

# THE IPSSAN



January 2021  
Volume MMXXI, Issue 1

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

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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

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## Cal/OSHA Approves Emergency COVID-19 Rules

### California Capital Report

THE CALIFORNIA DIVISION of Occupational Safety and Health (Cal/OSHA) announced temporary COVID-19 regulations, which were approved on November 19, 2020. The regulations apply to all employees and places of employment, with very limited exceptions. The proposed regulations provide extensive requirements for employers to provide training, develop policies, and investigate and mitigate potential hazards.

One major aspect of the proposed regulations is the requirement for employers to develop and implement a written "COVID-19 Prevention Program." The Prevention Program must include a policy that advises employees that they must report COVID-19 symptoms, exposure, and possible hazards at the workplace without fear of reprisal.

Furthermore, there are several points of information that must be provided to the employees, including a description of the symptoms of COVID-19 and how to access COVID-19 testing.

Employers are also required to develop and implement a process of screening for and responding to employees with COVID-19 symptoms. Additionally, employers must analyze and evaluate potential risks of exposure inside the workplace and identify all interactions, areas, activities, processes, equipment, and materials that could expose employees to COVID-19 hazards. Employers are required to develop and implement sanitization controls and the

use of Personal Protective Equipment.

The Prevention Program has specific requirements for investigating and responding to COVID-19 cases in the workplace, including investigating what date an employee first experienced symptoms, determining the date of the positive test, the day and time the employee was last present in the worksite, and who may have been exposed. Along with isolation and testing obligations, employers must comply with notice requirements to inform both employees and local health departments.

Significantly, the regulations impose increased leave requirements for employees who are excluded from work under the regulations but are otherwise able to work. For the duration of their isolation period, those employees must have their earnings, seniority, and all other employee rights and benefits maintained as if they were still working.

The regulations also address employer obligations when the worksite suffers an outbreak of 3 or more cases within a 14-day period, or if the workplace is considered a major COVID-19 outbreak, suffering 20 or more cases within a 30-day period. In addition, the regulations contain new and potentially burdensome requirements for employer-provided housing and transportation.

While the above are the highlights of some significant aspects of the proposed regulations, they are detailed



and contain numerous specific obligations for an employer, including training, notice, and recordkeeping requirements.

Read the text of the [Emergency COVID-19 Prevention Regulations](#) the Board voted on.

### CDPH AND DIR PUBLISH GUIDANCE RESOURCES ON AB 685 IMPLEMENTATION

*ADDRESSES EMPLOYER REQUIREMENTS RELATED TO COVID-19 EXPOSURE AT THE WORKPLACE*

As reported throughout the year, COVID-19 has led to a number of bills seeking to bolster public health standards by imposing new requirements on businesses in California. One such measure is [AB 685](#) (Reyes), which requires employers to provide written notice and instruction to employees, including those of a contracted employer, who may have been exposed to COVID-19 at their worksite. It also increases the authority of the Division of Occupational Health and Safety (Cal/OSHA)

to enforce health and safety standards to prevent exposure and spread of COVID-19.

Recently, the California Department of Public Health (CDPH) issued two guidance resources to help comply with the new health and safety standards of AB 685. The CDPH resources include a new [Definitions webpage](#) and an [Employer Question & Answer \(Q&A\) webpage](#).

The Definitions webpage covers key terms that were left unresolved when the bill was passed and ultimately signed into law by the Governor. Specifically, this resource provides clarity on the following terms:

- Outbreak
- Case
- Infectious Period
- With Symptoms
- Without Symptoms
- Laboratory-confirmed Case

The Q&A resource from CDPH covers many of the most common questions that employers have over the

**Continued on page 13**

## Mitigating Risk with Pool Trac

By Sarah Gowen

RESIDENTIAL AND COMMERCIAL swimming pool service companies face a unique set of challenges.

As the business owner, the quality of service provided by your service technicians could potentially have serious implications on the bottom line of your business. You take a risk every time your technician enters a customer's personal property. While their primary job responsibilities are cleaning pools, balancing chemicals, and/or making repairs, they are still performing these tasks with a certain amount of risk. It is not uncommon for equipment to break or accidents to happen.

It is even more common for someone to claim they simply did not do their job.

So, how do we mitigate this risk? How do you ensure you have some sort of documentation to fall back on in the event of an accusation towards your business? The answer to these questions is Pool Trac. Pool Trac is an application designed to be used by technicians out in the field to document their service stops. Each time they enter a resident's property and check in on the app, it grabs the time, date, and GPS. All points of basic service, chemical additions, and/or repairs are documented.

Photographs can be required upon beginning their service and before they can submit their record at the end of their service stop. On the administration end of Pool Trac, you can customize each client's profile with pictures and descriptions of all of the equipment they have at their pool. You can assign routes to your operators and even assign tasks outside of their daily service.

What does this mean to you as the business owner? Pool Trac will ensure you know exactly what the customer's pool looked like when your employee arrived, what they did

while they were there, can verify without a doubt your employee was actually there, and most importantly what it looked like when they left. As a business owner, knowing the answers to those four components is critical to mitigating your liability. The bottom line is that Pool Trac will save you time and money. Most importantly, Pool Trac will give you the peace of mind knowing you have accurate records and documentation of the work your employees perform.

For more information on mitigating risk – contact Pool Trac at [sales@pooltrac.com](mailto:sales@pooltrac.com) or 855-854-6776. ■

## Inside this issue

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## The IPSSAN

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

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## 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 - 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

# High-Performance Safety Transformers Bring Value to Pool and Spa Applications

by Intermatic

**INSTALLING A NEW BACKYARD** pool or spa is all about decisions. From the size and shape of the pool basin to landscaping and lighting, every detail matters. The same is true when selecting pool components.

Though products can share the same basic look and functionality, what's under the surface can make a major difference when it comes to reliability and value. For example, installing high-performance safety transformers can help streamline installations and ensure consistency from one season to the next, whereas an inferior solution can cause delays and maintenance headaches.

Intermatic safety transformers, Junction Box Transformer, are manufactured in an ISO-certified facility that includes more than 40 on-site specialty engineers and offer unique features that help them stand out in a crowded field.

### BUILT-IN NOISE FILTER

A built-in noise filter helps reduce electronic noise and interference in low-voltage lighting applications.

### ADJUSTABLE VOLTAGE

Selectable 12, 13 and 14 VAC options deliver the right voltage on long wire runs.

### EXTRA SPACE FOR WIRING FLEXIBILITY

Properly installing a transformer that has limited space for wires and wiring nuts can be a challenge in the field. Too often, solutions require installers to pack wires into a compact space, which can lead to wasted time and increases the potential for user error.

Intermatic transformers include extra space within the transformer enclosure to simplify the wiring process. The intentional design choice allows contractors to easily access and manipulate wires within the unit, providing a cleaner, more efficient installation experience.

### AUTOMATIC BREAKER RESET

Even when homeowners take proactive steps to prevent power issues, unexpected fluctuations in electrical current can cause circuits to overload. Typically, this means any low-voltage lights that are connected to an overloaded circuit stay switched off until someone resets the breaker.

With Intermatic safety transformers, built-in circuit protection will disconnect power to the transformer in case of defect or overload, helping to avoid this issue.

### SUPER QUIET STAINLESS STEEL

Enclosure Available For the quietest audible sound levels, choose non-magnetic stainless steel S models.

### UPGRADING TO COMBOCONNECT™

While individual Intermatic safety transformers are a safe bet for any number of pool and spa lighting applications, contractors who want to take their projects to the next level may want to consider the COMBOConnect Junction Box Transformer.

The hybrid solution blends the simplicity of a standard junction box with the power of a 100 W low-voltage transformer, allowing users to do more with less.

The key benefit of COMBOConnect is its compact size. Its unique design requires 20-30 percent less space than traditional, separately-installed components. This smaller footprint equates to less clutter on the pool pad and improved aesthetics. Pool builders have fewer items to hide or design around with landscaping and outdoor décor, while homeowners and pool service technicians have easier access to all pool components due to the additional space COMBOConnect creates.

