

Did you.... Canadian Trivia:

Questions?

1. This Canadian heroine, born in 1775 in Massachusetts, is considered to be a traitor by the American people.
2. Which prime minister was responsible for creating the North-West Mounted Police in 1873?
3. In 1999, did the average Canadian drink more milk or pop?
4. Born in 1959, Montreal native, Louis Lortie, was invested with the Order of Canada for his career as an impressionist, film director, pianist, or popular historian.
5. Created in 1984, this organization is responsible for protecting Canada from terrorism, sabotage, and foreign espionage.
6. What British leader was commemorated by Canada Post on a 5¢ stamp in 1965?
7. Created in 1885, this national park protects over 6,000 square kilometres of Rocky Mountain parkland.
8. Published in 1958, whose first major contribution to popularizing Canadian history was the book, *Klondike*?
9. During the late 1980s, this horse, once sold for a mere \$2,000 because it was too big to jump, won two World Cup show jumping championships.

Answers:

1. Laura Secord 2. Sir John A. Macdonald 3. Pop 4. Pianist 5. Canadian Security Intelligence Service (CSIS) 6. Winston Churchill 7. Banff National Park 8. Pierre Berton 9. Big Ben

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Vancouver 2010 Winter Games Leadership Team Takes Shape

Five executives, including a former senior executive of a VRCA member, have been appointed to the leadership team of the Vancouver Organizing Committee for the 2010 Olympic and Paralympic Winter Games (VANOC).

The executive team members will have responsibilities in the areas of finance, human resources, Olympic planning, sport and venue development.

The VANOC Leadership Team consists of:

- John Furlong, CEO
- Terry Wright, Senior Vice President, Olympic Planning
- Cathy Priestner-Allinger, Senior Vice President, Sport
- Jeff Chan, Senior Vice President, Human Resources
- John McLaughlin, Vice President and Comptroller
- Steve Matheson, Senior Vice President, Venue Development, who was most recently with
- VRCA member Dominion Construction.

The five executives will be joined by at least three

others in the coming months who will be responsible for revenue, marketing and communications, legal services and Olympic services. Recruitment for those positions is still underway.

Furlong also announced a volunteer capital works committee to assist in the planning of the 2010 Games venue development program. David Podmore, president and chief executive officer of Concert Properties Ltd, will chair the committee. He will be assisted by Eric Martin, vice president, development, BOSA Developments. Other members of the committee will be announced in the near future. The committee will provide advice and support to VANOC to ensure the venues are delivered in accordance with the commitments outlined in the Vancouver 2010 Bid Book.

At present, 40 people are providing services to VANOC. The Organization will grow slowly over the next two years and will start to ramp up after the next Olympic Winter Games (Torino 2006). By Games time in 2010, some 1,200 people will be employed by VANOC, along with an estimated 3,000 Games staff and 25,000 volunteers.

Courtesy: VRCA Jackhammer

The Labour Force

The unemployment rate in BC fell to 7.5% (*seasonally adjusted*) in June, with the strongest job growth rate seen in two years. Employment expanded for the second month in a row (+1.3%), offsetting losses earlier in the year.

June's job growth was strongest in the goods producing sector (+2.5%). Employment in construction was up 6.5%, reflecting the boom in the BC housing market. The natural resource sector—

forestry, fishing & mining—also had strong employment gains (+5.9%) for the second straight month. Employment was also up in the service sector (+1.0%), led by transportation & warehousing (+4.3%) and accommodation & food service (+3.0).

All of the new jobs created in June were fulltime, which was partially offset by declines in part-time employment. However, nearly half (46%) of the new jobs were due to

self employment.

Hiring by private sector employers accounted for 47% of the new jobs, while public sector employers contributed the remaining 6% of the job growth.

Employment in the Vancouver Metro Area went down slightly (-7,500), while employment in the rest of BC increased by almost 35,000 jobs.

Data Source: Statistics Canada

COCA - Experience Rating Limit of 33.3% Merit and Demerit Extended

The WCB will maintain the 33.3% surcharge and discount limits with the Experience Rating system for the Construction Industry for the year 2005, pending further review.

This will allow the industry to continue discussions on the Experience Rating system and its ramifications.

