

THE IPSSAN



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Associate Management Team

ROSE SMOOT IOM, CAE Executive Director

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 Resource Manager

888-360-9505 x2

info@ipssa.com

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

MICHELLE HARVEY Project Associate and IPSSAN Editor

michelle@ipssa.com

Duties: Associate member relations, IPSSAN content, IPSSAN advertisements, social media posts, website updates

Member Services & Finance Team

FRANK MCDONALD Finance Director

frank@ipssa.com

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

ALISON THOMPSON Membership Assistant

Phone: 888-360-9505 x1

Fax: 888-368-0432

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

ACCOUNTING

888-360-9505 x1

accounting@ipssa.com

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

Insurance Billing

insurance@cramercpa.com

Phone: 844-574-1134

Fax: 888-811-4502

PO Box 2934, Rocklin CA 95677

Swim Spas... The Middle Child

By John "The Legend" Bokor, Haviland USA

WHEN MAINTAINING A swim spa always remember this. It's a like the middle child in your family. Not the little cute one, or the strapping star athlete. It's the awkward one that always needs just a little more attention. Instead we tend to overlook, ignore, or flat out forget about it.

The first thing you need to remember is that you're gonna have to dust off your arithmetic skills when you purchase one. Most chemical manufacturers provide dosage recommendations for water under 1k gal, or 10k plus. These things are typically 1k-5k. Adding too little or too much can/ will cause more problems, or not do anything to fix your issue

Unlike traditional hot tubs/spas, swim spas usually operate at cooler temperatures. Great! Easier to maintain water balance and proper chemistry right? Not so fast.....some of these bad boys have a small "hot tub" sections incorporated in their design. Now you've got the little kid picking on the bigger one who was just minding his own business.

Don't worry, remember those math skills you brought back out? Just remember, Langelier is your friend! The saturation

index will always get those fight kids back in line. Here's a little secret....the addition of borate to the water can help those two from arguing before the fight even starts!

So we've got the kids in line, but what about the rest of the family that comes over just to stir the pot?

Again, just remember what you've been taught about pools and spas through the years. Sanitize & oxidize on a regular schedule.

Sanitize: Bromine and chlorine are both acceptable products to make sure we maintain a safe and healthy swimming environment.

Bromine can be expensive, but has a much wider ph range of effectiveness. This allows some wiggle room if the water falls out of balance

Chlorine on the other hand is much more economical, but is more susceptible to ph changes, which can cause it to reduce its sanitizing ability, or cause it to become hyper active.

Either of these are fine options, just remember try to maintain sanitizer at the high side of ideal. Bather load, and time spent in the water can lead to a higher demand, and more

sanitizer consumption.

Oxidizing swimmer waste, and breaking up combined chlorine is an absolute must in these type of spas. These things are used to exercise. What happens when you exercise? I don't know, but people have told me that while exercising you sweat! This is why I take my time getting off the couch.

In a warm water environment, especially when exercising, you can excrete up to 1 pt. of fluid in 20min-30min.....Gross! This is why oxidizing w/ a non-chlorinated shock is so very important. Oh yeah, after you add your oxidizer, leave the cover off for a minimum of 30 min to allow for gas off.

Here is another tip to help maintain a healthy environment. Use a high quality, broad spectrum enzyme weekly. This will help to break down the organics that we introduced so that our oxidizers can work more efficiently.

So in the end remember this, all of the principles of water chemistry apply:

- Don't be afraid of math.
- Borates make life easier!
- Maintain strong sanitizer levels.

- Enzymes help!
- Oxidize, oxidize, oxidize... and leave the cover off!

And don't forget, you can't eat a doughnut and exercise... unless you're The Legend! ■



ABOUT THE AUTHOR

John Bokor is the host of Haviland Pool and Spa Products' "Legendary Pools and Spas," a web series that promotes the fun of owning a pool or hot tub. He is also the company's director of sales and has more than 25 years of experience in the pool retail industry. Bokor, a certified pool operator (CPO), regularly speaks to professional dealers and pool owners within his territory about water chemistry and maintenance. He can be reached via email at jbokor@havilandusa.com and on Facebook [@LegendaryPLS](https://www.facebook.com/LegendaryPLS).

