



THE

IPSSAN

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

VOLUME XXXII, NUMBER 12

December 2019

California Capitol Report

Legislative Summary 2019

By John Norwood

Director of Government Relations, California Pool & Spa Association.



The California State Legislature adjourned the 2019 legislative session in the early morning hours of September 14. Legislators are scheduled to return to the Capitol on January 6, 2020, for the second year of California's two-year legislative session.

870 of these bills and vetoed 172. When Legislators return to Sacramento in January of next year, it is likely a similar number of new bills will be introduced. In addition, Legislators will be able to consider so-called two-year bills left over from the 2019 session.

This year Legislators introduced a total of 2,625 bills, 792 in the State Senate and 1,833 bills in the State Assembly. Of those, 1,042 bills made it all the way through the legislative process and were sent to the Governor for signature. The Governor signed

The term "the new normal" has been often used over the last couple of years associated with climate change and the risk of wildfires in California. However, the results of the 2019 legislative

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IPSSA Monterey Coast Chapter



IPSSA Monterey Coast donates \$2,100 to the Salvation Army for Fire Disaster Relief. Pictured: Major Keith Bottjen, IPSSA Region 10 Director; Stan Phillips, Monterey Coast Chapter President; and Terry Page and Teri McClanahan of the Salvation Army.

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/>

IPSSA ASSOCIATE MEMBER SPOTLIGHT

LaMotte Company

LaMotte Company has been a committed leader in manufacturing water analysis equipment since 1919. Over the years LaMotte has been providing the broadest line of reliable professional water analysis labs, test strips and kits in the pool and spa industry. Recently we received NSF/ANSI 50 certification level L1 on the innovative WaterLink® SpinTouch® photometer designed to be used by retailers, pool operators and service professionals. All the tests results can be viewed on the full-color touchscreen display or can be transferred into the WaterLink® Solutions analysis program. Each sealed reagent disk contains the precise amount of reagent needed to run a complete series of tests. Just fill one unique spin reagent disk with less than 3 mL of water and all your vital tests are done automatically. The precise WaterLink® SpinTouch® with centrifugal fluidics photometry can measure 10 different tests in just 60 seconds. This is the most advanced system for precise use of wet chemistry methods ever produced! Now pool and spa analysts can achieve precision without time consuming test and clean-up procedures.



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Associate Management Team

Rose Smoot IOM, CAE - Executive Director

Email: rose@ipssa.com
Duties: requests to and from BORD, associate member relations, governance information and requests for documents, IPSSA sick route oversight, Education Fund guidelines, grievance information, chapter governance tools, IPSSA.com website updates.

Penny Gaumond - Project Resource Specialist

Phone: (888) 360-9595 x2
Email: info@ipssa.com
Duties: trade show materials requests, table top material requests, codes for water chemistry test, process orders from chapters for sick route coverage cards, IPSSA merchandise & book order fulfillment, social media posts

Financial Office Team

Elizabeth Hosea-Small - Account Manager

Phone: (888) 360-9505-6012 x1
Email: liz@ipssa.com
Duties: submit tax data, Swim Fund, track members that are water chemistry certified

Melody Bond - Membership Assistant

Phone: (888) 360-9505 x1
Email: membership@ipssa.com
Duties: membership applications, transfers, cancellations, change of address or contact information, auto-pay sign up or one-time payments, update beneficiary on file, password help with portal, chapter officer updates

IPSSAN Newsletter

Doug S - IPSSAN Editor

Email: editor@ipssa.com
Duties: IPSSAN content, IPSSAN advertisements

Arrow Insurance

Diane Howard- Insurance Bookkeeper

Email: diane.howard@hubinternational.com 800-833-3433 Duties: proof of insurance requests

Things to do in December

- Buy new equipment and/or trucks
- Send holiday greetings to customers
- Get new service contracts from customers
- Reward yourself

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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,
The month of November seemed to fly by. Seems like the Summer months when we are all busy drag on forever, and the cooler months move at warp speed. I was able to attend the International Show in New Orleans and am always amazed at the size and scope of this event. Many of us attend local and regional events that showcase the different parts of our service industry, but I would encourage you to attend the International Show at least once. It is HUGE, with vendors from all over the world. It is an experience everyone should enjoy at least once. The networking opportunities are well worth attending. Next year it will be held in Las Vegas. Start marking your calendars for that. I was also able to attend and deliver 3 presentations at the Alan Smith Pool Plastering Annual Pool Service Appreciation Day. Alan and his son Jeff delivered a great day of food and education for

members of the service community. Well over 200 service techs were able to network, see products from several vendors, and learn more about running a business and taking care of pools and spas. We are so fortunate to have so many events to help us improve the way we do business. The Western Pool & Spa Show is coming up, so
Continued on page 4



WELCOME NEW MEMBERS!

REGION 9 – Hill Country: Lin Boyd... **REGION 9 – Austin:** Matthew Chaney, Lee Harwood... **REGION 10 – Fremont:** Gregory Simi... **REGION 12 – Tarrant County:** Daniel Kent

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.



Did You Know...

BORD Meeting
February 7, 2020
Same location as the Leadership Event

February 7-9, 2020
Leadership Weekend
Kona Kai, San Diego CA
info@ipssa.com for more information



August BORD meeting minutes
published in the IPSSA Member portal

Western Pool & Spa Show

MERRY CHRISTMAS

AND HAPPY NEW YEAR

- EVERYONE -

JOIN US! MARCH 12-14th, 2020
Long Beach Convention Center / Long Beach California
Exhibit Hours: Thurs., Mar. 12 - 6PM-9PM; Fri., Mar 13 - 2PM-9PM; Sat., Mar. 14 - 1PM-6PM
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Carlsbad, Del Mar, Escondido,
North County Coastal, Metro,
East County, San Diego



30th Annual Region 7 Table Top Show

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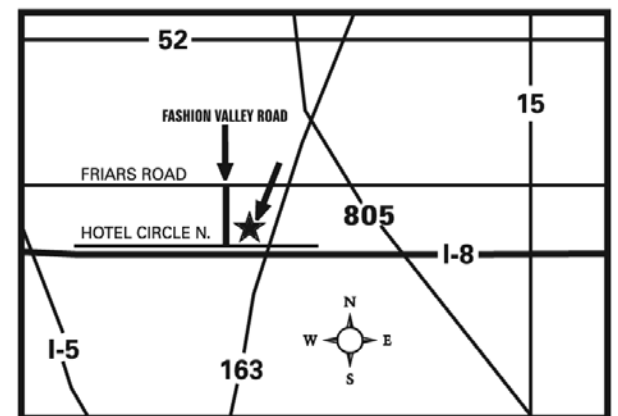
Don't be left out of this excellent opportunity!

WHEN:

Saturday, January 25th 2020
Setup: 11:00 am to 1:00 pm
Doors Open: 1:00 pm to 4:00 pm

NEW LOCATION:

Town and Country Resort
& Convention Center
500 Hotel Circle North
San Diego, CA 92108
visit www.region7tabletop.com
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**Don't Miss
Exhibitors Raffle
Drawing at 12:30**

Al Daugherty Complimentary Lunch from 11:00am - 2:00 pm
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Tables will be sold on a first come first served basis. Early registration guarantees best table location.

EXHIBITOR APPLICATION

(Please Fill Out Form Completely)

Registration: \$450.00 per Table / Extra tables: \$350.00 each (electrical provided).

Tables must be paid for before start of show!

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The Benefits of Liquid Chlorine

By Terry Arko

What is liquid chlorine...really?

One of the most popularly chosen forms for sanitizing pool water is liquid chlorine. It is widely used in swimming pools both commercial and residential. Technically speaking liquid chlo-

rine is a chlorinating compound made of these three ingredients, liquid chlorine, water and sodium hydroxide. The correct term is liquid sodium hypochlorite. It is more correctly referred to as liquid bleach. The popularity of liquid sodium hypochlorite is primarily due to its availability, cost and efficacy. Also, sodium hypochlorite will not contribute to an increase in calcium or cyanuric acid. It remains one of the purest

and simplest formulas for the disinfection of bacteria and the prevention and removal of algae in swimming pools.

Brief history of liquid sodium hypochlorite its other uses etc.

Early uses of sodium hypochlorite included: Disinfection of medical facilities and hospitals, preventing the spread of disease from corpses, slaughterhouses and food production. In the early 1900's liquid

sodium hypochlorite was used to disinfect drinking water. The use of chlorine disinfection at water treatment plants was very effective in exponentially reducing fatalities from waterborne diseases such as cholera and typhoid fever.

