



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.

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October 2019

California Capitol Report

Analysis of AB 5 for the Swimming Pool and Spa Industry

By John Norwood

Director of Government Relations, California Pool & Spa Association.

The California Legislature, in its last week of the 2019 legislative session in September, arguably the most controversial bill of the session, AB 5, passed the State Senate on a 29-11 vote after over two hours of debate. The State Assembly concurred in Senate amendments on a 58-15 vote and sent the bill to the Governor for signature.



Gov. Gavin Newsom signed legislation Wednesday morning, 9/18, enshrining a landmark California court ruling to declare more workers employees, rather than independent contractors, launching the next phase of heated negotiations with the tech industry. This issue is far from

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The Next Generation



Burich family (L-to-R) Joe, Jeff, Mike, Tony (Dad) and Chris.

By Rose Smoot, IOM, CAE
IPSSA Executive Director

Jeff Burich is a second-generation pool service professional and IPSSA member. He has owned and operated Burich Pool Service since 2007. Jeff previously served as President of IPSSA's

Region 2 Santa Barbara chapter for 2 years and 4 years as Treasurer. His brother, Joe, is the chapter's current President (Joe Burich Pool and Spa), and brother Mike (Mike's Pool and Spa) is an active member. The proud father, Tony, was one of the original organizers of the Santa

Barbara chapter.

While in high school, Jeff worked for his father during summer breaks. After high school, he worked retail jobs. Desiring to return to the pool servicing business at the age of 28, Jeff took Tony's advice and went to work for another pool company to get

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Rose Smoot

IPSSA Partners with Pride Industries

IPSSA proudly partners with Pride Industries for the mailing of the IPSSAN to its subscribers. In addition to taking on the role of the "mail house" for the IPSSAN, Pride Industries will insert loose advertisements into the newsletter.

Pride Industries is a 501(c)3 nonprofit social enterprise that was founded in 1966 in the basement of a church in Auburn, California with a mission to create jobs for people with disabilities. Through a wide spectrum of services, Pride Industries helps people overcome employment obstacles and empower them to lead productive, independent lives as contributing members of their communities.

For more information about Pride Industries: <https://prideindustries.com/>

Calling all IPSSA Regular Members!

IPSSA is recruiting for volunteers to serve on the IPSSA BORD committees.

The committees meet four times a year through video or conference call. With this format very little time is taken away from your business or family.

You will be able to work with the IPSSA BORD to ensure your organization is doing all it can to help the members and the community it serves.

The committees are as follows:

- Marketing and Communications - designs and implements strategies for promoting IPSSA by continuously strengthening its brand and developing web, social media, and print materials (including the IPSSAN). MCC's objective will be to execute a comprehensive marketing and communications strategy which clearly presents IPSSA's mission and its services.
- Legislation and Regulation -

develops and implements strategies to ensure that the association's public policies and government affairs activities are fully addressed and communicated.

- Membership Program - promotes and facilitates the recruitment and continuity of IPSSA members.
- Education - provides advice to the BORD on the strategic directions and development of the educational activities of IPSSA and public awareness to the community.

Important information about the BORD Committees: Please submit your email intent with your name, and committee you wish to serve by **November 1, 2019**. For those that are already serving on a committee please submit your email intent. At the Fall BORD meeting, committees for the following year

will be composed, considering the volunteers that responded to the open call identified by the BORD. An email will go out to those selected as soon as the BORD has made their decision. Those wishing to volunteer may select one-committee to serve. Committees may have no more than eight to serve on a committee. If interested, please submit your name right away. If you are not selected for the committee of choice, please know that committees change through out the year and we will keep your name on file. If you are interested or would like more information about the committee purpose and how best you can serve, please feel free to contact me, Rose Smoot at 888-360-9505 or rose@ipssa.com



Things to do in October

- Evaluate previous season and start planning next year
- Walk-throughs on properties; evaluate for upgrades
 - Deck seals
- Tax planning and investment planning

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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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A Message from the President

By David Hawes
IPSSA President, Region 1 Director

Hi everyone,
I know we are all ready for a little slow down that the crisis mode of the season seemed to be running in. Hopefully you are able to catch a breath and have a more manageable pace in the coming months. Some of our chapters "go dark" for a month in the Summer, and I understand the difficulty your monthly meetings can present to an already impacted schedule. I hope you are able to have time to attend your IPSSA meeting, reconnect with your fellow members and enjoy the true benefit of our Association. Networking and educational opportunities can usually be found at IPSSA meetings, as well as discussions regarding new equipment and information from old and new members on tricks of the trade. The camaraderie we build is one of the biggest benefits of belonging to the largest service association in the pool industry.

Sometimes we overlook these blessings and take them for granted. Please make it a point to calendar your meetings and enjoy what your chapter officers have put together for you.

Be on the lookout for the Chapter Toolbox, it is loaded with helpful information for the officers of your chapters. Tips, on

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WELCOME NEW MEMBERS!

REGION 1 – East Bay: Kevin Bana... **REGION 3 – Antelope Valley:** Rhett Blackwell... **REGION 8 – East Valley:** Paul Olvera... **REGION 9 – Houston:** Miguel Gonzalez... **REGION 12 – Fort Worth:** Edward Graham

Did You Know...

November 2, 2019

BORD Meeting

Doubletree, Ontario, CA

info@ipssa.com for more information

February 7-9, 2020

Leadership Weekend

Kona Kai, San Diego CA

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May and July BORD meeting minutes published in the IPSSA Member portal

IPSSA members eligible for 35% rebate on online education at www.ipssa.com

Through a partnership with the National Swimming Pool Foundation, IPSSA is pleased to offer online education through the IPSSA website. And, IPSSA members who complete classes through this online portal are eligible for 35% rebates!

