



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 5

May 2020

California Capitol Report

CPSA Actions Regarding COVID-19

By John Norwood



As soon as the Coronavirus began to hit the west coast as a potential threat, CPSA began issuing articles and utilizing social media to notify all public policymakers, regulators, and public health officials of the importance of maintaining commercial and residential swimming pools, spas, and hot tubs.

- March 17 – Sent first communication to policymakers, regulators, and public health officials on importance of pool industry as essential.

- March 19 – Informed industry of county “stay in place orders” and provided resource links.

- March 20 – Analyzed state “stay in place” order and justified how it applies to every segment of industry as essential.

- March 24 – Provided important info on drowning prevention that can be shared with

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May BORD Member Interview – Michael Lee

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

Serves as the Director of Region 8, which includes 6 chapters, East Valley, North Phoenix, Southeast Valley, Tucson, West Valley, and Western Las Vegas

1. What year did you join? 1993, when I started my business Mountain Side Pools, LLC in Arizona.

2. Why did you join? I joined IPSSA because I had too! No really, I wanted to have a relationship with a large pool company, and the owner of that company said he would provide work for me if I joined IPSSA. He was the president of the East Valley Chapter at the time and I have been a member ever since.

3. How has IPSSA helped you over time? I have become a better pool professional because of all the education, training, and networking that is at chapter meetings. Best of all is the solid relationships I have developed over time with others in



the pool and spa industry.

4. Why do you serve as a BORD member? I knew I wanted to contribute as much as I could to my profession. I decided to get involved with my East Valley chapter, where I served for many years on the board and one of them at the treasurer position. I also knew, I wanted to expand IPSSA as an organization through membership recruitment. I have been instrumen-

tal in the growth of East Valley Chapter. This is my fourth year serving as Region 8 Director. I also serve on the Desert Pool and Spa Show as a Director.

5. What are you passionate about? To make IPSSA's presence more apparent in the local communities and to reach out to other men and woman in the pool industry making the great benefits that IPSSA has to offer realized.

“Amid all the unemployment and COVID-19 illness, I have realized how grateful and proud I am to be a part of the IPSSA brotherhood. I can't think of any other association that has something like our 'sick route' that protects our business and livelihood.”

— Manuel Margain, IPSSA National President

For COVID-19 business resources, visit the following IPSSA website link: <https://www.ipssa.com/covid-19>



Associate Management Team

Rose Smoot IOM, CAE - Executive Director

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

Penny Gaumond - Project Resource Specialist

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

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
Email: accounting@ipssa.com
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
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 May

- National Water Safety Month
 - Algae control
- Specialty chemical maintenance
- Change hoses on liquid chlorine feeders
 - Truck maintenance
- Evaluation of fuel consumption needs

DO NOT HOLD DATED MATERIAL

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Keeping positive now and always

By **Rose Smoot**
Executive Director

I know this has been extremely difficult for all of us, whether it is due to your business or health. But as a nation, we are resilient. I wanted to touch base on a few take ways that are positive about what we have experienced over the past couple of months. Maybe you will even get a chuckle out of it.

Here are few highlights that I have noticed or heard from others:

1. We wash our hands more. Good practice to continue.
2. We have found ways to connect with loved ones or friends that are far away. Virtual happy hour, Virtual dinners, Virtual prayer and so on... Why didn't we do that before?
3. How about this? How many people have you seen out walking since we have been in Shelter-in-Place? Tons so keep on walking there are only positives.
4. What about traffic, for those of you in the pool industry, your commute to and from has probably been reduced.
5. We have found new ways to gather in groups less than 10. How about sitting out on the front lawn, getting to know our neighbor across the street. We are a clever

bunch; I am sure you have your own way of getting together but still maintaining social distancing.

6. What about competitive pricing- Deals are out there, take advantage.
7. Gas prices are down.
8. I have heard from some of you that March was your best March ever, due to the high volume of repairs and servicing requests.
9. Who knew that toilet paper was such a commodity?
10. Community out-pour has increased. There are signs all over towns with positive images or words to remind of us that we are in this together. As an example, some of our very own IPSSA Members going out grocery shopping and delivering to the elderly



Rose Smoot

or those incapacitated. Remember in these hard times, there are always positive take-aways. Let's try to keep up the positive even after this passes.

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 pro-

duct 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.

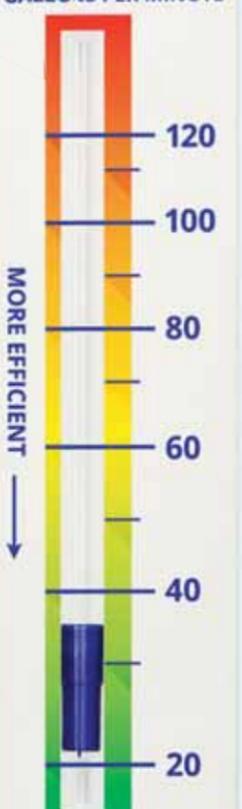
The funds generated will be used for IPSSA's continuing education and research programs.

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BORD Meeting
August 8, 2020
Virtual Video Meeting

BORD Meeting
Nov. 6, 2020
Monterey Plaza Hotel,
Monterey, CA

November BORD meeting minutes published in the IPSSA Member portal

Retrieve the Arrow/HUB Insurance 4th Qtr Claims Report, via IPSSA Member Portal under shared documents. If you can't find it there, check out the IPSSA Chapter toolbox, it will be waiting for you there.

The Advantages of Giving Back

By Nicole Wisniewski

What's good for your community and your industry can be very good for your business, too.

That's the sentiment many pool, spa and hot tub professional business owners adopt when it comes to giving back to the industry they love. When they give back in whatever form they choose—whether it's educating the industry, donating money to a charity or volunteering in the community—they feel a sense of accomplishment, they experience personal and professional fulfillment, and their businesses benefit from the positive PR and boost in employee morale.