The versatile COMBOConnect is listed and labeled per NEC 680.24 for use with pool and spa underwater luminaires and per NEC 411 for low-voltage landscape lighting. This distinction makes COMBOConnect code-compliant and compatible with a wide selection of lighting solutions. It's a reliable choice for nicheless low-voltage lights in pool and spa applications, as well as landscape and fountain lighting needs.

Because COMBOConnect does the work of two components, contractors can save time on labor without sacrificing performance. In fact, the unit lets installers connect up to five low-voltage lights out of the box – one more than is common with larger junction boxes.

Though COMBOConnect is primarily used in low-voltage pool and spa lighting applications, it is also capable of handling a variety of landscape lighting needs, making it a highly versatile solution for installers.

### LEARN MORE

To learn more about integrating high-quality safety transformers, as well as other pool and spa solutions, connect with your local Intermatic representative today and be sure to visit Intermatic.com. ■

## West Houston Chapter Donates



The West Houston chapter (Region 9, Texas) recently donated \$5,000 to Judah Brown Project. Quoting Mark Ubereken, chapter President, "What we love about the Judah Brown Project is they are so actively engaged in our community spreading the word about water safety awareness and drowning prevention. They don't just talk the talk, but walk the

walk by sponsoring ISR swim lessons, speaking to schools, distributing information at pediatrician offices, community events, etc. They also are always quick to thank and recognize IPSSA for our support with social media posts and always display our logo on their van and marketing materials. It has been a very rewarding relationship." ■



## Houston Chapter Donates

The Houston chapter (Region 9, Texas) recently made 3 donations in the amount of \$2,000 each to the local Society for the Prevention of Cruelty to Animals (SPCA), The 100 Club, and Camp Hope. The Camp Hope donation was matched by Texas Grand Ranch. ■

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## Matching funds available from IPSSA Inc.

IPSSA INC. HAS A MATCHING grant fund of \$12,000 to assist individual regions and chapters for community involvement, safety programs, and promoting IPSSA to the public. The spirit of the matching grant is to foster

IPSSA promotions by facilitating new ideas from individual members, chapters and regions. The matching grant funds shall be allocated evenly by region in each given year. In the event that a region does not request funds in a given year, that region's representative may elect to reallocate their portion to the matching grant fund for redistribution. Any redistribution of funds must be approved by the BORD.

The BORD will match, dollar for dollar, up to the budget amount once a matching grant is approved by the regional Board.

Each region shall determine how to use its allotment of funds without BORD approval once it has been approved by the regional Board.

Individual members, chapters and regions of IPSSA in good standing qualify for matching grants.

- Matching grant requests must be submitted in writing to the regional director.
- The regional director shall qualify the request to meet the spirit of the matching grant program.
- The region must approve the grant by either a regional Board meeting, regional Board teleconference, or e-mail ballot, and the results will be posted in the regional minutes.
- The regional director shall then request the funds from the IPSSA BORD president or chief financial officer without BORD approval, as long as the requested amount does not exceed the region's budgeted amount. ■

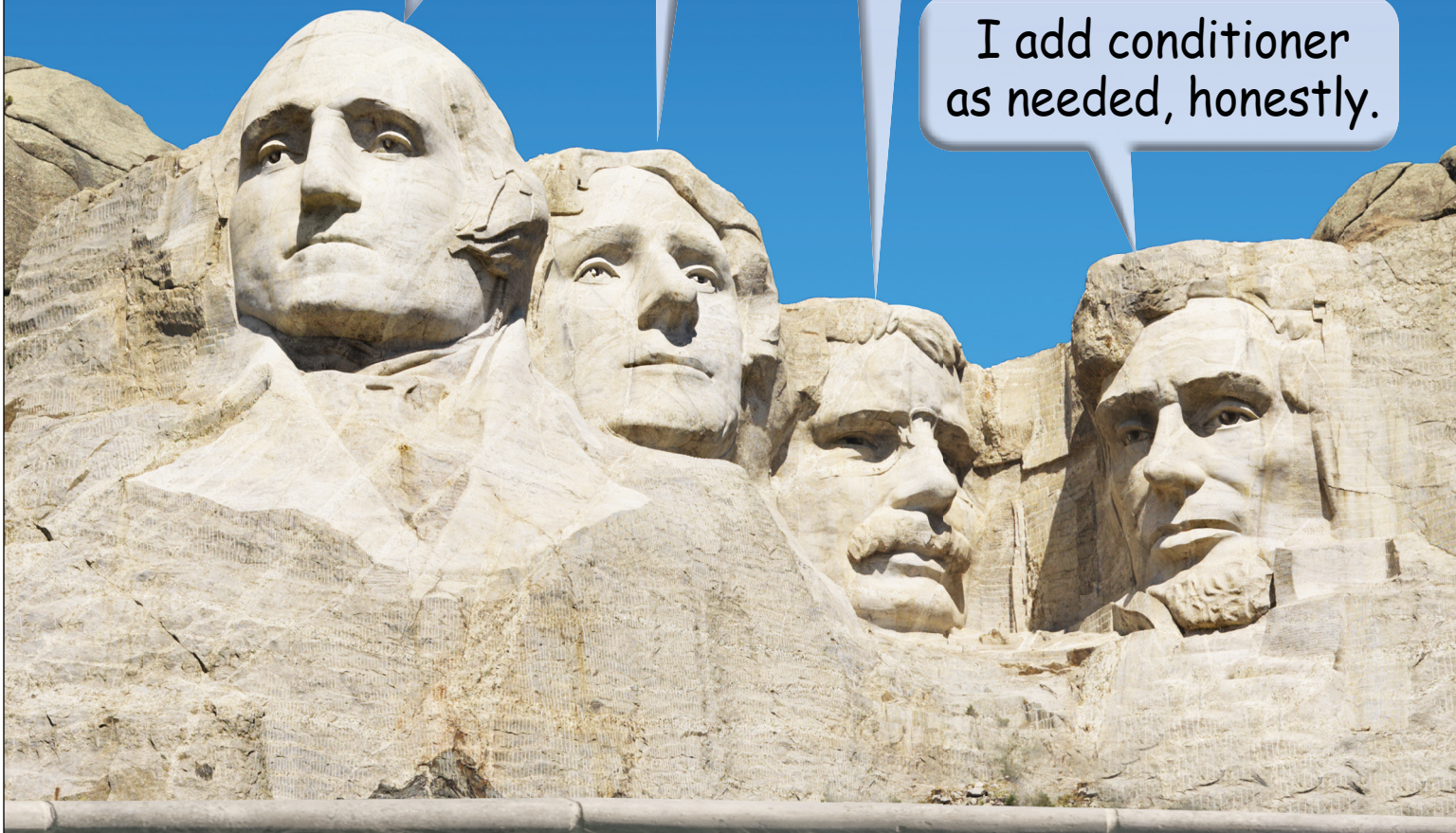
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### BORD & Annual Meeting