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- Aquatic courses
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Build Customer Loyalty Winterizing Pools

Service Professionals increase customer loyalty using Mobile Software Apps

By Rachael Pritz
RB Pool & Spa

Rachael Pritz has been active in the Pool & Spa industry for over 20 years, which has provided her with an all-encompassing expertise in the industry. Rachael worked at a local pool store while pursuing her Master's degree at the University of Pittsburgh. Possessing the technical skills & Pool industry knowledge, she joined the launch of RB Retail & Service Solutions in Pittsburgh, PA in 2003. Rachel can be reached at rachael@rbcontrol-systems.com.

With the winterizing of pools, service professionals have an opportunity build customer loyalty that will reach into the following year. The best way to capitalize on this opportunity is by implementing the latest mobile technology platforms so that service technicians can provide exceptional customer service to build year-round customer loyalty.

Closing a pool efficiently and ending the summer season on a high note generates good will with customers. In an age when pool and spa stores need to

take advantage of every tool available to compete against big box retailers, implementing mobile business software is key to ensuring the best customer service experience. There are now mobile apps designed specifically for the pool and spa industry that allow technicians to use their mobile devices in the field as if they were still in the office! These apps allow service technicians to view all scheduled jobs, view the client's equipment profile, job notes, photos—everything! With this type of mobile app, service pros have immediate access to all updates done at the office, and the office is instantly updated with your work.

Using industry specific mobile apps allows service techs to provide fast and responsive customer service. Examples of superior customer service include:

- **Record pool or spa water test results-** from the job site that automatically become a part of the customer's record (eliminating service forms)
- **Calculate recommended chemical dosages-** prompted by

Mobile Live through the Mobile Live App

- **Add job notes-** then select an easy-to-use 'customized check-list' to record service work performed

- **Add parts and chemicals used** directly to the 'sales order' through the mobile device

- **Convenient payments-** use a magnetic strip reader on your mobile device to take credit card payments at the job site, or give your customers the convenience of securely paying their bills online with a credit card using an online bill pay option.

- **Inventory Look Up-** check prices, quantities on hand in all warehouses and reference all alternate part numbers. Do Physical Inventory in your truck by UPC code to always keep your inventory up to date.

- **Never miss ordering a part needed for a customer-** Technicians can place their parts orders on the Wish List into their mobile device from the job site and they will immediately be in your business software for the purchasing agent.

- **Virtual Door Hanger-** Take customer service to the next level! Email your customers from the job site to let them know you were there and the work that was performed.

- **Management Reports-** View service call figures and sales from any mobile device to help create customer loyalty and profits with winter or spring spe-

cial.

Some of these mobile apps also allow you to even track hours with a Time Clock feature!

Now is the time to consider a mobile service app investment to ensure in-field service technicians provide superior customer

service and gain invaluable customer loyalty while winterizing pools.

Make the most of your winterizing service by implementing mobile business software to generate customer loyalty and increase off-season business.

The Next Generation

Continued from page 1

experience. Jeff worked for Village Pool Supply for about 5 years, then bought his own route. In 2007, Jeff purchased his father's business (Tony retired) and merged his existing business into Burich Pool Service.

Recalling his early days, Jeff remembered the challenges of getting work-related problems resolved without the use of cell phones. He either had to drive somewhere to get answers or find a phone. He maintained notes about visits to his accounts in case there were questions. Today, he feels he is more efficient in that his cell gives him ability to immediately call from any location, take pictures and send texts and videos.

Jeff remembers when gas chlorine cylinders were strapped in the back of his dad's service truck and when multiple cylinders were stored alongside his parent's house (Tony warned them not go near them). He also remembers when he serviced mainly D.E. filters and had to carry a coffee can when recharging a filter after backwashing. Today, he appreciates D.E. alternatives that are easier and safer.

Jeff also recalls his challenges when he first took over his father's business. His combined routes grew to 92 pools.

Although about half of the routes were chemical stops, he was challenged to keep up with equipment repairs and billing. He worked quite a few weekends in the beginning. He, fortunately, also could get help from Tom Miller, who has been an IPSSA member for over 30 years, with filter cleaning, pump repairs, and other issues. Over time, Jeff incorporated operations improvements that saved more time, like emailing invoices to customers.

Part of the business Jeff purchased included selling chlorine and muriatic acid to other pool service companies. During the recession of 2008, this helped sustain Burich Pool Service. Jeff was able to buy trailers of chemicals from HASA, store them on a piece of property, and sell them to other pool service businesses.

Today, Jeff appreciates that his brothers are also in the pool service business. Although not taking advantage of it often, the brothers can rely on each other with route coverage when they are sick or go on vacation. Aside from exchanging stories and solutions for problems, they enjoy the camaraderie that comes with having family that can relate to the life of a pool servicer.

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- Insurance options including: Life, Accidental Medical, \$3M Liability including: HazMat, Pollution, and pop-up coverage, Business Income Loss Coverage
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BT1 With Workbook \$31.95

Prices for Logo Wear:

Snap Back Hat: \$23.95 ea.

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Taking the Training Process Above and Beyond

By Daniel Seeger

Whether replacing seasoned service techs or expanding the personnel roster, adding new workers to a pool and hot tub

business is always going to be a challenge. Especially in the current job market, with far more openings than workers, finding the right individuals to join your

organization is likely to be a tough task.

The high hurdle to clear only makes it more imperative that the newcomers are given every opportunity to thrive. It's a critical task of managers to help the recently onboarded service techs find their way to becoming contributors on par with even the most seasoned veterans.

