



The

IPSSAN

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

VOLUME XXXII, NUMBER 8

August 2020

California Capitol Report

CA COVID-19 Worker's Comp Presumption to Expire

In March of this year, California Governor Gavin Newsom issued an Executive Order (EO) instituting a rebuttable presumption that any worker, not working at home at the direction of their employer, who contracted COVID-19, was presumed for purposes of workers' compensation to have contracted the virus at work. By its own terms, the Executive Order is in effect from March 19 through July 5. As such, without an extension of the Executive Order by the Governor, or the Legislature enacting an urgency or budget bill extending the presumption, the presumption will soon expire. If the COVID-19 presumption does expire, the burden of proof to show the worker contracted the virus within the course and scope of employment returns to the



injured worker. The effect of the presumption is the employer must demonstrate through a negative test or otherwise, the worker did not contract the coronavirus during the performance of their work duties.

Discussions with the Governor's senior staff over the last couple weeks have provided some hope the Governor will not extend his Executive Order. The staff has indicated the Governor has no plans to extend the EO and feels, with California reopening, the conditions that necessitated the presumption are no longer in effect. Unfortunately, with the recent

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August BORD Member Interview - Michael Denham, Region 5 Director

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

Region 5 includes 12 chapters: Anaheim, Central Orange County, Dana Point, Mission Viejo, North Orange County, Orange Coast, Orange County #9, Orange County Pool Professionals, Southwest, Surf City, Tustin/Irvine, and Yorba Linda

1. What year did you join? Join in October of 1986

2. Why did you join? I purchased a pool route from a store and an individual (single-poler). Individual, said I should join IPSSA. Back then that is what you did. You just joined. After joining, I learned that there were also benefits like sick route and insurance.

3. How has IPSSA helped you over time? IPSSA has helped me tremendously. I got involved at

Continued on page 3



Associate Management Team

Rose Smoot IOM, CAE - Executive Director

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

Penny Gaumont - Project Resource Specialist

Phone: 888-360-9505, Ext. 2
Email: info@ipssa.com
Duties: trade show materials requests, tabletop material requests, codes for water chemistry test, process orders from chapters for sick route coverage cards, IPSSA merchandise & book order fulfillment, social media posts

Member Services & Finance Team

Frank McDonald - Finance Director

Email: frank@ipssa.com
Oversees day-to-day membership transactions and accounting. Prepares IPSSA financial reports, chapter shares and census report.

Ian Bailey - Accounting

Phone: (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

Shyann Brown - Membership Assistant

Phone: (888) 360-9505 x1
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Email: memberservices@ipssa.com
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

IPSSAN Newsletter

Doug S - IPSSAN Editor

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

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

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

The committees are as follows:

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

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

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

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

- Education - provides advice to the BORD on the strategic directions and development of the educational activities of IPSSA and supports the ED FUND.

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

Things to do in July

- Wear Sunscreen
- Wear a Hat
- Drink lots of water



DO NOT HOLD DATED MATERIAL

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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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COVID-19 Impact on Pool Service Techs

By **Rose Smoot**
Executive Director

Are you one of those pool service technicians that have been swamped ever since COVID-19 came into our universe back March?

With so many of you servicing, repairing and replacing pool and spa equipment, juggling your volunteer commitments and family responsibilities during the past few months, it's no surprise that you find yourselves "super stressed." And that's not balanced—or healthy.

In your rush to get to "the next customer", it's easy to forget that as our stress levels spike, our productivity plummets. Stress can zap our concentration, make us irritable or depressed. A quote by Jim Rohn, "Time is more valuable than money. You can get more money, but you cannot get more time." Think about ways to slow down and take more time for You.

To maintain your health and spirit consider doing this.

Here are a few practical steps

we can all take to loosen the grip that stress has on us and win back the balance in our lives. Read on and reap the benefits.

At Work

- **Manage your commitments.** Both too many and too few commitments lead to stress. Letting go of a commitment doesn't mean giving up. It means learning what project or task is the most important and tackling that one first.

- **Be efficient with your time.** Establish your tasks for the day first thing in the morning. Rank your tasks. You are probably thinking, how can I do that, when I come on to a job site and the customers' needs extra care. Don't sweat it, do the work, and find ways to change up the rest of the day. Remember you are just one person. Reward yourself when you complete a big job.

- **Set time to take a break.** Taking a break, walk away for a bit this will help clear your head, and improve your ability to deal with stress and make good decisions when you jump back into the grind.



Rose Smoot

- **Tune in.** Listen to your favorite music at work to foster concentration, reduce stress and anxiety, and stimulate creativity. Go ahead-try singing, that will really take your mind off everything.

- **Give yourself a break.** No one's perfect! Allow yourself to be human and just do the best you can.

At Home

- **Digitally unplug.** Leave your phone at the door (figure of speech), give yourself a few minutes to decompress when you get home. Have a dedicated space in your home, where you can do just that. Give yourself 10 minutes-Kick off your shoes and just relax, no interruptions.

- **Divide and conquer.** Make sure responsibilities at home are evenly distributed and clearly outlined—you will avoid confusion and problems later.

- **Don't over commit.** Even with the shutdowns and shelter-in-place, our calendars still seem filled with activities, they might not be the same kind, but they are still noted on the calendar. If you are overscheduled with activities, learn to say, "no." Shed the superman/superwoman urge!

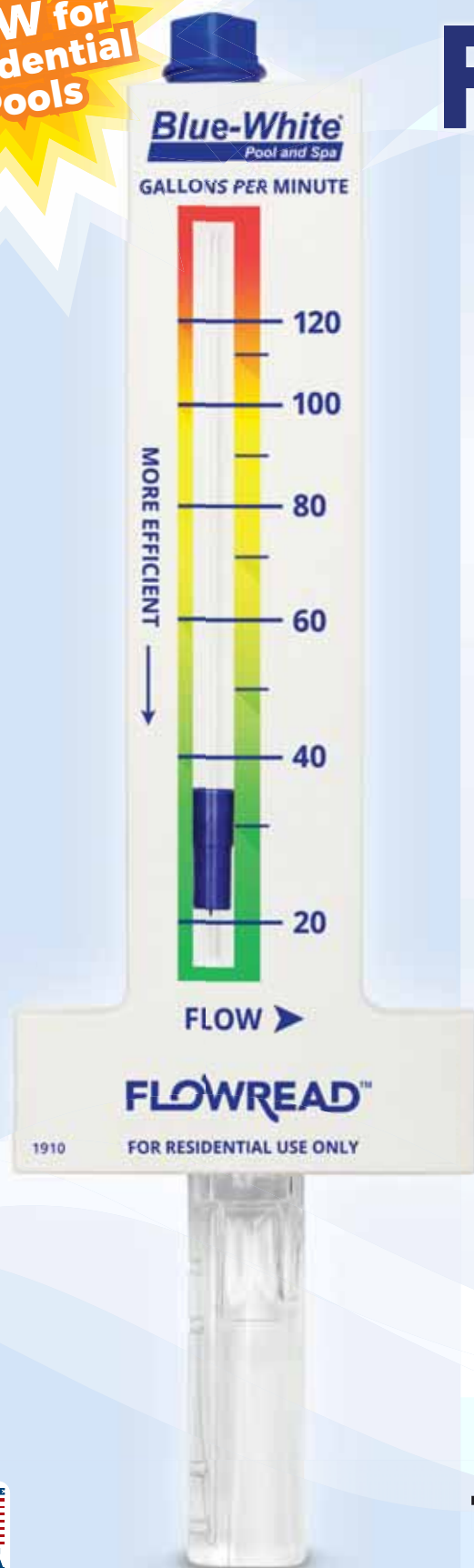
- **Get support.** Chatting with friends and family can be important to your success at home—or at work—and can even improve your health. People with stronger support systems have more aggressive immune responses to illnesses than those who lack such support. Of all times, to care about your health, this is the time.

- **Treat your body right.** Being in good shape physically increases your tolerance to stress and reduces the opportunity to get sick. Eat right, exercise, meditate and get adequate rest.

Just remember life is a journey, enjoy each day as a gift!

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BORD Meeting
Nov. 6, 2020
TBD
February BORD meeting minutes published in the IPSSA Member portal



ipssa.com

Maximizing the COVID quarantine shutdown to upgrade pump room equipment to improve aquatic facility environment and the bottom-line once pools re-open

By Mike Fowler
Pentair

Many commercial aquatic facilities are closed this summer because of the COVID pandemic.

