



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 3

March 2020

California Capitol Report

2020 Legislative Session Shaping Up

By John Norwood

Director of Government Relations, California Pool & Spa Association.



The 2020 session of the California State Legislature is starting to shape up. It is very likely that up to 1,500 bills will be introduced in the next seven to ten days. Those introductions will provide perspective on key issues that might affect the swimming pool and spa industry; however, up to about 40% of those bill introductions are simply placeholder bills that will become more flushed out as policy committee

hearings begin in late March or April.

California Pool & Spa Association (CPSA) does not just monitor and lobby the State Legislature, for our advocacy efforts include up to 10 state agencies that have some regulatory authority over the industry such as the California Building Standards Commission, California

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Terry Cowles 2020 Award Winner

Ivan Vance,
Region 3, San
Fernando Valley



Terry Cowles 2020 Award winner Ivan Vance, wife Connie (center), Todd Starner (Reg. 11, left), and Terry Snow (Reg. 4, right).

Ivan Vance has always worked towards bringing a professional image to the pool service industry. He is known in his region as the Voice of Reason. Ivan instills professionalism among his peers and it often asked to weigh in on controversial subjects.

Ivan has served as the president of San Fernando Valley on several occasions. He was involved with the merger of Cal-IPSA and IPSSA. He has served as the representative for IPSSA Region 3. He has taken care of people's pools that had physical disabilities.

Ivan is an excellent technician, not only pursues course

work to improve skills but brings classes to the chapter via manufacturers and distributors. Ivan is always willing to help with pool problems and shares his information and hints with the chapter. Recently he showed his chapter some neat techniques he uses with ping pong balls!

Ivan has taken charge of the

San Fernando Valley Chapter, Spark of Love drive with SERVOTOMA and has generated great participation from the members. Each year he works hard on not only getting the drive started but in working with distributors to join in as well. Ivan arranges all the gifts and money delivered to those families.

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: 888-360-9505, Ext. 2
Email: info@ipssa.com
Duties: trade show materials requests, tabletop 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) 360-9505 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: memberservices@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

Leadership 2020 Seminars



California gets approval for Apprenticeship and Training

By David Hawes

CFO, Region 1 Director

The Pool & Hot Tub Alliance (PHTA), Apprenticeship and Training Committee is pleased to announce that they have received approval from the State of California Division of Apprenticeship Standards to move forward with an Apprenticeship Program for the Swimming Pool Service Industry. "This is the first of its kind in California and represents what Service companies have been requesting for many years throughout the country", says David Hawes, committee Chairman.

The development of this program involved advisors from the Apprenticeship community and a collaboration of three individuals representing Associations in the Pool Industry. Jennifer Farwell, Western Director of PHTA,

Continued on page 6

Things to do in March

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

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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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New Membership Billing Team Started in January

By **Rose Smoot**
Executive Director

As previously publicized in the BORD minutes, IPSSAN and email blasts, the BORD has made two decisions that has changed the billing for dues and insurance.

✓ In 2019, the BORD approved the dissolution of the IPSSA Management Company, after discussion with legal is was obvious there was some exposure to the nonprofit, IPSSA Inc. with having a for profit. This means that IPSSA Inc. will provide the dues billing and payment collection for your membership. Your invoice weather you pay by ACH, check or credit card will have IPSSA Inc as the company that is billing you.

✓ There is a new team that will assist you with membership billing, payments, chapter rosters, collection of financial information from chapters and all other membership inquiries. Their names are Frank McDonald, finance manager, Terri Fulton, member services and Alison Thompson, member services. They took over the operational

responsibilities January 20.

✓ Arrow/HUB Insurance is responsible for billing/collections, insurance beneficiary forms, certificate requests, deductibles and any other insurance inquiry. Arrow/HUB has retained Cramer Associates to do those functions.

The two companies will work together to make sure membership information is exchanged on a monthly basis to remain compliant with IPSSA governance. More importantly, by working together, so that YOU, the member, will continue to have a great customer experience.

To contact Frank and team members for membership billing and other related inquiries:

Frank frank@ipssa.com 888-360-9505 Ext. 1

Terri and Alison memberservices@ipssa.com 888-360-9505 Ext. 1

Fax # 888-368-0432

Membership information:

If you call the team with membership questions, they will be able to look up/change/answer anything from updating payment



Rose Smoot

info, changing address or contact info, chapter information and membership pricing and all other membership related questions.

Here is what you will see on your IPSSA Inc. dues invoice starting in March:

- IPSSA dues at \$13.75 per month

- Chapter dues, which vary per chapter. Please note, the chapter is responsible for providing changes to their dues level to member services.

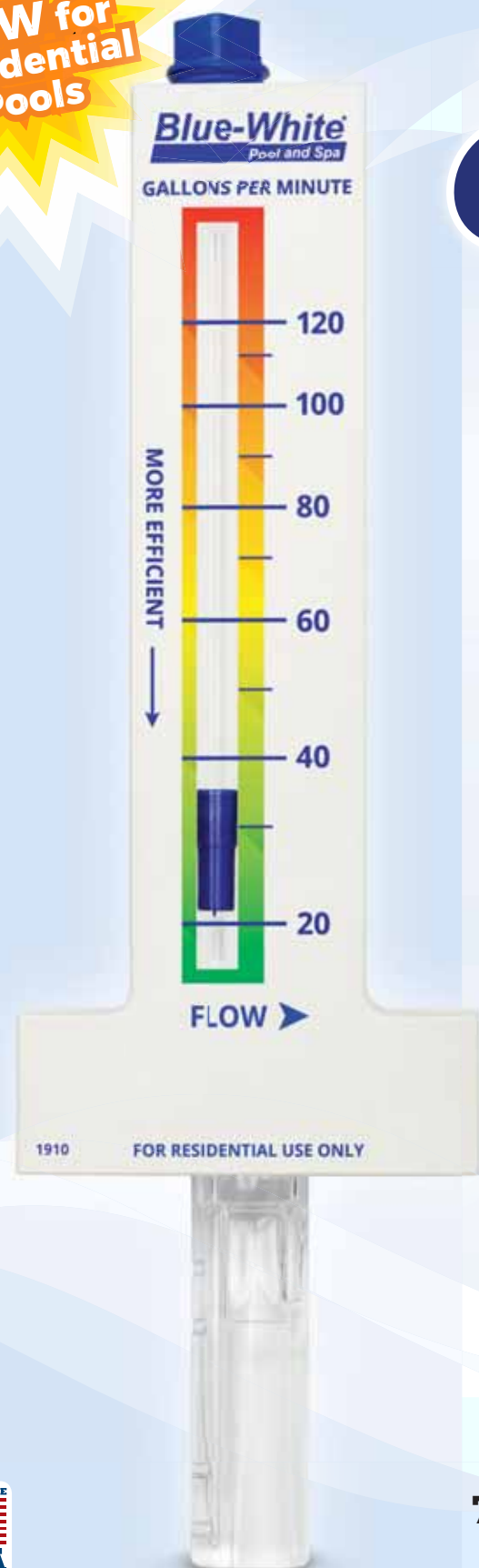
Insurance information:

If by chance IPSSA Inc. receives a call or email from someone inquiring about insurance, the team will explain the change in billing systems. If they have other pertinent questions about insurance, the team will refer them to the following contact information:

- General information and certificate requests: 800-833-3433

- Insurance billing information: insurance@cramer CPA.com 844-574-1134

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BORD Meeting
August 8, 2020
Virtual Video Meeting

BORD Meeting
November 6, 2020
Monterey Plaza Hotel,
Monterey, CA

Save the Dates!