The Canadian Electrical Contractors Association Conference

The CECA Conference held in Charlottetown, PEI from June 17th to 20th was also a very successful event, which included a round of golf at the famous Crowbush golf course, which is a windy, links style course on the north shore of the island. There were also a number of excellent activities arranged for golfers and non-golfers alike, throughout the three day event.

One of the highlights was a seminar on the cumulative effect of change orders presented by Dr. **Awad S Hanna** Ph. D. from the University of Wisconsin.

Dr. Hanna is the foremost authority in North America on change orders and he will be in Richmond to give a seminar on July 28th.



Left Front Centre: Dennis and Brenda Carlow, Kathleen and Richard Campbell, Robert and Ginny Alger, Lorraine and Lorne Picard.

In addition, there were two other excellent speakers who spoke on communications and safety issues. The small contingent from BC who attended, included: **Bob & Ginny Alger, Dennis & Brenda Carlow, Lorne and Lorraine Picard, Richard & Kathleen Campbell**. The event concluded with a lavish President's Gala (dinner and dance) which was enjoyed by all.

Next year's CECA conference will be held in June at the **Jasper Park Lodge** in beautiful Jasper Alberta. Given that it is much closer to home, we hope there will be a great turnout from BC.



Golf winners, Richard Campbell, and others

ECABC's Outside Involvement (ECA is involved with the following organizations/associations)
BC Electrical Association (BCEA), BCIT Construction Management Program Advisory Committee, BCIT Electrical and Electronic Program Advisory Committee, Camosun Electrical Program Advisory Committee, College Instructors Articulation Committee, Construction Specifications Canada (CSC), Council of Construction Associations (COCA), Council of Construction Trade Associations (COCTA), Electrical Inspectors Association (EIA), Electrical Safety Review and Appeal Boards, Electrical Safety Advisory Committee (ESAC), IBEW 213/ECA Joint Training and Journeyman Upgrading Committee (EJTC), Public Construction Council (PCC) and Western Joint Electrical Training Society (Western Jets)

ECABC Hall of Famers Wanted

The Vancouver Chapter of ECABC wants more Hall of Fame Members to attend the monthly chapter meetings in Burnaby.

We think the chapter would benefit from the experience and wisdom that many Hall of Fame members could provide.

The chapter meets eight times a year, starting in September and ending in May. There is no meeting in December.

Typically, the meetings start at 5:30 pm with a complimentary bar. At 6:15 or so we often have a speaker then dinner and wine are served at 7:00 pm.

The nominal cost for all this is **only \$75.00 a year**. If this is an offer you can't refuse, please call **Zana** at **604-294-4123** to register, and we'll start sending you meeting notices and other chapter communications right away.



A Partnership for Building Solutions

Alexander Holburn Beaudin Lang (AHBL) is pleased to announce our new partnership with the Electrical Contractors Association of British Columbia. Through this partnership, AHBL will provide ECABC members and their employees with the highest quality, responsive and innovative legal services, at our preferred client rates.

If you would like additional information on any of our practice areas, or individual lawyers, you can contact Norm Streu at 604.643.2192, nstreu@ahbl.ca

Scholarships

BCEA and Electro Federation scholarships are available to dependents of personnel of ECABC member companies in good standing. The BCEA has budgeted to award \$10,000 in scholarships in 2004, towards which ECABC contributed \$500.00. Criteria are different for each program.

The deadline for submitting applications for the BCEA Scholarship Program is July 30, 2004. The application deadline for the EFC Foundation Scholarship Program is August 12, 2004. If you have any questions, please contact BCEA Scholarship Committee Chair, **Paul Black** at **604-438-8661** or BCEA Executive Director **Tracey Gallant** at **604-291-7708**.

Ocean Power

After the CECA conference, Kathleen and I spent a week or so touring Cape Breton Island and the Annapolis Valley in Nova Scotia. A point of interest in Annapolis Royal is a tidal generating station, which is one of three in the world and the only one in North America. It employs the largest straight-flow turbine in the world to generate more than 30 Million kilowatt-hours per year, enough electricity to power 4500 homes.



Opened in 1984, the plant is ideally located because the Bay of Fundy has the highest tides in the world and because an existing causeway equipped with sluice gates provided a head pond where water levels could be controlled – an essential component in the station's operation.