Pool Care: Understanding the 'Three Ps' to Success

By Alicia Stephens, BioLab

THERE ARE MANY CHEMICALS involved in creating a clean and safe pool, and they can be broken down into four main categories: sanitizers, oxidizers, algacides, and ancillary chemicals. Each plays a different role in the "Three Ps" of pool care:

- Preventing disease
- Protecting the equipment
- Providing the expected swimming environment

These chemicals work together to create a successful pool care routine. Categories, such as sanitizers, oxidizers, and algacides, are "non-negotiable." These are required for pool maintenance, regardless of the form they take. Other categories, such as ancillary chemicals, are "negotiable." These products may not be required, but they play an important part in the quality of the pool water and bring value to consumers by saving time, money, and providing a better swimming experience. Ultimately,

all four categories, along with proper circulation and filtration, work together to make pool care as easy and effective as possible.

SANITIZERS

The main job of a sanitizer is to kill bacteria and prevent diseases. The most crucial step in pool care is maintaining a sanitizer residual in the pool. Constant sanitization is key for preventing diseases. There are different forms of products available for pools, including sticks, tabs, liquids, and granule products. They are all applied differently, but ultimately do the same thing: kill bacteria. However, each type has a different impact on the water, and this is something pool technicians need to consider. For example, liquid chlorine is an effective sanitizer and easy to apply, but it drives the pH of the pool up when used routinely. Trichlor tablets can be applied in a variety of ways, but cannot be added directly to the pool

itself. However, the level of chlorine provided tends to be stable and it's easier to maintain a steady residual than it is with liquid chlorine. Using salt as the sanitizer reduces maintenance and provides a steady chlorine residual, but the equipment required can be expensive and will need to be replaced periodically. However, all of these options are effective for sanitation.

OXIDIZERS

Oxidizers, also known as shock products, are used to complement sanitizers. Shocking a pool breaks down and removes a wide variety of contaminants in the water. Elevating the sanitizer levels can also break down contaminants, but those chemicals tend to deplete very quickly in the process. The addition of a shock product helps reduce the amount of work the sanitizer must accomplish to keep the pool clean and clear. Shocking will help

make it easier to maintain the constant sanitizer residual needed by breaking down bather waste and other contaminants; leaving the sanitizer to do its main job of killing bacteria. The shock product can be thought of like a mop. The mop does the heavy-duty work of cleaning a floor, but the job is much easier with a quick sweep using a broom first. The combination sanitizing and shocking is what makes the water safe.

ALGAEICIDES

Algacides specifically prevent or kill algae. A good product will eliminate and stop the growth of green, black, and mustard algae, which are the most common types found in pools. There are many different types of algacides including chlorine (Cl), bromine (Br), copper-based products, and quat-based products. Copper and quat-based algacides are very

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P.O. Box 254645
Sacramento, CA 95865
888-360-9505
www.ipssa.com

IPSSAN EDITOR
Michelle Harvey
editor@ipssa.com

EXECUTIVE EDITOR
Adam Morley

DESIGN AND PRODUCTION
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Have you logged on and updated your IPSSA.com Member profile listing? Enhance your exposure by uploading your company logo, linking your business website and social media pages, as well as uploading some pictures of your work. If you need your log in credentials re-sent, please contact memberservices@ipssa.com

IPSSA EVENTS



The IPSSA Region 12 leaders had a fantastic time at their 4th quarter meeting this year. They gathered at the iconic Big-Tex inside the Dallas, TX State Fair. Those leaders got their fill of deep-fried foods, like the traditional corndog and pork belly burnt ends pizza. The crew and their families took the time to stroll and checkout, the new 2023 cars & trucks, variety of hand-made crafts, carnival rides and games. The fall weather added to an amazing event! The crew even took some time to conduct IPSSA region business. Very proud to announce one of the business items was approval of a new chapter application for Rockwall. Final step is for IPSSA National BORD to approve the application.