November BORD meeting minutes published in the IPSSA Member portal

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- **3. CERTIFIED POOL OPERATOR COURSE (CPO), NSPF

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THURSDAY, MARCH 12, 2020 / EXHIBIT HOURS 6-9 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
1 PM TO 2:45 PM	Hydraulics for the Service Professionals	The Calcium Based Startup, Ernie Penado, Orenda 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, Hayward	Improving Your Customer's Experience w/Added Technology, Van Hansen, DBX Software	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 P.M. TO 3:45 P.M.	with upcoming DOE Regulations, Mike Childress, Pentair	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 Troubleshooting & Maintenance, Matt Delzell, Hayward	How to get Google to Refer your Customers, John Limbocker, Internet Dominators	Hayward 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 P.M. TO 5:45 P.M.	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, Hayward	How to Manage & Grow your Business, Christine Hester, PoolCorp	Fundamentos del calentador, uso de manómetro y voltímetro, Alex Capous, Hayward, Clases En Español	Plaster Stains & Discoloration, Dave Callahan, Jack's 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 A.M. TO 9:45 A.M.	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 Proactivo Par Empezar Piscinas, Jose Valdovino/Victor Rivas, EasyCare, Clases En Español	Warranty Open Forum, Clint Webster, David Jones & Ben Carver, Hayward	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 Marcano, NC Brands	Understanding the Basics of Photovoltaic/Thermal (PV/T) Systems, Phil DelNegro / FAFCO
10 A.M. TO 10:45 A.M.	Pentair's VSF Pump Programming, Carlos Gomez, Pentair	Design and Troubleshoot, Solar Pool Heating Systems, Suntek 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 Rettela
11 A.M. TO 12:45 P.M.	Pentair Chemical Automation, Chris Forman, Pentair	21st Century Ozone for Residential Pools, Beth Hamil	Raypak Lonox Refreshed Version, Raypak, Clases En Español	Advanced Water Chemistry, Kim Skinner & Que Hales, OnBalance	Manufacture Recommended Application/Installation of Commercial Equipment, Sean Murphy, Hayward	How to Manage & Grow your Business, Christine Hester, PoolCorp	Comprender OmniLogic y la plataforma OmniLogic, Alex Capous, Hayward, Clases En Español	The Calcium Based Startup, Eric Knight, Orenda Technologies	There's more to know than pushing a pole, Peter Haveration
1 P.M. TO 2:45 P.M.	Pentair's VSF Pump Programming, Scott Parker, 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, Ken Kauffmann, 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, Ernie Penado, Orenda 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 A.M. TO 9:45 A.M.	CPSA Panel on Banning of Natural Gas, John Norwood, CPSA	Basic Intro to Low Voltage Lighting, Shawn Garner, Corona Lighting	Calentadores a gas Jxi, Alex Valdovinos, 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 A.M. TO 11:45 A.M.	20/20 in 2020, Get your Business Ready for Growth, Steve Berens, Clear Comfort	Basic Water Chemistry 101, Terry Arko, Hasa	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, Pedro Correa, Bob Lowry, Clases En Español	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, Orenda Technologies	Licenciada Contratista Guatista, Arturo Torres, Clases En Español
NOON TO 1:45 P.M.	Raypak Digital Heater Installation & Troubleshooting, Brad Duncan, Raypak	Swimming Pool Filtration: Applications & Innovations "What you Need to Know," Mark Dunlap, Fiber Clear		Advanced Water Chemistry PART 2, Kim Skinner & Que Hales, OnBalance	Water Chemistry for the Pool Service Professional, Bob Lowry	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.

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Creating a retail strategy to support Salt Chlorine Generators

By John 'Legend' Bokor
Haviland

Pool professionals and consumers are embracing salt chlorine generators and reaping the benefits of this technology. Although salt chlorine generators do reduce the amount of time needed to chlorinate pool water, consumers need education on how the technology operates and a program for their salt chlorine generators in order to

achieve long-term satisfaction with their salt-chlorine generator system. Retailers are learning that this is not a product you sell and walk away from. Consumers need to be educated on how the product works and need to be provided with a simple 'salt-system program' maintenance program. Not only will a well-organized plan ensure customer satisfaction but will also lead to a regular stream of profits for

retail stores.

Selling 'Salt Pools'

The good news about salt chlorine generators is that the consumer generally walks into your store and requests that you make their pool a 'salt pool.' This is good news and bad news. It's unfortunate, but consumers are mostly misinformed about what the salt-chlorine generator does and how it works. Whether the product wasn't explained to them by their pool professional or perhaps their own research is misinformed, many consumers are under the false impression that installing a salt chlorine generator is all they need. "We find that most consumers think that a 'salt pool' doesn't use any chlorine," says Kathi Belcourt, retail manager of Aqua Tech Pool, Spa & Bath in Winnepeg, Manitoba. In fact, many consumers believe that the installation of that magical device eliminates the need to do anything else to the pool!

Unintentionally, pool professionals selling salt chlorine generators aren't always taking the time to explain that the salt chlorine generator is reducing the amount of maintenance needed to sanitize pool water, but it doesn't eliminate the need to shock, oxidize and 'algae-cize' the pool water to keep the chemistry balanced. Dan Cosby, store manager of Dartmouth Pools in New Bedford, Massachusetts agrees with Belcourt: "There is so much misinformation out there about what the salt-chlorine generator does for the pool. In the beginning, this misinformation made it a difficult for us to integrate salt chlorine generators into our business." What

we've learned is that pool professionals need to spend more time educating consumers that salt chlorine generators provide a simpler delivery of chlorine sanitation along with many other benefits. It's important to use clear language and state the facts. "We quickly learned that our retail team had to all get on the same page and be sure that the information we provided was presented in a cohesive manner using the same terms," says Cosby. As pool professionals we need to explain to consumers that the salt chlorine generator eliminates the need to put chlorine tabs, granular chlorine or liquid chlorine into the feeder once a week. Instead, consumers just add salt into the chlorine generator at the beginning of the season—making it more convenient and much safer to sanitize the pool water by eliminating the handling of chemicals. "The success of the salt chlorine generators comes from the fact that people do not want to handle chlorine tables and they don't want to deal with chlorine feeders and chlorine feeder fumes," says Jonathan Schulhoff, Retail Manager of Arthur Edwards Pool and Spa Centre in Millers Place, New York.

Once the consumer has the 'salt pool' they want, retailers need to educate the consumer on how to get the most value out of their salt-chlorine generator investment. This is a huge potential profit center that allows specialty retailers to drastically increase their profits with a 'salt support' chemical maintenance program.

Selling 'Salt Pool' Support Programs

Builders, retailers and even



John 'Legend' Bokor

service professionals love selling and installing salt chlorine generators because they are highly profitable. But the profits and other benefits continue when retailers market 'salt support' products and service that accompany the salt-chlorine generator sale. These specialty products provide higher profits to retailers than those of granular, liquid or chlorine tabs. Retailers have the opportunity to sell a special 'salt pool' chemical and maintenance program—to keep that water in balance. By creating a specialized 'salt program' retailers can continue to increase their profits, stand out from competitors, and most importantly, keep their customers happy with their pool.

Provide Education: The first big hurdle: explain to 'salt pool' owners that their pool water is special. And they need a special maintenance program to protect their investment. "Many of the consumers that come in and ask to make their pool a 'salt pool' think that the system uses no chlorine and worst of all, they think that because they are using salt, they are going to save money on chemicals," explains Belcourt. "Our job is to explain how it all works, how their salt pool requires special

Continued on page 12

IPSSA BORD Meeting Highlights / February 7, 2020

BORD members Present:

David Hawes, Region 1 Director; Manuel Margain, Region 2 Director; Terry Snow, Region 3 Director; Adam Morley, Region 4 Director; Michael Denham, Region 5 Director; John Dixon, Region 6 Director; Michael Harris, Region 7 Director; Mike Lee, Region 8 Director; Becky Clayson, Region 9 Director; Stan Phillips, Region 10 Director; Derric Raymond, Region 11 Director; Neal Holt, Region 12 Director

Contract Staff:

Rose Smoot, IOM, CAE, Executive Director

2020-21 BORD Officers:

Manuel Margain, Region 2, President; Neal Holt, Region 12, Vice-President; David, Hawes, Region 1, CFO; Michael Harris, Region 7, Assistant CFO; Adam Morley, Region 4, Secretary

2020-21 BORD Committee

Chairs:

David Hawes, Region 1, Education Committee; Terry

Snow, Region 3, Legislation & Regulation Committee; Stan Phillips, Region 10, Marketing & Communication Committee; Michael Harris, Region 7, Membership Program Committee

Member Census:

The December 31, 2019 membership census shows a total of 2,784 members.

IPSSA Swim Fund:

516 lessons in 2019.

Education Committee:

BORD approved revised ED FUND Policy to include individual and group applications. Last year, the ED FUND had changed to group only.

Finance:

Finance committee and Rose Smoot will work on a revision of the 2020 Budget. Due back to BORD at the May meeting.

Arrow/HUB Insurance update:

General liability slight increase of 5%, starting April 1, 2020. Business Income Loss Coverage \$10,000 per member starting April 1, 2020.

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Upgrading equipment improves the pool environment & the bottom line

By Mike Fowler

Commercial sales manager for Pentair.

Service professionals know that if an aquatic facility wasn't built recently, chances are, the pump room could probably use an upgrade. Strategic upgrades in the equipment room will improve the 'feel and smell' of an aquatic environment while also reducing operating costs. Existing aquatic facilities can drastically reduce their operating costs by upgrading pumps and improve the water and air quality of the entire facility by adding controllers and UV systems. Smart service professionals are helping aquatic facility managers take advantage of energy rebates and incentives by evaluating the pump room as a whole so every component runs with greater synergy. By upgrading to energy efficient, technologically advanced pool equipment, aquatic facilities can reduce operational costs but more

importantly help provide a better, safer and healthier environment for bathers and patrons.