Although patrons are suffering from not being able to enjoy their aquatic recreation, this prolonged shut down does give aquatic facilities the opportunity and time to upgrade their equipment so they are more than ready when facilities are allowed to re-open.

Aquatic managers and service professionals know if an aquatic facility was not built recently, chances are the pump room could probably use an upgrade. Now is the time to make strategic improvements that can enhance the 'feel and smell' of a pool environment. Additionally, facilities can drastically reduce their operating costs by upgrading pumps and heaters as well as improving the water and air quality by adding controllers and ultraviolet (UV) systems. Service professionals are helping aquatic facility managers take advantage of energy rebates and incentives by evaluating the pool-room as a whole so every component runs with greater synergy. By upgrading to energy-efficient, technologically advanced equipment, facilities can provide a better, safer, and healthier environment for bathers and swimmers.

Rebate alert

Older pumps with induction motors only operate at one or two speeds and, as a result, draw more

energy than is required to circulate pool water. These units must constantly operate at high speeds in order to perform the pump's most demanding jobs (e.g. running a waterslide or pool cleaner). However, it takes far less power to simply keep the water filtered—a difference single-speed pumps cannot address.

Variable-speed pumps

Newer variable-speed pumps (VSPs) differ in their ability to be programmed to operate at set speeds so they can deliver the correct flowrate for each task they perform. This characteristic enables facilities to reduce energy consumption and increase savings. These pumps can also be programmed to achieve turnover times of exactly six hours, even if the filter is dirty. This allows motor speed, power, and energy to be reduced during times when the filters are clean, instead of sizing the pump to assume worst-case operating conditions.

Some VSPs even have built-in, constant-flow software, which maximizes the advantages these units have to offer, as the program automatically adjusts the device's speed to deliver the required flowrate for each programmed task. This means even as the filter accumulates dirt, the pump will sense resistance in the circulation system and automatically increase its speed to continually provide the proper flowrate the water feature requires.

It does not matter what type of pump is being used, slower



Mike Fowler

speeds save energy. This also reduces noise levels, as well as wear and tear on the other equipment the water flows through. Also, in some areas VSPs are eligible for rebates and other incentives provided by local utilities. Therefore, facility operators must check with these companies to help offset the cost of a new, energy efficient VSP for the pool.

Variable-frequency drives

Specified to save energy, space, and costs, most variable-frequency drives (VFDs) are designed to be the heart of the pump room. With minimal payback time, they provide automatic energy optimization and a built-in direct-current (DC) link reactor that reduces harmonic

noise to protect the drive. Some VFDs also offer an initial ramp, which provides pump acceleration to a desired minimum speed. This is when the normal ramp takes over, preventing damage to thrust bearings and overheating of the pump.

VFDs are quite amazing and many facilities where we installed these drives have achieved an electrical cost savings of more than \$10,000 per year, depending on the sizes of the aquatic facility and the cost of electricity. Oftentimes the payback is normally less than 18 months and some municipalities are even providing rebates from utility companies, which makes the payback period even shorter.

Upgrading heaters for greater efficiency

Aquatic facilities can also reduce operating costs by upgrading to a new, high-efficiency heater. Older models from seven to 10 years ago may have started out being about 78-85 per cent efficient. However, over time, the same heaters will only be about 60 per cent efficient—as heat exchanger tubes fill with buildup, and the burners get clogged, too. That said, newer models have higher efficiencies. Today's heaters are range in the low to mid 90 per cent efficient (and

some direct-fire models have efficiencies up to 95 per cent). As a result, these units consume less energy and will immediately lower electricity bills. Additionally, newer heaters are easier to operate, and produce lower emissions, resulting in better air quality in the pool environment.

There are a few reasons for decreased efficiency of heaters.

Buildup on heat exchanger tubes

This is the most common reason for decreased efficiency. When heat exchanger tubes build up with chemical residuals and calcium, it causes the unit to lower its water flow. This, in turn, causes the device to consume more energy to heat the same amount of water in the pool.

Condensation

When burned, propane and natural gas produce water as a byproduct. The combustion is then compromised because 'raining' condensate interferes with the flame pattern. This condensation causes inefficiencies in the heater functionality.

As mentioned earlier, in addition to operating more efficiently and lowering costs, upgrading pool heaters offers several other benefits.

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Michael Denham Interview

Continued from page 1

the chapter level and met a lot of people. Because of networking through the chapter level, I became know in the industry, which lead to me becoming a factory warranty station.

4. Why do you serve as a BORD member? I served on the BORD in 2002. I came back to the BORD this year because I wanted to help my region and the chapters. My goal is to keep the

region informed on what is going on at IPSSA National as well as update National from the region level. Continue to maintain a highway of information exchange.

5. What are you passionate about? I have many passions. I like to fish, spending time at the Colorado River, taking photographs, scuba diving and my family.

* 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 to download the application from ipssa.com or email info@ipssa.com. Applications are reviewed quarterly by the Education Committee.

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

Mission Statement:

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

For more information, please visit [www.ipssa.com/resources/IPSSA education fund](http://www.ipssa.com/resources/IPSSA%20education%20fund). There you will find details and application.

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During the Bleach Shortage, HASA Pool Offers its Pool Sanitization Products for Indoor Use to Disinfect Homes and Businesses

HASA Pool (www.HasaPool.com), one of the industry's leading suppliers of liquid bleach (sodium hypochlorite) for the sanitization of swimming pools and hot tubs, announced today that its products can also be used to clean and disinfect indoor surfaces as well. For millions of Americans, faced with limited retail supplies of appropriate sanitizing products during this time, the ability to effectively dilute the same trusted HASA Sani-Clor® and Hasachlor® products used to clean the backyard swimming pool or hot tub also offers an easy disinfection alternative for homes and places of business. HASA's liquid sanitizers are widely available to pool service professionals through a variety of distribution sources across the Western U.S. and to end-user customers at select retail dealer locations (see the HASA Dealer Locator on www.HasaPool.com). These products can be easily repurposed, in accordance with Centers for Disease Control and Prevention (CDC) guidelines, for indoor disinfection.

HASA Pool has been a leader in the manufacturing and distribution of premium, high-performance liquid sodium hypochlorite since 1964. The company operates out of seven plants serving the California, Arizona, Washington, Nevada, Oregon,

Idaho, Utah, Oklahoma, and Texas markets—and offers wholesale availability of its signature liquid sanitizer products for swimming pools and hot tubs through its large distribution and dealer network.

The company's Classic Bleach (6% bleach concentration) is a disinfecting and sanitizing agent designed for household and laundry use. COVID-19, or coronavirus, is caused by the virus SARS-CoV-2. HASA's Classic Bleach kills similar viruses and therefore can be used against SARS-CoV-2 when used in accordance with the directions for use against Rhinovirus Type 37 on hard nonporous surfaces. (Please refer to the CDC website at www.CDC.gov for additional information.)

Separately, HASA's heritage line of swimming pool and spa products, HASA Sani-Clor® and Hasachlor®, both offer pro-grade variations of the same high quality bleach, delivering an even higher 12.5% concentration (making them the freshest, strongest liquid chlorine offerings for pool care and maintenance on the market today).

By following simple CDC instructions at www.CDC.gov, HASA Sani-Clor® and Hasachlor® can also easily be prepared for indoor surface use—to clean everything from bath-

rooms, nonporous and non-food contact kitchen counters, floors, doorknobs, light switches and other frequently touched areas of the home and office.

Indoor use dilution instructions for HASA Sani-Clor® and Hasachlor® can also be found here on the HasaPool.com website.

"There is no reason that millions of households can't easily dilute the same liquid bleach products they've been using for over 50 years to maintain their backyard swimming pool or hot tub, to keep their family home or place of business safe," said Rick Sawin, Vice President of Pool, Distribution and Sales. "This can be easily achieved by following the CDC.gov guidance for proper dilution of 12.5% pro-grade bleach to adapt the product for use indoors. Homeowners with pools can simply ask their pool professional to bring an additional bottle of HASA liquid bleach on their next visit for an alternate way to sanitize inside areas—to clean living and work spaces anytime that other disinfectants run low."

For more information and detailed instructions from the CDC on how to properly dilute HASA Sani-Clor® and Hasachlor® for indoor surface disinfection, and to read general

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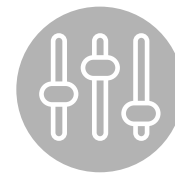
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Mike Fowler

Continued from page 3

• New heaters are designed to be ‘low nitrous oxide (NOx)’ units with minimal emissions, which is one of the main advantages of using improved equipment. Low NOx heaters are environmentally friendly as their nitrous oxide emissions are below 10 per cent. In some provinces, these units are required to have a regulated emission standard.