Taking freshly welcomed employees through an extensive training process can seem like another time-consuming burden, which can in turn lead to setting a plan that sticks to just the nuts and bolts, counting on the service tech to sort out the rest. Putting in

a little more thought and effort is recommended, though.

There are few steps that can be taken to make sure the extra time is a true investment in the long-term success of the new service tech.

Instill a Sense of Purpose

If the idea of connecting a strong sense of purpose to the maintenance work of a service tech seems a little lofty, then simply take a moment and think about what is truly being provided to the customer. Pools and hot tubs are usually sold as a well-earned place of leisure, an oasis that delivers relief from all the strain of the day. By keeping the

central component of the customer's backyard experience in proper working order, the service tech is really preserving the pleasure that was the core motivation behind the original purchase.

And the service tech is also serving the business, keeping it solvent and operational, which is vital to the owners and everyone on the payroll. Helping the service tech feel a part of a team that's counting on them heightens their sense of responsibility and their commitment to getting the job done right. And that's what the customer is relying on when they

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California Capitol Report

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over.

Upon its passage in the Legislature, gig economy icon Uber publicly announced it would not reclassify drivers as the bill is intended to require. Uber also joined Lyft and DoorDash and have banked \$90 million to fund either a referendum on AB 5, which would put the bill on hold until the next general election, or an initiative to address this topic in a way that would provide them some relief. Other organizations have threatened a lawsuit in equal protection grounds.

AB 5 will be effective July 1, 2020. Until then, the Dynamex decision is the law in California. Under that decision, there is a presumption that when a hiring entity of business employs a person, that person is an employee unless the hiring entity can prove all the three elements of the ABC Test.

ABC Test – 3 Elements:

1. The worker is free from the control and direction of the hiring entity in connection with the performance of the work, both under contract for the performance and execution of the work and in fact
2. The worker performs work outside the usual course of the hiring entity's business; and
3. The worker is customarily engaged in an independently established trade, occupation, or business of the same nature as the work performed.

So how does this new law affect the swimming pool and spa industry?

The bill expands the Dynamex decision beyond wage orders to unemployment insurance and workers' compensation beginning July 1, 2020. The ABC Test now applies to all employment situations in California.

AB 5 enacts several specific exemptions from the Dynamex decision. Those industries or professions that are exempted from the provisions of AB 5 revert to the Borello 11-point test as to whether the person hired is an employee or an independent contractor.

There are specific exemptions that could apply to pool builders and service/maintenance companies.

Pool Builders

AB 5 contains an exemption for the construction industry. Under the construction industry exemption, the holding in Dynamex does not apply to the relationship between a contractor and an individual performing work pursuant to a subcontract in the construction industry, and instead the determination of whether the individual is an employee of the contractor shall be governed by Section 2750.5 of the Labor Code and by Borello, if the contractor demonstrates that all the following criteria required by Section 2750.5 are satisfied:

1. The subcontract is in writing.
2. The subcontractor is licensed by the Contractors State License Board and the work is within the scope of that license.
3. If the subcontractor is domiciled (maintains their primary business location) in a jurisdiction that requires the subcontractor to

have a business license or business tax registration, the subcontractor has the required business license or business tax registration.

4. The subcontractor maintains a business location that is separate from the business or work location of the contractor.

5. The subcontractor has the authority to hire and to fire other persons to provide or to assist in providing the services.

6. The subcontractor assumes financial responsibility for errors or omissions in labor or services as evidenced by insurance, legally authorized indemnity obligations, performance bonds, or warranties relating to the labor or services being provided.

7. The subcontractor is customarily engaged in an independently established business of the same nature as that involved in the work performed.

Pool Service

This exemption from the Dynamex decision could be used by builders who have a service business, and who utilize independent contractors where the service person or subcontractor holds a D-35 Pool and Spa Maintenance Contractor license from the California Contractors State License Board (see Item 2 above). This exemption anticipates the pool builder is licensed as a contractor or pool builder, and the D-35 independent contractor meets all the provisions 1-7 above.

This exemption could also apply to service companies that use independent contractors even if both the service company and the independent contractor have the same license. The argument is that AB 5 removed construction industry licensees from the Dynamex decision so being in the same business under the B portion of the ABC Test does not apply, so long as the parties meet the provisions 1-7 of Section 2750.5 above.

AB 5 contains a new exempt category, "referral agency," from the Dynamex decision, defined as the relationship between a referral agency and a service provider.

"Referral agency" is a business that connects service providers with clients that provide graphic design, event planning, minor home repair, moving, home cleaning, errands, furniture assembly, animal services, dog walking, web design, picture hanging, pool cleaning, and yard cleanup.

There is an argument that this new provision could be used for service companies that use independent contractors.


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The IPSSA general membership mailing list will not be given out to anyone including members, associate members or outside organizations. This policy has been established to protect members from possibly being placed on inappropriate and or indiscriminate lists.

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This part of the bill requires the service provider to be a business entity, not an individual, formed as a sole proprietor, partnership, limited liability company, limited liability partnership, or corporation ("service provider") that provides services to clients through a referral agency. Under the bill, the determination of whether the service provider is an employee of the referral agency shall be governed by Borello, if the referral agency demonstrates that all the following criteria are satisfied:

1. The service provider is free from the control and direction of the referral agency in connection with the performance of the work for the client, both as a matter of contract and in fact,

2. The service provider is providing services directly to the contracting business rather than to customers of the contracting business.

3. The contract with the business service provider is in writing.

4. If the work for the client is performed in a jurisdiction that requires the service provider to have a business license or business tax registration, the service provider has the required business license or business tax registration.

