



THE

IPSSAN

Mission Statement: The Independent Pool & Spa Service Association, Inc. exists for the mutual professional benefit and growth of its members and for the continued improvement of the pool and spa service industry.

VOLUME XXX, NUMBER 3

Happy 30th Anniversary IPSSA!

March 2018

California Capitol Report

CPSA Kills Bad Labor Bill

By John Norwood

John Norwood, CPSA lobbyist and Executive Director, reported this week that the association helped kill a bill which would have provided workers' compensation benefits to people using the underground economy to compete against legitimate businesses.

AB 2016 (Gonzales-Fletcher) would have expanded the workers' compensation coverage contained in a homeowners or renters policy to cover "day laborers." The author's intent was to cover persons that a contractor or homeowner hire at the Home Depot, Lowe's or other home improvement store parking lot.

Under current law, every homeowner or renters insurance policy contains workers' compensation coverage intended to cover nannies or housekeepers or other persons the occupant regularly employs. In order to be eligible for such coverage the employee must be paid at least \$100 and have worked 52 hours or more for the homeowner or occupant over the proceeding 90 days. AB 206 would have amended current law to provide workers' compensation coverage for day laborers without regard for the 52 hour threshold. As such, a day laborer hired for a project for only one day or part of one day would be covered.

"For every job a homeowner



would hire a day laborers to do there is a legitimate contractor or handyman or service company will to do the same job," said Norwood. These legitimate businesses have to purchase their own medical or disability insurance, pay taxes and incur the other obligations of being in business. Government should not foist on homeowner the cost of medical and wage loss coverage for people that compete for business in the underground economy to the disadvantage of legitimate businesses. That would amount to promoting the underground economy."

The underground economy is a huge problem in California, estimated at costing the state between \$8-10 billion dollars in tax revenue. For a number of years, CPSA has been working with other businesses, labor organizations and state agencies concerned with the challenges presented by the underground economy. These groups have supported various bills that would make it harder for those who cheat to compete. CPSA viewed AB 206 as going in the wrong direction on this issue and

Continued on page 7

IPSSA Leadership Highlights



IPSSA BORD Members, Rose Smoot, the new Executive Director, and IPSSA Financial Office Members with spouses and children enjoying a meal at Bucca Di Beppo.



John Dixon, Reg. 6, John Oldfield, Reg. 10



John Dixon, Reg. 6, Terry Snow, Reg. 10 and friends



Rose Smoot, new IPSSA Executive Director and Ray Arouesty, Senior Vice President of Arrow Insurance at Leadership.



Rose Smoot and the new 2018 BORD Members. (More highlights on page 13)

IPSSA Members:

It's IPSSA's 30th anniversary and we want to celebrate all year!! We're looking for pictures and stories over the past 30 years which we will feature in the IPSSAN throughout the year. Please, if you have any great IPSSA memories you'd like to share email them to Katie Brunner at katiembrunner@gmail.com

If you are having issues logging into your account on the IPSSA website/members only section, please contact Elizabeth in the IPSSA Financial Office at 888-391-6012 or liz@cramer CPA.com and she can assist you.



DO NOT HOLD
DATED MATERIAL

Things to do in March

- Condition Pools
- Filter Maintenance
- Revise Additional Insured endorsements
- Solar System starts
- Education at the Western Pool & Spa Show
- Clean Salt systems and other specialty units

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THE IPSSAN

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Deadline for submission of articles is the 20th of each month. Material submitted late will be considered for the following month.

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No One Wins the January Education Corner Quiz

Unfortunately none of the submissions we received for January were correct. Hopefully we get so more quizzes back before March 20th so someone can win some new IPSSA gear and be entered to win the big prize at the end of the year!

The correct answers for the January quiz are 1. The APSP recommended ORP level for safe water is: A. 600 to 650 mV, B. 650 to 750 mV C. 650 to 700 mV, D. more than 750 mV, *the correct answer is b) 650 o 750 mV*. 2. Liquid chlorine must be packaged in a container with a non-vented, leak proof top or cap: A. True or B. False, *the correct answer is b) false*. 3. The element Chlorine (Cl) is a gas is: A. True or B.

False, *the correct answer is a) true*. 4. The customary units used to express pool surface area is: A. Square Feet B. Square Yards C. Cubic Feet, D. Cubic Yards, *the correct answer is A) Square Feet*.

Calendar of Events

- Mar. 15-17** **Western Pool & Spa Show**
Long Beach Convention Center, Long Beach, CA
www.westernshow.com
- April 2-7** **NDPA Educational Conference**
Tampa, FL
- May 5** **BORD Meeting**
San Diego, CA

WELCOME NEW MEMBERS!

REGION 1 – Capital Valley: Kimberly Barber... **REGION 2 – Santa Barbara:** John Jensen, John Panizzon... **Visalia:** Danny Gonzales... **REGION 3 – San Gabriel Valley:** Bobby Livemash... **Region 11 – Osceola:** Rajesh Dass... **Gold Coast:** Jose Camella... **Port Charlotte:** Gregory Speer

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www.ipssainsurance.com

*** WIN *
IPSSA Logo
Gear!**

Education

Corner

All members who mail an entry with the correct answers will become eligible for a drawing at the end of the month for IPSSA logo gear. All correct entries will go into a year-end drawing for other IPSSA merchandise. IPSSA members are the only eligible participants and only one entry per month is permitted. Each month, the winner of the drawing will be published in The IPSSAN. Entries for this month must be received by **APRIL 20, 2018**.

1. To convert fluid ounces into gallons you divide fluid ounces by:
 - A. 16
 - B. 128
 - C. 32
 - D. 8
2. The APSP recommended ideal level for bromine for residential spas is:
 - A. 3.0 to 5.0 ppm
 - B. 2.0 to 4.0 ppm
 - C. 4.0 to 6.0 ppm
 - D. 1.0 to 3.0 ppm
3. When salt is dissolved in water ions are formed which are positively and negatively charged
 - A. True
 - B. False
4. Non Chlorine Shock Chemicals such as monopersulfate will react with DPD reagent and produce a color.
 - A. True
 - B. False

Name _____

Address _____

City _____ State _____ Zip _____

Telephone Number (____) _____

Chapter _____

Correct Answers: 1. _____ 2. _____ 3. _____ 4. _____

(Please indicate A, B, C, or D for each answer.)

Mail Entry to:

IPSSA Quiz, P.O. Box 3367, Rocklin, CA 95677

or Fax to: (888) 368-0432

Entries for this month must be received by APRIL 20, 2018.

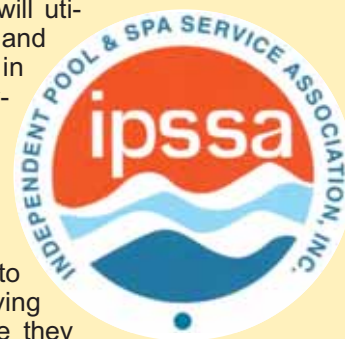
IPSSA Code of Ethics

As a member of the Independent Pool and Spa Service Association, Inc., I will utilize my professional knowledge and skilled practical workmanship in providing quality customer service. To that end, it will be my responsibility to keep informed of developments in the pool and spa industry including new techniques and product applications.

My second obligation will be to the members of IPSSA by giving them any professional assistance they may need including sick route coverage. With respect to sick route coverage, I will treat sick route clientele with professionalism and respect, and will not solicit the business of a sick route client while providing sick route coverage.

My final responsibility will be to my community and its citizens. I will strive to communicate the necessity for pool safety and other issues of importance to pool and spa owners.

In these ways, I will promote the ideals and objective of the Independent Pool and Spa Service Association, Inc.



Financial office thanks chapters with prompt payments

The Financial Office thanks the following 41 chapters, whose members all paid promptly in February before second notices were required:

- Region 1 – Capital Valley, Gold Country, West Placer, Elk Grove, El Dorado, East Contra Costa
- Region 2 – Central Coast
- Region 4 – Central Los Angeles and Westside
- Region 5 – Anaheim, Central Orange County, Dana Point, OCPP, Orange County #9, Surf City, Tustin/Irvine, Southwest, Mission Viejo, Orange Coast
- Region 6 – Hemet, Redlands, Menifee Valley
- Region 7 – Carlsbad North County and Coastal
- Region 8 – North Phoenix, East Valley, West Valley, and Henderson
- Region 9 – North Houston, West Houston, Hill Country
- Region 10 – Silicon Valley and Tri Valley
- Region 11 – Osceola, Gold Coast, Manasota, Treasure Coast, Port Charlotte
- Region 12 – Mid Cities DFW, Waxahachie

PG&E Pool Pump Rebate Sunset

Dear Pool Pump Installers: received by 3/1/2018.

- Please see PG&E's Residential Rebate Catalog for additional information and requirements.

Effective January 1, 2018, PG&E is closing the \$100 rebate offering (\$200 for installers) for qualified pool pump and motor products, due to recent improvement in state energy efficiency standards.

- Qualified pool pumps and motors must be purchased and installed by 12/31/2017.
- All paper or online applications must be postmarked or

Thank you for your participation in PG&E's energy efficiency programs. For further questions, please contact the Smart Energy Line at 1-800-933-9555.

Sincerely,
PG&E Customer Care Team

REGISTER EARLY ONLINE

www.westernshow.com

- By MARCH 4TH: \$85
- AFTER MARCH 4TH: \$95



Join Us!

March 15-17, 2018

Seminar Hours:

Thurs., Mar. 15 ~ 1PM-5:45PM

Fri., Mar. 16 ~ 8AM-3PM

Sat., Mar. 17 ~ 8AM-2PM

Exhibit Hours:

Thurs., Mar. 15 ~ 6PM-9PM

Fri., Mar. 16 ~ 2PM-6PM

Sat., Mar. 17 ~ 1PM-6PM

Western Pool & Spa Show 40th Anniversary Celebration Party

Friday, March 16, 2018 @ 6:30 pm (In lobby outside Exhibit Hall)

Tickets \$30 Includes dinner, 2 drinks (soda, wine or beer) Cocktails available

Raffle: 2 cruises (or \$1,500 cash), many other Prizes!!!

NEW CLASSES 2018

- **GENESIS® C281: Major Renovations Course March 14-15
- **NSPF Certified Pool Operator Course (CPO) March 15-16
- **NSPF Advanced Service Technician™ Course March 15
- Water Chemistry for the Service Professional March 16 & 17
- GENESIS® Transitioning from Service to Construction March 17

**SEPARATE FEE: Visit westernshow.com for details

- Over 40 New Seminar Classes •
- Classes in Spanish All 3 Days •
- On-Floor Golf Putting Contest for Everyone •
- Dodge Truck Give-A-Way on LAST day of Show •

FLOOR ACCESS:
No Charge For Online Pre-Registration

On-Site: \$5 Badge Fee

BEGINNERS TO ADVANCED: WATER CHEMISTRY, EQUIPMENT REPAIR, ELECTRONIC CONTROLS, HEATERS, BUSINESS CLASSES AND MORE....