A Letter from the President

HELLO IPSSA NATION! I hope this finds you all doing well. I would like to thank all of you for your prayers, calls and support for Region 11 in the aftermath of Hurricane Ian. Should you wish to help with the continued disaster relief, please donate to www.volunteerflorida.org (donate button is on the home page) or text Disaster to 20222 or mail checks to (put Florida Disaster Fund on the check's memo line):
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The Florida Disaster Fund has been organized by the State of Florida and is on Governor DeSantis' website. All funds contributed will aid the victims of Florida's Hurricane Ian victims. Now on to my regular article... This is truly my favorite time of year. The water temperatures are dropping and, customers are buying heaters. Ok, maybe that is a bit of a stretch as we might have two days of cool weather. It is also the time of year to be with family and friends as the holiday season approaches. This time of year makes one

reflect on the past. I would like to share one of my family traditions. When I was young, my grandmother always had Thanksgiving Dinner at her home. We would all get together including my aunts, uncles, cousins, and close family friends. One of her traditions was that before dinner and the blessing, she would go around and ask what we were thankful about. We would laugh and joke with most replies. My grandma was not amused, she would glare at us and tell us to behave. With that, we would get serious and tell everyone what we were thankful about.

With that thought, I am going to tell you what I am thankful for in my IPSSA world. I am thankful for Jim Romanowski for signing me up as an IPSSA member. I am thankful for Phil Sharp for teaching me the ways of IPSSA. I am thankful for all the friends I have made both old and new through the years of being a member of IPSSA. I am thankful to have worked with so many of you (too many to name) at the BORD level over the years. I am thankful for a great group of peers that I work with this year on the BORD. I am thankful for all the dedication that the Chapter Boards have for their chapters. I am thankful for you, the IPSSA member, because without you there is no IPSSA. I am thankful for all of our Associate Members, for their support. I am thankful to Rose Smoot for always listening to my crazy ideas and not saying that the ideas are not possible right away. I could not work with a a



“I encourage you to take the time and reflect on what you are thankful for this year. I want to wish you all and your families a Happy Thanksgiving. Remember to show thanks as we have all been blessed.”

better Executive Director. I am thankful for Penny and Michelle. Thank you for all that you do. You ladies rock! I am thankful for my Region and my Region Board. You all know how to make being a Region Director fun. I am thankful for my IPSSA wife, Paulette Hester, who is my wingman in Region 11. And finally, I am thankful for my wife of 30 years, Tina, who allows me to jump feet first at times, often putting IPSSA first and her second. Love you, Tina. XOXO
I encourage you to take the time and reflect on what you are thankful for this year. I want to wish you all and your families a Happy Thanksgiving! Remember to show thanks as we all have been blessed.
As always, have fun, wear your sunscreen, and thank you for your support. ■



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Pool Care

Continued from front page

effective at working with chlorine or bromine to kill algae without relying on the sanitizer to do the work.

The fastest and most efficient products are a combination of technologies which will do both, kill and prevent algae growth in many ways. A pool technician could also deploy sanitizers to control algae, however, they are slower and less effective. Algaecide provides an extra layer of protection against algae growth and reduces the strain on the pool's chlorine residual. Quality algaecides will create a residual in the pool, providing protection without needing to add products every day.

ANCILLARY PRODUCTS AND BALANCERS

The last category of pool chemicals can be generalized as ancillary products. While the three categories above are non-negotiable pool care products, ancillary products are not outright required for pool water maintenance. However, they still add value and efficiency to pool care programs. These products include enzymes to help remove non-living contaminants, scale prevention, and metal control products to protect the pool surfaces and equipment. They also include clarifiers and phosphate removers to help improve water quality and clarity. Ancillary products can save the end-user's time, money, and can help provide better water with minimal effort.

One subset of ancillary products is the "balancer" category. Balancers are exactly what they sound like: products to balance the chemistry of the pool. Its parameters

include pH and total alkalinity (TA) to control the acid/base balance of the water, along with calcium hardness adjusters to keep water from being aggressive or scale-forming. Balancing the water leads to a comfortable environment for swimmers, clear water, and functional pool equipment over time.

A DEEPER LOOK AT SANITIZERS

Sanitizers are the main product people think about for pools, and there are many different choices available. Trichloroisocyanuric acid (TCCA) is the most common type of sanitizer. Most commercially available sanitizer sticks and tabs are made of TCCA, as they offer an ease-of-use benefit for consumers. This is mostly due to the slow dissolving nature of the product. Trichlor sticks or tabs can be used in feeders, floaters, or introduced through the pool skimmer to provide a continuous source of chlorine sanitizer to the pool as the product dissolves. Since trichlor dissolves over a span of days, users can add the product and let it be, knowing a refill is not likely necessary for several days.

