

# THE IPSSAN



March 2021  
Volume MMXXI, Issue 3

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.

## Associate Management Team

**ROSE SMOOT IOM, CAE**  
Executive Director

[rose@ipssa.com](mailto: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

888-360-9505 x2

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Duties: Trade show materials requests, table top material requests, codes for water chemistry test, process orders from chapters for sick route coverage cards, IPSSA merchandise & book order fulfilment, social media posts

## Member Services & Finance Team

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Finance Director

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Duties: Oversees day-to-day membership transactions and accounting. Prepares IPSSA financial reports, chapter shares and census report

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Membership Assistant

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Duties: Membership applications, transfers, cancellations, change of address or contact information, auto-pay sign up or one-time payments, chapter rosters and chapter officer updates

**ACCOUNTING**  
888-360-9505 x1

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Duties: Invoicing members, process payments, processes (financial) tax data, Swim Fund, track members that are water chemistry certified

## IPSSAN Newsletter

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## A Heartfelt Farewell to One of the Founding Members of IPSSA (formerly IPSA), Ralph Enbody



**RALPH H. ENBODY, AGE 96,** died peacefully in his home in Ventura, California home on February 13, 2021.

Ralph was born on July 10, 1924 in Grand Rapids, Michigan to Henry and

Catherine Enbody. Ten days after he graduated from high school he was drafted into the Navy. He served on the USS Mercury in World War II, where he earned several medals including the Asiatic-Pacific, American Area, Victory, and Philippine Liberation medals. After the end of the war, Ralph married his wife, Viola, on January 18, 1947.

Ralph became a well driller in Grand Rapids, MI and then in 1957 he moved his family to Encino, California. There in the Golden State, he worked for General Motors, Douglas Aircraft Company and then landed a position at Eraser Aviation as Vice President. He eventually realized he was not a fan of sitting behind a desk, so he decided to go into business for himself and decided

to start a pool business. This is when he met Frank Galvin and his other pool buddies. They would all meet up for donuts and at the pool supply stores. From there, that is where the idea of pool men helping each other started IPSA.

Ralph was one of the founding members of IPSA. His success in the business can be directly attributed to his work ethic, knowledge, and his friendly personality. He held many positions within the Association and was responsible for starting the Conejo IPSA Chapter. He also organized an IPSA camping club, annual summer picnic, trips to see the Dodgers play and an annual Christmas party.

In 1987, Ralph retired from the pool business and they moved

to Las Vegas. In the hot months, Ralph and Viola would take their RV out and travel around the United States. He enjoyed volunteering at the local Veterans of Foreign War (VFW) as well as the American Legion and he loved playing cards and bingo. Everywhere he went he made new friends...he just loved to talk to people.

Ralph and Viola eventually moved to Ventura, CA about four years ago to be closer to family. He is survived by his wife, Viola and two sons, Blaine (Wendy) Enbody and Phillip (Virginia) Enbody. He also leaves behind his three grandchildren and one great-grandson, Kandace (Joe) Mangold, Chaz (Devin) Fredrickson, Brandon Enbody, and Ronin Mangold. ■

## New Department of Energy (DOE) Pump Regulations – What Are They and How Do They Affect You?

By Rocco Russo, National Training Manager at Fluidra

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**THE DEPARTMENT OF ENERGY (DOE)** federal mandate regarding pool pump efficiency is set to take effect July 19, 2021.

The law takes aim at a home's second most energy consuming appliance, where applicable, the pool filter pump. The law applies to almost all pumps associated with a swimming pool, setting efficiency guidelines that can potentially reduce energy consumption by a significant margin.

A DOE committee analysis of the national impact of code adoption has found that the benefits of a national standard far outweigh the burdens placed on pool owners. Their study concludes that the estimated cost of implementation is a \$149 million per year increase in spending, while the estimated annual benefits are a \$1.3 billion per year savings and reduction in equipment operating costs.

Creating an efficiency standard compelled the need for a more detailed form of measure than THP (total horsepower). The DOE allowed for industry input in formulating the efficiency requirement and the eventual test parameters that define it. Representatives from the pool industry's primary

manufacturers, including Fluidra, as well as every major motor manufacturer, had seats at the table during negotiations.

Pool pumps will be graded on two values: Hydraulic horsepower (HHP) and Weighted Energy Factor (WEF). HHP is a function of a pump's flow and pressure capabilities, while WEF describes the relation between flow and power consumption. Pass/Fail criteria sets a minimum WEF score as a function of a pump's hydraulic horsepower. In other words, if the pump fails to deliver the appropriate "bang for the buck", it fails to receive a passing WEF score and is disqualified for use, sale or distribution. The law doesn't mandate variable-speed pumps, and some smaller sized single-speed pumps will pass these criteria. Variable-speed pumps (VSPs) WEF scores weigh 20% towards the motor at 80% capacity, and 80% of the score calculated at approximately 31 gallons per minute. This demonstrates the importance of proper VSP programming in order to achieve energy efficiency. Installing a VSP, setting it to maximum speed and running it for twelve hours per day, will do little in achieving the energy conservation goals set forth by

this mandate.

WEF is to the pool pump, as MPG is to a vehicle.

Instead of miles driven per gallon burned, WEF provides a measure of gallons pumped per 1 kWh of energy used. Just like MPG, the higher the score, the greater the energy efficiency. The WEF score is required to be published on all pump data labels on or before July 19, 2021 and all scores may be certified by independent testing laboratories, or NRTLs. This places the burden of compliance directly onto the manufacturer. The mandate is based on the date of pump assembly, allowing for all non-compliant pumps produced prior to July 19, 2021 to be sold through to depletion.

Variable-speed pumps will soon make up the majority of the pool pump market. Since 2005, moderate to slow market absorption has been spurred on by rebates, incentives and energy use calculations promising to save pool owners money. It has taken 13 years for VSPs to reach about 40% market penetration, with growth having slowed considerably since 2018. The up-front cost of an

upgrade has, in some cases, been an insurmountable obstacle, although most VSPs will recover their cost to install before their warranty expires. With the DOE mandate taking effect, it's likely that the incentives offered by utility companies, subsidized by public funds, will soon cease.

A high WEF score isn't the only variable installers will have to consider. Check for specific codes and standards that are adopted and enforced in your market. The Model Aquatic Health Code, as an example dictates that flow rates should be maintained at one turn over every six hours or 36 GPM, whichever is greater. Calculating the pool volume and determining the anticipated head pressure and flow requirements become essential. For existing pools requiring a pump replacement, the most important factors to consider are the plumbing size and the Suction Outlet Fitting Assembly (SOFA) ratings. Strict adherence to maximum flow velocities is critical in ensuring

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Please contact [editor@ipssa.com](mailto:editor@ipssa.com) to obtain the deadline for submission of articles each month. Material submitted late will be considered for the following month.

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## We want to spotlight our members!

### CALL FOR CONTENT

Have you had to use the IPSSA Sick Route benefit? We are looking for members to send us testimonials on how using sick route helped them in their time of need. Please send your story to [info@ipssa.com](mailto:info@ipssa.com) - As a thank you, we will select three members who submitted their story to receive an IPSSA hat. All testimonials must be received by 10/23 to be entered in the drawing.

### IPSSA MEMBER PORTAL

Have you logged on and updated your IPSSA.com Member profile listing? Enhance your exposure by uploading your company logo, linking your business website and social media pages, uploading some pictures of your work. If you need help there is a video tutorial on IPSSA.com Listed under Resources/IOU Training. If you need your log in credentials re-sent, please contact [memberservices@ipssa.com](mailto:memberservices@ipssa.com)

# California Supreme Court Rules Dynamex Applies Retroactively

IN JANUARY, THE CALIFORNIA SUPREME COURT issued a [decision](#) on the Vazquez v. Jan-Pro Franchising International, Inc. case, that the ruling of Dynamex does apply retroactively. In the decision, Chief Justice Tani Cantil-Sakauye wrote, "Public policy and fairness concerns, such as protecting workers and benefiting businesses that comply with the wage order obligations, favor retroactive application of Dynamex." The California Supreme Court's consideration of this case was at the request of the United States Court for the Ninth Circuit.

In Vazquez v. Jan-Pro Franchising International, Inc., the plaintiffs are individual employees and claimed Jan-Pro developed a "three-tier" franchising model to misclassify them as independent contractors to avoid paying minimum wages and overtime. In the "three-tier" model, individual employees contract with intermediary entities who sell Jan-Pro business plans and individual franchises to them. However, Jan-Pro retains the right to enforce any agreement between the intermediary entity and the individual franchisee.

In considering this case, the California Supreme Court grappled with the issues decided on in the

Dynamex case. Specifically, in the Dynamex decisions, the Supreme Court had concluded that one of the definitions of "employ" is to "suffer or permit to work" and "any worker who performs work for a business is presumed to be an employee who falls within the protections afforded by a wage order" and set up the ABC test to determine whether a worker can be classified as an independent contractor.

Jan-Pro argued they could not have anticipated a decision on Dynamex that distinguished between employees and independent contractors for any obligations imposed by a wage order; therefore, the ABC test should not apply retroactively. However, the Supreme Court opinion notes the Dynamex ruling did not change any settled rule and, for purposes of public policy and fairness for businesses that comply with wage order obligations, favor retroactive application.

POLITICO reported this decision to apply Dynamex retroactively would mean many companies, including the proponents of Prop 22, could have to pay retroactive wage claims. Although Prop 22 passed, it does not provide retroactive protection. ■

**ABOUT THE PUBLIC POLICY REPORT** CPSA publishes its Public Policy Report monthly for the benefit of our valued members. [Learn more](#) about CPSA, PHTA, the benefits of membership, and how you can continue to access the latest news and information relevant to the pool, spa, and hot tub industry.

## BORD Meeting

May 8, 2021  
Virtual

**BORD MEETING**  
August 7, 2021  
Virtual

**BORD MEETING**  
November 5, 2021

Monterey Plaza Hotel & Spa, Monterey, California

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## MEMBERSHIP ANNOUNCEMENT TO ALL IPSSA



## Congratulations to our new 2021 IPSSA President, Adam Morley

“Thank you for entrusting me to serve IPSSA as President for the coming year. I look forward to helping with the IPSSA committees and keeping IPSSA moving forward with our digital footprint. I intend to focus on Membership growth by helping others to see the advantages of joining IPSSA. I would like to thank Manuel Margain, Mike Lee, Stan Phillips, and Neal Holt for their time volunteered serving on the IPSSA BORD. I also would like to welcome the new Directors: Beau Braisher (Region 2), Bill Goossen (Region 8), Gary Heath (Region 10) and Casey Gardner (Region 12). IPSSA relies on volunteers at the Region and Chapter level and I very much appreciate people giving up their time to help and move us forward.”

ADAM MORLEY, IPSSA PRESIDENT

## 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 Virtual experience. 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:

- Education - provides advice to the BORD on the strategic directions, development of the educational activities (leadership seminar) of IPSSA and supports the ED FUND.
- Legislation and Regulation develops and implements strategies to ensure that the association's public policies and government affairs activities are fully addressed and communicated.
- 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.
- Membership Program - promotes and facilitates the recruitment and continuity of IPSSA members, which clearly presents IPSSA's mission and services.

