

Mark your calendar!

Next Chapter Meeting:

March 3, 2021

**Zoom Meeting
7:00pm**

Upcoming Meetings & Events:

**April 7th
Pentair**

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CAPITAL VALLEY IPSSA CHAPTER

Water Watcher

MARCH 2021

Featured Speaker for March



Pooltec - the Chlorine Shortage Solution

Featuring Tiffany Rolofson...

Tiffany Rolofson has been with EasyCare Products for 10 years and has experience in sales and product development.

She covers the midwest and also international sales. She has consistently sold the most Pooltec within EasyCare Products and has strong technical skills and grown new markets effectively.

She is currently on the NPC Scholarship Committee.

Tiffany will also be talking about the EasyCare March Blow-Out Sale.

Although Tiffany will be speaking on behalf of EasyCare, the Sales Rep for our area is Rosemary Arenas.

Rosemarie S. Arenas

Western Regional Sales Director

for EasyCare Products

a Division of McGrayel Co. Inc.

(559)974-8252 cell

(559)299-7660 ext. 223

email: rarenas@easycarewater.com

website: www.easycarewater.com

Sick Route

- ◆ We have no members out.
- ◆ Sick Route Summary Cards were due by **February 1**. If you did not return them, you will be fined an additional \$200 if completed and returned during March.

Thank you for your support

Kim Barber
Sick Route Chairwoman
916-889-6529
Kimberlynn1221@gmail.com

The sick route policy is at www.cvipssa.com/oute.html



To stay current on upcoming local training and product specials -

Text: haywardnorcal
To: 31996

Looking for a Few Good Pools

I'm looking to strengthen my routes in a couple areas:

- ◆ Roseville: General area of Oakmont HS, 3-6 pools depending on size, proximity, and service level.
- ◆ Gold River: 2-4 pools depending on size, proximity, and service level.
- ◆ Folsom: Empire Ranch area, 2-4 pools depending on size, proximity, and service level.
- ◆ EDH: Serrano, Governor's Park, and Franciscan Village areas, 2-4 pools depending on size, proximity, and service level.

Mike Assenza
River City Pool Care
916-837-8525
Mike@rivercitypoolcare.com

Membership

For membership information please contact:
Mike Assenza
Membership Chairman
916-837-8525
mike@rivercitypoolcare.com

For Sale:

Due to the generosity of our supporters, we have a limited number of products that were donated to support our fundraising efforts.

- Pentair CCP320 Filter - \$610
- Pentair Rebel Sweep - \$370
- Pentair Legend (LL505G) - \$435

Call Scott Houseman, 916-638-4100

Innovative Pool Products Relay (IPP-100) \$40

Call Jack Emlay, 916-764-7852



Filter Cleaning Service

- ⇒ Are you behind on your filter cleanings or just tired of doing them yourself?
- ⇒ Do you wish you could hire someone to do them for you?
- ⇒ Someone experienced and insured?

Then contact Alex Assenza @ 916-798-3736, or alexander.assenza@gmail.com

Rates are negotiable. He worked with me for the first couple years of my business (River City Pool Care), and recently ventured on his own. He has been cleaning my filters, and has worked with a couple other members.

A Message from Monte...

How Electronic Leak Detection Works

When you contract with a leak detection company, the expectation is that they will identify a concealed leak as close as possible to the source, so that a repair can be made. You might think that a trained leak detection technician is only looking for water when looking for a leak, but the truth is, water is not always easily found. It is technology that makes it possible to pinpoint a leak.

It might surprise you to know that sound is the key to finding concealed plumbing leaks. When a faucet is turned on it obviously creates a sound as the water is traveling through a pipe, and this is especially obvious when a fixture is turned on upstairs in a home. As water rushes through a pipe the sound can echo throughout the plumbing system. This can also be apparent when an exterior hose bib, that exits the wall of the home, is turned on. When there is a leak in a pipe, sound is also created as the water rushes out of the leak. This can occur even when the leak is only the size of a pinhole. In these cases, the sound is usually not nearly as loud as an open faucet, so to hear the sound of the water movement technology is required.

Electronic leak detection equipment amplifies the sound of the moving water, using microphones, digital amplifiers and filters, allowing the leaking pipe to be identified. Once the leaking line is identified then the pressure in the line can be altered to create a specific sound that the technician uses to pinpoint the leak. The sound of pressure escaping from a broken pipe varies depending on the circumstances -- the type of pipe, how deep the pipe is underground, if it is under concrete, asphalt, dirt, etc., how big the leak is, if there is a pool of water around the pipe, if there is a void underground, and countless other scenarios that affect the sound of a leak. Training and experience are key when effectively using electronic leak-locating equipment to detect these types of leaks.