History of use public pools to backyard pools

Since liquid sodium hypochlorite was effective in the disinfection of drinking water, it was only natural that it would make its way to swimming pools. Liquid sodium hypochlorite is preferred at public pools because it is safer to store then either chlorine gas, trichlor or calcium hypochlorite. As



Terry Arko

backyard residential pools began to gain popularity in the 1950's and 60's liquid sodium hypochlorite played a key role in disinfection and water clarity. Before chlorine tablets, feeders and floaters began to make their way

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The BORD at its August 10, 2019, by a majority voted decided to dissolve the IPSSA Management Company (IMC). The IMC is the billing company for your membership dues and insurance. The change will take place for your 2020 invoicing. The look of the invoice will be different; however, no changes are expected on how you are billed or pay your monthly invoice. Additionally, the email address and mailing address for IPSSA will remain the same. IPSSA is committed to providing the exceptional customer service you have come to know and expect. Any questions please contact membership@ipssa.com or 888-360-9505 XT. 1

Southwest Pool & Spa Show

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January 22-25, 2020
Exhibits Open: January 24-25, 2020
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EARN MORE

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President's Message

Continued from page 2

make your plans to attend that event if you can. The industry is continuing to change and evolve. Make sure you are part of the evolution and don't get left behind.

You should have all received an email blast from your IPSSA BORD, advising you that we will be making some changes in the billing process for your Association Dues, and your Insurance Premiums. After an exhaustive search of vendors, we have decided on January 1, 2020, to move forward with a different company to handle the billing and collections of your monthly IPSSA dues. The dues amount is not changing, but the invoice will have a little different look.

Your BORD also secured and signed a 3-year Exclusive Endorsement Agreement with HUB Insurance, thus continuing

the incredible policy that is only available through membership in IPSSA. The monthly billing for this policy will be sent separately from your IPSSA dues beginning January 1, 2020 as well. Please reach out to your Regional Director if you have any questions.

These changes have resulted from months of work by your BORD to ensure the financial health and sustainability of IPSSA. The number of volunteer hours by the members, chapter leaders, committee chairs and Regional Directors is staggering. IPSSA is lucky to have so many committed members so willing to help be part of the success of our association. THANK YOU TO ALL.

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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BORD Highlights from their November 2, 2019 meeting

By **Rose Smoot**

Executive Director IOM, CAE Insurance:

General Liability insurance increase of 8.9%, begins April 2020

Budget:

2020 budget passed.

IPSSA ED Fund:

New ED Fund policy and guidelines, final approval by BORD by electronic vote to come.

Marketing & Communication:

New playbooks produced this



Rose Smoot

coming year and sent out by fall of 2020

BORD meeting dates (tentative):

February 7 in San Diego, Leadership event

May 2 in San Antonio TX

August 8, virtual meeting

November 5 in Monterey CA

Membership Program

Committee:

• Harris, Region 7 Director, discussed the Greg Garrett Memorial Award, granted to those associate members that

stand out and have served for the betterment of IPSSA membership.

• Terry Cowles award winner – Ivan Vance

• Associate member benefits will change in 2020. There are more added benefits included in their membership. Regular membership went from \$750 to \$779; Silver went from \$1,800 to \$1,850 and Gold from \$3,000 to \$3,100. The increase is to cover hard costs incurred by IPSSA Inc.

• Request IPSSA funds, for new chapters to attend leadership meeting.

Motion to give \$1,000 for new chapter president and treasurer to attend.

Executive session:

Approved by a majority vote 9 in favor to change billing companies. McDonald Associate Management Company.

Approve by unanimous vote a 3-year exclusive endorsement agreement with HUB.

Liquid Chlorine

Continued from page 4

into pools there was a simple routine. Sanitize with liquid sodium hypochlorite and manage pH with muriatic acid.

How tablet convenience replaced liquid practicality in the market

While liquid sodium hypochlorite was a popular choice for backyard pools there was a problem. Sodium hypochlorite is un-stabilized. This means that the summer sunlight destroys the free chlorine within a few hours. Since this problem began to be recognized the practice of adding extra amounts of liquid sodium hypochlorite in the late afternoon or evening was incorporated. In 1956 Monsanto began to produce and distribute cyanuric acid (CYA). At levels of 30 ppm CYA helps free chlorine residuals last up to eight times longer. There is incredible benefit from adding CYA to the pool water. In the late 1960's and early 1970's solid tablets of stabilized chlorine known as isocyanurates made their way into residential swimming pools. The selling point was convenience for the owner. The tablets could be added to an inline feeder or a floating container known as a floater. The advantage was that the stabilizer to protect free chlorine from the destruction of sunlight was built right into the tablet. Voilà, instant convenience for the modern pool owner. As this system of treating backyard pools grew in popularity liquid sodium hypochlorite was pushed out as the main source of pool sanitization. Liquid sodium hypochlorite became more of a back-up or shock to Tri-Chlor tablets in pools.

How the perceived convenience of dry chlorine causes complications

While the two-in one convenience of Tri-Chlor tabs grew there was something happening beneath the surface that pool pros soon noticed. Early on there was a perception that higher levels of CYA could lock up the effectiveness of the chlorine. This was known as "chlorine lock" and whether it is mythical or factual it was the source of many a bar room brawl. From academia to the field tech the debate over CYA has been a mainstay in the swimming pool industry for over 30 years. One thing that is certain to most pool service techs is that pools on Tri-Chlor tabs with increasing amounts of CYA can be a struggle to maintain. There is more of a challenge to keep free available chlorine levels good and many pools develop algae toward the end of the season. Users of tri-chlor tabs have become aware of some side effects that lead to complications in water treatment. One important factor is understanding the amount of CYA being released

from the continual use of Tri-Chlor tablets. Most of an 8 oz. Tri-Chlor tablet consist of CYA. Over 54% of one tablet by weight is CYA with the other 46% being chlorine. At one time the concept of more is better ruled. Now the latest information shows too much CYA leads to the increased need to drain and dilute. Not a popular

choice during a drought or water restrictions. One point that has become very clear lately is that using Tri-Chlor tabs has made maintenance of pool water more complicated. Other points regarding this are the fact that Tri-chlor tabs are very acidic which leads to more soda ash to balance pool water. Also, CYA interferes with

the total alkalinity reading if the levels are higher than 60 ppm. Meaning that total alkalinity readings can be falsely measuring too high. This leads to more complications and adjustments. Now there is emerging research from the Centers for Disease Control (CDC) that shows it takes a lot more chlorine and contact time to

inactivate bacteria. Further research shows there must be a proper ratio between the ppm of free chlorine and CYA present in the pool to effectively kill bacteria and prevent algae. Pool expert Bob Lowry and many others suggest using a ratio of 7.5% ppm of free chlorine times the CYA ppm

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13TH ANNUAL
Desert Pool & Spa show

Phoenix Convention Center
January 9-11, 2020

Exhibition
Thursday, Jan. 9th - 4pm to 7pm
Friday, Jan. 10th - 10am to 4pm

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2'x2' Banner Ideal for Supply House Placement—\$18
2'x3' Banner for Table Top Recruitment Events—\$25

New Members Coming in?
Pre order books to have on hand for the IPSSA Membership Required certification on Water Chemistry. It makes sense to have them on hand!
BT1— \$24.95
BT1 With Workbook \$31.95

New IPSSA Logo Wear— OH YES! These new embroidered hats and shirts are excellent as incentives for meeting attendance and table top event volunteering! Have your Chapter looking GOOD!

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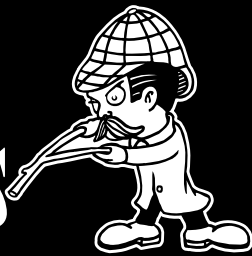


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Liquid Chlorine

Continued from page 5

level. For example, if CYA level is 60 ppm it would take 4.5 ppm of residual chlorine to kill bacteria and prevent algae growth. $60 \times 7.5\% = 4.5$ ppm. The CDC and Model Aquatic Health Code (MAHC) suggest a CYA to chlorine ratio of 20:1 in order to effectively inactivate bacteria. That means at 20 ppm CYA there must be 1 ppm of FC in order to effectively inactivate bacteria such as E. coli or Giardia. While the debate continues it is clear to see that the perceived convenience of Tri-Chlor tablets leads to a lot of complications and additional work for service pros.

What about salt generator pools?

Moving into the 90's devices began to become more popular. One that increased in a big way was the saltwater generator. These units were sold to many new pool owners under the auspice of being a "non-chemical" pool that relied only on salt to purify the water. Many new pool owners were not aware that the salt unit installed on

their new pool was a small home version of a liquid chlorine factory. The saltwater generators on swimming pools do the same thing as a liquid chlorine plant only on a smaller scale. They are more correctly referred to as chlorine generators. Like any type of chlorine sanitized swimming pool, a chlorine generator pool still needs to have a level of CYA to prevent rapid burn out of chlorine from the UV rays of the sun. CYA levels in a salt pool are good at of 30 -50ppm. Using the 7.5% ratio with a CYA of 30 the ppm of FC needed from the chlorine generator would be 2.25 ppm. At times a chlorine generator may need a back up of manually added chlorine to keep the water quality good. This could be a result of heavy swimmer load, equipment failure or power outage. Liquid sodium hypochlorite is one of the best backup sanitizers for chlorine generator systems. This is due to the by-product that comes from the use of sodium hypochlorite. Let's look at the different types of chlorine and their by-products:

- Calcium hypochlorite –calcium
- Tri-Chlor –cyanuric acid CYA
- Liquid Sodium Hypochlorite –sodium chloride

The only by product left from liquid sodium hypochlorite is sodium chloride better known as salt. Out of all the types of chlo-

rine liquid sodium hypochlorite gives a chlorine generator pool what it needs to function properly. This helps replace salt lost from backwashing or splash out.