Single-effect turbines generate electricity only when the flow of water is towards the sea, Double-effect turbines, which generate power in both directions, will produce more electricity than single-effect turbines, although, considerably less than twice as much. Double effect turbines require tides about 4.5 m higher than the 7 m tides at Annapolis Royal. These would be better suited for locations further up the Bay of Fundy, where the tides are much higher.

the rim of the runner on which 144 poles or electro-magnets are mounted. The stator is a fixed 91 tonne ring of wire coils that encircles the rotor, but outside of the turbine waterway. As the runner turns, the rotor's magnets sweep past the wire coils in the stator creating an electromagnetic current which is tapped and converted into usable electricity at a nearby substation.

On the incoming tide, when the sea level reaches the level of the head pond, the sluice gates in the causeway are opened and the incoming seawater fills the head pond. When filled to its maximum level, the sluice gates close to trap seawater upstream of the turbine until conditions are right to begin generation.

One of the unique features of the Annapolis station is the huge four-blade propeller turbine or "runner." Its 7.6 m diameter makes it the largest of its kind in the world by almost 4 m. The 148 tonne runner can generate up to 20 megawatts of electricity at peak output.

The rotor is attached to

As the tide recedes, a difference in the level between the head pond and the sea side develops. When this difference or "head," increases to 1.6 m or more, the 18 wicket gates of the distributor assembly open.

The wicket gates which resemble Venetian blinds arranged in a circle control the flow of water through the turbine. When the gates are open, water flows through the turbine at a rate of 400 cubic meters per second and turns the massive four-blade runner or propeller turbine. The power generating phase of the cycle continues for a little more than five hours or until the level of the head pond has dropped to within 1.6 m of the incoming tide.

The wicket gates close and a new cycle begins. Tidal power is a clean and renewable source of electricity and other large scale sites are being considered at the head of the Bay of Fundy. Before any begin however, more information

about possible impacts are needed. The main environmental concerns are potential effects on fish populations, the filling in of the head ponds with sediment and the impact on the tides.



Old Age & Treachery

An old farmer had owned a large farm for several years. He had a large pond in the back, fixed up nice; picnic tables, horseshoe courts, basketball court, etc. When the pond was built it was properly shaped and fixed up nicely for swimming.

One evening the old farmer decided to go down to the pond and look it over, since he hadn't been there for a while. As he neared

the pond, he heard voices shouting and laughing with glee. As he drew closer, he could see a bunch of young women skinny dipping in his pond. He politely made his presence be known to the women, and in doing so, he watched as they all went shuffling to the deepest end of the pond.

One of the women shouted out to him, "We're not coming out until you leave!" To which the old man replied, "Miss, I didn't

come down here to watch you ladies swim in the nude nor did I come here to make each one of you get out of the pond naked. I merely came down to feed the alligator."

The moral of the story: old age and treachery will triumph over youth and skill. It always has and it always will.

2004 AGM and Hall of Fame Dinner

From all reports, the 2004 ECABC Annual general Meeting and Hall of Fame Dinner at Vancouver's Fairmont Waterfront Hotel was a great success. The AGM was one of the best attended in recent years.

Following are the results of this year's election to the ECABC Board of Directors: President: **Ron Fettback** of Western Pacific Enterprises, Past-President: **Bob Leese** of Ainsworth Electric, 1st Vice-President: **Hank Paquin** of Sasco Systems, 2nd Vice-President: **Robert Lashin** of Houle Electric and Secretary/Treasurer*: **Stan Hussey** of Harbourview Electric. Our directors at large include **Bob Alger** of Horizon Power, **Peter Bridge** of PR Bridge Systems, **Bill Crarer** of Canem Systems, **Jack Funk** of Jack Funk Electric, **Dan Mott** of Mott Electric and **Gerry Reinders** of Bridge Electric.

The AGM was followed by a reception, Skills Canada competition apprenticeship awards, the Hall of Fame Awards, a special award and a delicious dinner capped with some hilarious, if ribald, entertainment by Kenny Shaw. Jack Zelker played the piano for us through much of the evening.

Adam Byron of Mott Electric and John Bayer of West Coast Reduction were recognized for their outstanding performance at the provincial and national apprenticeship competitions this year, Adam won silver at the national for electrical wiring and John won gold for industrial wiring. Each received a framed Award of Excellence, a cheque from ECA for \$250 and a pair of Journeyman Klein pliers from Guillevin International.