5. The service provider delivers services to the client under the service provider's name and location, rather than under the name and location of the referral agency.

6. The service provider is customarily engaged in an independently established business of the same nature as that involved in the work performed for the client.

7. The service provider maintains a clientele without any restrictions from the referral agency and is free to seek work elsewhere, including through a competing agency.

8. The service provider sets its own rates for services performed, without deduction by the referral

agency.

9. The service provider provides its own tools and supplies to perform the services.

10. The service provider sets its own hours and terms of work and is free to accept or reject clients and contracts. The service provider is not penalized in any form for rejecting clients or contracts.

11. If the work for the client requires the service provider to hold a state contractor's license pursuant to Chapter 9 (commencing with Section 7000) of Division 3 of the Business and Professions Code, the service provider has the required contractor's license.

These criteria do not apply if the service provider accepts a client or contract and then fails to fulfill any of its contractual obligations. Overall, this section of AB 5 appears to be very open and will surely be subject to future interpretation. However, there are no legal or licensing requirements to becoming a "referral agency," and it would seem any business could do so in order to take advantage of this exemption from the Dynamex decision.

If a swimming pool or spa business does not qualify under the exemptions explained above, they are subject to the Dynamex decision and the ABC Test.

If the hiring entity cannot prove each of the elements of the ABC Test, the person hired is an employee and that is presumed as the situation now under California law.

CPSA CANNOT AND IS NOT PROVIDING LEGAL ADVICE. THIS DOCUMENT IS ONLY AN ANALYSIS AS INTERPRETED BY ITS AUTHOR. THOSE SEEKING TO COMPLY WITH THE DYNAMEX DECISION AND AB 5 SHOULD CONSULT OR RETAIN AN ATTORNEY PRACTICING IN THE AREA OF LAW.

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program. These instructors represent every segment in the aquatics industry including operators, health officials, service profes-

sionals, 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 pro-

gram 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)

Email service@nspf.org for more information.

* IPSSA Education Fund *

The IPSSA Board of Regional Directors unanimously approved the new guidelines for the IPSSA Education (formally Scholarship) Fund, January 17, 2019. IPSSA Education Committee is charged with identifying educational needs at various industry trade shows.

The IPSSA Education Fund – Advancing Professional Training and Education in the Swimming Pool and Spa Industry

The Independent Pool and Spa Service Association (IPSSA), established in 1988, was formed to promote educational opportunities and provide business resources to its membership.

Scholarships through the IPSSA Education Fund are available to all self-employed swimming pool/spa service technicians in Arizona, California, Florida, Georgia, Nevada, and Texas. Based on the group class setting.

Funding is provided for qualified group classes through the IPSSA Education Fund. Those taking qualified group class will receive a DISCOUNTED ENROLLMENT FEE BASED ON A SUBSIDY PROVIDED BY THE FUND. The following class-

es qualify, but are not limited to, under these guidelines:

- Certified Pool Operators (CPO)
- Aquatics Facility Operator (AFO)
- Contractor license schools
- And whatever other courses the committee deems appropriate

Qualified group classes may be offered at INDUSTRY TRADE SHOWS, INCLUDING BUT NOT LIMITED TO: The Desert, Orlando, PIE and Southwest Trade Shows.

If you have any questions about the program, please inquire info@ipssa.com or call 888-360-9505. Press 6

Mission Statement: IPSSA Scholarship [Education] Fund is to advance professional training and education of the Self-Employed Swimming Pool and Spa Service and Repair Professional by subsidizing group classes that will expand his/her knowledge of their profession.

For more information, please visit www.ipssa.com/resources/IPSSA_education_fund. There you will find details and application.

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New Associate Member Showcase

This past May I entered my TENTH year in the solar industry, and started my own company, Freedom Solar Energy, in January 2017. We primarily specialize in solar pool heating, but also offer solar electric services, battery integration and solar hot water heating systems. I think it is most important for IPSSA members to recognize that I have been a supporter of the IPSSA organization for the entire time I've been in business and practically grew up in the industry, since this is all I've done since college. All of our business is word of mouth from the industry and we support all technicians by partnering with them in their sales and offering the best customer support in the industry. Our motto is awareness and excellence first, and lead with communication, and our slogan is "Giving the Power Back to You and Your Home". We are partnered with IPSSA because we believe in the power of the industry support that the group offers, and want to offer that same excellence in educating the benefits of our industry as well. Most people do not know this, but solar is all I've ever done. I've been doing it



since before the solar electric boom happened and started in the midst of the great recession. I would say that my greatest success is being so prominent in the industry, and I am proud that all of our clients in the pool field as well as our customers are all pleasant people, happy because of the type of service we offer.

Our business is unique in the sense that it is difficult to find an excellent provider, and we outshine our competition in all areas.

Kristal Cavender~TheSolarGal and Freedom Solar Energy, Inc.

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Training: Above and Beyond

Continued from page 4

sign up for ongoing service, after all.

This sense of purpose is especially important for millennials and other younger workers. Time and again, surveys show they're craving meaning in their work. Never forget it's the manager's responsibility to provide it.

Check Pool Aptitude

Purpose is important, but tangible skills are going to be need-

ed to fulfill the daily tasks associated with the role. Whether the service tech is a complete novice or an experienced hand, don't make assumptions about what they do or don't know.

Rather than pile on information right away, take a little time to figure out exactly where the new employee sits on the spectrum of aquatics industry know-how. Determine the priority

knowledge base for your business and develop an aptitude test that can gauge where the new service tech is at. The results will provide both a starting point and sense of how complete the instruction needs to be.