Celebrating 40 Years of Education Leadership



40th Annual Western Pool & Spa Show ~ March 15-17, 2018

Seminars & Speakers subject to change or cancellation without notice / CHECK westernshow.com FOR UPDATES OR CHANGES

THURSDAY, MARCH 15, 2018 / EXHIBIT HOURS 6-9 P.M./OPEN TO THE TRADE ONLY/REGISTRATION REQUIRED / 40+ New Classes

Time	CLASSROOM S1	CLASSROOM S3	CLASSROOM S4	BALLROOM A	BALLROOM B	SEASIDE PRE-FUNCTION	CLASSROOM S5	CLASSROOM S6	CLASSROOM S7
1 PM TO 2:45 PM	Heater Overview ETI and the Hybrid, Pentair	How to Install Water Features That Work Ron Hetzner, Oreq	Service & Retail with The Pool Program - Enterprise Jason Wise	In-Floor Cleaning Systems, Jaime Guzman	Navigator AquaNaut and The Pool Cleaner Repair David Jones	MEETING ROOM	Design and Troubleshoot Solar Pool Heating Systems SunTrek Industries	Basic Water Chemistry Gabe Talese, HASA	Raypak LoNox Heater - Installation and Troubleshooting Clases En Español
3 P.M. TO 3:45 P.M.		Hazardous Material Transport & Your Route Truck, Ron Hetzner	How it Works for Beginners Dennis Rettela	Ultimate Pool Care for the Next Decade Mike Quaka	Limpiadores de Succión Daniel Jazo	Proactive Pool Start Ups and Surface Protection Scott Niehols	Solar Pool Heaters Troubleshooting Service and Lessons Learned, Daniel Sizelove	MEETING ROOM	Secrets to Algae Free Pools Evangelina Serrano Clases En Español
4 P.M. TO 5:45 P.M.	Easy Touch Controls with Mobile Devices Pentair	Algae: Why we get it. How we get rid of it. And the truth about CYA Chris Marcano	How to sell the importance of Proper Water Chemistry to your customer, Terry Snow, Rich Gallo	Pool Lighting Decoded - How to Light today's pools, Graham Orme	VS Pump de Hayward y Sistemas de sal, Daniel Jazo Clases En Español	How to manage and Grow your Business Christine Hester	Good Mastic Installation Jim Dill Deck-O-Seal	Cement Surfaces Issues & Answers Ed Rock	Business Management Pedro Correa Clases En Español

FRIDAY, MARCH 16, 2018 / EXHIBIT HOURS 2-6 P.M. / OPEN TO THE TRADE ONLY / REGISTRATION REQUIRED / 40+ New Classes

Time	CLASSROOM S1	CLASSROOM S3	CLASSROOM S4	BALLROOM A	BALLROOM B	SEASIDE PRE-FUNCTION	CLASSROOM S5	CLASSROOM S6	CLASSROOM S7
8 A.M. TO 9:45 A.M.	New IntelliFlow VSF Pump Hands-On Programingng Pentair	Pool Plaster Concepts for Service Professionals OnBalance	How to Manage and Grow Your Business Christine Hester	Introduction to QuickBooks Pedro Correa Clases En Español	AquaRite & HydroRite UV03, Do's and Don'ts Ben Carver, John Rodriguez	Basic Water Chemistry & Testing Wayne Ivusich	Certified Stain Specialist Jack's Magic	MEETING ROOM	Pentair Chemical Automation Pentair Clases En Español
10 A.M. TO 10:45 A.M.	Hydraulics for the Service Pro, Pentair	Pool & Spa Filtration Concepts and Capabilities and Comparisons Mark Dunlop	Periodic Cleaning of Particulate Filters Maintains Optimal Performance Vance D. Fiegel	How to Find & Keep Today's High-End Pool Owner Customers Mike Quaka	California Commercial Title 22 Trevor Stiff	MEETING ROOM	Electrical Bonding and Grounding, Bill Hamilton	Stand Out Online and Win New Customers Jamie Taggart	Saving time, labor, and money with Combo/Connect Jbox & Ready/Set Actuator Intermatic
11 A.M. TO 12:45 P.M.		Why Am I at Fault? Lessons Learned from Over 2,000 Claims & Lawsuits, Ray Arouesty	Understanding the LSI and General Water Chemistry Harold Evans	Controles basados en la red Alex Valdovinos Clases En Español	Hayward Heaters Installation and Repairs Basics Dan Smith	Water Chemistry for the Pool Service Professional Bob Lowry	Changes to the NEC 2020 Bill Hamilton	Customer Billing with The Pool Program 8 Jason Wise	Ozone/Chlorine Generators Arturo Torres Clases En Español
1 P.M. TO 2:45 P.M.	Electricity for the Service Pro Pentair	Advanced Water Chemistry OnBalance	Comprension del LSI y quimica general del agua Emie Peniedo Clases En Español	Bombas de velocidad variables y sus controles Alex Valdovinos Clases En Español	VS Pump Connecting to Hayward / All Controls Bryan Chrissan & Ben Carver	Hydraulic Component Compatibility Prolo Benedetti SWD Master, Dave Penton		MEETING ROOM	Basic Chemistry Pedro Correa Clases En Español

SATURDAY, MARCH 17, 2018 / EXHIBIT HOURS 1-6 P.M./OPEN TO THE TRADE ONLY/REGISTRATION REQUIRED / 40+ New Classes

Time	CLASSROOM S1	CLASSROOM S3	CLASSROOM S4	BALLROOM A	BALLROOM B	SEASIDE PRE-FUNCTION	CLASSROOM S5	CLASSROOM S6	CLASSROOM S7
8 A.M. TO 9:45 A.M.	Pentair Chemical Automation	Chemistry 101, Basic Water Chemistry, Terry Arko, SeaKlear	Tips & Tricks for the New Pool Professionals, Peter Haverlation	Raypak LoNox Heater - Installation & Troubleshooting Brad Duncan	Profitable Inspections Rick English Served on the APSP Builders Education Commission	Pool & Spa Water Testing & Treatment Myths Wayne Ivusich	CPSA, NSPF/Genesis Town Hall-Future of the Alliance	MEETING ROOM	New Pentair IntelliFlo VSF Pumps Pentair Clases En Español
10 A.M. TO 11:45 A.M.	How a Pool Works Purity Pool Robert Foutz Jr.	How they Work and their Challenges Steve Dunn	Sodium Bromide-What Manufacturers Aren't Telling You United Chemical	Jandy Web Based Control Alex Krajewski	Water Chemistry for the Pool Service Professional Bob Lowry	Transitioning From Service to Construction, Paolo Benedetti and David Penton SWD Master	Plaster Stains & Discolorations Jack's Magic	MEETING ROOM	Licenciada Contrataste Guiatista Class En Español
NOON TO 1:45 P.M.	Raypak x 94 Commercial Heater Brad Duncan	Which do you want to be? AMAZON, a Pool Professional or BOTH!! Dennis Chapman	Creating the Backyard Water Park Selling Entertainment Centers for Additions Kathryn Varden	Variable Speed Pumps and their Controls Alex Krajewski	Millionaire Pool Man Thinking Outside of the Box Charles Baird	Show Your Customer Why they Need to Upgrade their Equipment David Peterson	Rola-Chem ORP/Ph Controllers & How They Function, Todd Schwab	Secrets to Algae Free Pools Todd Wilson	Advanced Chemistry Pedro Correa Clases En Español

Swim Lessons Save Lives!

World's Largest Swimming Lesson™ set for Thursday, June 21, 2018

**Registration Opened February 14th
#LOVEWLSL**

Registration for the 2018 World's Largest Swimming Lesson (WLSL) is open at WLSL.org. This year's event will take place Thursday, June 21st. IPSSA is a big supporter of WLSL and we strongly encourage our members to sign up as a 2018 Host Location or find a local swim facility to partner with on the event. This is a great cause – let's share our love of water safety and

drowning prevention! The purpose of the lesson? Provide kids and parents exposure to life-saving water safety skills and build awareness about the vital importance of teaching children to swim to help prevent drowning. Program organizers are working to connect the dots between the real risk of childhood drowning and the need for basic water competency skills and crucial parental supervi-



World's Largest Swimming Lesson 2016
Supervising lifeguard Nicole Alvarado instructs swimmers during the 2016 WLSL at Splash! La Mirada, near Los Angeles.

sion to keep kids safe in and around the water. Research shows:

- The problem is life threatening for children: Per the CDC, drowning remains the leading cause of injury related death for children ages 1-4, and the second leading cause for children under 14. Internationally, the World Health Organization estimates drowning is one of the top five causes of death for people aged 1-14 in 48 of the 85 countries it monitors.
- Many lack basic swimming skills: In 2014, a survey completed by the American Red Cross found more than half of all Americans

(54 percent) either can't swim or don't have all of the basic swimming skills.

- Parents don't recognize supervision is key: According to a 2016 Safe Kids Worldwide report, despite the fact that lack of supervision played a role in the majority of drowning deaths, less than half of parents (49 percent) indicate they remain within arms' reach of their child in the water.

More than 41,000 swimmers in 27 countries on six continents participated in 2017. Each location and tens of thousands of participants help spread the Swimming Lessons Save Lives™

message each year.

About The World's Largest Swimming Lesson™

WLSL was created as a platform to build awareness about the fundamental importance of teaching children to swim to prevent drowning. Each year, WLSL events provide more than 20,000 man hours of water safety training in a single day. Since its inception, more than 230,000 children and adults have participated in WLSL lessons. Organizers hope to make more than one billion people aware of the importance of enrolling children in swim lessons by 2019. WLSL.org

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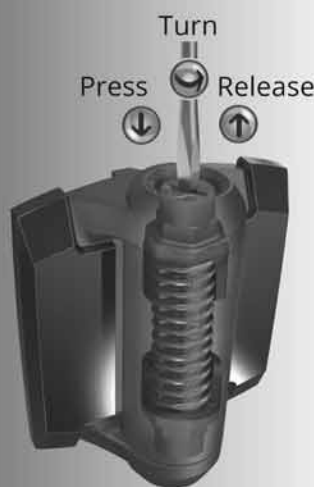
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Tax Corner

How Your Home Office Can Save You Money for the Self Employed Pool Professional

By **Clint Cramer**

Clint Cramer, Head of IPSSA's Financial Office and CPA of 30 years

If you're self-employed and work out of an office in your home, and if you satisfy the strict rules (discussed below), you will be entitled to favorable "home office" deductions—that is, above-the-line business expense deductions—for the following:

- the "direct expenses" of the home office—for example, the costs of painting or repairing the home office, depreciation deductions for furniture and fixtures used in the home office, etc.; and
- the "indirect expenses" of maintaining the home office—for example, the property allocable share of utility costs, depreciation, insurance, etc., for your home, as well as an allocable share of mortgage interest, real estate taxes, and casualty losses.

In addition, if your home office is your "principal place of business" under the rules discussed below, the costs of traveling between your home office and other work locations in that business are deductible transportation expenses, rather than nondeductible commuting costs. And you may also deduct the cost of computers and related equipment that you use in the home office, without being subjected to the "listed property" restrictions that would otherwise apply.

Tests for home office deductions—you may deduct your home office expenses if you meet any of the three tests described below: the principal place of business test, the place for meeting patients, clients, or customer test, or the separate structure test. You may also deduct the expense of certain storage space if you qualify under the rules described further below.

