

## California Capitol Report Update of Early California Legislative Session Activity & What To Anticipate

By John Norwood

Director of Government Relations, California Pool & Spa Association



The California State Legislature has commenced its second week of a 10-month legislative session. Historically, the most controversial bills are introduced at the Assembly and Senate established introduction deadline of February 22. Therefore, only 369 measures have formally crossed the two Chambers' Clerk Desks, leaving potentially 2,250-2,500 to go. But it is worth mention that some labor and employment legislation with great impact have been formally brought forward for legislative consideration. These are outlined at the end of this article.

More broadly, a preview of legislative priorities, per direction by legislative leadership, is anticipated to include issues around the environment, online personal privacy, universal healthcare, and tax issues such as split-roll and service tax. These are likely to be

highly influenced by left leaning interest groups such as organized labor, environmental and consumer groups, and those interests that demand more state dollars for education, healthcare, low-income housing, homelessness and more. Groups that were unsuccessful in last year's General Election initiative process with issues such as rent control and dialysis reform will now raise those issues back in the legislative process.

### Legislative Timeline

By March, policy committees begin hearing bills. After policy committees hear and vote on bills, the vast majority of measures are considered by the Assembly and Senate Appropriations Committees. Once bills pass these fiscal committees, they head to their respective floor for

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## California Court Clarifies Rules on Independent Contractors Service Techs Have Reason to Rejoice

By Ray Arouesty

Attorney at Law and Sr. Vice President, Hub International

California swimming pool service techs who use sub-contractors can breathe a sigh of relief, thanks to an October 2018 Appellate Court ruling in San Diego, California. As a result of the recent decision, California contractors no longer need follow the strict A-B-C test established by the California Supreme Court in the Dynamex case to determine if a worker shall be classified as an employee or as an independent contractor. In Dynamex, the State's highest court set forth a strict rule, called the A-B-C test to make that determination. Under part "B" of that rule, the Supreme Court found that a worker is an independent contractor only if "the worker performs work that is outside the usual course of the hiring entity's business". For swimming pool service companies, this meant that any worker who performed swimming pool cleaning, maintenance or repair was now an employee, requiring the service company to meet not only minimum wage requirements, but to also provide employee benefits, pay taxes and workers compensation insurance premiums that had previously pertained only to employees. That requirement increased their labor costs by more than 20%. For most pool techs this was an impossible situation, forcing them to rethink the way they do business. But in the Dynamex case, the Supreme Court did not state whether the new test applied outside of wage and hour claims, but it was widely believed that it did. Recently, however, an Appellate Court in San Diego dramatically narrowed that interpretation and gave much needed clarification.



In Garcia v. Border Transportation Group, LLC, the Appellate Court decided that the strict A-B-C rule in the Dynamex case applies only if the claim before the court involves a wage dispute. The impact of this decision for the pool industry is huge. This means that except in wage disputes, swimming pool service companies can argue that their workers are independent contractors, so long as they follow the test set in place since 1989 in the case. Borello & Sons, S. G Inc. v. Department of Industrial Relations.

Under the 30 year old Borello rule, workers can be classified as independent contractors so long as they meet the following test:

- 1) The person performing work is engaged in an occupation or business that is distinct from that of the hiring company;
- 2) The work isn't necessarily part of the company's regular business;
- 3) The worker supplies the equipment and tools required to do

the work;

4) The worker has a financial investment in the equipment or materials required to perform the work;

5) A certain skill level is required to perform the particular job or occupation;

6) The work performed is usually done without supervision or control of the hiring company; and

7) The worker's opportunity for profit or loss depends on his or her own managerial skill.

A court will evaluate each of these factors to determine the nature of the work relationship on a case-by case basis.

These were the prior rules under which swimming pool techs operated when they classified workers as independent contractors before the Dynamex decision. To comply with these requirements, service companies would only hire workers who, for example, had established service companies of their own. To

*Continued on page 5*

## IPSSA Members:

We are going to start running an "Ask the Experts" Column, but we need YOU to submit questions to ask!! Please send us any questions regarding pools, business, equipment—you name it, we'll find an answer for you! Please submit ALL questions to: editor@ipssa.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@cramercpa.com and she can assist you.

DO NOT HOLD  
DATED MATERIAL

THE IPSSAN  
5800 Stanford Ranch Road #220  
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RETURN SERVICE REQUESTED

## Things to do in February

- Driving safety
- Truck maintenance
- Hose bibs
- Heater tune-ups
- IPSSA Leadership Weekend, Feb. 8 & 9
- During the rainy season, don't drain pools

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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 Winner's for the January Quiz**

Unfortunately we didn't receive any % correct quizzes this month. There is still a few more chances to make it in to the grand prize drawing -so please get those November and December quizzes in by the 20th of each month!

The correct answers for the November Quiz are: 1. Knowing the evaporation rate in your area can be important in maintaining your pool. A. True, B. False. *The correct answer is A. True.* 2. When salt is dissolved in water, ions are formed which are positively and negatively charged. A. True, B. False. *The correct answer is A. True.* 3. At 77 degrees F a gallon of water weights: A. 6.78, B. 3.8, C. 8.34, D. 9.43. *The correct answer is C. 8.34.* 4. A cubic foot of water contains how many

gallons. A. 11.1 gallons, B. 9.8 gallons. *The correct answer is D.* gallons, C. 8.47 gallons, D. 7.48 7.48.

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**Calendar of Events**

- Feb. 8-9** **IPSSA Leadership Seminar & Banquet**  
Board of Regional Directors' Meeting  
February 8, 10:00 a.m.-2:00 p.m.  
Annual Meeting: 2:00 p.m. to 3:00 p.m.  
Leadership Seminar & Banquet February 9  
Wyndham Anaheim Garden Grove  
12021 Harbor Blvd., Garden Grove CA 92840  
800-996-3426
- Feb. 8** **Board of Regional Directors' Meeting**  
10:00 AM to 2:00 PM  
Annual Meeting  
2:00 PM to 3:00 PM
- Feb. 20** **23rd Annual Inland Empire Pool Expo**  
Workshops for Pool Technicians: 2:00-5:00 p.m.;  
Show Floor Open: 5:00-8:00 p.m.  
University of Redlands, "Orton Hall"  
1200 East Colton Avenue, Redlands, CA 92374
- Mar. 4-7** **APSP Spring Training (Midwest Chapter)**  
Potawatomi Hotel and Casino  
1721 Canal Street, Milwaukee, WI 53233  
Contact APSP for more info.: 630-492-0772
- Mar. 21-23** **41st Annual Western Pool & Spa Show**  
Long Beach Convention Center, Long Beach, CA  
westernshow.com
- April 24** **Sacramento City IPSSA Chapter**  
Mini Trade Show BBQ  
6-8:30pm, Leisure Supply, 4660 Pell Drive,  
Sacramento, CA 95838