And they're not alone. In fact, 81 percent of small businesses say they plan to give back to their communities, according to a 2019 SCORE survey. Getting into specifics, 66 percent of small businesses give to local charities, 48 percent support local youth organizations, 42 percent donate to local first responders, 39 percent support local religious organizations, 37 percent aid local service groups and 32 percent donate food or volunteer to local soup kitchens.

Want to get in on the action? Here are some ways volunteer initiatives help pool, spa and hot tub businesses thrive.

Educate to Boost Professionalism.

Collaborating and openly sharing industry knowledge with others drives understanding and expertise.

Making connections with industry colleagues via speaking engagements, networking opportunities and peer group gatherings inspires and stimulates people,

injecting a renewed energy and excitement back into the industry. As one industry professional said, "Every time I teach, I learn. Every time I leave a meeting, I think of a new way to look at business, a new strategy for tackling different challenges and new ways to address different types of personalities."

Joining an association or volunteering to serve on an association committee also increases industry connections. These are relationships that you can call on when you need business advice, guidance or even to commiserate. The professional development opportunities abound.

Drive Differentiation and Attract New Customers.

Want to stand out among your local competition? Give back. The SCORE survey says 85 percent of consumers have a more positive image of a company who gives to charity. Furthermore, 90 percent of consumers want to know how companies are supporting charitable causes.

Customers faced with the choice between services and products of similar quality and price use other factors when they make decisions about which company to choose. Nearly nine in 10 (88 percent) of consumers say they would buy a product from a purpose-driven company, according to research from Engage for Good. Even more, 78 percent of Americans would tell others to buy products and services from purpose-driven companies.

Another survey by Cone Communications revealed that 89 percent of consumers say they would switch brands to one that is associated with a good cause over one that isn't. This has increased

from 66 percent in 1993.

Distinguish yourself from a competitor by backing a nonprofit organization. This could be the final factor that pushes that new customer to choose you.

Network With Your Community.

People want to know their money is benefiting their community. That's why fixing up local parks or donating to nearby schools can improve your company's image in the eyes of the community. When your business supports your community, your community supports your business.

What's more is that by participating in a few annual volunteer events, you can connect your business with hundreds of positive, productive members of your community. This networking can drive community interaction and business growth. Some business owners claim it can even be more cost-effective than traditional promotional activities.

Engage Employees.

In addition to happy customers, giving back has a positive ripple effect on your employees. In fact, a United HealthCare study says almost three-fourths of employees who volunteer through work report feeling better about their employers, and 91 percent of employees believe it is important for employers to allow employees to volunteer on paid time.

If you're trying to attract younger employees like millennials, they are more drawn to employers whose companies support a charitable cause or offer volunteer opportunities. Young professionals are seeking experiences

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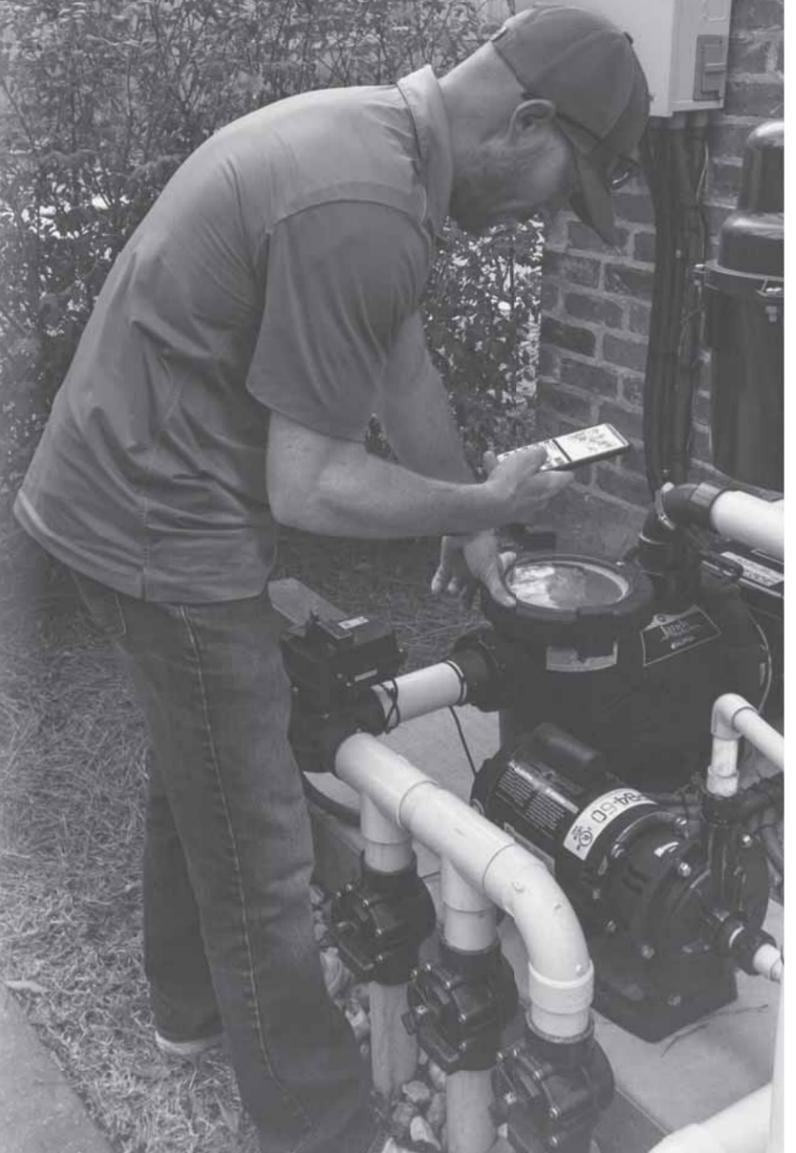
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* IPSSA Education Fund *

The IPSSA Board of Regional Directors unanimously approved the new guidelines for the IPSSA Education (formerly 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 or email info@ipssa.com. Applications are reviewed quarterly by the Education Committee.