Principal places of business. You're entitled to home office deductions if you use your home office, exclusively and on a regular basis, as your principal place of business. (What "exclusively and on a regular basis" means isn't entirely self-evident. We can help you figure out whether your home

office satisfies this make-or-break requirement). Your home office is your principal place of business if it satisfies either a "management or administrative activities" test, or a "relative importance" test. You satisfy the management or administrative activities test if you use your home office for administrative or management activities of your business, and if you meet certain other requirements. You meet the relative importance test if your home office is the most important place where you conduct your business, in comparison with all the other locations where you conduct that business.

Home office used for meeting patients, clients, or customers. You're entitled to home office deductions if you use your home office, exclusively and on a regular basis, to meet or deal with patients, clients, or customer. The patients, clients or customers must be physically present in the home office.

Separate structures. You're entitled to home office deductions for a home office, used exclusively and on a regular basis for business, that's located in a separate unattached structure on the same property as you home—for example, an unattached garage, artist's studio, workshop, or office building.

Space for storing inventory or product samples. If you're in the business of selling products at retail or wholesale, and if your home is your sole fixed business location, you can deduct home expense allocable to space that you use regularly (but not necessarily) to store inventory or product samples.

Amount limitations on home office deductions. The amount of



Clint Cramer

your home office deductions is subject to limitations based on the income attributable to your use of the home office, your residence-based deductions that aren't dependent on use of your home for business (such as mortgage interest and real estate taxes), and your business deductions that aren't attributable to your use of the home office. But any home office expense that can't be deducted because of these limitations may be carried over and deducted in later years. We can help you figure out how these limitations affect your home office deductions.

Sales of homes with home offices. If you sell-at a profit-a home that contains, or contained, a home office, the otherwise available \$250,000/\$500,000 exclusion for gain on the sale of a principal residence won't apply to the portion of your profit equal to the amount depreciation you claimed on the home office. In addition, the exclusion won't apply to the portion of your profit allocable to a home office that's separate from

Continued on page 8

A letter from the President

Hi Everyone,
I am looking forward to serving as your President this year. I am excited to be back on the BORD after serving 26 years ago. The 30th Anniversary Leadership Weekend was a success! I want to thank our new Executive Director, Rose Smoot, and the Financial & Management team from Cramer and Associates for all of their work pulling everything together. We have an exciting agenda for this year that involves building membership and working on some new marketing ideas. We have

some great committee chairs that are working hard to continue improving IPSSA. Our new insurance offerings are finally in place and our insurance vender is working on a possible group health insurance program for later this year. More to come on that front. I hope to meet many of you as I travel to different venues, and hope you will help myself and rest of the BORD by bringing your ideas to us on how we can better serve you. Till next month...

David Hawes, IPSSA President, Region 1 Director

Value Added Business Opportunity for a Larger Pool Service Company or IPSSA Chapter



Purified Pool Water is selling one of their large capacity high speed 2014 model Reverse Osmosis Water Trailers (90gpm-120gpm)

We are concentrating on the Larger Municipal sized pool market and need the much larger (180gpm-200gpm) model for 500,000 gal-1,000,000 gal capacity pools. Our current low hour 2014 is perfect for large residential 20,000 gal to medium sized commercial 150,000 gal pools.

Retails new at \$250,000. Now selling at \$120,000. This includes all hoses, one week of operational instruction and the small deionized water cleaning trailer.

Best use of this unit other than water conservation is implementing the "No Drain" acid wash system on your pools then remove all the dissolved solids with the trailers multiple membrane filtration system. This gentle no drain system we have perfected, maintains the pool surfaces integrity while gently melting/dissolving away most all the stains and calcium build ups. Everybody's Happy! And you're the hero. With Sacramento's looming pool water conservation mandates, this is a timely value added business opportunity at a good entry level price.

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Ray Arouesty Introduces The Pool Tech 'Poolitzer Prize'

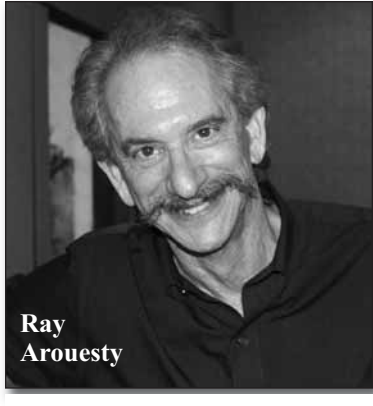
By Ray Arouesty

The purpose of this column is to recognize the achievements of service technicians and their handling of routine and sometimes challenging customer relations.

For the past 30 years I have spoken to pool techs who have mishandled disputes resulting in otherwise avoidable insurance claims and lawsuits. But occasionally I come across a pool tech who gets it right! The Poolitzer Prize recognizes these individuals who put aside their ego and emotion to resolve a problem and avoid an insurance claim

The Poolitzer isn't a monetary award but recipients are entitled to full bragging rights for a job well done.

Our first winner of the Poolitzer Prize is Scott Peterson of Peterson Pools, from Temecula, California. Scott is a former



Ray Arouesty

that would complain over even the smallest matters. Scott decided to handle the complaint head-on by calling the customer. After what seemed like 30 minutes of complaining, Scott asked the customer "What can I do to resolve this issue?" The customer was disarmed and responded "Uh, I'll need to get back to you on that." Scott used an effective technique, one that surprised the customer. A few days later the customer emailed Scott, demanding 18 months of free service and insisted that Scott personally maintain and repair the pool at no cost. Additionally, the customer insisted that Scott leave a door hanger after each visit as proof of his personal attendance at the pool. Failure to comply with all of these terms would result in a lawsuit. Despite his anger and frustration, Scott once again called the customer and explained that while he

didn't feel that he was at fault, he valued the customer's business as well as his own reputation. He offered the customer a cash reimbursement equal to 12 months of service. The customer agreed — problem solved.

In recognition of his professionalism in a difficult situation,

the Poolitzer Prize is awarded to Scott Peterson for a job well done!

Ray Arouesty is Senior Vice President of Arrow Insurance/HUB International and IPSSA's endorsed insurance provider. He can be reached at (800) 833-3433 or ray.arouesty@hubinternational.com

BORD member and current president of the Temecula IPSSA chapter. For the past many years he's been servicing an attorney's residential pool. He recently received a nasty letter from his customer accusing him of poor service, threatening a lawsuit and complaint to the Contractor's State Licensing Board. According to Scott, this is the kind of customer

California Capitol Report

Continued from page 1

incompatible with the work of organizations to fight against the unfair advantage presented by the underground economy. With this harmful bill removed from consideration, the CPSA can continue to fight for the interests of our members and the pool and spa industry as a whole in California.

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- Inland Empire Pool Expo in Redlands on February 21st

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Tax Corner

Continued from page 6

the dwelling unit or to any gain allocable to a period of nonqualified use (i.e., a period that the residence isn't used as the principal residence of the tax payer or his spouse or former spouse) after Dec. 31, 2008. Otherwise, the home office won't affect your eligibility for the exclusion.

We can help. Proper planning can be the key to nailing down the optimum tax treatment for your office at home expenses. We're prepared to assist you with advice about any of the issues discussed above. Please call me at 916-864-4272 if you would like discuss these (or any other) matters.

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Hey Ray!

Answers to recent questions asked to IPSSA's insurance broker



Ray Arouesty is Senior Vice President of Arrow Insurance/HUB International and IPSSA's endorsed insurance provider. He can be reached at (800)833-3433 or ray@arrowinsuranceservice.com

Hey Ray:

I need a little advice on an incident that took place a couple months ago. One of my trucks was leaving a property and the sensors were not working right on the automatic gate. It swung shut and hit the Hammerhead and trailer. The homeowner came out and apologized and said she would pay for the damage. Needless to say, she is now trying to not pay. It was approximately \$1200 in repairs and I don't think I should be responsible for the repair cost. Do you know any legalese that may help me in getting her to cover the repair?

Answer:

In most states your customer would be responsible for the total damages to your truck, trailer and equipment because the gate wasn't operating properly. These gates are designed not to remain open if a car is on the safety loop or blocking the electric eye. Your customer knew or should have known of the defect, but failed to make the repair. Your damages were foreseeable and she is there-

fore responsible for the for repair cost.

You can report the claim to your own commercial automobile insurance company. Your carrier will pay for the damage to your truck and perhaps the trailer, after your deductible. It may then seek reimbursement from the customer under a procedure called subrogation. When it collects you will be refunded your deductible. Unfortunately, they probably won't

pay for the damage to the Hammerhead because business equipment is generally not insured on a commercial automobile insurance policy.

Alternatively you could file a claim against your customer's homeowner's insurance company for the damage to your truck, trailer and equipment. Or you could sue her in small claims court for total amount of your damages and avoid insurance company involvement.

A First in the Insurance Industry: New Disaster Related Income Loss Coverage Coming in April

A new insurance benefit will be offered to members who have lost monthly revenue from disaster-related events beginning in April 2018. The recent wildfires in Northern and Southern California, as well as the floods in Houston and hurricanes in Florida have resulted in IPSSA members losing monthly income from pools that are no longer serviceable. I heard of one member in Northern California that lost most of his route; the new coverage aims to replace that lost monthly income. The current plan is to reimburse a member for income loss up to \$25,000 for one year. This type of

coverage has never been written for a service contractor and Arrow Insurance is writing the policy forms.

The new income replacement plan is the latest unique insurance benefit offered exclusively to IPSSA members by its endorsed insurance provider. We included coverage for medical expenses resulting from accidental injury at the customer's job site a few years ago and it's been a great success. Our expanded coverage for chemical injury, workmanship and pool inspection claims have given members the gold standard in insurance protection.

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Put Pools on Cruise Control

From cleaners to chemicals, today's technology will simplify pool maintenance for your clients

By Jamie Novak, NC Brands and Coral Seas specialty chemical products. She has over 12 years of pool industry experience and previously worked as a robotic pool

cleaner specialist. Jamie can be reached via email at jamie@ncbrands.com

While deciding to use an automatic pool cleaner seems to be the easy and obvious choice when time is limited, there are multiple types of cleaners from which consumers and Pool Professionals may choose. Let's explore these options below:

Suction-Side Cleaners

This type of automatic pool cleaner is very common, and is a lower price point option than some of the other automatic pool cleaners on the market. It includes a hose that attaches from the cleaner to the skimmer of the pool (some pools will have dedicated suction lines; however, it is most common to use these cleaners through the skimmer). The pool pump creates suction and the ability to vacuum with the cleaner is obtained. The pattern in which suction cleaners move is random throughout the pool. While these cleaners are able to catch smaller debris, they are sometimes limited in the size of debris that may travel through the cleaner head and hose. Suction cleaners are particularly popular in the Sunbelt areas, especially Florida where many of the pools are screened in and protected from larger debris from trees or leaves. With a suction cleaner, the debris is transported to and stored inside the skimmer basket which must be emptied as needed. One thing to note is that if you are

Automation. It's a word we hear often and one that seems to drive innovation in our world today. We want things to be simple, automatic and essentially on cruise control so we can focus on things that really matter like family, friends, and fun.

Imagine it's a gorgeous Friday evening in the suburbs. You have two options. You can lay down on one of your reclining lawn chairs with your headphones on, ready to escape the worries of day-to-day life with a poolside snooze. Or, you can remove your skimmer basket (dead frogs included), hook up your manual pool vacuum and begin the tedious job of cleaning the debris from the bottom of your pool. Which, after a long day of work, do you think your customers would choose?