February 5, 2021  
Virtual

### IPSSA LEADERSHIP SEMINAR

Postponed until  
February 2022  
San Diego, CA

### BORD MEETING

May 8, 2021  
Virtual

### BORD MEETING

August 7, 2021  
Virtual

### BORD MEETING

November 5, 2021  
Monterey Plaza Hotel & Spa  
Monterey, California

August 2020 BORD meeting minutes published in the IPSSA Member portal



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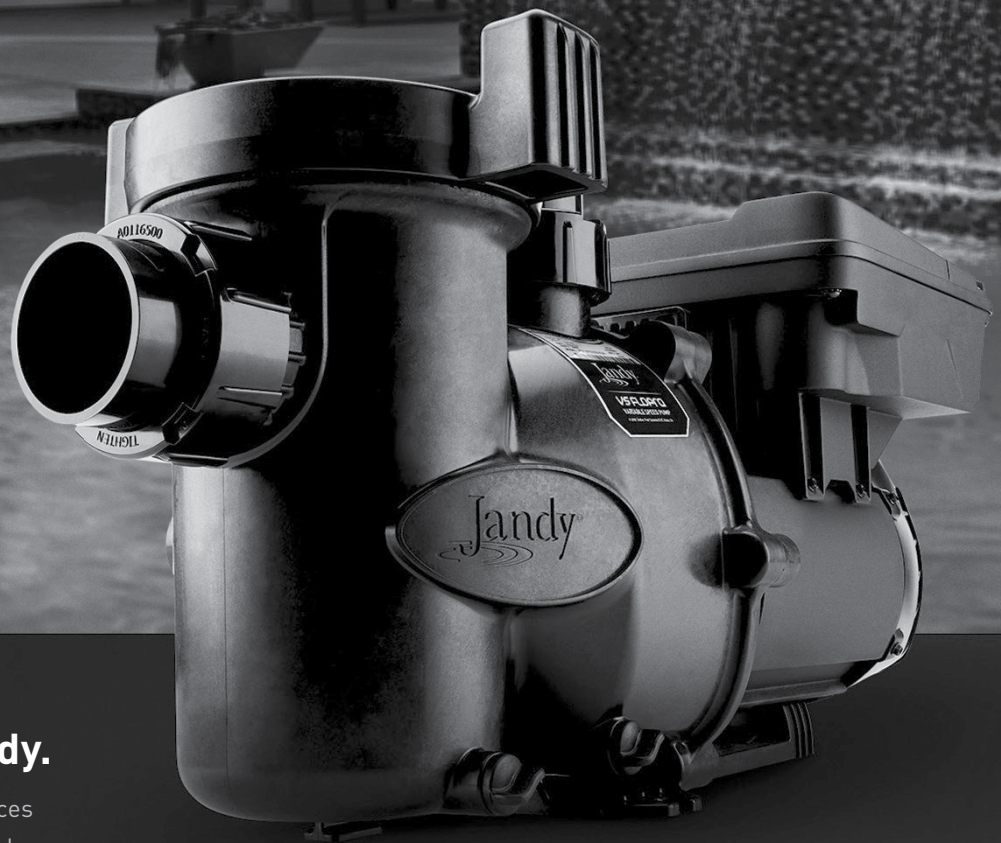
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# Traits of a leader...

By Rose Smoot, Executive Director



OFTEN TIMES, WE ARE PUT into leadership roles because we left to use the restroom, or no other volunteers wanted to step up and lead. Have you taken a pulse of what your group has accomplished over a period time, or you just doing the business day-in and day-out routine? Have you considered what traits you possess to be a great leader or mentor to your group? Sometimes, we just do the work, without gaining the skills or knowledge to be a great leader because we are thrown into the position.

I want to share some traits that make up a great leader and consider using them when you take your new position on the board or fine tune your skills if you are already on a board.

**1. Strong engagement,** lead from the front, make hard decisions but also know when to delegate and engage your volunteers. Letting go and trusting the task will be done with confidence. This is often the hardest one to comprehend and let happen. As self-employed business folks, you do everything on your own and report to no one other than your customers. If you want something done you do it

yourself, that way you know it will be done correctly. Now, I ask you, have you ever said that out loud or thought that? I bet you have. That is why this trait is challenging for some, because we must learn to lead from the front but also delegate and feel confident that those delegated to are going to get it done. Set timelines, folks like deadlines, even though they say they don't.

**2. Be a communicator.** Instead of insisting you make phone calls, offer other forms of communication, find out their preferred method of communication. Remember to be a good communicator you must listen first, then respond.

**3. Respect** your volunteers, don't judge them, take the time to get to know them and genuinely engage in their comments.

**4. Be committed** to your volunteers and stick with the project or task ongoing with enthusiasm. If your volunteers, see that you are committed and enthusiastic that too will spread to them. Now remember, there are always those volunteers that volunteer and do nothing,

don't let that bog you down, because there are many that are committed to the purpose and mission.

**5. Integrity:** As a volunteer, you are entrusted with an organization's resources. This can be a huge responsibility! Great volunteers realize that everything they are doing is a direct representation of the organization that they are volunteering. Integrity is the key to success.

**6. Appreciation** is one of the greatest attributes a leader can possess. By expressing gratitude to those that work hard, give of their time for their efforts as a volunteer goes along way. We all want to know that the work we did was appreciated. Idea, praise those with gratitude and maybe small tokens of appreciation. Make it a regular occurrence among your chapter.

As a leader of your chapter, sit back and learn the culture of your group, don't push to hard to get things done, be gentle and listen, listen and listen. Remember a member that is engaged and appreciated will continue to assist in carrying out the mission of IPSSA. ■

## 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.

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## 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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# Specialty Chemicals for Special Times

By Alicia Stephens and Brian Trenck

**PROPER POOL CARE** is based on 3 very important P's: Prevent disease, Protect equipment, and Provide the expected swimming experience. Maintaining adequate sanitation is a key element to proper pool and spa maintenance as it keeps bathers safe from disease and allows for clean, clear water. Using an oxidizer on a weekly basis, adding a preventative algaecide, good physical maintenance and select ancillary products round out the key components of a program that maximizes the impact of the sanitizer and helps provide the expected environment for swimmers.

There are many different sanitizer options for pools that include chlorine, bromine, salt chlorination and biguanide. While each of these sanitizers offers a different range of features and benefits, chlorine sanitization is the most common choice for pools and spas due to its ease of use and impact on water balance. Chlorine can be introduced to the water in many ways, including sticks, tablets, granules, liquid and chlorine generator systems. Regardless of which version is being used, each form leads to the formation of hypochlorous acid. Hypochlorous acid is the killing form of chlorine that does the work of preventing disease and maintaining the expected safe and clear environment in the pool or spa water.

Since all forms of chlorine lead to the same sanitizing compound, the features and benefits among different chlorine options are focused on the secondary impact of the chlorine type on overall water chemistry. Service professionals and homeowners make sanitizer

choices based on many different factors. For example, trichlor comes in slow dissolving sticks or tablets, making it the perfect choice for feeding through a chlorinator and allowing for less trips poolside for application. It's important to understand that trichlor also has a low pH and can impact total alkalinity as well as pH readings. Dichlor, on the other hand, is a quick-dissolving granule product that can be broadcast directly to the pool. Dichlor does not impact water balance, but it must be applied several times a week if it is being used as the primary sanitizer.

Trichlor and dichlor are both stabilized chlorine products. The primary difference between a stabilized and unstabilized chlorine product is the presence of cyanuric acid. Chlorine is not UV stable. This means that on its own, chlorine will degrade in the presence of sunlight rather quickly. Stabilizer protects chlorine from UV rays, and stabilized chlorine will last 5-6 times longer than unstabilized chlorine. Thus, bathers will be protected longer when stabilizer is present, or when stabilized chlorine products are used consistently to sanitize recreational water.

Sodium hypochlorite, or liquid chlorine, is inexpensive and easy to apply to the pool, but it has a very high pH that results in the need for routine application of a pH decriaser to maintain a balanced pH. Calcium hypochlorite comes in both tablet and granule form, giving a wide variety of application options. It's important to know that the pH of calcium hypochlorite is high, and the granules often require pre-dissolving before product addition.

Hypochlorite products do not contain stabilizer, so stabilizer must be added directly to the pool in order to provide protection from UV degradation when using these products.

Due to current industry conditions, the use of liquid chlorine will become more prevalent for the upcoming pool season. This may be a new approach to sanitizing for many pool care professionals, so it's a good idea to review the features of liquid chlorine and how to maximize it as a sanitizer in a pool. Liquid chlorine, also known as sodium hypochlorite, is an unstabilized sanitizer with a pH of around 13. The benefits of liquid chlorine include its cost effectiveness, as well as the ease of application. You can simply pour it in the pool without concern that it will bleach the surface. Remember that liquid chlorine is unstabilized, so when using it as the primary sanitizer, check and balance cyanuric acid independently of your sanitizer addition. A residual of 30-50 ppm of stabilizer is ideal to maximize the life of liquid chlorine and to protect it from UV degradation once it is added to the pool. Even with adequate stabilizer levels, liquid chlorine must be added frequently to maintain the EPA required 1-4 ppm sanitizer residual needed to provide adequate sanitization for the pool.