• These heaters are also easier to maintain as they are designed with ‘plug-and-play’ functionality. This can be extremely advantageous, especially because many installers are not trained in commercial application techniques. Further, aquatic facilities find pool cleaning staff, lifeguards, and managers adjusting heater settings frequently. Therefore, having a unit that is completely enclosed and ready-to-go, leaves less room for problems caused by staff members.

• Finally, new heaters have sealed combustion units, which make them safer to operate. Most units installed indoors are often located next to stored chemicals.

If sealed, these devices are less of a fire hazard (even if chemicals are not present when the heater is installed, they might make an appearance later). Further, these devices also ensure adequate combustion air is available as the outside air is ducted with a sealed combustion unit.

**Automation help:
The controller**

Facility operators must be aware that poor water can lead to low air quality. The latter can be a combination of improperly maintained water chemistry, an insufficient filtration system, and a non-functioning air-handling system. These are the typical reasons why chlorine molecules in pool water lose the battle against bacteria and give way to chloramines (NH₂Cl), filling the indoor aquatic environment with bad-smelling, eye-irritating air.

If there is an insufficient supply of free available chlorine (FAC) to the pool, the existing chlorine combines with contaminants in the water to create NH₂Cl. This process results in off-gassing, which is released

into the air at the surface of the pool. It can also become trapped in the moisture that is evaporating to create a toxic soup in and around an indoor facility. Not only is this gas hazardous for swimmers (and all the people in the facility), it can also corrode the dehumidification system(s) and other pump room equipment.

Game-changer: UV system

An appropriately sized UV system should be installed in the pump room to enhance the water and air quality. Most commercial facilities are upgrading their equipment rooms with medium and low-pressure UV systems, which not only eliminates chloramines, but it also offers a secondary sanitation system that provides cleaner, clearer water.

Once the UV system is installed, chloramines are virtually eliminated, and the air is cleared within 24 hours. In addition, the unit contributes to reducing the facility’s operating costs as 30 to 40 per cent less chlorine is being used. UV systems have become a real game-changer for existing facilities that want to upgrade the overall

quality of their aquatic environment. The change is felt immediately by staff and pool users, thereby helping to improve overall working and swimming conditions.”

In the long term, the reduced chloramines also lessen corrosion to the equipment. Therefore, as part of the improvement process, the installation of an automatic controller is paramount. The device provides automated control of the pool’s pH and oxidation reduction potential (ORP) levels, which help to stabilize the water and reduce the over-consumption of chemicals. By monitoring and treating water 24-7, facilities avoid excess use of chemicals caused by high-and-low chemical levels and dosing. Further, by ensuring proper chemical balance and treatment, the facility will also benefit, indirectly, from better air quality.

Benefits of upgrading

Technological advancements in today’s equipment make it imperative that pool operators are achieving the water quality, parameter reporting, and cost

controls necessary to keep facilities running smoothly. With the substantial energy-use rebates being offered by local power companies, in conjunction with the savings in daily operational expenses, some end-users are getting back approximately 50 per cent of the pump’s cost in less than a year. Service professionals are in a unique position to help facilities reap the many benefits of upgrading equipment in the pump room. Improving the aquatic environment can also lower operating costs and reduce the environmental impact of the facility. Also, pool professionals can profit from new equipment sales and also earn increasing customer loyalty with the facility.

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

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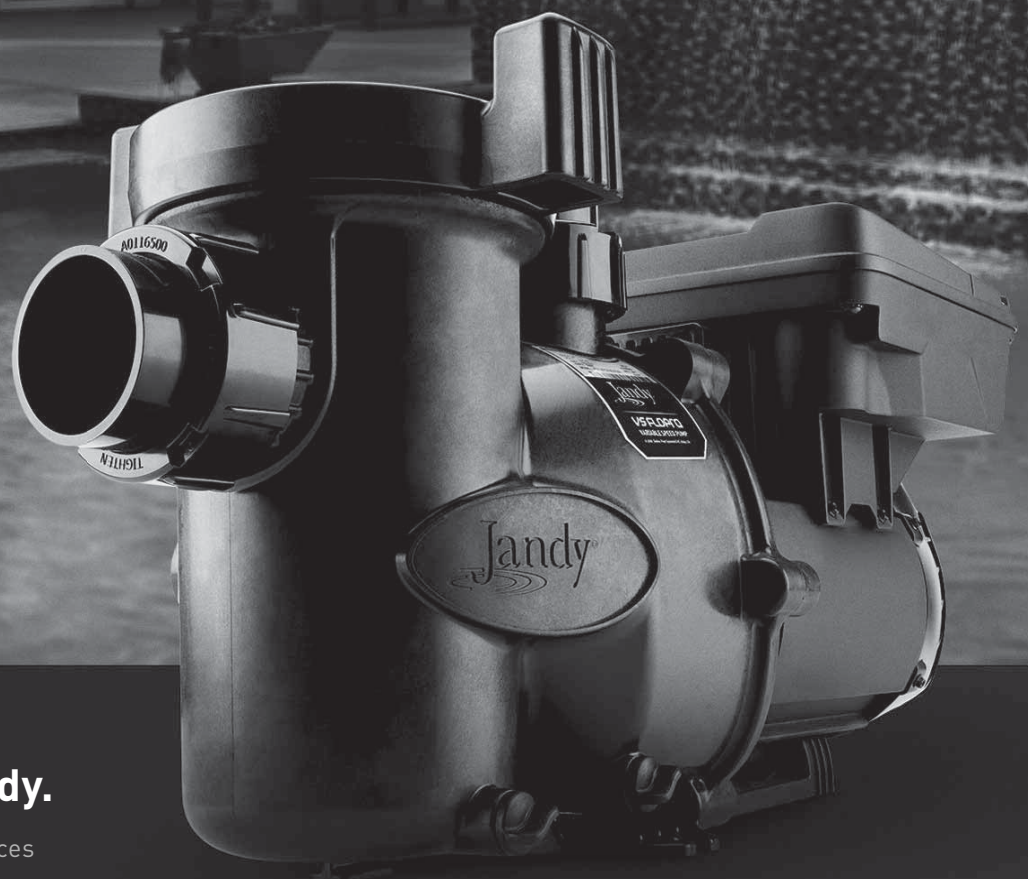
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President's Message

By **Manuel Margain**
IPSSA National President

Well, COVID is still here, but let's talk about the pool industry.

Most, if not all of you, are in full swing taking care of your clients' pools and spas.

Some of you are finding ways to keep in communication with our members through Zoom, parking lots and even some restaurants.

You are being very creative on how we still work together with reps and manufactures. We have received many compliments from them on how IPSSA poll

techs are running in these changing times.

Remember to take your time in this heat and keep hydrated, because we do not want you to go down.

Also, thanks for being patient with us as we fine tune our IPSSA billing system.

If you have any brainstorming ideas to get through these times that help in your chapters, please share.

For COVID-19 business resources, visit the following IPSSA website link:

<https://www.ipssa.com/covid-19.html>



Manuel Margain

Pentair Rebate Program



– Take advantage

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

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

and colored lights.

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

If a member does not register, their purchases will not qualify and

cannot be added later.

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

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

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

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



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Green Algae Cures: *Here Comes Algae Season*

By Terry Arko
Hasa Pool

While there may not be a cure for the summertime blues, fortunately for pool pros there is a cure for a green pool. Summer is prime season for algae growth in pools. Heat and increased swimmers are two of the main culprits of summer algae. Lack of proper chemical treatment, phosphates, insufficient water movement and high cyanuric acid are some other ways that algae will come to be comfortable in the pool. As the peak of summer approaches, it is vital that pool pros are prepared to deal with invasive green algae.