Rebate Alert: Energy Efficient VSPs & VFDs
Older pool pumps with induction motors only operate at one or two speeds and as a result draw more energy than is required to circulate pool water. These units must constantly operate at high speed in order to perform the pump's most demanding jobs (e.g. running a waterfall or pool cleaner). However, it takes far less power to simply keep the pool water filtered—a difference single-speed pumps cannot address.

VSPs: Newer, variable speed pumps (VSPs) differ in their ability to be programmed to operate at set speeds to deliver the correct flow rate for each task they perform. This enables an aquatic facility to reduce energy consumption and increase savings. These pumps can also be programmed to

achieve turnover times of exactly six hours, even if the filter is dirty. This allows motor speed, power and energy to be reduced during times when the filters are clean, instead of sizing the pump to assume worst-case operating conditions.

Some VSPs even have built-in, constant-flow software, which maximizes the advantages these pumps have to offer, as it will automatically adjust its speed to deliver the required flow rate for each programmed task. This means that even as the filter accumulates dirt, the pump will sense resistance in the circulation system and automatically ramp up its speed to continually provide the proper flow rate the water feature requires.

No matter what type of pump is being used, slower pump speeds save energy. It also dramatically reduces noise levels as well as wear and tear on the other pool equipment the water flows through. And VSPs are

eligible for rebates and other incentives provided by local utilities. Be sure aquatic facilities are checking with local utilities to help offset the cost of a new energy efficient, VSP for the pool.

VFDs: Specified to save energy, space, and costs most VFDs are designed to be the heart of the pump room. With minimal payback time, they provide automatic energy optimization and a built-in DC link reactor to reduce harmonic noise to protect the drive. Some VFDs also offer an initial ramp, which provides acceleration of pool pumps to a desired minimum speed, at which time the normal ramp takes over, preventing damage to thrust bearings and overheating of the pump.

"Variable frequency drives



Mike Fowler

are quite amazing," says Richard Deakin of Hollandia Pools in Canada. "Several of the facilities where we have installed these drives have achieved an electrical cost savings of more than \$10,000 per annum," says Deakin. "The units aren't free, but the pay back is normally less than 18 months. Some municipalities are even providing rebates from utility companies, which make the payback period even shorter."

Continued on page 8

Apprenticeship and Training

Continued from page 1

David Hawes, Past President and current Chief Financial Officer of the Independent Pool and Spa Association (IPSSA), and Steve Homer, Vice President of the United Pool Association (UPA) make up the Apprenticeship Committee that oversees and operates the program. This group gathered all of the necessary information for the application and developed the workflow processes to gain approval. "The need for a trained work force in the Pool Service industry is reaching a critical level. As current members of the industry age out and retire, there is no plan in place to train replacements.

This is an opportunity to offer a career path to our younger demographics and help employers develop a conduit for new hires," according to Jennifer Farwell. The committee has already secured some employers who will offer this program to potential apprenticeship candidates and are looking forward to having many more signed up in the coming months.

The training schedules are being finalized and the committee plans to start registration as soon as possible. Apprentices will receive part of their education from in class sessions, but will receive the bulk of their training, while working for an employer. "They will be in the field as an employee learning specific abilities and skills on a schedule that the employer must follow and sign off on", says Steve Homer. The purpose of any apprenticeship program is to offer specific training in a career development environment and produce candidates for hire in that field. The committee hopes to have their first group of apprentices scheduled for education and on the job training in a couple of months. The committee announced that they are hoping a Federal program they are working on will receive approval soon as well. Any questions about the program or becoming a participating Employer can be directed to one of the committee members at their email listed below.

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Using Mobile technology to Manage Service Truck Inventory

By **Rachael Pritz**
RB Pool & Spa



Rachael Pritz

Inventory control is a key component in running a lean and profitable business. Now is the time to take advantage of new mobile technology integrated into today's business software programs that provide the tools needed to tighten logistics, manage cycle counts and gain a renewed sense of control over your inventory even on your service trucks. Don't fall victim to inventory inaccuracies or be frustrated by missed sales, surprising shortages and lost income. In order to avoid writing off large amounts of inventory this coming season, implement an inventory management system that will likely pay for itself after just one year.

Service-Truck-Inventory-Plan

Putting an inventory plan into place tends to be an easy business decision—especially when some pool and spa businesses have been known to write off \$50K-\$150K of inventory over a year. But in order to have a successful plan, all employees responsible for inventory, even service techs, must buy into and be held responsible for an inventory plan. Don't expect to get this type of plan done and implemented in one weekend. A typical service-truck inventory plan might take six months to implement before you start seeing results. Now is the time to put your plan in place to make the most in savings during the busy summer season.

Getting Started

It's important to start your inventory plan by creating an inventory spot in the warehouse for each service truck. It will be

much simpler for an "in-house" employee to manage service truck inventory if they don't need the actual truck in front of them. Consider using pallets, bins or shelves designated for each truck. This becomes a "flex" of service truck inventory and should be counted as one unit. To make it easier to implement a comprehensive inventory plan that includes service vehicles, look for a software solution like RB Mobile Live that allows inventory to be done through smartphone or tablet.

Standard truck inventory

Come up with a standard inventory truck stock and fit the truck to it. Start by stripping the truck down and counting every single piece you put back on the truck. Do it one truck at a time over the course of a few weeks. There can then be no doubt about the inventory accuracy starting out.

Use 'stock sites' within your business software

Set up your stock sites within your business software system,

such as "Service Truck 1" or "Bill's Service Truck". This is like managing multiple warehouses in your business inventory software. Use inventory re-order system alerts to hone-in on inventory levels. It is ideal to use case quantities, so you don't have to replenish constantly. If a tech needs filter cleaner on their truck, give them a case on the pallet and let them pull it as needed! This allows your operations person to run inventory reports at their leisure and replenish the stock site as needed. The RB Simple Search inventory feature allows businesses to search inventory by department, vendor, category or by typing any portion of the item's description. This makes managing inventory, including transferring inventory from trucks to store or between trucks, far easier.

Ensure success with a bonus program

Once you have the inventory management in place at each stock site, implementing a bonus program can help ensure the 'buy in' by employees. Be sure the bonus is significant enough to motivate employees. For example, a company that was writing off \$50K to \$150K inventory loss each year, can easily justify a few \$5K bonus checks! These checks also build employee loyalty.

Improve profitability

Implementing an inventory plan that includes service trucks will be enhanced by mobile technology business software that provides accurate 'real time' inventory for increased inventory turns

Continued on page 19

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Upgrading equipment

Continued from page 6

Automation Help: The controller

It is important for aquatic facility operators to realize poor water quality can lead to poor air quality. Poor air quality can be a combination of improperly maintained water chemistry, an insufficient filtration system, and a non-functioning air-handling system. These are the typical reasons why chlorine molecules in pool water lose the battle against bacteria and give way to chloramines (NH₂Cl), filling the indoor pool environment with bad-smelling, eye-irritating air.

If there is an insufficient supply of free available chlorine (FAC) to the pool, the existing chlorine combines with whatever waste is in the water to create chloramines. This process produces off-gassing, which is released into the air at the surface of the pool. It can also become trapped in the moisture that is evaporating to create a toxic soup in and around an indoor aquatic facility. Not only is this gas hazardous to the health of swimmers (and all people in the aquatic environment) it can also quickly corrode a facility's dehumidification system(s) and other pump room equipment.

Game Changer: Ultraviolet (UV) system

In order to continue the complete integration of the pump room, an appropriately sized UV system was installed to enhance the facility's water and air quality. Most commercial aquatic facilities are upgrading their

pump rooms with a medium-pressure UV system, which not only eliminates chloramines, but also offers the facility a secondary sanitation system that provides cleaner, clearer water.

Once the UV system is installed, chloramines are virtually eliminated and the air is cleared within 24 hours. In addition, the UV unit contributes to reducing the facility's operating costs as 30 to 40 per cent less chlorine is being used. "UV systems have become a real game changer for existing facilities that want to upgrade the feel and smell of their facility," says Deakin. "The environmental change throughout the entire facility is felt immediately by staff and patrons helping improve working and swimming conditions." Long term, the reduced chloramines also reduces corrosion to equipment.

Therefore, as part of the total integration and upgrading of the pump room, the installation of an automatic controller is paramount. By monitoring and treating water 24-7, facilities avoid excess use of chemicals caused by high-and-low chemical levels and dosing. Further, by ensuring proper chemical balance and treatment, the facility will also benefit, indirectly, from better air quality. A controller provides automated control of the pool's pH and oxidation reduction potential (ORP) levels, which help to stabilize the water and reduce the over consumption of chemicals.