Please submit your email intent with your name, and committee you wish to serve. Those wishing to volunteer may select one-committee to serve. 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](mailto:rose@ipssa.com). ■

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**JIM JOINED IPSSA** in 1988 (the year it was formed, before that he was a member of IPSA), he is a member in Region 5 – Orange County Pool Professionals.

When Jim took over as President of the Orange Coast Chapter membership count was around 20. Jim grew the membership in that chapter to over 100. Because the chapter was so large it split into two of largest chapters in the region. Jim has served as a chapter officer throughout his tenure in his region. The only time he wasn't a chapter officer was during his two terms as Director of Region 5 and he served as President of IPSSA National.

Other examples of Jim's contributions to IPSSA include his four years as chair of the Expansion Committee. Jim facilitated efforts crucial to the inception of Region 11 and its seven chapters. The expansion in Florida included, several hours cold calling business owners and pool stores all over Florida to gauge feasibility, multiple cross-country trips and weeks away from his own business. Jim became the face of IPSSA in Florida and immediately started forming and holding the first chapter meetings across Florida, which he later earned the nickname "Mr. Florida." The first chapter meetings Gold Coast, the Osceola and the Manasota Chapters.

Jim is an avid believer in paying it forward. He has also helped mentor various BORD directors, incoming regional directors and several young chapter members. Jim helped them navigate various aspects of leadership as an officer of IPSSA organization. He has also helped several of his former employees develop successful businesses of their own.

On a community level outside of IPSSA and the pool industry, Jim has also made significant contributions as a former Tennis Coordinator for the City of Huntington Beach. Jim set up several amateur tennis tournaments for the city. The effort included 15 years of the Huntington Beach Wheelchair Tennis Classic, which at the time was the longest running tournament of its kind in the history of the country. He was honored for the achievement by The National Wheelchair Tennis Foundation and the Community Services Commission for the City of Huntington Beach in the 1990's. ■



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# IPSSA BORD Meeting Highlights: February 5, 2021

By Rose Smoot, IOM, CAE, IPSSA Executive Director



## 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  
 Todd Starner, Region 11 Director  
 Neal Holt, Region 12 Director

## DIRECTORS' ELECT PRESENT:

Beau Braisher, Region 2  
 Bill Goossen, Region 8  
 Gary Heath, Region 10  
 Casey Gardner, Region 12

## STAFF CONTRACTOR:

Rose Smoot, IOM, CAE,  
 Executive Director

## 2020-21 BORD OFFICERS:

Adam Morley, Region 4, President  
 Michael Harris, Region 7, Vice-President  
 David Hawes, Region 1, CFO  
 Michael Denham, Region 5, Assistant CFO  
 Bill Goossen, Region 8, Secretary

## 200-21 BORD COMMITTEE CHAIRS:

David Hawes, Region 1, Education Committee  
 Todd Starner, Region 11, Vice-Chair of Education, Chair of Leadership Planning  
 Casey Gardner, Region 12 & Terry Snow, Region 3, Legislation & Regulation Committee  
 Becky Clayson, Region 9 and Gary Heath, Region 10, Marketing & Communication Committee  
 Michael Harris, Region 7, and Todd Starner, Region 11,

Membership Program Committee

## FINANCIAL REPORT

Hawes reported for the period ending December 31, 2020. Ended the year with \$662,445 in revenue and \$523,835 in expenses, with a net revenue of \$138,610. Major reasons for the increase in net revenue when compared to 2019, net loss of \$4,100.

### Revenue:

- Associate member dues
- IPSSAN ad sales
- Pentair Rebate program

### Expenses:

- New this year to IPSSA Inc, membership billing services fee. However, the savings to IPSSA Inc (members) is around \$75,000. If you were to compare to 2019 and prior years, the fee charged was much more and were paid out of the for-profit IPSSA Management Company (IMC). The fees included costs to bill insurance and membership dues.
- No BORD travel, due to COVID-19.
- Decrease in legal fees.
- New this year is merchant fees. IMC funded merchant fees in the past which included insurance. However, the savings to IPSSA Inc (Members) is around \$28,000 in 2020 due to the change in organizational structure.

**MEMBER CENSUS:** The December 31, 2020 membership census

shows a total of 2,674 members. Over the past eight years, membership counts decrease on average around 100 per year.

**EDUCATION COMMITTEE:** Hawes provided an update to the BORD about the education fund and the approvals of submissions for the 2020 year. There were approximately, 10 individual scholarships and one group scholarship. Group scholarship assisted 30 pool professionals for attendance in a CPO training class.

**FINANCE COMMITTEE:** BORD approved a motion to exclude the \$10,000 donation to the Pool and Spa Apprenticeship Training Committee in the 2021 budget. MSC

**IPSSAN:** Production was less in 2020 and expected to remain in 2021. First issue was released with new design in January 2021.

**MEMBERSHIP PROGRAM COMMITTEE:** Harris provided an update on the mobile app. From the time of launch, January 4, 2021 to February 4, 2021 there are 683 users. That is approximately 30% of membership with emails on file.

**INSURANCE REPORT:** Arouesty updated the BORD on the Epic Claims report dated 1/01/18 through 1/05/21. Legionnaire and entrapment claim against group policy remain the most significant incidents. Arouesty reported that Arrow will move to Axis Insurance Co effective April 1, 2021. Insurance rates will remain the same. ■

## Letters to the Editor

Letters to the editor must be signed in order to be published, and must be accompanied by an address, valid e-mail address, and a daytime phone number for verification purposes. (Your phone number will not be printed.) Unsigned letters will not be published unless a compelling reason for withholding your name is given. Letters to the editor containing erroneous or unverifiable information will be edited or rejected. No letter that makes personal attacks on someone's character will be published. The editorial staff reserves the right to edit for length or grammar or reject submitted material that does not meet these standards. Letters requiring a response will be held for publication until the response is received. Opinions expressed in published letters do not imply endorsement by IPSSA.

## Resource Corner

**IPSSA MEMBERS** Retrieve the Arrow/HUB Insurance Claims Report, via IPSSA Member Portal under resources. If you can't find it there, check out the IPSSA Chapter toolbox, it will be waiting for you there.

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# Understanding Borates

By Terry Arko, HASA

## WHAT ARE BORATES?

Elementally speaking borates are what are known as isotopes of boron. If you geek out on science or are going to audition for the game show Jeopardy then you already know that boron is number 5 on the table of elements. Not to be confused with The Fifth Element which was a cool sci-fi flick, boron was discovered way back in 1808 by two French chemists. Boron is wide-spread in small amounts throughout the Earth's crust. Due to either underground hot

springs or ancient volcanic activity a whole heck of a lot of it ended up in the California area known as Death Valley. By 1881 the motherload was located and the Borax Company was born. Since the area was very desolate and over 165 miles from any railway, tons of borate was hauled in wagons pulled by a team of 20 mules. It was determined that 20 mules could haul a wagon containing 40 tons of borate. Later the mule wagons became the symbol for what is known today as 20 Mule Borax laundry treatment.

## WHAT DO BORATES DO?

Borates are used in many industries. These are just a few of the beneficial uses of borates:

- Agriculture as a safe pesticide
- As a corrosion inhibitor in cooling systems and auto anti-freeze
- Provides glass and textile strength for cell phone and laptop screens
- Used in eye drops to provide artificial tears
- A fire retardant for clothing
- An anti-fungal and preservative for wood

- Enhances the cleaning ability of detergents
- Considered as an essential nutrient for human health

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- Softens water
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- Helps provide algae control
- Improves swimmer comfort-eyes and skin

At levels in swimming pools of 50 ppm borates are a safe and effective additive for the overall chemistry of the pool. Boron is naturally present in the earth as "borate" and is found in soil, rocks, and water. All pool service techs have FM "Borax" Smith to thank for the discovery and mining operations in Boron, California which is one of the largest natural mineral deposits in the world. In pools borates have a toxicity level similar to common table salt. Normal levels of borates in pools not exceeding 50 ppm are low in toxicity. It would take an average person to ingest several gallons at once of pool water for any toxicity to occur. The same applies for animals. The likelihood of either a human or animal ingesting gallons of pool water at once are virtually nil.

## HOW BORATES WORK IN POOL WATER

The primary role of borate in pool water is to act as a buffer. Any wise pool pro knows that when it comes to managing water it is all about balance. pH plays a vital role in the proper production of the killing agent of chlorine known as hypochlorous acid (HOCl). Keeping pH in the level of 7.4-7.5 is one of the keys to ensuring good chlorination. A balanced pH also is vital to prevent corrosion, scale formation and metal staining. Total alkalinity and cyanuric acid CYA are both buffers that help to keep pH from drifting downward. Borates are efficient at keeping the pH from drifting up.

Borates also act as a good water clarifier especially in hard water areas. The unique buffering capacity of borates gives them the ability to lock up calcium in much the same way as a metal chelate or sequestering agent would. This action prevents the calcium from combining with carbon and precipitating out as scale. Because the calcium is held in solution, the water has a softer feel and is gentler on the skin. Your pool customers will notice.

Borates act as an anode inhibitor in the presence of oxygen. This means they are excellent at preventing corrosion of less noble metals such as copper. Borates in chlorine generator pools can help to prevent the metal staining that can be a result of galvanic corrosion. So, ladders, light rings, and heat exchangers are less likely to corrode and will last longer.

Because of the unique ability as a buffer and softener, borates increase the performance and longevity of chlorine in the pool. Many pool techs report longer lasting free chlorine residuals with borates. It is this ability along with the algaestatic characteristics that make borates a great algae prevention tool. It should be noted that borates are NOT an algacide and should not be used directly to kill visible algae in a pool. Borates are strictly a preventative along with good pool maintenance.

## TYPES OF BORATES FOR POOLS

As pointed out there are several differing forms of borates. This is dependent on what the borate is blended with. Borates are more commonly known as Borax which is sodium borate. Other forms are sodium tetraborate and disodium tetraborate. These are all forms of Borax which is simply a combination of boron (remember number 5 on the table of elements), oxygen and sodium. In the pool market the types of borate products available are:

- Boric acid
- Borax
- Sodium Tetraborate Pentahydrate
- Disodium octaborate tetrahydrate (DOT) Liquid formulation

## BORIC ACID

This is a weak acid of boron which when dosed at 50 ppm has very little effect on pH. This has a cost savings in that muriatic acid does not need to be added. It takes 35.06 pounds of boric acid to get a 50 ppm increase in 15,000 gallons.

## BORAX

This is the same product that is sold as 20 Mule Team Borax in stores. Sodium borate it is a powder that is alkaline with a pH of 9.2 and does need the addition of muriatic acid. It takes 54.06 pounds of Borax in 15,000 gallons to get 50 ppm. That is about 11 and a half boxes of Borax from the store. It would take 3.79 gallons of muriatic acid to adjust the pH after treatment.