Know the enemy

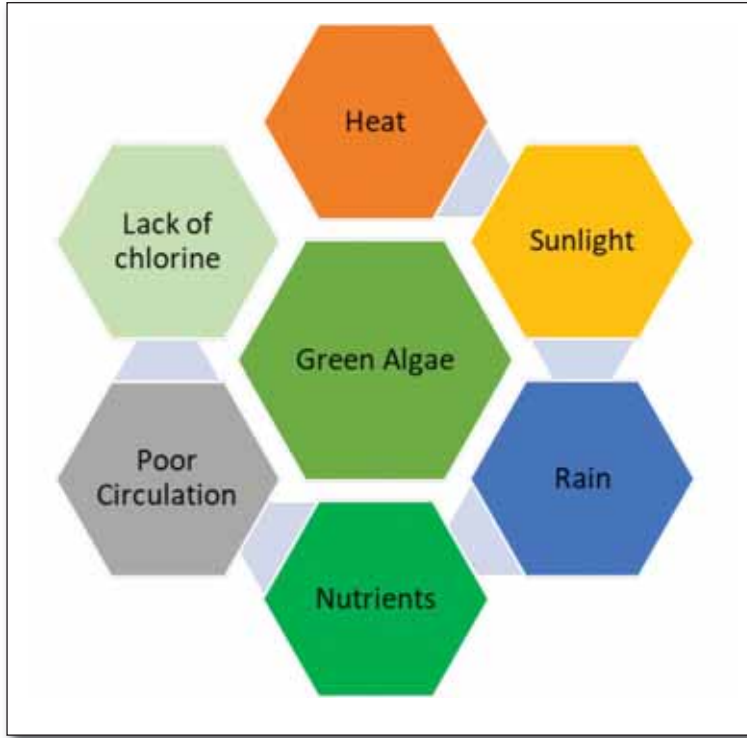
Pool pros know that a pool turning green in the summer can be a real battle. Any military strategist will tell you that the best way to win a battle is to know the enemy. In the case of green algae, it is imperative to know what it is that causes the algae to enter the pools and to thrive. Green algae are single celled organisms that have been evolving since the beginning of time. There are thousands of species of algae. The ability to identify and properly treat the differing forms of pool algae can help to keep customers pools clear and algae free.

Identifying Green Algae

This is a free-floating form of algae which is very common in pools where chlorine sanitizer is lacking. Green algae spread rapidly and may double in population in as little as 8 hours. While green algae primarily floats, it can also attach to walls and pool floors causing very slippery surfaces. Green algae will cause the water to be extremely cloudy and unsafe for swimmers as well. While green algae are not bacterial, they may harbor certain bacteria which can make it more difficult for chlorine to work. One type of bacteria that green algae may contain is cyanobacteria. This form of bacteria can be harmful to humans and animals. This is one reason why an untreated green algae pool should be dealt with immediately. An untreated green pool could become a breeding ground for mosquitos. Green algae will also cause the pH of the pool water to increase. The reason for the increased pH from a green pool is due to the algae taking in CO₂. As CO₂ leaves the water the pH will drift upward.

Causes of Green Algae:

One of the main causes of green algae is simply the lack of chlorine sanitizer during the hot summer months. Other contribu-



tors can be heavy swimmer load, yard debris, fertilizer and rain. Primarily in the summer it is the lengthy and excessive heat combined with longer days of sunlight. Add nutrients such as nitrates, phosphates and slow-moving water due to poor circulation and you have a perfect recipe for a green pool. One additional contributor to the growth of green algae could be the presence of iron. Especially in pools that are filled from wells there can be high levels of iron. Iron gives algae the ability to take in carbon dioxide CO₂ and it also speeds up the process of photosynthesis from sunlight.

How to Treat Green Algae

Most pool experts will agree that chlorine is one of the best algaecides available. In the case of green algae liquid sodium hypochlorite (chlorine) is one of the best because it is in solution and works to rapidly disrupt the cell membrane of the green algae. The cell membrane acts as a house for the organism. In a sense the liquid chlorine treatment is equivocal to a bulldozer being driven through your house. Once the house is knocked down there isn't any shelter left for the organism from the toxins. Brushing the walls and floors to disrupt any clinging algae is important. If using liquid chlorine sanitizer, it is recommended to use 1 gallon per 10,000 gallons of 12.5% sodium hypochlorite. This will achieve a 12.5 ppm free chlorine. In cases where the algae are very thick with mats floating on top and growth on the walls and floor, the treatment may need to be doubled or tripled. In very heavy cases 2 to 4 gallons of liq-

uid sanitizer for every 10,000 gallons of water may be added. It could take several shocks of chlorine over many days before the pool completely clears. Care should be taken in pools with dark plaster or colored aggregates as high dosing could bleach the surfaces. It is recommended to dilute in water first and add slowly in the deep end away from any rails and light rings.

A faster method of clearing a green pool may be to incorporate the addition of an ammonium-based algaecide prior to the chlorine shock. Quaternary ammonia algaecides can be very effective when used in conjunction with a chlorine shock. The ammonia-based algaecides work by reacting with chlorine to create monochloramine and dichloramine. These two species of combined chlorine are very powerful algaecides. There are also dry ammonium salts that can be used. These are added prior to the chlorine. These systems can turn a green pool to blue usually within 24 hours.

Next is proper circulation. Water that moves is healthy water. Water that is still can harbor algae and bacteria. During the hot summer months, it is important for the pool to get plenty of good circulation. Whether the pump is a single or variable speed you should know the gallons per minute (gpm) flow rate of the pump. You should also know what the maximum allowable flow rate of the filter is. If the filter is not sized properly for the flow of the pump this could lead to poor water movement. Check with your equipment manufacturer to determine the proper

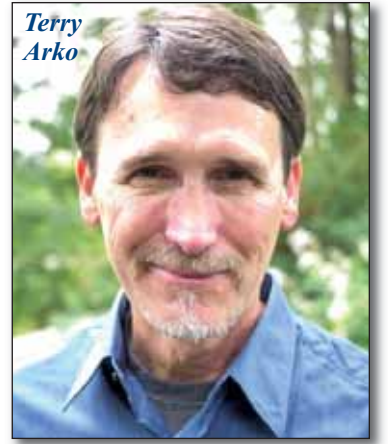
pump and filter ratios. Ideally, the pump and filter system should be set up to obtain at least two turnovers of the pool in 24 hours. Turnover is when the entire amount of water in the pool passes through the filter once. Most backyard pools may not even accomplish one complete turnover of the water in one day. This could explain why algae and cloudy water are problems in the summer.

Keeping the Green Away

Just because the pool has turned back to blue isn't a guarantee that it will stay that way. In many cases green pools that have been remediated tend to flip back to green again. This has to do with several key causes that create a resistant form of algae. Here are some of the reasons blue pools flip back to green in just a few weeks after treatment.

- High phosphates
- High cyanuric acid CYA
- Improper chlorine to CYA ratio
- Lack of proper algaecide or algaestat

If a pool was heavy green with lots of algae, then that means lots of phosphate returned to the pool. As algae die, they release phosphate back into the water. Phosphate is one of the prime nutrients for algae growth and since algae spores are always present even in blue pools it only takes a drop in free chlorine and the algae can feed on the phosphate. And that scenario creates a



higher chlorine demand and gives algae the perfect storm for a return. Phosphate should be tested and maintained no higher than 500 ppb (parts per billion). The ideal phosphate level should be 200 ppb. Salt chlorine generator pools must keep levels below 500 ppb in order to ensure proper free chlorine levels.

It is well known now that high levels of CYA, anything over 60 ppm can hinder the killing agent of chlorine from doing its job. Hypochlorous acid (HOCl) is the killing agent chlorine produces when added to water. If the HOCl is not at the proper level to inactivate both bacteria and algae, then the pool water becomes more difficult to manage. Research has proven that even at a CYA level of 30 ppm and a free chlorine level of 2.0 ppm there is not enough HOCl

Continued on page 12

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

members and their communities. These are IPSSA Heroes. Tell us your story, or let us know who has helped you. Email us at info@ipssa.com.

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.



VOLUNTEER SPOTLIGHT

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

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

NEW ASSOCIATE MEMBER Showcase Health Coverage 365

We are Geoff and Johana Matthews with Health Coverage 365.

In 2012, after a 25 year career in the San Diego pool industry as a C-53 contractor and serving with the East County Chapter of

IPSSA for many of those years, we sold our pool business and started our life traveling this great country in our RV.

In 2018 we were introduced to the best-valued and most affordable Health Insurance and

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We understand that health insurance is not a "one size fits all". We work with you to provide the coverage that is important to you, your family and your business. Johana and I are currently licensed in 33 states for both Health Insurance and Medicare. Within 2 years, Johana and I have written over \$1.5 million in policies.

With our history in the pool industry and service with IPSSA, knowing that IPSSA has been searching for affordable individual, family and business/group health insurance for as long as I



Johana and Geoff Matthews

can recall, I now have a solution that can and will fit IPSSA's membership needs. Johana and I are very excited for the future of individual health insurance coverage for the IPSSA membership.