Reap the benefits of upgrading
Technological advancements

in today's swimming pool equipment make it imperative that facility managers are achieving the water quality, parameter reporting, and cost controls necessary to keep commercial aquatic pools operating smoothly. With the substantial energy-use rebates being offered by local power companies, in conjunction with the savings in daily operational expenses, some end-users are getting back approximately 50 per cent of the pump's cost in less than a year. Perhaps more importantly, strategic upgrades in the equipment room allow aquatic facilities to improve the 'feel and smell' of the entire facility. Service professionals are in a unique position to help aquatic facilities reap the many benefits of upgrading the pool pump room. Helping facilities improve their aquatic environment can also lower a facility's operating costs and reduce the environmental impact of the facility. Plus service professionals will profit from new equipment installation and will gain the added benefit of increasing customer loyalty with the aquatic facility.

About the author:

Mike Fowler is the commercial sales manager for Pentair in Sanford, NC. He has been with the company since 1992, starting his career in the technical services department at Purex Pool Products. Fowler has held many managerial roles within the company, including marketing, accounting, and products. He can be reached via email at mike.fowler@pentair.com.

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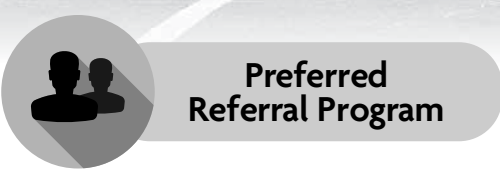
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Automatic Pool Covers: Here, there and everywhere

Automatic Pool Covers on vinyl liner package swimming pools

By Michael Shebek

In the past, automatic pool covers were reserved for only the most high-end pools—those pools with vanishing edges overlooking oceans and lakes. However, that is all changing. Today automatic pool covers are being placed on everyday pools, specifically vinyl liner pools. The trend is facilitated by new automatic pool cover systems created specifically for package pools. Consumers are savvy and they are seeing automatic pool covers on TV and on the Internet. They are asking pool professionals to provide this type of cover because of the added convenience and safety they provide.

The automatic pool cover has become a part of the wave of “automation” in today’s homes. Just like *The Jetsons*, consumers want convenience and control. From home security systems and outdoor lighting to in-pool cleaning, robotic pool cleaners, chemical controllers—consumers want push-button convenience. Automatic pool covers allow consumers to open and close their pool with the push of a button while still ensuring the pool is safe. Luckily for builders, automatic pool covers have evolved to meet consumer demand and are now designed for fast, convenient and reliable installation, specifically for vinyl liner pools. Just as vinyl liner package pools were created to provide a swimming pool for the average family, so too are automatic covers now designed to integrate perfectly with package pools.

Understanding the consumer demand for push-button conven-

ience is allowing pool builders to dramatically increase their profits on every vinyl liner package pool installation. “Automatic pool covers have really taken off for us,” says Allan Horwood, owner of Pool Patrol in British Columbia. However, Horwood says that it was very different 20 years ago. “Back then, trying to sell an automatic pool cover to our middle-class customers was a tough sell,” explains Horwood. “The pools we build today are, on average run about \$45,000 and the automatic pool cover adds another 30% or \$15,000 but consumers realize the automatic pool cover the best way to finish off the pool.” Horwood explains that there is a shift in the way consumers think about the investments they make in their home today. “It’s like when you renovate or and design your kitchen,” says Horwood. “If you spend \$60K on the kitchen, you aren’t going to have plywood counter tops, so you spend the extra \$9 or \$10K on granite counter tops.”

Automatic Cover Kits for Package Pool Kits

Today’s automatic pool cover systems attach very easily to the vinyl liner package pools. In fact, automatic pool covers come in a ‘kit’ system much like package pools also arrive as a ‘kit.’ Created for vinyl liner pool builders, these new kit systems require very little excavation and no extra form work. The cover housing is simple to level as it attaches to the back end of the pool. Assuming that the pool is ‘square’, then the pieces required



for the automatic pool cover go right into the steel wall. Once the steel or polymer wall panels for the pool are put up, the automatic pool cover kit installs in about 8 hours in total. Those 8 hours are broken up into two stages: 4 hours for 2 people for the pre-pour stage and another 4 hours with 2 people for the post-pour stage.

At the simplest level, an automatic pool cover consists of two (2) parallel tracks, one on each side of the pool. Each track has two channels that allow for a rope to travel down the poolside of the track, around a pulley at the track’s end, and travel on the backside of that same track into a housing. The vinyl pool cover is attached to the poolside rope so that when the non-poolside rope is pulled, the cover is drawn-out over the pool. A tube is used to retract the pool cover into that same housing. The manufacturer’s drive system contains the brains as to how fast or

slow the system moves. It determines how the cover will stop at each end of the pool, and it may have technology to prevent damage if the cover becomes under stress during operation.

Pre Pour steps

As with any vinyl liner package pool, the construction of the pool begins with digging the hole and setting the steel in place. But before any backfilling is done, the automatic pool cover kit is attached. Using a simple, one-piece coping design that goes around the perimeter of the pool, the kit includes corner assemblies that fit most package pools including 6” radius, 3” diagonal, 2ft radius and 90-degree square corners. Once the coping is attached, a ‘slide-on’ polybox housing is placed with a wall cap to support the housing. The polybox is a pre-made housing that is screwed into the wall in a ‘tongue-and-groove’ style that is easily attached to the

pool wall. Builders then use an adjustable stake brace for precise leveling of the housing, during this pre-pour stage. To ensure accurate placement of the automatic cover mechanism, the kit includes ‘drop-and-lock’ brackets within the polybox to securely install the cover. The completely enclosed cover box is not only convenient for the builder but is also convenient for consumer maintenance. “The box stays cleaner and helps keep critters out of the mechanism,” explains Horwood.

The only time that some pool builders are challenged is when they are building vinyl liner pools with steps that are the full width of the pool. The full-width steps tend to throw the pool out of whack or “out of square,” making it more challenging to attach the auto cover housing. This often occurs on pools with steps across the entire width of the pool, which have become very popular. It’s very common for a pool that is 16ft wide with full-width steps to measure 16ft on the shallow end but 16’ft 1” on the deep end. Getting the pool ‘square’ is required to ensure the automatic pool cover functions properly.

Post Pour steps

Once the polybox housing has been hung, the pool is backfilled. The next stage is the process of pouring the pool decks. This stage is called the ‘post pour’ stage, because it occurs after the decks are poured, the vinyl liner is hung, and the pool begins to be filled with water. It is at this point that the second stage of the automatic

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Salt Chlorine Generators

Continued from page 5

salt-support products and that by following the program they will enjoy the many benefits of having a salt-chlorine generator on their pool for the long-term.” Belcourt and Cosby explain that it’s very important to discuss the importance of protecting the consumer’s investment in the salt-chlorine generators so that the equipment last.

It’s hard to take all the time needed to explain the complexity of how a salt-chlorine generator works and how it changes the make-up of the pool water. Things like why the device creates heat, how it changes the pH, why there might be an increase in corrosion and scale and the importance of not

adding phosphates to the water. Some customers are going to want to know why all the products are different than regular pool water. But some customers just want a simple recipe. Most retailers agree, than you need to keep these programs simple so that when consumers come in the store, they are picking up their specialty ‘salt pool’ products quickly so they have more time to consider purchasing a new grill, patio furniture, a pool toy or goggles for the kids.

Provide ‘Salt-Pool’ Prescriptions: Continuing to make the consumer feel good about their salt-chlorine generator product is an important part of the on-going

relationship the specialty retailer has with their client. But it’s important to not –over-sell the value of the salt-chlorine generator. Continue to state the facts—your salt chlorine generator sanitizes the pool, but you still need to keep the water balanced. If you don’t keep the water balanced algae will still develop, the pool equipment (including the chlorine generator) could end up with corrosion and scale and could even potentially make the salt-chlorine generator less effective as well.

Luckily, chemical manufacturers have created products that are specially blended to specifically work with salt chlorine generators.

Just like specialty compound pharmacies are now blending vitamins and prescriptions to customize programs for consumers, pool stores need to be that supplier of specialty products tailored to the salt pool and even more so, to how the pool is used and by whom. “We decided to embrace salt-chlorine generators realizing that, not only is the equipment profitable to sell, but the salt-support chemical program is also highly profitable,” says Belcourt. There are so many different options available that Aqua Tech Pool Spa and Bath has 3 different brands that it offers to provide a good, better, best selection.

And again, just as patients are

loyal to their physicians, salt-pool customers are very loyal to their pool professionals. “One of the greatest benefits we have seen from salt pools, is the incredible customer loyalty and relationship we build with the customer as a result of spending the time to educate the customer on the science and chemistry of the product,” says Belcourt.