## SODIUM TETRABORATE PENTAHYDRATE

This is similar to Borax however less is needed as it contains only half the water molecules. It also has a pH of 9.2 so additional muriatic acid is needed after treatment. It takes 42.1 lbs. of sodium tetraborate pentahydrate to provide 50 ppm in 15,000 gallons. It takes 3.29 gallons of muriatic acid to adjust pH after treatment.

## DISODIUM OCTABORATE TETRAHYDRATE (DOT)

This is a blend of sodium tetraborate and boric oxide in a liquid form. The benefit of this liquid borate formulation is that it has a more neutral pH of 8.5 and it does not need to dissolve like a solid, so the results are instant and there is no solid material in the pool that needs to be dealt with. When used in a typical dilution dose the pH of the product is

Continued on page 12

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TALK ABOUT  
NOTHING



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# Surviving Market Volatility During COVID-19

**DURING THIS TIME**, it may be somewhat comforting to remember that you are not alone. Everyone is wondering what the immediate future holds for the impact of the COVID-19 virus. Everyone else has the same fears and anxiety that you are feeling right now.

When it comes to your investments, all you can really control is how you react. Sticking to sound, fundamental investing principles and staying the course will help you make it through this difficult time. Here are some practical tips for surviving market volatility in the face of what may seem like an extraordinary crisis right now.

**AVOID HITTING THE PANIC BUTTON**

During this time, it's very tempting (and very normal) to think about getting out of the stock market. Especially on March 16, when the S&P 500 suffered its worst decline since the 1987 stock market crash (also known as Black Monday). But selling solely because the stock market has suffered a big decline over a very short period of time may be the worst thing you can do.

It's understandable if you're struggling to keep fear in perspective right now. Over time, however, the stock market has historically risen despite economic woes, terrorism, the burst of the housing bubble in 2008 and countless other calamities. Investors should try to always separate their emotions from the investment decision-making process. What seems like a massive global catastrophe one day may likely become a distant memory a few years down the road. After all, when was the last time you thought about Black Monday (if you are even old enough to remember it)? Or the Great Recession?

**KEEP A LONG TERM PERSPECTIVE**

For many people, a retirement account such as an IRA may be their largest investment asset. And that's probably the one you are most concerned about right now. Keep in mind that if you are investing for a long-term goal such as retirement, which may not begin for two or three decades — and could last two or three decades — you should have plenty of time to ride out this

current market downturn. The same may be true with regard to some intermediate-term financial goals you may have, such as saving to buy a home, start a family or fund a college education.

**MAINTAIN A DIVERSIFIED PORTFOLIO**

Having a percentage of your portfolio spread among stocks, bonds, and cash assets is the core principle of diversification. Doing so helps manage your risk because historically not all parts of the market move in the same direction at the same time. Losses in one asset category (such as stocks) may be mitigated by gains in another (such as bonds and cash)<sup>1</sup>.

**CONSIDER THIS A GREAT BUYING OPPORTUNITY**

Experienced investors often view bear markets as great buying opportunities because the valuations of good companies get hammered down due to circumstances beyond their control — such as what is happening now with the airlines, hotels, oil companies and many other industries and sectors. If you're looking to put some extra

cash you may have to work, this may be a good time to consider value stocks and stock funds.

**KEEP ON DOLLAR COST AVERAGING**

The principle of dollar cost averaging means you simply commit to investing the same dollar amount on a regular basis. When the price of shares in a stock or investment portfolio drops (like it is now) — you're actually buying more shares. Conversely, when the price goes up, you'll be buying fewer shares. Over the long term, this provides you with an opportunity to actually lower your average cost per share<sup>2</sup>. If you haven't already, setting up an automatic savings program for your IRA (versus making one annual contribution) or other investments may make sense.

**BE REAL ABOUT YOUR TOLERANCE FOR RISK**

When you started saving for retirement or other financial goals, you went through the process of assessing your comfort level with risk and made investment decisions accordingly. However, you probably never thought your

risk tolerance would be tested like it is right now. If you are literally not able to sleep at night right now due to all the market volatility, that's probably the most reliable sign that you may need to consider a larger allocation to more conservative investments. However...make sure you consider the next and final tip before you do anything!

**THINK, REFLECT, SLEEP ON IT.... AND CONSIDER TALKING TO A FINANCIAL PROFESSIONAL**

If you are strongly considering making changes to your investments, do so in a thoughtful way and after careful consideration. And if you haven't already, consider talking with your LPL financial professional. We are here to give you the perspective and guidance you need to help weather this storm. Don't hesitate to call us today. ■

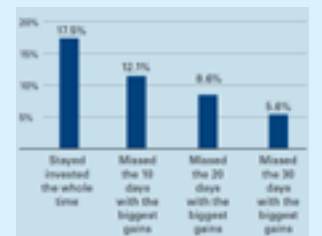
## Staying Invested in the Stock Market:

**A VERY RECENT HISTORY LESSON**

Back on March 9, 2009, the S&P 500 Index hit its financial crisis low. Ten years later, on March 8, 2019, the index's total return over that time was 400.1%, or 17.5% per year. However, if you missed the 20 best percentage gain days over that 10-year bull run, the annual gain was cut in half to 8.6%. The chart below shows that pulling money out of the market — even for just a few weeks — could really cost you in potential investment gains.

**ANNUALIZED TOTAL RETURNS**

Excluding Total Number of Top % Gain Days in Period March 9, 2009 – March 8, 2019



Source: Standard & Poor's; Kmoton Research. This information is for illustrative purposes only and not indicative of the performance of any investment. It does not reflect the impact of taxes, management fees, or sales charges. The Standard and Poor's 500 Index (S&P 500) is a weighted, unmanaged index composed of 500 stocks believed to be a broad indicator of stock price movements. Investors cannot buy or invest directly in market indexes or averages. Past performance is no guarantee of future results.

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## MOVING BUSINESS FORWARD DOESN'T MEAN YOU HAVE TO GET THERE ALONE!



<sup>1</sup>There is no guarantee that a diversified portfolio will enhance overall returns or outperform a non-diversified portfolio. Diversification does not protect against market risk.  
<sup>2</sup>Dollar cost averaging involves continuous investment in securities regardless of fluctuation in price levels of such securities. An investor should consider their ability to continue purchasing through fluctuating price levels. Such a plan does not assure a profit and does not protect against loss in declining markets.  
 Amounts invested in stocks and mutual funds are subject to fluctuations in value and market risk. Shares, when redeemed, maybe be worth less than their original cost.  
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# Watercare During the 'Off-Season.' Managing Water Balance and Controlling Organics

By Kevin Vlietstra, Haviland



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**WHETHER YOU CALL IT** winterizing, closing, off-season or end-of-season pool care—how pool professionals deal with pool water once there isn't much pool activity, all boils down to what part of the country the pool is located. And in all cases, the two variables that need to be addressed are: a) managing water balance and b) controlling organics. This article will focus on the various products that can be used to

balance pool water as well as the products that can be used to control organics during the winter months. When both are tended to, then the likelihood of a successful start to the next season will improve greatly.

## WATER BALANCE

Water balance factors include pH, total alkalinity (TA), calcium hardness (CH), water

temperature, and total dissolved solids (TDS). During the season we look to maintain these water balance levels to "ideal" levels suggested by the National Swimming Pool Foundation (NSPF). In these ideal conditions, whether they are at the lower or upper end of ideal, the water is close to "balanced" according to an equation that helps determine the potential for

scaling. That equation is known typically as the Langelier Index or Saturation Index (LSI).

For example purposes, let us say most water is around 82F for "In-season" water temperatures. As the peak pool season winds down, so do water temperatures. As the temperatures decrease so does the indicating number in the LSI – which value describes the water's potential to be more corrosive or aggressive. The LSI chart shown in this article how the LSI number decreases as the water temperature decreases, no matter if you utilize the minimum or maximum ideal water care parameters. Of course the majority of pools will not be skating right on the mins and maxes, the purpose is to demonstrate how important it is to make adjustments during the pools last-of-days. Inaction may cause one to have to react to a problem next season.

FACTOR	MIN	MAX
PH	7.2	7.6
TA	80	120
CH	200	400
TDS	0	1500
TEMP @ 82F	-0.4	0.4
TEMP @ 72F	-0.5	0.3
TEMP @ 42F	-0.9	-0.1
TEMP @ 32F	-1.1	-0.3
<b>IDEAL LSI BETWEEN +0.3 AND -0.3</b>		

Regardless of your geography, one of the ways to move the needle on LSI is adding an all-purpose sequestering treatment product prior to closing or continuously during the off-season. These treatments bond with soluble metals (such as calcium!) to prevent the formation of scale. Essentially you are moving your total LSI number to or a higher positive number. When traceable heavier metals are present, such as iron and copper, the use of all-purpose treatments will prevent those metals from creating stains and discoloring the water as the pool is not in use.

## ALGAE

The other element of seasonal pool water care has to do with what grows in the pool water. Mold, algae, bacteria, viruses, and other microorganisms all linger in the pool regardless of which season it is. However, as water temperatures decrease the activity of these water issues decreases, sometimes exponentially. Just as when the pool is open, during a pools' closed period there is as equal importance in eliminating them or at least keeping them under control.

Universal in the approach to off-season care is to use a product to keep algae growth under control. This is regardless if one covers the pool or leave it exposed to the elements during the pools inactivity. However, there are essentially three types of algacides to consider.

Algacide can utilize quaternary ammonium compounds, or often referred

to as a quat algacides. These algacides are inexpensive and have the potential of ridding pool of existing algae. However, these algacides, especially at higher concentrations may cause foaming. Additionally, when high levels of chlorine is applied to the water, the effectiveness of the quat based algacide is diminished.

Other algacides are ones containing poly dimethyliminio ethanediyl dichloride. They algacides are, usually referred to as poly algacides. These algacides are non-foaming have offer greater staying power in the water in the presence of chlorine.

Lastly, algacides with the presence of copper are effective chemistries to combat algae in the long term. These type of algae inhibitors are similar to poly algacides as they are typically non-foaming and hold well in the water even in the presence of chlorine. Thought these are the 3 basic types of algacides used in winterization of water, there are plenty out there that are hybrids of these algacides. Poly and copper hybrid algacides are a growing market segment because you get all the advantages of two separate algacides in a single container.

## SHOCKING

When placing the pool to bed, shocking the pool water is a must to reduce the amount of contaminants in the pool. After the water is shocked contaminant loads in pool water are reduced, resulting in a freed up disinfectant (sanitizer) to help control the other materials lingering in the water currently in or getting into the pool during the off-season. There are two different camps in what works best. On one end you have those who like to utilize chlorinated products, the other end are those utilizing non-chlorine oxidizing shocks.

Using chlorinating products to close a swimming pool offer advantages. If you have non-existent chlorine levels then applying a chlorinating shock will simultaneously scour the pool of algae, bacteria's, and other contaminants, while leaving a lingering amount of chlorine for the closing period. When un-stabilized chlorines are utilized the impact to the pH is minimized.