When a pool owner is first introduced to the many steps of care necessary to properly maintain a body of water, they are sometimes overwhelmed by the amount of work pools can entail. One of the main concerns that they have includes the visual look of the pool, or cleanliness of the surface. Automatic pool cleaners offer a solution to pool owners with limited amounts of time to spend working on their pools.



Jamie Novak is a brand manager at NC Brands.

using the skimmer for your suction cleaner, you are losing a lot of its skimming capabilities while the cleaner is being used. A good thing about suction cleaners is that they are very simple to install for the do-it-yourself homeowner.

Pressure-Side Cleaners

This type of automatic pool cleaner is popular in regions that have larger debris and bigger

Continued on page 16

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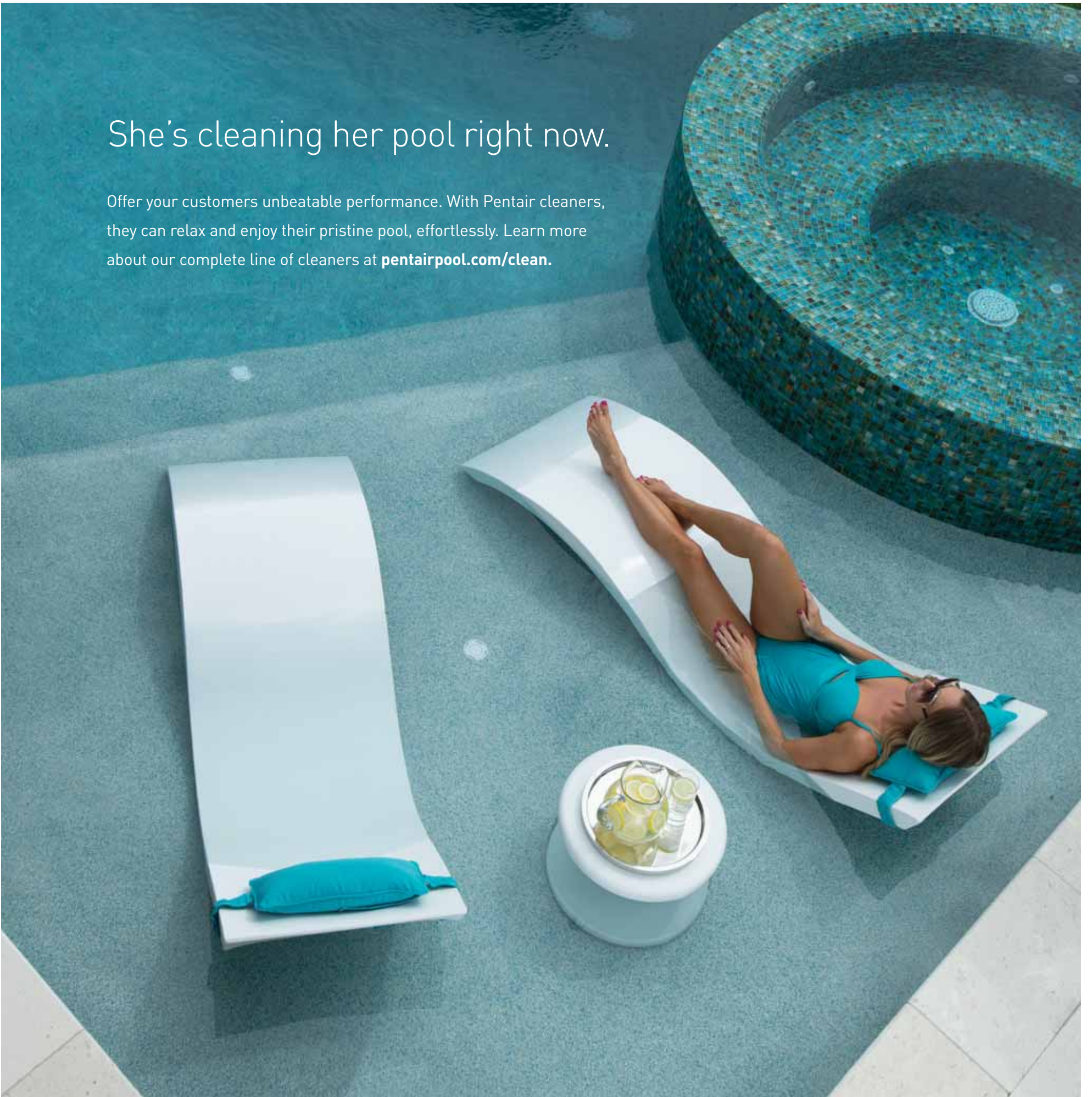
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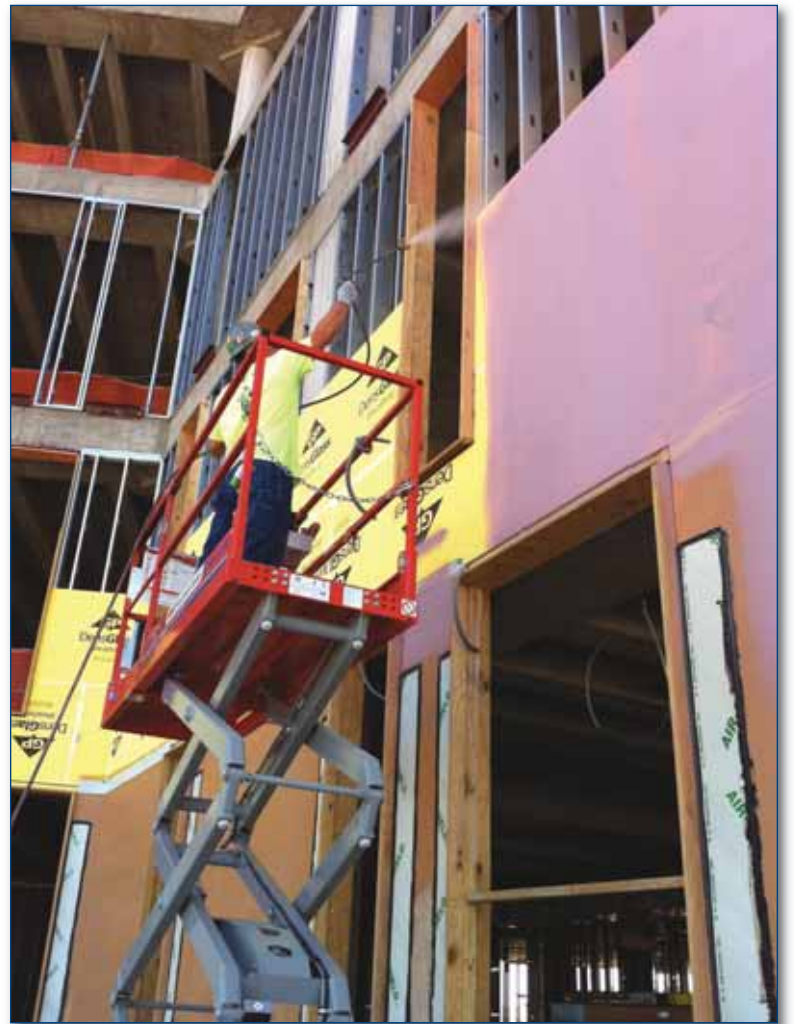
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IPSSA Leadership Highlights



Left to right: Mike Black, John Dixon, Terry Snow, Robert Lowry, David Hawes and Neal Holt. Robert Lowry holds his new book Pool Chemistry for Service Pros, just announced at Leadership and available for order from the Executive Office beginning March 5th.



New East Bay President Bob Dundon presenting videos and details from IPSSA's Leadership meeting to members.



Josh the Otter and the Water Safety Team at Leadership



The BORD 2018-2019: Back row: Michael Black, Mike Lee, John Dixon, Derrick Raymond, Neal Holt, David Hawes, Manuel Margain, Front row: John Oldfield, Terry Snow, Becky Clayson, Adam Morley, and Michael Harris.

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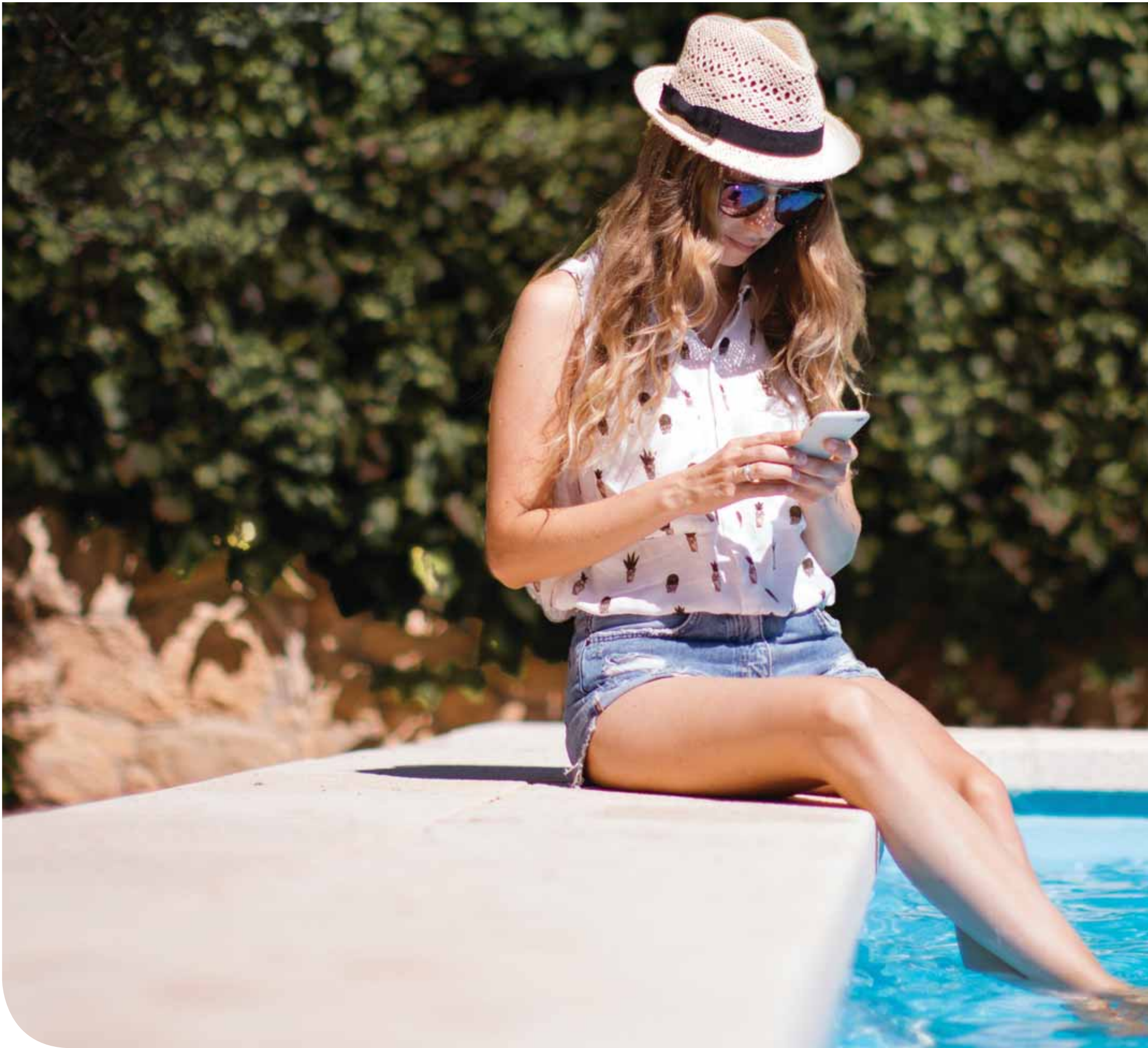
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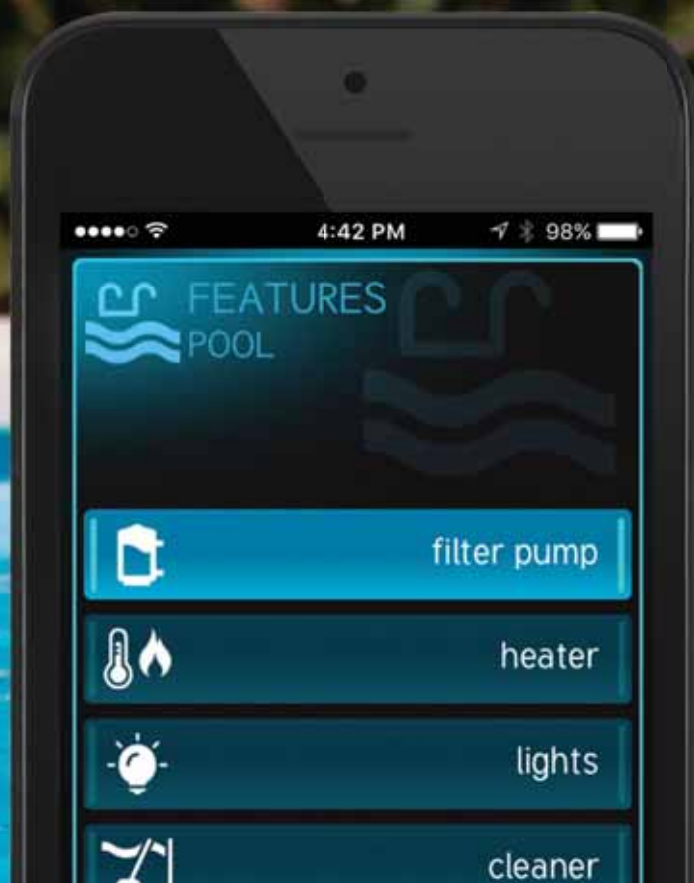
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Jamie Novak