In addition to stabilizer, there are other components and ancillary products to consider for maximizing the effectiveness of liquid chlorine. Water balance can play a big part. Remember, the pH of liquid chlorine is around 13. This will drive the pH of the pool water upward with each addition.

At a high pH, chlorine is not as active as it should be, making it less effective at sanitizing the pool water. The industry recognized correction factor is 10-16 fl oz of muriatic acid for every gallon of liquid chlorine added to maintain a pH in the range of 7.2-7.6 are necessary to ensure chlorine is active and effective in the pool.

In addition to balancing the water, there are other products that can be added to a routine pool care program in order to maximize the impact of liquid chlorine. A preventative algaecide, which should be a part of any pool care maintenance program, is an important addition to the pool when trying to maintain an adequate chlorine residual with liquid chlorine. Adding an algaecide weekly allows chlorine to be used for killing bacteria, and not get used up killing algae. The less work chlorine needs to do in the pool, the longer it will last. For service professionals, choosing the right preventative algaecide is important. Certain algaecides could cause excessive foaming when water features or attached spas are present. Refer to label instructions for guidance.

The addition of an enzyme product on a weekly basis will also enhance the efficiency of any chlorine-based pool maintenance program. Enzymes break down non-living waste that is typically oxidized by higher levels of chlorine or a non-chlorine oxidizer. By using enzymes to break down the non-living waste (things like sunscreens, hair products, body oils, pollen and more) that are present in pool or spa water, the demand on chlorine is reduced. Less chlorine needed to maintain a residual is often evident in a maintenance program that uses enzymes consistently to break down non-living waste.

Another option for service professionals to improve water quality and ensure success with liquid chlorine is orthophosphate removal. When the phosphate level gets too high (roughly over 125ppb), it can create dull, cloudy or hazy water conditions and, in combination with high pH and calcium hardness, contributes to the formation of calcium phosphate scale on surfaces and equipment. This is especially problematic for saltwater pools. Since phosphate is the last step in the oxidation process of phosphorous, chlorine and shocks don't have an effect upon it, however, phosphate does contribute to the conditions that make it harder for chlorine and algaecide to do their jobs. Therefore, keeping a pool at a near-zero phosphate residual is the ideal goal. Testing for and removing phosphate proactively helps reduce reoccurring pool problems, simplifies pool maintenance needs, and improves both the look and feel of the water. Look for multi-functional weekly maintenance products that will add both enzymes and phosphate removers at the same time, maximizing the potential of liquid chlorine while minimizing the time poolside and the number of product additions needed. Often the first tool a service professional reaches for poolside

is a chemical. However, the value of improving or expanding routine physical maintenance is by far one of the most overlooked solutions by both service professionals and pool owners to maximize a pool care program. The benefits of properly circulating pool water, providing good filtration, and even getting in a light personal workout by brushing and vacuuming is often understated.

If the sanitizer, or any other ancillary chemicals applied to the pool, can't reach problematic areas then the opportunity for problems to arise increases and the value of those additions is reduced. Specifically, for a sanitizer, if the sanitizer can't reach it, it can't kill it. Traditionally, pool water needed to be circulated 10-12 hours a day and turnover the volume of the water at least twice in a 24-hour period. However, with variable speed pumps allowing consumers to run their pumps for longer periods of time without breaking the bank, the standard 10-12 hours is more complex and flow patterns become more important.

Most consider the positioning of returns as an afterthought and think the more churn and surface disruption the better. In many cases this is not true. For instance, larger above-ground pools can struggle to maintain good circulation since the lack of a main drain and limited amount of surface skimmers makes it more difficult. Many also have returns improperly positioned to point up toward the surface of the pool to make water appear to be circulating vigorously. Despite looking great, the circulation is inadequate and leads to problems occurring faster at the bottom and center of the pool. These areas of reduced circulation become the landing spot for large amounts of debris, while the areas and seams where the pool floor meets the walls become a haven for the start of biofilm and algae growth. What collects in these dead spots consumes chlorine-based sanitizers that blindly attempt to react and breakdown nitrogen-rich pool contaminants.

With good circulation in place, a pool ecosystem relies on proper filtration to remove debris and other contaminants from the water. The physical and biological processes occurring inside the filter increase the demand on the pool sanitizer and make it less efficient by performing activities outside of its primary job, the contaminants fill the empty space between media whether those spaces are pores in a cartridge or the space between granules of sand, glass, and diatomaceous earth. This increases the media's ability to filter smaller and smaller particles which improves clarity; however, flow inside begins to decrease as pressure within the system increases. Over time the efficiency of the media is reduced, increasing the opportunity for biofilm growth within the media. Certain microorganisms can produce byproducts that increase the demand on a chlorine-based sanitizer.

Routine filter maintenance such as backwashing or rinsing

Continued on page 11

## IPSSA Associate Member Spotlight

**RENOWNED WORLDWIDE** for quality and reliability, Fluidra is an industry leading global manufacturer of commercial and residential swimming pool equipment and connected pool solutions with an expansive footprint covering over 45 countries. A leading supplier of customer-focused pool and spa products including equipment, cleaners, sanitizers, and automation solutions, the company has a rich heritage of innovation and excellence dating back more than 100 years and offers an extensive portfolio which

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# 5 Must-Watch Trends for Pool & Spa Businesses in 2021

By Rachael Pritz, RB Retail & Service Solutions Software



**THE BUSINESS SURGE** in 2020 due to COVID-19 caught most pool and spa service businesses by surprise, especially given that we were forced to operate much differently than in the past. Despite the challenges, savvy pool and spa professionals are embracing the opportunity to improve their business practices and ramp up this winter for an even better 2021 season.

As we all create business plans for the New Year, we interviewed several pool and spa industry experts to get their insight on new trends that are emerging. Read on to learn why you should harness these trends to take your business to the next level in 2021.

## **POOL & SPA TREND #1: TRAINING**

There is a need for pool and spa service business owners to provide

more frequent, diversified, and virtual training programs. Julie Kazdin of Kazdin Pool Service in New York says that training has always been central to ensuring the exceptionally high level of service her company provides to customers. “In the past, all employees came together in a room for training,” says Kazdin. “But with the pandemic, that has changed and in fact, has

highlighted the fact that so much more training can be accomplished by doing virtual, online training.” Luckily, there are ample training tools available. Many manufacturers offer quality training webinars, tutorials, videos and even live training that you can use to train, retrain, and cross-train existing and new employees. For example, Bioguard offers an online training program that has modules, each followed by a quiz. Kazdin’s company has developed an in-house training platform, as they have specific, proprietary training for her employees, including videos and quizzes, which they are now doing online.

Dan Lenz, manager at All Seasons Pools in Illinois, says he will be adding new ‘communication and writing’ training for his employees this year. “With our staff spending much of their time communicating with clients by email and text, being able to clearly and precisely in writing, is very important.”

As pool and spa businesses allow their employees to remain at home, they are ramping up their business software systems, so that many of the functions and information that could only be accessed within one building, can now be accessed anywhere. One of the best features available in some pool and spa software systems is what is known as the ‘practice company.’ This is also a valuable training resource that allows you to simulate all the functionality of your store operations, without touching the actual system. The ‘virtual’ company allows new hires to run sales, process refunds, look up inventory—everything that employees will be doing in the heat of the season. And, once again, when these systems can be accessed from any computer, employees can practice and train from home, ensuring employees remain safe and healthy.

Additionally, look for local CPO classes – like water chemistry or hydraulics – that can be taken online (or in-person when available), and be sure to register employees, pay for courses, and make adjustments in their scheduling so they can successfully complete the classes.

Many vendor partners offer free courses that are designed for busy pool and spa professionals. BioLab, Pentair, and many others have webinar resources, online courses and even local representatives who are willing to come to your business and provide training. Even pool and spa software providers offer one-on-one training to help employees stay current on the latest software updates to maximize the utility of the software, streamline businesses operations, and ultimately reduce the hours it takes to get jobs done.