On the Job Training

It's common in the industry to follow the apprenticeship model of sending a new hire out on routes with experienced, long-term members of your team. Too often, the partnering is engaged

in haphazardly, almost randomly. The new hire is assigned to whoever is heading out the door at any given moment, with little to no thought about what teaching and learning needs to take place.

Continued on page 12

PoolRx featured on PODCAST

You can find the Pool Guy Podcast Show Interview here!

For a direct link just type in:
<https://www.thepoolguypodcastshow.com/>

Fred covers the what, why and how. He explains how to avoid a few typical beginner mistakes. Plus, some basic chemistry and what you should know.

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|---------------|---------------------------|---------------------------|--------------------------------|---------------|---------------------------|---------------------------|--------------------------------|---|--|
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| 10,000 | 1 | | | 80,000 | | 2 | 1 | | |
| 15,000 | 1 | | | 90,000 | | 3 | | | |
| 20,000 | 1 | | | 100,000 | | 3 | 1 | | |
| 25,000 | | 1 | | 120,000 | | 3 | 3 | | |
| 30,000 | | 1 | | 140,000 | | 3 | 5 | | |
| 40,000 | | 1 | 1 | 150,000 | | | | 2 | 1 |
| 50,000 | | 1 | 1 | 225,000 | | | | 3 | 1 |
| 60,000 | | 2 | | 300,000 | | | | 4 | 1 |



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IPSSA ASSOCIATE MEMBER SPOTLIGHT

The Difference is in the Details: Why CMP Believes in “Everything Matters”

How To Succeed By Focusing On Six Core Values



One resounding message in our culture today is that more people are standing up and saying, “our values matter.” It’s not just about what you do, but how you do it.

You may know CMP, but what you may not know is that it was founded upon deep-set guiding principles. As one of the fastest-growing companies in the industry, CMP is determined to change the game by focusing on details that matter.

CMP began with one simple idea: “Take care of our cus-

tomers and they will take care of us.” This single statement evolved into six core values developed by co-founder and Chairman of the Board, William Drury, Ph.d.

Those beliefs continue to drive decisions and actions at CMP. Check out the six values below, and consider applying them to your everyday process for growth and improvement.

CMP VALUE SYSTEM

One: “We believe that if we take care of our customers, they will take care of us.” More than

“the customer’s always right,” this belief is proactive – meeting customer needs with superior service and product value.

Two: “We seek to be a loyal employer, customer and supplier.” In today’s world, commitment to loyalty is a game-changer. Nothing replaces integrity, honesty and fair practices.

Three: “We believe profit is necessary to finance growth, reward employees and create value.” Growth gives the ability to impact the industry as a whole, share success with part-

ners and provide a strong future for the company.

Four: “We seek to grow constantly and steadily.” This value can be a subtle one. Choose to find one thing every day that’ll develop your competencies and seize opportunity.

Five: “We desire a stable company with a secure future.”

The details don’t matter if we aren’t here tomorrow. Keep your eye on tomorrow and how it affects both current and future development.

Six: “We strive to continuously improve our products and operations.” Good for today doesn’t mean great tomorrow!

Continued on page 12

Master Service Program



Pentair’s new Master Service Program rewards service technicians and dealers who invest in product education and training for themselves and their employees. The three tiers of the new program are: Pentair Service Pool Specialist (copper), Pentair Service Advisor (bronze) and Pentair Service Professional (silver). At the entry level (copper), there are fewer steps required to achieve rewards, while higher tiers have more requirements and more significant rewards. Some of the requirements are as simple as watching training videos and downloading Pentair training and sales apps. Attending a training workshop is another good way to participate in the program. Once a participant has met tier requirements, they receive a gift package. All tiers come with iron-on patches that promote the tech’s status in the program.

Pentair www.pentair.com 800-831-7133

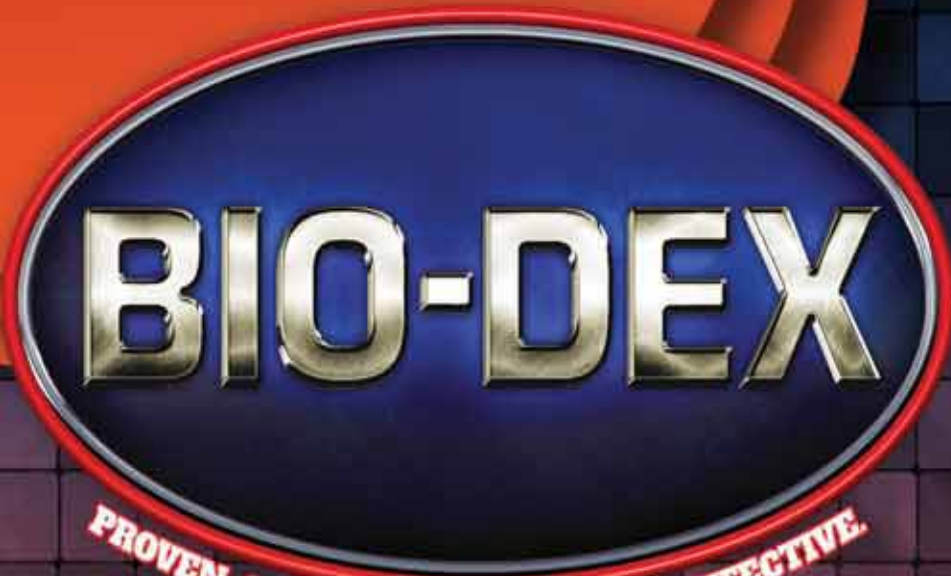
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Training: Above and Beyond

Continued from page 9

This is exactly where the aptitude test is a boon. If the new hire is especially weak on filters, for example, connect them with one of the established service techs who you know to be strong at that part of the job and has plenty of filter cleanings scheduled for the week. Make sure the newcomers are learning the right lessons from the right people.