Liquid sodium hypochlorite is also the best sanitizer for secondary systems like ozone, UV and AOP. Since liquid does not increase CYA levels or calcium hardness, the cells and units will stay cleaner and scale free longer.

The benefits of a simple liquid chlorine system for service techs.

Despite all the information, questions and confusion regarding CYA and the use of Tri-Chlor in swimming pools, there is still a reliable, safe and simple way to get chlorine sanitizer. Liquid sodium hypochlorite has been proven through the history of pools to be one of the most cost effective, easy and safest ways to disinfect pool water.

Benefits of Liquid Sodium Hypochlorite

- Affordable
- Easy to use
- Safe for storage as it is non-flammable and non-combustible
- Creates an instant measurable residual of free chlorine
- Does NOT contain calcium or cyanuric acid
- Very beneficial as a back up to chlorine generator systems
- Ideal for use with secondary sanitizing systems like ozone, UV and AOP

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

WORKS CITED

Fast Facts: Information on Healthy Swimming and Recreational Water. (2019, October 14).

Retrieved from CDC:

<https://www.cdc.gov/healthywater/swimming/fast-facts.html>

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Treating spas like pools could get you in hot water

By Chris Marciano, BioLab



Chris Marciano, BioLab

We've all heard the (not so glamorous) expression that hot tubs are communal baths. When a person gets into a hot tub, waste from their body stays behind. This waste includes things like sweat, dirt, oil, lotions, perfumes, colognes, makeup and more. While a lot of what's left behind is harmless, this type of contamination is the main issue when it comes to overall wellness of hot tub water. Professionals servicing spas want to ensure their clients' hot tub water stays clear and safe. To do so, service pros need to keep spas clean, both inside and out. Best practices in the field show that to keep hot tub water in bathing condition, service pros need to educate their clients on how to maintain clean spa water between service calls.

Hot tubs are not 'mini pools'

Anyone owning a spa or hot tub needs to understand they are not just a "mini swimming pool" and the care required is not the same. They require a more strategic plan of action. There are many differences between a pool and a spa or hot tub, some of the most prominent being:

- Temperature – the maximum temperature for most pools is 26°C (80°F), while spas and hot tubs range from 33°C to 40°C (92°F to 104°F).
- Higher evaporation rate – this leads to more scale and increased calcium levels, with air jets and blowers causing a quicker chemical reduction.
- Water balance – a smaller

body of water means a greater effect on pH, total alkalinity, calcium hardness and TDS from added chemicals.

- Bather load ratio – three people in an average spa and hot tub = 300 in a backyard swimming pool.

The exact same rules we follow for operating swimming pools do not always apply for hot tubs. Think about how small a hot tub is compared to an Olympic-sized swimming pool. Bacterial infections and viruses in large pools, even pathogens and fecal matter, have more space to roam around. But if the same number of germs were to enter a hot tub, the potential exposure is increased because the volume is so much smaller, and therefore the risk of infection is much higher.

Hot water doesn't kill germs

It's important to start by informing your clients that hot water doesn't kill germs. Hot tubs are typically kept between 100- and 104-degrees Fahrenheit. While this temperature might feel scalding on your skin if you jump in after swimming in a cold pool or

walking through a snowy backyard to get to the hot tub, don't be fooled. Be sure to explain to your clients that the temperature of hot tub water is in no way high enough to kill bacteria and other germs. The warm, wet environment of a hot tub actually fosters bacterial growth and survival. Germs living at typical hot tub temperatures and can survive for days, even weeks.

Soaking: not a substitute for bathing

Most people in America don't shower before they get in hot tubs. Apart from being gross, this situation also severely impacts water

quality. Chlorine and bromine react with bather waste which includes sweat, urine, and other personal care products that bathers bring into the water with them. These water contaminants react with the sanitizer and impact the spa water in many ways, including causing turbid or cloudy water, forming chloramines that give well-used pools that familiar odor, or reacting with nuisance organic compounds that settle out along the waterline and provide a protective coating where bacteria can grow.

carry pathogens, germs and bacteria that cause disease on the surface of their bodies. Examples of bacteria carried on the skin include Staphylococcus aureus and Pseudomonas. People can also shed gastrointestinal pathogens from their feces, such as E. coli. The list of germs that love to hang out in hot tubs is long, and even more concerning is that people aren't aware of how their own choices affect other bathers. According to the CDC, more than 1 in 5 (21.6%) of American adults do not know swimming while ill

A surprising number of people

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session raise the question of whether this is the new normal as far as what can be expected to emerge from the legislative process. If so, California's business interests are facing major battles over the next few years. The state has a new and very progressive Governor combined with Democrat supermajorities in both houses of the Legislature. It's fair to say organized labor, trial, and employment attorneys and consumer groups did extremely well in 2019, and there is really nothing on the horizon that would suggest a different result going forward for the 2020 legislative session and beyond.

In previous legislative sessions, a loose group of moderate Democrats from both houses of the Legislature would occasionally band with Republicans to defeat, or more often amend, some of the worst anti-business bills that made it to the floor of one house or the other. In addition, then-Governor Jerry Brown demonstrated moderation in both spending and anti-business bills by vetoing or threatening to veto bills that were tagged as "job killers" by the California Chamber of Commerce. However, with the elections in 2018, Democrats picked up so many seats that it is almost impossible to put together enough Republicans and moderate Democrats on the floor to defeat a bill. The so-called Moderate Democrat Caucus seems to be in disarray, partly because none of its philosophical members want to invite a primary challenge from the left. Lastly, Governor Gavin Newsom is setting a path quite different from his predecessor. For example, Governor

Newsom signed 67 bills previously vetoed by then-Governor Brown.

Key issues for the 2019 legislative session were Pacific Gas & Electric's (PG&E) bankruptcy, wildfires, Dynamex, privacy, and an ever-growing list of changes to employment and labor laws of which many were founded from the #MeToo movement or aimed at anti-arbitration agreements. That having been said, homelessness, affordable housing, fighting to curb greenhouse gases, and proposed new taxes on everything from insurance policies to water, communications, sugary drinks, tires, and more were introduced and debated. It is expected we will see more of the same in 2020, and major fights lining up in the initiative process for the 2020 general election may well influence a number of these debates.

Wildfire Legislation

In 2017, California experienced the largest and most destructive wildfire season in its history. Nearly 9,000 wildfires tore through the state, burning 1.2 million acres of land, destroying more than 10,800 structures – more than the previous nine years combined – and killing at least 46 people. In addition, mudslides following and resulting from the Thomas fire in Santa Barbara County destroyed or damaged more than 400 homes and killed at least another 21 people. Insured fire losses for 2017 reached an estimated \$15 billion. As a result, almost 30 bills were introduced in 2018 on the topic of wildfires and/or homeowners' insurance, particularly in the areas of underinsurance, availability of coverage, and timeframes for resolving claims. In addition, the

investor-owned utilities launched a multi-million dollar lobbying and public policy campaign aimed at altering the state's Inverse Condemnation laws to limit their liability and the ability of insurers and others to subrogate against the utilities for losses caused by fires associated with utility electrical equipment.

The insurance industry worked hard to come to a compromise on 11 of the bills introduced in 2018 relative to homeowners insurance recovery issues. None of these bills ended up with a retroactive effect as initially introduced. Additionally, insurance interests joined in a coalition with fire victims, public entities, and trial lawyers to ultimately defeat any changes to the Inverse Condemnation statutes; although, the Legislature and Governor did pass legislation to make substantial new investments in state efforts and equipment to fight wildfire, provide limited options for investor-owned utilities to socialize the cost of wildfires, and establish a commission to look at additional recommendations to combat wildfires, including liability issues.

Unfortunately, another disastrous wildfire season hit California in late 2018 after the Legislature adjourned thus assuring that wildfire issues would continue to be at the top of the agenda items in 2019. Language included in SB 901 that was intended to assist PG&E and other utilities socialize the cost of wildfires proved to be inadequate, especially in light of the fact that wildfire losses for PG&E virtually doubled from 2017 as a result of the fires in the fall of 2018.

PG&E filed for federal bankruptcy protection the last week in January of 2019 spurring Governor Gavin Newsom to announce his own wildfire strike force and setting a 60-day deadline for a report and recommendations. The Governor also proclaimed a state of emergency throughout California ahead of the coming fire season directing his administration to immediately expedite forest management projects that will protect 200 of California's most wildfire-vulnerable communities.

Although wildfire issues were certainly a priority in 2019, lack of any real leadership in the Legislature on the issue created a vacuum wherein Legislators preferred to await the recommendations of the Governor's Task Force in May and the SB 901 Commission in June before taking any real action to finalize bills to address the issue.

In its report, the Governor's Strike Force set forth steps the state should take to reduce the incidence and severity of wildfires, including the significant wildfire mitigation and resiliency efforts the Governor had already proposed. One step it recommended was to change how the California Public Utilities Commission (CPUC) regulates companies by linking the rate-setting process and company profitability to fire safety performance. Another step was recommended to limit the financial burden of wildfires to insurers by creating a state-run fund to help utilities deal with the immediate costs of wildfires through contributions from utility shareholders. The report recommended California renew the state's com-

mitment to clean energy and outlined actions utility regulators should take to hold the state's utilities accountable, as well as recommended changes to stabilize California's utilities to meet the energy needs of customers and the economy.