Calcium hypochlorite ($\text{Ca}[\text{OCl}]_2$) and liquid chlorine are also commonly used chlorine sanitizers. Ultimately, these products do the same thing as trichlor: they kill bacteria and prevent disease. However, the process of applying and maintaining these chemicals is different. Calcium hypochlorite and liquid chlorine



both disperse immediately when added to the pool water, rather than slowly dissolving over time. This puts a large amount of chlorine into the pool at once, and that amount is sufficient until the next dose. For example, if a user adds calcium hypochlorite to the pool and 10 kids go swimming the next day, there is a good chance all the chlorine would be gone when they are done. If trichlor was being fed into the pool, the chlorine residual would be supplemented throughout the day and probably still be measurable after the pool party. In the case of calcium hypochlorite and liquid chlorine, it would need to be added again within a day or two to maintain the residual. This is clearly more work for the pool owner. If a service company were taking care of the pool, it would not receive more chlorine until the technician returned to add it, leaving the

pool at risk.

In addition, trichlor already has cyanuric acid (CYA) blended into it. CYA is sunscreen for the sanitizer. Without it, the ultraviolet (UV) rays of the sun burn up chlorine very quickly. With CYA, it lasts 13 times longer in the sunlight. Using trichlor as the sanitizer of choice allows users to add product less often, feed continuously, and lose less chlorine to waste—making it an extremely efficient form of chlorine. Calcium hypochlorite and liquid chlorine do not contain CYA; however, it can be added separately, but that adds an extra step required to protect the chlorine residual.

Sanitizer choice also impacts water balance. While trichlor has a low pH, both calcium hypochlorite and liquid chlorine have high pH. The slow feed of trichlor minimizes the impact of a low pH in a pool, but the "all at once" addition of calcium hypochlorite or liquid chlorine often cause the pH to rise dramatically, leading to cloudy water and scale issues. Further, frequent use of calcium hypochlorite adds calcium to the pool overtime, and eventually, calcium levels will get too high, leading to problems with scaling, and surface damage. As a result, a scale inhibitor product will be needed to keep the water clear.

Ultimately, there are many choices to pool care. Some categories, such as sanitizers, are non-negotiable and an integral part of every pool care program. Other categories, such as ancillary products, are not necessary, but can lead to an easier and more efficient pool maintenance routine. Establishing key products and determining what works best for each pool is the key to successful water quality management. The result is clear, safe, hygienic water and happy swimmers. ■

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ABOUT THE AUTHOR

Alicia Stephens is the education and training manager for Biolab Inc. In her 22 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 branding, education and training initiatives for the Biolab Pro Dealer division. She can be reached via email at alicia.stephens@biolabinc.com.



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Pricing Shouldn't Be Painful

By Rudy Stankowitz, Aquatic Facility Training and Consultants

DETERMINING WHAT TO CHARGE when the economy is in the toilet and parts and product availability still scarcer than hen's teeth can be more intimidating than Jamie Foxx's night job in Day Shift. Let's face it; the last twelve months have not been kind to the Pool Pro. They have been victims of the never-ending price hike, and many are left suffering from D.A.G.S. (Distribution Ain't Got Squat) syndrome. It's no wonder that even the seasoned professional is second-guessing what to charge for some repairs. Despite the yearlong equipment drought and accompanying cost shenanigans, estimates can still be confidently written.

1. OFFER A SHORTER WINDOW

The days of estimates that are valid for extended periods are long gone. If we learned anything in twenty-two, increases will come quickly and without notice.

Guaranteeing a cost for any length of time will result in loss. Ideally, an estimate will read, 'this is what it is today, and after tomorrow it's market price.' That might not fly with some of your clientele, so you may have to offer some time to bounce the number around in their heads, but I wouldn't give anything more than seven days to make up their minds.

2. GET A DEPOSIT

The sooner you purchase the equipment for a job, the better. Get a deposit for every job high enough to cover the total material cost. Make sure you include everything you could need. Check your past invoices on similar installations or repairs to identify the common 'I forgot's' when calculating your total material costs. Check stock at your distribution center and double-check pricing.