**WELCOME NEW MEMBERS!**

- REGION 3 – San Fernando Valley:** Ernesto Viscarra...
- REGION 4 – East Long Beach:** Alfonso Gomez...
- REGION 6 – Palm Desert:** John Sanchez, Ryan Martineau, Jorge Ruiz...
- REGION 12 – Tarrant County:** David Peterson

**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 44 chapters, whose members all paid promptly in January before second notices were required:

- Region 1 – Tracy, Gold Country, Sacramento City, Elk Grove, East Contra Costa
- Region 2 – Bakersfield, Central Coast
- Region 3 – Foothill
- Region 4 – Central Los Angeles, South Bay, East Long Beach
- Region 5 – Anaheim, Central Orange County, Dana Point, Surf City, Yorba Linda, Tustin/Irvine, Orange Coast, Orange County Pool Professionals
- Region 6 – Hemet, Palm Springs, Riverside, Redlands, Ontario, Rancho Cucamonga, Corona, Menifee Valley
- Region 7 – Carlsbad, Rancho Del Mar, San Diego East County
- Region 8 – North Phoenix, Scottsdale, Henderson, West Valley
- Region 9 – North Houston, Corpus Christi, West Houston, Hill Country
- Region 10 – Mid Peninsula, Tri Valley, Fremont
- Region 11 – North Georgia, Manasota, Port Charlotte
- Region 12 – Fort Worth

**\* 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 **MARCH 20, 2019.**

1. A pool is said to be "in balance" when the pH, alkalinity, calcium hardness, TDS and temperature are all within the recommended ranges.  
A. True  
B. False
2. The two basic things that we need to test in the water are:  
A. pH and chlorine  
B. Sanitizer and water balance  
C. chlorine and alkalinity  
D. sanitizer and pH
3. A gallon of muriatic acid (hydrochloric acid 31.4%) is equal to how many pounds of dry acid (sodium bisulfate)?  
A. 2.5  
B. 3.5  
C. 10.0  
D. 5.0
4. Total alkalinity does not affect the speed of pH change in the water.  
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 email to: editor@ipssa.com

Entries for this month must be received by **MARCH 20, 2019.**



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**Thurs., Mar. 21 ~ 6 PM-9 PM**  
**Fri., Mar. 22 ~ 2 PM-6 PM**  
**Sat., Mar. 23 ~ 1 PM-6 PM**

**Seminar Hours:**  
**Thurs., Mar. 21 ~ 1 PM-5:45 PM**  
**Fri., Mar. 22 ~ 8 AM-3 PM**  
**Sat., Mar. 23 ~ 8 AM-2 PM**

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- \*\*NSPF AST Certification Class / Mar. 20
- \*\*Pool Chemistry Certification Course from PCT / Mar. 21
- \*\*SEPARATE FEE: Visit [westernshow.com](http://westernshow.com) for details