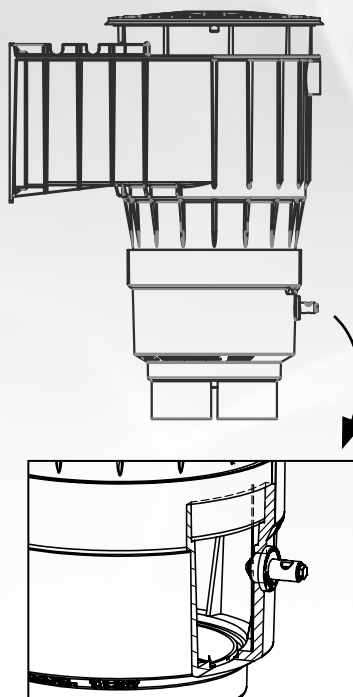
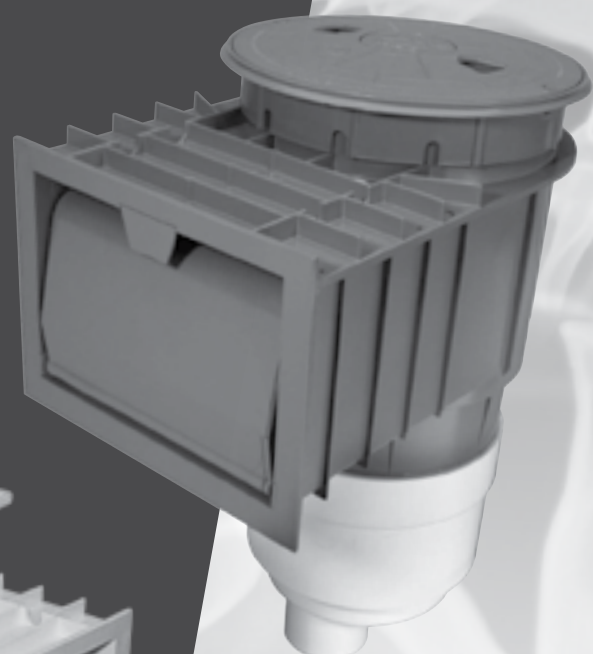
Non-chlorine oxidizing shocks, relative to chlorine, is still an up and comer in the recreational water maintenance industry. Since most are comfortable with chlorines abilities, most do not look at non-chlorine as an effective tool, especially when it comes to closing down a pool. However, just because the product doesn't have chlorine present doesn't make it any less of an oxidizer. Non-chlorine oxidizers have the ability to scour more contaminants in the water than its chlorine predecessor. And since it doesn't contain any chlorine itself, it will not form with chlorine and possibly form any disinfection

**Continued on page 12**



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# Watercare

Continued from page 11

byproducts. Most importantly, its lack of chlorine is better for the long term appearance of the pools surface. Regardless of its effectiveness as an oxidizer, a chlorine presence during the off-season is still a must.

## ADDITIONAL TREATMENTS

Depending on your geography the amount of products and the frequency of the application of the closing treatment products may vary. In the Northern States and Canada, typically you treat the pool a single time because a cover is placed on the pool, which prevents outside debris and waste materials from falling into the water. For those who do place covers on pools and experience mid-winter thaws or those who have mesh-covers, additional algacide treatments are important to keep growth under control.

In southern and southern-coastal communities, typically a cover is not placed on a pool. Lack of a cover means the pool water is exposed to receiving outside debris and of course the sun, even though it's cold, is still going to shine down. Due to the pool's exposure, the water will need to be treated more often than a pool located in the North, but greatly less than in-season due to the colder weather.

## SUPPLEMENTS

Enzymatic treatments are a good option for closing pools for the season. The benefits everyone typically tips their hat to when using these type of products is the prevention of a waterline ring around the pool during the closing. While an important function, these chemistries will break down complicated structures in the water, leaving chlorine (and algacides) to effectively do their jobs.

Borate based water treatments offer superior protection to surfaces as they inhibit corrosion and scale. Use of these products will not excuse one from having to balance the water initially. However, its use at closing time is an added insurance policy that the water balance will be identical from closing to open. This could be a great benefit to those pools that have covers that allow rain and melted snow from entering the pool. Borate's natural clarifying ability can help maintain water clarity during the off-season as well.

Anywhere there is exposed water during off-season care,

evaporation is likely to occur. Placing a solar cover on the water or utilizing a specialty liquid formula that mimics a solar cover can help reduce evaporation. The benefit of either one (or both) will reduce the amount of time or at least the amount of water one would have to apply to "top off" the pool. If you are further South and still occasionally utilize the pool, use of a liquid solar product will help retain enough heat to keep the water more comfortable.

## EQUIPMENT

In Northern Areas, it's pretty likely that a pool will experience prolonged freezing conditions. In these harsh conditions it would be wise to vacate the water from everywhere but the pool itself. That would include the pump, filter, heater, skimmer, and effluent and influent line.

After evacuating the plumbing lines placing an anti-freeze solution in the skimmer and plumbing is a cheap insurance policy in the event water retreats into these areas. For even more protection add a sacrificial plug to the skimmer in the event the skimmer gets flooded with water.

Northern area equipment plugs should be left removed and drained. Also consider removing pressure gauges and switches from the various components as they typically have a small amount of water remaining in them. If there is a multiport valve attached in the equipment system then it should be moved to the closed positions or at least in-between valve positions so the gasket does not rest in one position all off-season.

Other helpful winterizing devices include such items as snap-on-skimmer closures that can eliminate costly water draining in the winter. These devices are easy to install and help protect the skimmer from freezing in the winter while conserving valuable, treated pool water. In addition, many pool professionals use a specialized 'blow out plug' for pool winterization. The plug allows both air and water to flow freely when pressure is applied and seals with an O-ring seal and can even function as a hydrostatic relief valve or a multi-directional return fitting.

If the pool is not covered, as the case with more Southern States, the water must be circulated to maintain its appearance. Fortunately, since the activity both in and around the pool is significantly less, causing less and slower growth in the

pool, the water can be circulated less than in-season. Circulation is going to be important to those who do not completely shut down the pool to avoid freezing of plumbing and equipment. Pools can be equipped with "freeze-guards" which will automatically turn on the pump in the event that the water temperature retreats to a certain temperature.

## CONCLUSION 1

Anyone who has read this this article should be able to take one or two key elements and add it to their knowledge bases. However, could you imagine being new to owning a pool and closing it for the first time? It must feel like taking in water from a fire hose. When talking with homeowners about their own closing, keep the conversation upbeat and leaning towards the excitement of resuming pool use next year. When passing along information, avoid overwhelming them and stick to informing the customer of the bare necessities to closing success. Over time, if they are thirsty for knowledge, then you can give them a garden hose to sip from.

## CONCLUSION 2

Everyone has his or her own way of closing pools. Some use anti-freeze, some do not. Some like adding chlorine, others use non-chlorine alternatives. Some cover when it is not necessary, other let it go. Regardless, of where, when, or how the pool is closed, the purpose of closing is to insure that it is when the weather pops –be it that it's hot or just consistently sunny, that the pool is ready to be turned back on with minimal effort. Incorporating just a few of these recommendations to what you may already be doing, could help reduce those efforts further. ■



### ABOUT THE AUTHOR

Kevin Vlietstra is the technical director and regulatory specialist with Haviland Pool and Spa Products. He has been working in the recreational water industry for more than 20 years. He can be reached via e-mail.

## PENTAIR REBATE PROGRAM

### PENTAIR AQUATIC SYSTEMS

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

## Pump Regulations

Continued from page 1

swimmer safety and equipment reliability. Also, the maximum system flow rate at the maximum pump RPM must never exceed the SOFA system flow rating. Variable-speed pumps offer the ability to set minimum and maximum speeds in order to maintain safe operational flow rates while ensuring proper sanitation and turnover.

Some specific equipment classes are exempt from the law. Integral sand and cartridge pool filter pumps do not have a performance efficiency mandate but will require timers that automatically shut the pumps down after ten hours of operation. These systems are typically found on above ground pools, yet the law doesn't differentiate based on application. All pumps with maximum pressure generation at or below 30 feet of head are exempt from the rule. These include water feature pumps that operate at or below 1,800 RPM. Again, the exemption is not due to the application, such as above-ground or water feature, but is based on design, physical features and specified performance criteria. 3-phase pumps are not exempt from the rule, but there is no minimum WEF requirement for polyphase self-priming pool filter pumps. However, they still need to be marked with a WEF rating. Polyphase non-self-priming pool filter pumps with HHP less than 2.5 do have a minimum WEF score. Once again, the restriction

is not based on application, such as 3-phase commercial; it's based on equipment classification.

The mandate is set to have a drastic impact on the pool industry. The last forced evolution we've experienced due to federal agency regulation led to the extinction of standing pilot, gas fired pool and spa heaters. Raising the minimum efficiency rating of gas fired heaters caused some pain in our industry, especially within the heater service ranks. It's evident, now in hindsight, that the increase to 84% minimum efficiency in heaters was the correct move for the time. It has been confirmed that an improvement in energy efficiency that is technologically feasible will result in a significant conservation of energy and a reduction of Green House Gasses. Although the initial knee-jerk reaction is sometimes to resist, these mandates prove to be sensible measures that reduce excess strain on America's energy infrastructure. Hall of Fame pitcher Nolan Ryan said, "Enjoying success requires the ability to adapt. Only by being open to change will you have a true opportunity to get the most from your talent."

The pool industry has an opportunity to embrace this change as a challenge. As we always do, let's once again rise to the occasion, and deliver the perfect pool experience that our customers deserve. ■

## Borates

Continued from page 9

7.6. There is no need for muriatic acid or pH adjustment. There are varying percentage strength formulas of this product so refer to the label for proper dosing.

### MORE INFORMATION

There are several options available when it comes to adding borates. There is lots of additional information on borates available. There are several technical bulletins on borates and the

dosing of borates on the Pool Chemistry Training Institute web site Technical Bulletins • Pool Chemistry Training Institute. Also, the Borax website is interesting in explaining history and uses of borates. <https://www.borax.com>. As far as the benefits of using borates there is a ton of information available and lots of anecdotal reports on the quality and results from pool pros. All worth checking out. ■

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# Blast from the Past with “Enzo”, Natural Chemistry’s Advertising Mascot

RETAILERS CONTINUE TO GET creative with their displays, finding new ways to engage customers despite the craziness of this year.

Store Manager Josh Davis and his team at Baker Pool & Spa in Chesterfield, MO are no exception. As restrictions lifted and they prepared to welcome customers back, Josh tasked his team with finding fun ways to engage their clients. To get started, Josh dug around his basement and pulled out “Enzo,”

Natural Chemistry’s advertising mascot from over 20 years ago.

“I was working at a different pool store at the time and asked my rep for something I could use to create a store display,” says Davis. “My rep was Jay Bertschy—he sent a box with Enzo and told me it was the last one.” Davis successfully used the stuffed Enzo back then and people always noticed it, especially kids with parents. “Enzo provides a big happy face on the rack. He’s very welcoming.” Josh knew Enzo’s

grin would be appreciated by customers coming in for the first time after they’d been closed during quarantine. The team started by putting Enzo on a new display rack.