Brand loyalty should no

longer be a deciding factor; you must sell what the supplier has in the warehouse. If I piss off a manufacturer by saying that, they'll have to get over it. We have customers to take care of and cannot afford to wait for an unknown period for something to appear several price increases later. The deposit you collect should be non-refundable because to guarantee your profit margins, everything needed for the job

should be purchased as soon as the cust hands you the deposit.

3. LABOR COSTS

For this, I'm looking at past invoices once again on like or similar work. Even if it's just me doing the job, I will factor in labor costs at my hourly rate. You'll need to estimate how many hours the repair will take and consider the possibility of overtime. On top of an hourly

wage, you'll need to factor in the extra costs (the cost of having an employee) that make up the labor burden (worker's compensation, benefits, health insurance, cell phones, payroll taxes, P.T.O., etc.) in setting your hourly labor rate.

4. MARK UP

You want your margin (shoot for >35%)

Gross Margin (percentage) = Net Sales - COGS x 100/Net Sales

You must also cover your overhead costs. These include liability insurance, tools, advertising, office phone, vehicle mileage & maintenance, building rent, website, licensing fees, social media, office supplies, business equipment, taxes, pool service software, etc. These things can erode profit if not factored into your price.

Total Monthly Overhead Costs + Total Monthly Billable Hours

5. IMMEDIATE PAYMENT

We should have never offered terms to residential customers, to begin with. This practice sets us apart from every other home service industry, not in a good way. It all but ensures you will be chasing money. You did the work; you deserve to be paid. If you followed my suggestion above and took the non-refundable deposit, you should make it clear that payment is due in full at the installation time. This keeps everything neat and clean and ensures you get your money. You can never afford to take a hit, especially with the current economy and legal methods of the collection being slow and without guarantee.

“You can never afford to take a hit, especially with the current economy and legal methods of the collection being slow and without guarantee.”

FINAL THOUGHTS

It's safe to say that everyone has already shifted to billing for weekly service in advance, and chemicals are not included and are billed at market price. On the install/repair front, you can also consider charging an estimate fee

Continued on page 11



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How to Boost Swimming Pool Product Sales in the Off-Season

By Rachael Pritz, RB Retail & Service Solutions Software

AS THE LINES OF CUSTOMERS shrink and the phones are no longer ringing-off-the-hook, it's time for pool and spa businesses to regroup and make the most of the slower winter months. Now is the time for pool and spa professionals to figure out ways to boost swimming pool product sales or consider adding new product lines to boost sales in the winter months. By using strategic marketing, doing a detailed inventory analysis and by maximizing the potential of e-commerce, pool and spa businesses will be able to increase their swimming pool product sales and potentially add a new product line in the process!

WINTER MARKETING

To help direct prospects and sales to their online stores, pool and spa professionals need to plan and execute proactive marketing campaigns, with direct email marketing and old-fashioned direct mail. The winter months are a great time to test email marketing and start planning a calendar of Cyber sales, for products previously sold only on the showroom floor. In fact, the winter is also an ideal time to consider promoting a product or product line that your business hasn't offered in the past. For example, everyone loves a fire-pit both in the summer and the winter. Maybe now is the time to add a line of fire-pits!

Direct mail also seems to be making a comeback. Given that people are spending more time at home, they are paying closer attention to the offers that appear in their mailbox. During the demand surge over this past year, retailers are reporting that they attracted new clients that were a bit farther away geographically by using old-fashioned printed-mail campaigns and directing them to an e-commerce site for shipment or delivery.

The winter is the perfect time to reach out to consumers that are farther away geographically not only to sell them swimming pool products, but to also offer them winter service like pool closing, safety covers and equipment upgrades. By actively targeting areas farther from your store, you can boost swimming pool product sales by expanding your sales reach. Consider printing direct mail pieces that explain you can deliver products to avoid coming into the store. In fact, some retailers are even looking to partner with other businesses to make delivery easier, like an UBER Eats for pool chemical delivery! Using marketing to expand your geographic reach is the perfect way to increase swimming pool product sales and services in the winter months.