The Commission on Catastrophic Wildfire Cost and Recovery, also known as the SB 901 Commission, followed the Governor's Strike Force and submitted its own report five weeks ahead of its July 1st deadline. Key recommendations of the Commission centered on the Legislature passing legislation to tackle the issues central to mitigating and preventing further catastrophes, including necessary improvements to the state's emergency response, firefighting systems, energy grid, and utility infrastructure to stabilize the energy market and utility deliverance. The Commission also recommended legislative efforts to seek equitable resolution on the prudent manager standard, bridge financing, and allow cost recovery for electricity providers that act responsibly for the public's best interest in order to stabilize investor-owned utilities. However, legislative leaders specifically rejected the idea of change to inverse condemnation, the legal theory holding public utilities strictly liable for the damage they caused by their activities or equipment.

Legislators responded to the recommendations of both the Governor's Strike Force and the SB 901 Commission by holding hearings aimed at developing a legislative response that was

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particularly fueled by the national credit rating agencies' threats to downgrade investor-owned utilities to junk bond status if the Legislature did not act by the time it was scheduled to adjourn for its summer recess in July.

Legislation establishing a Wildfire Fund and creating additional safety oversights and processes for utility companies finally emerged from negotiations between State Legislators and the Governor's office in July. Assembly Bill 1054, authored by Assembly member Chris Holden (D-Pasadena), aims to minimize the impact and recast the recovery of costs from wildfire damages, including establishing the Wildfire Fund to pay eligible claims from a covered wildfire. This fund will be backed by contributions by the three investor-owned utilities (IOUs) in the initial amount of \$7.5 billion and \$300 million annually. Those contributions will be divided up, by an allocation metric, among the IOUs, 64.2% contributed by Pacific Gas & Electric, 31.5% by Southern California Edison, and 4.3% by San Diego Gas & Electric.

The bill also established the California Wildfire Safety Advisory Board to advise and make recommendations related to wildfire safety to the Wildfire Safety Division for each utility on the sufficiency of their wildfire mitigation plans, authorize the California Public Utilities Commission (CPUC) to assess a penalty up to specified amounts for utility-related violations, and authorize certain processes through the CPUC for a utility company to recover costs and expenses related to catastrophic wildfires.

In the end, the Governor and the Legislature passed and signed into law 22 bills to address wildfire mitigation, preparedness, and response. Key bills include:

- AB 38 by Assembly member Jim Wood (D-Santa Rosa) provides mechanisms to develop best practices for community-wide resilience against wildfires through home hardening, defensible space, and other measures.
- SB 190 by Senator Bill Dodd

(D-Napa) includes a specific requirement to develop best models for defensible space and additional standards for home hardening and construction materials to increase the resilience of communities.

- SB 167 by Senator Bill Dodd (D-Napa) requires IOUs to improve their WMPs by including specified requirements to mitigate the impacts of Public Safety Power Shutoffs (PSPS).

- SB 209 by Senator Bill Dodd (D-Napa) requires the establishment of a new weather technology center modeled after the state's intelligence fusion centers.

- AB 836 by Assembly member Buffy Wicks (D-Oakland) establishes a program for retrofits of air ventilation systems to create community clean air centers, prioritizing areas with high cumulative smoke exposure burden.

- SB 670 by Senator Mike McGuire (D-Healdsburg) will improve the coordination of emergency communication systems during 9-1-1 outages.

- SB 632 by Senator Cathleen Galgiani (D-Stockton) sets a deadline for completion of CAL FIRE's vegetation management environmental review.

- AB 1823 by Assembly member Laura Friedman (D-Glendale) facilitates fuel reduction and other forest health projects.

- SB 550 by Senator Jerry Hill (D-San Mateo) provides requirements for additional CPUC safety reviews, conducted together with the CPUC's review of utility asset transactions.

In addition, the Governor made wildfire prevention and mitigation a top priority. The Governor redirected National Guard members from the border to undertake fire prevention activities throughout the state, included \$1 billion in additional funding in the state budget to enhance the state's preparedness, and expanded the state's capacity to respond to emergencies which included the purchase of 13 new fire engines. He also:

- Invested \$127.2 million to expand CAL FIRE'S fleet with C-130 air tankers and modified Black Hawk helicopters for nighttime

firefighting operations;

- Signed an executive order authorizing the surge of almost 400 seasonal firefighters to CAL FIRE this year;

- Began overdue modernization of California's 9-1-1 system;

- Announced the selection of the first two contracts for the Wildfire Innovation Sprint, intended to modernize the way the state contracts for acquisition and development of technology systems, with the goal of getting cutting-edge firefighting technology in the hands of emergency responders by next fire season;

- Supported local fire operations which included \$2 million for the Butte County Fire Department to maintain its current level of service and continue operation of one year-round fire station through its cooperative agreement with CAL FIRE;

- Partnered with the federal government to secure state access to remote sensor-based technology to detect wildfire ignitions, including securing delegation of authority from the Secretary of Defense to fly infrared equipped Unmanned Aerial System in support of CAL FIRE missions;

- Invested \$210 million Greenhouse Gas Reduction Fund for forest health and fire prevention projects and programs to enable CAL FIRE to complete more fuel reduction projects and increase the pace and scale of fire

prevention; and

- Developed and implemented the Forestry Corps Program, to operate four Forestry Corps crews who will undertake forest health and hazardous fuel reduction projects in areas of high fire risk.

Dynamex

On April 30, 2018, the California Supreme Court kicked off what can only be captioned as a frenzy of activity in the area of employment law when they issued the Dynamex Operations West, Inc. vs Superior Court of Los Angeles County decision relative to which test should be used to determine whether an individual is an employee or an independent contractor. The case involved delivery drivers who sued a nationwide package and delivery company alleging they were misclassified as independent contractors and were unlawfully denied overtime among other wage and hour violations by the employer.


The court unanimously ruled in favor of the drivers abandoning the long-standing Borello test and replacing it with a more restrictive ABC test. Shocked, the California employment community immediately criticized the decision as to the court by legislation, seeking the help of the California State Legislature in delaying the decision for up to two years to allow sufficient time for the Legislature to debate the issue and provide for appropriate changes and/or

exemptions.

Organized labor interests immediately reacted and successfully brought enough pressure on legislative leaders to block any activity on this issue until the 2019 legislative session. During the legislative interim, numerous organizations and industries including the California Chamber of Commerce initiated discussions with the California Labor Federation relative to this issue. The ideal goal of those discussions was to develop some flexibility in the strict ABC test that would allow broader use of independent contractors where applicable. For example, some 22 states reportedly use some version of the ABC test. However, in some of those states, there is flexibility in the "B" portion of the test which is so difficult for many industries or businesses to overcome, even where the use of independent contractors is clearly not a misclassification.

Right or wrong, organized labor interests chose to look separately at requests by numerous industries/professions to be exempted from the ABC test as opposed to creating flexibility in the test itself. Lead by IABCAL, a leading trade association of independent insurance agents and brokers, the author's office and California Federation of Labor began the task of agreeing to individual industry/profession

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exemptions to the ABC test, so long as those industries/professions remained subject to the Borello test.

On September 13, 2019, the California Senate and Assembly passed AB 5 (Gonzalez, D-San Diego), Worker Status: Employees and Independent Contractors. Governor Gavin Newsom signed the bill on September 18, which becomes effective on January 1, 2020. The bill establishes the more restrictive "Dynamex" worker classification rules in state law. Under these rules, some workers previously classified as independent contractors may now qualify as employees.

The bill adopts in statute a three-part test adopted by the California Supreme Court in its 2018 Dynamex decision to determine whether a worker is an

employee, which generally makes it harder to qualify workers as independent contractors. Workers would be considered an employee by default unless the hiring entity can demonstrate all three of the following:

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

Classification as an employee is viewed as beneficial to workers,

who receive various workplace protections not afforded to independent contractors, such as workers' compensation, unemployment, and disability insurance; paid sick days; and family leave. Wages are also subject to withholding and various employment taxes.

The bill lists several exemptions for specific occupations, such as licensed insurance agents; certain health care professionals; registered securities broker-dealers or investment advisers; direct sales salespersons; real estate licensees; commercial fishermen; barbers; and cosmetologists; certain professionals including attorneys, architects, engineers, investigators, and accountants, among others.

In addition, the CPSA was successful in developing and obtaining language in AB 5 exempting

segments of the swimming pool and spa industry under at least two provisions of the bill. For pool builders, and possibly pool maintenance companies, AB 5 exempts, under certain conditions, the relationship between a contractor and an individual performing work pursuant to a subcontract in the construction industry. As such, pool builders should not have to worry about their subcontractors being defined as employees so long as the subcontractors are licensed, maintain a separate business, have the authority to hire and fire their own employees, and assume financial responsibility for error and omissions. These provisions could well apply to the pool service or the maintenance business where the contracting entity maintains a general contractors license or a pool builders license, and the contractor contracts with individuals who maintain a D-35 pool maintenance license.