Josh and his team also knew that customers would be coming in to drop off their water testing samples and many of them would have green water. In designing their display, they decided to include two clear, plastics buckets of water on the display—a bucket of green water and a bucket of

clear water. This display was positioned directly across from the water testing station to catch the attention of customers waiting for their results. “We try to always change our displays once a month so customers notice the racks...and after a month, that green water definitely got more green.” And of course, the products on the rack provide solutions to clear green water from an algacide to treat and Pool First Aid to clean up dead algae. “Two of my seasonal workers, Logan & Kyle, came up with the display design and created the artwork added to the display.”

Another one of Josh’s team members, Megan, was inspired and launched an Enzo coloring contest to engage customers and their kids. It was highly successful, with parents even taking home sheets to kids who were home from school in need of something to do.



Coincidentally, Natural Chemistry launched a display contest among dealers, so Baker submitted photos of their new Enzo display and the coloring contest. Using creativity and bringing Enzo out of retirement landed Baker Pool & Spa the first place price of \$500, as well as a very positive response from customers! ■

#### WHO IS ENZO?

Created by Natural Chemistry, Enzo (for their naturally based ENZ-yme pool water cleaning product) was the company’s beloved mascot for many years. There are even some original stuffed Enzos still out in the market! NC would love to see any that remain, please tag our Facebook page if you have one @ NaturalChemistryPool. For those who didn’t know the original Enzo, read a little history [here](#).



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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.

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## A Cold Splash of Reality

# The Trichlor Shortage, and Why it's an Opportunity for Pool Pros

**IF YOU'VE BEEN FOLLOWING** the trade news over the last few months, you've probably seen one topic in particular flooding every outlet's feed: Trichlor.

But beyond understanding that there's a shortage of this common sanitizing agent, you may not know a lot about the situation as a whole. So let's discuss what it is, why it's so hard to find, its common substitutes and (most importantly) what you can do to make sure that a Trichlor shortage doesn't leave your business coming up short.

### WHAT IS TRICHLOR?

First things first: let's make sure we're on the same page about Trichlor and how chlorination actually works. Yes, by now you're probably an expert on chlorine's practical effects, but understanding the nuances of this shortage requires a certain amount of inorganic chemistry.

Trichlor (or, more specifically, "Trichloro-s-triazinetriene") is the disinfectant/bactericide most commonly found in circular 1-inch or 3-inch dissolvable tablets. The nickname "Trichlor" is derived from the three chlorine atoms in its chemical formula—the key distinguisher between Trichlor ( $C_3Cl_3N_3O_3$ ) and its molecular cousin Dichlor ( $C_3HCl_2N_3O_3$ ), which only has two.

In either case, the water-dissolved chlorine forms hypochlorous acid (HOCl), which is when the real germ-killing magic happens. When the acid comes into contact with microorganisms, it oxidizes them by breaking through their cellular walls and disrupting their internal structure. Imagine popping a water-submerged water balloon with dozens of tiny pin pricks. Eventually, the contents of the balloon will leech out into the surrounding water, and there will be nothing left of its original

structure or contents.

### WHY THE SHORTAGE?

The current shortage is the result of a multi-system collapse that was caused by a perfect storm—an ongoing trade war, a global pandemic and, yes, an ACTUAL storm. Here's a quick recap of a few major events for Trichlor over the last few years:

### SEPTEMBER 2018: TARIFFS

The U.S. Trade Representative announces an additional \$200 billion in tariffs on Chinese goods. The list of affected products includes sodium hydroxide, a critical component for Trichlor production. American distributors and manufacturers race to stock up on supplies at pre-tariff prices before the new regulations take effect.

### MARCH 2020: LOCKDOWN

U.S. state governments announce the first mandatory stay-at-home orders, in hopes of slowing the spread of the COVID-19 pandemic. Searching for a new source of entertainment at home, many families look to building or renovating backyard pools. By the end of the pool season, national news sources will report record consumer demand. The already-depleted supply of Trichlor is stretched even further to accommodate the spike.

### AUGUST 2020: HURRICANE

Hurricane Laura, the strongest hurricane to hit Louisiana since 1856, makes landfall. The storm causes a fire to break out in the Westlake production facility of BioLab, the Trichlor manufacturer responsible for producing nearly 40 percent of the nation's supply. The fire burns for three days and vaporizes an estimated 125 tons of chlorine pellets, forcing local residents within miles of the plant to stay indoors in order to avoid breathing the harmful fumes.

### SEPTEMBER 2020: PANIC

Fearing the worst, buyers scramble to find out every remaining Trichlor source they can find, and distributors begin rationing sales to prevent hoarding. Reports circulate of Trichlor prices skyrocketing, with some outlets finding that the unit price has nearly doubled within a week. Market analysts worry about prices for the coming pool season, with one expert predicting that "2021 will be long remembered as the year the Industry survived without dry chemicals."

### JANUARY 2021: ENTANGLEMENT

Despite almost a year of a soft truce in trade negotiations between Washington and Beijing, the Trump administration offers no exemptions to standing tariffs for the Trichlor market (despite numerous appeals from industry leaders). In the first few days of the incoming Biden administration, the U.S. Treasury department signals no immediate intention to reverse or ease the existing policies. Expecting little change before the start of the 2021 pool season, pool professionals begin searching for chlorine alternatives in earnest.

And there you have it. A condensed history of the Trichlor shortage. But that still leaves the big question: what do we do now?

### TRICHLOR ALTERNATIVES

Luckily, you've got options. Here's a quick rundown of the other options on the table to get you through the year's expected barrage of demand spikes and price hikes.

### SALT

Let's start with the simplest option. In terms of pure science, chlorinators like Hayward's AquaRite S3 Salt System rely on pretty basic chemistry principles to do their work. Combine table salt (NaCl) with pool water (H<sub>2</sub>O), add low-voltage electrical current and voila: you've got chlorinated water.

That electrical process (electrolysis) is provided by the system as pool water passes through its salt conversion cell. When the current is introduced, that small amount of energy shuffles around the saltwater's molecular pairings to create hypochlorous acid (HClO, water-dissolved chlorine) and sodium hydroxide (NaOH, a common ingredient in soap). When the chlorine oxidizes organisms in the water, the chloride



ion (Cl<sup>-</sup>) in the hypochlorous acid gets recycled—allowing it to be converted into chlorine gas all over again.

Translation: salt systems are basically perpetual-sanitization machines. Maintaining a sanitized pool with a salt system is often as easy as adding a bag of salt to the pool now and then. The salt system takes care of the rest. You'll still need to add salt to compensate for backwashes and natural salt loss over time, but that's about it.

### HYPOCHLORITES

Another common option for achieving the same type of pool chlorination as salt is to use sodium hypochlorite (NaClO, bleach). For those of you who have been pausing to read the chemical symbols (you stalwart chemistry champions, you!), you may have noticed how adding bleach to water puts all the same elements in play as saltwater does (Na, Cl, H, O). But rather than breaking those atoms apart with an electrical reaction, hypochlorites use a chemical reaction instead.

Calcium hypochlorite (Ca[ClO], "Cal Hypo") works similarly, substituting sodium for calcium—another element that naturally likes to bind with chlorine and oxygen molecules. Yes, there are other subtle differences (usage, price, odor, water softness, etc.), but the high-level view makes Cal Hypo and Sodium Hypo pretty tough to distinguish in any meaningful way.

Are Hypos the right option for you? Depends on the amount of time and effort you're willing to put into sanitization. While the idea of bypassing the cost of a salt chlorination system may seem initially appealing, hypochlorite-sanitized pools need to be frequently monitored and adjusted (and occasionally stabilized with products like cyanuric acid). The answer for you will probably be the result of where the pool owner falls on the convenience-to-price continuum.

Be warned, though: if Trichlor has taught us anything, it's that making definitive price forecasts on chemicals too far into the future can be a fool's gambit.

### UV, OZONE & AOP

These three techniques could easily be covered individually, but the most advanced systems like Hayward's leading HydraPure Sanitization System combine them to maximize their individual benefits, significantly reducing chlorine consumption in the process (note: HydraPure must be used in tandem with an existing chlorination system). Here's a quick overview of each component:

- UV systems sanitize the water using shortwave light to neutralize organic contaminants like bacteria, viruses and other nasty germs.
- Ozone systems use trioxide (O<sub>3</sub>) to destroy chlorine-resistant microorganisms, along
- with chemicals like chloramines and nitrogen compounds.
- Advanced Oxidation Process (AOP) systems combine UV and ozone to produce
- hydroxyl radicals (•OH) that sanitize faster than ozone and quickly evaporate without lingering smells or harmful residuals.

You may have noticed that the only elements listed above were hydrogen (H) and some form of oxygen (O). That's what makes 3-in-1 sanitizers so powerful. Not only do they use complimentary systems to maximize the sanitization potential—they do it all without even needing to bring chlorine or metals (like calcium and sodium) into the equation.

Rather than creating an alphabet soup of chemical elements in the pool, 3-in-1 sanitizers keep H<sub>2</sub>O full of only more Hs and Os. Impressive, right?

### FINAL THOUGHTS

The Trichlor situation is very, very messy. It's the result of multiple interlocking things all going wrong at the same time, so it's impossible to say what the future holds. Maybe current trade restrictions will change. Maybe U.S. manufacturers can pick up the slack before pool season. Maybe this shortage only lasts for a few months. Maybe it doesn't.

At some point, the market will return to relative normal. It's a matter of when, not if. The real question is whether or not you want to risk riding out the uncertainty in the meantime, and whether you want to open yourself up to the potential that it happens again in the future.

The last year has handed us a whole lot of new challenges, whether we've liked them or not.

And through it all, the people and businesses who have fared the best are the ones who have rolled with the punches, turned challenge into opportunity and found a new way forward.

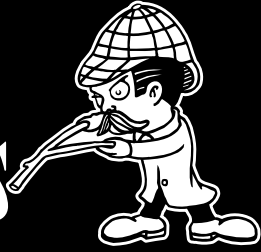
That's as true for business as it is for sanitization.

There's never been a more unpredictable time for our industry than right now. But that also means that there's never been a more perfect time to make a change for the better.

*Article provided by Hayward Industries, Inc. ■*



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### News Brief

## New Professional On-demand Virtual Training Modules

WITH THE INFLUX OF NEW water and inexperienced pool owners on the rise, education will become more important than ever in 2021. That's why Natural Chemistry has launched a new set of ON-DEMAND virtual training modules that allow pool and spa professionals to get the training they need, when it's convenient for their schedule. Available 24/7, these training modules focus on water chemistry problems and solutions with in-depth explanations and practical tips for industry professionals. These FREE training modules are available to industry professionals by simply visiting the new [NC Pro Training website](https://www.ncprotraining.com). View and select among the many Training



Modules which include an optional quiz and certificate at the completion of each course. Natural Chemistry also offers LIVE virtual training for your staff if you have specific needs once you've completed the training modules. Simply choose "Schedule Live Training" at the top of the NC Pro Training website. This will connect you to a calendar

where you can choose the date and time that works best for you and your team. The NC training manager will then customize the content of your private session for your needs!