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

Mission Statement:

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

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

The Advantages of Giving Back

Continued from page 3

over tangible benefits today. The long-term gains made from philanthropic experiences can create lasting satisfaction.

Boosting internal morale also means employees are less likely to be absent or tardy to work and are also more likely to be productive. The SCORE study says company-sponsored volunteering has been shown to improve employee leadership and broaden professional skill sets (92 percent), help employee well-being (77 percent), boost morale (70 percent) and strengthen camaraderie with work colleagues (64 percent).

Struggling with ways to get your employees more involved? Encourage your staff to participate in community projects. You can even allow your employees to select the organizations your company supports. Or consider matching employee donations to a cause to double the impact of the donation.

Humanize Your Brand.

Even though giving back is selfless in concept, supporting a charity or local cause is a great way to bolster your marketing efforts.

For instance, if you sponsor an event, you can expect your logo to

show up on t-shirts and event signage and brochures, putting it in front of eyeballs that may not have been previously aware of your business.

Giving back can be a source for rich, shareable content as well as an engaging way to humanize your brand in your marketing and social media. If your employees are actively participating in a volunteer event, take pictures and post them on social media to generate continued support from your current customers and attract potential new customers.

Another perk: People crave positive stories over negative ones. Your customers want to see you representing your brand in a positive way in the community.

Feel Better.

The best part of giving back is that it does wonders for you mentally and physically. Psychology Today reported that giving back reduces stress-related brain activity.

Giving back is a great reminder that you are positively impacting others, whether it's by supporting a scholarship or improving a part of your community. A Gallup poll discovered that people who donate to

charity report greater overall life satisfaction. In fact, the poll found that donating to charity had a similar relationship to happiness as doubling household income.

Also, behaviors like donating time or money, volunteering or making a positive impact on others can boost oxytocin, a happiness chemical in the brain, by up to 50 percent. This is similar to the effect generated by a runner's high.

A good deed can also remind you to be grateful for what you have and the company you have built.

Just as many pool, spa and hot tub businesses make volunteer efforts a year-round initiative, water safety is also a year-long priority. But it's one we like to promote in May for National Water Safety Month! Join the Pool and Hot Tub Alliance and their partners to help promote the safe enjoyment of water. Connect with National Water Safety Month using the hashtag #WaterSafetyMonth on Twitter and Facebook. For more information, visit [National Water Safety Month](http://NationalWaterSafetyMonth.com).

*SCORE data came from its 2019 infographic, "Small Business Charitable Giving: Big Impact on Local Communities." SCORE's mission is to foster small business communities through mentoring and education.

California Capitol Report

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homeowners.

- March 26 – Hosts webinar on CPSA efforts and essential designations.
- March 26 – Provides links to CPSA documents that can be used in service and builder trucks.
- April 2 – Hosts webinar on financial resources available.
- April 6 – Keeps pressure on the Governor and sends letter to every public health officer in 58 counties with justification on pool industry.
- April 8 – Provides link to Social Distancing Protocol Form.
- April 14 – Communicates with Governor to keep construction classified as an essential business.

- Responds to individual requests as needed to assist in specific jurisdictions.
- Participates in live and recorded interviews with industry.
- CPSA also expanded online content to meet the needs of cancelled shows and meetings, including:
 - Increased webinar frequency
 - Online seminars released at thecpsa.org
- To support the efforts of CPSA and to access member-only seminars and videos, join them now.
- Without your support, CPSA is unable to fight all the necessary battles for the pool and spa industry in California. Join today!

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Stain Detection Kits

Tips on getting the most benefit from Stain Detection Kits

By Jim Gay, Haviland USA

Stains plague pool professionals and homeowners alike. No matter your place in the pool and spa hierarchy, the most important part of solving stain issues is to identify the type of stain before treatment. The goal is to avoid draining the pool and acid washing it clean. This is especially important as service professionals are opening pools for the summer and their clients want to have beautiful, stain-free pools with sparkling water!

Luckily, there are many in-pool stain-detection kits designed to narrow down what elements are present in a particular stain, so professionals or pool owners can confidently recommend the correct stain-removal treatment — without acid washing.

It's important to understand how the tests work to ensure stains are diagnosed properly before beginning treatment.

USE A KIT, NOT YOUR EYES

Pool stains and scale can be tough to treat and often tougher to identify. If you're comparing a pool stain to one you have seen in the past or are viewing an online photo or looking at a stain color chart, you are likely setting yourself up for a costly and time-consuming mistake. Many stain and scale issues can look similar to one another, so identifying a surface stain simply by its appearance is not enough. There is nothing worse than recommending or using a particular stain-removal product only to discover it was



Jim Gay

wrong for the stain.

Stain diagnosis tests were created to determine the composition of the stain and help identify the most effective stain-removal solution.

CSI - CRIMINAL (OR CHRONIC) STAIN INVESTIGATION

The stain detection kits on the market today are designed to help understand what stain "crime" has been committed and who or what is to blame.

Think of it a bit like the board game "Clue"—the point of the game is to rule out culprits of the stain crime and narrow down the list of potential stain crime causes. Differentiating between organic and metallic stains is one of the first and most important goals of stain verification. Stain verification kits are specifically formulated for metallic stains. While these products do not

detect organic stains, they can eliminate metals as the source of the problem.

These products also can help pinpoint when dark patches in liners, or splotchy, inconsistent plaster surfaces are the result of improper surface preparation. Mottling, hydration or liner mold issues are all conditions that find their roots in the pool construction phase. These conditions typically require a physical surface treatment process to remove the source of the stain trapped below the surface level.