Please feel free to call us for a no obligation Health or Medicare proposal. Toll Free (888) 401-8111 or Direct (619) 571-3393 Email - geoff@healthcoverage365.com Web - HealthCoverage365.com

The IPSSAN is also available to employee members

Would you like your employees to read The IPSSAN each month? All you need to do is go online to www.IPSSA.com/Resources/IPSSAN.



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

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

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

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ASK THE EXPERTS

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

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On the Lighter Side: “Off the Deep End” Pool Bob’s Hydro-Eclectic Musings

By Robert Blade

In the good old days, when a sailor fell overboard and was fished out by fellow shipmates, CPR was provided somewhat differently than today. The water-logged sailor was placed, face down, on a tipped over wooden barrel and then, rocked back and forth, to clear the flooded lungs, hopefully. The expression, “they’ve got you over a barrel,”

means you are at their mercy, whether they know what they are doing or not. It must have worked often enough in the past. Who knows, maybe, someday, we will be required to have wooden barrels provided, next to the life ring, reach pole and signs, at all the commercial pools.

The brand new Taylor K-2005 test kits come with a new updated Pool and Spa Water Chemistry booklet, that includes new borate

and cyanuric acid corrections for alkalinity charts, on the last page. I am glad they are following the current “Better with Borax” pool chemistries. Pool techs, in the know, have been finding their borated pool waters are sparkling clear, silkier feeling to the bathers, more algae free and best of all, those pesky “pool bugs” (wasps, striders and those nasty biting “water boatman”) drown from the reduced water surface

tension. The Taylor S-1342 borate test strips accurately measure between 0-100 ppm and help pool techs achieve the ideal 50 ppm. Now, if we could just get the distributors to start stocking $\text{Na}_2[\text{B}_4\text{O}_5(\text{OH})_4] \cdot 8\text{H}_2\text{O}$, instead of having to fetch it at grocery store’s laundry aisle.

About the writer: Robert (Bob) Blade operates Aloha Pool and Spa and is a 20+ year member of the Monterey Coast IPSSA



Robert Blade

chapter, a past chapter president, Region 10 secretary and PIE Show museum curator.

What might be heard at Mount Rushmore about Salt Water Pools...

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Abraham Lincoln
16th President

Green Algae Cures

Continued from page 9

produced to effectively kill bacteria and algae.

This leads to the next point, the proper CYA to chlorine ratio. Experts in the industry have determined that in order to obtain the proper killing ability of HOCl free chlorine must be at 7.5% of the CYA level.

Example:

$\text{CYA } 30 \text{ ppm} \times 7.5\% = 2.25 \text{ ppm}$

$\text{CYA } 60 \text{ ppm} \times 7.5\% = 4.5 \text{ ppm}$

From the example you can see that if you had a CYA reading of 60 ppm it would take 4.5 ppm of residual free chlorine to keep algae out of the pool.

Lastly, it is vital in the summer to keep an algaecide or algaestat in the water. This is especially helpful during the hot months and can help to quell an outbreak if the chlorine level sinks too low. Some suggestions are use a good high strength quaternary ammonia algaecide like a 60%. Poly-Quat algaecides work well also. These are two of the most effective against green algae.

A good way to reduce the potential for an algae outbreak is by using an algaestat. One product that has become popular recently is borate. Borate is a great way to improve the water quality of the pool overall and it also acts as a buffer to keep the pH from rising. One other great benefit of borate use is that at 50 ppm of borate you can reduce the chlorine to CYA ratio to 5%. So, for example:

50 ppm Borate

60 ppm CYA $\times 5\% = 3 \text{ ppm}$

With borate you can get the proper killing agent HOCl and use less chlorine to obtain it. There are several different borate products available on the market.

Best Practices for Keeping Green Algae Out of the Pool

- Use Liquid Sodium Hypochlorite to Shock and Sanitize
- Use a Phosphate Remover to Keep Phosphate Levels Below 500 ppb
- Manage CYA levels between 30 to 50 ppm (Reduce use of tri-chlor tablets or switch to liquid sanitizer)
- Maintain the chlorine level at 7.5% of CYA
- Good circulation and filtration
- Use ammonia-based algae treatments
- Add borates at 50 ppm to prevent algae and keep pH from drifting up. Also reduces the chlorine CYA ratio to 5%.

CPSA**Decarbonization: What It Means to You and Your Clients**

California elected officials, both state and local, are on a crusade to rid California of its dependence on fossil fuels in the name of clean air and reducing greenhouse gases. All Californians want clean air and water; however, the implementation of this effort is being pursued largely without public notice or input and is being done in a manner contrary to what polls indicate the California citizens desire. This approach is typical of progressive policymakers who believe they know best for the public.

In 2018 then-Governor Jerry Brown signed legislation establishing a goal to reduce greenhouse gases by 40% below levels in 1998 by 2045. To accomplish this, public policy leaders believe the state must eliminate all fossil fuels by 2050. The bottom line, this statute will require the electrification of California to be supported entirely by power generated by solar, wind, geothermal, and hydroelectric.

Implementation of this legislation has been kicked to the California Public Utilities Commission and California Energy Commission, hardly institutions that interact with the public or receive much attention from the media. In addition, a number of cities have taken up the mantle and have enacted REACH Codes of which alter the state building codes allowing local public entities to mandate all-electric building and the banning of natural gas for new residential and commercial buildings and remodels. The process to adopt these codes are done with virtually no public notice or participation. Already 30 cities in California have enacted such codes to one degree or another.

The result will be new housing developments without natural gas service, thereby no gas stoves, water heaters or space heating, no natural gas pool or spa heaters, no natural gas barbecues, fireplaces, fire pits or outdoor heaters. New commercial buildings with restaurants will not be able to cook with gas stoves; health clubs, schools, and athletic facilities will not be able to heat commercial pools and spas with natural gas, thus making such facilities unaffordable. Is this what the public wants?

First, California's 1.2 million residential pool and spas and 40,000 commercial swimming pools and spas account for only 4% of the natural gas consumption in the state. According to the California Air Resources Board, natural gas consumption in California residential buildings account for only 7% of greenhouse gas emissions.

A poll conducted by the California Building Industry Association (CBIA) found when purchasing a home, only one-in-ten consumers would choose solely electrical appliances and two-thirds of voters oppose eliminating the use of natural gas! These are very strong numbers, and you can bet this poll did not question consumers on their views of the government taking away their natural gas barbecues, fireplaces, fire pits, or spa heaters. If they had, these poll numbers would have been much higher.

According to The United Way's 2018 The Real Cost of Living Report, nearly 40 percent of California households are rent-burdened and spend more than 30 percent of their income on housing.

This is particularly an issue for low-income families, who spend 20 percent or more of their monthly income on energy costs.

Efforts to ban or restrict the use of natural gas will only exacerbate California's affordable housing crisis and increase the energy burden of households that can least afford these higher costs. Unfortunately, it is going to get worse as additional costs mandated on electric utility companies to implement wildfire pre-

vention measures and costs to upgrade their electrical grid to account for more electrical appliances will add hundreds of dollars to consumers' electrical bills over the next five years.

Natural gas offers a clean, safe, and reliable energy solution saving the average typical new household that uses natural gas for space heating, water heating, cooking, and drying about \$900 per year compared with a home that uses only electricity for the

same applications. Across Southern California's 7 million single-family homes, the total cost increase to convert to full electrification could be \$4.3 to \$6.1 billion per year alone.

The median price for a home in California is already more than twice the national level, and nearly 42 percent of California households are cost-burdened according to the Harvard Joint Center for Housing Studies.

Continued on page 15

CA COVID-19 Worker's Comp

Continued from page 1

spikes in COVID-19 cases being experienced by approximately 19 counties representing nearly 75% of California's population, there are facts to which the Governor could cite to extend the presumption if the situation worsens.

Of course, the California Legislature is weighing in on the matter as well. Organized labor wants a permanent irrebuttable presumption applied to all essential workers, in which such language is contained in AB 196 (Gonzalez). Another bill backed by police and fire unions and the nurse's association would also extend a permanent irrebuttable presumption to first responders, EMTs, frontline medical personnel, and grocery workers. The bill would also extend workers' compensation benefits to include temporary housing and personal protection equipment.