Prepare for the 2021 season by using these FREE training modules designed to re-fresh, re-train and re-think pool and spa water chemistry. ■

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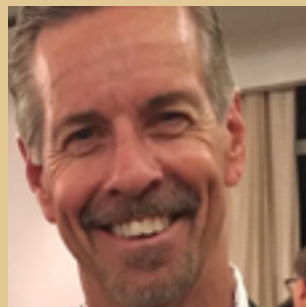
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### Obituaries



#### Kenneth Lewis Tipton 1942 – 2021

**KENNY TIPTON (MR. ABC POOLS), 78, WAS AN ICON** in our industry, departed January 10, 2021. Born in Los Angeles, CA on September 15, 1942. Raised in Hobbs, NM, & moved to Long Beach, CA @ 20. Shortly worked in the oil fields. He was a E5 drill sergeant in the U.S. Army from 1967-1969. Ken started ABC Swimming Pool Products in 1968 with his wife thereby becoming a 3rd generation poolman. He attended business classes at Cypress College. Ken was a highly respected professional who helped & encouraged others to become the best for themselves & their customers. Ken believed obtaining a contractor's license was the way to maintain & improve the industry for everyone & personally held 6 California contractor licenses. He was well known for his honesty, knowledge & desire to create an industry everyone would be proud to be a part of. Ken founded the Southwest Chapter of IPSSA & was president since the beginning. He was very involved in the city of La Palma in the 80's & was a La Palma Councilmember from 1982-1984. Ken & Pam ran their annual Christmas tree lot, coached teams for their daughters & sponsored others. Ken was married to the love of his life Pam Tipton for 56 years. They raised their family in La Palma for the last 49 years. Ken is survived by his wife, Pam Tipton (Peachey); 3 daughters, Niki, Dani & Rici; 2 sisters; 4 Grandchildren & 4 Great Grandchildren. He touched so many lives with his gift of gab. Our Ken, Dad & Poppy will be forever in our hearts. His legacy of loving fully, working hard & enjoying life will always be remembered. The Man, Myrth & Legend will be missed. Celebration of Life: 1:00pm, Sunday, February 14th, 2021



#### Mike Ramey

**MIKE BEGAN HIS CAREER IN THE SWIMMING POOL AND SPA INDUSTRY** in 1982 working for Polaris Vac Sweep. It was here that he met Bob Blake and John Gucky, both of whom worked at Polaris as well. After a brief stint in new construction retail sales, Bob hired him as a salesman for Anzen, a newly acquired company by Polaris. Bob and Mike worked together for a few years when Bob decided to start his own sales agency, Blake Sales Associates, in August of 1986. Mike was his first hire in September of that year and John joined in October of 1987. BSA grew to be one of the most respected agencies on the west coast. When Bob passed in June of 2001 Mike took the helm and the company never missed a beat. He loved this industry, served on boards and treated his employees with the utmost of respect. His work ethic was beyond comparison. When diagnosed with cancer two and a half years ago he took it on in a manner that marveled those closest to him and from afar. He/we always thought this insidious disease would be something he would die with and not from. Sadly, this was not the case. To those of you who loved him, respected and or admired him...or all the above, just pause for a moment and reflect on what a wonderful person he was. Mike is sorely missed. He is survived by his wife Martha, daughters Sheree, Sharmane and Sarah. Mike was a spiritual man, so if a prayer for them comes to mind, they will appreciate it.

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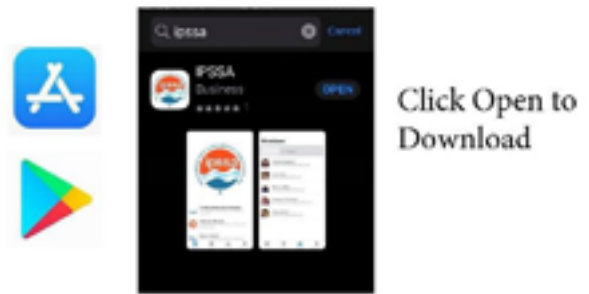


**We are excited to announce the release of the IPSSA app, available for free download in the Apple and Google Play/Android Store!**

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1. Download from Apple store or Google Play — Search for IPSSA, you will see the IPSSA logo.
2. You must sign in using the email registered with IPSSA. If you use a different email address, member content will not be viewable.
3. Once you enter your email into the app you will receive a verification code. If you remain logged into the app, it will remember you the next time it opens, and this step will not have to be repeated. Successful log in will show Member Exclusive Offers Button and a Member Profile button on the upper corner of the Welcome Screen.



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# Chapter Information and Meetings

**REGION 1** Northern California  
**Dave Hawes, Director**  
925-828-7665 | [david@hhpools.com](mailto:david@hhpools.com)

**Capital Valley (Sacramento)**  
First Wednesday, 7:00 p.m.  
VFW 8990 Kruthof Way, Fair Oaks  
President: **Jason Hilton**, 916-224-3113

**Delta (Stockton)**  
Third Wednesday, 6:00 p.m.  
The Elks Lodge  
19071 N. Lower Sacramento Rd. Woodbridge  
President: **Rick Plath**, 209-456-1605

**East Bay**  
Third Tuesday, 6:00 p.m.  
Pleasant Hill Community Center  
320 Civic Drive Pleasant Hill  
President: **Bob Dundon**

**East Contra Costa**  
Fourth Tuesday, 6:00 p.m.  
La Fuente Mexican Restaurant  
642 1st Street, Brentwood  
President: **Kirk Olsen**

**El Dorado**  
Second Thursday, 6:30 p.m.  
Shingle Springs Community Center  
4440 S. Shingle Road, Shingle Springs  
President: **Shawn Panico**, 916-201-6245

**Elk Grove**  
Second Wednesday, 7:00 p.m.  
Logan's Roadhouse  
9105 W. Stockton Blvd., Elk Grove  
President: **Jerry Marquardsen**

**Gold Country**  
First Monday, 6:00 p.m.  
2515 Grass Valley Hwy., Auburn  
President: **Ryan Ruminson**, 530-401-7346

**Modesto Central Valley**  
Third Tuesday, 6:00 p.m.  
El Rosal Restaurant  
3401 Monte Vista Ave., Turlock  
President: **Albert Camarillo**, 209-628-2717

**Sacramento City**  
Fourth Wednesday, 7:00 p.m.  
Plaza Hofbrau  
2500 Watt Avenue, Sacramento  
President: **Kelli Carrillo**, 916-730-7636

**Tracy**  
Fourth Thursday, 6:00 p.m.  
Perko's Cafe  
1321 W. 11th Street, Tracy  
President: **Beau Hoff**

**West Placer**  
First Thursday, 5:30 p.m.  
Strikes Bowling Alley  
5681 Lonetree Blvd., Rocklin  
President: **Bryan Soto**, 916-258-5114

**REGION 2** Central California  
**Beau Braisher, Director**  
661-332-4952 | [braisherpools@gmail.com](mailto:braisherpools@gmail.com)

**Bakersfield**  
First Tuesday, 5:30 p.m.  
Rusty's Pizza  
6675 Ming Ave., Bakersfield  
President: **Trevor Smith**, 661-472-5288

**Central Coast**  
Second Wednesday, 6:00 p.m.  
Nino's Grill, Templeton  
President: **Matt Mazzo**, 805-614-3114

**Conejo**  
Second Wednesday, 7:30 p.m.  
Alpha Water Systems  
725 Cochran Street #A, Simi Valley  
President: **Dennis Van Sloten**, 805-813-6154

**Conejo Valley**  
Second Wednesday, 6:30 p.m.  
Superior Pool Products  
1200 Lawrence Drive #400, Newbury Park  
President: **Michael Flanagan**, 805-444-7960

**Fresno**  
Fourth Tuesday, 7:00 p.m.  
Roundtable Pizza  
First & Bullard, Fresno  
President: **Manuel Margain**, 559-307-1072

**Santa Barbara**  
Second Monday, 6:30 p.m.  
Rusty's Pizza Parlor  
232 W. Carrillo (downtown), Santa Barbara  
President: **Joe Burich**, 805-451-1963

**Ventura**  
Third Tuesday, 7:00 p.m.  
Poinsettia Pavilion  
3451 Foothill Rd., Ventura  
President: **Tracy Sands**, 714-726-4059

**Visalia**  
Third Wednesday, 6:00 p.m.  
Amigo's Cantina  
5113 W. Walnut Avenue, Visalia  
President: **Charles Roque**, 559-213-4021

**REGION 3** Northern L.A. County, California  
**Terry Snow, Director**  
909-982-9962 | [tls.pools@verizon.net](mailto:tls.pools@verizon.net)

**Antelope**  
Second Monday, 6:00 p.m.  
SCP Antelope Valley  
4514 Runway Drive, Lancaster

President: **Steven Polovina**, 661-236-6095

**Diamond Bar**  
First Thursday, 7:00 p.m.  
PEP 563 W. Terrace Drive, San Dimas  
President: **Robert L. Betts**, 626-757-6707

**Foothill**  
Third Thursday, 7:00 p.m.  
849 Foothill Blvd. #4, La Canada  
President: **Jay Laughrey**, 818-957-5298

**San Fernando Valley**  
Third Wednesday via Zoom  
President: **Rich Gallo**, 661-803-9919

**San Fernando Valley Metro**  
First Thursday, 7:00 p.m.  
Canoga Bowl  
20122 Vanowen, Canoga Park  
President: **Eric Nielson**, 818-710-1628

**San Gabriel Valley**  
Second Thursday, 7:00 p.m.  
PEP 1862 Business Center Drive, Duarte  
President: **Ron Hopwood**, 626-806-4670

**Santa Clarita Valley**  
First Thursday, 7:00 p.m.  
Vincenzo's Pizza  
24504 1/2 Lyons Avenue, Newhall  
President: **Glen Batista**

**REGION 4** South L.A. County, California  
**Adam Morley, Director**  
310-493-3565 | [adam@paradisepools.biz](mailto:adam@paradisepools.biz)

**Central Los Angeles**  
Second Monday, 6:30 p.m.  
Han Woo Ri Presbyterian Church  
1932 S. 10th Ave, Los Angeles  
President: **Fred Choi**, 213-598-0078

**East Long Beach**  
Second Tuesday, 6:30 p.m.  
Ecco's Pizza  
2123 N Bellflower Blvd., Long Beach  
President: **Matt Mann**, 562-420-9061

**South Bay**  
Second Wednesday, 7:00 p.m.  
American Legion Hall  
412 S. Camino Real, Redondo Beach  
President: **Rick Morris**, 310-755-5279

**West Side**  
Second Tuesday, 6:30 p.m.  
American Legion Hall  
5309 S. Sepulveda, Culver City  
President: **Richard Okamoto**, 310-927-2411