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THURSDAY, MARCH 21, 2019 / EXHIBIT HOURS 6-9 P.M. / OPEN TO THE TRADE ONLY / REGISTRATION REQUIRED / 50+ New Format 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	Technical Service Training for In-Floor Cleaning Systems, Jaime Guzman	How to Install Water Features That Work, Ron Hetzner, Oreq	Algacides vs. Phosphate Removers, Marvin Rezac	Energy EFF Heater, ENG Pentair	The Pool Cleaner (New Format \ Presentation), David Jones, Hayward	Pool & Spa Filtration Concepts and Capabilities and Comparisons, Mark Dunlop	The Pool Cleaner (Nuevo format y presentación), Daniel Jazo, Clases En Español	Hybrid Pool Heaters Solar Gas & Heat Pumps, Dave Sizelove, Aquatherm Ind., Inc.	Basic Water Chemistry, Gabe Talese, HASA
3 P.M. TO 3:45 P.M.	Ultimate Pool Care for the Next Decade, Steve Berens, Clear Comfort	Hazardous Material Transport & Your Route Truck, Ron Hetzner	New Federal Pool Pump Regulations: How It May Impact Your Business, Jeff Farlow	Energy EFF Heater, ENG Pentair, Clases En Español	The Navigator and Pool Vac (New Format \ Presentation), Dan Bachman, Hayward	Creating the Backyard Water Park, Selling Entertainment Zones for All Ages, SR Smith, Kathryn Varden	The Navigator y Pool Vac (Nuevo format y presentación), Daniel Jazo, Hayward, Clases En Español	Design and Troubleshoot Solar Pool Heating Systems, Suntrek Industries	Surface-bound Organic Contamination, Disinfection Byproducts and Swimming Pool Filtration, Vance Fiegel, Creative Water Solutions
4 P.M. TO 5:45 P.M.	Attracting Home Pool Owners, What they Want, Need & Want you to have, Steve Berens, Clear Comfort	Algae: Why We Get it. How We Get Rid of it. And the Truth about CYA, Chris Marciano	How to Sell the Importance of Proper Water Chemistry to your Customer, Terry Snow, Rich Gallo	Pentair Chemical Automation	Heaters – Time Saving Tips and Trucks for Efficient Troubleshooting, Ben Carver, Hayward	Proactive Pool Start Ups and Surface Protection, Scott Niehols	Calentadores: consejos y trucos para ahorrar tiempo y solucionar problemas, Daniel Jazo, Hayward, Clases En Español	Good Mastic Installation Deck-O-Seal, Brandon Davis	Business Management, Pedro Correa, Clases En Español
FRIDAY, MARCH 22, 2019 / EXHIBIT HOURS 2-6 P.M. / OPEN TO THE TRADE ONLY / REGISTRATION REQUIRED / 50+ New Format 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.	The ABCs of GenX, Y+2. How to Build Pools They Care About, Steve Berens	Pool Plaster Concepts for Service Professionals, OnBalance	Advanced Topics in Water Chemistry and Pool Management, John Weber, BioLab	New IntelliFlo USF Pump Hands-On Programming, Pentair	VS Omni – The Pump that Controls the Pad (New Format / Presentation), Bryan Chrissan, Hayward	Myth of Water Testing and Chemistry, Chris Golden	VS Omni – La bomba que controla el Pad (Nuevo Formato / Presentación), Daniel Jazo, Clases En Español	Certified Stain Specialist, Jack's Magic, Scott Bartlett	Engineering 182: Mechanical System Design
10 A.M. TO 10:45 A.M.	Fire Pits and Bowls, Alex Krajewski, Zodiac	Chemical Automation, Salt Chlorine Generators and the Spa Bypass, speaker name: Kenneth M. Howard	How it Works For Beginners, Dennis Rettela	New IntelliFlo USF Pump Hands-On Programming, Clases En Español	Understanding Commercial Bylaws and Advanced Chemical Automation, Sean Murphy, Hayward	Future-Proof, Your Business, Know Your Customers & Make More Sales, Steve Berens, Clear Comfort	Comprender los Estatutos y la Automatización Química Avanzada, Daniel Jazo, Hayward, Clases En Español	Secrets to Algae-Free Pools, Evengelina Serrano, Clases En Español	Sistemas de Generación de cloro, Alex Valdovinos, Zodiac, Clases En Español
11 A.M. TO 12:45 P.M.	Guia 101 de Resolución de Problemas en Calentadores Raypack, Ricardo Gonzalez	Ozone for Residential Pools, Beth Hamil	Tips & Tricks for the New Pool Professionals, Peter Haverlation	The New IntelliConnect Automation System, Pentair	+AquaRite Salt System Management, Lawrence Dow, Hayward	Water Chemistry For the Pool Service Professional, Bob Lowry	MEETING ROOM HAYWARD	Secrets to Algae-Free Pools, Evengelina Serrano, Clases En Español	Sistemas de generación de cloro, Alex Valdovinos, Zodiac, Clases En Español
1 P.M. TO 2:45 P.M.	RayPak Digital Heater Installation & Troubleshooting, Brad Duncan	Advanced Water Chemistry, OnBalance	The Meter One was "Measuring your Meter?" What your Electrical Meter can (and can't) do for You, Bill Hamilton	The New IntelliConnect Automation System, Pentair, Clases En Español	OmniLogic For The Serviceman (New Format / Presentation), Bryan Chrissan, Hayward	Pool Chemistry – How to Prevent Common Problems Before They Start, Clases En Español	Gestion del sistema De sal AquaRite, Daniel Jazo, Hayward, Clases En Español	Grow Your Business with Landscape Lighting, Mike Marshall	Introduction to QuickBooks, Pedro Correa, Clases En Español
SATURDAY, MARCH 23, 2019 / EXHIBIT HOURS 1-6 P.M. / OPEN TO THE TRADE ONLY / REGISTRATION REQUIRED / 50+ New Format 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.	See the Pool in a Whole New Light, Fiber-to-LED Lighting Upgrades, Kathryn Varden	Making a Case for Heat Pumps in California, Dave & Dan Sizelove, Aquatherm Ind., Inc.	Chemistry 101 & Basic Water Chemistry, Terry Arko	Basic Electricity, Pentair	Water Testing Interferences and How to Overcome Them, Chris Golden	Applying Filtration Science to Your Pool, CPSA	Be-A-Five-Star Business, Kim Olson, Broadly	Drowning Prevention for the Service Technician, Service Industry News, Carrie Dibrell	Construction 308: The Beauty of the Edge Vanishing, Edge & Water In Transit Design
10 A.M. TO 11:45 A.M.	How a Pool Works, Purity Pool, Robert Foutz Jr.	Keeping Your Business Out of Legal Hot Water, Ray Arouesty	Variable Speed Pumps And How They Work, Ben Honadel	Connectivity for the Pool Industry, Alex Krajewski, Zodiac	Water Chemistry for the Pool Service Professional, Bob Lowry	MEETING ROOM	Preventing Chemical Accidents, Steve Dunn	Plaster Stains & Discoloration, Jacks Magic, Dave Callahan	Licenciada Contratista Guiatista, Arturo Torres, Clases En Español
NOON TO 1:45 P.M.	RayPak Digital Heater Installation & Troubleshooting, Brad Duncan	CLASS CANCELLED	Advanced Variable Speed Pumps, Ben Honadel	Drowning Risk Reduction And Emergency Response, Richard Pass, Save A Little Life Inc.	Water Chemistry For the Pool Service Professional, Pedro Correa, Bob Lowry, Clases En Español	Pool Chemistry, How to Prevent Common Problems Before They Start, Eric Knight	Rola-Chem ORP/Ph Controllers Application, Todd Schwab	Millionaire Pool Man Thinking Outside Of the Box, Chris Webb	Myths vs. Facts Of Germs, Algae and Water Balance, Roy Vore, BioLab, Inc.

# A Message from the President

**David Hawes, IPSSA President, Region 1 Director**

Hi Everyone,  
As I look at the calendar, it reminds me of a saying my dad used to tell me, that the older you get, the faster time seems to go by. I cannot believe that I have been your President for a year now. It seems like a few weeks ago that I

was elected, and here we are a year later. IPSSA celebrated our 30th anniversary in 2018 and are now entering our 31st year providing Sick Route Coverage, educating new members, providing monthly meetings for networking opportunities, and having an Exclusive Insurance program available. As the Largest Pool & Spa Service

Association in existence, it is important that we continue to look for ways to serve our members. The financial integrity of the Association and Member Benefits has been a large focus of your present Board of Regional Directors this past year. We have had to make some hard decisions as our Association ages, but our aim is making sure IPSSA continues to be a sustainable Association for both old and new members of the pool industry community alike. As our demographics change, we want to remain current in our operation and offerings.

Our Executive Director Rose Smoot began working directly for IPSSA Inc. on January 1st and has an impressive agenda for our association. Her staff will be working hard on our Social Media exposure and increasing IPSSA's brand image to make sure we are reaching all of the potential new members that are already in business or just starting out. We also want to make

sure you all know what IPSSA is doing and are well informed of changes and additions to the benefits of being a member. Our website is going through some changes and we hope to be able to increase traffic from you and non-members alike. We hope to have more regular email blasts with valuable information regarding Educational offerings, updates on IPSSA activities, and general information that all of us will find useful.