The leading bill on the topic currently is SB 1159 (Hill). Authored by the Chair of the Senate Labor Committee and co-authored by the Chair of the Assembly Insurance Committee, the bill has already passed a policy and finance hearing in the Senate and, just recently, passed a vote of the full Senate. The next stop for this bill will be in the Assembly Insurance Committee. The other two bills, AB 196 and SB 664, have also passed their

first house but in another form completely. They were gutted and amended to be workers' compensation bills in the second house. Both bills are scheduled to be heard in the Senate Labor Committee on July 19.

SB 1159 (Hill) is a two-part bill. The first part of the bill enshrines the Governor's Executive Order so it cannot be legally challenged at a later date. The second part of the bill is intended to extend the rebuttable presumption, but to narrow both who it applies to and the circumstances. Discussions currently indicate the presumption would apply to first responders, frontline medical personnel, and grocery and warehouse workers. The bill would also require positive test results and include a sunset clause to expire at a certain time.

It does not appear any of these three bills on the topic will be enacted before the July 5 expiration of the Governor's Executive Order; however, this does not mean a bill enacted by the time the Legislature adjourns for the year on August 30 could not be backdated to July 6. It is expected a bill on this topic would garner a two-thirds vote of both houses of the Legislature and thereby be effective upon the signature of the Governor. More to come later...

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Customer Service Tips That Leave a Lasting Impression

10 Customer Service Tips That Build Loyalty ... and Sales

By Nicole Wisniewski

Sure, enticing marketing pieces with crisp, clear images and strong calls-to-action, along with great sales pitches, can bring customers in the door. Those are first impressions; we all know about the importance of those. Never take them for granted.

But last impressions are what keep customers loyal. While a first impression may set the tone, every follow-up impression ensures customers come back for more.

And customer allegiance is your ultimate goal because research says it costs five times as much to attract new customers than it does to keep existing ones. In fact, loyal customers are worth up to 10 times as much as their first purchase, White House Office of Consumer Affairs reports. Not bad when you're looking at your sales goals for the year. Think of it this way: Just a 5 percent increase in customer retention can lead to a 25 percent to 100 percent increase in profits for your business, according to

"The Loyalty Effect."

A superior service experience is what builds this customer loyalty. PwC research says a whopping 80 percent of Americans list friendly service as one of the most important elements of a positive customer experience.

You want to stand out from your competitors, so your customers are never tempted to seek a cheaper price or alternative service. Really, the ultimate definition of loyalty is "when people are willing to turn down a better product or service to continue doing business with you," says Simon Sinek, popular business author and motivation speaker.

Pool, spa and hot tub professionals can build their customer loyalty with these 10 recommended service strategies.

1. Know Your Customer

Today's customers expect you to know them. Microsoft's recent study on the "State of Global Customer Service" says 72 percent of consumers expect service providers to "know who they are, what they have purchased and have insights into their previous

engagements."

Use software to segment customer personas and service solutions and preferences and to keep the information handy so your service professionals can proactively provide better support.

2. Get Personal

It's OK to build rapport and relationships with your customers. In fact, ContactPoint says employees only ask for customers' names 21 percent of the time. Stand out by being personal and asking for and remembering their names. Making your customers feel like people is a small investment in building lifetime loyalty ... and the word-of-mouth referrals that come with it.

3. Empower Your Employees

"Customer service should not be a department. It should be an entire company," said Zappos' founder Tony Hsieh.

Train and educate your employees on your preferred service experience so they can see the bigger picture on how this helps the company overall. Then give them some authority and freedom to decide when they need to go the extra mile to satisfy customers.

4. Seek Employee Feedback

Employees on the front lines of customer service are best at identifying roadblocks to provid-

ing better service. Regularly ask them for their thoughts and ideas on their customer experiences and if they have what they need to effectively service customers. Maybe excessive paperwork, lack of information, scheduling challenges or other simple fixes are preventing your company from standing out in the service department. Addressing these issues can not only boost your service, but also motivate your front-line employees because you're hearing and addressing their ideas.

5. Track Changes in Customer Service and Expectations

Conduct an initial customer satisfaction survey to give you a baseline to which to measure future service. Then, regularly conduct these surveys to identify what service attributes are most important to your customers and how your service is changing over time to meet those needs.

6. Stay in Touch

You want your customers to keep you in mind long after your last interaction. This requires regularly following up with them. Consistent newsletters, updates and customer appreciation emails are some examples of how you can do this. Staying in touch also positions your company as one that is easy to reach if your customers need you.

Also, don't ignore social media. A Nielson survey says 50 percent of customers use social media channels to raise their customer service concerns. And they expect swift responses. You may not think it's worth it, but Bain & Co. research says customers who engage with companies over social media spend 20 percent to 40 percent more money with them.

7. Respond to Customer Inquiries and Complaints

It takes 12 positive experiences to make up for one unresolved negative experience, says the book "Understanding Customers." So, it's much easier to just respond promptly to customer service inquiries and complaints than it is to ignore them.

Remember to use all the tools at your disposal to interact with customers. According to American Express research, customers prefer to resolve their service issues using these tools (from highest to lowest preference):

- Phone (90 percent)
- Face-to-face (75 percent)
- Company website or email (67 percent)
- Online chat (47 percent)
- Text message (22 percent)

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Decarbonization

Continued from page 13

A study by Guidehouse (formerly Navigant Consulting) and the California Building Industry Association (CBIA) showed that switching to all-electric appliances would cost the average Southern California household on average more than \$7,200 to upgrade wiring and electrical panels and purchase new appliances. The California Association of Realtors has estimated that for every \$1,000 added to the cost of a new home, over 100,000 Californians will no longer be able to afford to purchase their own home.

Sounds like what California citizens and consumers want? Of course not, but the public policy leaders and regulators will continue to go down this path until the public wakes up and learns what they are doing, and even then, it might be too late.

For the swimming pool and spa industry, there are significant consequences to decarbonization. From the service side of the business, there will likely be more homes with swimming pools and stand-alone electric spas, as gas hook up are eliminated for traditional pool heaters. This will likely present substantially more work for the same monthly fee.

For pool builders, there are going to be substantial obstacles.

Reduced lot sizes for new homes will restrict the size of pool equipment pads, a significant issue for heat pump water heaters. Less demand for built-in spas due to the increased cost of heating, less demand for outside kitchens and water/fire features as part of the pool construction projects, and less demand for commercial pools and spas. For pool manufacturers, traditional gas water heaters will be phased out as well as other gas appliances.

CPSA has joined two state coalitions consisting of restaurants, realtors, the building industry, gas appliance manufacturers, commercial building owners, and patio interests to begin to fight back. The coalition is looking into social media and other campaigns designed to notify and educate the public about these efforts and what it means for them in their everyday activities of living and leisure.

The swimming pool industry, especially with its extensive service industry and its key relationship with homeowners, is in a perfect position to help spread the word. Homeowners do not want to lose their barbecues and spas and will be a potent force as this debate continues.

Bleach Shortage

Continued from page 4

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Misconceptions About Chlorine Demand

Ways to Deal with Low Sanitizer Residual Situations

By Alicia Stephens
BioLab

In an era of technology advancements and equipment upgrades, pool and spa chemistry is often viewed as being an unchanging element of water care. However, over the past several years, chemistry has actually undergone many changes, including an increase in saltwater pool care, a focus on 'low sanitizer

residual' systems, and an overall increase in problem pools/spas due to an ever-changing environment. Throughout all of these changes, one problem that remains prevalent and continues to frustrate aquatic facility managers and pool professionals alike is chlorine (Cl) demand.

This is defined as the inability to maintain a chlorine-residual in a pool even after repeated application of a chlorinating product.

There are an infinite number of substances that can contribute to chlorine demand. These include (but are not limited to) bacteria, algae, ammonia, urine, sweat, health and beauty products, and bather and animal waste. These contaminants can enter the water in a number of different ways.

Determining the cause of chlorine demand in a particular pool may seem like an insurmountable task. In many cases, the root cause

of the demand will be impossible to uncover; however, it is usually not truly relevant to the treatment needed. There are many misconceptions about what actually causes chlorine demand, as well as when a demand is present and how it should be treated.

Misconception 1: Is the chlorine working?

One of the most common misconceptions about chlorine demand is the thought that the chlorine is not working when it is applied to the pool. Aquatic facility manager may feel that the chlorine they are using is weak or ineffective because they keep adding it to the water, but nothing seems to happen. By nothing, they are referring to constant addition of product but not establishing a "free chlorine" residual.

In reality, the lack of residual is caused by an overload of contamination in the pool that depletes the amount of chlorine available to sanitize the water. It often appears as if chlorine is not working, while in reality it is working overtime to try and overcome the impurities in the water.