TESTING IS AS SIMPLE AS 1, 2, 3

In most cases, the test kits will have a measured amount of dry product to test for stains caused by iron or tannin (tree, leaf or acorn-causing), a second product to test for copper and scale, and a third product to oxidize and help lift the surface stain. The products can be used in combination, as many stains are caused by more than one source.

Understanding the water conditions is the first step. Information such as your pool's Langelier Saturation Index (LSI), level of contaminants present in the water, and quality of source water can prove invaluable in helping diagnose the principle issue and its underlying cause.

To ensure the quickest and best test results, the water can be adjusted by lowering the LSI and adding a localized sequestering or chelating agent. Creating a more aggressive water environment can

Continued on page 17

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Pool professionals seize opportunity to make outdoor living spaces energy efficient

By Mike Fowler, Pentair

In addition to the rebates given by electrical utilities throughout the country, the Department of Energy (DOE) has provided another terrific opportunity for pool professionals to get on board with making residential homes energy efficient, both inside the home and now in the backyard. Just like air-conditioners, refrigerators, LED lights and home automation, the pool equipment room can also be a part of an energy efficient home. It is important for consumers to be aware that, according to the ENERGY STAR website, traditional single-speed pool pumps could be the home's second largest energy user for homes with in-ground swimming pools. With new DOE legislation on pool pumps going into effect in 2021, pool professionals should begin to educate pool owners as well as HMAAC pool associations about how variable-speed pool pumps can save on energy usage and reduce the carbon footprint of outdoor living spaces.

Join the movement

Dan Lenz and Julie Kazdin are members of the Pool and Hot Tub Association National Service Council and both have had the opportunity to work with, speak to and educate service professionals throughout the country. And both agree that the recent DOE legislation on variable speed pool pumps provides an



Mike Fowler

opportunity for pool professionals to educate consumers about the energy efficient equipment available for use in and around pools. Pool professionals can now join the energy efficiency movement that has been focused primarily on the home but is now moving into the backyard.

Kazdin believes that the DOE legislation brings the many regional codes on energy efficiency to the national level and presents a unique opportunity for pool professionals. "This is an opportunity for our industry to elevate itself by pro-actively tailoring our businesses to offer energy efficient solutions in the pool pump room and in all the products we offer in and around the pools—from lighting and equipment to pool covers, and automation," says Kazdin. "We have this amazing opportunity to

embrace the movement that began inside the home."

In fact, backyards are no longer called backyards, but more often referred to as outdoor living spaces. The new DOE legislation allows pool pros to move the conversation of energy efficient products from inside the house to energy efficient products in and around the pool. Homeowners know about and understand the benefits of energy efficient water heaters, air conditioners, washers, dryers and dishwashers. So, it is not a stretch to explain that the same energy-star rating of energy efficient equipment is also available for pools.

"Selling energy efficiency with pools is now a reality in our industry," says Lenz. In the opinion of Lenz, this legislation validates what many pool professionals have been explaining to consumers for several years. "Because of this new legislation we are hearing at the service council that pool professionals are going to now pro-actively start educating their customers about this legislation as it is a great opportunity to make pools energy efficient." This is true both for residential as well as HMAAC pools.

Lenz explains that both the DOE legislation and the rebates available from local utilities validate what pool professionals tell the consumer or homeowner

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Backyard Energy Efficiency

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association. “We tell them, hey, this variable speed pump is going to save you money and ComEd is even going to pay you to get that power off their grid,” says Lenz. “They are more apt to believe us because it’s not just the pool guy telling them but the utility company validating that same information.”

Lenz and Kazdin are also quick to point out that each area of the country has different constraints and regulations, especially in those markets where pools are open year-round. “I was recently teaching in Florida and heard from service professionals that because pools are open year round, it is much harder to have the time to bring pools up to code or even to upgrade pools to energy efficient pool equipment,” says Kazdin. Because of the volume of pools being serviced, pool professionals tend to wait until something doesn’t work before looking to upgrade a piece of equipment. “This is very different than those markets where pools are opened and closed because we have the opportunity to pro-actively evaluate the pool’s equipment and recommend energy efficient equipment,” explains Kazdin.

However, in California and Arizona, states in which pools also remain open year-round, the awareness of energy efficiency appliances and rebates by local utilities have made consumers very aware of the benefits of installing energy efficient equipment. Barefoot Pools owner, Jose Garcia says that consumers understand that eventually their investment in an energy efficient

pump will pay off. “And in the meantime, the other benefits of the pump, such as its quiet operation, make it easier to sell than I initially expected.” Erik Johnson, Service manager at Underwater Pool Masters in West Boylston, Massachusetts agrees. Johnson has installed 3 variable speed pool pumps in his retail store to illustrate how quiet the pumps run. “Once they see we can easily carry on a conversation while standing in front of 3 operating pumps, it’s much easier to sell them on the energy efficiency and electrical savings of the product, even for our season which is sometimes only 2-3 months long.” Johnson says he always hears complaints from clients as soon as they open their pool for the summer that their electrical bill goes up \$100 a month. “We use this complaint to introduce the concept of the variable speed pump. When I explain that they can cut their electrical bill in half with this pump, they really start to get interested and then I bring up the DOE legislation and then they are sold.”

Michael Berggren, owner of Berggren’s Backyard Oasis Pool Construction & Service in Wenatchee, WA agrees, “Consumers in our area understand the benefits of doing everything they can to make their homes energy efficient,” explains Berggren. “Getting pool owners to agree to changing their pool pump to a variable speed pump isn’t difficult, they want to do their part to be eco-friendly and they enjoy the added benefit of the quieter operation, it makes their outdoor living space more

enjoyable.”