Continued from page 10

pools, such as the Northeast and Midwest United States. They are very good at picking up leaves, acorns, twigs and more. The way that pressure-side cleaners work is that the hose connects to the return in the pool as well as the cleaner head. Most pressure-side cleaners work off of a separate booster pump, which is meant to give them more power to move

throughout the pool. There are also some adjustments that may be made on the cleaner head to control how it moves through the water. With this type of cleaner, the debris is contained at the cleaner head and allows for easy clean up by emptying a bag. This detachment from the pool filtration side also prevents the potential issue of a clogged skimmer

which may occur with a suction-side cleaner. It's also important to note that because a pressure-side cleaner is connected to the return or a booster pump line, it is distributing clean water throughout the pool that has just passed through the filtration system. This distribution of filtered water throughout the pool is helpful in more evenly mixing pool chemi-

cals through the water.

Robotic Pool Cleaners

Robotic pool cleaners are at the higher end of the pricing structure when it comes to automatic pool cleaning, however, there are many reasons for pool owners to consider this type of product. A robotic pool cleaner is just as it sounds: a low voltage electric powered robot that runs through

the pool sucking up debris into its self-enclosed compartment. There are two types of debris catchers with these cleaners. Some utilize a bag while others use a filter element (depending on which brand you choose). These robotic pool cleaners run completely independent of the pool system so unlike suction and pressure-side cleaners, you may run a robotic pool cleaner while the pool pump is shut completely off. There have been many bells and whistles that have evolved in this category over the years such as remotes for controlled steering ability, multiple clean cycle settings, and hand carts for transportation and storage. This category is very popular in Canada, and continues to expand as it is the fastest growing category of pool cleaners today.

In-Floor Cleaning Systems

In-floor cleaning systems are another automatic pool cleaning option for pool owners. These systems are installed when a pool is built and do not entail hoses or free-roaming cleaner heads. They are made up of a series of sprinkler-like heads that are installed in the floor of the pool (hence the name "in-floor" cleaning). They are mostly installed in concrete pools, however, options do exist for vinyl pool application as well. The way the system works is that the heads are programmed to pop up in specific patterns to clean the pool. A benefit of these systems is that chemicals are able to be well circulated throughout the pool using the cleaner heads. Some downfalls could be larger debris not being removed (and manual vacuuming remaining necessary), as well as costly repairs associated if issues arise. In-floor cleaning systems are also more expensive than any other automatic pool cleaner option to install in the first place.

Smart phone Apps:

Automation doesn't have to end with physical pool cleaners. Control systems have been around for many years, and their options continue to grow as fast as new technologies can be designed. Fifty years ago, the industry probably never could have imagined that someone could turn their hot tub on from their smart phone to ensure it is warm when they arrive home from work. Yet, the technology is here and these advancements continue each day.

Specialty chemicals help automatic pool cleaners

On the chemical side, automation of water care products can really put a pool on cruise control. We are all aware of how chlorinators and salt chlorine generators automate the introduction of chlorine into a pool. Many pool owners have gotten away from the traditional "tablet in the skimmer" approach of days past and have incorporated some form of automation into their sanitizing routine. For most pool owners with a chlorinator or salt chlorine generator, this is where the automation of chemicals will stop.

They are still going out poolside each week to test chemicals and adjust as needed, but they are also putting in physical work at this time too. They spend time scrubbing away unsightly scum lines, or tearing their filters apart to clean

Continued on page 21

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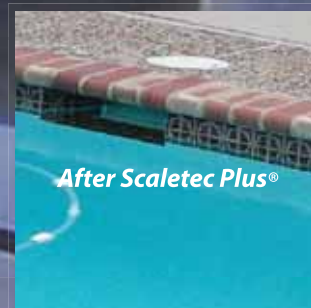
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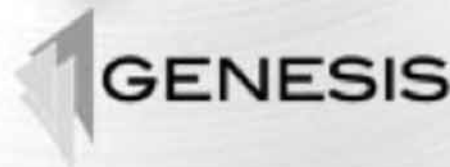


Paul Oliver
 Austin, TX

2017 Pleatco Perfect PoolGuy

Roberta Prygon
 North Cranbury, NJ

2017 Pleatco Perfect PoolGal



Jamie Novak

Continued from page 16

them way too often. This is probably not the way they envisioned spending their weekends “pool-side.” What if you could offer them specialty chemical products to reduce the frequency of filter cleanings and scrubbing of scum lines? What if you could offer them products that are consistently cleaning for them? Specialty chemicals give that extra assistance to automatic pool cleaners which keeps your clients from scrubbing scum lines.

Enzymes & phosphate removers: Enzyme products have been used in the pool industry for close to 30 years now. They are designed to break down non-living organic waste such as sunscreens, bather waste, lotions, oils, hair products and more in swimming pool water. By breaking these things down in a naturally based way, enzymes are able to reduce the frequency of filter cleanings (they break non-living contaminants down before they have a chance to build up on the filter). Enzymes also reduce the occurrence of scum lines that tend to form at the waterline. All enzymes are not the same, so it’s important to ensure you are using the right enzyme for your application.

Have you ever walked up to a pool or hot tub and noticed that there is oil-like material floating at the surface? It’s very difficult for traditional methods of clearing a pool to remove these oils as they can’t make direct contact with the oils when they’re on the surface. Some enzyme products, however, contain surfactants in their formulations. Surfactants help to break the surface tension of the water and pull the non-living organics (in this case, oil) from the surface down into the body of water to be broken down by the enzyme. They are broken down piece by piece into their basic building blocks of water and air. If an enzyme product does not contain surfactants, it becomes difficult for the product to make contact with the non-living organics at the surface.

In addition to enzymes, a pool owner can incorporate phosphate removal to their maintenance routine to reduce potential pool problems and put the pool on autopilot. Phosphates come from a variety of sources, including fertilizers (landscaping services), some source water, cleaning products, and many stain and scale control products. When phosphate levels increase, they can cause additional time and effort needed to maintain perfect pool water. They can lead to issues such as calcium phosphate scale, which can build up on pool surfaces or even on equipment. Algae must be treated prior to testing for phosphates, and it is ideal to keep levels below 100 parts per billion. By putting a pool on a maintenance program containing phosphate removal, you are proactively helping to reduce future pool problems.

By incorporating enzymes and phosphate removal into pool maintenance, the pool owner is automating the removal of unwanted contaminants (non-living waste and phosphates) from pool water. For large residential or commercial pools, these

Continued on page 22

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The Basic Training Manual errata is now available!

The errata for the **Basic Training Manual – Part 1 Water Chemistry – Revised Edition 2016** is now available in English and Spanish! You can download a copy from the IPSSA member portal or call the IPSSA Executive Office at 888-360-9505 and request a printed copy.



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Pool Covers Inc. providing quality safety products and service in Northern California for over 30 years.

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Jamie Novak

Continued from page 21

specialty products can even be put on automatic dosage dispensers to control dosage amounts and frequency.

Automatic Dosage Dispensers
Automatic dosage dispensers work great for a variety of specialty chemical applications. Enzymes that are dosed throughout the course of the day, for example, are like cleaning up in the middle of a party. As bathers are adding to a pool's non-living waste load (at a rate of 16 ounces

per bather in about 45 minutes of swimming), enzymes can work to break down what they leave behind. This is a more automated approach than the traditional "wait until everyone goes home and shock the pool" method. Enzyme dosages are generally calculated as weekly recommendations. By dividing that dosage number by the number of days you want to feed product and slowly dosing over the course of the week, you can see even better results with fil-

ter efficiency, reductions of scum lines, a positive effect on non-living organic load and overall superior water clarity.

Another specialty chemical that makes sense to dose throughout the course of the week using automation is a liquid solar product. Pool owners these days are always seeking ways to improve efficiency. Water restrictions in some areas have made evaporation reduction products a necessity throughout many areas in North America. It is widely known that 70% of total energy loss in a pool is due to evaporation.* This includes indoor pools as well. Many backyard pool owners rely on their solar covers to help reduce heat loss and evaporation, especially in areas that have been affected by droughts. What if, however, they implemented automation into dosing these products as well? They wouldn't have to spend time lugging a solar cover on and off the pool anymore. With just the press of a few buttons, they could schedule the dosing of a liquid solar product to be fed to the pool as needed throughout the week. This is especially helpful to those pool owners looking to extend the pool season just a little bit longer. In areas where the nights get cold prior to closing down for the season, automating the dosage of a liquid solar product can significantly reduce heat loss overnight. Many pool owners have even sought out additional forms of automation by incorporating water leveling systems into their pool set-ups (especially in vanishing edge pools).

There are other forms of automation all around us in the industry today. New technologies arise to automate pool care, such as dissolvable pod products that can easily be added to the skimmer to release as needed. There are even off-season pills available that can float underneath a pool cover, helping to set pools up for success in the spring.

Homeowners invest in swimming pools to reap the many benefits of a backyard sanctuary. They want to spend time making memories with their families and enjoying the beautiful aesthetic addition to their backyards. Automation options have revolutionized the modern backyard so that pool owners may spend less time working on their pools than ever before.