Water contamination is reduced as more chlorine is added; however, the inability to maintain a chlorine-residual will continue until all chlorine reactive pollutants are removed from the pool water. If the contamination is substantial, it often takes a large amount of chlorine not only to eliminate the problem, but also to re-establish the chlorine residual in the water.

Misconception 2: Can phosphates and nitrates consume chlorine residuals?

The second common misconception is phosphates and nitrates in the pool eat up chlorine residuals and, as a result, contributes to chlorine demand. Hypochlorous acid (HOCl), or free available chlorine (FAC), reacts easily with many different types of materials. By looking at the chemical structure of some contaminants, one can predict whether or not there will be an interaction with chlorine.



Alicia Stephens

All atoms have what is referred to as a preferred 'oxidation state' or 'oxidation number.' This is simply a number assigned to a particular atom based on its chemical properties. For example, the preferred oxidation number for chlorine is -1. Atoms in an oxidation state that are not preferred are very reactive, while atoms in their preferred oxidation state are stable and are much less reactive.

It is not important for one to know how the oxidation numbers are determined, but knowing what they are is very helpful. It may sound complicated at first, but it is an extremely useful way for scientists to predict which chemical reactions are likely to occur.

In hypochlorous acid (or FAC), chlorine actually has an oxidation number of +1, which is not preferred. Because chlorine is constantly trying to reach its preferred state of -1, it is very reactive. This is why hypochlorous acid is such a great oxidizer. When it oxidizes other material, the chlorine atom ends up where it wants to be at -1.

Because of oxidation numbers, there are compounds that do not tend to react with hypochlorous acid. For example, the nitrogen in nitrate (NO₃⁻) is already where it wants to be at +5. The same is true for phosphate (PO₄³⁻). In the orthophosphate molecule, the phosphorous atom is also where it wants to be at +5. This makes these compounds quite stable and unlikely to react with hypochlorous acid. If the material does not react with hypochlorous acid, then it does not contribute to chlorine

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Misconceptions about chlorine

Continued from page 16

demand. If orthophosphate or nitrate reacted with chlorine and caused a chlorine demand, then these compounds would be removed when shocking the pool—this does not occur.

Misconception 3: When free chlorine residual is lacking, is more salt required?

The third misconception about chlorine demand concerns in pools that use salt chlorine generators. A common issue in these pools is a lack of chlorine-residual, which is the first sign of chlorine demand. In many cases, the first reaction is to add more salt. There is a misunderstanding that the only thing necessary to maintain a pool using a salt chlorine generator is, in fact, salt. While it is certainly necessary, it is a stable element of saltwater pool chemistry, and salt levels do not fluctuate rapidly enough to cause a sudden inability to maintain a chlorine-residual without a significant amount of fresh water being added.

Most chlorine generation cells have an acceptable range of salt that allows free chlorine to be created. Often, a fluctuation of up to 500 parts per million (ppm) is still within range for the effective generation of free chlorine. Adding more salt is usually not the answer to re-establishing a chlorine-residual.

As a result of the ‘just add salt’ mentality, chlorine demand is often overlooked when dealing with a lack of residual in a saltwater pool. These are still chlorine pools that can suffer from a chlorine demand the same way a traditional chlorine pool can. However, while a chlorine demand is certainly possible in pool using a salt-chlorine generator, a properly functioning chlorine generator cell is provides a steady source of chlorine and oxidation of contaminants.

This makes a chlorine demand less likely to occur, although certainly still a possibility. If a lack of chlorine residual is an issue with a salt chlorine pool, other sources of trouble should be considered. For instance, the pump/cell run time, size and age of the chlorine generator cell, and temperature of the water. All of these can lead to reduced chlorine output and low chlorine residual. Additionally, scale buildup on cell plates is common because of the water balance environment within the cell itself. Scale formation on the electrolytic plates can severely limit the ability to produce chlorine, leading to lower residuals and the increasing possibility of chlorine demand.

As explained here, chlorine demand can be caused by a combination of different types of con-

taminants, so the treatment time and difficulty could vary. Therefore, it is important that aquatic facility managers and pool service professionals keep timing in mind when they are treating a demand. Checking the chlorine residual a few hours after treatment could show the presence of free chlorine, and one might assume the demand is broken and no further product application is needed. However, if slow-reacting contaminants are present in the water, the chlorine can be used up as they continue to react. As a result, the chlorine residual will end up at zero as more time passes, which means the demand is not truly broken. This is why it is very important to continue to test the water frequently, and be sure the free chlorine residual holds at 1–4 ppm for a full 24 to 36 hours.

For pools using salt chlorine generators, relying on the boost button to provide the additional chlorine needed to treat a demand can cause increased stress on the chlorine generator cell and fail to provide the amount of chlorine necessary to satisfy the demand. Adding chlorine from an alternate source, such as a shock product, is more effective.

Limited Solutions

Unfortunately, there is no easy cure for many chlorine demand situations. In most cases, there are

still only two solutions. The first is to apply the appropriate amount of chlorinating product (usually determined through testing), and the second is to replace some of the water in the pool/spa with fresh water that has no chlorine demand.

In some cases, a floc treatment may reduce the demand by physically removing some of the contaminants from the water. That said, a floc treatment or water replacement does not actually cure the demand—it only lessens it. Therefore, it is necessary to re-test and apply the newly recommended amount of chlorinating product.

Of course, the best course of action is always prevention. Keeping aquatic facilities on a system that includes routine oxidation as well as application of a maintenance algacide will help keep pool water clear and free from contaminants that can contribute to chlorine demand. It is also important for service profes-

sionals to know when additional oxidation is needed. Most systems recommend a once-per-week application of an oxidizer, but there are instances when more frequent application is needed. These include heavy bather loads, rain, warmer-than-normal temperatures, and any time there is suspected contamination of the pool water (such as fertilizer or pollutants). Designing a maintenance program specific to the characteristics of each pool will help to prevent problems before they begin.

Alicia Stephens is the education and training manager for Biolab Inc. In her 19 years with the company, she has focused primarily on education, training, and development, as well as technical support and new product research and integration. Currently, Stephens supports all education and training initiatives for the Biolab Pro Dealer division. She can be reached via email at alicia.stephens@biolabinc.com.

10 Customer Service Tips

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• Social networking site (22 percent)

8. Don't Make Your Customers Wait

The more a customer waits when they are upset, the more frustrated they get. A Toister study says customers now expect responses to their inquiries in one hour or less. While that might be hard to master for many companies, set a response time, communicate it openly and then stick to it. For instance, state 24- to 48-hour response times up front and then make a commitment to meeting that promise. While this doesn't meet consumers' general growing demands, by clearly communicating when you'll respond and meeting those expectations, your customers will be more understanding and responsive.

9. Offer Sincere Apologies

Despite whether a customer service issue is your fault or not, deferring responsibility or refusing blame is not something your customers want to hear. Three in five of them would try a new brand or company for a better service experience, American Express reveals.

To salvage customers, always begin with, "I'm really sorry this happened," and then follow that up with, "I'm going to do my best to fix this for you."

By apologizing, you validate the customer's problem, taking ownership and expressing empathy. You're showing your customers you care about their concerns.

10. Be Positive

Words like "can't" and "won't" are negative. Negativity is especially tough in today's business climate. Focus on being more positive. Even if the answer is, "no," explore other language that reflects a more positive approach. For instance: "While we're still exploring those possibilities, here's what we can do for

you."

And when you can offer that extra something special—a small discount, a free gift, a special educational brochure or tip, a thank-you for their business, etc.—do it. These little things can give your brand that recognition as a company that cares about its customers.

Remember, 59 percent of customers will walk away from a business after several bad experiences, but 17 percent will turn their backs on a company after only one, the PwC study uncovers. Perfect your customer service to not only drive customer loyalty, but sales as well. As Walmart

founder Sam Walton said: "There is only one boss: the customer. And he can fire everybody in the company from the chairman on down simply by spending his money somewhere else."

Want to discuss some proven customer service strategies with your industry peers? The Pool and Hot Tub Alliance's International Pool Spa Patio Expo has sessions and networking opportunities where you can learn how to perfect your client relationships and build loyalty from businesses just like yours. Learn more about November's event in Las Vegas at www.poolspapatio.com.



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Pres. Roman Gomez (559) 992-5779
romangomez1251@yahoo.com

REGION 3 (NORTH L.A. COUNTY)

B.O.R.D. Member: Terry Snow

(909) 982-9962

E-mail: tls.pools@verizon.net

ANTELOPE VALLEY: Second Monday, 6 p.m.