WINTER INVENTORY ANALYSIS

Inventory analysis always ranks as one of the most important

areas for pool and spa businesses to address in the winter months. Your slow season is the perfect time to establish a schedule of routine counts by Product Line, Aisle/Bin, or Vendor. This will also give you an opportunity to create a winter promotion for a product you have inventory now to increase your pool and spa product sales now! Rather than put off the dreaded end-of-the-year inventory count start now and while you're at it, look to purchase a Memory Scanner for your physical counts and use the slower winter months to teach your staff how to use it!

Take the time to also review changes in your inventory levels and profitability of different products. This is the time to determine if you should stop selling low-profit items and focus more energy on selling higher profit products or even adding new products. Your company might be known as a retailer of above ground pools, spas

and chemicals, but there isn't any reason you should consider offering patio and deck furniture, BBQs fireplaces and gas stove inserts and installations. Review the inventory reporting options within your business software and look for trends that might make you consider offering new products that line up with

your current offering or could 'smooth out' the seasonality of your business. Specialty retailers have tight control of their current inventory, they can easily consider expanding into other products and services without fear. And the winter months is the perfect time for employees to learn about a new product line like fire-pits or in-pool lounge chairs!

USING E-COMMERCE

E-commerce was already on the rise, but this past season made it apparent that online sales will continue to grow and, in fact, will help pool and spa service business professionals continue to expand

their sales and profits. This can be particularly beneficial in the off-season. Remember that, when clients go to your online store, they should be able to order, pay, and arrange for delivery or pick-up of their chemicals and more. Be sure your pool service software supports your online store and has pool industry integrations, so that inventory and delivery dates are accurate.

Remember that your e-commerce site should also be able to easily process credit cards directly through your business software system, to eliminate mistakes and ensure the correct end-of-day tally. Savvy pool and spa businesses are investing in their e-commerce and bill pay systems so they can quickly add products and services to their e-store and start immediately generating new winter sales! These could also include down-payments for products and services that might not start or be delivered until next spring!

The goal is to really re-train your customers to use the online shopping option for your pool and spa store as much as possible. Remind them that they don't need to bundle up and drive to your store to pick up spa chemicals—but have them delivered to their home instead. In fact, several pool and spa retailers say they are adding Shopify, or equivalent, to their online store so we can also

Continued on page 11

“Pool and spa businesses need to take the time in the winter months to improve their e-commerce store and digital marketing efforts. The goal is to allow your business to provide customized offers to clients, knowing who bought what and when.”

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¹cdc.gov/healthywater/swimming/residential/disinfection-testing.html

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Pricing

Cont. from page 8



ABOUT THE AUTHOR

Rudy Stankowitz is a 30-year veteran of the swimming pool industry and CEO/President of Aquatic Facility Training & Consultants. He has conducted swimming pool related training/technical seminars throughout the world. Stankowitz is an award-winning PHTA and NRPA instructor. CPOClass.com

to be applied to the cost of the job to eliminate wasting your time on window shoppers and penny pinchers.

Over the years, I have voiced my opinion on lowballing and undercutting the market that we don't need to dive too deeply into this moronic practice in this article. However, I did want to leave everyone with this thought on the method.

'What you charge is in line with what you are worth. If you charge less, you are worth less, and worth less is only one space away from worthless.'

Until next time, be good, and be safe. ■

Boost Sales in the Off-Season

Cont. from page 10

do a better job of marketing other product to customers as well. For example, selling and installing outdoor heaters to spa owners is something that can significantly boost revenues in the winter months.

Pool and spa businesses need to take the time in the winter months to improve their e-commerce store and digital marketing efforts. The goal is to allow your business to provide customized offers to clients, knowing who bought what and when. This type of information will be extremely helpful to boost sales this winter as well as into next season. A powerful, integrated e-commerce site can also potentially help alleviate supply-chain issues that will likely continue to occur over the

coming year.

The 'off season' is the ideal time to get better at using the power of your business software, become more nimble with your e-commerce site and do an in depth analysis of your inventory. Use this additional time to market to new geographic areas, test out new winter products and winter services. Not only will your pool and spa business boost winter sales, but it will also create a better foundation for being nimble next season.

