



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 XXXIII, NUMBER 1

January 2020

California Capitol Report

California Labor and Workforce Development Agency Launches Employment Status Law Resource Website for Workers and Employers

By John Norwood

Director of Government Relations, California Pool & Spa Association.



Employer Alert: AB 1804 Requires Immediate Reporting of Serious Occupational Injury, Illness or Death

On August 30, 2019, Governor Gavin Newsom signed into law AB 1804, which requires employers to immediately report any serious occupational illness, injury, or death to the California Division of Occupational Safety and Health,

by telephone or by an online mechanism to be established for this purpose. The online mechanism has yet to be created as of this writing. You can go to the following page: <https://www.dir.ca.gov/dosh/report-accident-or-injury.html>. Employers may report by telephone or email. Upon entering a zip code or city on the site, it will

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IPSSA Holiday Charitable Cheer



By Ivan Vance

IPSSA San Fernando Valley Chapter

Christmas comes but once a year, so we try to make the most of it in the San Fernando Valley chapter of IPSSA. Collecting toys for needy families during the holidays has been a traditional charitable pursuit for us for over thirty years. Together with allied chapters, San Fernando Metro, Santa Clarita, and Westside, plus Associate members such as Alpha Water Systems, Pentair, Pool Corp., and the Western Pool & Spa Show, we typically are able to donate hundreds of toys and in excess of \$4,000.00 to the LAFD SERTOMA club. This great



philanthropic organization has distributed hundreds of thousands of toys to deserving charities in the Los Angeles area

over the last three decades and we're very proud of the continuing role our members play in that very worthy effort.

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/>

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

Frank McDonald - Finance Manager

Phone: (888) 360-9595 x1
Email: frank@ipssa.com
Duties: submit tax data, Swim Fund, membership administration

Alison Thompson & Terri Fulton - Member Services

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

IPSSA – Serving the Pool & Spa Service Industry – You must know the past to move to the future

Interview with Peter Haverlation

By Rose Smoot

Executive Director IOM, CAE
Peter Haverlation was one of many members who joined the Independent Polemen's Service (IPSA) in 1974, recognizing the benefits of being a member of an industry association. Peter's reflections of the past help us understand how our organization

attained its current form and what it might become in the future.

IPSA originated in the early 1960's in the San Fernando Valley, California. The original members talked among themselves and felt working together would help with learning how to do pool work and giving their families a chance to

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Peter Haverlation

Things to do in January

- Plan your year
- Evaluate and refine your business systems
- Take a vacation

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Time	CLASSROOM S1	CLASSROOM S3	CLASSROOM S4	BALLROOM A	BALLROOM B	SEASIDE PRE-FUNCTION	CLASSROOM S5	CLASSROOM S6	CLASSROOM S7
1 PM TO 2:45 PM	Hydraulics for the Service Professionals, Mike Childress, Pentair	The Calcium Based Startup, Emir Penard, Orendo Technologies Clases En Español	In-Floor Technical Service Training, Jaime Guzman, A & A Manufacturing	Proactive Startups, Marvin Rezac, EasyCare	The Pool Cleaner, Hands On/Tear Down, David Jones, Haywood	CPSA Panel on Banning of Natural Gas, John Norwood, CPSA	Reparacion de "The Pool Cleaner Manos a la orba, Alex Capous, Hayward Clases En Español	Hybrid Pool Heating in a Decarbonized Economy, Dan & Dave Sizelove, Aquatherm	Intermediate Water Chemistry, Gabe Talese, Hasa
3 PM TO 3:45 PM	Mobile Pool Operation without the Cost, Carlos Gomez, Pentair Clases En Español	Energy Efficiency Through Variable Speed Operation, Gary Fernstrom	Gen X, Y & Z, What Today's Customers Care About, Steve Berens, Clear Comfort	Roll-N-Vac, The Vacuum On Steroids, Steve Dunn, Commercial Pool Systems	Salt Trouble Shooting & Maintenance, Dan Bachman, Haywood	How to get Google to Refer your Customers, John Limbocker, Internet Dominators	Haywood Solucion de problemas de sal y mantenimiento, Alex Capous, Hayward Clases En Español	Upgrading Fiber Optics In-Pool Lighting to LED Lighting, Matt Gelgand, SRS	Surface-bound Organic Contamination, Disinfection Byproducts and Legionella, Vance Fiegel, Creative Water Solutions
4 PM TO 5:45 PM	Pentair Robotic Cleaners, Scott Parker	Bombas de Velocidad Variable, Alex Valdovinos, Zodiac Clases En Español	Analysis and Understanding of Source Water Abstract, Rich Gallo & Terry Snow	Cyanuric Acid & Chlorine Effectiveness, Terry Arko, Hasa	Heater Fundamentals Using Manometer & Volt Meter, Ben Carver, Haywood	How to Manage & Grow your business, Christine Hester, Pool Corp	Fundamentos del calentador, uso de manómetro y voltímetro, Alex Capous, Hayward Clases En Español	Plaster Stains & Discoloration, Dave Callahan, Jacks Magic	Business Management, Pedro Correa Clases En Español
FRIDAY, MARCH 13, 2020 / EXHIBIT HOURS 2-6 P.M. / OPEN TO THE TRADE ONLY / REGISTRATION REQUIRED / 55+ New Seminars									
Time	CLASSROOM S1	CLASSROOM S3	CLASSROOM S4	BALLROOM A	BALLROOM B	SEASIDE PRE-FUNCTION	CLASSROOM S5	CLASSROOM S6	CLASSROOM S7
8 AM TO 9:45 AM	Electricity For the Service Professionals, Mike Childress, Pentair	Pool Plaster Concepts for Service Professionals, OnBalance	The Chlorine Stabilizer Debate - A Different Perspective, John Weber, Biolab	Tratamiento Proactive Par Empezar Piscinas, Jose Valdovino/Victor Rivas, EasyCare Clases En Español	Warranty Open Forum, Clint Webster, David Jones & Ben Carver, Haywood	The Uniqueness of Hot Water Chemistry, Wayne Ivusich, Taylor Technologies	Aplicación recomendada de fabricación/ instalación de equipos comerciales, Alex Capous, Hayward Clases En Español	Why do we get algae: The latest science on algae identification and prevention, Chris Marciano, NC Brands	Understanding the Basics of Photovoltaic/ Thermal (PV/T) Systems, Phil DelNegro/FAFCO
10 AM TO 10:45 AM	Pentair's VSF Pump Programming, Scott Parker, Pentair	Design and Troubleshoot, Solar Pool Heating Systems, Suntlet Industries	Pool Safety & Emergency Response, Richard Pass	Competing Against the Internet, Alex Valdovinos, Zodiac	Hydraulics Made Simple, David Jones, Hayward	How to get Google to Refer your Customers, John Limbocker, Internet Dominators	Sistema hidraulico simplificado, Alex Capous, Hayward Clases En Español	Increase Profits on your route w/ options for in-pool furniture & custom rails, Matt Gelgand, SRS	How it Works for Beginners, Dennis Retteia
11 AM TO 12:45 PM	Pentair Chemical Automation, Ricardo Gonzalez, Raypak	21st Century Ozone for Residential Pools, Beth Hamil	Raypak Lonox Refreshed Version, Raypak Clases En Español	Advanced Water Chemistry, Kim Skinner & Qui Hales, OnBalance	Manufacture Recommended Application/Installation of Commercial Equipment, Sean Murphy, Hayward	How to Manage & Grow your business, Christine Hester, Pool Corp	Comprender OmniLogic y la plataforma OmniLogic, Alex Capous, Hayward Clases En Español	The Calcium Based Startup, Eric Knight, Orendo Technologies	There's more to know than pushing a pole, Peter Haverlation
1 PM TO 2:45 PM	Mobile Pool Operations Without the Costs, Chris Forman, Pentair	Basic Pool Electrical Safety for Technicians & Builders, EP Hamilton, Ph.D., P.E.	Raypak Digital Heater Installation & Troubleshooting, Brad Duncan, Raypak	Variable Speed Pumps, Alex Valdovinos, Zodiac	Understanding OmniLogic and the OmniLogic Platform, Bryan Chrissan, Hayward	How to Obtain 0% Business Credit, Pat Walley, Dignity Credit Solutions	Grow your Business - Home Advisor, (Private Meeting) Hayward	The 4 Pillars of Proactive Pool Care, Emir Penard, Orendo Technologies Clases En Español	Introduction to QuickBooks, Pedro Correa Clases En Español
SATURDAY, MARCH 14, 2020 / EXHIBIT HOURS 1-6 P.M. / OPEN TO THE TRADE ONLY / REGISTRATION REQUIRED / 55+ New Seminars									
Time	CLASSROOM S1	CLASSROOM S3	CLASSROOM S4	BALLROOM A	BALLROOM B	SEASIDE PRE-FUNCTION	CLASSROOM S5	CLASSROOM S6	CLASSROOM S7
8 AM TO 9:45 AM	Pentair's VSF Pump Programming, Chris Forman, Pentair	Be-A-Five-Star Business, Kim Olson, Broadly	Calentadores a gas Jxi, Alex Valovinos, Zodiac Clases En Español	Inspections of Pools & Equipment, Steven Dunn, Commercial Pool Systems	Billing with the Pool Program, Jason Wise, Wise Software	Water Balance 101, Wayne Ivusich, Taylor Technologies	Profitable Pool Inspections, Rick English	Control Basico de Algas, Jose Valdovino/Victor Rivas, EasyCare Clases En Español	Secrets of Algae Free Pools, Marvin Rezac, EasyCare
10 AM TO 11:45 AM	20/20 in 2020, Get your Business Ready for Growth, Steve Berens, Clear Comfort	Basic Water Chemistry 101, Terry Arko, NC Brands	Certified Stain Specialist, David Schaffer & Scott Bartlett, Jack's Magic	Proper Inground Spa Jet Designs in a Variable Speed, Dan Young & Scott Roodbergen, Waterway	Water Chemistry for the Pool Service Professional, Bob Lowry	Transitioning from Service to Construction, Watershape University	How a Pool Works Purity Pool, Robert Foutz, Jr.	The 4 Pillars of Proactive Pool Care, Eric Knight, Orendo Technologies	Licenciade Contratista Guaitista, Arturo Torres, Clases En Español
NOON TO 1:45 PM	RayPak Digital Heater Installation & Troubleshooting, Brad Duncan, Raypak	Swimming Pool Filtration. Applications & Innovations "What you Need to Know", Mark Dunlap, Fiber Clear	Certified Stain Specialist, David Schaffer & Scott Bartlett, Jack's Magic	Advanced Water Chemistry PART 2, Kim Skinner & Qui Hales, OnBalance	Water Chemistry for the Pool Service Professional, Pedro Correa, Bob Lowry Clases En Español	How to Comply with Independent Contractor Laws in CA, Andrew J. Hoag	Rola-Chem ORP/Ph Controllers Application, Todd Schwab	Millionaire Pool Man, Thinking Outside of the Box, Chris Webb	Germes, Algae: The latest news that you need to know, Roy Vore, BioLabs, Inc.