A second possible exemption is for businesses and services performed by a business entity to a client arranged through a referral agency. Under this provision, the service provided must be a sole proprietor, partnership, LLC, LLP, or a corporation, be free of direction and control of the referred agency, the work is performed in a jurisdiction that requires a business license, the service provider maintains a contractor's license if the work requires such, and the service provider provides service to the client under their own name, not the name of the referral agency. Under AB 5 there is no definition of a "referral agency" so this exemption provides significant flexibility. Under both of the above exemptions, AB 5 requires the

continuation of the Borello test for those taking advantage of these exemptions.

The new California law has no effect on federal rules. However, treatment as an employee for state purposes would certainly make it more likely that the IRS would also consider a worker to be an employee. Most payroll and tax reporting systems also generally apply any worker classification decisions at both the federal and state level.

During the final days of the legislative session when the bill was debated on the floors of the Assembly and the Senate, there were many Legislators who criticized the bill for picking winners and losers. Republicans on both floors proposed more than a dozen amendments adding further exemptions such as nonprofits, independent truckers, Uber and Lyft Drivers and many more. All of those amendments were quickly tabled by the Democrat majorities in both houses. However, floor authors of the bill committed to ongoing discussions with other industries creating the likelihood that many more bills on the subject will be introduced next session.

This issue is likely far from over. At least two courts have determined the ABC test to be retroactive and employers are awaiting a decision by the California Supreme Court on that issue. Uber, Lyft, and DoorDash have committed \$90 million to an initiative recently filed for the November 2020 General Election ballot that would provide their industry and the gig economy with relief.

Much more to come in 2020...

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Customize Your Water Care Program to remain competitive

By John Bereza

Haviland

Specialty retailers throughout the US and Canada continue to report strong growth in the pool and spa sector—from pool and spa sales to accessories and outdoor living products. However the biggest challenge to specialty retailers continues to be the sale of chemicals—or the lack thereof. How can specialty retailers sell pool and spa chemicals at a profit when they are competing with big box retailers and online merchandisers? The retailers making money on chemical sales today are even successfully using chemical sales to bring business to their stores. How do they do this? They customize, specialize and personalize the water treatment experience. And by doing so, they build customer loyalty and ultimately profits.

Customize

Developing ways to distinguish your business from competitors is key to avoid competing on price. One long time retailer in New Hampshire has a customized approach to water treatment that has successfully increased its spa chemical sales while also bringing the customer back in to the store on a regular basis. “We noticed a lack of consistent growth in our water care business even through our customer base was growing with each sale,” says Steve Lopez, Owner of Oasis Hot Tub and Sauna in Nashua, New Hampshire. “The customized water treatment program we developed gives our customers a reason to return to our store to purchase water treatment products as well as other products and services.”

Oasis Hot Tub and Sauna started with a simple ‘discount bag’ program. “Our program originally began in conjunction with our ‘green’ initiative of supplying reusable bags to our customers,” explains Lopez. The Oasis team decided to take the reusable bag a step further and offered savings on water care products and filters when they brought in their Oasis Spa bag. Lopez and his team are also very conscious of using the term ‘water care products’ rather than calling them ‘chemicals.’ It is important for retailers to do everything possible to set their product offering apart from competing products in the marketplace—especially those offered by big box retailers and online merchants. Using the term ‘water care product’ directly reflects the fact that spa hydro-therapy is a part of an overall wellness program for consumers that want to be kind to an take care of their bodies. They do not want to soak in a bath of chemicals. Lopez agrees, “We very quickly identified our Simply Soft product as a unique ‘water care’ product that not only helps to maintain the proper pH balance and prevents scale build up but also makes your skin feel good when you leave the hot tub. It works wonders for those with dry skin or have heard it may even help symptoms from psoriasis.”

Specialize

Pool Mart & Spas in Clarkston, Michigan has been in business for 36 years and has become a specialist in the area for water testing, water diagnosis and chemical sales. “People come to us because of our reputation for providing accurate water diagnosis and water treatment solutions,” says Jim Bishop, owner of Pool Mart & Spas. “Our water testing area is really a diag-



John Bereza

nostic center that water treatment solutions and builds customer loyalty.” Pool Mart uses this specialized water diagnosis service to dis-

tinguish itself from big box and online retailers. PoolMart & Spas customers come in and sit at the diagnosis center counter, watch and wait for their water to be tested. It’s all done by manually because Pool Mart is confident in their trained staff. “This is the part of our business where we really take care of our customers. We diagnose the problem, we don’t just provide a band-aid solution,” says Jim. “We pride ourselves on getting to the source of the issue.” Pool Mart does a complete analysis with 12 different tests, far more than can ever be done with a home test kit. Not only do they test for pH/ alkalinity, chlorine and metals

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Natural Chemistry Announces New "3D" Merchandising Program

Natural Chemistry is pleased to announce it has created what it calls a "3D" Merchandising program designed to support dealers as well as distributors. The 3 "Ds" stand for dealer, distributor, display and the program is focused on providing high-end retail displays with a bonus voucher for use on Natural Chemistry products purchased through the dealer's distributor of choice! Not only will dealers benefit from the addition of new retail display rack in their store, but dealers will also be given up to \$300 in vouchers with every rack ordered. Distributors benefit by having dealers purchase product with the NC Brands vouchers. "Our goal was to create a program that benefits both dealers and distributors while displaying and selling more of our most popular products," says Jamie Novak, Brand Manager at NC Brands. Supplies are limited so dealers interested in taking advantage of this offer for the 2020 season should place their orders now to get their choice of display racks. Dealers should contact their BioLab sales rep to place their orders or call 800 753 1233.



Business Software Choices & The Cloud

Practical considerations to determine if your business needs new software and whether or not it should operate from The Cloud?

By Rachel Pritz
RB Software

In today's fast-paced business world, pool and spa professionals are always looking for the best way to stay ahead of the competition, especially against big box retailers. Business software is central to the success of any pool and spa business. The right business software can provide the tools and information needed to remain profitable and retain market share. Is it time for your business to invest in new business software? Should you house the company's information on an in-house server or on The Cloud?

In order to objectively answer these questions, it's very important for managers and owners to take



Rachel Pritz

the time to put some numbers on paper and ask themselves: Does the cost of your current business software/ manual system exceed the price of purchasing new software? Are you simply not satisfied

with your current software solution? Are you uncertain what it costs to have an in-house server versus hosting on The Cloud? If the answer to any of these questions is YES- then it's time to delve deeper and define the current 'cost' of your current systems to determine if there is a better option available that will maximize your profits and ensure your business remains ahead of the competition.

The cost of doing nothing

Assessing the true costs of your current business software system is the best way to determine if it's time to consider changing to new business software. Start by asking the tough question: What is the cost of doing nothing? In other words, what is it costing your business to operate with manual systems or software that is cumbersome or inefficient?

Most pool and spa businesses generate more than 80% of their revenue in less than 6 months of the year. In our industry, time is truly money. You don't want to spend your time on paperwork or manual software entries. With so many different business software options and price points, it's time to consider the true opportunity cost of the way you currently do business.

'Opportunity Costs'

When your staff is handwriting tickets at the counter, you may not immediately assess a significant cost to the pen and paper being used by your employees. But in reality, it's important to factor in the time it takes your staff to

Continued on page 16

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25,000		1		120,000		3	3		
30,000		1		140,000		3	5		
40,000		1	1	150,000				2	1
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Business Software Choices

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accomplish these tasks by hand rather than using a computerized system with a barcode scanner and integrated credit card reader. Because you pay your employees by the hour, the real question becomes: What is the opportunity cost of having them spend time hand-writing invoices or doing manual inventory tracking? Rather than having an employee spend 30 minutes of every hour with manual systems, they could spend 30 minutes helping customers, selling more products and building customer loyalty. Rather than paying

them to do manual tasks, pay them to generate revenue! Time-consuming tasks during the busy summer season invariably lead to lost sales opportunities.

Manual or semi-manual systems also make it difficult to react quickly to market opportunities. Whether these opportunities come from slow-moving inventory or from opportunities in the marketplace (competitor that goes out of business or an algae outbreak)—having easily accessible, up to the minute information is key to capitalizing on these opportunities. For

example, having up to the minute inventory data allows you to quickly react to market changes or to be able to set up a sale to sell slow moving items. I often hear of pool and spa professionals that use Excel spreadsheets and enter data by hand. However, spreadsheets can be very time consuming and make things harder than they need to be. In addition to the fact that performing repetitive tasks and applying formulas, make unintentional errors commonplace. Just think of how a single transposed number can wreak havoc on such a

spreadsheet, causing hours of extra work hours you can't afford during the busy summer months. The worst part of spreadsheets is that the information is not up to the minute, making it hard for managers to make smart business decisions like being able to reduce inventory or locate a part on a service truck to quickly sell to a customer.

Selecting a software solution

If you are planning to grow your business, you need to ask yourself if your current processes and procedures support that business growth without negatively impacting your staff and customers. Implementing new software may help reduce or eliminate stressors that are currently inhibiting business growth.