## **POOL & SPA TREND #2: COMMUNICATION**

The pandemic has underscored the importance of paperless communication, with not only

customers, but also internally with employees.

“We immediately pivoted to virtual job boards and started using a chat system to stay in touch with one another,” says Kazdin. “It worked out much better than I expected.”

In fact, with the rise of remote work and ability to stay in close communication digitally, pool and spa service business professionals have reported that this has not only expanded their talent pool, but also expanded their reach.

“We are now serving a much larger market because we realized we no longer need to bring everyone together physically,” says Kazdin. “Utilizing technology and doing things differently is actually making us do things better.”

Using internal chat systems and integrated business software allows remote service techs to log in to the information they need, without having to physically go to a building for information. Re-stocking trucks can also be done at the closest supply house. So in fact, service companies can now expand their reach by making each service truck an independent, mobile business.

In addition to communicating better internally, retailers are reporting they are in better communication with customers now than they were prior to the pandemic. “Customers are calling us all the time,” says Kathi Belcourt, manager at AquaTech Pool, Spa and Bath in Winnepeg. “I’m constantly on ‘facetime’ showing customers how to diagnose and fix issue on their pool or spa, or just help them determine what product they should purchase.”

Many retailers have decided to add the ‘chat’ function to their websites and divide up the shifts among all employees, so they can be available for clients 16 hours a day, 7 days a week. “It’s become so much easier to manage the chat function as we can do it from home so easily and we are developing much stronger relationships with our customers and bringing in so many new customers,” says Belcourt.

## **POOL & SPA TREND #3: E-COMMERCE**

E-commerce was already on the rise, but this past season made it apparent that online sales will continue to grow and, in fact, will help pool and spa service business professionals continue to expand their sales and profits. Belcourt says their company is putting a huge emphasis on their online store in 2021:

“We were already going in the direction of trying to sell more through our online store, but this past season helped us realize we need to do more to really get customers re-trained to use online shopping with our company.” Like Belcourt, we’re finding that more and more pool and spa professionals are dedicating resources to the enhancement of their online store. Integration of

**Continued on page 13**

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# Specialty Chemicals

Continued from page 8

cartridges will remove loose accumulations. Periodic chemical filter cleaning during the season removes the more difficult greases, oils, and scale that reduce filter effectiveness. Be mindful that not all filter cleaners work for every type of accumulation. Read labels and directions carefully before using. Another method to increase chemical efficiency by keeping a clean filter is to incorporate products into weekly service that help reduce the filter load. Routine use of enzyme-based products

can be an effective tool to help break down non-living organic accumulations in the filter media and provide longer filter cycles between cleanings. Most enzyme-based products also contain surfactants that not only help keep a filter clean but help in other problematic areas of the pool as well.

One of the more unsightly and most recognized sources of frustration that can lead to increased sanitizer usage is the formation of waterlines on the

pool surface. Oils, greases, and other wastes enter the pool water from bathers and most float on the surface. These nuisance contaminants mix with other debris that float and begin to accumulate on the pool walls creating an unsightly waterline that can also collect bacteria and algae. Brushing is the most effective way to break down these accumulations and get them back into the bulk solution of the pool before they cause a problem.

Other areas of the pool also provide favorable conditions for accumulations that can lead to larger issues. Dead spots are areas of the pool where circulation is poor due to pool shape and

structure, pool features, or other accessories in the pool. For vinyl pools, certain seam locations can also provide a favorable surface for accumulations to develop. These areas should be brushed at least once a week to keep surfaces clean. The use of water tension modifiers can help keep these areas clean as well. Certain algacides and most enzyme-based products contain surfactants that modify water tension, helping to pull debris off surfaces and back into the water where it can be removed by the filter or broken down further by treatment products.

## COMMON AREAS TO WATCH FOR BUILD-UP OF DEBRIS, ALGAE, OR BIOFILM GROWTH:

- Light niche
- Behind drop-in steps
- Behind ladders
- Sharp corners
- Underneath ladder treads
- Fountain or spa spillovers

With the use of liquid chlorine likely being more common for the upcoming pool season due to limited availability of other sanitizers and oxidizers, certain modifications to routines and practices should be made to maximize the effectiveness of the product being used. This should be done safely with proper storage and handling of products. One of the larger differences between sodium hypochlorite and other solid chlorinating compounds such as calcium hypochlorite, trichlor, and dichlor is how storage conditions can impact product degradation. Bleach concentration and storage temperature play a large role in the loss of product strength. Generally, increased temperatures will accelerate the process for all strengths, and higher concentrations will degrade at a faster rate. It is recommended to store liquid bleach in tightly closed containers out of direct sunlight in a dark cool place. For warehouses, never store liquid bleach over solids. It is good practice to store inert materials such as hoses or handhels in-between liquid bleach storage and other chemicals.

When poolside applying liquid chlorine, pour slowly to avoid splashing. It is strongly recommended to wear gloves and goggles when handling and applying product. Liquid chlorine is corrosive so it may cause skin and eye irritation, damage clothing. Before discarding used containers, it is a good practice to rinse bottles out before discarding in trash.

Transporting large quantities of liquid chlorine on service trucks also requires a modification to the normal routine. It should never be transported in the passenger compartment and to protect against incompatibilities, use of an approved secondary container is recommended to protect in the case of spills or leaks. It's also important to note that sodium Hypochlorite should never come into direct contact with acids or ammonia-containing compounds. Mixing could result in the formation of harmful gases which could lead to breathing difficulties.

Transportation regulations may be different for each state, sometimes even for individual

counties or municipalities as well as Federal DOT requirements. It is the responsibility of the driver of the vehicle to know and comply with all federal, state, county, city and local transportation regulations. Also of note are requirements for signage on service vehicles. Be sure to follow all pertinent DOT regulations for the placarding of hazardous materials for transport. There are placarding exceptions in some areas for service vehicles if carrying less than 1001 lb aggregate gross weight of 5.1 oxidizers or other hazardous materials such as corrosives, flammable, or combustible materials.

## GENERAL GUIDELINES INCLUDE:

- Carry an SDS for all chemicals
- Separate and secure all chemicals
  - Separate Liquids from Solids
  - Separate Oxidizers (Dichlor & Trichlor from Cal Hypo, Lithium Hypo, and Bleach)
  - Separate Muriatic Acid from everything including salt
- No hydrocarbons
  - Gasoline
  - Diesel
  - Fluid
  - Motor Oil
- Respond to pool chemical spills immediately
  - Never put spilled chemicals back in the original container because they might be contaminated with substances such as dirt or grease
  - Use separate, dedicated materials including clean and dry brooms, shovels and containers to clean up and appropriately dispose of each spilled chemical – refer to the SDS for appropriate absorbents for liquid spills
  - Do not pour spilled chemicals down the drain or sewer
- Do not store chemicals on a service vehicle for long periods of time – unload and use them or store them in an appropriate storage area

From a chemical standpoint, liquid chlorine can be an effective element of the weekly pool care maintenance program and is a capable weekly sanitizer product. However, since it must be added frequently to maintain the proper chlorine residual, anything that can be done to extend the life or enhance the effectiveness of liquid chlorine is a valuable addition to the program. Balanced water, preventative algacides, enzymes, and phosphate removers all contribute to creating the ideal environment for liquid chlorine to be successful. In addition, proper physical maintenance, as well as storage and handling, are necessary to maximize the pool maintenance program and minimize the work necessary to protect swimmers and provide the expected environment. An all-inclusive pool maintenance program is the key to success. ■

*The co-authors are employed by Biolab, Inc. Alicia Stephens is the Education and Training Manager; Brian Trench is the Technical Services Manager.*

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To Learn More



# Pool & Spa Trends

Continued from page 9

your online store with a business management software is key. “We are also adding shopify to our online store so we can do a better job of marketing to customers,” explains Belcourt.

Improving your e-commerce store and digital marketing efforts will allow you to provide customized offers to clients, knowing who bought what and when. This type of information will be extremely helpful this coming season, when there may be some supply chain shortages. Having a robust, integrated business software that integrates with a powerful online store, gives pool and spa professionals the ability to plan better and smooth out supply issues. “This season we will operate much more proactively—rather than how reactively we operated last season—the goal is to be prepared, reduce stress and sell more,” says Belcourt.