In the Hotel, Motel, Apartment/Condo (HMAC) market, the push for energy-efficiency started a few years back and is as important today as it was initially. Many opportunities still lie ahead with these facilities are looking for ways to streamline their operating costs, while at the same time providing a superior experience for their guests. Whether it’s energy efficient pool pumps, VFD’s, high efficiency heaters, chemical automation, UV, or LED lighting, there is now a wide-range of products available that can provide facility managers with the tools they need to reduce operating costs so they can put that saved money back into their budgets.

Take on the energy efficiency challenge

The pool industry, like the home building and remodeling industry, can have a huge impact on reducing energy consumption to reduce the carbon footprint of our individual homes. According to the EPA’s ENERGY STAR website, if every pool pump in the U.S were ENERGY STAR certified, families could save \$770 million in energy costs every year and prevent greenhouse gas emissions equal to those of more than 1 million cars. This is information that needs to be passed along to pool owners.

The ENERGY STAR ratings on variable speed pool pumps follow in the footsteps of other household appliances, by decreasing energy consumption and ultimately decreasing carbon emissions by utilities.

In the commercial industry,

it’s the same ballgame. Energy costs are skyrocketing and the need for efficient equipment is now. Aquatic facilities that have old pumps that aren’t working efficiently can now replace their pumps with more efficient, and quieter TEFC (Totally Enclosed Fan Cooled) motors. Heaters are also now built to withstand most of the harsh punishment that chemical imbalances in pools can cause, while, at the same time, are designed with more efficient heat exchanger systems to provide the best in heating efficiency at the lowest operating cost. Homeowner associations with pools as well as HMAC pools, or large commercial aquatic facilities can all become more ‘green’ and lower their operating costs. Pool professionals need to take the time to educate the owners of the pools they service.

Selling Energy Efficiency sets your business apart

Pool professionals throughout the country have found selling energy efficient products much easier to sell than they expected. Even in states where energy costs are quite low, consumers understand the inherent benefits of purchasing energy efficient equipment. Kazdin feels that consumers want to feel they are doing their part to lower their carbon footprint. Berggren agrees and explains that their company is already changing out a lot of single speed pumps for variable speed pumps among their base of clients that they service. “Now that the DOE legislation has been officially announced, we are telling all of our customers that this is the time to make the

change,” says Berggren. “Even though our electricity is cheap, why be wasteful and use more electricity than is needed? Why waste power. Most people are open to this idea. It’s that ‘Green-Clean’ energy sales discussion.” Berggren says that he has never really had to go anywhere else in his sales conversations on variable speed pool pumps. “The energy efficient discussion sells them. I really do not need to go any further, as I do not get additional objections. It seems, at least around here, everyone wants to feel like they are doing their part to take care of the environment.”

This season, both Lenz and Kazdin are sending out targeted, pro-active emails and quotes that target the pools they service that have single-speed pool pumps. Lenz says his emails will be informational as opposed to being hard sell and will have subject lines like ‘Save money running your pool’ and content like ‘Did you know you that a variable speed pool pump could save you hundreds of dollars on your electrical bill?’ “In addition to making money, we are making pools as energy efficient as possible, which is the right thing to do,” explains Lenz.

Similarly, Kazdin will be sending upgrade quotes explaining that legislation by the Department of Energy (DOE) has put a program into place whereby energy efficient pool pumps will eventually be the only type of pool pump manufactured for pools. “We will then direct our customers to the Pentair online

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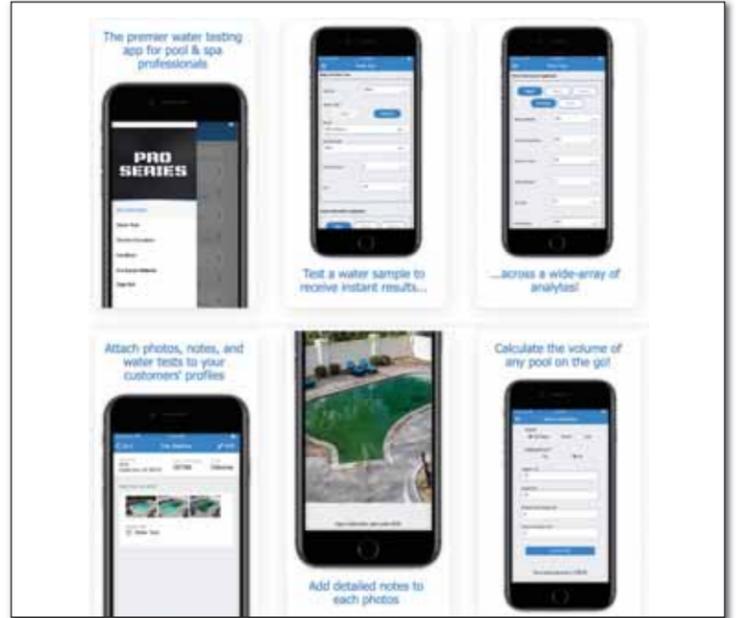
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Kurt Fehl

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Kurt comes to BioLab after working over 25 years operating a retail store with a focus on pool and spas. During this time in retail he was able to develop a better understanding of both consumer needs and the importance of a positive customer relationships. Kurt graduated from Pennsylvania State University in 1996 with a B.A. in Business Marketing. Kurt can be reached at Kurt.Fehl@biolabinc.com or by calling 610-202-8751. www.ncbrands.com (800) 753-1233

Get pools ready for summer – despite COVID-19

By Rachael Pritz

Rachael Pritz is executive director of RB Retail and Service Solutions

This has been an interesting spring, to say the least. Despite the many changes in our daily lives, there is one that hasn't changed: the number of pools that consumers need to open and maintain for the summer! In fact, consumers are going to be looking to pool service professionals

for help as the weather warms up. We know that stagnant bodies of water can be disastrous, and tens of thousands of pools left to fester without chlorine and proper maintenance will lead to a public health crisis all on its own. Pools can turn green in as little as two weeks and will breed mosquitoes that can carry West Nile, Zika, and more. Your customers (and potential new customers) are going to need your help to keep

their pool water clean, clear and safe.