Figuring out how to sell a ‘salt pool’ program is different for each retailer. But everyone agrees that a ‘salt pool’ customer needs to be handled differently than the non-salt pool customers. “Once our staff was all on board about the way we explained the salt-chlorine generator, we then had to have a very specific, ‘salt pool’ maintenance program for our customers,” explains Cosby.

Getting Started

Here are several strategies that retailers are now using to successfully sell salt-support maintenance programs:

Create a ‘salt pool’ section: Keep thinking about your potential customer—they walk into the store and you don’t want them to be over-whelmed. So, create a special ‘salt pool’ section of the store, just for them. Grocery stores all have an ‘organic’ section—follow this example and guide salt-pool owners to the ‘salt pool’ section of the store so that those that have a salt chlorine generator immediately go to that section of the store to get their products. You don’t want a consumer with a salt chlorine generator to head into the general chemical section and be over-whelmed—especially in the heat of the season when the store is busy and you might not have staff available to help a client immediately. Get the client to the right section of the store and you can then have signage and videos that make it easy for the consumer to pick up what they need until someone can attend to them.

Both Belcourt and Cosby have specific sections of their stores dedicated to ‘salt pools.’ “We have a specific section of our store that is dedicated solely to Salt Support maintenance products,” says Cosby. Cosby explains that walking people to that section and having everything in one place, makes it easier to point out what the customer needs and we have it displayed in such a way that it’s simple to understand and purchase. “We even find that customers sell to one another—when one salt pool customer sees another salt-pool customer walking out the door with a Salt Support product, they look over and ask the customer why they are purchasing that product,” says Cosby.

Add Salt-Support to your water testing software: Adding the products that are specific to salt pools into your water testing software is extremely helpful to busy retailers in the heat of the season. “As we all know, we are extremely busy during our very short season here in the northeast, so the best move we made was to incorporate the Salt Support line of products into our water testing software,” says Cosby. “There was something about the customer seeing the printout with the Salt Support products listed and checked in black and white that helped us sell and discuss the products and the unique ‘salt pool’ maintenance with our customers. Once we did this, we immediately watched our sales of Salt Support products increase dramatically.” Schulhoff of Arthur

Continued on page 14

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Using Social Media to Grow Your Business

By Alan Sanderfoot

Social media can be a great way for pool service companies to connect with prospects and customers. Done well, business may soar. Done poorly, it can eat up valuable resources or even alienate pool owners.

Nevertheless, social media isn't going away, and the quicker you master it, the sooner you'll be able to reap the rewards. According to The Manifest's 2019 Consumer Social Media Survey, 74% of people follow brands on social media and 96% interact with the brands they follow. In addition, 67% have made a purchase after seeing an advertisement on social media. So, the opportunity is there if you choose to go for it.

Here are some tips for building a successful social media presence:

Focus your efforts.

There are a lot of social networks, but you should focus on

one or two so that you can make a real impact. Facebook is where you'll find most of your prospects, but Twitter could also help you stand out if you're a charismatic individual with a unique take on pool service. If you're not on any social networks yet, spend some time listening first and building followers through "friend-raising" efforts, which could involve sharing others' relevant posts before creating your own unique content.

Have clear objectives.

Social media isn't just about garnering "likes" and "followers," which by themselves won't grow your bottom line. Rather, you need to establish clear objectives, such as boosting sales, driving store traffic, increasing referrals, etc.

Advertise strategically.

Advertising on Facebook can work, but it requires an investment in both time and money. Make sure your ads are well designed, tied to specific objectives, and targeted to

the niche demographics and regions you service. Then use analytics to track the performance of each campaign and adjust accordingly.

Become an authority.

Social media can elevate your status as an industry authority. Use it to share your knowledge and to offer helpful advice. Make sure to connect with trade publications, associations, and industry thought leaders to expand your online network. As a result, media outlets may come to you for expert opinions and publicity opportunities, which can drive sales. Also, don't underestimate the power of an active LinkedIn presence to create synergies and collaborations with other businesses.

Be engaging.

Facebook favors posts that have a lot of interaction, which means you should encourage comments and reply to as many as you can. Plus, video is ranked over pic-

tures, which are highlighted more than plain text. So, it's crucial that your posts are visually appealing with engaging content. The more interaction, the more Facebook will distribute your post.

Reciprocate the love.

One of the easiest ways to maintain good customer, vendor, and partner relationships online is to interact with their posts, too. If you partner with a pool builder or landscape designer, follow them on social media and comment on their posts. They'll appreciate the love and often return the favor. In addition, you're more likely to stay top-of-mind when someone asks them for a pool service referral.

Be consistent.

With social media, it's all about quality content that's reliably engaging and consistent. To ensure that your followers don't think you've gone MIA, plan your social media efforts in advance and use a calendar to schedule when you'll be posting specific types of content. There are online platforms — such as Hootsuite and Buffer — that help you easily track and schedule your social media activity.

Never stop learning.

The more you are involved with social media, the more you'll realize how much there is still to learn. If you don't have the resources to hire a social media marketing firm, you can find

loads of free advice online. You can also take advantage of seminars offered by trade associations and local business groups.

Managing social media for a small business can seem like an overwhelming task, especially when you're already being pulled in a million directions. But you can be successful if you give it some time and use best practices. For starters, be sure to connect with the Pool & Hot Tub Alliance via Facebook (@PoolHotTubAlliance), Twitter (@ThePHTA), LinkedIn (@poolandhottuballiance), and Instagram (@phta_alliance). Now, what's not to "like" about that?



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IPSSA CODE OF ETHICS

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

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

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

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



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Salt Chlorine Generators

Continued from page 12

Edwards Pool agrees: "What has really helped us sell this product is to test for borates in our water testing lab. We use the LaMotte Spin test and have included borates as one of the items to test on every water sample. We use a borate-based salt-support product line for our customers with salt pools." Schulhoff explains that customers will ask about borates when they look at their water test results show that their borate level is low. Sometimes Schulhoff's team doesn't have time to explain how borates work, but he finds curious customers just Google borates and discover why borates are extremely helpful to maintaining their salt pool water chemistry balance. "If we didn't include borates as part of our test, our customers might think we were trying to sell them snake oil, so testing for borates has been a big

win for us," says Schulhoff.

Provide pool prescriptions: It's important to have a 'go to' salt-pool program which includes a 'start up' product that might, for example, include a borate product designed to balance out the pH which tends to rise in pool water that is being sanitized with a salt chlorine generator. Adding this just once a year, at the beginning of the season is the first step in a simple program. In addition, the program should probably include a product to ensure the salt cell doesn't build up scale and a 'boost' product for use in the heat of the summer when bather loads are high. Be sure that the salt support program you provide to your customer includes a chlorine-free shock, a scale preventer without phosphates and an algaecide that won't be broken down by the salt of the generator.

Remember to keep the program

simple. Color-coding is an excellent way to keep it simple. Much like the water testing print out/ shopping list, create a customized maintenance placard that the customer can take home and post in the pump room or on the refrigerator. Take the time to personalize it—label it The Smith "Salt Pool" Maintenance Program.

In the busy season, those working in specialty pool and spa stores don't have time to chat with consumers about the details of their pool water. In fact, it's important to have staff that likes to educate and explain water chemistry to those sitting at the 'water testing' bar of the store. It's a great time to educate the consumer. If you have time, set up a "Pool School" Class at the beginning of the season, to help the consumer understand what is happen-

ing in the pool water and why it needs sanitization, oxidation and algaecide.

Whether it's the soft feeling water, avoiding the offensive odor, or the danger of a chlorine spill, many people prefer the safety and convenience of a salt-chlorine generator and are willing to pay for that ease of use and convenience. Consumers need to be educated on how salt chlorine generators work and need to be provided with a simple 'salt-system program' maintenance program. Not only will a well-organized plan ensure customer satisfaction but will also create customer loyalty and a long-term stream of profits for retail stores. Salt-pool-support products are terrific tool for specialty retailers to utilize for creating closer relationships with their customers, stand out

from big-box retailers and avoid competing on price. If you haven't already done so, embrace salt chlorine generators and put a salt-pool-support program into action for the 2020 season.

[BIO] John 'The Legend' Bokor is the midwest regional sales manager for Haviland Pool and Spa Products. He joined the company after nearly 25 years in the pool retail industry. Bokor, a certified pool operator (CPO), regularly speaks to professional dealers and pool owners within his territory about water chemistry and maintenance. John 'The Legend' also is the host and star of: *Legendary Pools & Spas*—a successful video series highlighting the best of the pool and spa industry. He can be reached via e-mail at jbokor@havidandusa.com.