At the time of this writing, we are gearing up for the Annual Leadership Weekend. Rose and her team, as well as your BORD and committees, have worked hard to provide some valuable learning opportunities for New chapter leaders, as well as experienced members of chapter boards. The BORD wants to make sure we provide the tools that will help our Chapter Boards succeed in running successful chapters, monthly meetings, and attracting potential members to their midst. At our banquet we will



be recognizing our Associate Members that are so vital to the operation of IPSSA, as well as some of our stand out members. We all work as volunteers and I want to thank everyone that serves in chapter leadership, committee members, and especially the great Directors that I have served with the past year. We have not always agreed on everything, but I know that the members are fortunate to have a group of individuals who care about the IPSSA and work tirelessly to continue the basic tenants upon which we were founded. I would like to say thank you to all your families who have had to sacrifice your presence while you help make IPSSA what it is. I appreciate your patience. I hope everyone will continue actively and positively supporting our mission.

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 industry.

On behalf of your Board of Directors, your Chapter Leadership, and all of volunteers that have assisted us, Thank you for your support this last year. Stay tuned....



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	SAN DIMAS 909-305-9839	SAN FERNANDO 818-365-8481	SAN JUAN CAPISTRANO 949-373-0010	VISALIA 559-297-7500	VISTA 760-477-1477	YUCAIPA 909-794-8340	N. AUSTIN 512-251-0400	SAN ANTONIO 210-479-0032										

# 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 classes 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.**

## Education Quiz

Try the Education Quiz on page 2 and challenge your knowledge!

## Independent Contractors

Continued from page 1

prove that the worker was independent, hiring companies wanted their independent contractors to supply their own chemicals, trucks and tools, as well as have a business license and their own business liability insurance. Service companies often sought out workers that performed maintenance for many other pool service companies too. If the worker advertised their services on

in print advertising or social media, all the better.

Until and unless the Garcia case is challenged and reversed by the California Supreme Court, California swimming pool techs can safely use the Borello test once again to determine if a worker will be determined to be employee or an independent contractor. At least for the present, the good old days may

be back for the swimming pool service industry. But companies should still make sure the amount they pay their independent contractors complies with California's wage and hour rules.

Ray Arouesty has been IPSSA's endorsed insurance broker since 1988. He can be reached at Ray.Arouesty@HubInternational.com or (800) 833-3433.

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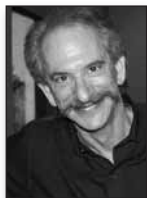
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# Hey Ray!

Answers to recent questions asked to IPSSA's insurance broker



**By Ray Arouesty**

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.

**Question:**

My service business is grow-

ing and I now have an employee for the first time. Where can I find information about the multitude of laws and regulations that I need to follow now that I'm an employer?

**Answer:**


Congratulations on your success and the growth of your business. You are wise to be thinking of the many layers of regulations that you'll need to now comply with. These include Federal, state and in many areas, even local requirements. It's never a bad idea to consult with an employment attorney on these complex issues. But your local Chamber of Commerce website is a great place to start getting informed. The Chamber of Commerce can be a great resource on laws and issues such as recruiting, benefits, leaves of absences, discipline, harassment, disciplinary issues and workplace safety. The California Chamber of Commerce, for example, offers guides and handbooks for California employers, and even inexpensive software that can help you create an employee handbook and manual. They can be found at [www.calchamber.com](http://www.calchamber.com) and I bet that similar resources are available in other states too.

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## Outsourcing the Installation and Service of Automatic Pool Covers —Why it Makes Sense

**By Jacob Bloss, Cover Care**

Automatic pool covers are quickly becoming the preferred option for covering swimming pools in today's marketplace. Not only do they allow pools to be easily opened and closed, at the push of a button, but also provide the ultimate safety cover for pools that

plan for what might happen in the future that makes outsourcing the cover installation and maintenance so logical.

Ensuring the cover operates successfully after installation is something builders are able to do without too many glitches. But builders often neglect to tell the



aren't in use. However, automatic pool covers do require a certain amount of technical skill, both for the installation of the cover, but more importantly for the maintenance of the cover.

To become a real expert in automatic pool covers, requires installing a lot of pool covers. And it's hard to develop in-house talent on just 5 covers a year. Unlike the installation of a pump or a filter, every installation is a little different.

There are now a growing number of us pool professionals that are specializing in the installation, service, maintenance and repair of automatic pool covers. The stories we are hearing from the field confirm that it is not only the installation expertise we offer but also the service and maintenance know-how which is driving builders across the US and Canada to outsource their automatic pool cover business.

**Installation Expertise**

Most pool builders can figure out how to install an automatic pool cover. They follow the instructions and get it to work. But what they probably don't know is how to anticipate the potential issues that will occur with an automatic pool cover and therefore they may not install the cover to make those future maintenance calls fast and easy. Once again, it's the experience of installing and servicing the covers day in and day and the ability to

consumer that there is a certain amount of maintenance required to ensure the cover works properly over the long-run. With all the other water chemistry and other maintenance issues to explain to the consumer, the automatic pool cover gets overlooked. Therefore, having the phone number of a service company that specializes in automatic pool covers is key.

As with any installed product, the question that pool professionals need to determine is whether they should sell and install the auto cover or sell it and outsource the installation. This really comes down to evaluating the competencies of your company and whether its more profitable for the staff to be installing automatic covers or would the staff make more money building more pool or installing other equipment. Installing automatic pool covers does require a certain amount of skill and ability.

We tell builders you don't need to keep staff trained on automatic covers—for something they don't do daily. Outsourcing allows builders to concentrate on what they do best. Even builders with service departments—those service departments can focus on their core competency and just outsource and profit from the work done by the cover company — which can be treated as a sub-contractor.

Installing automatic covers does require a certain amount of

*Continued on page 11*

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# A Testimony for Sick Route

By Kent Simpson

President, Santa Clarita Chapter & dual member San Fernando Valley Metro Chapter

Hello and Happy New Year. A few years ago, I had the pleasure of taking over an IPSSA sick member's pools while he recovered. Although, I have done many sick members' pools in the past, this experience was different. The pool I received was used by 4 Labradors and its plaster complemented its old age. The owner of the pool was a dog trainer and had a very assertive and commanding sense about him. His presence from the beginning gave me an awkward feeling, almost as if I was on a probation period. He always asked me questions, such as why the plaster on the pool was a certain color in different areas. As the weeks went on, this pool became the one that put a frown on my face and made me hope that the owner would be away when I was there.