<https://energy.gov/energysaver/swimming-pool-covers>

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Highlights of February 9, 2018 IPSSA, Inc. BORD meeting

- As of December 31, 2017, revenues were \$529,610, expenses were \$537,105, and the resulting deficit was \$7,495. Assets were \$604,351, liabilities were \$9,215, and equity was (\$25,168).
 - The intermediate training manual was revised to include six (6) new chapters.
 - IPSSA has a presence at seven (7) tradeshows in 2018.
 - The BORD decided to hold a virtual meeting in August, rather than a location-based meeting to save travel and hotel expenses. With a condition, that they hold 2 Committees meetings Virtually in the next couple of months. If the outcome of those committee meetings are successful the BORD will go forward with the virtual meeting in August.
 - The BORD is exploring formats for a new website and for an IPSSA app, that would provide easier access to IPSSA information.
 - The Marketing Committee is working on the 2018-member benefits Play book.
 - BORD approved two new associate members: Solaxx, Inc. and CARDOL Data Systems, Inc.
- The next BORD meeting will take place on May 5, 2018 in San Diego.

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IPSSA Management BORD meeting February 9, 2018 Highlights

- As of December 31, 2017, revenues were \$261,813, expenses were \$247,744, resulting in a surplus of \$14,069. Assets were \$764,469, liabilities were \$744,822, and equity was \$19,245.
- Ray Arouesty, Arrow Insurance Service, discussed four new insurance products that will be introduced later this year:
 1. Disaster Route Income Loss coverage
 2. Plan B coverage, which omits faulty workmanship from the policy
 3. New product options for life insurance
 4. Group health coverage for IPSSA members

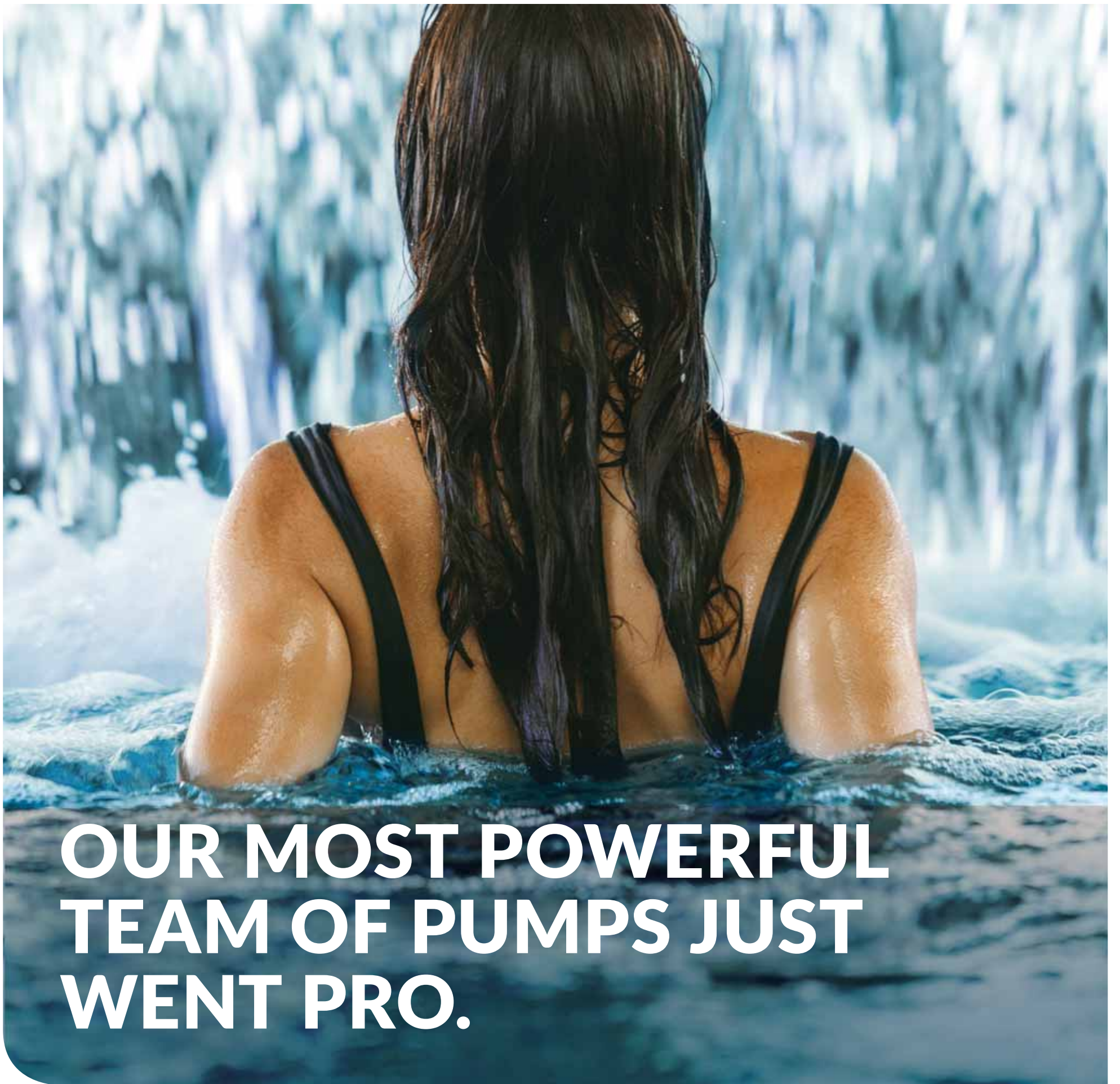
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Pentair offers incentive program for IPSSA

By Steve Zorn

Steve Zorn is California regional sales manager for Pentair.

All of us at Pentair Aquatic Systems appreciate the support of the IPSSA membership. We are pleased to offer IPSSA a rebate incentive based on the individual product purchases of each member.

Pentair will reimburse IPSSA one dollar (\$1.00) for each whole good that a member purchases throughout the year. The listing of qualifying whole goods are the same that are listed in Pentair's PIP program, but basically pumps, filters, heaters, heat pumps, cleaners, automation systems, Intelli-Chlor and colored lights.

In order for IPSSA to receive payment each member must register individually on the Pentair-IPSSA Incentive Program Registration Form (shown below and available on the members-only page of www.ipssa.com). This will allow Pentair to monitor and collect electronically from participating distributors purchase details, or direct from the member purchases for the rebate accumulation.

If a member does not register, their purchases will not qualify and cannot be added later.

The Pentair Incentive Program dates reflect purchases made from October 1, 2017 thru

September 30, 2018.

This program does not affect any member purchases that may also currently be individually enrolled in our PIP program.

If dealers have any questions regarding the program, please have them dial 800-693-0171 and speak with their Program Coordinator.

Dick Nichols, IPSSA's past Region 10 director, commented, "This partnership is a perfect match between the largest swimming pool service organization and the largest manufacturer of pool products. The funds generated will be used for IPSSA's continuing education and research programs."

What is the Certified Pool/Spa Operator® Certification Program

CPO® certification courses are designed to provide individuals with the basic knowledge, techniques, and skills of pool and spa operations. The Certified Pool/Spa Operator® certification program has delivered more training than any other program in the pool and spa industry since 1972, resulting in more than 342,623 successful CPO® certifications in 86 countries. Many state and local health departments accept the CPO® certification program.

Instructors receive comprehensive training and certification to teach the CPO® certification program. These instructors represent every segment in the aquatics industry including operators, health



officials, service professionals, builders, manufacturers, property managers, retailers, and academicians. This training has helped protect millions of swimmers by reducing hazards at aquatic facilities.

Course Information

The CPO® certification program requires participation in either a two-day class (14-16 hours) taught by a certified instructor or the blended format that combines the online Pool Operator Primer™ and one day of the Pool Operator Fusion™ class of instruction.

The CPO® certification program includes pool and spa chemistry, testing, treatment, filtration, maintenance, automatic feeding equipment, and government requirements.

The CPO® certification program requires an open book written examination.

The CPO® certification is valid for five years.

Course Benefits

- Proven educational tool
 - Widely accepted by local and state authorities
 - Covers topics necessary for pool operators including a section for local and state codes
 - Comprehensive handbook that is updated regularly
 - All courses are taught by NSPF® certified instructors
 - The CPO® certification is recognized nationally and internationally
 - Gives participants a better understanding of the operator's role in pool care, management and risk reduction
 - The CPO® Certification program is now eligible for IACET Continuing Education Units (CEUs)
- Visit www.nspf.org for more information.

2018 IPSSA National Rebate Program



Please complete the information below to enroll in the IPSSA National Rebate. Missing information will delay enrollment and/or payment.

Member Information:

Member Company Name:	
Owners:	
Other Contacts & Titles:	
Email:	
Website:	
Business Phone Number(s):	
Cell Phone (name of contact):	
Fax Number:	
Mailing Address :	Residential <input type="checkbox"/> Yes <input type="checkbox"/> No
Shipping Address:	Residential <input type="checkbox"/> Yes <input type="checkbox"/> No
IPSSA Chapter Name	
City, State	
Chapter President	

Type of Pools:	Brand:
<input type="checkbox"/> Inground <input type="checkbox"/> Aboveground	<input type="checkbox"/> Pentair Pool Products <input type="checkbox"/> Sta-rite

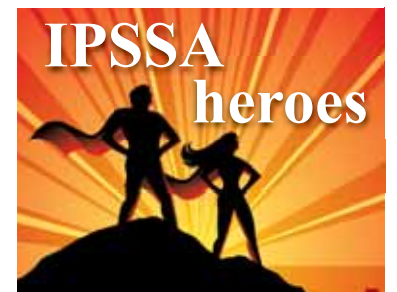
Type of Business:
<input type="checkbox"/> Builder <input type="checkbox"/> Retailer <input type="checkbox"/> Service <input type="checkbox"/> Refinisher <input type="checkbox"/> Other _____

Pool Materials Used:
 What type of materials do you use? Commercial Gunitite Fiberglass Vinyl Liner

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		Name: _____ Acct #: _____
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Member Signature _____ Date _____

Let us know!



One of the great things about IPSSA is the underlying commitment to help others in the industry. After all, this association was created on the principle of sick route coverage. But, many members go above and beyond sick route, helping other members and their communities. These are IPSSA Heroes.

Tell us your story, or let us know who has helped you. Email us at info@ipssa.com.