Remember Customer Service

Service techs are going to work with pools and equipment. But they're also going to interact with customers, and they'll likely be the primary face of the business out in the field. Don't neglect the soft skills related to cus-

tomers service. The service techs should be treating customers the way you would, and it's important to share with them all expectations around that part of the job.

And there are different facets to working with the customer that need attention. It's important to go into the basics of customer engagement, such as matters of etiquette and courtesy, both in terms of how they interact with the customer and the customer's property.

It's equally valuable to instill in the service tech a sense of how they should be following up with the customer in presenting new opportunities for additional serv-

ice. Approached the right way, the added attention will make the customer feel truly looked after, and that feeling will instill the goodwill that leads to the loyalty you're counting on.

These tips likely seem most pertinent for first-time workers, but even new hires with extensive experience in the pool and hot tub industry will benefit from the added attention. Just because they've worked in the field doesn't automatically mean they approach the responsibilities in a manner aligned with your preferences and expectations. For them to do the job the correct way, you need to communicate what pro-

fessional success looks like to your eyes.

It can't be stated enough: Training is an investment in the success of the new employee, which means it's an investment in the success of the business. Take the time to do it right, and the dividends will keep coming as long as that person is sporting your company logo.

For additional assistance training service techs, PHTA has several certification programs available, including designations for CSP (Certified Pool & Spa Professional), CST (Certified Pool & Spa Service Technician), CMS (Certified Pool & Spa

Maintenance Specialist),

CHTT Certified Pool & Spa Hot Tub Technician, and AST (Advanced Service Technician).

PHTA will also offer on-site training for service techs at upcoming conferences. At the 2019 International Pool | Spa | Patio Expo, taking place November 2-7 in New Orleans, attendees can pursue the following certifications: CMS, CHTT, CST, and AST.

Sessions providing certifications in CMS and CST will be on the schedule at the Southwest Pool & Spa Show in Houston, January 22-25, 2020.

And courses providing certifications in CSM, CST, and CHTT will take place at the Pool and Spa Show in Atlantic City, taking place January 28-30, 2020.

There are also leadership opportunities available on the PHTA Service Council.

To learn more about any of these opportunities, visit PHTA.org.



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CMP – “Everything Matters”

Continued from page 10

It's OK to challenge policies, procedures and assumptions. . . this drives innovation and improvement.

CHOOSING TO FOCUS ON WHAT MATTERS

At CMP, we love the recreational water industry and outdoor living. This is a fun business, with connections from “mom-and-pops” to multinational corporations to the backyard pool. Few things are so personal and wide-ranging.

We care about and want to continue improving this industry. Through our determination and “everything matters” focus, CMP continues to produce better products, build relationships and expand a great industry.

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Access this free tool to easily find CMP factory quality replacement parts for pool equipment and more. With your free account you can also save videos, brochures, product manuals and favorite products to easily find them later. Create your FREE user account at www.c-m-p.com/register.

We have IPSSA logo gear available. Call the IPSSA executive office at 888-360-9505 to order!

Pool Safely's Top 10 Tips to stay safer around the pool or spa

1. Learn how to swim and teach your child how to swim.

2. Install a four-foot or taller fence around the entire perimeter of the pool and use self-closing and self-latching gates; ask your neighbors to do the same at their pools.

3. Never leave a child unattended in or near a pool or spa and always watch your children closely around all bodies of water.

4. Designate a Water Watcher to supervise children in the pool or spa. This person should not be reading, texting, using a smart phone or be otherwise distracted. Adults can take turns being a Water Watcher.

5. If a child is missing, look for him or her in the pool or spa first.

6. Keep children away from pool drains, pipes and other

openings to avoid entrapments.

7. Ensure any public pool and spa you use has drain covers that comply with federal safety requirements, and, if you do not know, ask the pool manager if the facility complies with the "VGB Act."

8. Learn how to perform CPR on children and adults, and update those skills regularly.

9. Install and use a lockable safety cover on your spa.

10. Have lifesaving equipment such as a life ring, float or fiberglass reaching pole available and accessible.

Pool Safely, a national public education campaign supporting the requirements of Section 1407 of the Virginia Graeme Baker Pool and Spa Safety Act, works

with partners around the country to reduce fatal child drownings, non-fatal drownings and entrapment incidents in swimming pools and spas. Parents, caregivers and the media are encouraged to visit: PoolSafely.gov or @PoolSafely on Twitter for vital safety information regarding the prevention of child drownings in and around pools and spas.

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But, what happens if you haven't declared a beneficiary? You will lose control of who receives your benefits. The payment of funds will be delayed and, if the benefits are part of a probate, it could take a year or more for your loved ones to get those funds.

The good news is that, when your Beneficiary Designation Form is on file at the IPSSA financial office, the check for your life insurance benefit is issued as soon as the death certificate is received by the insurance company.

Call the financial office (888-391-6012) if you are not sure whether or not your Beneficiary Designation Form has been filed. If not, or if you want to change your beneficiary, you can download the form from the Members Portal page of www.ipssa.com.

Don't neglect this small but important detail which could prevent headaches for those you love.

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.

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President's Message

Continued from page 2

recruiting new members, how to run meeting, how to keep minutes, and much more.