The sick member I was doing this specific pool for is a great guy and I admired him since I joined IPSSA, as he was a great mentor to me. Because of this, I offered to do a phosphate removal treatment at no cost. I had just won a bottle at a recent meeting raffle, and I was more than happy to do the filter cleanings for free. The owner of the sick member's pool was excited to receive this work at no charge as the chlorine demand went down, and the water clarity

went up. Once these problems went away, another one arose. This time it was rust stains that were only on the west side of the pool. I was sure that these questions had been asked and answered before. I must admit I was beside myself with the questioning, but I remember it being said many times in our monthly meetings to treat a sick member's pool as if it was your own or better. I addressed the concern, I looked around, and noticed the wrought iron fence and that the rust was flaking off on the concrete. I passed this on to the owner and suggested that the wind was blowing it in the pool.

The next week while I was cleaning the pool, the owner came out with a very noticeable grin, asking if I noticed anything different. I said "no" and he said he painted the fence, and also said I was right about the rust getting into the pool. That was the moment he accepted me. The next week he met me as I arrived. We chatted some, and he asked me whether he should make payment to me. I said "no". With a concerned look, he said "You do not have to tell me. I'll understand, but why not?" I explained, with a deep-caring tone, about the message of IPSSA. I explained that I am doing the pool in support of a fallen member, that I receive no payment, and that I am paying for the chemicals, as well. I also told him that the Association I belong,

IPSSA, is one of its kind and takes care of its own. I compared it to the Red Cross. I went on to share that we, the Chapter, come together in support of fallen members, pick their business routes, and continue services until they are well. In doing this, we ensure that they have a business to come back to and, not just that, they get to keep their home and everything they have worked for over the years. It gives them piece-of-mind, so they can focus on their recovery.

I cannot explain the emotion that was felt poolside that day. He said, "WOW, that's great! You take care of one another". He had a look of proudness and honor like he was a part of it all. My next visit, he again met me as I arrived and eagerly showed me 4 gallons of chlorine, a case of shock, and a quart of phosphate removal. He said that he realizes that because his Labs use of the pool, it requires extra chlorine. As I was listening, it dawned on me that this client wants to be part of what IPSSA is about. Each trip, thereafter, was a pleasure.

Sometime later, the same member needed our services, again. This time, it was slightly different. I got a pool that was one of pure joy - a home of Nuns...yes, Nuns! Gosh, they were a delight. They did everything to help and were more than appreciative of what IPSSA stood for. They were truly amazed by

the support we offered to our fallen members. It really made me realize how supportive these clients are, once they understand that's it's not just some random guy off the streets, whom they neither knew or asked for, and that no

additional payment is required. I noticed that once IPSSA sick route operation was explained, they really seemed receptive of the program. If we, as members of IPSSA, would take the opportunity to explain to our clients what we bring to the table with our membership, it would benefit

Continued on page 8

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# APSP, IPSSA and APEC Take Historic Steps to Unite Advocacy Efforts With One Voice

## New Texas Pool & Spa Coalition Created

**By Andrea Wells**  
 Director, Marketing & Communications, Association of Pool & Spa Professionals

The Association of Pool & Spa Professionals (APSP), the Aquatic Professionals Education Council (APEC) and the Independent Pool & Spa Service Association (IPSSA) have agreed to work together through the newly created Texas Pool & Spa Coalition to unite and strengthen advocacy efforts in Texas and throughout the country.

The Board of Directors of APSP & APEC voted to combine forces to speak with one voice and leverage combined influences on advocacy issues. The agreement calls for all organizations to continue to operate independently

with Texas Pool & Spa Coalition administrative services being provided by APSP.

To facilitate the transition, the Aquatics Professional Education Council will begin doing business as the Texas Pool and Spa Coalition. A new coalition board of directors comprised of five to 13 members will be formed to govern the affairs of the coalition.

"This is a momentous step forward for the pool and spa industry," said APSP Board of Director Chairwoman, Donna Williams. "Speaking with one voice and leveraging our combined influence will be key in strengthening the pool and spa industry. We are extremely pleased that our partners have embraced this vision for our industry's future."

"Taking steps to protect the industry's future starts now," said IPSSA Region 12 Director (North Texas), Neal Holt. "Through this unification, we are making strides towards building a stronger industry. We look forward to working together to bring about an industry that better represents Texas's advocacy interests."

"APEC looks forward to the growth and enhancement of advocacy efforts for Texas through the unification of top industry partners," said APEC Board of Directors, President Will Ainsworth. "We are committed to, first and foremost, strengthening advocacy efforts for Texas. Today's announcement will allow us to use our collective resources to maximize opportunities and strengthen the industry while advancing our advocacy efforts in Texas. This is an exciting beginning to the next chapter in industry advocacy."

In the coming months, the newly appointed board of directors for the Texas Pool & Spa Coalition will convene to plan out its 2019 advocacy agenda to tackle high-priority Texas and industry-related topics. Details are still being worked out. As important information becomes available, APSP will update its membership.

For more information about the Texas Pool & Spa Coalition, contact APSP Government Affairs Associate, Regan Ratliff at [rratliff@apsp.org](mailto:rratliff@apsp.org).

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## A Testimony for Sick Route

*Continued from page 7*

IPSSA and us, personally as a whole. If we would communicate this to them, it would help the next IPSSA member that receives a sick pool route, should the need arise. The clients would be on board with our support program. Maybe, they might brag to a friend who has a pool like: "my pool service company has this amazing recovery plan and I do not have the nightmare of finding another professional service company. It took me 5 companies to finally find this one". This conversation could spark a reaction, in which the friend might ask their service company whether they have a similar recovery plan such as IPSSA'S. Word-of-mouth is a powerful tool and is more effective than expensive advertising. We are an association of thousands and each of us has many customers, through whom we can promote IPSSA.

Remember, it's very important that when you get the call to help a fallen member and are assigned a pool, that you introduce yourself to the clients. When a member needs coverage, it's not always foreseen. It can happen suddenly, and the client may not be aware of the situation.



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# Escondido Chapter Donates to Rady's Children Hospital

By Beau Hackett

*Region 7, Escondido Chapter*  
I'm writing you today about our trip to Rady's Children's Hospital, just a few days before Christmas.

Each year, the Escondido IPSSA chapter has put aside money for all kinds of people in need. The charity department is to put it into action, whether it be members in need or outside charities. This Christmas, the Escondido chapter voted to put its remaining charity money into toys for children in need at the Rady's Children's Hospital Intensive Care Unit.

Over the holidays, when most of us are gathered around the dinner

table with our families, some not so fortunate children spend their Christmas in the hospital, maybe not feeling so well. This is a tough time for these kids and their families. The Escondido chapter enjoys making a small donation that can help put smiles on the faces of these children. There is something special about every kid here. A little gift that brings a big smile to a youngster and can do so much to inspire their hope willpower. It's our goal to do something special like this each year.