SCP Antelope Valley, 4514 Runway Dr., Lancaster
Pres. Bob Cranmer ph: (661) 609-3682
warren_cranmer@msn.com

DIAMOND BAR

First Thurs., 7:00 p.m., Oak Tree Lanes,
990 N Diamond Bar Blvd, Diamond Bar, CA 91765
Pres. Rob Betts (626) 757-6707
rb.pooltime@gmail.com

FOOTHILL: Third Thurs., 7:00 p.m.

849 Foothill Blvd. #4, La Cañada
Pres. Raul Fernandez (818) 378-9231

SAN FERNANDO VALLEY

Third Wed., 7:30 p.m. (March meeting is mandatory)
Canoga Bowl, 20122 Vanowen, Canoga Park
Pres. Blaine Enbody (805) 529-7562

SAN FERNANDO VALLEY METRO

First Tues., 7 p.m., Canoga Bowl, 20122 Vanowen,
Canoga Park / Web site: www.sfvmetro.com
Pres. Eric Nielson (818) 710-1628
willowcreekpools@gmail.com

SAN GABRIEL VALLEY

Second Thurs., 7:00 p.m.
PEP, 1862 Business Center Dr., Duarte, CA 91010
Pres. Brian Nies (626) 536-2008
brian@propoolm.com

SANTA CLARITA VALLEY

First Thurs., 7:00 p.m.
Vincenzo's Pizza, 24504 1/2 Lyons Avenue, Newhall
Pres. Kent Simpson (661) 373-9901

REGION 4 (SOUTH L.A. COUNTY)

B.O.R.D. Member: Adam Morley

(310) 493-3565

E-mail: adam@paradisepools.biz

CENTRAL LOS ANGELES

Second Mon., 6:30 p.m., Shin Beijing Restaurant,
31010 W. Olympic Blvd, LA, 90006
Pres. James Kim (213) 820-8705
jameskim315@gmail.com

EAST LONG BEACH

Second Tues., 6:30 p.m., Ecco's Pizza,
2123 N. Bellflower Blvd, Long Beach
Pres. Matt Mann (562) 420-9061
mpjimann@verizon.net

SOUTH BAY

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

WESTSIDE

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

WHITTIER

First Wed., 7 p.m.
Superior Pool Products in Santa Fe Springs
Pres. Albert Navarro (562) 927-6757
academypools@yahoo.com

REGION 5 (ORANGE COUNTY)

B.O.R.D. Member: Mike Denham

(714) 891-6180

E-mail: denhampools@gmail.com

ANAHEIM

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

CENTRAL ORANGE COUNTY

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

DANA POINT

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

MISSION VIEJO

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

NORTH ORANGE COUNTY

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

ORANGE COUNTY #9

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

ORANGE COUNTY POOL PROFESSIONALS

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

SOUTHWEST:

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

SURF CITY

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

TUSTIN/IRVINE

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

YORBA LINDA

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

REGION 6 (INLAND EMPIRE)

B.O.R.D. Member: John Dixon

(951) 316-1675

E-mail: waterwhisperer1@verizon.net

CORONA: Second Tues., 7:00 p.m., Marie Callenders

160 E. Rincon St. (at Main St.), Corona
Pres. Jennifer Meza (951) 833-0055
aquatechpoolservice@earthlink.net

HEMET: Third Wed., 6:00 p.m.

Megabites Pizza, 1153 S. State St., Hemet, CA 92543
Pres. Kenny Campbell (951) 733-4330
Kenny@WetworksPoolCare.com

MENIFEE VALLEY

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

ONTARIO/ RANCHO CUCAMONGA

Second Tues., 6 p.m., Location varies,
please contact chapter president for more info.

Pres. Ron Goodwin (909) 989-0406
good2win@msn.com

PALM DESERT

Third Thurs., 6 p.m./7 p.m., please check with pres.
Sloan's, 81539 US Hwy 111, Indio CA
Pres. Gary Kauber (760) 702-5865

PALM SPRINGS:

First Wed., 5:00 p.m.
Superior, 5700 Indian Springs Rd, Palm Springs
Pres. James Elliott (760) 413-0463

REDLANDS: Second Tues., 6 p.m.

Hickory Ranch, 32971 Yucaipa Blvd., Yucaipa
Pres. Bill Brooks (909) 553-5780

RIVERSIDE:

First Tues., 6:00 p.m., Cask N Clever,
1333 University Ave., Riverside
Pres. Nathan Smith (972) 296-7946
info@riversidepools.com

TEMECULA/MURRIETA

Third Wed., 7 p.m., Pat & Oscar's
29375 Rancho California Rd., Temecula
Pres. Scott Peterson (951) 255-4175
ipssascott@yahoo.com

REGION 7 (SAN DIEGO COUNTY)

B.O.R.D. Member: Michael Harris

(619) 395-6700

E-mail: barrowpoolsd@gmail.com

CARLSBAD

Third Wed., 6:00 p.m.
El Rancho Restaurant, 1565 N. Santa Fe, Vista
Pres. Jonathan Dodge (760) 845-5501
jonathandodge@roadrunner.com

ESCONDIDO

Third Wed., 6:30 p.m., Call for location.
Pres. Bruce Smith (760) 741-3960
Bsmith1956@cox.net

NORTH COUNTY COASTAL

Third Tues., 6:30 p.m.
Brett's BBQ, 1505 Encinitas Blvd., Encinitas
Pres. Aden Dunne (760) 801-5526
classiepools760@gmail.com

RANCHO DEL MAR

Third Mon., 5:30 p.m., Oggi's Sports,
12840 Carmel Country Rd., San Diego, CA 92130
Pres. Wayne Maynard (858) 361-8313
arrowheadpoolservice@yahoo.com

SAN DIEGO

Third Wed., 7 p.m., Admiral Baker Clubhouse,
2400 Admiral Baker Road, San Diego
Pres. Mark Curran (619) 269-3888
mtcurran@cox.net

SAN DIEGO EAST COUNTY

Third Tues., 6 p.m.,
Superior Pool Products, 1973 Friendship Dr., El Cajon
Pres. Marc Impastato (619) 270-6617
info@bluebalancepools.com

SAN DIEGO METRO:

Fourth Thurs., 6:00 p.m.
Sammy's Woodfired Pizza, 8555 Fletcher Pkwy
La Mesa, CA 9194
Pres. Bert Vexland (619) 913-9252
vexland@sbcglobal.net

REGION 8 (SOUTHWEST)

B.O.R.D. Member: Mike Lee

(480) 786-0687

E-mail: mountainsidepools@mac.com

EAST VALLEY

Third Thurs., 5:45 p.m., Superior Pool Products
2350 W. Broadway Rd. #110, Mesa
Pres. Steve Ward (480) 213-0481
wardspool@yahoo.com

NORTH PHOENIX

Third Tues., 6 p.m., SCP
18201 N. 25th Avenue, Phoenix AZ 85023
Pres. William Goossen (623) 580-9802
goosse-man@cox.net

SOUTHEAST VALLEY

Second Thurs., 5:30 pm, Superior Pool Products, 7330
S. Atwood, Mesa, AZ
Pres. Daniel Morris (480) 284-4296

TUCSON:

Third Wed., 6:30 p.m.
Superior Pool Products, 4055 N. Runway Drive.
Pres. Perry Wingate (520) 429-0806

WEST VALLEY

Third Wed., 6:00 p.m., Cloud Supply
1100 N. Eliseo Felix Way, Avondale
Pres. Trent Brumfield (623) 210-1615

WESTERN LAS VEGAS

First Mon., 6:30 p.m. (excl. holidays)
Vietnam Vets Hall, 6424 W. Cheyenne, Las Vegas
Pres. Mike Ellison (702) 902-0557
coolhavenpools@gmail.com

REGION 9 (TEXAS)

B.O.R.D. Member: Becky Clayton

(210) 240-3121

E-mail: beckyclayton@yahoo.com

AUSTIN: First Tues., 6 p.m.,

Cherry Creek Calfish Co.
5712 Manchaca Rd, Austin
Pres. Jerome Potter (512) 484-9093
atxpoolservice@gmail.com

CLEARLAKE: Fourth Tues., 7:00 p.m.,

Associate Members

For more information about our associate members, please visit their web sites. If company representatives are available to speak at chapter meetings, their topics and geographic availability is indicated.

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