FACTS FROM YOUR BOARD OF DIRECTORS

Your BORD is working hard to make changes that HELP IPPSA grow and introduce key tools to make that happen. We all are investing numerous hours to improve the efficiency of the organization and look for ways to stem the loss of members that we

have experienced over the past few years. This involves merging committees to prevent overlap, clarify and review our governing documents, hold each Director accountable for the work they need to be doing, and establishing Strategic Objectives for the next couple of years. For more information on BORD actions and Meeting minutes, go to the Members only portal on the IPSSA website or talk with your

region director.

Our Association has been losing members for at least the last 5 years, and this has contributed to a financial loss as well. Your BORD is very aware of this and has taken major steps to help curb the losses. One of the biggest changes was a Virtual BORD meeting that saved IPSSA approx. \$20,000. In addition to that, our committees have been using the virtual meeting format to accomplish their work between BORD meetings. This has helped avoid an extra day (extra expense) at the BORD meetings.

Your Regional Directors have a fiduciary responsibility to monitor our fiscal position, and that is what we are doing. We are evaluating every expense, so we spend YOUR MONEY in the most judicious way possible and still get the business of IPSSA done. We are intent on making sure we are not operating at a loss every year. Our goals continue to be doing our best to improve our image in the pool community, foster relationships with the other like organizations, INCREASE member benefits, and deliver the positive reasons to join IPSSA.

Our Mission Statement is:

The Independent Pool and 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's image.

Let's continue supporting each other and work toward the Mission Statement listed above. If you want information, ASK.

Stay Tuned...

For Dave Hawes' video message and to keep current on other IPSSA events give us a LIKE and a FOLLOW on Facebook!

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NEW FEATURE! VOLUNTEER SPOTLIGHT

IPSSA's newly launched Volunteer Spotlight feature puts our amazing volunteers front and center in the IPSSA Community! We want to use this unique opportunity to thank the wonderful individuals that continuously donate their time and energy to help IPSSA and the pool and spa industry thrive. We encourage all IPSSA members to connect with these star volunteers to let them know about the Spotlight. To be featured in our next Volunteer Spotlight, in the IPSSAN, Face Book and YouTube email your picture, pictures of any information that supports the spotlight, and answer a few questions. Forward to info@ipssa.com.



1. Tell us about yourself
2. Tell us about your volunteer experience with IPSSA. Project in the past that would be featured as a spotlight.
3. Why did you decide to become a volunteer
4. How has volunteering impacted your career
5. How has being involved with IPSSA made a difference in your community or outreach to the public

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IPSSA CHAPTER LISTINGS

For Association information: call Rose Smoot, Executive Director, (888) 360-9505 / • (888) 368-0432 FAX / P.O. Box 3367, Rocklin CA 95677, E-mail: rose@ipssa.com
For billing or Membership information: call Melody Bond at (888) 391-6012, FAX (888) 391-6203, e-mail melody@cramerpcpa.com or P.O. Box 1617, Rocklin, CA 95677
 Chapter treasurers contact: ipssafinancial@cramerpcpa.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: David Hawes
 (925) 828-7665
 E-mail: david@hhpools.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. Chris Bass (916) 704-1505
 basspoolservice@gmail.com

GOLD COUNTRY
 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.
 El Rosal Restaurant, 3401 Monte Vista Ave.
 Pres. Albert Camarillo (209) 628-2717
 acspoolserv@yahoo.com

SACRAMENTO CITY
 Fourth Wed., 7:00 p.m., Plaza Hofbrau
 2500 Watt Ave., Sacramento
 Pres. Kelli Carrillo (916) 730-7636

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. Bryan Soto (916) 258-5114
 norcalpools916@gmail.com

REGION 2 (CENTRAL CALIFORNIA)
B.O.R.D. Member: Manuel Margain
 (559) 307-1072
 E-mail: manuelmargain1@gmail.com

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. Ron Rusconi (805)549-7961

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 Thurs., 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: tfs.pools@verizon.net

ANTELOPE VALLEY: Second Monday, 6 p.m.
 SCP Antelope Valley, 4514 Runway Dr., Lancaster
 Pres. Bob Cranmer ph: (661) 609-3682
 warren_cranmer@msn.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@propoolm.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) 301-4059
 pooboy1950@yahoo.com

SOUTH BAY
 Second Wed., 7 p.m., American Legion Hall
 412 S. Camino Real, Redondo Beach
 Pres. Rick Morris, (310) 755-5279
 Rick-morris@sbcglobal.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.,
 Woody's Diner, 24321 Avenida De La Carlota,
 Laguna Hills, CA 92653
 Pres. Chris Dodds (949) 683-6076

NORTH ORANGE COUNTY
ORANGE COAST
 Last Monday, 5 p.m., Roundtable Pizza
 on Adams & Beach
 Pres. Rob Mangus (716) 318-1254
 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

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. Jennifer Meza (951) 833-0055
 aquatechpoolservice@earthlink.net

HEMET: Third Wed., 6:00 p.m.
 Megabites Pizza, 1153 S. State St., Hemet, CA 92543
 Pres. Kenny Campbell (951) 733-4330
 Kenny@WetworksPoolCare.com

MENIFEE VALLEY
 First Wed., 7 p.m. at My Buddies Pizza
 2503 E. Lakeshore Drive #A, Lake Elsinore
 Pres. Renee Marier, (951) 285-9672
 mangopools@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. Gary Kauber (760) 702-5865

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. Scott Peterson (951) 255-4175
 ipssascott@yahoo.com

REGION 7 (SAN DIEGO COUNTY)
B.O.R.D. Member: Michael Harris
 (619) 395-6700
 E-mail: barrowpoolsd@gmail.com