New Membership Billing Team Starts in January

At the November 2 BORD meeting, the IPSSA BORD voted to make a change in billing companies. After interviews of several firms, McDonald AMC was selected. The new firm will work with Rose Smoot and Penny Gaumont to carry out all IPSSA related services. Specifically, the McDonald team members, (Frank, Allison and Terri) will be responsible for the following duties, which include but not limited to membership dues billing & collection, chapter financial information, tracking of water chemistry, chapter rosters and other related member services. The new team members started January 1 and are responding to member inquiries and collections. Frank and his team will bill members, starting March 1. The good news is your dues amount will not change in 2020. The look of your invoice will be a bit different as the association will be using a different association management software to produce your membership dues invoices.

A Message from the President

By David Hawes
IPSSA President, Region 1 Director

Hi Everyone,
At the time of this writing, it is just a few days till Christmas. This is my favorite time of year as is with many of you. I enjoy the festivities of course, but also the chance to relax just a little from the crazy pace that our businesses run. My hope is that some peace is enjoyed by all, and maybe a little more time for family than usual. A lot of us close down between Christmas and New Year's, so as you read this, I hope you all made some great memories as 2019 comes to an end.

I have had an opportunity to attend a few IPSSA chapter holiday parties. It struck me at one of the larger ones I enjoyed, the sheer number of volunteers that participate and make our association so great. I started thinking about the number of chapter boards that work so hard to provide monthly meetings, the number of chapter and national committee members that work tirelessly to make sure the business of IPSSA continues, and of course, my fellow BORD members. As your President, I am proud to be part of a 12-member team of Directors, all working in their respective Regions, and volunteering their time and energy to make IPSSA successful. We do not always agree, but I think we have taken huge steps forward to make our association one to be envied by the rest of the industry.

I have the opportunity to speak to many folks in the industry, and IPSSA is being noticed and recognized for the changes we are making. It validates the direction our BORD has been going the past couple of years, and hopefully raises the bar for the rest of the associations out there.

We have been mentioning some of these changes over the past few months and implementing various changes as we move forward. We will be using a new Association Management System and we hired a new team, Frank McDonald and staff, to do your membership billing and collection for our IPSSA dues. We were also able to renew our Exclusive Endorsement Agreement with HUB Insurance for the next 3 years. We are looking forward to these and other changes resulting in a better financial position and more money available for member programs. We on the BORD serve as stewards of IPSSA and are in place to make sure we make decisions that provide the most benefits to you as members. I think it will prove our decisions were helpful in moving IPSSA forward as a successful and financially stable association. Because of these decisions Great Leaders and an example of what Great Volunteers can accomplish, if we just do the work.

I want to thank our Executive Director, Rose Smoot, for her experience and direction in helping us Directors manage our responsibilities. Putting up with



the 12 of us, managing our ideas and issues, and keeping some level of sanity, almost puts her in the category of sainthood. She and her team have put together and incredible Leadership Weekend in San Diego, that you do not want to miss. Lots of good material for the Chapter Leaders will be provided, and a great networking opportunity for all. Please introduce yourself to me so I can thank you for all of your time and effort on IPSSA's behalf.

I want to again say how lucky I feel to have served as your President for the last 2 years. I have been a member of IPSSA since inception and am proud to be part of the volunteer army that makes us successful. I want to encourage all of you to step up and get more involved in our association. It will be work for sure, but the reward will be well worth it. Good luck to you all in 2020. Thank you for everything.

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

ASK THE EXPERTS

IPSSAN Editor: What do you readers think about the questions and responses? What are your opinions on this subject? Is this a column that you would like continued? Let us know by emailing the IPSSAN Editor at editor@ipssan.com.

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

BORD Meeting
May 2, 2020
Marriott Riverwalk, San Antonio, TX



August BORD meeting minutes published in the IPSSA Member portal

THE IPSSAN

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

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IPSSA Region #7
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North County Coastal, Metro,
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30th Annual Region 7 Table Top Show

Saturday, January 25th, 2020 9:00 am – 4:00 pm

Meet Pool & Spa Manufacturers, suppliers, builders, remodelers and other specialists. Learn what you need to know for 2020 & beyond
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Room 1	Room 2	Room 3	Room 4
9:00 - 10:50 Basic Electricity Explained for the Pool Environment Tom Schoendienst	9:00 - 10:50 Omni The Future is Here Hayward	9:00 - 10:50 How to have a Profitable Business David Hawes	9:00 - 10:50 CPR/AED CERTIFICATION Class* 25 People Maximum
11:00 - 12:50 What's NEW with Pentair Products Mark R. Lane	11:00 - 12:50 NEW INFORMATION from on going research on Balance	11:00 - 12:50 Changing the Game Jandy VS pumps Zodiac	11:00 - 12:50 CPR/AED CERTIFICATION Class* 25 People Maximum

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Automatic Pool Covers

Extend the swimming season while providing safety, beauty and convenience to pool owners

By Jacob Bloss
Cover Care

In some parts of North America, pools are closed for as long or longer than the swimming season itself. Many pool owners would love to 'extend' their swimming season into the fall and start using their pools earlier in the spring by being able to open and close their pools easily when temperatures are mild. Automatic pool covers lend themselves to extending the swimming season while also providing safety, beauty and convenience to pool owners. Savvy pool professionals are capitalizing on these benefits to help them sell more automatic pool covers.