Fortunately for pool professionals, there are now technology solutions and business software services that allow for safe social distancing or the elimination of physical contact with consumers. Whether its delivering the right chemicals to the client's doorstep or troubleshooting problems over the phone, it's time to make the most of technology to come through for our customers when they need it most.

Connect with Customers.

It may seem counterintuitive, but the COVID crisis is an incredible opportunity for pool professionals to connect with customers working at home. These clients are looking longingly at their swimming pools as they wait for warmer weather to enjoy a "stay-cation" at home. Mobile technology platforms can help you provide exceptional service efficiently, with less reliance on office staff, and without risking exposure to COVID-19. Using a mobile business software program allows service technicians and retail staff to use their mobile devices in the field or from their home-offices as if they were still in the office or retail store. Service technicians can view all scheduled pool opening jobs along with the customer's equipment profile, job notes, directions and photos on file. A mobile business software solution should give you immediate access to all updates done at the office, or in this case, the home office, with constant updates on work done in the field and visa versa.



Rachael Pritz

Get Personal. Build Loyalty.

Right now, people are feeling isolated, so it's a great time to reach out with a call, text or email. Split your customer list among every one of your staff members and start calling customers. Even with your office staff at home, they can call, text and email dozens of customers and use your remote business software to take orders by phone, take notes, schedule service etc. Not only is this a productive way to reach out to clients, it is also a good way to cross-train employees while giving them meaningful work that will build deeper customer loyalty.

Start by sending an email that tells customers you are open and ready to help despite the crisis. These same messages can be used to start a phone conversation. Remember, these aren't cold calls, as you are reaching out to your existing customer base. Your clients will likely be pleased

to hear from you. This is especially true if you are offering support and solutions to make their summer more enjoyable.

Once you have them on the line, explain your plan for opening their pool and how you will help them keep their pool clean and clear all summer. Some customers are so worried about COVID they may not be comfortable having you in their backyard. In these cases, consider offering a 'FaceTime' service call in which you walk them through doing the work themselves and charge them a special rate.

Some email subjects or phone call openers might include:

- Don't Panic — we have a plan to open your pool
 - Get your Pool Opening Kits — we'll pre-package them and deliver to your home — "curbside delivery." Or give you a time to pick them up at our warehouse.
 - Don't Panic—we have a plan to keep your pool clean, clear and safe all summer
 - Pool Openings — we're here for you!
 - We're Open Online
 - We Deliver
 - We can open your pool – in person or remotely!
 - Don't panic — we'll uncover your pool and get that swamp water clean and clear
 - We will help ensure your pool water is clean and clear for your summer 'stay-cation'
 - Curbside Retail Available!
- Take the time to explain that for everyone's safety, your retail store is closed, but you will deliver to their car window or front porch. Be sure to include in

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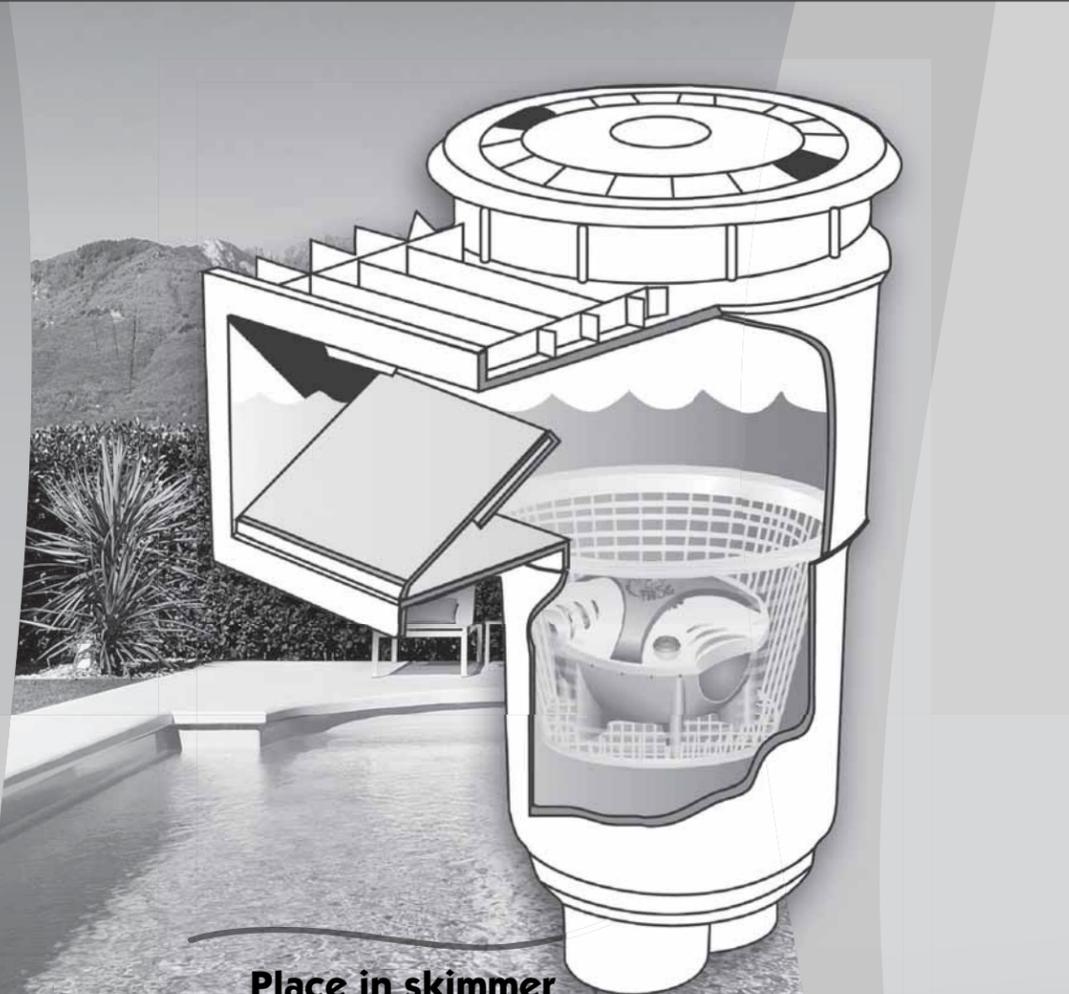
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Ready for Summer

Continued from page 12

your emails pictures of staff handling supplies with gloves and wiping down orders with sanitizer before delivery.