I feel like I had a very small part in this endeavor. There are a lot of people come together to make this happen. We have more people involved that you may not

see in this photo. Special thanks to Bruce Smith, the Escondido Chapter President, Jack Harrington, Chloe Harrington, and all the Harrington family members that worked so hard to put this together. Thanks to the non-stop hard work and volunteer efforts of Kathleen Stark. She was able to get us a list of all the gifts that these kids wanted for Christmas. Kathleen is a full-time volunteer for the hospital and has put in so much hard work for so many years. God bless her. Thanks to all the members of the Escondido Chapter for supporting this group effort. Without all these people involved, this would not have come together so smoothly.



From left-to-right: Bruce Smith, Beau Hackett, Jack Harrington, Chloe Harrington, and a staff member of Rady's Children's Hospital.

## Automatic Pool Covers

Continued from page 6

skill and ability; therefore, the question pool professionals should to ask themselves is whether they should install and service the automatic cover or to outsource to a company that specializes in automatic pool covers.

Steve Edwards of Edwards Construction in Wichita, KS is an example of a builder who installed automatic pool cover for more than six years. However eventually he realized that it would be best to outsource both the installation and maintenance of automatic

pool covers so he could focus on his core business.

"We are a gunite pool builder. We do everything from excavation to rebar, as well as plumbing and plaster. There aren't a lot of subcontractors in our region, so my crews need to know how to do everything," says Edwards. "At the same time, however, it's hard to have your crew be an expert at everything and be able to maintain the high-end quality of construction." Edwards explains "Once we tried outsourcing it, I was delight-

ed to do that on our projects."

"When we were installing the covers ourselves, we had to build the box that held the automatic cover, which was time consuming to manage. Building the box always led to multiple trips by my crew, which made it hard to track the labor of that process through the installation," he says. "There was never a set cost to the preparation and installation of the automatic cover on the pool and in our market, 85 percent of all the jobs we do have an automatic cover, so it's a pretty important part of

almost every pool we build."

However, Edwards says "Since outsourcing the installation, this part of our business has become highly profitable."

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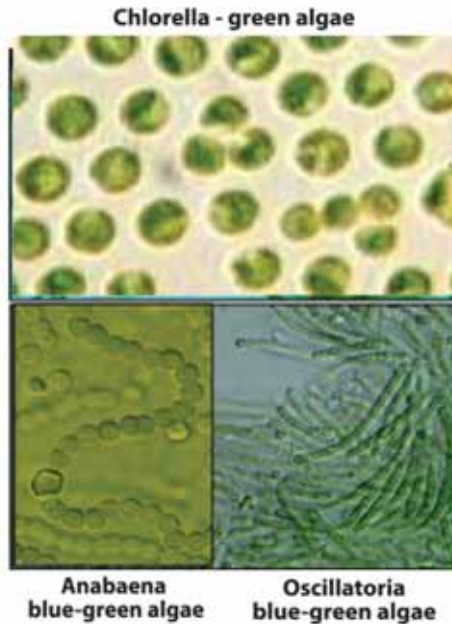
service and maintenance are a part of any automatic pool cover. Those companies that offer service might prefer to service the covers. Or would prefer to just outsource the service on the automatic cover. Again, it all comes down

Continued on page 18

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# California Capitol Report

Continued from page 1

final consideration in their house of origin. The Assembly Chief Clerk and the Senate Secretary prepared the following calendar for the 2019 Session.

- January 7 – Legislature Reconvenes
- January 10 – State Budget Submitted by Governor
- February 22 – Last Day for Bills to be Introduced
- April 26 – Last Day for Policy Committees to Hear and Report to the Fiscal Committees All Fiscal Bills Introduced in Their House
- May 3 – Last Day for Policy Committees to Hear and Report to the Floor Nonfiscal Bills Introduced in Their House
- May 10 – Last Day for Policy Committees to Meet Prior to June 3
- May 17 – Last Day for Fiscal Committees to Hear and Report to the Floor Bills Introduced in Their House. Last Day for Fiscal Committees to Meet Prior to June 3
- May 28 – 31 Floor Session Only. No Committees, Other Than Conference or Rules Committees, May Meet for Any Purpose
- May 31 – Last Day for Bills to be Passed Out of the House of Origin

### Governor Gavin Newsom's Priorities

Gavin Newsom, inaugurated as the 40th Governor of the State of California last week, announced his Administration's policy priorities. Governor Newsom reinforced his well-known support for organized labor, as well as expressed the view that wages are stagnant. Newsom committed to connecting higher education and skills training to the next generation of middle-class jobs. Fortunately, the Governor pledged to be a prudent steward of taxpayer dollars, pay down debt, and meet future state obligations, and committed to safeguarding the largest fiscal reserve of any state in American history. In addition, he said his Administration will not be divided between rural and urban or north and south or coastal and inland. The Governor committed to launching a Marshall Plan for affordable housing and lift up the fight against homelessness from a local matter to a statewide mission. On an even more far reaching policy endeavor, the Governor called for every person to have access to quality, affordable healthcare, saying his Administration will never waver in its pursuit of guaranteed healthcare for all Californians.

### Assembly-Senate Introduced Labor Legislation

**AB 5** (Gonzalez-Fletcher, Dem-San Diego) Independent Contractor Worker Status

Summary: Current law, as established in the case of *Dynamex Operations West, Inc. v. Superior Court of Los Angeles* (2018) 4 Cal.5th 903 (*Dynamex*), creates a presumption that a worker who performs services for a hirer is an employee. Current law requires a 3-part test, commonly known as the "ABC" test, to establish that a worker is independent contractor. This bill states the intent of the Legislature to include provisions within this bill codify the decision in the *Dynamex* case and clarify its application.

**AB 9** (Reyes, Dem-Fontana) Employment Discrimination Limitation of Actions

Summary: The California Fair Employment and Housing Act makes specified employment and housing practices unlawful, including discrimination against or harassment of employees and tenants. Current law authorizes a person claiming to be aggrieved by an alleged unlawful practice to file a complaint with the Department of Fair Employment and Housing within one year from the date upon

which the unlawful practice occurred. This bill extends the above-described period to 3 years for complaints alleging employment discrimination.

**AB 23** (Burke, Dem-Inglewood) Workforce Training Programs

Summary: This bill states the intent of the Legislature to enact legislation to incentivize systems that better facilitate communica-

tion and partnerships between businesses, labor advocates, and educational institutions for the purpose of creating tailored workforce training programs that both increase worker participation and further the attainment of increased skills.