Benefit 1:

Extended swimming season

Today's consumers are looking for maximum enjoyment from their swimming pool investment. Maximizing their investment means spending as much time as possible in the pool swimming! Understanding this reality is why the demand for automatic pool covers is growing exponentially. The fact that the automatic pool cover can be opened and closed on warmer fall and spring days, means the pool owner is able to extend their swimming season, conveniently. They no longer need to close their pool completely for the winter at the first signs of a snow flurry. The automatic pool cover opens

or closes in less than one minute, and does not require the consumer to store safety cover in their garage or pool house during the summer.

Automatic pool covers (APCs) are the most convenient pool cover available. This opening and closing convenience not only allows pool owners to use the pool more in the spring and fall, but it also helps maintain the pool clean and keeps the water chemistry balanced more easily. Savvy pool professionals selling automatic pool covers should take the time to explain that APCs help keep debris out of the pool water when the pool is not in use.

This is especially important in the fall months when trees are shedding their leaves. Once consumers realize they will be able to extend their swimming season and will spend less time keeping their pool clean, it becomes much easier to sell an automatic pool cover.

Benefit 2:

Safety

Automatic Pool Covers are also very much purchased for their safety benefits. Pool owners need to recognize the safety benefit that comes with an automatic cover when closing their pool when it's not in use. It's important to pool professionals to emphasize safety as much as convenience when selling automatic pool covers. The security of knowing the automatic pool



cover cannot be re-opened without a code or a key gives pool owners peace of mind. Selling this safety aspect to a potential customer is an essential part of closing the sale.

When asking pool owners why they want a pool cover, the main response is always safety. When pool professionals take the time to explain an automatic cover is also a safety cover, pool owners overwhelmingly chose an

automatic pool cover as they get the added convenience of not having to manually remove a mesh cover each time they want to use the pool. While seasonal safety covers are a good option for 6 months out of the year, their non-use during summer months provide no safety. However an automatic pool cover is a safety cover that also offers the versatility of a finger touch open and close year-round. When poten-

tial pool owners hear that it only takes 45 seconds to open or close the cover—they are sold.

Benefit 3:
Savings

The automatic pool cover may be unrivaled in the savings they provide to a pool owner.

It is essential for pool professionals to remember to promote the many savings benefits of automatic pool covers. The added

Continued on page 5

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January BORD Member Interview – Terry Snow

For 2020, each monthly IPSSAN will feature a BORD member and why they are so dedicated to IPSSA and association membership.

The series begins with Terry Snow, a pool tech professional that has been involved with the grassroots of IPSA. As a matter of fact, Terry was an original member of IPSA. Terry serves as the Region 3 Director (North LA County, California), which includes 7 chapters: Antelope Valley, Diamond Bar, Foothill, San Fernando Valley Metro, San Fernando Valley, San Gabriel Valley and Santa Clarita Valley.

What year did you join? I joined IPSA in 1982. That's right it was IPSA not IPSSA. (IPSSA formed in 1988.)

1. Why did you join? I joined for the benefits of sick

route and the insurance program.

2. How has IPSSA helped you or how have you developed in the past 30+ years? As a member of a chapter, you have access to education from manufacturers and suppliers. This has helped me professionally through the years. Chapter meetings are also a source of free education and keep you current on evolving technology. I also recognized that there are others just like me, trying to make a living in the pool industry. Chapter meetings help me grow professionally and give me an opportunity to talk with peers in the profession about the day-to-day struggles of being a

pool tech professional.

3. Why do you serve as a BORD member? I quickly learned that I am a leader. In that capacity, I have served in officer positions at the chapter level during my tenure with IPSSA. Because my belief in IPSSA and the benefits of membership, I am focused on helping the members. I like to mentor others that want to go into leadership positions at every level.

4. What are you passionate about? First and foremost is family, my business and customers. Professionally, since 2007, I have been very passionate about the aquatic industry, which includes



Region 3 BORD Director, Terry Snow

water safety. Terry has served on many committees and board over the years, a few to name are

NDPA and RWQC.

Follow Terry Snow on the IPSSA Facebook page.

Automatic Pool Covers

Continued from page 4

benefits of the cover actually reduce the overall costs of maintaining a pool. Automatic pool covers help retain heat when the pool isn't in use and keep chemicals and water from evaporating, which together contributes to a reduction in the operational cost of running the pool.

Studies show that gas heated pools with automatic covers save approximately \$2,000 in heating costs per year. Studies also show that automatic covers save approximately 8,000 gallons of water evaporation throughout the year. And best of all, the annual cost to operate an automatic cover? It costs only about \$5/year to operate an automatic safety cover! By being able to cover a pool with an automatic cover in 45 seconds, consumers save thousands of dollars on unnecessary pool utility bills.

Benefit 4: Beauty

Though it is not necessarily among the top reasons a pool owner chooses an automatic pool cover, the product does have an added 'aesthetic' bonus that it can 'disappear' when the cover is open. This aesthetic appeal often 'seals the deal' of an automatic

pool cover on a new pool.

Pool professionals encourage customers that are trying to decide on whether or not to choose an automatic pool cover, to do so prior to the construction of the pool. This allows the cover to be installed under the coping with hidden track. If they wait to add the automatic cover later, they will need to contend with a track on their deck, which is not as appealing for those who are concerned with the aesthetics of their pool.

Finally, with so many color choices available today, cover colors complement the backyard design and complete the look of the entire pool area. The color options for the cover are an added aesthetic benefit that pool owners can easily choose for the perfect design.

Benefit 5:

Installation outsourcing

Installing automatic pool covers does require a certain amount of skill and ability. As with any installed product, the question that pool professionals need to determine is whether they want to sell, install and service the automatic cover - or simply sell the APC and outsource the installa-

tion and ongoing service. Some pool professionals sell and install automatic pool covers while others decide to outsource both the installation and the maintenance of the APCs. With tight labor markets, many pool professionals are now opting to outsource the installation and service of automatic pool covers so they can focus on their retail or building business. Outsourcing allows pool professionals to concentrate on what they do best. Even builders with service departments—those service departments can focus on their core competency and just outsource and profit from the work done by

the cover company—which can be treated as a sub-contractor.

Like any installed product, service and maintenance are a part of any automatic pool cover. Those companies that offer service might prefer to service the covers. While others would prefer to just outsource the service. For example, if your company doesn't work on automatic pool covers daily or even weekly, a simple pin adjustment or replacement by a cover company that is just a 10-15 minute service call might take a regular service professional more than an hour—keeping them from a more profitable service call. Again, it all

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

Fortunately, there are now many pool professionals throughout the US and Canada who now exclusively install and maintain automatic pool covers. It's now much easier for pool professionals to subcontract this portion of the job allowing them to offer automatic pool covers and profit from selling them, without having to train or have staff on hand to install and maintain these covers.

Continued on page 6



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A Beginners Guide to Saltwater Pool Troubleshooting

By Alicia Stephens
Education and Training Manager, Biolab, Inc

To understand saltwater pool chemistry starts with trying to identify the facts from fiction. Many of these misconceptions stem from a lack of knowledge around the chemistry of saltwater pools. The most common misunderstanding about saltwater pools is that they are fundamentally different and don't use chlorine as a sanitizer. In reality, saltwater pools are actually using a special process to create free available chlorine, but require similar products to maintain water quality.