It may be time to consider a "Drive Thru" that is open noon-6pm daily. Explain that this allows your team to pull the orders and have them ready for an assigned pick up time that is convenient for all. Using mobile technology to pre-order and pay is essential.

Whether your use business software with online payment options or you take advantage of Online Bill Pay. Just be sure you track your business separate from your personal accounts. Explain that these pre-payments online are required for safety and to provide a specific time for pickup. Don't forget to explain you are putting these procedures in place to avoid congestion and adhere to social distancing protocols.

Using a mobile business software solution will be extremely helpful as it offers the following features:

- Record Results — Record pool or spa water test results from the job site to automatically become a part of the customer's records (eliminate service forms)
- Calculate recommended chemical dosages
- Add job notes
- Add parts and chemicals used directly to the sales order through the mobile device
- Take Payments Safely — Take payments at the job site or

by PayPal, Venmo or other. In order to comply with social distancing, it's best to take online payments and give online receipts.

- Inventory Search — Look up inventory from the job site
- Go the extra mile.**

To take customer service to the next level, your service techs can email your customers a virtual door hanger to let them know they were at the pool and the work that was performed. This is particularly helpful with social distancing. You might include information on how your techs used gloves and masks while in their backyard and took extra steps to clean all surfaces touched during the pool service.

Pool and spa stores and service professionals need to take advantage of every technology tool available in order to keep up with demand this spring and summer and foster deep customer loyalty that will continue on long after this crisis has passed.

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

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Backyard Energy Efficiency

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cost-calculator and explain the significant rebates from our local utilities will make the investment less sizeable.” Kazdin explains that their local electric company offers a \$600.00 rebate to consumers that change to a variable speed pool pump. And there is an additional \$150.00 rebate to the installer of the pump. “We actually help our customers fill out all the paperwork to get that rebate and often pass along our installer rebate to the customer as well.” This is just another added incentive for the customer to purchase a variable speed pool pump and Kazdin feels good about doing their part to help reduce the energy needed to run the pools they build and maintain.

Over the last few years, the commercial market has seen its share of required product changes- from VGBA on drains to required ADA handicap access lifts. These changes came at great costs to aquatic facilities, HOAs and HMAAC pools. However, unlike those previous regulation changes, by upgrading pool pump room equipment to more energy efficient products, commercial and semi-commercial pools will reduce daily operating costs with energy efficient pool equipment. As a result, the out of pocket costs may appear to be high initially, but the ROI is quick as these products lower operating costs by lowering energy consumption as well as water and chemical consumption. These savings can then be put back into facility programming. For example, if an aquatic facility is open year round and has its pool lights on for 10 hours a day and are pay-

ing an electrical rate of \$.12/kwhr, by simply changing 5 older incandescent lights to all white LED lights, the facility will save approximately \$1,000 a year!

Be Smart, Sell Smart

This is the year for pool professionals to pro-actively educate pool owners and aggressively make pools energy efficient using variable speed pool pumps. And it's important for pool professionals to be educated about the codes, laws and opportunities available to help make the backyard living space energy efficient.

“My advice to pool professionals is to seek education—not only from manufacturers and distributors in your area—which are great resources—but also from local PHTA chapters, your local Rotary, Lions, Kiwanis Clubs and other local business organizations,” explains Kazdin.

Lenz agree with Kazdin and stresses the need to avoid disinformation. “Our entire industry needs to get out there on the pool Facebook groups to direct pool professionals to valid resources like the listings by state of the various rebates are available throughout the country,” says Lenz. In the opinion of Lenz, the entire industry needs to collaborate to ensure that the information out there is valid and helpful. “Webinars, online resources, listing of rebates by state need to be shared and easily accessible,” says Lenz.

As we all know, commercial facilities have annual inspections. Before these inspections happen, a thorough review of all the equipment involved in operating the aquatics portion of the facility should be checked. In doing so, look to replace those parts that are worn or not working efficiently. By methodically reviewing the equipment that uses the most energy, pool professionals can

help facilities determine which equipment should be replaced to ensure aquatic facilities use fewer resources, run more efficiently and most importantly, give patrons and pool operators that peace of mind that their pool runs smoothly.

Professionals in the pool industry have been given the opportunity to be a part of the larger move toward energy efficiency in homes throughout the country. Now is the time to seize the opportunity provided by the

DOE legislation and be a part of this national ‘green’ movement.

About the author:

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

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Stain Detection Kits

Continued from page 6

produce clearer results and improve the test product performance.

After methodically completing all of the tests, pool professionals (or their customers) will be able to narrow down which products will be best suited to remove a specific pool stain before purchasing expensive stain removers.

Test Kit Pro Tip: For ease of access and visibility, pool swim-outs, shallow areas or steps are convenient locations to perform these stain tests. If the stains are located in water that is 3 feet or more deep, these diagnosis products should first be poured into a dosing pouch, often included in the test kit, and then dropped onto the stained area.

PERFORMING LSI/ CSI INVESTIGATION CAN HELP PREVENT FUTURE STAINING

Once the offending stain has been removed, it is important to use the test information about the source of the stain to make sure it doesn't come back later.