CARLSBAD
 Third Wed., 6:00 p.m.
 El Rancho Restaurant, 1565 N. Santa Fe, Vista
 Pres. David Talbot (760) 845-6863
 ahoypools@sbcglobal.net

ESCONDIDO
 Third Wed., 6:30 p.m., Call for location.
 Pres. Bruce Smith (760) 741-3960
 Bsmith1956@cox.net

NORTH COUNTY COASTAL
 Third Tues., 6:30 p.m.
 Brett's BBQ, 1505 Encinitas Blvd., Encinitas
 Pres. Nick Nelson (760) 802-3391
 3genpools@gmail.com

RANCHO DEL MAR
 Third Mon., 5:30 p.m., Oggi's Sports,
 12840 Carmel Country Rd., San Diego, CA 92130
 Pres. Wayne Maynard (858) 361-8313
 arrowheadpoolservice@yahoo.com

SAN DIEGO
 Third Wed., 7 p.m., Admiral Baker Clubhouse,
 2400 Admiral Baker Road, San Diego
 Pres. James Marketter (619) 708-4972
 Elcerritopool@yahoo.com

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

SAN DIEGO METRO: Fourth Thurs., 6:00 p.m.
 Sammy's Woodfired Pizza, 8555 Fletcher Pkwy
 La Mesa, CA 9194
 Pres. Steven Elbik (619) 316-0690
 Poolsolutions72@gmail.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

NORTH PHOENIX
 Third Tues., 6 p.m., SCP
 18201 N. 25th Avenue, Phoenix AZ 85023
 Pres. William Goossen (623) 580-9802
 goosse-man@cox.net

SCOTTSDALE
 Third Mon., 6:00 p.m., Pool Water Products,
 20810 N. 25th Place, Phoenix
 Pres. Clifton Orson (480) 585-0000
 orson@hotmail.com

SOUTHEAST VALLEY
 Second Thurs., 5:30 pm, Superior Pool Products, 7330
 S. Atwood, Mesa, AZ
 Pres. Daniel Morris (480) 284-4296

TUCSON: Third Wed., 6:30 p.m.
 Superior Pool Products, 4055 N. Runway Drive.
 Pres. Perry Wingate (520) 429-0806

WEST VALLEY
 Third Wed., 6:00 p.m., Cloud Supply
 1100 N. Eliseo Felix Way, Avondale
 Pres. Trent Brumfield (623) 210-1615

WESTERN LAS VEGAS
 First Mon., 6:30 p.m. (excl. holidays)
 Vietnam Vets Hall, 6424 W. Cheyenne, Las Vegas
 Pres. Laurie Beecher-Valenzuela (702) 556-4477
 ipssalauriebeecher@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

CLEARLAKE: Fourth Tues., 7:00 p.m.,
 Rudy's BBQ, 21361 Gulf Fwy, Webster
 Pres. David Potts (208) 887-6486
 david@freedompools-texas.com

CORPUS CHRISTI: First Thurs., 6:30 p.m.
 SCP in Corpus Christie
 Pres. Michelle Wilkinson (209) 604-6460

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. Jim Smith (512) 206-0606
 jim@aquamanpoolsnspa.com

NORTH HOUSTON
 Third Tues., 7 p.m., IHop
 25619 Interstate 45, Spring
 Pres. Stephen Titone (281) 773-8643
 Stitone2001@yahoo.com

SAN ANTONIO: First Mon., 6:30 p.m.
 Longhorn Café, 17625 Blanco Rd., San Antonio, TX
 Pres. Jorge Martinez (210) 549-7665
 pooldoc@hotmail.com

WEST HOUSTON
 First Tuesday, 7 p.m.: Spring Creek Barbeque
 21000 Katy Freeway, Katy, TX 77449
 Pres. Bill Williams (832) 593-6299
 poolmaxxinc@gmail.com

REGION 10 (BAY AREA SOUTH)
B.O.R.D. Member: Stan Phillips
 (925) 518-1718
 E-mail: stan@aquacps.com

FREMONT
 Jan.-July: Second Mon., 6 p.m., Mountain Mike's Pizza
 20261 Patio Dr, Castro Valley, CA 94546
 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.,
 85 Nielson St, Ste 201, Watsonville, CA 95076
 NO April meeting. May meeting in new location
 Pres. Terry Page (831) 297-2215
 pinnaclepoolsandspa@sbcglobal.net

MARIN & SONOMA COUNTY
 Third Wed., 7 p.m., Luchesi Park, Petaluma Park,
 320 N. McDowell Blvd., Petaluma
 Pres. Darrell O'Neal (707) 217-1546
 dandmpool@aol.com

SANTA CLARA VALLEY
 Third Thurs., 5:30 pm,
 SCP, 2036 Martin Ave Santa Clara, CA 95051
 Pres. Fred Doering (408) 685-8078
 nexuspoolservice@gmail.com

SILICON VALLEY
 Every Other Wed., 5:30 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.,
 SCP, 6700 Sierra Lane, Dublin
 Pres. Gary Heath (925) 719-5334
 gary@thepooldoctors.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
 pool lady2001@gmail.com

PORT CHARLOTTE
 Fourth Wednesday, 6:30 p.m., Buffalo Wings & Rings,
 1081 W. Price Blvd. North Port
 Donna GilDeMadrid (941) 626-3968

SARASOTA: First Tues., 6:30 pm
 Gecko's Grill & Pub, 351 N Cattlemen 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.
 Rockfish Seafood Grill
 7639 Campbell Rd, Suite 800, Dallas
 Pres. Travis Coleman, (469) 585-4119

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. Jason Wilson (817) 366-1200

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.

TITANIUM PARTNERS



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Victor Rivas
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