Saltwater pools experience

many of the same problems that befall traditional pools that use chlorine as the primary sanitizer, but there are attributes for all saltwater pools that require attention, due to the unique way the sanitizer is produced. This includes balancing the pH, maintaining a chlorine residual, battling algae, and preventing scale. Each one of these potential issues can be frustrating for a pool owner but can be prevented with the proper pool maintenance.

As you know, pH is a key water balance parameter. In the process of generating chlorine in saltwater pools, pH in the pool increases over time. This is a result of the byprod-

ucts that are created in the process of turning salt into free available chlorine. Sodium hydroxide, which has a pH of 13.5, is produced in excess in the process of turning salt into active chlorine. It is this byproduct of electrolytic chlorine generation that is responsible for the steady increase in pH experienced by saltwater pools.

As a result, saltwater pools require routine pH adjustment. Application of a pH decreaser product on a weekly basis is a necessity for pools using a chlorine generator. Without it, many problems occur as pH continues to rise in the pool. If left unchecked, high pH can lead to multiple problems including ineffective sanitizer, cloudy water, scaling, and algae.

Another issue saltwater pools may experience during the season is failure to maintain a free chlorine residual. This is also a common

problem in traditional halogen pools, but in saltwater pools the problem can typically be tracked down to one of two causes. Either the pool is experiencing a chlorine demand, or the cell is no longer physically capable to produce enough free chlorine.

Chlorine demand is a problem that can happen to any pool using chlorine as its sanitizer of choice. A chlorine demand is present when the pool shows the consistent inability to establish a sanitizer residual. This occurs when there are too many contaminants in the pool that are consuming the chlorine and not enough chlorine is present to oxidize these contaminants. Pools in a demand have no sanitizer available for bather protection- which is the most important job chlorine does in the pool. With chlorine generation, the cell often cannot make chlorine quickly



Alicia Stephens, BioLab

enough to provide the amount needed to overcome the demand. If the demand is large, an additional source of chlorine is needed to break the demand and re-establish the chlorine level.

There are times when the pool isn't in a chlorine demand, but still

Continued on page 18


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.



Automatic Pool Covers

Continued from page 5

CONCLUSION

The market demand for automatic pool covers continues to grow rapidly, year over year. Pool professionals have a tremendous profit potential when selling automatic pool covers, whether they install them or subcontract out the installation. Now is the

time to consider adding automatic pool covers to your offering of products to quickly increase your profits this next season. Look at the automatic pool cover as a way to increase your customer's satisfaction with their swimming pool investment. Not only will they enjoy and extended swimming season, they will also enjoy the added convenience, safety, and beauty of their pool with an automatic pool cover. Pool professionals agree that the automatic pool cover is one of the main reason's customers are always super pleased with their overall swim-

ming pool investment. This season offer automatic pool covers to your customers. Whether you install them yourself or outsource the work to a cover installer, you will increase your profits and have a happier customer.

About the author:

Jacob Bloss is director of operations at Cover Care LLC, which specializes in the installation and repair of automatic pool covers servicing over 20 major markets across the U.S. and Canada. Mr. Bloss can be reached via e-mail at jbloss@covercare.net

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Keeping New Employees Motivated

By Daniel Seeger



Help Employees Feel Grati- fied in Their Work

There are a few common topics that cut across all industries right now, and one that has just about everyone talking is the tendency of younger workers to hop from one job to another. Millennials have developed a reputation for quickly growing restless after signing on to an organization, and the generation about to enter the workforce right behind them are expected to show similar tendencies.

Since millennials are being invoked, let's make sure we define the term. Although many often use the generational identifier as a synonym for young adults, the oldest millennials are coming up on their 40th birthday. That means practically every new hire you bring on falls into that group. Figuring out how to keep millennials motivated is broadly relevant to any current business.

Luckily, millennials have grown up in an environment where they were very accustomed to providing their input. They've been gauging their feelings about products and experiences, and clicking corresponding star ratings on the internet, their whole lives.

That means they've also been very responsive to studies that try to determine what they're looking for in their work. And companies that have paid attention to the feedback have proven notably successful at keeping millennials onboard.

With that in mind, there are a few simple strategies that can be used to keep your newer employees happy and motivated.

Gratification comes in many forms. Like everyone else, millennials want to earn a good wage for the jobs they do, especially if the work can be long and tough, as is the case with service techs in the pool and hot tub industry. The research tools widely available on the internet also mean new workers have a strong sense of what is an appropriate paycheck, so be sure to compensate them fairly.

But gratification also means seeing value in the work they do. It shouldn't be surprising that workers want to feel they're contributing to something bigger than themselves, that they're actively helping an organization be successful. Communicate with your employees about exactly why their efforts are valuable. If they feel like they're important parts of the team, they're more likely to stay.

Invest in Professional Development

It's a commonly stated desire among younger workers that they actively want to learn their craft. Especially in a field such as service technician, providing regular opportunities to engage in proper professional development will give workers a sturdier footing that translates to greater comfort.

As a bonus, younger workers typically see learning opportunities provided by an employer as

an investment that they should pay back with company loyalty. Intuitive and tactile learners, millennials are excited to put their lessons into practice. Give them a chance to do it for your organization and they'll respond with enhanced service for your customers.

Think Long-Term

When surveyed about why they leave companies, one of the most common reasons millennials give is a lack of clearly available opportunities for advancement. Although they're closer to the beginning of their professional lives, millennials are more likely to think long-term than their generational predecessors.

In the pool and spa industry, jobs such as service tech can look like a dead end, and managers often don't do enough to counter this impression.

Think about how younger workers can grow in your organization — moving on to other positions, acquiring more significant responsibilities, or transitioning into leadership and mentorship roles — and then communicate that to them. Let them see how they can continue to develop and prosper. Show them the potential rewards and give them a reason to stick with the job.

There are obviously many factors that might lead an employee to depart an organization in search of different opportunities, and no collection of strategies will provide an absolute guarantee of longevity. Even so, understanding the likely preferences of those younger workers is the first step to providing them the guidance

Continued on page 16

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King Technology Receives 2019 Minnesota Family Business Award

Second-Generation Company Continues Wave of Success in Pool and Hot-Tub Water Treatment Industry

King Technology is a glowing example of how family business succession can be very successful, with proper planning. The Hopkins, MN, based company was honored with a 2019 Minnesota Family Business Award from Twin Cities Business magazine during a ceremony held Nov. 20 at the Hyatt Regency Minneapolis.

King Technology, a global supplier of pool and hot tub water treatment systems, was one of five Minnesota-based companies to receive the honor. According to Twin Cities Business, the annual

awards program is a celebration of outstanding family-owned businesses and the value they add to Minnesota's economy and quality of life.

"We're very proud of this award. During a period where our industry has seen considerable consolidation, we've stayed a strong and successful family owned business focused on innovation. We have a stellar team who works together to determine the right mountain to climb and the path to get there. "Our vision statement; "enriching lives daily" drives everything we do which

allows us to make a positive impact on partners, customers and employees," said Joe King, who co-owns the company with his wife, Mary, and their adult sons, Alex and Carson.

King Technology grew out of a small pool construction business founded by Joe's father, Lloyd King, in 1956. Joe and Mary acquired the company in 1988 and have grown it into a thriving innovator of unique water care solutions for swimming pools and hot tubs.

As Joe and Mary eye retirement, they're preparing the third generation to take the helm. Son Alex joined King Technology as a regional sales manager in 2017. His brother, Carson, was hired in



September as the company's strategic sourcing manager. But first, they had to meet the corpo-

rate governance of working outside the business for 6 to 7 years which they did, to Joe King's delight.

"To be a steward of this company and to create an opportunity for [my sons] to have a similar experience ... it brings great satisfaction and joy to my life," Joe concluded. Alex and Carson King will also carry on a major part of King Technology's culture: philanthropy. The King family and the company work with several charities, including Interfaith Outreach Community Partners and Food Shelf in the Twin Cities, Hannah's Home in South Florida, and Peruvian Partners in Peru.