The Hall of Fame mantle was conferred on for very worthy recipients including Derek Johns formerly of Wesco Dist., Rick Porcina, formerly of the Electrical Safety Branch, Bob Morrison, formerly of Ross Morrison Electric and Nes Romaniuk of Elworthy Electrical Services. Nes hasn't retired yet, but we figured we may as well induct him because he says he's never going to retire.

The Special Award was given to Danny Mott for his outstanding service to the industry in helping to preserve compulsory certification in the form of ratios in the new Electrical Safety Regulations. A num-

ber of people pitched in, but Danny went the extra mile in helping us to win this battle.

*The position of Secretary/Treasurer combines two positions on the board which have been separate up to now.



Bob Leese and Derek Johns



Bob Leese and Bob Morrison



Bob Leese and Nes Romaniuk



Bob Leese and Rick Porcina



Bob Leese and Dan Mott



Ron Fettback and John Bayer



Ron Fettback and Adam Byron

COCA - Knowing the Rules can Reduce Injury Costs

Reducing the duration and costs of claims in the construction industry remain a challenge. Improvements in injury prevention and ongoing claims management are required to contain costs and reduce future Workers Compensation Board rates.

That's why according to Grant McMillan, chair of the Construction Safety Association of B.C., it is critical that employers know how to manage claims by understanding the WCB process and their rights and responsibilities.

"What we're trying to do is not only prevent injuries in the first place but to manage the average days lost ... to manage that number down," he said. "Every day off the job for a construction worker is costing the industry about \$200." The average claim cost for the construction industry is \$19,000. The average number of days lost is 57. During the five-year period 1998-2002, WCB accepted 33,839 claims. A total of 1.9 million workdays were lost at a cost of \$466 million.

McMillan, along with Michael McKenna, WCB senior dedicated claims manager, provided an overview on the key components of claims management and the importance of a return to work program at a recent Vancouver Regional Construction Association seminar.

He said McKenna has been specifically assigned to provide assistance to employers in reducing the time loss associated with injury and illness.

McKenna is an excellent resource to give expert advice on what needs to be done with the management of a claim on an ongoing basis, said McMillan, along with how to set up early safe return to work programs.

In explaining employers' rights and responsibilities, McMillan noted employers are often surprised they have a right to protest a claim or payment of benefits.

"Ninety eight per cent of appeals come from workers, two per cent from employers. It suggests that employers don't understand or don't want to exercise their rights of appeal," he said, recommending full participation in the appeals process when appropriate.

Other employer rights include access to information on the progress of a claim, cost relief consideration and timely response to inquiries.

McMillan warned mistakes may occur and "it is much harder for WCB to reverse a decision once it's made". This is why it is important for employers to be actively involved in claims.

"Don't expect WCB to solve your problems," he said, suggesting employers hold WCB accountable as they would contractors or subcontractors. Claims management was defined as a structured method of managing WCB claims from initial reporting to final payment or appeal.

McMillan cited lower WCB assessments, lower replacement costs and lower retraining/training costs as some of the benefits of claims management "People who are off work are costing you money in many ways, not just your WCB claim. They're costing you retraining time, costing down time in a variety of ways. Faster return to work means less money flowing out the door," he said.

While the base premium rate remains relatively unchanged for the majority of B.C.'s registered employers, construction employers were among those that had rate increases of 10 per cent or more for 2004.

Currently, the industry has a 33 per cent merit and demerit system. McMillan said it is a special experience rating system for construction, which may expire this year. "Every other industry in the province is at a 50 per cent merit and 100 per cent demerit."

"Those companies that do claims cost management will tend to have lower rates," he added.

McMillan also advised focusing on current claims because the experience rating is based only on the previous 3.5 years. For example, a 1999 claim would not affect the 2004 premium rate.

Another important component of the claims process is the accurate completion of Form 7- Employer's Report of Injury.

McMillan described Form 7 as a blank cheque to WCB. A \$1.5 million blank cheque. He stressed information on the form should be completed by the right person such as a supervisor (not the first aid attendant) because it will be used to determine entitlement on claim and will be referred to by appeals tribunals.

Critical questions to be aware of on the form are 2A, 4, 8 and 18, he noted.

Form 6A was also presented as a beneficial tool for employers to ensure injuries are documented properly by the employee to avoid abuse of claims. Form 6A is legal evidence and mandatory for workers to complete upon request.