**Whittier**  
First Wednesday, 7:00 p.m.  
Superior Pool Products Santa Fe Springs  
President: **Albert Navarro**, 562-927-6757

**REGION 5** Orange County, California  
**Michael Denham, Director**  
714-891-6180 | [denhampools@gmail.com](mailto:denhampools@gmail.com)

**Anaheim**  
Third Wednesday, 6:30 p.m.  
Roundtable Pizza  
12829 Harbor Blvd., Garden Grove  
President: **Cal Pratt**, 949-230-7462

**Central Orange County**  
Last Tuesday, 7:00 p.m.  
Coco's Restaurant  
14971 Holt Avenue, Tustin  
President: **Mark Harrison**, 949-874-8234

**Dana Point**  
Second Tuesday, 6:00 p.m.  
Coco's Restaurant  
Crown Valley at I-5, Dana Point  
President: **Cliff Gross**, 949-587-9773

**Mission Viejo**  
1st Tuesday of every month, 6:00 pm  
Laguna Hills, CA 92653  
President: **Chris Dodds**, 949-683-6076

**Orange Coast**  
Last Monday, 5:00pm  
Roundtable Pizza on Adams and Beach  
President: **Rob Mangus**, 714-318-1254

**Orange County # 9**  
Second Wednesday, 7:00 p.m.  
Dad Miller Golf Course  
North Gilbert Street, Anaheim  
President: **Douglas Beard**, 714-534-5405

**Orange County Pool Professionals**  
Last Monday, 6:00 p.m.  
Claim Jumper (Banquet Room)  
18050 Brookhurst St., Fountain Valley  
President: **Jim Romanowski**, 714-404-2550

**Southwest**  
First Wednesday, 6:00 p.m.  
ABC Pools  
10560 Los Alamitos Boulevard, Los Alamitos  
President: **Ken Tipton**, 562-430-8515

**Surf City**  
Third Tuesday, 6:30 p.m.  
Superior Pool Products  
10865 Kalama River, Fountain Valley  
President: **Frank Malavar**, 714-960-3558

**Tustin/Irvine**  
Second Tuesday, 6:00 p.m.  
PSOC Waterline Technologies  
220 N. Santiago Street, Santa Ana  
President: **Rich Foley**, 714-974-1514

**Yorba Linda**  
First Wednesday, 6:45 p.m.  
(Please verify meeting time with president)  
Lampost Pizza  
21480 Yorba Linda Blvd #D, Yorba Linda  
President: **Jaime Aranda**, 714-746-5138

**REGION 6** Inland Empire, California  
**John Dixon, Director**  
951-316-1675 | [waterwhisperer1@verizon.net](mailto:waterwhisperer1@verizon.net)

**Corona**  
Second Tuesday, 7:00 p.m.  
Marie Callenders  
160 E. Rincon St (at Main St), Corona  
President: TBD

**Hemet**  
Third Wednesday, 6:00 p.m.  
Megabyte's Pizza  
1153 S. State Street, Hemet  
President: **Kenneth Campbell**, 951-733-4330

**Menifee Valley**  
First Wednesday 7:00 p.m.  
My Buddies Pizza  
2503 E. Lakeshore Drive #A Lake, Elsinore  
President: **Renee Marier**, 951-285-9672

**Ontario/Rancho Cucamonga**  
Second Tuesday, 7:00 pm.  
Location varies. Please contact chapter president for more info.  
President: **Ron Goodwin**, 909-989-0406

**Palm Desert**  
Third Thursday, 6:00 p.m./7:00 p.m.  
(Please verify meeting time with president)  
Sloan's, 81539 US Hwy 111, Indio  
President: **Gary Kauber**, 760-702-5865

**Palm Springs**  
First Wednesday, 5:30 p.m.  
Superior 5700 Indian Springs Rd., Palm Springs  
President: **Jim Elliott**, 760-413-0463

**Redlands**  
Second Tuesday, 6:00 p.m.  
Hickory Ranch  
32971 Yucaipa Boulevard, Yucaipa  
President: **Bill Brooks**, 909-553-5780

**Riverside**  
First Tuesday, 6:00 p.m.  
Cask N Clever  
1333 University Ave., Riverside  
President: **Howard Hill**, 951-213-6131

**Temecula/Murrieta**  
Third Wednesday, 7:00 p.m.  
Pat & Oscar's  
29375 Rancho California Road, Temecula  
President: **Scott Peterson**, 951-255-4175

**REGION 7** San Diego County, California  
[waterwatcher.org](http://waterwatcher.org)  
**Michael Harris, Director**  
619-395-6700 | [barrowpoolssd@gmail.com](mailto:barrowpoolssd@gmail.com)

**Carlsbad**  
Third Wednesday, 6:00 p.m.  
El Rancho Restaurant  
1565 N. Santa Fe, Vista  
President: **Jonathan Dodge**, 760-845-5501

**Escondido**  
Third Wednesday, 6:30 p.m.  
Call for location  
President: **Bruce Smith**, 760-741-3960

**North County Coastal**  
Third Tuesday, 6:30 p.m.  
Brett's BBQ  
1505 Encinitas Blvd, Encinitas  
President: **Aden Dunne**, 760-801-5526

**Rancho Del Mar**  
Third Monday, 5:30 p.m.  
12840 Carmel Country Rd.  
San Diego, CA 92130  
President: **Wayne Maynard**, 858-361-8313

**San Diego**  
Third Wednesday, 7:00 p.m.  
Admiral Baker Clubhouse  
2400 Admiral Baker Road, San Diego  
President: **Mark Curran**, 619-269-3888

**San Diego East County**  
Third Tuesday, 6:00 p.m.  
Superior Pool Products  
1973 Friendship Drive, El Cajon  
President: **Marc Impastato**, 619-270-6617

**San Diego Metro**  
Fourth Thursday, 6:00 p.m.  
Sammy's Wood Fired Pizza  
8555 Fletcher Pkwy, La Mesa  
President: **Bert Vexland**, 619-445-7887

**REGION 8** Arizona and Nevada  
**Bill Goosen, Director**  
602-531-0035 | [goosse-man@cox.net](mailto:goosse-man@cox.net)

**East Valley (Phoenix)**  
Third Thursday, 6:00 p.m. MST  
Pool Electrical Products - Tempe  
In the back parking lot  
1245 W Geneva Dr Tempe, AZ 85282  
President: **Angela Clark**, 480-489-2577  
[eastvalleyipssaboard@gmail.com](mailto:eastvalleyipssaboard@gmail.com)

**North Phoenix**  
Third Tuesday, 6:00 p.m.  
SCP  
18201 N. 25th Avenue, Phoenix, AZ  
President: **Stillman Brown**, 623-229-3494

**Southeast Valley**  
Second Thursday, 5:30 p.m.  
Superior Pool Products  
7330 S. Atwood, Mesa, AZ  
President: **Daniel Morris**, 480-284-4296

**Tucson**  
Third Wednesday, 6:30 p.m.  
Superior Pool Products  
4055 S. Runway Street Tucson, AZ  
President: **Perry Wingate**, 520-240-0806

**West Valley**  
Third Wednesday, 6:00 p.m.  
Cloud Supply  
1100 N. Eliseo Felix Way, Avondale, AZ  
President: **Frank DeAngelis**, 623-293-7353

**Western Las Vegas**  
First Monday, 6:30 p.m.  
Vietnam Vets Hall  
6424 W. Cheyenne, Las Vegas, NV  
President: **Stephen Cross**, 702-524-8453

**REGION 9 - TEXAS SOUTH**  
[ipssatexas.com](http://ipssatexas.com)  
**Becky Clayson, Director**  
210-240-3121 | [beckyclayson@yahoo.com](mailto:beckyclayson@yahoo.com)

**Austin**  
First Tuesday, 6:00 p.m.  
Cherry Creek Catfish Company  
5712 Manchaca Road, Austin  
President: **Mark Mastropietro**, 512-550-1100

**Clearlake**  
Fourth Tuesday, 7:00 p.m.  
Rudy's BBQ  
21361 Gulf Fwy Webster  
President: **David Potts**, 208-887-6486

**Corpus Christi**  
First Thursday, 6:30 p.m.  
SCP in Corpus Christi  
President: **Michelle Wilkinson**, 209-604-6460

**Hill Country**  
Third Tuesday  
TJ's Burgers  
259 TX-337 Loop, New Braunfels  
President: **Jascha Wood**, 512-216-7663

**Houston**  
Second Tuesday, 7:00 p.m.  
Pappy's Café  
12313 Katy Frwy., Houston  
President: **David Queen**, 281-807-5442

**North Austin**  
Second Wednesday  
Casa Chapala  
9041 Research Blvd. #100, Austin  
President: **Thomas Long**, 512-293-7831

**North Houston**  
Third Tuesday, 7:00 p.m.  
La Cocina de Roberto  
3126 Sawdust Road, The Woodlands, TX  
President: **Stephen Titone**, 281-773-8643

**San Antonio**  
First Monday, 6:30 p.m.  
Lorghorn Café  
17625 Blanco Road, San Antonio  
President: **Jorge Martinez**, 210-549-7665

**West Houston**  
First Tuesday, 7:00 p.m.  
Spring Creek Barbeque  
21000 Katy Freeway, Katy, Texas  
President: TBD

**REGION 10** Bay Area South, California  
**Gary Heath, Director**  
510-223-7537 | [gary@thepooldoctors.com](mailto:gary@thepooldoctors.com)

**Fremont**  
Second Monday, via Zoom  
All Members/Guests (Jan-July)  
Board Officers (Aug-Dec)  
PIN: 823 5019 6796  
P/W: BluePools1  
President: **Bruce Barrios**, 510-750-2866

**Marin and Sonoma County**  
Third Wednesday, 7:00 p.m.  
Lucchesi Park Petaluma Community Center  
320 N. McDowell Blvd., Petaluma  
President: **Darrell O'Neal**, 707-217-1546

**Mid-Peninsula**  
Last Tuesday, 7:00 p.m.  
Superior Pool Products  
2692 Middlefield Road, Redwood City  
President: **Justin Lindley**, 650-863-6661

**Monterey Coast**  
Fourth Wednesday, 7:00 p.m.  
85 Neilson Street, Ste.201, Watsonville  
President: **Terry Page**, 831-297-2215

**Santa Clara Valley**  
Third Thursday, 5:30 p.m.  
SCP  
2036 Martin Ave Santa Clara  
President: **Fred Doering**, 408-685-8078

**Silicon Valley**  
Every Wednesday, 5:30 p.m.  
Mountain Mikes Pizza  
1724 Miramonte Ave, Mountain View  
President: **David Guslani**, 650-333-1351

**Tri-Valley**  
Second Thursday, 6:00 p.m.  
(No meetings in July and August)  
Location varies. Please contact chapter president for more info.  
President: **Ken Yecny**, 925-371-4521

**REGION 11** Florida and Georgia  
[ipssaf.com](http://ipssaf.com)  
**Todd Starnier, Director**  
941-915-2135 | [tstarnier@tampabayrr.com](mailto:tstarnier@tampabayrr.com)