Remember that, when clients go to your online store, they should be able to order, pay, and arrange for delivery or pick-up of their chemicals and more. Be sure your pool service software supports your online store and

has pool industry integrations, so that inventory and delivery dates are accurate. You should also be able to easily process credit cards on your e-commerce site directly through your business software system, to eliminate mistakes and ensure the correct end-of-day tally.

Additionally, make online sales seamless by using an Online Bill Pay system that creates a reliable billing process to make it easier and more convenient for customers to bills. Pool and spa service businesses are investing in online bill pay systems, allowing them to send bills via email and eliminate the costs for envelopes, stamps, labels, paper, or printer ink. You’ll also save on labor costs by eliminating time it takes for billing and collecting payments.

As retailers retool their e-commerce sites, they find they are using their brick and mortar stores as fulfillment centers and mini warehouses. Lenz says he has a huge parking lot and a space behind their store where they have containers filled with products. “We are planning to stock even more this year and might even be stacking our containers to fulfill orders,” explains Lenz. The shift is

redefining how stores are used and there may be an increased need for staff to fulfill online orders and to prepare items for curbside and in-store pickup this coming season.

#### POOL & SPA TREND #4: MARKETING

To help direct prospects and sales to their online stores, pool and spa professionals are planning proactive marketing campaigns, with direct email marketing and old-fashioned direct mail. This is a great time to test email marketing and start planning a calendar of Cyber sales, for products previously sold only on the showroom floor.

Direct mail also seems to be making a comeback. Given that people are spending more time at home, they are paying closer attention to the offers that appear in their mailbox. “In our town, we rarely had clients from across the rivers, because folks in our town just don’t like to cross the river even though they are just a few miles from our store, so this year we are actively targeting those areas to increase our sales reach,” says Belcourt.

AquaTech has planned direct mail pieces, explaining that they are happy to deliver to pool and spa owners, to avoid coming to the physical store. “I’m hoping to create an UBER Eats for pool

chemicals this summer—I’m already contracting with new partners to make delivery easier—so people can order shock like ordering a burger.”

#### POOL & SPA TREND #5: USING APPS

The use of mobile apps has exploded for every business in light of the pandemic, as apps have made it easier than ever – for both consumers and retailers – to make transactions and stay in touch. There are now many mobile apps available through business software packages or as stand alone tools, that will ensure your company provides better service to customers and makes daily operations less stressful for employees.

Delivering exceptional service can be challenging during the busy season when insufficient checkout resources at peak times often lead to long lines, frustrated customers, and lost sales. However, a mobile app can help resolve these issues and elevate the customer experience.

For example, a water-testing database that is integrated into POS software can prevent staff from interrupting a lab technician, who may be assisting a customer to view the test results from another customer. A live mobile app allows employees to use mobile tablets and smart-

phones to access the same data anywhere on the retail floor. Being able to help a customer with readily accessible information at any terminal or on any screen in-store improves service and builds an incredible amount of customer loyalty. This also applies to service techs in the field, where apps allow techs to upload photos, equipment information and other customer data for future reference as well as tools to help diagnose water chemistry issues. They even allow techs to send messages directly to clients with recommended product purchases that can be made directly through your online store.

Retailers can also provide better and faster service to customers with the ‘line buster’ feature, which allows clients to avoid waiting in line. Staff can use a tablet, an integrated magnetic stripe-reader, or a pocket barcode scanner to complete sales transactions, process credit cards, and email receipts. Further, staff can work the floor and perform inventory searches and access customer history or profiles instantly. Another popular trend many consumers have grown to expect is mobile shopping, where customers can purchase products on their phones and check out in-store.

#### EMBRACING NEW WAYS

The trends emerging from our industry clearly show pool and spa professionals are embracing technology, to thrive in a marketplace where there’s an even greater demand for products and services that enhance the backyard. Younger generations who are comfortable with digital technology are entering the market as first-time pool and spa owners will lead the way, as they are already comfortable with digital technology. ■

## Cal/OSHA

Continued from page 1

implementation of AB 685. The Q&A resource clarifies what information an employer is to provide and to whom, how and when workers should be notified, what information should be reported to a local health department, and other questions about what AB 685 does and which agencies it authorizes to enforce its provisions.

In September, the Department of Industrial Relations (DIR) published its own [Q&A through Cal/OSHA](#). The DIR’s version addresses Cal/OSHA’s enhanced enforcement authority to allow for the expedited issuance of Orders Prohibiting Use (OPUs) and citations for serious violations related to COVID-19. It goes into further detail about OPUs and the changes around their use.

Moving forward, the California Chamber of Commerce (CalChamber) has committed to resolving some of the outstanding issues that AB 685 left unresolved and plans to pursue clean-up legislation next year. ■

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

IntelliChlor and colored lights.

For IPSSA to receive payment each member must register individually on the Pentair IPSSA Incentive Program Registration Form and also available on the IPSSA member portal site. This will allow Pentair to monitor and collect electronically from participating distributors purchase details, or direct from the member purchases for the rebate accumulation.

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

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

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

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

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



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**IPSSA Education Fund**

**THE IPSSA BOARD** of Regional Directors unanimously approved the new guidelines for the IPSSA Education (formally Scholarship) Fund, February 7, 2020. The IPSSA Education Fund: Advancing Professional Training and Education in the Swimming Pool and Spa Industry

**GUIDELINES**

The IPSSA Education Committee is charged with identifying educational opportunities in all facets of the swimming pool and spa service and repair industry. Individual and Class Scholarships through the IPSSA Education Fund are available to all self-employed pool professionals in Arizona, California, Florida, Georgia, Nevada, and Texas. Funding is provided to applicants who have completed qualified classes.

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

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

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

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

Applicants may apply two times a per calendar year, up to \$200 per class instruction for individuals. Maximum two submittals per calendar year. Class instructors may apply two times per calendar year, up to \$200 per student with a maximum of \$4,000. Maximum two submittals per calendar year. Eligible individuals may download the application from [ipssa.com](http://ipssa.com) or email [info@ipssa.com](mailto:info@ipssa.com). Applications are reviewed quarterly by the Education Committee.

For questions about the program, please inquire at [info@ipssa.com](mailto:info@ipssa.com) or call 888-360-9505 ext. 2.

**MISSION STATEMENT**

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

For more information, please visit [www.ipssa.com/resources/IPSSA\\_education\\_fund](http://www.ipssa.com/resources/IPSSA_education_fund). There you will find details and application. ■

**IPSSA Code of Ethics**



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

My second obligation will be to the members of IPSSA by giving them any professional assistance they may need including sick route coverage. With respect

to sick route coverage, I will treat sick route clientele with professionalism and respect and will not solicit the business of a sick route client while providing sick route coverage.