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Chlorine Comparisons

By Terry Arko
HASA Product Training Consultant



Terry Arko

What's the right type of chlorine to use in the pools you service? Could it be based on cost? Or could it be convenience? When considering these questions, it is vital to also consider the by-products left behind from the primary type of chlorine used in the pool.

The Main Purpose for Chlorine Use in Pools

All types of chlorine are designed primarily for one purpose, to sanitize and keep the pool clean, clear and safe. The main types of chlorine available for swimming pools are sodium hypochlorite, also known as liquid chlorine, calcium hypochlorite (cal hypo), and Tri-chlor tablets.

All these types of chlorine are effective at producing hypochlorous acid or HOCl which is the killing agent of chlorine in pool water. As a sanitizer the prime purpose of chlorine is to inactivate and kill germs that can cause recreational water illness (RWI). Some RWI illnesses from improperly treated pool water can include: earaches, pinkeye and skin rashes. These are primarily known as non-enteric types of ill-

nesses because they are based solely on contact with contaminated pool water. Enteric types of RWI's are based on contaminated water entering the body through swallowing. These RWI's can include: Cryptosporidium (crypto) Giardia and E. coli. The goal of chlorine is to keep the water safe and enjoyable for users. Pool water is reactive and so is any type of chlorine. As chlorine mixes with water reactions take place in the blink of an eye. No matter the type of chlorine that is added to water, trichlor, cal hypo or sodium hypochlorite, there is an instantaneous reaction. HOCl, is a very strong destroyer of invasive germs. In fact, HOCl is created in your immune system to fight off infection. The white blood cells in your body produce HOCl as needed to deal with any invasive germs that enter the body.

The HOCl form of chlorine in swimming pools destroys bacteria and algae by breaking through the cell membrane and disrupting cellular activity. HOCl is highly

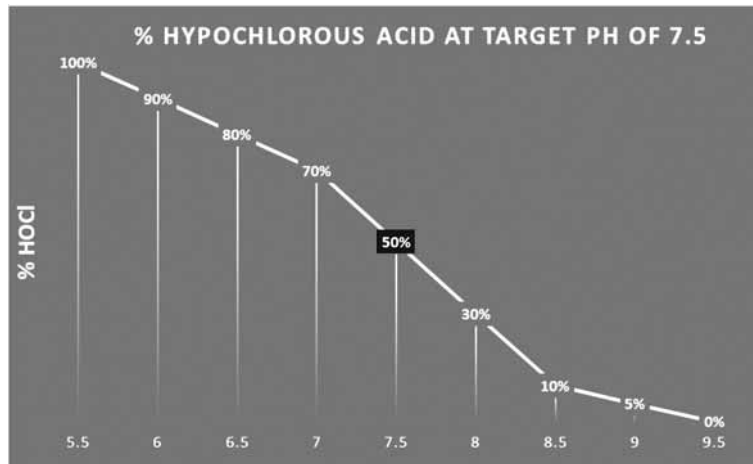
higher the HOCl percentage, the more superhero you have. As the pH increases, the percentage HOCl decreases and the -OCl increases. At a higher pH you will have to rely on the wimpy side kick -OCl to fight algae and germs.

In order to keep the pool water, the cleanest and safest we obviously want to have as much HOCl as possible. But if too

much of your chlorine is present as -OCl, you will have little effect on germs and algae. The secret is balance.

The target pH of a pool is 7.5 and at that level you will have 50% of the superhero HOCl and 50% of the -OCl. 50% of the HOCl is better than say 30% which is what you would have if the pH was at 8.

Continued on page 10



nesses because they are based solely on contact with contaminated pool water. Enteric types of RWI's are based on contaminated water entering the body through swallowing. These RWI's can include: Cryptosporidium (crypto) Giardia and E. coli. The goal of chlorine is to keep the water

effective at inactivating most enteric or non-enteric RWI's. A percentage of the chlorine added to the pool converts to the HOCl and the rest converts to a hypochlorite ion -OCl. Think of HOCl as a strong superhero and -OCl as its wimpy side-kick. There is not a lot of germ-killing

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Chlorine Comparisons

Continued from page 9

By-Products of Chlorine Types

Along with producing the germ fighting sanitizer in water chlorine also leaves a by-product in the pool.

The by-product or villain is dependent on the type of chlorine used. What by products are left from the chlorine that you use?


Continued on page 16

SANITIZER	CAL HYPO 65%	TRI-CHLOR 89%	SODIUM HYPOCHLORITE 12.5%
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Pentair is always working to introduce and improve products to help pool service professionals and operators. Most recently Pentair launched its new WhisperFloXF™V5 5HP commercial variable speed pool pump. Recently awarded "Best New Equipment Pad Product" at the International Pool & Spa Patio Expo in New Orleans, the WhisperFloXF™V5 5HP is designed to run on either single or three-phase power and has a built-in drive eliminating the need for an external drive. Ideal for YMCA, high school, athletic club and community recreational pools, this sophisticated pool pump provides aquatic facilities a way to lower operating costs by reducing energy consumption.

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tainable solutions to help pool owners conserve energy and water resources. You can find helpful ENERGY STAR resources and additional information at Pentair.com/energystar. Additionally, we are currently offering rebates for select ENERGY STAR certified pump models. You can even view a complete list of 2019 winners and learn more about ENERGY STAR by visiting energystar.gov/awardwinners.

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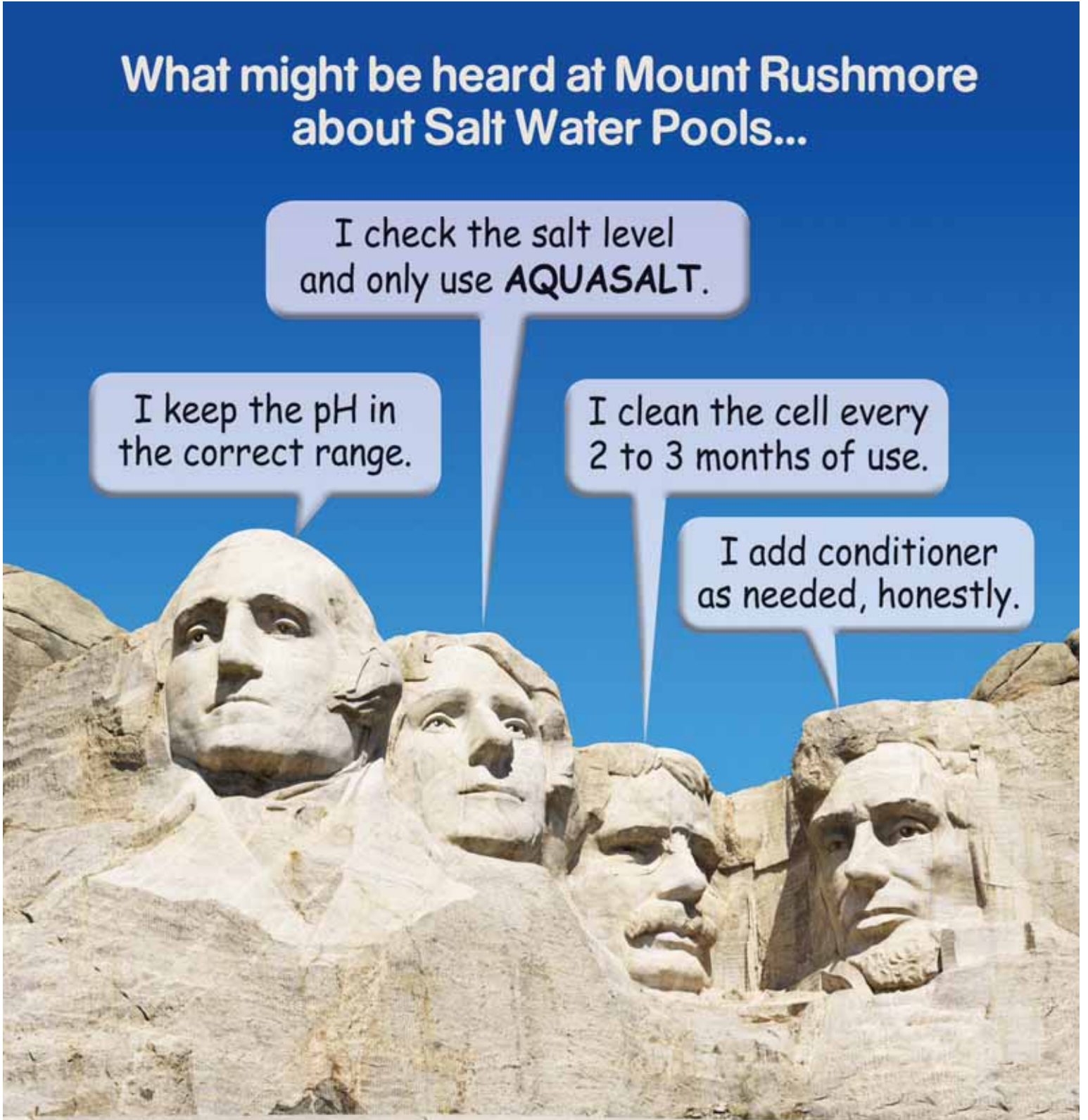
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The committees are as follows:

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



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

- Membership Program - promotes and facilitates the recruitment and continuity of IPSSA members.

- Education - provides advice to the BORD on the

strategic directions and development of the educational activities of IPSSA and supports the ED FUND. Please submit your email intent with your name, and committee you wish to serve. Those wishing to volunteer may select one-committee to serve. Committees may have no more than eight to serve on a committee. If interested, please submit your name right away. If you are not selected for the committee of choice, please know that committees change throughout the year and we will keep your name on file. If you are interested or would like more information about the committee purpose and how best you can serve, please feel free to contact me, Rose Smoot at 888-360-9505 or rose@ipssa.com



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

Chlorine Comparisons

Continued from page 10

Cal Hypo

Cal Hypo is made by mixing chlorine gas with caustic limestone also known as calcium hydroxide. The by-product left in the pool after the chlorine is used is calcium hydroxide. 1.25 lbs. of 65% cal hypo will increase the calcium hardness by 8 ppm in 10,000 gallons. Calcium levels can build up and contribute to hardness and total dissolved solids in the water. When high levels of calcium combine with carbon it creates calcium carbon-

ate scale which can be damaging to surfaces and equipment. The addition of cal hypo to a pool with high TDS can lead to very cloudy water. This can be a problem especially in regulated commercial pools. To prevent the cloudiness and scale formation extra amounts of acid and scale prevention products will be needed. Also, partial draining will be required to keep TDS and hardness levels balanced correctly. This also contributes to unsightly and potentially costly and time-

consuming tile build up.

Tri-Chlor

Tri-chlor tablets are a stabilized form of chlorine that contains cyanuric acid (CYA). The tablets are known as iso-cyanurates and are made by combining sodium hydroxide with cyanuric acid and chlorine gas. Every 8 oz. trichlor tablet contains 54% of CYA. This is the by product which is left behind in pool water. For every 10 ppm of chlorine from trichlor there will be 6 ppm

Continued on page 18



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Keeping New Employees Motivated

Continued from page 7

that will keep them happy and productive.

If you want new employees to remain on the job for a good long time, then be proactive in creating an environment that will serve their needs and interests. Making those sorts of adjustments is just good management.

For additional assistance training service techs, PHTA has several certification programs available, including designations for CSP (Certified Pool & Spa Professional), CST (Certified Pool & Spa Service Technician), CMS (Certified Pool & Spa Maintenance Specialist), CHTT (Certified Pool & Spa Hot Tub Technician, and AST (Advanced Service Technician).

PHTA will also offer on-site training for service techs at

upcoming conferences. At the 2019 International Pool | Spa | Patio Expo, taking place November 2-7 in New Orleans, attendees can pursue the following certifications: CMS, CHTT, CST, and AST.

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

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

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

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

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Chlorine Comparisons

Continued from page 16

of CYA left. It is important to note that like calcium, CYA never leaves the pool. The only way to decrease high levels of CYA is by draining or using costly removers. High levels of CYA will also require more chlorine and higher parts per million in order to maintain an effective killing rate of bacteria and prevention of algae. So, this by product can really cause challenges and more expense to keep the pool clean and clear. Some other side effects of tri-chlor and CYA are that the tablets are very acidic

with a pH of between 2.8 and 3.5. Because of the very low pH trichlor WILL lower both the pH and total alkalinity. Soda ash and or sodium bicarbonate will be needed to offset this effect. Also, at CYA levels of 60 ppm or above there will be an interference in the total alkalinity test. False results that are a third higher can result when testing total alkalinity in the presence of high CYA. To obtain a true total alkalinity reading the ppm of the CYA must be divided by three and then subtracted from the tested total alka-

linity reading as follows:

CYA test = 60 ppm / 3 = 20 ppm

Total alkalinity test = 60 ppm - 20 ppm = 40 ppm True alkalinity reading.

Based on this corrosive water may be present. If the service tech does not know the effect from high CYA on the total alkalinity they may not be aware of the damaging water conditions.

Sodium Hypochlorite (Liquid)

Sodium hypochlorite is made by combining pure chlorine liq-

uid with sodium hydroxide. The byproduct of liquid chlorine is simply sodium chloride or salt. In other words, liquid chlorine starts from salt and returns to salt. The only effect from this will be an increase of mineral dissolved solids. However, it should be noted that there is very little detriment from the increase of chlorides in pool water as compared to calcium or CYA. In the case of a salt water generator pool liquid chlorine's by product can be very helpful for shocking and replenishing salt levels. With liquid there are no damaging, toxic by-

products that complicate water maintenance. Liquid chlorine is alkaline so the total alkalinity levels should be kept at 80-90 ppm. The pH of liquid chlorine is 13 and this can lead to an increase of the pH. However, the reaction of disinfection and UV sunlight will convert HOCl to hydrochloric acid HCl and there will be a net zero effect on pH over all. So, before throwing the acid in keep in mind it may not take as much as has been suspected.

Test Source Water

When choosing the main

Continued on page 21



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Saltwater Pool Troubleshooting

Continued from page 6

may not be able to maintain a free chlorine residual. Common causes for this issue are not running the cell long enough, having an undersized cell, scale accumulation on the plates of the cell, problems with water balance, or the life condition of the cell. Because the electrolytic cell only generates chlorine while the pump is running, ensuring the pump is running for enough hours a day is critical for chlorine generation. Another issue that can lead to low chlorine residual is the use of a cell that is too small for the pool. If a cell is undersized, it may not be able to produce enough chlorine to maintain a 1-4 ppm chlorine residual, even with ample pump run time and setting the cell for maximum output.

Scale deposits can also impact how well an electrolytic cell produces chlorine. As the pH of a saltwater pool increases, scale is more likely to occur. Once scale accumulation is substantial, scale build up will reduce the ability of the cell plates to pass electricity through them. Electricity, through electrolysis, is the key to chlorine production. The more scale that builds up on a cell, the less chlorine is produced.

There are two types of calcium scale that can form: calcium carbonate and calcium phosphate. The formation of each scale is influenced by many different factors. Calcium carbonate scale is the most common type of scale formed within any pool environment and makes up the majority of scale found on chlorine generator cell plates. Calcium carbonate scale formation is influenced by three main factors: water temperature, pH, and concentration.

Different water balance parameters lead to the formation of calcium phosphate. Calcium phosphate scale is not driven by high pH, so the impact of rising pH inside the cell does drive the formation of this type of scale. However, higher concentrations of both calcium and phosphate in the pool will cause increased risk of scale formation.

It is imperative to use a scale inhibitor product to help prevent scale in chlorine generator pools. In addition, some manufacturers warn against high phosphate levels to prevent the small amount of calcium phosphate scale that may form in the chlorine generator. Adding a phosphate remover into the pool maintenance routine will help reduce problem causing phosphate-based scale and improve cell efficiency.