On the topic of relief of cost, the recommendation was to make it a practice to request it on every claim for which there is 10 weeks or more duration. Relief of costs under the Act allows for employers to be relieved of costs of a claim when there is a pre-existing disease, condition or disability which enhances a compensable injury.

One key way to minimize the impact of a compensable injury is to develop and implement an early safe return to work program. Criteria used in such a program include: the worker must be capable of some form of work; work must be safe, physician approved; productive; and where reasonable, worker must agree.

In response to a question about workers refusing available productive and safe work, McKenna advised that this be reported to WCB and benefits will be suspended.

McMillan also touched on the appeal system and the time frame for appeals and decisions. There is a 75-day limit on reconsidering prior decisions, he said.

Another important time frame is claims need to be reported within three days of its occurrence.

"If you take habitually longer than three days, you may find yourself facing a penalty for late reporting," warned McMillan.

"Also you are hurting yourself because you are not gathering information quickly and not getting it to WCB."

He stressed the WCB system is evidence based and claims are decided on evidence.

"The primary source of evidence in any case, is you the employer. Unless you tell WCB, they don't know. What you need to tell them is hard evidence...fact and not supposition...or speculation but as many facts as you can accumulate.

"That is what will tilt the claim in your favour. You need to provide evidence up front as soon as possible," said McMillan.

Courtesy: Cheryl Mab, Journal of Commerce



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Vast Array of Skills Needed for Today's Construction Industry

Retro chic is more than revisiting 1970s fashions in clothes and furniture; the nuts and bolts of a construction boom are once again taking a lead in Canada's economic development. The construction industry saw it coming and has been trying for years to attract new blood to a shrinking workforce.

One of its successes is Manley McLachlan. When he was growing up, McLachlan's family had an excavation and aggregate business next to Prince Albert National Park in Saskatchewan and after he earned his BA in English Literature in 1972, McLachlan went to work for them. After almost a decade, he made the move into sales management and radio, where he stayed for another decade or so. Then in 1995, he took his people skills, discipline, and drive back into the thick of the construction industry when he took up the reins of the Saskatchewan Construction Association.

In February of 2004, he headed west to become the new president of the BC Construction Association. One of his first moves was to get all the players together in one room with some food and drink; he introduced everyone by name.

Manley says that the systems BCCA has put in place, like standard practices, bid depository, and the electronic plan room, are all vital components for industry. Having them is like "the difference between a prize fight and a street brawl," he said. This has been a significant role for BCCA and he wants to enhance it. The organization is well placed for this, he says, because it represents all elements of the construction industry with its broad-based membership.

While Manley intends to keep and expand many BCCA programs and initiatives, some new ideas are already being implemented. BCCA is working with Lilian To of Success Group in Vancouver to identify barriers between employers and foreign trade workers. Once the roadblocks are identified, people can go to work to shift them aside.

"Our goal is to expand the number of people who can work in this industry," McLachlan says.

There are traditional routes, he points out, like talking to students and

career counselors in schools, but the industry is taking aim at non-traditional recruiting sources like aboriginal communities, immigrants, and women. In early October Shirley Westeinde, the first female chair of the Canadian Construction Association, will come to B.C. for a province-wide series of events aimed at informing and attracting girls and women to the industry.

McLachlan says that there's room in construction for a vast array of skills including management, finance, human resources. Construction firms are complex companies that need to be managed, he says.

He considers TV ads a significant issue in the recruitment difficulties the industry is facing. They don't portray the industry in a flattering light, he said. Consider truck ads: they're all about being tough and dirty. And a commercial for a fast-food restaurant portrays a man driving a forklift and trying to eat with both hands at once.

To counteract these images, McLachlan wants people to learn that apprentices end up with jobs and "They didn't finish their education with a student loan; they finished with money in the bank."

The other side of the coin, once people are aware of the opportunities and come looking for jobs, is to manage training. BCCA has been instrumental in creating the Advisory Council of Construction Training (ACCT), with members drawn from all sectors of the business across BC to work with the Industry Training Authority and provide direction for the types of training the industry needs. The Heavy Industry Training Advisory Council will provide parallel services. The purpose is to help the people who actually hire apprentices.

ACCT and the report on Success Group's foreign trades are the two main items from which will follow BCCA's other projects during the next few years. Otherwise, McLachlan hasn't set out a list of priorities. BCCA has a "huge opportunity to play a significant role in how training occurs," to create relationships with training providers, to focus on the end product of training, to create interprovincial standards. And he emphasizes, "It's all front burner."