**AB 51** (Gonzalez-Fletcher, Dem-San Diego) Employment Discrimination Enforcement

Summary: This measure pro-

hibits a person from, as a condition of employment, continued employment, the receipt of any employment-related benefit, or as a condition of entering into a contractual agreement, prohibiting an applicant for employment, employee, or independent contractor from disclosing to any person an instance of sexual harassment that the employee or independent

Continued on page 17

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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 recruit-

ment 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 September 30, 2018. For those that are already serving on a committee please sub-

mit 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

## California Capitol Report

Continued from page 13

contractor suffers, witnesses, or discovers in the workplace or in the performance of the contract, or otherwise opposing any lawful practice, or from exercising any right or obligation or participating in any investigation or proceeding with respect to unlawful harassment or discrimination.

**AB 170** (Gonzalez-Fletcher, Dem-San Diego) Employer Sexual Harassment Liability

Summary: This legislation requires a client employer to share with a labor contractor all civil legal responsibility and civil liability for harassment for all workers supplied by that labor contractor.

**AB 171** (Gonzalez-Fletcher, Dem-San Diego) Employee Sexual Harassment Claim

**Discharge Retaliation**

Summary: This bill prohibits an employer from discharging or in any manner discriminating or retaliating against an employee because of the employee's status as a victim of sexual harassment, as defined by the California Fair Employment and Housing Act. The bill establishes a rebuttable presumption of unlawful retaliation based on the employee's status as a victim of domestic violence, sexual assault, sexual harassment, or stalking if an employer takes specific actions within 90 days following the date that the victim provides notice to the employer or the employer has actual knowledge of the status.

**AB 196** (Gonzalez-Fletcher,

Dem-San Diego) Paid Family Leave Expansion

Summary: Current law establishes, within the state disability insurance program, a family temporary disability insurance program, also known as the paid family leave program, for the provision of wage replacement benefits to workers who take time off work to care for a seriously ill family member or to bond with a minor child within one year of birth or placement. This bill states the Legislature's intent to enact legislation that expands the paid family leave program in order to provide a 100% wage replacement benefit for workers earning \$100,000 or less annually.

To support the government relations efforts of CPSA and to learn about other member benefits, visit [www.thecpsa.org](http://www.thecpsa.org) or email [info@thecpsa.org](mailto:info@thecpsa.org).

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## Automatic Pool Covers

Continued from page 11

to looking at your business, your market and the profitability of taking on the installation and service of automatic pool covers.

Fortunately, there are now many pool professionals throughout the US who now exclusively install and maintain automatic pool covers so it's easier for pool

professionals to subcontract this portion of the job allowing them to easily offer automatic pool covers and still profit from selling them, without having to train or have personnel or staff on hand to install and maintain these covers.

"With auto covers, you always have to go back and make one or

two adjustments on the cover once it's installed," says Edwards. "Outsourcing the job allows me and my crews to stay focused on the front end of the building, not having to mess with things after we are done with the pool."

Like Edwards, many pool professionals outsource this aspect of the job because the subcontractor installs and maintains the cover, and the builder does not need to worry about it. With automatic covers, there is frequently a need to return to the customer's pool to make adjustments after installing the cover. "This allows me and my crews to stay focused on the front end of the business—installing pools—and not having to mess with things after we have completed the project," says Edwards.

A simple pin adjustment or replacement by a cover company that is just a 10 to 15 minute service call might take a regular service professional more than a hour—keeping them from a more profitable service call.

### Stories from the field

What we always hear from builders is "...we hate automatic pool covers," because builders would rather replace a vinyl liner or fix a pump. These builders who don't deal with auto covers daily, find that it takes them 3-4 days of trouble shooting to figure out an solve an issue with the operation of an auto cover. And for the same problem, it might only take an expert 3-4 hours to do the same troubleshooting and repair.

## Pentair Heater Class



Recent heater class provided by Chris Barstow of Pentair. 12 industry members attended the class, which was sponsored by Roy Williams, Store Manager, at South Bay Pool Supply in Torrance, California.

It's telling that most of the business received by specialists is coming from builders who previously installed covers themselves. Sometimes these builders lose their installer, so they pick up the phone and call us. Other times, they are just so busy building, renovating or servicing pools that they are too busy to have their crew spend a day installing an automatic pool cover.

Once pool professionals start outsourcing the installation and maintenance of their automatic pool covers, they find they can focus on their core business — whatever it is that they do best. In many cases this means building more pools, which is more profitable for the time involved. Because we are such a seasonal industry, we all know that the goal

Continued on page 19

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## Automatic Pool Covers

Continued from page 18

is to get as much done as possible in those short summer months.

For some builders, it is not so much the installation time involved, but the intricacies and details of maintenance which can require post installation visits when the building company is working on the next job.

Automatic pool cover professionals can handle all those little adjustments that need to be made after the initial installation of the cover. For example, it is fairly common that automatic pool covers can get a tiny bit crooked right after the initial installation with a little bit of use so an extra visit after installation is required to make everything perfect and the homeowner happy.

Zach Stevens is an automatic pool cover specialist in Detroit, Michigan and he says that most of the service calls he receives start with an installation that wasn't done using the best practices for an automatic pool cover. "It's not that the builder did a faulty installation, they just don't do enough installations a year to know some of the tricks of the trade that help avoid problems down the road," says Stevens.

Accessing motor mechanism: For example, Stevens explains that the way in which the brackets that are installed to hold the stone lid that goes over the mechanism is very important. Unfortunately, many builders make the final installation look beautiful, but they don't leave a way for the mechanism to be

accessed for service in the future. "So a fix that might take 30 minutes with a \$5 part, turns into a job where the client has to spend \$1,000 on new brackets plus the labor to remove the old brackets—just because the builder didn't plan for ease of access to the cover mechanism at the time of installation," explains Stevens. This is very common when builder PERMANENTLY install the brackets—not thinking about making them removable to access the device.

Mechanism box too small: Another common mistake is to make the boxes too small—in the pre-pour stage. This leads to future maintenance issues in which service professionals find themselves having to 'work around' the tight space by installing pieces in backwards or upside down just to try to access the mechanism.