IPSSA ASSOCIATE MEMBER SPOTLIGHT

HASA, Inc. is a leading producer and distributor of high-quality water treatment products used to sanitize and maintain water systems, including swimming pools, water tanks and containment vessels for recreational, industrial and municipal end markets. Founded in 1964, the company operates across six facilities in California, Arizona, Washington and Texas. HASA manufacturing plants produce the purest and highest-grade liquid sodium hypochlorite available. For swimming pool use, HASA provides the highest quality liquid form of chlorine to sani-



tize pools without contributing to an increase in cyanuric acid or calcium hardness. With its well-planned expansion, HASA, Inc., already a recognized leader in the swimming pool and water treatment industries, has been successfully able to service customers throughout California, Nevada, Utah, Arizona, New Mexico, Texas, Washington, Oregon, and Idaho.

Calling all IPSSA Regular Members! IPSSA is recruiting for volunteers to serve on the IPSSA BORD committees.

The committees meet four times a year through video or conference call. With this format very little time is taken away from your business or family. You will be able to work with the IPSSA BORD to ensure your organization is doing all it can to help the members and the community it serves.

The committees are as follows:

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

comprehensive marketing and communications strategy which clearly presents IPSSA's mission and its services.

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

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

- Education - provides advice to the BORD on the strategic directions and development of the educational activities of IPSSA and 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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Automatic Pool Covers

Continued from page 11

pool cover installation occurs.

The process begins with installing the roller mechanisms into the polybox. This first step takes about 1 hour. The mechanism is placed on hangers within the box that are then bolted into position. Once this is done, the next step involves placing the track and running the rope up and down each side of the pool. This second step takes about 1-2 hours. The track is made of aluminum with a double channel design: one channel for the rope and the second channel for the vinyl cover. The final step is comprised of setting up the leading-edge bar that goes out in front of the cover and keeps the cover from dipping into the water. The ropes are hooked to the reels and then the fabric of the cover is pulled over the pool. Adjustments are made at this point to ensure the smooth movement of the cover for both the opening and the closing of the cover. Once the adjustments are made, the lid

brackets are placed over the cover to hold the lid going over the mechanism.

These new systems are ready for any type of deck—whether its concrete, pavers, stamped concrete or limestone. “The kits come with strong, removable lid brackets, in a variety of lengths that can support any deck surface,” says Gary Hendrick, President of Hendrick Pools, a family operated business in McCordsville, IN that has been building pools for over 30 years. These lid brackets are placed over the drive mechanism and support a flush, aluminum walk-on-lid making the system completely enclosed. “People want a nice, clean, neat job with no track on the deck”, explains Hendrick. “The cover box lid with our automatic pool covers is virtually invisible as it lays perfectly flat with the deck, which homeowners love.”

The first time that vinyl liner builders install an automatic pool cover, they can find the process a

bit overwhelming. “There are a lot of boxes and the process can feel a bit like assembling IKEA furniture,” says Horwood. As a result, some vinyl liner builders prefer to call an expert to come install the automatic cover. And others work with the automatic pool cover suppliers to get training, especially on their first installation.

Touch pad installation

Like other parts of the swimming pool, the touch pad controller for the automatic pool cover needs to be installed by a licensed electrician. Ideally this installation should be pre-wired before the cover is installed. Once the cover is in place, time should be allotted for a thorough customer orientation of the touch pad control panel. Usually builders take the time to do a complete demonstration of the automatic pool cover before the hand-over.

Today’s consumers enjoy luxuries that, in the past, were only

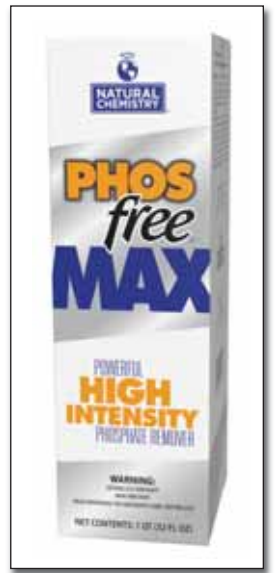
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❖ New Products ❖

New PHOSfree®Max™ by Natural Chemistry

Natural Chemistry has introduced new PHOSfree Max – a powerful and reliable phosphate remover designed for both residential and commercial pool use. It removes high levels of problem-causing phosphates from swimming pool water. Keeping phosphate levels low will help reduce pool problems, including calcium phosphate scale as well as time and effort spent to maintain perfect water. Pour it in and watch it work! PHOSfree Max reduces phosphate levels to near zero in just 24 hours.

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NEW FEATURE! VOLUNTEER SPOTLIGHT

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



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

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California Capitol Report

Continued from page 1

Contractors State License Board, California Department of Water Resources, California Energy Commission and California Public Utilities Commission.

Additionally, CPSA monitors the agendas of all 458 California cities for issues that affect the swimming pool and spa industry such as emergency water use restrictions, interpretation of the state barrier statutes, and new ordinances banning the use of natural gas and propane on new commercial and residential buildings.

Dynamex/AB 5 (Gonzalez)

In our last CPSA Alert, we outlined the trials and tribulations of Dynamex and AB 5 (Gonzalez, Chapter 296, Statutes of 2019). In that Alert, we discussed various newly introduced bills proposing to amend AB 5, as well as several legal challenges to the bill. There is little doubt AB 5 and Dynamex will continue to be a headline issue for the remainder of the 2020 legislative session. The only significant change since our last Alert is that a Federal judge refused a request for an injunction by Uber, Lyft and Postmates on due process and equal protection grounds. This means it is highly unlikely AB 5 will be thrown out legally, as no other lawsuit has challenged the statute in its entirety. CPSA will continue to update its members on further developments regarding this issue and will take any opportunity to clarify the provisions of the bill we were successful in obtaining last year for the pool and spa industry.

Service Tax

With Democrat supermajorities in both houses of the Legislature, there are no restrictions on passing new tax laws, including the service tax. Senate

Majority Leader Robert Hertzberg continues to advocate for some form of service tax to end the state's dependence on income taxes on the wealthy. Last session Senator Hertzberg decided not to try to move the bill, but with new bonds and taxes on the ballot in November, now may be the time to seriously consider this option. In the bill's latest iteration, the service tax would only apply to business-to-business services as a start to a more expansive reach. We will monitor this issue closely in 2020.

Climate Change

The Governor and State Legislature are committed to reducing greenhouse gases 40% below 1990 levels by 2030 and an 80% reduction by 2050. Last year CPSA filed comments in opposition to proposed bans on the use of natural gas in two regulatory hearings before the California Energy Commission and California Public Utilities Commission. The association also filed numerous comments in opposition to cities in Northern California that proposed to adopt so-called REACH Codes that would ban the use of natural gas and propane in any new residential or commercial construction beginning as early as the first of 2020. CPSA has also retained legal counsel to file an amicus brief in the case brought by the California Restaurant Association challenging the adoption of a natural gas ban by the City of Berkeley.

As cities and regulatory agencies run into opposition on proposed new ordinances and regulations, it is extremely likely this issue will end up back in the California Legislature. CPSA and its coalition members including the California Business Round-

table, California Restaurant Association, California Business Properties Association and California Association of Realtors will be ready.

Pool Barrier Statutes

CPSA regularly responds to pool builders who are confronted by different building department interpretations of the state's pool barrier statutes. While some departments want to mandate certain barriers, other departments either refuse to allow one or more of the seven options or try to require the pool builder to choose one barrier from each of a group of barriers developed from the seven options. Given the confusion or disparities with the law by various jurisdictions, CPSA is concerned and on the lookout for any legislation addressing this topic. Organizations committed to ending accidental children's deaths are well funded and have the support of first responder organizations and the life insurance industry.

Outdoor Water Use

After a one-year respite, the Department of Water Resources is back on task in developing quotas for outdoor water use as mandated by legislation enacted two years ago and signed by Governor Jerry Brown. CPSA has been heavily involved in this regulatory effort and retained key water use consultants with expertise in the State's Model Water Efficient Landscape Ordinance. Outdoor water use quotas are to be developed by 2022. CPSA's task is to ensure swimming pools and spas continue to be treated differently than decorative water features and make certain there are adequate outside water quotas to support swimming pools and spas.

Continued on page 17

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Automatic Pool Covers

Continued from page 15

available to those with deep pockets. The technology that with the advent of the smart phone, has enabled those with everyday budgets, to enjoy conveniences that were previously reserved for the rich and famous. Automatic pool covers are one of these conveniences. When it comes to covering the pool, consumers definitely don't want to manually crank a pool cover on an off of a pool. They want the pool opened instantly and to not have leaves in the water. "I have had clients who really have no patience. They can't wait, not even for the automatic cover to open and close. One customer wanted to know if they really needed to hold the button on the cover control system for 32 seconds. They thought that was a long time," says Allan Horwood of Pool Patrol.

