requests (CARs) and are generally provided 30 days to complete the required repairs. If the repairs are not completed within that timeframe, a summons may be issued. The DOT has previously indicated that, after a certain period of time and multiple summonses resulting from a Permittee's failure to address the outstanding repairs, permit privileges may be suspended.

In the beginning of July 2026, the DOT suspended the permit privileges of approximately 186 Permittees due to outstanding roadway repairs. These Permittees could not regain their permit privileges until the required repairs have been completed and the DOT has verified that the repairs were properly addressed.

Given the significant number of Permittees affected, it took some time to pass before the DOT was able to complete the necessary verifications and restore permit privileges. It is important to note that these suspensions were strictly related to Corrective Action Requests (CARs), the failure to complete the required roadway repairs in a timely manner, and multiple notifications to do so. Permittees are therefore encouraged to carefully review any outstanding CARs and address required repairs promptly to help avoid further enforcement action and potential interruptions to their permit privileges in the future.

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MPC MEETS WITH DOB TO ADDRESS LICENSING AND INSURANCE UPDATE ISSUES

On June 3, representatives from the Master Plumbers Council (MPC) met with the New York City Department of Buildings (DOB) to discuss the ongoing challenges members have experienced when updating their insurance information through the DOB NOW: Licensing system. The meeting provided valuable insight into the causes of these issues and the steps being taken to improve the process.

During the discussion, DOB emphasized the importance of maintaining consistent account information across all licenses. Members should ensure they have a single email address associated with their NYC.ID account. For those who hold multiple DOB licenses, the same email address should be used for every license. Maintaining one consistent email helps prevent system conflicts and allows the licensing platform to recognize all credentials correctly.

DOB also explained that they are continuously reviewing and scanning licensing data to identify inconsistencies within the system. When errors or mismatched information are discovered, DOB is correcting them to improve the accuracy of member records and eliminate problems that prevent insurance updates.

Members who continue to experience difficulties are encouraged to contact MPC with the details of their issue. MPC will compile and forward this information directly to DOB for review, helping to identify recurring issues and ensure they receive the appropriate attention.

An important takeaway from the meeting is that once DOB corrects an account issue that has been preventing an insurance update, the correction is permanent. This means that future insurance renewals and updates should proceed without the same problem occurring again, reducing delays and simplifying the renewal process.

While the June 3 meeting was productive and reinforced a collaborative working relationship between MPC and DOB, resolving these system-related issues has proven to be an ongoing process rather than an immediate fix. Since the meeting, MPC's lobbyist and technical representatives have remained in regular communication with DOB to advocate for our members and help move identified issues toward resolution. Although progress has not occurred as quickly as hoped, DOB continues to review account discrepancies, and MPC will continue working to ensure member concerns remain a priority.

MPC appreciates DOB's willingness to engage with our organization and recognizes the complexity of implementing system-wide corrections. We remain committed to advocating for our members and will continue working with DOB to improve the licensing and insurance update process. If you are a member experiencing licensing or insurance update issues, please contact MPC so we can document your case and continue working toward a resolution on your behalf.

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