Pool builders are also not aware how difficult it can be to repair an automatic pool cover. It's one thing to try to troubleshoot and repair the mechanism, but it's quite another to try to fix the ropes of vinyl material of the cover. "Those of us who specialize in cover repair carry sewing machines and specialty threads on our trucks as we often have to pull out the cover materials from the tracks and actually using a sewing machine to re-attach the ropes into the vinyl material," says Stevens. These are all items that cover specialists can deal with daily—so it's fast and easy—get-

ting the consumer operating their cover again very quickly. However, this could be a major headache for a pool builder who doesn't have the expertise in their staff to handle this type of service call.

Damaged track: One of the most common calls for repair is that the cover no longer glides / opens and closes. Often this is caused because the retainer or track along which the cover glides, has been smashed down—which occurs when the concrete above the track is so heavy that it compresses the track over time, reducing the space and keeping the lead and ropes from being able to pull the cover open and closed. Unfortunately, fixing this problem often requires breaking of the deck to replace the track.

However, this problem is completely preventable. "Those [of us] that specialize in auto-cover installation realize there are 'tips and tricks' that can be used during installation to avoid problems like the smashed track," explains Chris Hunt an auto cover specialist in Wichita, KS. "Knowing how to prepare the concrete to be poured is key. We use small supports above the mechanism to stabilize and reinforce the track below it, ensuring the track isn't compressed by the weight of the concrete deck above it," says Hunt. "In addition, when we install the cover, we put little pieces of track that act as a shim so that if we are brought out to fix, we take out the shim, straighten

the track and fix—which is much easier post-installation than having to break up the deck."

Spare Parts: In addition, if a builder discovers they need a part to fix the problem, they need to order the part and wait for it to arrive before going out on a separate service call to fix. "Those of

us who specialize in auto cover repair keep parts for all makes and models of auto covers on our trucks," explains Hunt. "So, the situation can be resolved in 1 visit—this keeps the customer happier, the pool safe and in the long run, the customer is more

Continued on page 20

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Prices for the classes range from \$19.95 to \$259, with most in the \$19.95 category. And, IPSSA members will be rebated 35% of their class fee upon completion.

## Automatic Pool Covers

*Continued from page 19*

satisfied with their pool experience; which reflects positively on the builder who solved the problem by calling us." Keeping homeowners happy with their investment in their pool links directly to how much enjoyment they get from the pool, not how much trouble or time it takes to maintain the pool. Our job as an industry is to make the experience of owning a swimming pool, a hassle-free and minimally time-consuming process.

In addition, when a homeowner calls with a problem years after the initial installation, having an outsourced cover solution keeps your staff from having to try to remember what brand of auto cover is installed or even whether or not you originally installed the cover. These new automatic pool cover service companies handle all makes and models of covers. This keeps the homeowner loyal to the builder and their retailer/service department for other product sales. Consumers develop a real trust with their pool builder—a trust the pool builder must work to maintain, as that loyalty is invaluable. The pool builder that recommends the cover service company is essentially endorsing and extending that builder-consumer trust to the cover service company.

Cold weather: "We even have lots of tricks for working around cold weather and tight spaced. It became cold unusually early this year, and the vinyl material of these covers do not like cold weather as it becomes stiff, heavy and hard to install," says Hunt.

Automatic pool cover professionals have proven tricks of the trade to get those covers installed and repaired quickly. For example, it became cold unusually early this year, and the vinyl material of these covers does not like cold weather. The material gets stiff in cold weather and is hard to manage. Hunt explains how his crew has devised work-around solutions to this type of problem. "We do crazy things like keep the vinyl cover inside the cab of the truck, turn on the truck and blast the heat for an hour to really warm it up," says Hunt. "Then we run with the warm vinyl to the pool and install it as quickly as possible so it's still pliable and can be installed into the track."

### Conclusion

The market demand for automatic pool covers continues to grow, year over year. Pool professionals have tremendous profit potential when they truly understand automatic pool covers. Whether a dealer chooses to install and service them or subcontract this out, now is the time to educate yourself on automatic pool covers and add them to your product offerings.

### About the author:

Jacob Bloss is Director of Operations at Cover Care Inc Cover Care, LLC, a national service company specializing in the installation and repair of automatic pool covers whose mission is to provide the quickest, safest service in the pool cover repair industry. Cover Care currently services 14 different markets across the US.

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**DELTA: (Stockton)**

Third Wed., 6:00 p.m., The Elks Lodge  
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 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  
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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.  
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 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 (206) 628-2717  
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**SACRAMENTO CITY**

Fourth Wed., 7:00 p.m., Plaza Hofbrau  
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 Pres. Nathan Williams (916) 213-6889

**TRACY:** Fourth Thurs., 6 p.m.,

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 Pres. Kevin McLard (209) 833-9200  
 kevin\_m@klmpools.com

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 Pres. Bryan Soto (916) 258-5114  
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**REGION 2 (CENTRAL CALIFORNIA)**

*B.O.R.D. Member: Manuel Margain*

(559) 307-1072

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**BAKERSFIELD:** First Tues., 5:30 p.m.,

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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. Bob Cranmer ph: (661) 609-3682  
 warren\_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. 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@ymail.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

**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.  
 Shooters, 121 E. Florida Ave, Hemet  
 Pres. John Bettencourt (951) 925-2442  
 bettencourt@msn.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. Jesse Vasquez (760) 636-2086  
 cannonballpoolco@gmail.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. 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: barrowpoolssd@gmail.com

**CARLSBAD:** Third Wed., 6:00 p.m.  
 El Rancho Restaurant, 1565 N. Santa Fe, Vista  
 Pres. David Talbot (760) 845-6863  
 ahoyoups@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., Tio Leos  
 3510 Valley Centre Drive, San Diego  
 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 Morketter (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

**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. 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. Brian Pilgrim (702) 576-6631  
 trinidadwaterllc@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

# 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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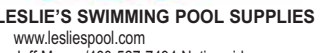
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www.haywardnet.com  
909-594-1600  
Fred Manno / fmanno@haywardnet.com  
John Rodriguez / jrodriguez@haywardnet.com  
Bob Seward / bseward@haywardnet.com  
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daniel.cervantez@poolcorp.com  
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Steve Gutai / steve.gutai@zodiac.com  
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Jesus A. Felix / jesusf@abcanaindustries.com  
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George Bailey / gbailey@sensafe.com  
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Jamie Novak / jamie@ncbrands.com  
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## ASSOCIATE MEMBERS

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Dave Szelove / dszelove@warmwater.com  
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Mike Ramey / mjramey@blakesales.net  
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John Norwood / jnorwood@nalobby.net  
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