IPSSA CHAPTER LISTINGS

For Association information: call Elizabeth Hosea-Small, (888) 360-9505 / • (888) 368-0432 FAX / P.O. Box 3367, Rocklin CA 95677, E-mail: liz@cramercpa.com
For billing or Membership information: call Melody Bond at (888) 391-6012, FAX (888) 391-6203, e-mail melody@cramercpa.com or P.O. Box 1617, Rocklin, CA 95677
 Chapter treasurers contact: ipssafinancial@cramercpa.com

For insurance information: call Arrow Insurance (800) 833-3433 / Fax (805) 870-7625 / 2393 Townsgate Rd., Suite 101, Westlake Village, CA 91361, E-mail: ray@arrowinsuranceservice.com

REGION 1 (NORTHERN CALIFORNIA)
B.O.R.D. Member: Brian Duncan
 (925) 370-6675
 E-mail: brian@pppsinc.com

CAPITAL VALLEY: (Sacramento): First Wed., 7 p.m.
 VFW, 8990 Kruithof Way, Fair Oaks
 Pres. Scott Houseman (916) 638-4100
 scott@leisuretimepool.com

DELTA: (Stockton)
 Third Wed., 6:00 p.m., The Elks Lodge
 19071 N Lower Sacramento Road, Woodbridge
 Pres. Rick Plath (209) 456-1605
 service@rickspoolservice.com

EAST BAY
 Third Tues., 6 p.m., Pleasant Hill Community Center,
 320 Civic Drive, Pleasant Hill
 Pres. David Luthy (510) 435-5252
 townandcountrypool@comcast.net

EAST CONTRA COSTA
 Fourth Tues., 6:00 p.m., La Fuente Mexican Restaurant,
 642 1st Street, Brentwood
 Pres. Dale Vaughn (925) 759-3819
 dalevaughn1176@comcast.net

EL DORADO
 Second Thurs., 6:30 p.m., Shingle Springs Comm. Ctr.
 4440 S. Shingle Road, Shingle Springs
 Pres. Shawn Panico (916) 201-6245 / www.edipssa.com

ELK GROVE
 Second Wednesday, 7:00 p.m., Logan's Roadhouse,
 9105 W. Stockton Boulevard, Elk Grove
 Pres. Jerry Marquardsen (209) 747-4953
 jerryspoolservice@yahoo.com

GOLD COUNTY
 First Mon., 6:00 p.m., Sierra Grill Smokehouse,
 2515 Grass Valley Hwy., Auburn, CA
 Pres. Ryan Ruminson (530) 401-7346
 ryanruminson@sbcglobal.net

MODESTO CENTRAL VALLEY:
 Third Tues., 6 p.m.
 Perkos, 2120 Patterson RD, Riverbank, CA 95367
 Pres. Albert Camarillo (206) 628-2717
 acspoolserv@yahoo.com

SACRAMENTO CITY
 Fourth Wed., 7:00 p.m., Plaza Hofbrau
 2500 Watt Ave., Sacramento
 Pres. Nathan Williams (916) 213-6889

TRACY: Fourth Thurs., 6 p.m.,
 Perko's Café, 1321 W. 11th Street, Tracy 95376
 Pres. Kevin McLard (209) 833-9200
 kevin_m@klmpools.com

WEST PLACER: First Thurs., 5:30 p.m., Strikes
 Bowling Alley, 5681 Lonetree Blvd., Rocklin CA 95765
 Pres. Kyle Bridgman (916) 801-9155
 jkpoolservices@gmail.com

REGION 2 (CENTRAL CALIFORNIA)
B.O.R.D. Member: Manuel Margain
 (559) 307-1072
 E-mail: manuelmargain@comcast.net

BAKERSFIELD: First Tues., 5:30 p.m.,
 Rusty's Pizza, 6675 Ming Ave, Bakersfield
 Pres. Beau Braisher (661) 332-4952
 braisherpools@gmail.com

CENTRAL COAST
 Second Wed., 7 p.m., Mtgs alternate between
 N/S Co., Contact chapter Pres. for info.
 Pres. Tom Mazzo (805)550-6709
 tmazzopoolguru@yahoo.com

CONEJO: Second Wed., 7:30 p.m., Alpha Water
 Systems, 725 Cochran Street #A, Simi Valley
 Pres. Dennis Van Sloten, (805)813-6154
 dvs10@live.com

CONEJO VALLEY
 Second Wed., 6:30 p.m., Superior Pool Products
 1200 Lawrence Drive #400, Newbury Park
 Pres. Michael Flanagan (805) 444-7960

FRESNO: Fourth Tues., 7 p.m.
 Roundtable Pizza at First & Bullard, Fresno
 Pres. Norm Carpenter, (559) 217-1228
 ipssafresno@gmail.com

SANTA BARBARA
 Second Mon., 6:30 p.m., Rusty's Pizza Parlor
 232 W. Carrillo, Santa Barbara (downtown)
 Pres. Joe Burich (805) 451-1963
 mericks2001@yahoo.com

VENTURA: Third Tues., 7 p.m.
 Poinsettia Pavilion, 3451 Foothill Rd, Ventura
 Pres. Max O'Brien (805) 794-6270 / gotomax@att.net

VISALIA: Third Wed., 6 p.m.
 Amigo's Cantina, 5113 W. Walnut Ave., Visalia
 Pres. Roman Gomez (559) 992-5779
 romangomez1251@yahoo.com

REGION 3 (NORTH L.A. COUNTY)
B.O.R.D. Member: Terry Snow
 (909) 982-9962
 E-mail: tls.pools@verizon.net

ANTELOPE VALLEY: Second Monday, 6 p.m.
 SCP Antelope Valley, 4514 Runway Dr., Lancaster
 Pres. Steven Polovina (661) 236-6095
 spgotj85@yahoo.com

DIAMOND BAR
 First Thurs., 7:00 p.m.,
 PEP, 563 W. Terrace Dr., San Dimas 91773
 Pres. Johnny Hernandez (626) 833-7456
 justpools626@yahoo.com

FOOTHILL: Third Thurs., 7:00 p.m.
 849 Foothill Blvd. #4, La Cañada
 Pres. Raul Fernandez (818) 378-9231

SAN FERNANDO VALLEY
 Third Wed., 7:30 p.m. (March meeting is mandatory)
 Canoga Bowl, 20122 Vanowen, Canoga Park
 Pres. Blaine Enbody (805) 529-7562

SAN FERNANDO VALLEY METRO
 First Tues., 7 p.m., Canoga Bowl, 20122 Vanowen,
 Canoga Park / Web site: www.sfvmetro.com
 Pres. Eric Nielson (818) 710-1628
 willowcreekpools@gmail.com

SAN GABRIEL VALLEY
 Second Thurs., 7:00 p.m.
 PEP, 1862 Business Center Dr., Duarte, CA 91010
 Pres. Brian Nies (626) 536-2008
 brian@propool.com

SANTA CLARITA VALLEY
 First Thurs., 7:00 p.m.
 Vincenzo's Pizza, 24504 1/2 Lyons Avenue, Newhall
 Pres. Kent Simpson (661) 373-9901

REGION 4 (SOUTH L.A. COUNTY)
B.O.R.D. Member: Adam Morley
 (310) 493-3565
 E-mail: adam@paradisepools.biz

CENTRAL LOS ANGELES
 Second Mon., 6:30 p.m., Han Woo Ri Presbyterian
 Church, 1932 S. 10th Ave, Los Angeles
 Pres. Juno Yi (323) 850-8118
 juno8118@gmail.com

EAST LONG BEACH
 Second Tues., 6:30 p.m., Ecco's Pizza,
 2123 N. Bellflower Blvd, Long Beach
 Pres. Bill Rothwell (562) 425-8249
 poolboy1950@yahoo.com

SOUTH BAY
 Second Wed., 7 p.m., American Legion Hall
 412 S. Camino Real, Redondo Beach
 Pres. Brad Jones, (310) 880-7665
 aaapools@verizon.net

WESTSIDE
 Second Tues., 6:30 p.m., American Legion Hall
 5309 S. Sepulveda, Culver City
 Pres. Rick Haro (310) 204-4327
 rick@haropools.com

WHITTIER: First Wed., 7 p.m.
 Superior Pool Products in Santa Fe Springs
 Pres. Grant Hucko (714) 240-2099
 hucko@sbcglobal.net

REGION 5 (ORANGE COUNTY)
B.O.R.D. Member: Michael Kei Black
 (714) 891-0351
 E-mail: mblackels@netzero.com

ANAHEIM
 Third Wed., 6:30 p.m.
 Roundtable Pizza, 12829 Harbor Blvd., Garden Grove
 Pres. Cal Pratt (949) 230-7462

CENTRAL ORANGE COUNTY
 Last Tues., 7 p.m., Coco's, 14971 Holt Ave., Tustin
 Pres. Mark Harrison (949) 874-8234
 maharrison16@yahoo.com

DANA POINT
 Second Tues., 6 p.m., Coco's, Crown Valley and I-5
 Pres. Cliff Gross (949) 587-9773
 cliffgross@cox.net

MISSION VIEJO
 First Tues., 6 p.m.
 Claim Jumper, 27845 Santa Margarita Pkwy
 Pres. Tracy Simmons (949) 702-3545
 acmepoolcare@sbcglobal.net

NORTH ORANGE COUNTY
 Second Wed., 7 p.m., Graziano's Italian Restaurant,
 17487 Imperial Highway, Yorba Linda
 Pres. George Bonilla (714) 349-3326
 gbpsinc@gmail.com

ORANGE COAST
 Last Monday, 5 p.m., Roundtable Pizza
 on Adams & Beach
 Pres. Tom Honrath (714) 642-5018
 thonrath@hotmail.com

ORANGE COUNTY #9
 Second Wed., 7 p.m., Dad Miller Golf Course
 North Gilbert Street, Anaheim
 Pres. Rob Tobias (714) 812-7993

ORANGE COUNTY POOL PROFESSIONALS
 Last Mon., 6:00 p.m., Claim Jumper Banquet Room,
 18050 Brookhurst St., Fountain Valley CA 92708
 Pres. Jim Romanowski (714) 404-2550
 poolperfection1@aol.com

SADDLEBACK VALLEY
 Last Tues., 6 p.m., Lone Star Steakhouse,
 24231 Avenida de la Carlotta, Laguna Hills
 Pres. Scott Kather (714) 742-9597

SOUTHWEST
 First Wed., 6 p.m., ABC Pools
 10560 Los Alamitos Blvd., Los Alamitos
 Pres. Ken Tipton (562) 430-8515

SURF CITY
 Third Tues., 6:30 p.m., Superior Pool Products,
 10865 Kalama River, Fountain Valley
 Pres. Frank Malavar (714) 960-3558

TUSTIN/IRVINE
 Second Tues., 6:00 p.m., PSOC Waterline Technologies,
 220 N. Santiago Street, Santa Ana
 Pres. Rich Foley (714) 974-1514

YORBA LINDA
 First Wed., 6:45 p.m., Lampost Pizza,
 21480 Yorba Linda Blvd. #D, Yorba Linda CA
 (call president to confirm mtg time).
 Pres. Jaime Aranda, (714) 746-5138
 jaimearanda@sbcglobal.net

REGION 6 (INLAND EMPIRE)
B.O.R.D. Member: John Dixon
 (951) 316-1675
 E-mail: waterwhisperer1@verizon.net

CORONA: Second Tues., 7:00 p.m., Marie Callenders
 160 E. Rincon St. (at Main St.), Corona
 Pres. Dave Berg (909) 674-1556 / djpoolguy@msn.com

HEMET: Third Wed., 6:00 p.m.
 Shooters, 121 E. Florida Ave, Hemet
 Pres. John Bettencourt (951) 925-2442
 bettencourt@msn.com

MENEFEE VALLEY
 First Wed., 7 p.m. at My Buddies Pizza
 2503 E. Lakeshore Drive #A, Lake Elsinore
 Pres. Renee Marier, (951) 285-9672
 mangopoolnsa@verizon.net

ONTARIO/ RANCHO CUCAMONGA
 Second Tues., 7 p.m., Location varies,
 please contact chapter president for more info.
 Pres. Ron Goodwin (909) 989-0406
 good2win@msn.com