Getting on board with automatic pool covers

The market for swimming pools and backyard living has changed and consumers are looking to maximize their swimming pool investment. They want to spend more time enjoying their pool and less time maintaining it. An automatic pool cover not only reduces the work involved in opening and closing the pool, it also reduces the pool maintenance. Builders are very aware of this trend and have therefore begun to adopt automatic pool covers into their sales and installation process to satisfy this market need. "We install an automatic pool cover with every new pool we build," says Hendrick. "It became much easier to do so with the automatic pool cover kits for both vinyl liner and fiberglass pools."

Today's consumers do not want to work at maintaining their pool, they simply want to enjoy the pool. Understanding that customer reality is why the demand for APC's is rapidly growing.

Opening/Closing Convenience: The automatic pool cover opens or closes in less than one minute and does not require the consumer to store a manual safety cover in their garage, pool house or at the pool company's warehouse. When a pool professional is discussing with a prospective customer about which type of cover they would like, be sure to include the convenience discussion. The automatic pool cover provides the most convenient opening and closing of swimming pools, every single day.

Reduced water chemistry work: Convenience also relates to pool water chemistry. Explain the importance of keeping debris out of the pool water in your conversations with customers. Once consumers realize they will spend less time keeping their pool clean by having an automatic pool cover, it continues to be a much easier pool sale.

Reduced maintenance costs: 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 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 cost per year. Studies show that automatic covers save approximately 8,000 gallons of water evaporation per year. And best of all, the annual cost to operate an automatic cover? It costs less than \$5/year to operate an automatic safety cover! By being able to cover a pool with an automatic cover in under 1 minute, allows consumers save thousands of dollars on unnecessary pool utility bills.

Installation and Labor options

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 include it with their pool and outsource the installation and ongoing service. Many builders choose to outsource their cover installations and service which allows them to eliminate hiring, firing and/or laying off employees in the off-season. Outsourcing the auto cover actually allows dealers to do what they do best: to build more pools. In either case, the final decision comes down to each dealer's personal preference and each dealer's competitive advantage.

The market demand for automatic pool covers continues to grow, year over year, with enormous potential for the millions of vinyl liner package pools installed in the average family's backyard. Pool professionals have tremendous profit potential when they truly understand automatic pool covers and realize that auto cover kits are designed specifically to work flawlessly with package pools. Whether a dealer chooses to install and service them or subcontract this out, now is the time for dealers to consider offering automatic pool covers.

About the author: Michael Shebek is president and owner of Automatic Pool Covers Inc based in Westfield, Indiana. The business was started in 1978 as a pool cover installation and service company. Mr. Shebek has more than 20,000 hours of in-field pool cover service experience. Today the company manufactures innovative pool cover products including the APC 365, a vinyl lined pool cover system as well as a tool-less torque limit controller. He can be reached via e-mail at mshebek@apc-mfg.com.

California Capitol Report

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Labor and Transportation Bills

Lastly, there are two other key areas where CPSA is involved. The association is actively involved with the California Chamber of Commerce and National Federation of Independent Businesses in fighting against more bad labor and workplace bills. With the oversized influence of organized labor organizations, too many bad bills have been passed over the last couple of years. We will continue our work here, especially when it comes to obtaining exemptions for

small businesses.

Transportation issues, especially relative to carrying pool chemicals, is something CPSA is always on the lookout for legislatively. The pool industry is the only industry that can legally carry toxic chemicals in open trucks where the chemicals are not locked up and secured. However, it only takes one high-profile accident to place this exemption under scrutiny.

With over 3,000 bills introduced each legislative session, there will be issues that have the potential to adversely affect the

swimming pool and spa business in California. We cannot anticipate every issue or event that might lead to a subject that the Legislature feels it must address, i.e. a high-profile drowning, a builder defrauding homeowner, or an accident involving a pool service truck resulting in a hazmat cleanup. Whatever might develop over the legislative session, California Pool & Spa Association will be there to engage on behalf of the industry.

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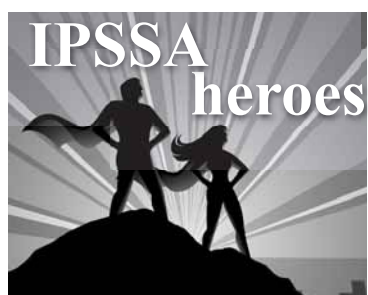
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One of the great things about IPSSA is the underlying commitment to help others in the industry. After all, this association was created on the principle of sick route coverage. But, many members go above and beyond sick route, helping other members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

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What is the Certified Pool/Spa Operator® Certification Program

CPO® certification courses are designed to provide individuals with the basic knowledge, techniques, and skills of pool and spa operations. The Certified Pool/Spa Operator® certification

program has delivered more training than any other program in the pool and spa industry since 1972, resulting in more than 342,623 successful CPO® certifications in 86 countries. Many

state and local health departments accept the CPO® certification program.

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academicians. This training has helped protect millions of swimmers by reducing hazards at aquatic facilities.

Course Information

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



of the Pool Operator Fusion™ class of instruction.

The CPO® certification program includes pool and spa chemistry, testing, treatment,

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Using Mobile Technology

Continued from page 7

while ensuring inventory levels are at optimum levels. Inventory history will then accurately report gross margin and turn data, resulting in better buying decisions so managers can carry less inventory.

There's nothing worse than sitting on \$100,000 of inventory that isn't needed and should never have been ordered. Take the time now to implement an inventory control system down to the level of your service trucks and reap big benefits at the end of the season!

Rachael Pritz has been active in the pool industry for more than 20 years, which has provided her with an all-encompassing expertise in the trade. She worked at a local pool store while pursuing a master's degree at the University of Pittsburgh, Pa. With her technical skills and industry knowledge, she joined the launch of RB Retail & Service Solutions in Pittsburgh in 2003. She can be reached via e-mail at rachael@rbcontrolsyste.ms.com.



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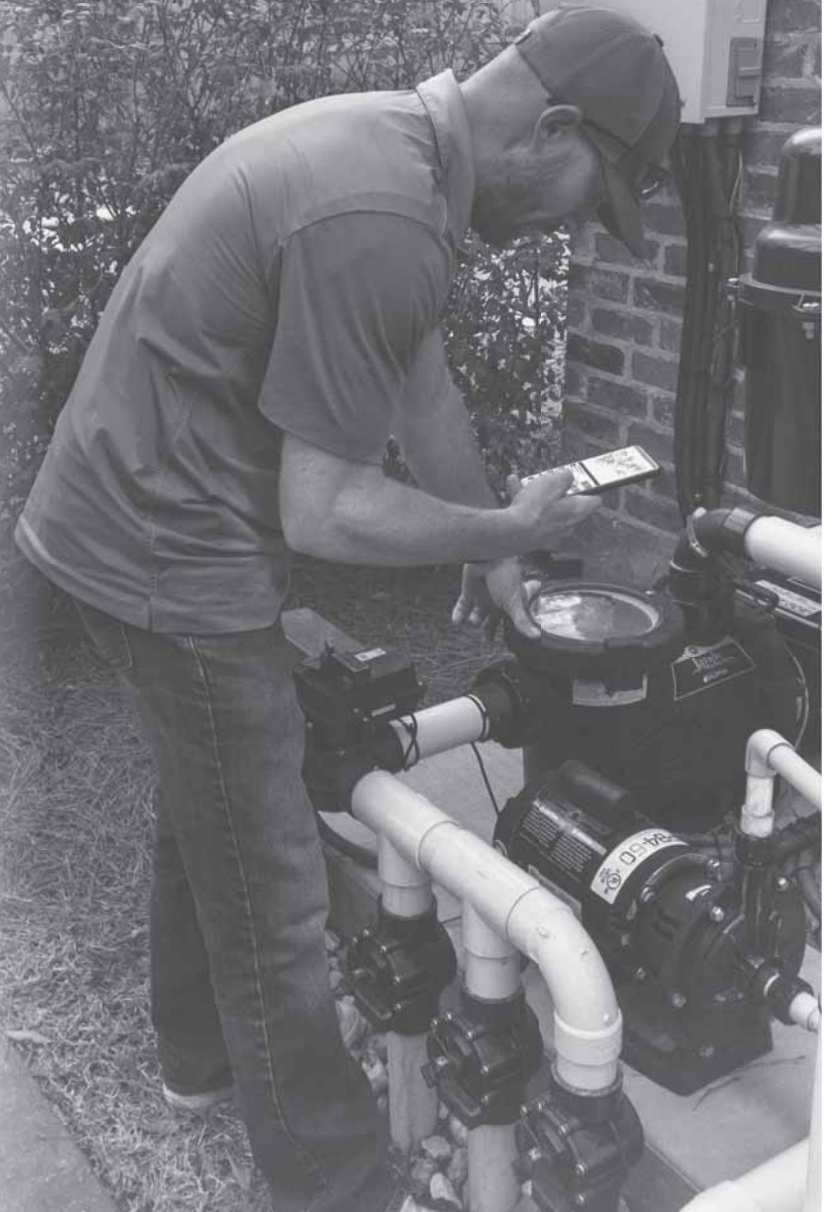
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IPSSA members eligible for 35% rebate on online education at ipssa.com

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

There are dozens of courses available, in the following categories:

- Aquatic courses
- Electrical safety courses

- Occupational safety courses
 - Environmental management courses
 - Department of Transportation courses
 - Healthcare courses
 - Employment law courses
- Plus three courses are available in Spanish.