This process is used for all types of plumbing systems, under concrete slabs, main water lines, swimming pool plumbing systems, and others. As long as a system can be isolated and pressure tested, leaks can be located using electronics. The more accurately a leak can be pinpointed, the less damage to access the leak, saving time and money.

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www.americanleakdetect.com
monte@americanleakdetect.com

NEWSLETTER CONTENT

What tips do you have to share??

What problems have you encountered this year?

Did you have a really great picture of an account you would like to share?

Safety warnings? Local water news? Pools or equipment for sale? Events?

PLEASE share!

Want to write an article, submit chapter pictures, or have news to share?

Please send it to

mike@rivercitypoolcare.com

by the 25th to be included.

Want to help with this or many other volunteer positions?

Contact one of our Board Members or Committee Chairmen today!

Building Client Relationships

I read a couple articles in the February edition of the Service Industry News. The articles were about building your business and increasing your profits. The common theme was building better relationships and trust with your clients. Here are some highlights:

1. Instead of rushing through your service and avoiding speaking with your client, take a few moments to listen to their concerns. A client complaining about long pump run times might benefit from upgrading to a variable speed pump. They might not upgrade now, but you planted a seed, presented yourself as someone informed, provided a solution, and demonstrated you are concerned about their needs.
2. When presenting services or products to your client, use the “Good”, “Better”, “Best” approach. The “Better” and “Best” levels command more money, while the “Good” level captures the remaining market. Again, you demonstrate yourself as the expert in helping them meet their needs. Of course, you will need to be able to discuss the differences between the levels, and the benefits of “Better” and “Best.”
3. Encourage and ask for reviews. Social media shares on Facebook and Nextdoor can be profitable.
4. Bonus your clients for referrals. Clients will refer someone they like and know.
5. Send periodic emails to your clients. This is a great way to promote new products, rebates, promotions, or the benefits of upgrading to a variable speed pump. Also, you can use it to invite your client to get involved with a drowning awareness program, Sheriff's Toy Project, etc. This can help to establish you as a community minded, caring individual – in other words, a real person.

These are just a few suggestions. If you have more to share, send them to me at mike@rivercitypoolcare.com, and I'll include them in an upcoming newsletter.



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

Engage with the IPSSA in a new way — See your Member information, chat with and seek answers from other IPSSA members, view member exclusive offers and much more all at your fingertips!

Instructions for successful Member log in to app

Find IPSSA on your Mobile Device App Store



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



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To Learn More



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SCOREMORE REWARDS

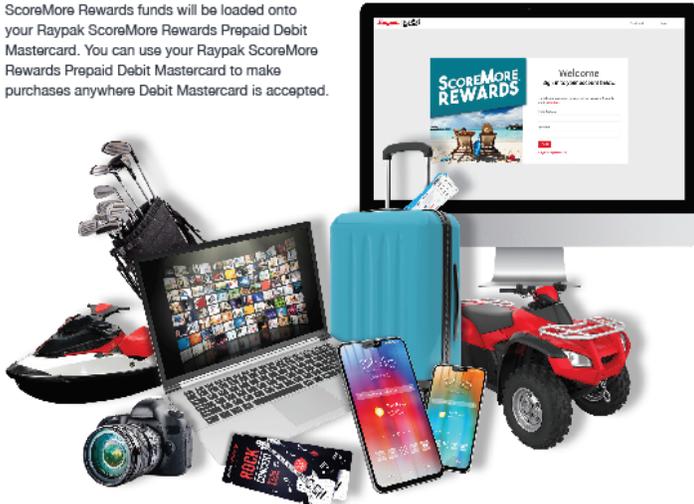
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To provide the pool heater industry's best rewards to Partners who demonstrate loyalty to Raypak and dedication to their customers by purchasing and installing eligible Raypak/Rheem heating products.

PROGRAM DESCRIPTION

Welcome to Raypak's ScoreMore Rewards the program designed to reward you! ScoreMore Rewards offers our partners exclusive opportunities to earn cash back for every eligible Raypak/Rheem product purchase, as well as for participating in qualified professional training and special promotions.

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STEP 2

INSTALL & REGISTER ELIGIBLE PRODUCTS

A list of eligible pool and spa heating products is available in the Resources section of this guide. Please review to confirm your Raypak/Rheem heating product purchases are eligible for ScoreMore Rewards earnings.