For example, many pool and spa professionals realize that their service departments offer many untapped revenue streams. Software for service departments are a good place to start evaluating new software options. There several good software apps for service techs depending on the size and scope of the service business. Some software solutions allow techs to take payments in the field, look up their schedule for the day, review job notes, look at the customer's equipment profile, send

customers before and after pictures with the electronic door hanger after the job was completed and more. This type of solution is particularly ideal for retailers that have service departments. There are also many app products on the market that meet the needs of service techs working in the field. From entry-level GPS tracking apps that monitor service vehicles mileage, speed and location to water-testing apps that test pool/spa water and instruct service techs on what chemicals to add to the water.

Ensuring a quick return on software investment

The best way to get a quick return on investment is to really delve in and learn everything about the software and use every feature. Look for a software company that offers live training to help you get up and running as this is particularly key for our seasonal industry.

A good way to start evaluating software options is to ask other pool and spa businesses about their software providers. Trade shows, distributor open houses and buying group meetings provide excellent opportunities to investigate software solutions used by similar pool and spa business. Once you have identified a few software options, make a list of must-have features

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Water Care Program

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on the stools at the lab, watch the water changing colors and chat with our experts. Getting to know our clients better, it has become our staff an their specialized knowledge that helps us remain competitive.” We recently had one customer drive 40 miles to our store to get to the bottom of a problem. She had white flakes in her pool water that no one could figure out. We got to the bottom of it and found it to be a rare problem in our area known as ‘white mold.’ We diagnosed, provided a treatment plan and the customer is very happy and loyal. We don't see her often, as she is 40 miles away, but she checks in with us every year.”

PoolMart & Spas also specializes its approach by selling, whenever possible, products that are made in the USA. And with its chemicals, not only are they made in the USA but they Made in Michigan. “We sell the ProTeam products, which are made here in our state. It's very important to our customers to buy from local suppliers and gives us a huge advantage.” Providing a locally made product is a great way to distinguish your retailer from competitors especially online retailers and big box stores. “In addition to being made in Michigan, the ProTeam products are great products,” says Bishop. “One product in particular is the ProTeam Supreme—which is a product we suggest universally to our customers—because it provides so many benefits and ensures our customers have a positive experience with their pool and pool water.

This product is a water enhancer and softener which makes the chlorine more effective, stabilized the pH and alkalinity and keeps the water from causing stinging, burning, red eyes. It also makes the water feel better to the skin while inhibiting algae growth. It's just an amazing product that keeps our customers happy and loyal to us as a provider of the product.”

Personalize:

Personalizing the water treatment solutions for your customer is another way to ensure the profitable sale of pool and spa chemi-

icals. Oasis Hot Tub & Sauna realized that its staff was aware of many of the unique benefits of its product offering, specifically to solve very specific problems for its customers. The staff took the time to develop a comprehensive questionnaire for customers so they could personalize the water care products to sell them—fixing not only water clarity, water balance and sanitation but more importantly water wellness for its customers. “Our program is unique and tailored to each customer providing unique benefits that make our service stand out from all of our competitors,” says Lopez.

An important part of selling spas is to take the time to discuss spa water treatment early in the sales process. This discussion will also help spa retailers distinguish themselves from mass-merchandisers. This differentiation ultimately allows spa retailers to charge more and profit more when selling water treatment products available through other sales channels. “We always take the time to find out what the customer's previous experience has been with hot tub usage and what they liked or disliked about it. This is the starting point for us to tailor a Simply Soft program specific to their needs that might also include a saltwater system, chlorine, bromine or ozone depending what they are comfortable with,” explains Lopez. Taking the time to guide the customer through the options available is another way in which you and your staff will set your retail store apart as an expert supplier of spas and spa knowledge. Taking the time to tailor a water treatment program will likely also lead to additional ‘up-sell’ opportunities for products other than spa chemicals—which is an added bonus. “Both of our spa manufacturers, Bullfrog and HotSpring Spas, have superior 100% filtration systems that make it so much easier for our customers,” says Lopez. Once you add ozone to these brands, the simply soft program makes it incredibly easy to care for and makes the water feel great.”

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What You Need-Where You Need It When You Need It

Business Software Choices

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and ensure the new software solution can accommodate your needs. Be sure to inquire about the cost of training and support services to get the software up and running and for its continued maintenance.

Prior to researching solutions, it is important for business owners and managers to consider what they currently have and what they would like a new system to be able to do. Implementing software can improve efficiency, accuracy and save company expenses in the long run. In today's world there

are now software options that manage all business processes from sales to purchasing with the right software management solution. Look for an option that can collect your data in one system and provide you accessibility anywhere, anytime.

When looking at the cost of purchasing new software, don't be intimidated by price. As mentioned earlier, all business owners realize they are missing revenue opportunities in multiple areas of their business. Rather than focusing on the software's price, bring a list of all the areas where you

could generate more revenue if your employees had 20 additional hours a week to follow up on sales leads, or make additional service calls or attend to customers in the store during peak hours in the season? Then ask the software provider to tell you if their solution will help you take advantage of the revenue opportunities you are currently missing.

For example, several software solutions offers built in features that will immediately generate revenue. The 'related items' feature is one that prompts the sales associate to ask the customer if they wish to purchase items that go along with the item they are already purchasing. A ladder mat

with every ladder sold, a DE scoop with bags of DE, scum-mitt with wall cleaner, clarifier with floc, hose clamps with filter hoses and the list goes on. Imagine the impact if six months out of the year your staff up-sold items with a \$5 profit to 15 customers a day you would increase your profit by over \$13K!

If you are service company, several software providers offer route optimization features that allow you to lower fuel usage and reduce maintenance costs. Many pool and spa business owners have even found that by optimizing their service routes they were able to do more jobs in a day thus generating more business.

For the people in the office, a new software solution can eliminate printing, stuffing and stamping AR invoices. Now invoices can be emailed in bulk or credit cards can be kept on file for batch processing.

Create a simple 'back of the envelope' equation to help you determine the break-even point on purchasing new business software. If your invoicing 500 customers a month you can save \$3k on postage alone for the year. Add in the labor to stuff and stamp the envelopes, the time to apply payments as they come in and the cost of the envelopes. By quantifying the additional revenue that a more efficient software will provide, you will probably experience less sticker shock.

Overall streaming processes and procedures will also save time and money allowing you to quickly recoup the initial investment and improve your business operations at the same time.

Should You Move to "The Cloud?"

Another important business decision in today's world is the decision to host your business operations 'in-house' or in "The Cloud." Selecting the right server solution for your company is an important business decision. The choice you make will depend on your goals and your IT resources.

While it may sound like a fairly simple business decision to run your business in "The Cloud" or on a local server, there are actually three very important things to consider:

Expense – In-house servers can require a significant upfront investment in hardware and IT services to both install and implement the hardware. A dedicated server is a physical computer that is purchased and installed at your location just for your company's use. Think of it as a house. You own it, you don't share it with anyone and you're responsible for a majority of the maintenance. Like a house, the initial cost of a physical server is higher but once you own it, it's yours. You're free to expand, modify and manage it as you please. The downside is that you're also responsible for your own maintenance. In addition, accessing your data from outside your network must be done through remote software.

A Cloud solution, on the other hand, does not require any upfront, onsite hardware expenses. However, a Cloud server solution instead requires business owners to pay an ongoing monthly fee to host their data.

It is important to understand that a cloud server is a shared virtual network environment that is managed by a hosting provider. It's like living in an apartment complex. You don't have the keys to each other's data but you're

sharing a building with many different companies. Your landlord is the hosting provider, and you'll be placed under contract to lease the space that houses your data. The advantages of a cloud-based server are many: You can access your data from anywhere through a smart device; you're not responsible for updates or IT support; the initial costs are less expensive than purchasing a physical server and, if anything bad happens to your store, your data will be safe. The downside is that you have restricted control over your dataspace, you must share a server with many other people and data security is not under your control.

Control – Having an In-house server gives you physical control to access your data, control your backups and there is no third party that has access to your company's information. The Cloud company that hosts your services essentially holds all the cards for accessing the data. In some cases, we have seen this become problematic if a business chooses to discontinue services. However, on the upside, a cloud solution offers unlimited storage without having to upgrade hardware.

Access – Using a Cloud server requires a constant and stable internet connection. If the internet is down, then you do not have access to your data. If you have In-house server, internet is usually not required. Processing power should also be considered. To continue with the home analogy, in your own home, you have a water heater that is yours and yours alone. Hot water (or processing power) is readily available to you and quickly replenished. With a virtual server, your water heater is shared among all of the residents of that server. If one company needs more hot water on a particular day, your available resources are diminished, and your service will be lukewarm at best. One option to offset this sharing system is to pay an additional cost for priority on such resources.

Depending on the environment your business runs in will depend on the solution that best meets your needs. But regardless of whether you're using a traditional server or a virtual one, both will need to have backups in place. Hardware can fail no matter how you choose to host your files.

Conclusion

Imagine generating more revenue because you have increased productivity and profitability by streamlining daily pool and spa service operations. Would you save money if you had a software that automatically optimized your service routes? What if your software even made it easy to track inventory on service vehicles? And don't forget warranties. If you know you are probably leaving money on the table because your software systems aren't integrated or because only part of your business is automated with separate 'manual' systems that aren't providing up to the minute information, then it's time for you to try to quantify the amount of revenue opportunities you are missing. Assessing the true costs of your current business software system is best way to determine if it's time to get new business software and the best place to host the powerful information that will keep your pool and spa business profitable in today's competitive market.