In addition to cell run time, size, and scaling, there are other parameters that can affect the production of chlorine in a saltwater pool. Improper salt levels can

cause damage to the cell, as well as inhibit the production of chlorine. People often make the mistake of thinking that when chlorine levels are low, simply adding more salt will fix the issue. Usually that is false. Many pools with the correct salt level have low chlorine residuals because of the other issues we have previously discussed.

Finally, the age of the cell also will impact chlorine residuals. The electrolytic plates in the cell are coated with a metal called ruthenium.

This metal is necessary for electrolysis, and subsequently necessary for generating chlorine. As the coating wears away with age, the ability of a cell to generate chlorine also decreases. Often a lack of chlorine is due to an aged cell that should be replaced.

One of the most common issues seen in saltwater pools is algae. Saltwater pools are susceptible to algae just like a traditional chlorine pool. Maintaining a proper free chlorine residual and pH balance is key because many saltwater pool owners choose not to add a preventative algicide as part of their routine maintenance plan. High pH reduces the effectiveness of chlorine and provides a carbon dioxide rich environment which can lead to the increased probability of algae growth.

In addition, all of the previous causes of low chlorine residual discussed can contribute to an increased chance of getting an algae bloom in a saltwater pool. Most algaecides are compatible with saltwater pools and are a great product to add to any saltwater maintenance routine or when troubleshooting algae problems.

To close, here are some final thoughts on saltwater pool troubleshooting. Saltwater pools provide a premium experience to pool owners. However, some maintenance must occur to prevent problems from occurring. These problems are the same issues that are often found in traditional chlorine pools and are resolved by similar activities. There are some issues that are specific to saltwater pools and require specific products or actions to resolve them. Ultimately, providing clear and beautiful pool water is the goal for any pool owner. Saltwater pool owners are no different.

About the author:

Alicia Stephens is the Education and Training Manager for Biolab, Inc. In her 19 years with Biolab, Alicia has focused primarily on Education, Training, and Development, as well as technical support and new product research and integration. Currently, Alicia supports all education and training initiatives for the Biolab Pro Dealer division.

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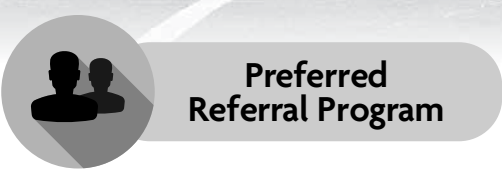
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Chlorine Comparisons

Continued from page 18

chlorine sanitizer for service pools it is important to know if the source water is soft or hard. Naturally soft water is low in minerals and has a lower total alkalinity, pH and hardness. In soft water areas liquid chlorine or cal hypo may be preferred to help add a mineral increase to the water. If cal-hypo is used it is important to keep track of the calcium hardness as it will increase over time from the use of the cal hypo and from evaporation during summer months. In areas of hard water tri-chlor may be con-

sidered due to its lower pH. Where tri-chlor is the primary sanitizer it will be vital to test CYA levels at least monthly and to monitor CYA levels to between 30-50 ppm. If CYA levels are not managed and exceed past 50 ppm maintenance levels of free available chlorine will need to be increased. The increase in chlorine is needed to effectively sanitize and prevent the growth of algae. Expert research has shown that it takes a free available chlorine to CYA ratio of 7.5% To determine the correct ppm of free

chlorine needed to effectively kill germs and prevent algae multiply the CYA level by 7.5%.

Draining and dilution is the most effective way to manage high CYA levels. If draining is not an option, it may be recommended to switch to liquid chlorine when the CYA level reaches 50 ppm. The use of liquid as a primary sanitizer will not contribute any additional CYA to the pool. There are liquid chlorine dispensing options to use to support daily sanitization. When draining becomes an option and CYA can be lowered

Example: CYA of 50 ppm x 7.5% = 3.75 ppm of free chlorine needed to ensure proper disinfection of water. See chart below.

The Effects of CYA on Free Available Chlorine

CYA ppm	% FAC Active	Required FAC
15ppm	95%	1.2 ppm
30ppm	75%	2.25 ppm
50ppm	30%	3.75 ppm
75ppm	15%	5.6 ppm
100ppm	7.5%	7.5 ppm

Peter Haverlation

Continued from page 1

take a summer vacation. Their discussion developed into a "vacation plan", which permitted members to take one- or two-week vacations and translated into being able to spend more time with their families. This eventually evolved to what is known today as "sick route coverage", which is the route coverage you rely on today during illness or injury - members covering routes for their fellow members within their chapter's borders, usually at no cost to the ill member.

The IPSA grew, with additional chapters starting up in both Southern and Northern CA. As Peter explained it, in 1981 the organization split into two groups (IPSA. AND CAL-IPSA) because of a rift among the board.

In 1986, a reunification committee was formed, and Peter served as a member. The goal of the committee was to find ways to better serve the pool service technician. The outcome from those discussions in February 1988, after 2 years of hard work, was the establishment of the INDEPENDENT POOL AND SPA SERVICE ASSOCIATION (IPSSA).

When IPSSA formed, there was an immediate recognition of strength in numbers. Manufacturers started taking notice of IPSSA and its members and began offering education to the pool service industry. IPSSA members began taking courses through the various manufacturing companies better their industry and to helping each other. By focusing on professionalism and learning how to better serve their customers, pool service technicians shed their image as just guys wearing flip flops and a tank tops.

Peter explained that one of the foundations of IPSSA is and always has been comradery by coming to chapter meetings. He quickly learned that chapter meetings were one of best ways to talk about things that happened out in the field and learn from peers. Also, Sick route coverage has always been a cornerstone of IPSSA and the biggest asset, helping thousands of members' families keep food on the table and a roof over their head. All these benefits happen because of the simple act coming together once a month to talk about their experiences out in the field and, maybe, pick up a tidbit on how to handle situations or repair equipment. It was the fact that they dedicated time to talk freely among each other.

I asked Peter what he thought about IPSSA today and whether he considered it based on the same foundation? He answered by saying that IPSSA has somewhat evolved. He feels that members/pool service technicians are

better educated, but that personal assistance and advice from other members in times of trouble is what separates IPSSA from all the other service groups. Years ago, equipment was not as sophisticated as it is today. He went on to further state that although today pool technicians can access YouTube to learn how to repair something, there is still a huge benefit to peer-to-peer interaction and the perspective you get from peer-to-peer interaction.

Peter feels he evolved over time, just like IPSSA. When Peter first started in the business, he remembers that he used a paper clip to diagnose a heater. Now, he diagnoses with meters, which requires a lot of continuing education to keep up with continually evolving equipment and manufacturer updates. Peter believes in education so much that he teaches

at the Western Pool & Spa Show.

The class Peter taught was, "There is more to know than pushing a pole".

Peter also serves as the president of the Western Pool and Spa Show and officer positions over his 40 plus years with IPSSA. He also expects that service techs need to stay current about the equipment they install or repair. The main benefits of training will help decrease your repair time and ultimately help a tech make more money.

So, what have we learned by speaking to Peter? Well, we still think of sick route coverage as the cornerstone of IPSSA; we still have times when we don't agree with the BORD; and comradery and peer-to-peer interaction are still very important to everyone, no matter their age or experience in business.

then tri chlor could be used again. Regular testing of source water is highly recommended as it can change dependent on weather, drought and changes in delivery systems. Knowing the source

water and understanding the effect of various chlorine by products can be very helpful to the pool tech to help ensure chlorine effectiveness, cost per use and water quality.

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



1. Tell us about yourself
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3. Why did you decide to become a volunteer
4. How has volunteering impacted your career
5. How has being involved with IPSSA made a difference in your community or outreach to the public

California Capitol Report

Continued from page 1

provide you with a telephone number to your local regional enforcement office. Failure to report is subject to a \$5,000 civil penalty. This new law becomes effective on January 1, 2020.