**Gold Coast (Ft. Lauderdale area)**  
Second Tuesday, 6:30 p.m.  
Wings Plus  
9880 W. Sample Road, Coral Springs, FL  
President: **Ana Labosky**, 954-224-7733  
[www.ipssagoldcoast.com](http://www.ipssagoldcoast.com)  
President: **Ana Labosky**

**North Georgia**  
First Monday, 7:00 p.m.  
Please contact chapter president for meeting location and directions.  
President: TBD

**Osceola (Orlando/Kissimmee)**  
Second Wednesday, 6:30 p.m.  
Fat Boy's Restaurant  
2512 13th Street, St. Cloud, FL  
President: **Diane Fowler**, 407-460-6680

**Port Charlotte**  
Fourth Monday, 6:30 p.m.  
Buffalo Wings & Rings  
1081 W. Price Blvd., North Port, FL  
President: **Raymond Kurilavicius**, 941-743-2010

**Sarasota (Sarasota and Manatee Counties)**  
First Tuesday, 6:30 p.m.  
Gecko's Grill & Pub  
351 N Cattlemen Rd. North of Fruitville Rd., Sarasota, FL  
President: **Dustin Weaver**, 941-685-0701

**Treasure Coast**  
Fourth Tuesday, 7:00 p.m.  
Duffy's Sports Bar  
6431 SE Federal Hwy Stuart, FL  
President: **Paulette Hester**, 772-485-5489

**REGION 12** Texas North  
[ipssatexas.com](http://ipssatexas.com)  
**Casey Gardener, Director**  
469-835-5674  
[service@noworriespoolcare.com](mailto:service@noworriespoolcare.com)

**Dallas**  
Fourth Tuesday, 5:30 p.m.  
Senor Chachote Cantina & Grill  
7602 N Jupiter Rd, Garland  
President: **Travis Coleman**, 214-799-7739

**Fort Worth**  
Third Tuesday, 6:30 p.m.  
La Playa Maya Restaurant  
1540 N Main Street, Fort Worth  
President: **Paul Nelson**, 254-968-6298

**Mid-Cities DFW**  
First Monday, 7:00 p.m.  
SCP  
2107 Hutton Drive, Carrollton  
President: **Casey Gardner**, 469-835-5674

**Tarrant County**  
First Tuesday, 7:00 p.m.  
El Chico's Cafe  
7621 Baker Blvd., Richland Hills  
President: **Jason Wilson**, 817-366-1200

**Waxahachie**  
Second Wednesday, 7:00 a.m.  
Denny's  
408 Westchase Drive, Grand Prairie  
President: **Bryan Courville**, 817-3089874

**ASSOCIATION INFORMATION**  
Rose Smoot, Executive Director  
Phone: 888-360-9505 x2  
Fax: 888-368-0432  
[rose@ipssa.com](mailto:rose@ipssa.com) or [info@ipssa.com](mailto:info@ipssa.com)  
PO. Box 3367, Rocklin CA 95677,

**FINANCE TEAM**  
Frank McDonald, Finance Director,  
[frank@ipssa.com](mailto:frank@ipssa.com)

Ian Bailey, Accounting  
888-360-9505 x1  
[accounting@ipssa.com](mailto:accounting@ipssa.com)

**MEMBERSHIP**  
Alison Thompson, Membership Assistant  
888-360-9505 x1  
[memberservices@ipssa.com](mailto:memberservices@ipssa.com)

**INSURANCE BILLING**  
Phone: 844-574-1134  
Fax: 888-811-4502  
[insurance@cramerpcpa.com](mailto:insurance@cramerpcpa.com)  
PO Box 2934, Rocklin CA 95677

# Associate Members

## TITANIUM PARTNERS



**BIO-DEX**  
[bio-dex.com](#)  
623-582-2400  
Lori Brumagin: [lori.brumagin@bio-dex.com](mailto:lori.brumagin@bio-dex.com)  
Paul Matthews: [pmatthews@bio-dex.com](mailto:pmatthews@bio-dex.com)  
Manufacturer of professional strength pool and spa chemicals



**HASA**  
[hasapool.com](#)  
661-259-5848  
Rick Sawin: [RickSawin@HASApool.com](mailto:RickSawin@HASApool.com)  
Randy Johnson: [RJohnson@HASApool.com](mailto:RJohnson@HASApool.com)  
Liquid swimming pool chemicals, dry chemicals, pool and spa specialty chemicals



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[arrowinsuranceservice.com](#)  
Ray Arouesty: [ray.arouesty@hubinternational.com](mailto:ray.arouesty@hubinternational.com)  
General information and certificate requests:  
800-833-3433  
Insurance billing information: 844-574-1134  
Insurance issues

## PLATINUM PARTNERS



**AQUASALT, LLC.**  
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Susan Stevens: [sstevens@aquasalt.com](mailto:sstevens@aquasalt.com)  
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[easycarewater.com](#)  
559-299-7660  
Victor Rivas: [vrivas@easycarewater.com](mailto:vrivas@easycarewater.com)  
Rodney MacDowell: [rmacdowell@easycarewater.com](mailto:rmacdowell@easycarewater.com)  
Rosemarie Arenas: [rarenas@easycarewater.com](mailto:rarenas@easycarewater.com)  
Manufacturer of water treatment chemicals



**Hayward Pool Products Inc.\***  
[haywardnet.com](#)  
909-594-1600  
Fred Manno: [fmanno@haywardnet.com](mailto:fmanno@haywardnet.com)  
John Rodriguez: [jrodriguez@haywardnet.com](mailto:jrodriguez@haywardnet.com)  
Bob Seward: [bseward@haywardnet.com](mailto:bseward@haywardnet.com)  
Manufacturer of swimming pool equipment.



**Leslie's Swimming Pool Supplies**  
[lesliespool.com](#)  
Jeff Manno: 480-527-7494 | [jmanno@lesl.com](mailto:jmanno@lesl.com)  
Aaron Wax: 480-469-7504 | [awax@lesl.com](mailto:awax@lesl.com)  
Isaac Crouch: 909-964-2108 | [icrouch@lesl.com](mailto:icrouch@lesl.com)  
Supplier of all pool and spa equipment, parts, chemicals and maintenance items



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Steve Gutai: 800-822-7933 X 3323

## GOLD PARTNERS



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800-861-9712  
Mike McBride: [mmcbride@sensafe.com](mailto:mmcbride@sensafe.com)  
George Bailey: [gbailey@sensafe.com](mailto:gbailey@sensafe.com)  
Manufacturer of water quality test strips and meters for the pool and spa service industry



**King Technology**  
[kingtechnology.com](#)  
952-933-6118  
Lynn Nord: [lynn.nord@kingtechnology.com](mailto:lynn.nord@kingtechnology.com)  
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Fred Schweer: [fred@poolrx.com](mailto:fred@poolrx.com)  
Pete Ashby: [pete@poolrx.com](mailto:pete@poolrx.com)  
Manufacturer of algacide



**SCP/Superior/NPT\***  
[poolcorp.com](#)  
James Davis, SoCal Division Sales Manager  
[james.davis@poolcorp.com](mailto:james.davis@poolcorp.com)  
4900 E. Landon Drive, Anaheim, CA 92807  
Office: 714-693-8037  
Fax: 714-693-8033  
Mobile: 951-415-2968  
Service industry related



**Waterway Inc.**  
[waterwayplastics.com](#)  
805-981-0262  
Jerry Hyland: [jerryh@waterwayplastics.com](mailto:jerryh@waterwayplastics.com)  
Mike Tuttbene: [miket@waterwayplastics.com](mailto:miket@waterwayplastics.com)  
Good quality, good services, outstanding manufacturer of pool and spa equipment, valves, fitting and custom OEM spa parts

## SILVER PARTNERS



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John Bokor: [jbokor@havilandusa.com](mailto:jbokor@havilandusa.com) | 616-322-8353  
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Charles Baird: [cbaird@poolroutesales.com](mailto:cbaird@poolroutesales.com)  
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**NC Brands L.P.**  
[ncbrands.com](#)  
203-295-2300  
Jay Bertschy: [jay@ncbrands.com](mailto:jay@ncbrands.com)  
Jamie Novak: [jamie@ncbrands.com](mailto:jamie@ncbrands.com)  
Chemical manufacturer



**Pool Covers Inc.**  
[poolcoversinc.com](#)  
800-662-7665  
Cheryl MacLennan: [cmacLennan@poolcoversinc.com](mailto:cmacLennan@poolcoversinc.com)  
Claire King: [cking@poolcoversinc.com](mailto:cking@poolcoversinc.com)  
Sales, service and installation of safety swimming pool covers and safety spa covers

## ASSOCIATE MEMBERS

**A&A Manufacturing**  
[aamfg.com](#)  
Don McChesney: [Don.mchesney@aamfg.com](mailto:Don.mchesney@aamfg.com)  
3740 West Indian School Rd.  
Phoenix, AZ 85286  
Manufacturer of in floor cleaning systems

**Alphawater Systems**  
[awspoolsupply.com](#)  
562-408-6447  
Sheila Shaffer: [Sheila@awspoolsupply.com](mailto:Sheila@awspoolsupply.com)  
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800-748-5756  
John Grucky: [john.grucky@blakesales.net](mailto:john.grucky@blakesales.net)  
Products which we represent

**CDC Pools Inc.**  
[cdcpools.com](#)  
Contact: John Jones  
[chase@cdcpools.com](mailto:chase@cdcpools.com)  
480-798-6113  
Pool and Spa Remodeling

**CMP**  
[c-m-p.com](#)  
770-632-7112  
Rich Simpson: [rsimpson@c-m-p.com](mailto:rsimpson@c-m-p.com)  
Manufacture pool, spa & bath components/global supplier

**Compass Minerals**  
[compassminerals.com](#)  
913-344-9100  
Lauren Fallon: [fallon@compassminerals.com](mailto:fallon@compassminerals.com)  
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[countyleakservices.com](#)  
714-632-0134  
Bill Campbell: [bill.campbell@countyleakservices.com](mailto:bill.campbell@countyleakservices.com)  
Swimming pool and spa leak locating, repairs, remodel

**Freedom Solar Energy**  
[freedomsolarenergy.net](#)  
760-806-3733  
Kristal Needham: [kristal@freedomsolarenergy.net](mailto:kristal@freedomsolarenergy.net)  
Solar Pool Heating System Installation and Service. Solar electric, Solar hot water heating, battery integration and security installations

**Horizon Spa & Pool Parts**  
[horizonparts.com](#)  
520-295-9750  
Raymond Thibault: [ray@horizonparts.com](mailto:ray@horizonparts.com)  
Bruce Johnson: [bruce@horizonparts.com](mailto:bruce@horizonparts.com)  
Wholesale distributor of pool parts, spa parts, business education

**Intermatic**  
[intermatic.com](#)  
815-675-7000  
Allen Ustianowski: [austianowski@intermatic.com](mailto:austianowski@intermatic.com)  
Time controls, remote controls, pool/spa automation, freeze protection, pool/spa transformers, chlorinators

**LaMotte Company**  
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