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

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



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# MOVING

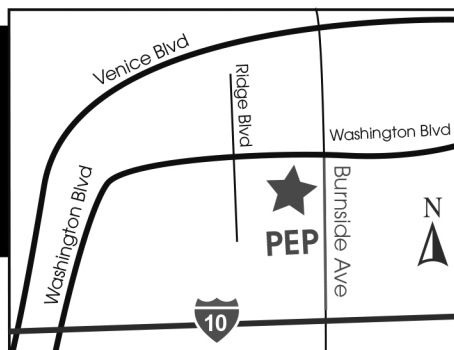


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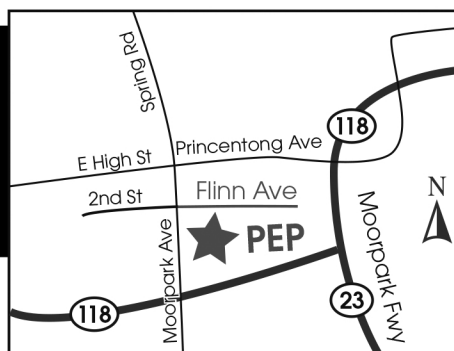
The Los Angeles Branch is  
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Los Angeles, CA 90016  
310-945-4601



The Oxnard Branch is  
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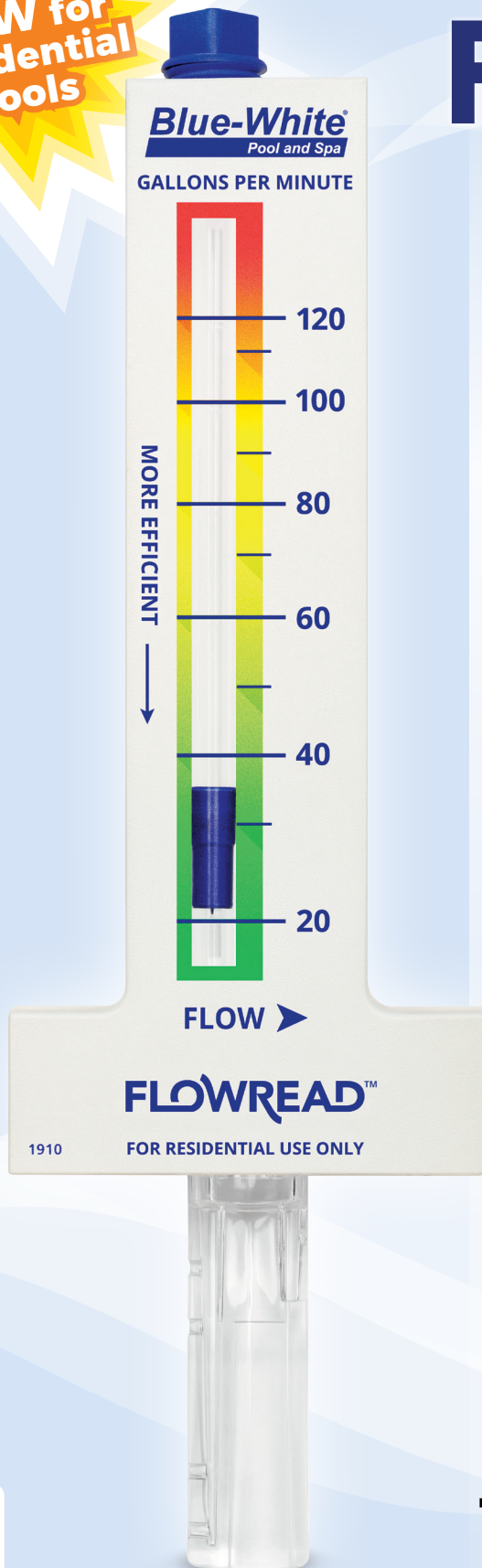


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## Things to do in January

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

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## Sick Route Coverage Member Testimonials

“

In early August 2018, I was hit out-of-the-blue by a stroke. My Chapter rallied around me and covered all my accounts. Actually, bless their hearts, they covered more accounts than our Sick Route Policy states they should have covered. My brothers and sisters in the East Bay Chapter saved my business. It took me over 3 months to recover to the point where I could run my route again. And all that time I still had income coming in thanks to my Chapter members. I would have lost everything I had worked for years to establish without the kindness and unselfishness of my fellow Chapter members. I was so grateful to be able to stand in front of them at our holiday party that year and thank them personally for what they did for me.”

ROBERT DUNDON,  
East Bay Chapter  
President

“

On Friday July 26, 2019, I had a hemorrhagic stroke. I was in a coma for 12 days and spent about three months in the hospital and two weeks in rehab where I had to learn how to walk and do everyday tasks again. The president of my chapter, Dennis Van Sloten, knocked on all my customers doors and explained what had happened and took control of organizing the coverage of my route and the billing of my customers. Everyone that covered my route was awesome. Seven months after my stroke I had to get brain surgery and had to go back to my chapter to ask for more time. The chapter met and told me to take as much time as I needed, and they would cover my route until I was able to come back. I am so grateful for all of the help and support that my family received and appreciate everything that they did for me and my family to get us through difficult time in our lives.”

CLIFF HUEBNER,  
IPSSA Conejo Valley  
Chapter

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# New Products

## Intermatic PX Series Safety Transformers



**PX100 Models Now Available With 14 VAC Option**

**Super Quiet Stainless Steel**  
Non-magnetic Stainless steel reduces audible hum in low-voltage lighting applications

**Automatic Breaker Reset**  
Built-in circuit protection will disconnect power to the transformer in case of defect or overload

**Premium Construction**  
Manufactured in an ISO-certified facility that includes more than 40 on-site specialty engineers

**New Built-in Noise Filter**  
Reduces electronic noise and interference when used in low-voltage lighting applications

**Wiring Flexibility**  
Extra space within the enclosure simplifies installations

PX100S

**BE PREPARED FOR** a variety of nicheless pool and spa lighting applications with versatile PX Series Safety Transformers from Intermatic. Our durable, high-performance safety transformers are designed to streamline installations while offering unique features that help them stand out in a crowded field. Select models, such as the PX100 and PX300, include a 12 VAC/13 VAC/14 VAC option, ensuring the right voltage is delivered on long runs. This makes them an excellent choice for pool and spa projects, especially when working with LEDs.

**ABOUT INTERMATIC**  
With a rich company history spanning more than 125 years, Intermatic has built a reputation for delivering robust solutions that stand the test of time. A commitment to quality and deep technical expertise has helped establish the company as a global leader for lighting control and energy management solutions, as well as pool and spa controls.

## ColorQ 2x PRO 7 Kit

**THE NEW WATERPROOF,** Bluetooth ColorQ 2x PRO 7 (Code 2086) photometer directly measures Free Chlorine (DPD), Total Chlorine (DPD), Bromine (DPD), pH, Alkalinity, Calcium Hardness and Cyanuric Acid directly on a digital display. The compact meter is easy to use and features economical liquid reagents that measure 144 tests per test factor for Free Chlorine, Total Chlorine (Bromine) and

pH. The Alkalinity, Calcium Hardness and Cyanuric Acid tests are measured by using the LaMotte TesTabs® tablet method and includes 100 tablets for each test. The ColorQ 2x eliminates the need to visually determine slight color variations using an innovative dual-optic design with a wider path-length, thus taking the guesswork out of poolside water analysis. To learn more go to [lamotte.com/pool](http://lamotte.com/pool).



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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, bob@claritypool.com

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

**El Dorado**  
Second Thursday, 6:30 p.m.  
Shingle Springs Community Center  
4440 S. Shingle Road, Shingle Springs  
President: Shawn Panico, [hydropure9@msn.com](mailto:hydropure9@msn.com)

**Elk Grove**  
Second Wednesday, 7:00 p.m.  
Logan's Roadhouse  
9105 W. Stockton Blvd., Elk Grove  
President: Jerry Marquardsen, 209-747-4953

**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 Hoffz, [apexpools1@yahoo.com](mailto:apexpools1@yahoo.com)

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

**REGION 2** Central California  
**Manuel Margain, Director**  
559-307-1072 | [Manuelmargain1@gmail.com](mailto:Manuelmargain1@gmail.com)

**Bakersfield**  
First Tuesday, 5:30 p.m.  
Rusty's Pizza  
6675 Ming Ave., Bakersfield  
President: Beau Braisher, 661-332-4952

**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: Norm Carpenter, 559-217-1228

**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: Max O'Brien, 805-794-6270

**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 | [ts.pools@verizon.net](mailto:ts.pools@verizon.net)

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

President: Bob Cranmer, 661-609-3682

**Diamond Bar**  
First Thursday, 7:00 p.m.  
PEP 563 W. Terrace Drive, San Dimas  
President: Johnny Hernandez, 626-833-7456

**Foothill**  
Third Thursday, 7:00 p.m.  
849 Foothill Blvd. #4, La Canada  
President: Raul Fernandez, 818-378-9231

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

**San Fernando Valley Metro**  
First Tuesday, 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: Brian Nies, 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: Rick Haro, 310-204-4327