Prior to 2015, Labor Code § 6409.1(b) required employers to file a report of serious injury or death by "telephone or telegraph." In 2014, AB 326 (Chapter 91, Statutes of 2014) allowed employers to report by telephone or email. According to the author of AB 1804, receiving emailed reports of serious injuries and deaths has been problematic for Cal/OSHA.

AB 1804 removed an employer's ability to report by email to Cal/OSHA when a serious occupational injury, illness or death occurs. Instead, the bill requires the report to be made through an online mechanism established by Cal/OSHA for that purpose.

The bill further specifies that until Cal/OSHA makes such an online mechanism available, employers are still permitted to make the report by email. Therefore, employers do not have to make any changes to their current reporting method until Cal/OSHA makes its online system available.

This requirement is in addition to the existing employer requirement to report any workplace injury or illness resulting in lost time beyond the date of the injury or illness, or that requires medical treatment beyond first aid, to the Department of Industrial Relations within 5 days of the employer's knowledge of the injury or illness. In the event a death results from the reported injury or illness, the employer must amend the original report within 5 days of learning of the death.

The Governor also signed into law AB 1805 which amended the definition of a serious workplace injury. "Serious injury or illness" means any injury or illness occurring in a place of employment or in connection with any employment that requires inpatient hospitalization, for other than medical observation or diagnostic testing, or in which an employee suffers an amputation, the loss of an eye, or any serious degree of permanent disfigurement, but does not include any injury or illness or death caused by an accident on a public street or highway unless the accident occurred in a construction zone.

Both AB 1804 and AB 1805 go into effect on January 1, 2020. For further questions about reporting, please contact your local Cal/OSHA regional office.

* IPSSA Education Fund *

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

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

Individual and Class Scholarships through the IPSSA Education Fund are available to all self-employed pool professionals in Arizona, California, Florida, Georgia, Nevada, and Texas.

The following classes qualify, but are not limited to, under these guidelines:

Funding is provided to applicants who have completed qualified classes.

In accordance with these guidelines, the following classes qualify (not exclusive):

- Industry Trade Show education offerings
- Certified Pool Operator (CPO)
- Aquatics Facility Operator (AFO)
- Contractor license schools
- Manufacturer-sponsored courses
- College-level courses in: Bookkeeping, accounting, computers, and chemistry
- Trade-school courses in: Plumbing, electrical

and mechanical

• Based upon the determination of the Committee, other courses may qualify for funding.

Individuals that received a discount on classes sponsored by IPSSA are not eligible for reimbursement.

Applicants may apply two times a per calendar year, up to \$200 per class instruction for individuals. Maximum two submittals per calendar year.

Class instructors may apply two times per calendar year, up to \$200 per student with a maximum of \$4,000. Maximum two submittals per calendar year.

Eligible individuals may download the application from ipssa.com or email info@ipssa.com. Applications are reviewed quarterly by the Education Committee.

For questions about the program, please inquire at info@ipssa.com or call 888-360-9505 ext. 2.

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

IPSSA is on Facebook!

Visit our page at www.facebook.com/ipssa where you'll see photo albums from recent industry events.



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www.IPSSA.com | 888.360.9505



IPSSA CHAPTER LISTINGS

For Association information: call Rose Smoot, Executive Director, (888) 360-9505 / • (888) 368-0432 FAX / P.O. Box 3367, Rocklin CA 95677, E-mail: rose@ipssa.com
For billing or Membership information: call Frank, Terri or Alison at (888) 360-9505 Ext. 1, FAX (888) 391-6203, e-mail memberservices@ipssa.com or P.O. Box 1617, Rocklin, CA 95677 • Chapter treasurers contact: memberservices@ipssa.com
For insurance information: call Arrow Insurance (800) 833-3433 / Fax (805) 870-7625 / 2393 Townsgate Rd., Suite 101, Westlake Village, CA 91361, E-mail: ray@arrowinsuranceservice.com

REGION 1 (NORTHERN CALIFORNIA)
B.O.R.D. Member: David Hawes
 (925) 828-7665
 E-mail: david@hhpools.com

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

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

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

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

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

ELK GROVE
 Second Wednesday, 7:00 p.m., Logan's Roadhouse,
 9105 W. Stockton Boulevard, Elk Grove
 Pres. Chris Bass (916) 704-1505
 basspoolservice@gmail.com

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

MODESTO CENTRAL VALLEY:
 Third Tues., 6 p.m.
 El Rosal Restaurant, 3401 Monte Vista Ave.
 Pres. Albert Camarillo (209) 628-2717
 acspoolserv@yahoo.com

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

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

WEST PLACER: First Thurs., 5:30 p.m., Strikes
 Bowling Alley, 5681 Lonetree Blvd., Rocklin CA 95765
 Pres. Bryan Soto (916) 258-5114
 norcalpools916@gmail.com

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

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

CENTRAL COAST
 Second Wed., 7 p.m., Mtgs alternate between
 N/S Co., Contact chapter Pres. for info.
 Pres. Ron Rusconi (805)549-7961

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

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

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

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

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

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

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

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

DIAMOND BAR
 First Thurs., 7:00 p.m., 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

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 Clayton
 (210) 240-3121
 E-mail: becky.clayton@yahoo.com

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

TITANIUM PARTNERS



HASA, INC.
www.hasapool.com
Rick Sawin / RickSawin@HASApool.com
Randy Johnson / RJohnson@HASApool.com
661-259-5848
Liquid swimming pool chemicals, dry chemicals, pool and spa specialty chemicals.



BIO-DEX
www.bio-dex.com,
(623) 582-2400
Lori Brumagin / lori.brumagin@bio-dex.com
Paul Matthews / pmatthews@bio-dex.com
Manufacturer of professional strength pool and spa chemicals.

PLATINUM PARTNERS



HAYWARD POOL PRODUCTS INC.*
www.haywardnet.com
909-594-1600
Fred Manno / fmanno@haywardnet.com
John Rodriguez / jrodriguez@haywardnet.com
Bob Seward / bseward@haywardnet.com
Manufacturer of swimming pool equipment.



LESLIE'S SWIMMING POOL SUPPLIES
www.lesliespool.com
Jeff Manno/480-527-7494 Nationwide
jmanno@lesl.com
Aaron Wax / 480-469-7504 / awax@lesl.com
Isaac Crouch / 909-964-2108 / icrouch@lesl.com
Supplier of all pool and spa equipment, parts, chemicals and maintenance items



ZODIAC POOL SYSTEMS INC.
www.zodiacpoolsystems.com
800-822-7933 X3323
Steve Gutai / steve.gutai@zodiac.com
Zodiac, Jandy Pro Series, Polaris, Nature 2 Products

GOLD PARTNERS



ABCANA INDUSTRIES, INC./HASA INC.
545 Bradley Ave
El Cajon, CA 92020
Jesus Felix
www.abcanaindustries.com
industry leader in the distribution of products that help keep Southern California water safe and clean



AQUA STAR POOL PRODUCTS INC.
www.aquastarpoolproducts.com
877-768-2717
Todd Pieri / toddp@aquastarpoolproducts.com



AQUASALT LLC
www.aquasalt.com / 713-877-2616
Susan Stevens / sstevens@aquasalt.com
866-549-POOL x7665
sflowes@aquasalt.com
Salt for chlorine generators.



ARROW INSURANCE SERVICE*
www.arrowinsuranceservice.com
Ray Arouesty
ray.arouesty@hubinternational.com
800-833-3433 / 805-870-7625
Insurance issues



EASycARE PRODUCTS
www.easycarewater.com
559-299-7660
Victor Rivas
vrivas@easycarewater.com
Rodney MacDowell
rmacdowell@easycarewater.com
Rosemarie Arenas / rarenas@easycarewater.com
Manufacturer of water treatment chemicals



INDUSTRIAL TEST SYSTEMS
www.sensafe.com
800-861-9712
Mike McBride
mmcbride@sensafe.com

George Bailey
gbailey@sensafe.com
Manufacture water quality test strips and meters for the pool and spa service industry.



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