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Saving Time to Save Money

By Daniel Seeger

For any small business operating in a competitive marketplace, finding those hidden ways to trim expenses can make a major difference to the bottom line. Efficiencies don't spring up magically on their own. Diligent effort is required on the part of managers and business owners to identify the parts of the operation that can use a little tightening up.

In the pool and hot tub industry, one of the clearest avenues of opportunity exists on the service side of the business. Personnel in the field represent the most dependable, regular earners for a shop. This is also the part of the

operation that can lead to costly delays since service calls are often fraught with unexpected setbacks. Depending on the delay, the expense might fall on the business instead of the customer.

To keep the debit and credit columns balanced out in the best possible fashion, it's helpful for service to be provided in the smartest, most efficient manner possible. Luckily, there are a few simple tips that can keep technicians focused on tasks that pay and away from those that are instead a problematic money drain.

Confirm the Truck is Fully Stocked Before Starting the Day

Mornings can be tough. Maybe

the coffee hasn't kicked in yet, and the uphill view of a full day of service calls can look so daunting that getting the trucks rolling quickly can be a mighty temptation. Surely it wouldn't be so bad to speed the process by making the assumption that the truck is loaded with every tool and part that could possibly be needed.

In practice, though, everyone knows how common it is to come upon an especially tricky problem at a job site only to discover that the needed item to save the day isn't in the vehicle. Maybe it was an oversight, or maybe the on-vehicle stock was lower than ideal and the item ran out during the day.

No matter how it happened,

being left short means costly time heading back to the shop or to a local hardware store to nab the missing item that should have been right at hand.

Set aside time at the very beginning of the day to make certain every truck is fully stocked. Make a checklist if it helps or set up a process where vehicles get double-checked. And don't just stock for the jobs on the docket. Load the trucks correctly and those emergency calls that invariably pop up will be easier to cover.

Cut Down on the Back and Forth on Site

The time a service tech spends going back and forth from the truck to the pool might seem like a small matter. But across an entire day of service calls, the minutes are going to add up. If the techs aren't working strategically at their sites, the accumulated load-in and load-out time can turn into a significant chunk of the workday.

A couple trips back and forth to the truck are completely understandable. If techs are continuous-

ly making the loop to retrieve the needed items they initially forgot or otherwise neglected to grab — the test kits, the vacuum, the special chemical — suddenly there's a lot of lost time.

Say a back-and-forth trip to the truck eats up two minutes every time, and a service tech is routinely making three extra round trips. After ten jobs, a full hour has been squandered. Another paying customer could have been fit into that time.

Pre-planning is the key. Service techs should know the pools being visited on the route and grab the right materials before heading to the backyard. Since two arms can only carry so many items, it might also be worth the investment to have a cart or pool caddy loaded onto every truck.

Tighten Up the Routes

There are many methodologies that can be used to assign service techs to individual sites on a route, but geography should definitely be a factor. Too often, the site visits

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Spas

Continued from page 7

with diarrhea can heavily contaminate water in which we swim and make others sick (Fast Facts: Information on Healthy Swimming and Recreational Water, 2019). Education of end-users is critical to keeping swimmers safe in recreational water, both in a commercial and residential environment.

Even when people shower prior to entering a hot tub, contaminants from their bodies can cause the sanitizer to be used up very quickly. The more people you add and the longer they stay in the hot tub, the more rapidly disinfectant levels decrease. This results in a lower concentration of disinfectant levels than there needs to be to kill all the bad bacteria. Add in the skin cells other bather wastes from the body that can interact with chlorine to produce chloramines, and you've got irritation to the eyes, skin, and respiratory tract.

For all of these reasons, a hot tub specific approach for disinfection and routine physical maintenance in hot tubs is required.

Service Tip: laminated checklist

Many service techs are now leaving a laminated 'enter-exit-checklist' attached to spa covers. This is meant to encourage users to check sanitizer and disinfectant levels as they open and close the spa when they both enter and exit. It's important that water balance parameters are in range and that a sufficient amount of sanitizer is present in the water.

Service Tip: Enzymes

Consider incorporating a broad-spectrum enzyme into your water care routine. Enzymes break down non-living waste such as hair products, lotions oils and more. By breaking these items down using enzyme technology, you can reduce the amount of time and effort spent maintaining a crystal-clear hot tub. Enzymes help to reduce frequency of filter cleanings. They also help to prevent unsightly scum lines and unpleasant odors.

Disinfectants/Sanitizer

Disinfectants will kill the germs in a hot tub. Not only do disinfectants get used up quickly with so much organic waste in the water, the heat of a hot tub actually breaks down these cleaning chemicals faster, creating the need to add them more often. Ideally, the sanitizer in a hot tub should be adjusted after every single use, and the filter should be cleaned and/or replaced frequently. Although service techs can keep filters clean, your client still needs to keep an eye on the sanitizer levels.

Service Tip #1: The Center for Disease Control recommends checking and adjusting hot tub chemicals every hour when bather load in high to make sure the chlorine is 2-4 ppm (or the bromine is 4-6 ppm if that's the sanitizer being used), and pH level is 7.2-7.8.

Service Tip #2: Be sure to include a note on your check list that slimy bacteria biofilm that appears on hot tub walls should be scrubbed off so it doesn't continue to circulate in the hot tub water.

Service Tip #3: Make a note of the installation date and any hardware changes or major repairs on the customer record. Many newer tubs come from the factory or have options to add secondary disinfection devices that can help improve the water quality and lessen the amount of effort required to main-

tain the spa. These devices do require maintenance activities that are often overlooked such as replacing solarized UV bulbs or replacing an entire ozonator since they do have a finite lifespan.

Chris Marcano is the Director of Training and Education for BioLab, manufacturer of pool and hot tub chemicals in Lawrenceville, GA. Marcano has more than 19 years of experience in the industry and is a Certified Pool/Spa Operator® (CPO®) instructor, and a member of the education committee for the National Plasterers Council (NPC). He is also active on the Association of Pool & Spa Professionals' (APSP's) board of regents and is a local APSP chapter president. He can be reached via e-mail at chris.marcano@biolabinc.com.

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California Capitol Report

Continued from page 10

Employment/Labor Bills

The California State Legislature continues to pass new employment and labor laws. Since both the Senate and Assembly Labor and Employment Committees are heavily weighted Democrat due to their supermajority, business interests rarely have an opportunity to alter any of the bills supported by organized labor. This session sexual harassment and anti-arbitration bills again lead the way in bills sent to the Governor for signature.

The following employment and workers' compensation bills were signed into law by the Governor and, unless indicated otherwise, will become effective January 1, 2020.

SB 142 (Wiener, D-San Francisco) – Requires the California Building Standards Commission to develop and propose for adoption building standards for the installation of lactation space for employees, specifies criteria for lactation rooms provided by employers, requires employers to develop and implement a lactation accommodation policy, as specified, and instructs the Division of Labor Standards Enforcement to create a model lactation accommodation policy.

SB 530 (Galgiani, D-Stockton) – Provides that construction industry employers who employ workers pursuant to a multi-employer collective bargaining agreement can satisfy sexual harassment training and education requirements by verifying completion of specified training provided by a state-approved apprenticeship program, labor-management training trust, or labor-management cooperation committee.

SB 688 (Monning, D-Carmel) – Provides if the Labor Commissioner determines an employer has paid a wage less than the wage set by contract in excess of the minimum wage, the Labor Commissioner may issue a citation to the employer to recover restitution of the amounts owed.

AB 5 (Gonzalez, D-San Diego) – Codification of the Dynamex “ABC” employment test articulated by the California Supreme Court last year. The application of the test is subject to multiple exceptions and, in general, there is still considerable confusion as to the application of the new law. The author of the bill, Assembly member Lorena Gonzalez, authored what is known as a Letter to the Journal expressing her intent that AB 5, and specifically Labor Code § 2750.3(e) relating to “business-to-business” contracting, was not intended to change the law on co-employment. This will be one of the many issues litigated in the coming year. Even with the newly filed initiative from ride-sharing and other digital platform companies, this issue will be the subject of additional legislation in 2020.

AB 9 (Reyes, D-Grand Terrace) – Extends the deadline by which victims of workplace harassment, discrimination, or civil rights-related retaliation must file their allegation with the Department of Fair Employment and Housing or forever forgo redress on those grounds. Currently, a victim must ordinarily file within one year of the most recent incident giving rise to the claim. This bill would give victims three years to file instead.

AB 51 (Gonzalez, D-San Diego) – Prohibits California

employers from forcing employees to waive, as a condition of employment, continued employment, or the receipt of any employment-related benefit, their right to have future legal disputes over incidents of harassment, discrimination, civil rights-related retaliation, or Labor Code violations heard in the dispute resolution forum of their choice. The bill also protects California workers from retaliation if they refuse to agree to such a waiver.