It's easy to enroll. Visit www.ipssa.com and under the Resources tab click on Online Training Store to see all that is

offered.

Once you have purchased your online training course, within one business day you will be emailed a link to the IPSSA training portal and an access code to activate your online class.

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

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

1. Learn how to swim and teach your child how to swim.
2. Install a four-foot or taller fence around the entire perimeter of the pool and use self-closing and self-latching gates; ask your neighbors to do the same at their pools.
3. Never leave a child unattended in or near a pool or spa and always watch your children closely around all bodies of water.
4. Designate a Water Watcher to supervise children in the pool or spa. This person should not be reading, texting, using a smart phone or be otherwise distracted. Adults can take turns being a Water Watcher.
5. If a child is missing, look for him or her in the pool or spa first.
6. Keep children away from pool drains, pipes and other openings to avoid entrapments.
7. Ensure any public pool and spa you use has drain covers that comply with federal safety requirements, and, if you do not know, ask the pool manager if the facility complies with the "VGB Act."
8. Learn how to perform CPR on children and adults, and update those skills regularly.

9. Install and use a lockable safety cover on your spa.
10. Have lifesaving equipment such as a life ring, float or fiberglass reaching pole available and accessible.

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

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

CPO Certification Program

Continued from page 19

filtration, maintenance, automatic feeding equipment, and government requirements.

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

The CPO® certification is valid for five years.

Course Benefits

- Proven educational tool
- Widely accepted by local and state authorities
- Covers topics necessary for pool operators including a section for local and state codes
- Comprehensive handbook

that is updated regularly

- All courses are taught by NSPF® certified instructors
 - The CPO® certification is recognized nationally and internationally
 - Gives participants a better understanding of the operator's role in pool care, management and risk reduction
 - The CPO® Certification program is now eligible for IACET Continuing Education Units (CEUs)
- Visit phta.org for more information.

COVERAGE IF YOU ARE INJURED ON THE JOBSITE

arrow insurance service

Members participating in the IPSSA Group Insurance Program are automatically insured to \$5,000 for medical bills due to accidental injury at the customer jobsite. This coverage can pay for an emergency room or urgent care visit and covers injuries like dog bites, lacerations and slips and falls. It's even available to pay a deductible expense if you already have health insurance.

Accidental Injury Medical Coverage is another reason IPSSA members have the best insurance available anywhere!

Arrow Insurance Service, Inc ♦ (800)833-3433 Lic No. 0757776

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March BORD Member Interview

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

David Hawes serves as the Director of Region 1, which includes 11 chapters: East Bay, Tracy, Capital Valley, Modesto Central Valley, Gold Country, Delta, Sacramento City, West Placer, Elk Grove, El Dorado, East Contra Costa.

1. What year did you join? I was a member of CAL-IPSSA and joined IPSSA in 1988 when it started.

2. Why did you join? I joined CAL-IPSSA because of the networking opportunities and education at the monthly meeting. This carried over to IPSSA and allowed me to learn from many others in the business.

3. How has IPSSA helped you over time? I feel IPSSA has been a great help in growing my circle of fel-



low service companies that I can call on for information. It has also allowed me to develop my leadership skills for this Association and other groups I am involved.

4. Why do you serve as a BORD member? I was a Regional Director in 1992, during IPSSA's relative infancy. I wanted to get involved in the direction the Association was going at that time. I was elected CFO during my tenure and wanted to put my accounting background to work

as we were getting our tax-exempt status. IPSSA was a family that I enjoyed helping. I am again serving a much more mature IPSSA and using my education and experience to help shape the Association for the next generation and the coming years. I believe strong leadership makes a strong Association.

5. What are you passionate about? I am passionate about education. I have been teaching in the industry for the last 31 years trying to increase the business skills our members in the pool service community use to run their companies. I want to build not only great technical skills in our members, but a better understanding of how to run their business and be profitable. I am also passionate about my grandkids. When they come over, life is grand.

Follow David Hawes on the IPSSA Facebook page.

* IPSSA Education Fund *

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

Guidelines

The IPSSA Education Committee is charged with identifying educational opportunities in all facets of the swimming pool and spa service and repair industry.

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

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 to 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 xt. 2.

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

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

Pentair Rebate Program – Take advantage

Pentair Aquatic Systems appreciates the support of IPSSA membership. Pentair is pleased to continue offering IPSSA a rebate incentive based on individual product purchases of each member.

Pentair will reimburse IPSSA one dollar (\$1.00) for each whole good that a member purchases throughout the year. The listing of qualifying whole goods is the same as listed in the Pentair's PIP Program, for example, pumps, filters, heaters, heat pumps, cleaners, automation systems, IntelliChlor and colored lights.

For IPSSA to receive payment each member must register individually on the Pentair IPSSA Incentive Program Registration Form (hyperlink for form) click here and also available on the IPSSA member portal site. This will allow Pentair to monitor and collect

electronically from participating distributors purchase details, or direct from the member purchases for the rebate accumulation.

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

The Pentair Incentive Program dates reflect purchases made from October 1, 2019 through September 30, 2020.

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

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

The funds generated will be used for IPSSA's continuing education and research programs.



www.ipssa.com

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Phone: (619) 444-9900 ● FAX: (619) 444-9804 ● E-Mail: sales@abcanaindustries.com

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) 368-0432, e-mail memberservices@ipssa.com or P.O. Box 3367, 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 / Insurance billing information: 844-574-1134

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 Kruihof 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
ipsafresno@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. Matt Mann
mpjmann@verizon.net

SOUTH BAY
 Second Wed., 7 p.m., American Legion Hall
 412 S. Camino Real, Redondo Beach
 Pres. Rick Morris, (310) 755-5279
Rick-morris@sbcglobal.net

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

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

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

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

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

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

MISSION VIEJO
 First Tues., 6 p.m.
 Woody's Diner, 24321 Avenida De La Carlota,
 Laguna Hills, CA 92653
 Pres. Chris Dodds (949) 683-6076

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

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

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

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

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

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

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

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

CORONA: Second Tues., 7:00 p.m., Marie Callenders
 160 E. Rincon St. (at Main St.), Corona
 Pres. Jennifer Meza (951) 833-0055
aquatechpoolservice@earthlink.net
HEMET: Third Wed., 6:00 p.m.
 Megabites Pizza, 1153 S. State St., Hemet, CA 92543
 Pres. Kenny Campbell (951) 733-4330
Kenny@WetworksPoolCare.com

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

ONTARIO/RANCHO CUCAMONGA
 Second Tues., 6 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. Jonathan Dodge (760) 845-5501
jonathandodge@roadrunner.com

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. Aden Dunne (760) 801-5526
classiepools760@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. Mark Curran (619) 269-3888
mtcurran@cox.net

SAN DIEGO EAST COUNTY
 Third Tues., 6 p.m.,
 Superior Pool Products, 1973 Friendship Dr., El Cajon
 Pres. Marc Impastato (619) 270-6617
info@bluebalancepools.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
Poolsofutions72@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
ipsalauriebeecheer@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. Jerome Potter (512) 484-9093
atxpoolservice@gmail.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, 4630 Corona Drive, Corpus Christi
 Pres. Michelle Wilkinson (209) 604-6460
supply.mypool@gmail.com

HILL COUNTRY
 Third Tues., Komal Latin Grill,
 2550 Hunter Rd., San Marcos, TX
 Pres. Jascha Wood (512) 216-7663
azurepools@centurytel.net

HOUSTON: Second Tues., 7 p.m.
 Pappys's Café, 11225 Katy Freeway, Houston
 Pres. David Queen (281) 807-5442
info@sparklingpoolserviceinc.com

NORTH AUSTIN
 Second Tues., 6 p.m., North Corn Harvest
 700 East Whitestone Blvd., Cedar Park
 Pres. Shane Applegate (512) 257-7665
happ512@gmail.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) 274-2465
jmpoolspa@outlook.com

WEST HOUSTON
 First Tuesday, 7 p.m.: Spring Creek Barbeque
 21000 Katy Freeway, Katy, TX 77449
 Pres. Mark Uberecken (281) 799-9786
mark@unifiedpoolsolutions.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
 Pres. Terry Page (831) 297-2215
pinnaclepoolandspa@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
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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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