You only have a few precious 'off-season' winter months, so get creative with your marketing, look to add new winter products and services, make the most of your e-commerce site and watch your sales increase both this winter and into next season! ■



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Service Truck Tetris: Maximizing Service Efficiency with Truck Organization

By Kandice Mollitiam

THE GOAL FOR RECONFIGURING how Manning Pool Service in Houston, Texas, loaded and organized its service trucks was three-fold: maximize efficiency, safety and vehicle longevity.

The project, now called the Manning Pool Service Truck Planogram, began in spring 2021 when managers were discussing

how the service trucks' branded wraps looked great, but the inside of the cab and beds told a different story.

"Aesthetics are everything," says Alan Wiles, the company's maintenance and customer service/sales manager, who put the program together. "We wanted the bed of the truck to look as

great as the wraps, and we wanted to make it easier for new technicians to find things."

With a mechanical background and love for math and chemistry, combined with seven years in the pool industry — and a self-professed enthusiasm for order — Wiles got to work.

He measured buckets and lids. He looked at the types of truck beds in the fleet. Filling a rectangle with circles requires some out-of-box thinking, so Wiles bypassed working around wheel-well spaces and simply worked with a rectangle, using empty buckets as spacers to prevent sliding.

Wiles made note of what service technicians use first, use most often and where these items should be placed in the truck.

"I thought about how to make a new technician's trip to a customer's backyard as efficient as possible," he says. "Time is everything. The more trips to your truck, the more money you're spending."

The most frequently used items — like a chemical test kit, designated bucket with acid and a measuring cup, or a net brush — should be on the driver's side of the truck bed to reduce the number of trips walking around

or back and forth from the truck, Wiles says. Shock tabs would go on the passenger side, since the technician would be approaching that side of the truck after testing the water.

"It may seem minute," Wiles says, "but any wasted steps are wasted energy."

In addition to considering how to keep shock and acid separated for safety reasons (it was decided that soda ash is the best separator), he also had to consider weight distribution and how the physics of the payload on the trucks impacts truck maintenance. Because

Houston pools need a lot of salt when being serviced, each truck carries about six bags at a time. With salt being the heaviest component, Wiles' design puts that 300 pounds over the rear

axle.

Diatomaceous earth was positioned toward the back of the truck bed with spacers and gear for ease of access.

Wiles made a diagram to scale — "I want to be as precise as possible," he says — of the

service trucks' tools, buckets, chemicals and equipment, working from the front of the bed to the back, with items color coded based on chemical type.

The pen-to-paper process took about six hours, and he brought his plans to the next management meeting.

Wiles

says the program was greenlit immediately, but some technicians were resistant to change. After a couple weeks, Wiles says technicians began to realize they

Continued on page 15



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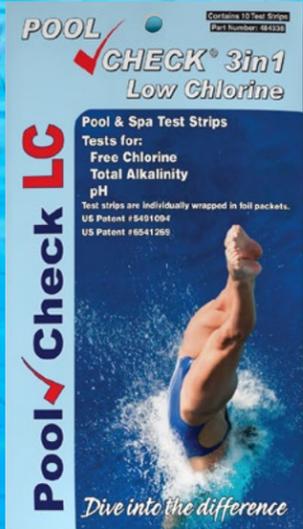
"I thought about how to make a new technician's trip to a customer's backyard as efficient as possible. Tim is everything. The more trips to your truck, the more money you're spending."

ALAN WILES, MANNING POOL SERVICE

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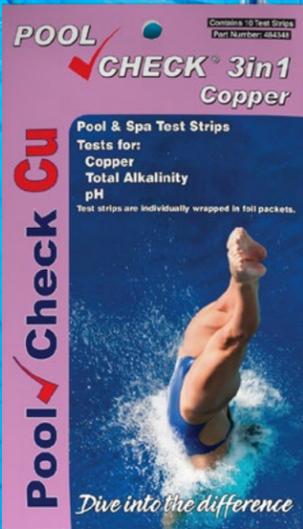
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Service Truck Tetris

Cont. from page 13

were previously working harder, not smarter, and it only took about a month for everyone to get fully on board.

Manning Pool Service used the new system through summer and fall last year, and Wiles says he's seen only positives, including an unintended but beneficial reduction in labor costs due to fewer overtime hours, which the company says is owing to the truck bed redesign.