**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: Rob Tobias, 714-812-7993

**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

**Saddleback Valley**  
Last Tuesday, 6:00 p.m.  
Lone Star Steakhouse  
24231 Avenida de la Carlotta, Laguna Hills  
President: Scott Kather, 714-742-9597

**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: Jennifer Meza, 951-833-0055

**Hemet**  
Third Wednesday, 6:00 p.m.  
Megabite'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: James 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: Nathan Smith, 972-296-7946

**Temecula/Murrietta**  
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 Ranchero 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 Curan, 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, 619-913-9252

**REGION 8** Arizona and Nevada  
**Mike Lee, Director**  
408-786-0687 | [mountainsidepools@mac.com](mailto:mountainsidepools@mac.com)

**East Valley (Phoenix)**  
Third Thursday, 5:45 p.m.  
Superior Pool Products  
2350 W. Broadway Rd. #110, Mesa, AZ  
President: Angela M. Clark  
[lizardpools.amc@outlook.com](mailto:lizardpools.amc@outlook.com)

**North Phoenix**  
Third Tuesday, 6:00 p.m.  
SCP  
18201 N. 25th Avenue, Phoenix, AZ  
President: Homer Clark, 480-489-2577

**Scottsdale**  
Third Monday, 6:00 p.m.  
Pool Water Products  
20810 N 25th Place, Phoenix, AZ  
President: Clifton Orson, 480-585-0000

**Southeast Valley**  
Second Thursday, 5:30 p.m.  
Superior Pool Products  
7330 S. Atwood, Mesa, AZ  
President: Jerry Handley, 480-440-2888

**Tucson**  
Third Wednesday, 6:30 p.m.  
Superior Pool Products  
4055 S. Runway Street Tuson, 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: Trenton Brumfield, 623-210-1615

**Western Las Vegas**  
First Monday, 6:30 p.m.  
Vietnam Vets Hall  
6424 W. Cheyenne, Las Vegas, NV  
President: Brian Pilgram 702-576-6631

**REGION 9 - TEXAS SOUTH**  
[ipssatexas.com](http://ipssatexas.com)  
**Becky Clayton, 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: Jerome Potter, 512-484-9093

**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

**Houston**  
Second Tuesday, 7:00 p.m.  
Pappy's Café  
12313 Katy Frwy., Houston  
President: Bryan Norris, 713-234-7649

**North Austin**  
Second Tuesday, 6:00 p.m.  
Blue Corn Harvest  
700 East Whitestone, Blvd., Cedar Park, TX  
President: Shane Applegate, 512-257-7665

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

**Hill Country**  
Third Tuesday  
Komal Latin Kitchen  
2550 Hunter Rd., San Marcos, TX  
President: Jascha Wood, 512-216-7663

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

**West Houston**  
First Monday, 7:00 p.m.  
Spring Creek Barbeque  
21000 Katy Freeway, Katy, Texas  
President: Bill Williams, 832-593-6299

**REGION 10** Bay Area South, California  
**Stan Phillips, Director**  
925-518-1718 | [stan@aquacps.com](mailto:stan@aquacps.com)

**Fremont**  
Second Monday, via Zoom  
All Members/Guests (Jan-July)  
Board Officers (Aug-Dec)  
PIN: 885-8231-8347  
P/W: BluePools1  
President: [ipsafremont@gmail.com](mailto:ipsafremont@gmail.com)

**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

**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

**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: Gary Heath, 925-719-5334

**REGION 11** Florida and Georgia  
[ipssafl.com](http://ipssafl.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@goldcoastipssa.com](mailto:president@goldcoastipssa.com)

**North Georgia**  
First Monday, 7:00 p.m.  
Please contact chapter president for meeting location and directions.  
President: Michael Leggett, 770-205-3131  
[michael@swimtech.com](mailto:michael@swimtech.com)

**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  
[Poolady2001@gmail.com](mailto:Poolady2001@gmail.com)

**Port Charlotte**  
Fourth Monday, 6:30 p.m.  
Buffalo Wings & Rings  
1081 W. Price Blvd., North Port, FL  
President: Donna Gil de la Madrid, 941-626-3968

**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  
[everbluepoolcare@gmail.com](mailto:everbluepoolcare@gmail.com)

**Treasure Coast**  
Fourth Tuesday, 7:00 p.m.  
Duffy's Sports Bar  
6431 SE Federal Hwy Stuart, FL  
President: Paulette Hester, 772-485-5489  
[poolsbythesea@nbc.com](mailto:poolsbythesea@nbc.com)

**REGION 12** Texas North  
[ipssatexas.com](http://ipssatexas.com)  
**Neal Holt, Director**  
972-617-9877 | [poolguy713@gmail.com](mailto:poolguy713@gmail.com)

**Dallas**  
Fourth Tuesday, 5:30 p.m.  
Senor Chachote Cantina & Grill  
7602 N Jupiter Rd, Garland  
President: Eustaquio Portillo, 214-325-6746

**Fort Worth**  
Third Tuesday, 6:30 p.m.  
La Playa Maya Restaurant  
1540 N Main Street, Fort Worth  
President: Tina Slagle, 817-991-0555

**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: Tom Sheehy 214-395-0143

**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**  
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Ian Bailey, Accounting  
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Fax: 888-811-4502  
[insurance@crampcra.com](mailto:insurance@crampcra.com)  
PO Box 2934, Rocklin CA 95677

# Associate Members

## TITANIUM PARTNERS



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623-582-2400  
Lori Brumagin: lori.brumagin@bio-dex.com  
Paul Matthews: pmatthews@bio-dex.com  
Manufacturer of professional strength pool and spa chemicals



**Blue-White Industries**  
blue-white.com  
5300 Business Drive, Huntington Beach, CA, 92649  
David Koch, Director of Sales  
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Fax: 714-894-9492  
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hasapool.com  
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Rick Sawin: RickSawin@HASApool.com  
Randy Johnson: RJohnson@HASApool.com  
Liquid swimming pool chemicals, dry chemicals, pool and spa specialty chemicals

## PLATINUM PARTNERS



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



**Aquasalt LLC.**  
aquasalt.com  
Susan Stevens: sstevens@aquasalt.com  
866-549-POOL x7665  
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**Easycare Products**  
easycarewater.com  
559-299-7660  
Victor Rivas: vrivas@easycarewater.com  
Rodney MacDowell: rmacdowell@easycarewater.com  
Rosemarie Arenas: rearnas@easycarewater.com  
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haywardnet.com  
909-594-1600  
Fred Manno: fmanno@haywardnet.com  
John Rodriguez: jrodriguez@haywardnet.com  
Bob Seward: bseward@haywardnet.com  
Manufacturer of swimming pool equipment.



**Leslie's Swimming Pool Supplies**  
lesliespool.com  
Jeff Manno: 480-527-7494 | jmanno@lesl.com  
Aaron Wax: 480-469-7504 | awax@lesl.com  
Isaac Crouch: 909-964-2108 | icrouch@lesl.com  
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Mike Giddens: mgiddens@fluidra.com  
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## GOLD PARTNERS



**Aqua Star Pool Products Inc.**  
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877-768-2717  
Todd Pieri: toddp@aquastarpoolproducts.com



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Mike McBride: mmcbride@sensafe.com  
George Bailey: gbailey@sensafe.com  
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kingtechnology.com  
952-933-6118  
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Fred Schweer: fred@poolrx.com  
Pete Ashby: pete@poolrx.com  
Manufacturer of algacide



**SCP/Superior/NPT\***  
poolcorp.com  
James Davis, SoCal Division Sales Manager  
James.davis@poolcorp.com  
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Fax: 714-693-8033  
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Claire King: cking@poolcoversinc.com  
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## ASSOCIATE MEMBERS

**A&A Manufacturing**  
Don McChesney: Don.mchesney@aamfg.com  
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Manufacturer of in floor cleaning systems

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Mike Ramey: mjramey@blakesales.net  
John Grucky: john.grucky@blakesales.net  
Products which we represent

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480-798-6113  
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Rich Simpson: rsimpson@c-m-p.com  
Manufacture pool, spa & bath components/global supplier

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Kristal Needham: kristal@freedomsolarenergy.net  
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