To submit a claim go to the Promotions page at RaypakScoreMoreRewards.com. From here, you will enter the Invoice Number, Sales Date, Serial Number, and upload Invoice. Then, just click submit.

If successful, A confirmation window will let you know your claim has been received and is under review.

STEP 3

TRACK PRODUCT REGISTRATIONS & DEBIT CARD BALANCE

➤ Login to RaypakScoreMoreRewards.com to view your cash back balance award and funding history.

➤ Use partial or all of earned cash back rewards funds on one or more purchases.

Tracking Your Earned Cash Awards

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*PLEASE CONTACT JOHN KIES – ELM DISTRIBUTION (916) 342-0782

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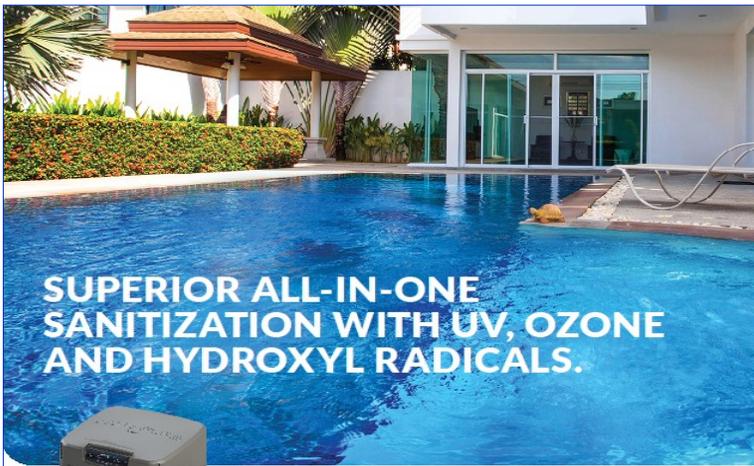
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MARCH 2021



SUN	MON	TUE	WED	THU	FRI	SAT
	1	2	3 CVIPSSA Chapter Meeting	4	5	6
7	8	9	10 CVIPSSA Board Meeting	11	12	13
14 	15	16	17	18	19	20 
21	22	23	24	25	26	27
28	29	30	31			

APRIL 2021

SUN	MON	TUE	WED	THU	FRI	SAT
				1	2	3
4	5	6	7 CVIPSSA Chapter Meeting	8	9	10
11	12	13	14 CVIPSSA Board Meeting	15 	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	



Insurance Membership Education Networking Friendship

www.cvipssa.com

www.facebook.com/CapitalValleyIpssa

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<i>HUB Insurance</i>	<i>Info & Certificates</i>	<i>(800) 833-3433</i>	
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	<i>Pool & Hot Tub Alliance</i>	<i>(703) 838-0083</i>	<i>service@phta.org</i>

Chapter Standing Rules at www.cvipssa.com



Thank you from Capital Valley IPSSA Chapter!

Please get to know our Chapter Supporters

They are here to help you be your best

Chapter Supporters	Contact	Phone	Email
American Leak Detection	Monte Routon	(916) 331-6443	monte@americanleakdetect.com
Aztec Solar	Jack Stanger	(916) 853-2700	jack@aztecsolar.com
Burkett's Pool Plastering	Jason Steenburgh	(209) 595-6016	burkettjason@gmail.com
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Pentair	Darrin Dillree	(530) 301-1579	Darrin.dillree@pentair.com
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Pool Time Plaster and Tile	Joe Pagluica	(916) 601-8600	joepooltime@aol.com
Ray-Pak	Matt Anderson	(916) 767-8185	Matt.Anderson@raypak.com
SCP, Rancho Cordova	Jordon Reynolds	(916) 501-7825	Jordan.reynolds@scppool.com
SCP, Rocklin	Ernie Weigum	(916) 408-2700	ernest.weigum@poolcorp.com
SCP, Sacramento	Mitch Miles	(916) 257-2669	mitchell.miles@poolcorp.com
Superior Pool Products	Doug Anthony	(916) 416-9344	douglas.anthony@poolcorp.com
Thornburg Enterprises, Inc.	Kirk Wissbaum	(503) 804-9303	wissbaum@outlook.com
United Chemical Corporation	Rick Hild	(951) 818-5852	r.hild@unitedchemicalcorp.com
Valley Leak Detection	Jeff Smith	(916) 532-2162	valleyleakdetection@gmail.com

Chapter Supporters that are interested in submitting an article or news, please e-mail info and artwork to mike@rivercitypoolcare.com. The deadline is the 25th of the month for the following months issue.