Performing a detailed examination of the area in and around the pool is key to stain prevention. Start at the curb of the house and look around for clues. Are there

rust colored stains on the sides of the house? Do you see any green or blue stains on the driveway or backyard fencing? Does the home have an automatic sprinkler system? These situations could indicate metals in the source water.

If you find a large tree covering part of the backyard, on the other hand, this could signal organic contamination that may have led to the staining.

The best way to remove these stains and prevent them from reoccurring is to use a stain detection test and then identify the culprit or cause of the stain. Use your LSI stain detection kit along with some CSI investigation skills around your customer's pool to keep stains away.

About the author:

Jim Gay is a 45-year veteran in the pool industry and is the Southeast Regional Sales Manager for Haviland Enterprises, Inc. He has worked with Haviland for over 3 years and previously worked with Jack's Magic, BioLab and BioGuard prior to joining Haviland. Jim is a regular speaker and instructor giving seminars at multiple different trade association shows. Jim can be reached at jimg@havalandusa.com

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

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



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

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

DELTA: (Stockton)

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

EAST BAY

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

EAST CONTRA COSTA

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

EL DORADO

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

ELK GROVE

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

GOLD COUNTRY

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

MODESTO CENTRAL VALLEY:

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

SACRAMENTO CITY

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

TRACY: Fourth Thurs., 6 p.m.,

Perko's Café, 1321 W. 11th Street, Tracy 95376
Pres. Kevin McLard (209) 833-9200
kevin_m@klmpools.com

WEST PLACER: First Thurs., 5:30 p.m., Strikes

Bowling Alley, 5681 Lonetree Blvd., Rocklin CA 95765
Pres. Bryan Soto (916) 258-5114
norcalpools916@gmail.com

REGION 2 (CENTRAL CALIFORNIA)

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

BAKERSFIELD: First Tues., 5:30 p.m.,

Rusty's Pizza, 6675 Ming Ave, Bakersfield
Pres. Beau Braisher (661) 332-4952
braisherpools@gmail.com

CENTRAL COAST

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

CONEJO:

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

CONEJO VALLEY

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

FRESNO: Fourth Tues., 7 p.m.

Roundtable Pizza at First & Bullard, Fresno
Pres. Norm Carpenter, (559) 217-1228
ipssafresno@gmail.com

SANTA BARBARA

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

VENTURA: Third Thurs., 7 p.m.

Poinsettia Pavilion, 3451 Foothill Rd, Ventura
Pres. Max O'Brien (805) 794-6270 / gotomax@att.net

VISALIA: Third Wed., 6 p.m.

Amigo's Cantina, 5113 W. Walnut Ave., Visalia
Pres. Roman Gomez (559) 992-5779
romangomez1251@yahoo.com

REGION 3 (NORTH L.A. COUNTY)

B.O.R.D. Member: Terry Snow
(909) 982-9962
E-mail: 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

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, 18055 Brookhurst St.,
Fountain Valley CA 92708
Pres. Jim Romanowski (714) 404-2550
poolperfection1@aol.com

SOUTHWEST:

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

SURF CITY

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

TUSTIN/IRVINE

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

YORBA LINDA

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

REGION 6 (INLAND EMPIRE)

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

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

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

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

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

MENIFEE VALLEY

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

ONTARIO/RANCHO CUCAMONGA

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

Pres. Ron Goodwin (909) 989-0406

good2win@msn.com

PALM DESERT

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

PALM SPRINGS:

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

REDLANDS: Second Tues., 6 p.m.

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

RIVERSIDE:

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

TEMECULA/MURRIETA

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

REGION 7 (SAN DIEGO COUNTY)

B.O.R.D. Member: Michael Harris
(619) 395-6700
E-mail: barrowpoolsd@gmail.com

CARLSBAD

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

ESCONDIDO

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

NORTH COUNTY COASTAL

Third Tues., 6:30 p.m.
Brett's BBQ, 1505 Encinitas Blvd., Encinitas
Pres. Aden Dunne (760) 801-5526
classiepool760@gmail.com

RANCHO DEL MAR

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

SAN DIEGO

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

SAN DIEGO EAST COUNTY

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

SAN DIEGO METRO:

Fourth Thurs., 6:00 p.m.
Sammy's Woodfired Pizza, 8555 Fletcher Pkwy
La Mesa, CA 9194
Pres. Steven Elbik (619) 316-0690
Poolsofutions72@gmail.com

REGION 8 (SOUTHWEST)

B.O.R.D. Member: Mike Lee
(480) 786-0687
E-mail: mountainsidepools@mac.com

EAST VALLEY

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

NORTH PHOENIX

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

SOUTHEAST VALLEY

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

TUCSON:

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

WEST VALLEY

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

WESTERN LAS VEGAS

First Mon., 6:30 p.m. (excl. holidays)
Vietnam Vets Hall, 6424 W. Cheyenne, Las Vegas
Pres. Laurie Beecher-Valenzuela (702) 556-4477
ipssalauriebeecher@gmail.com

REGION 9 (TEXAS)

B.O.R.D. Member: Becky Clayton
(210) 240-3121
E-mail: becky.clayson@yahoo.com

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

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

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

Rudy's BBQ, 21361 Gulf Fwy, Webster
Pres. David Potts (208) 887-6486
david@freedompools-texas.com

CORPUS CHRISTI

First Thurs., 6:30 p.m.
SCP, 4630 Corona Drive, Corpus Christi
Pres. Michelle Wilkinson (209) 604-6460
supply.mypool@gmail.com

HILL COUNTRY

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

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

NORTH AUSTIN

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Associate Members

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

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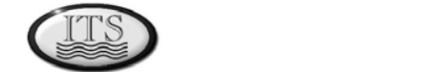
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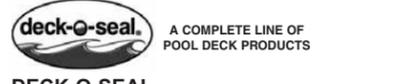
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