Courtesy: Rachel Goldsworthy, Journal of Commerce

Building Permits

Housing starts in BC were down 6.4% in June, the second consecutive month of decline. Nationally, housing starts were unchanged.

The value of building permits issued in BC rose 3.2% (*seasonally adjusted*) in May, the first increase in four months. Residential building permits were unchanged (+0.1%), but

non-residential permits were up 15.0%. The major factor was a jump in institutional/ governmental construction (+88.9%).

BC was one of the few provinces with an increase in construction intentions in May. Nationally, building permits fell 9.5%.

Data Source: Statistics Canada

ECA Logo has changed!!!

After 52 years of loyal and dedicated service, we decided to retire the venerable ECA logo and replace it with a younger version. We felt it was important to maintain a strong link with the past, but wanted something that would project a contemporary image that would appeal to our members and many contractors



Electrical Contractors Association of BC

we hope to attract. It's already up on our website and will be phased in slowly over time. We hope you like it.

You can email Zana Gordon at eca@eca.bc.ca for an electronic version or call at 604.294.4123 for a copy on CD.





Electrical Contractors Association of BC

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Schedule of Events

July 28, 2004

Vancouver Chapter Fireworks
Dinner Cruise

September 9, 2004

Vancouver Island Chapter Meeting,
TBA

September 21, 2004

Central Chapter Meeting

September 23, 2004

Vancouver Chapter
Fall Classic Golf Tournament
Pitt Meadows Golf Course

September 24, 2004

Vancouver Island Golf Tournament

September 28, 2004

Vancouver Chapter Meeting

Math Destruction

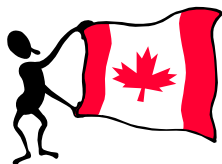
At New York's Kennedy airport today, an individual later discovered to be a public school teacher was arrested trying to board a flight while in possession of a ruler, a protractor, a square, a slide rule, and a calculator.

At a morning press conference, Attorney General John Ashcroft said he believes the man is a member of the notorious Al-gebra movement. He is being

charged by the FBI with carrying weapons of math instruction. "Al-gebra is a fearsome cult," Ashcroft said. "They seek average solutions by means and extremes, and sometimes go off on tangents in search of absolute value. They use secret code names like 'x' and 'y' and refer to themselves as 'unknowns', but we have determined they belong to a common denominator of the axis of

medieval with coordinates in every country. As the Greek philanderer Isosceles used to say, 'there are 3 sides to every triangle'."

When asked to comment on the arrest, President Bush said, "If God had wanted us to have better weapons of math instruction, He would have given us more fingers and toes."



Happy Belated Canada Day

Have a great BC Day



ECABC Wishes you a happy and safe summer!!!!

Benefits of Membership in ECABC

Advocacy

- 1 Strong united voice to government for expressing opinions and concerns regarding issues that directly affect the electrical industry
- 2 Representation on other associations, committees and councils that deal with apprenticeship, safety, WCB and other issues

Consulting - Contract interpretation service

Discounts and Special Services

- 1 Petro-Canada SuperPass Program - New!
- 2 Esso Fleet Discount Program
- 3 Accent Inns - Preferred Rates
- 4 DM Credit Services

Education

- 1 Seminars or information sessions and speakers at chapter meetings
- 2 Salaried Employees Training Trust Fund (SETTF)
- 3 BC Electrical Association Scholarship Fund

Health Care - BC Construction Association Group Benefit Plan

Insurance - Industry specific insurance from Federated Insurance

Marketing - ECA website, advertising, electrical engineering/consultants program ECABC logo/membership stickers

Networking - Regular networking opportunities at monthly chapter meetings, annual general meetings, and an annual national conference

News

- 1 The Conduit and Relay newsletters to keep you up to date on industry issues and events and
- 2 NECA/WCB Safety Alerts

Publications - Access to a host of publications, videos, and manuals such as the Seismic Restraint Standards Manual and Health & Safety Policy Manual.

Legal - Alexander Holburn Beaudin Lang—Vancouver Law firm offering preferred rates to ECABC members for

Benefits currently in negotiation—

- Accounting (taxes, etc) discounted
- Cellular phone discounts
- ECABC Scholarship Fund
- Courier Services