AB 170 (Gonzalez, D-San Diego) – Adds newspaper delivery services to the list of exempt work not subject to the “ABC” employment test in Labor Code § 2750.3 (AB 5 and Dynamex).

AB 547 (Gonzalez, D-San Diego) – Requires the Director of the Department of Industrial Relations to re-form an advisory committee to refine the recommendations on in-person sexual violence and harassment prevention training requirements for janitorial employers and employees. The bill also adds requirements to the janitorial employer registration process, including, but not limited to, the employer has no wage and hour final judgments outstanding, pending wage and hour liens or suits in court or with the Department of Fair Employment and Housing (DFEH), or lack of compliance with all terms of any DFEH administrative settlement.

AB 749 (Stone, R-La Quinta) – Prohibits settlement agreements which contain a provision that restricts an employee from working for the employer against which the employee has filed a claim.

Workers' Compensation/Safety
SB 159 (Wiener, D-San Francisco) – Addresses preexposure and postexposure prophylaxis relating to HIV. The bill does not specifically refer to workers' compensation, but there could be a conflict in cases where an injured worker has an exposure where prophylaxis is indicated. This is a situation where the licensing laws do not neatly align with the prescription drug formulary.

SB 537 (Hill, D-San Mateo) – Requires third-party networks which arrange physician and ancillary medical services for employers, but that do not qualify as “Medical Provider Networks” (MPNs) as that phrase is used in the Labor Code, to disclose to employers “rate sheets” that show the discounted prices paid to providers, and makes several additional amendments to the laws governing MPNs.

The bill makes two important amendments for workers' compen-

sation claims administrators. First, it clarifies the times during which a claims administrator must be available to respond to a request for authorization. Second, the bill requires providers to include the national provider identifier (NPI) number for the physician or provider, who provided the services and authorizes the employer to withhold payment until the NPI is provided.

As it relates to the use of NPI numbers for billing, it should be noted while SB 537 requires the Division of Workers' Compensation to adopt rules governing how this is supposed to work for standardized billing forms, nothing precludes an employer, insurer, pharmacy benefit manager, or third-party claims administrator from requiring the physician's or provider's NPI at an earlier date. It is also interesting to note this requirement, per SB 537 and now Labor Code § 4603.2(b)(1)(C), is declaratory of existing law.

SB 542 (Stern, D-Canoga Park) – Establishes a rebuttable presumption that post-traumatic stress disorder (PTSD) and other mental health conditions, when diagnosed for firefighters and peace officers, are injuries for purposes of the workers' compensation system. As amended, the presumption applies to injuries occurring on or after January 1, 2020. This language adding the presumption remains in effect only until January 1, 2025, and as of that date is repealed. This will assure that the debate over presumptions will remain part of the dialogue in Sacramento for the foreseeable future. The amendments also specifically limit the presumption to PTSD.

Consumer Attorneys Find Friend in the Governor's Office

Prior to the October 13th deadline to act on all bills, Governor Gavin Newsom approved numerous pieces of consumer- and worker-friendly legislation with potentially sweeping implications. Bills that extend and re-open the statute of limitations for child sexual abuse, privacy legislation, anti-arbitration bills, and Dynamex are sure to result in an explosion of lawsuits and litigation that will line the pockets of trial lawyers for years to come.

AB 218 (Gonzalez, D-San Diego) – This bill re-opens the statute of limitations for a three-year period beginning January 1, 2020, wherein any past victims of child sexual abuse may bring a lawsuit against the employer of the perpetrator. In addition, the bill

extends the current statute of limitations from the victims age 26, or anytime thereafter within three years of the time the victims make a connection between his or her abuse and damages to victims age 40 or within five years for repressed memory situations. The Department of Finance estimates that for public schools alone, the cost of damages could be in the billions of dollars, especially with the bill allowing for treble damage in the event of any cover-up.

AB 1510 (Reyes, D-Grand Terrace) – University of Southern California students who fell victim to Dr. George Tyndall, the campus gynecologist accused of molesting hundreds of women in his care over nearly three decades, will have a fresh opportunity to hold the physician and university accountable under this bill. More than 600 of his former patients have filed civil lawsuits against Dr. Tyndall and USC for sexual battery and related sexual abuse, but USC will likely seek dismissal of these assault cases, claiming they are time-barred by the state's statute of limitations. Thus, AB 1510 is vital to giving these women an opportunity to have their day in court.

AB 51 (Gonzalez, D-San Diego) – This bill would ensure a worker is not forced into arbitration and stripped of the right to take harassment, discrimination and labor claims to court. Forcing workers to sign arbitration waivers lets companies keep harassment, discrimination, and other labor violations out of court, effectively cloaking them in secrecy and, in some cases, allowing serial harassers and repeat violators to continue their conduct for years. Such arbitration contract conditions should be voluntary, not the result of coercion, or simply as a requirement for a prospective California worker to get a job.

AB 9 (Reyes, D-Grand Terrace) – The SHARE Act (Stopping Harassment and Reporting Extension) will extend the time for filing harassment and discrimination claims under California's Fair Employment and Housing Act. This bill would extend the filing requirement from one year to three years, allowing victims additional time to seek redress and making it more consistent with the filing time limits for other actions. Low wage earners are particularly harmed by the short filing time. Most low wage workers who suffered harassment or discrimination are not aware of

their legal rights and do not know that they are time-barred if they do not file within a year.

Major Initiative Year in 2020

As has become the norm, the next state general election, November 2020, is shaping up to be another election with a long list of initiatives for the public to digest. Among the initiatives that are expected to be on the ballot include:

1. A split roll property tax measure amending Proposition 13 to allow commercial properties to be reassessed more frequently;
2. A \$15 billion bond proposal to support K-14 public schools backed by the California Schools Board Association;
3. A new privacy initiative backed by Bay Area businessman, Alastair Mactaggart;
4. An initiative to amend California's Medical Malpractice Act to increase the \$250,000 cap;
5. An initiative to repeal the Legislature's amendments to California's bail bond system;
6. An initiative backed by Uber, Lyft, and DoorDash to provide an exemption from Dynamex for the gig economy;
7. A replay of the Dialysis Initiative from 2018;
8. An initiative backed by the California Realtors Association providing certain property tax breaks for seniors.

2019 Legislative Session Continued Arduous Path for Businesses

The 2019 Legislative Session was built upon the previous year's anti-business agenda as Democrats held supermajorities in both the Senate and Assembly. That limited the impact that Republicans and, more so, moderate Democrats could have to stave off legislation that harms the business landscape in California. As was mentioned above with carry-over legislation and potential initiatives for the November 2020 ballot, this trend can be anticipated to continue into next year, and we fully expect to work harder to realize business-friendly amendments to skewed and unwarranted legislative proposals. In addition to the issues detailed above, we have highlighted below the bills we tracked over the year that are of importance. This includes legislation that has been signed by the Governor that will become law on January 1, 2020 (unless otherwise stated), legislation that was vetoed or died in the process, and legislation that may continue to be considered at the start of next year.

Saving Time to Save Money

Continued from page 19

are scheduled haphazardly, sending a service tech crisscrossing their own path several times per day. The more time the tech is looking through their windshield, the less revenue is being earned.

Set schedules that minimize drive time for the techs. If there are several clients in the same area, they should be receiving their service on the same day.

And clustering the sites together on the schedule also makes it easier to add new clients to the routes in the least disruptive way for the techs. Once a customer signs up for service, simply identify the region they're in and assign them to their day accordingly.

None of these alterations to day-to-day procedures are major

but taken together they can have a significant impact.

If time is indeed money, then you want to save as much as possible.

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).

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

It pays to designate beneficiaries

One of the benefits of membership in IPSSA is a \$50,000 life insurance policy. All you need to do is complete a Beneficiary Designation Form.

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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.

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DALLAS AREA

Brian Ethridge | bethridge@lesl.com | 469-585-9300

NORTHERN CALIFORNIA AREA

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For billing or Membership information: call Melody Bond at (888) 360-9505 Ext. 1, FAX (888) 391-6203, e-mail membership@ipssa.com or P.O. Box 1617, Rocklin, CA 95677
 Chapter treasurers contact: ipssafinancial@cramercpa.com
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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., Oak Tree Lanes,
 990 N Diamond Bar Blvd, Diamond Bar, CA 91765
 Pres. Rob Betts (626) 757-6707
 rb.pooltime@gmail.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., Shin Beijing Restaurant,
 31010 W. Olympic Blvd, LA, 90006
 Pres. James Kim
 jjameservicesinc@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

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
 mangopoolspa@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 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

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
 ipsalauriebeecher@gmail.com

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

AUSTIN
 First Tues., 6 p.m.,
 Cherry Creek Catfish Co.
 5712 Manchaca Rd, Austin
 Pres. Keith Timm (512) 636-3750
 keith@acuaricoinc.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. David Queen (281) 807-5442
 info@spaklingpoolserviceinc.com

NORTH AUSTIN
 Second Tues., 6 p.m.,
 Cedar Park Library, 550 Discovery Blvd.
 Pres. Jim Smith (512) 206-0606
 jim@aquamantools.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., Lucchesi 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., Mountain Mikes Pizza,
 1724 Miramonte Ave., Mountain View
 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
 poolady2001@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.

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