PALM DESERT
 Third Thurs., 6 p.m./7 p.m., please check with pres.
 Sloan's, 81539 US Hwy 111, Indio CA
 Pres. Matt Kauber (760) 702-0160
 salernopools@yahoo.com

PALM SPRINGS
 First Wed., 5:00 p.m.
 Superior, 5700 Indian Springs Rd, Palm Springs
 Pres. James Elliott (760) 413-0463

REDLANDS: Second Tues., 6 p.m.
 Hickory Ranch, 32971 Yucaipa Blvd., Yucaipa
 Pres. Bill Brooks (909) 553-5780

RIVERSIDE:
 First Tues., 6:00 p.m., Cask N Clever,
 1333 University Ave., Riverside
 Pres. Nathan Smith (972) 296-7946
 info@riversidepools.com

TEMECULA/MURRIETA
 Third Wed., 7 p.m., Pat & Oscar's
 29375 Rancho California Rd., Temecula
 Pres. Jack Delaney (951) 674-6318

REGION 7 (SAN DIEGO COUNTY)
B.O.R.D. Member: Joe Lukacik
 (619) 561-8587
 E-mail: joe.sunpools@yahoo.com

CARLSBAD: Third Wed., 7 p.m.
 El Rancho Restaurant, 1565 N. Santa Fe, Vista
 Pres. David Talbot (760) 845-6863

ESCONDIDO
 Third Wed., 6:30 p.m., Call for location.
 Pres. James Leisten (760) 737-3058
 jim@blueribbonps.com

NORTH COUNTY COASTAL
 Third Tues., 6:30 p.m.
 Brett's BBQ, 1505 Encinitas Blvd., Encinitas
 Pres. Jordan Nelson (760) 753-4996
 jordan1111@gmail.com

RANCHO DEL MAR
 Third Mon., 5:30 p.m., Tio Leos
 3510 Valley Centre Drive, San Diego
 Pres. Joshua McKee (858) 337-4482
 josh@makaipools.com

SAN DIEGO
 Third Wed., 7 p.m., Admiral Baker Clubhouse,
 2400 Admiral Baker Road, San Diego
 Pres. Michael Harris (619) 395-6700
 barrowpoolsd@gmail.com

SAN DIEGO EAST COUNTY
 Third Tues., 6 p.m.,
 Superior Pool Products, 1973 Friendship Dr., El Cajon
 Pres. Berny Sweeney (619) 244-0496
 bernypoker@hotmail.com

SAN DIEGO METRO
 Fourth Thurs., 7:00 p.m.
 Coco's, 1025 Fletcher Parkway, El Cajon
 Pres. Mike McCourtney (760) 788-0823
 sunrisepools1@hotmail.com

REGION 8 (SOUTHWEST)
B.O.R.D. Member: Mike Lee
 (480) 786-0687
 E-mail: mountainsidepools@mac.com

EAST VALLEY
 Third Thurs., 5:45 p.m., Superior Pool Products
 2350 W. Broadway Rd. #110, Mesa
 Pres. Steve Ward (480) 213-0481
 wardspool@yahoo.com

HENDERSON:
 First Wed., 7 p.m., Hooters,
 10430 S Eastern Ave, Henderson, NV 89052
 Pres. Forrest Owen (702) 372-7200, poolboys@cox.net

IPSSA VIPS: Third Wed., 7:00 p.m.
 Elk's Lodge #335, 14424 No. 32nd St., Phoenix
 Pres. Joe Mischik (602) 290-5547

NORTH PHOENIX
 Third Tues., 7 p.m., SCP
 18201 N. 25th Avenue, Phoenix AZ 85023
 Pres. William Goossen (623) 580-9802
 goosse-man@cox.net

NORTHWEST LAS VEGAS
 First Thursday, 7:00 pm
 Joey's Bar & Grill, 7081 W. Craig Road, Las Vegas
 Pres. Robert Fazio, (702) 591-1624

SCOTTSDALE
 Third Mon., 6:00 p.m., Pool Water Products,
 20810 N. 25th Place, Phoenix
 Pres. Kurt Schuster (602) 488-7335

TUCSON:
 Third Wed., 6:30 p.m.
 Superior Pool Products, 4055 N. Runway Drive.
 Ken Sanders (520) 429-6959

WEST VALLEY
 First Wed., 7:00 p.m., Cloud Supply
 1100 N. Eliseo Felix Way, Avondale
 Pres. Patrick Pace (623) 853-6859

WESTERN LAS VEGAS
 First Mon., 6:30 p.m. (excl. holidays)
 Vietnam Vets Hall, 6424 W. Cheyenne, Las Vegas
 Pres. Linda Cross 702-524-8453
 ipssalindacross@gmail.com

REGION 9 (TEXAS)
B.O.R.D. Member: Becky Clayton
 (210) 240-3121
 E-mail: becky.clayton@yahoo.com

AUSTIN: First Tues., 6 p.m., Cherry Creek Catfish Co.
 5712 Manchaca Rd, Austin
 Pres. Keith Timm (512) 636-3750
 keith@acuaticoinc.com

CORPUS CHRISTI
 First Thurs., 6:30 p.m., Schlitterbahn Upper Padre
 14353 Commodore Drive, Corpus Christi
 Pres. Michael Baker (361) 563-7655

HILL COUNTRY:
 Third Tues., Komal Latin Kitchen,
 2550 Hunter Rd., San Marcos, TX
 Pres. Jascha Wood (512) 216-7663

HOUSTON: Second Tues., 7 p.m.
 IHop, 11225 Katy Freeway, Houston
 Pres. Bryan Norris (713) 234-7649
 bryan@norrispools.com

NORTH AUSTIN: Second Tues., 6 p.m., Cedar Park
 Library, 550 Discovery Blvd.
 Pres. Ken Burrington (512) 673-6701
 aqualinepoolservice@gmail.com

NORTH HOUSTON: Third Tues., 7 p.m., IHop
 25619 Interstate 45, Spring
 Pres. David Harling (281) 256-7886
 bigstatepools@sbcglobal.net

SAN ANTONIO: First Mon., 6:30 p.m.
 Longhorn Café, 17625 Blanco Rd., San Antonio, TX
 Pres. Flash Rose (210) 241-7548
 flashpoolservice@sbcglobal.net

WEST HOUSTON: Second Mon., 7 p.m.
 Spring Creek BBQ, 21000 Katy Freeway, Katy
 Pres. Bill Williams (832) 593-6299
 poolmaxxinc@gmail.com

REGION 10 (BAY AREA SOUTH)
B.O.R.D. Member: John Oldfield
 (888) 641-8047
 E-mail: joldfield@oldfieldinc.com

FREMONT: Second Mon., 6 p.m.,
 El Patio Restaurant, 37311 Fremont Blvd., Fremont
 Pres. Michael Murphy (510) 579-1448

MID-PENINSULA
 Last Tues., 7 p.m., Superior Pool Products
 2692 Middlefield Rd, Redwood City
 Pres. Justin Lindley (650) 863-6661
 justinyourpool@gmail.com

MONTEREY COAST: Fourth Wed., 7:00 p.m.,
 Holiday Inn Express, 1855 Main Street, Watsonville
 Pres. Terry Page (831) 297-2215
 pinnaclepoolandspa@sbcglobal.net

REDWOOD EMPIRE (Marin Co.)
 Third Wed., 7 p.m., Lucchesi Park, Petaluma Park,
 320 N. McDowell Blvd., Petaluma
 Pres. Darrell O'Neal (707) 544-3060
 dandmpool@aol.com

SANTA CLARA VALLEY; Third Thurs., 7:30 p.m.,
 Napredak Hall, 770 Montague Expressway, San Jose
 Pres. Joe McVeigh (408) 249-9731
 josplash@sbcglobal.net

SILICON VALLEY: First Wed., 6 p.m.
 Armadillo Willy's, 1031 N. San Antonio Road, Los Altos
 Pres. David Guslani (650) 333-1351
 dguslani@earthlink.net

TRI-VALLEY: Second Thurs., 6 p.m.,
 Meeting locations vary. Check with chapter president.
 Pres. Gregory Gordon (925) 922-2212
 gregpoolservice@gmail.com

REGION 11 (FLORIDA/GEORGIA)
B.O.R.D. Member: Derric Raymond
 (407) 908-4555
 E-mail: derric@raymondscustompools.com

GOLD COAST (Ft. Lauderdale area)
 Second Tues., 6:30 p.m., Wings Plus,
 9880 W. Sample Rd, Coral Springs
 Pres. Ana Labosky (954) 224-7733
 www.ipssagoldcoast.com;
 president@goldcoastipssa.com

MANASOTA (Bradenton/Sarasota)
 First Mon., 7:00 p.m., Call for meeting
 location and directions
 Pres. Todd Starner (941) 915-2135
 tstarner@tampabay.rr.com

NORTH GEORGIA
 Pres. Benjamin Decker (404) 405-0197
 ben@classicpoolsvc.com

OSCEOLA (Kissimmee/Orlando)
 Second Wed., 6:30 p.m.
 Fat Boy's Restaurant, 2512 13th Street, St. Cloud
 Pres. Diane Fowler (407) 460-6680
 poolady2001@gmail.com

PORT CHARLOTTE: Fourth Wednesday, 6:30 p.m.,
 Buffalo Wings & Rings, 1081 W. Price Blvd, North Port
 Pres. Ray Kurilivicius, (941) 743-2010
 ray@dartpoolsolutions.com

SARASOTA: First Tues., 6:30 pm
 Gecko's Grill & Pub, 351 N Cattleman Road, Sarasota
 Pres. Andy Homner (941) 330-5757
 andy@clearwavepoolcare.com

TREASURE COAST: Fourth Tues., 7:00 pm
 Duffy's Sports Bar, 6431 SE Federal Hwy, Stuart
 Pres. Allen Schroeder (772) 215-1884

REGION 12
B.O.R.D. Member: Neal Holt
 (972) 617-9877
 E-mail: poolguy713@gmail.com

DALLAS: Fourth Tues., 5:30 p.m., Tony's Diner
 3112 N. Jupiter Rd #307 Garland TX
 Pres. Eustaquio Portillo (214) 325-6746

FORT WORTH
 Third Tues., 6:30 p.m., La Playa Maya Restaurant
 1540 N Main Street, Fort Worth
 Pres. Tina Slagle (817) 991-0555

MID CITIES DFW: First Mon., 7:00 p.m.,
 SCP, 2107 Hutton Drive, Carrollton TX 75006
 Pres. Casey Gardner (469)835-5674

TARRANT COUNTY
 First Tues. 7 p.m., El Chico's Café
 7621 Baker Blvd., Richland Hills
 Pres. Will Ainsworth (817) 987-8580

WAXAHACHIE: Second Wed., 7 a.m., Denny's,
 408 Westchase Drive, Grand Prairie
 Pres. Tom Sheehy (214) 395-0143 / tsheehy@prodigy.net

Associate Members

For more information about our associate members, please visit their web sites. If company representatives are available to speak at chapter meetings, their topics and geographic availability is indicated.

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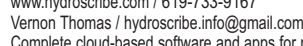
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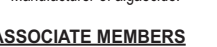
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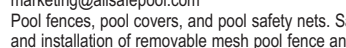
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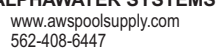
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