The trucks are in better shape, too. "Every time we take our vehicles to get serviced now, wear and tear on the tires is less than it has been in the past," Wiles says, adding that none of the trucks "squat funky" now that weight distribution is applied consistently to the 30-strong fleet. While he doesn't have a business plan in place for his program, Wiles is willing to share his design. "The beautiful thing about the industry is everybody contributes in helping for the greater good," he says, "so I wouldn't mind helping my fellow cohorts as far as practicing a safe way to store and maintain very, very potentially dangerous and hazardous chemicals in the back of your truck." ■

Article originally published by PoolPro Magazine - December 30, 2021

CPO CLASSES WITH RUDY STANKOWITZ



IPSSA members will receive a 10% discount on all classes.

IPSSA members who attend a CPO class offered by Aquatic Facility Training & Consultants will also receive a Voucher for \$40 worth of Natural Chemistry brand products redeemable at participating distribution centers.

Also, don't forget to take advantage of the IPSSA Education Fund to help offset the cost of your classes.

PENTAIR REBATE PROGRAM



Pentair Aquatic Systems appreciates the support of IPSSA membership and 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 IPSSA to receive payment each member must register individually on the Pentair IPSSA Incentive Program Registration Form.

EDUCATIONAL LEVERAGE CLASSES



Educational Leverage LLC offers online certification courses for: CPO, AFO, ISPSC Orientation for Service and Repair, ISPSC for Pool Builders and Texas Residential Appliance Installer (RAIL).

Classes taken through Educational Leverage, LLC may qualify for reimbursement through IPSSA's Education Fund. Classes can be reimbursed up to \$200 and individuals can apply for this benefit 2x per calendar year.

SKIMMER DISCOUNT OFFER



For IPSSA members, Skimmer is offering 50% off Skimmer subscription fees for their first initial two months of service.

Skimmer is not only making it easier for IPSSA members to coordinate their pool/spa service business, but they also developed an intergraded program within the Skimmer Software to help coordinate IPSSA Chapter Tech-4-Tech Sick Route Coverage.

INSURANCE COVERAGE THROUGH HUB/ARROW



Insurance Coverage Through HUB/Arrow Arrow Insurance Service has proudly been the endorsed insurance provider to IPSSA since it was formed in 1988.

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Things to do in November

- Focus on yourself and your family
- Schedule your annual physical
- Review/analyze your company's pricing schedule
- Look into continued education and training courses

IPSSA's Find a Pool Service Professional Search Function



DID YOU KNOW THAT POTENTIAL CUSTOMERS can search for a pool service directly from the IPSSA website? These results populate an IPSSA member near them. Log into your member portal to add your company logo, website link and social media links to enhance the search results for your company. If you need help logging into your member portal, send an email to memberservices@ipssa.com to reset your password.

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Upcoming IPSSA and Industry Events

IPSSA BORD MEETING

November 4, 2022
Lake Tahoe Vacation Resort
South Lake Tahoe, CA

IPSSA MEMBER EXCLUSIVE WEBINAR: MASTERING TODAY'S CHALLENGES - FINDING YOUR FOCUS

November 8, 2022 at 5:30PM
Pre-Registration is Required: [IPSSA Webinar Registration](#)

PSP/DECK EXPO

November 15-17, 2022
Las Vegas Convention Center
Las Vegas, NV

DESERT POOL AND SPA SHOW (IPSSA REGION 8)

January 19-21, 2023
Phoenix Convention Center
Phoenix, AZ

IPSSA REGION 7 TABLETOP EVENT

January 28, 2023
Four Points Sheraton
San Diego, CA

IPSSA BORD AND ANNUAL MEETING

January 30, 2023
Virtual

NATIONAL PLASTERS COUNCIL ANNUAL CONFERENCE

February 8-10, 2023
Loews Coronado Bay Resort
Coronado, CA

SOUTHWEST POOL AND SPA SHOW

February 8-11, 2023
George Brown Convention Center
Houston, TX

EVERYTHING UNDER THE SUN EXPO (FSPA)

February 24-25, 2023
Orange County Convention Center
Orlando, FL

WESTERN POOL AND SPA SHOW

March 23-25, 2023
Long Beach Convention Center
Long Beach, CA

IPSSA BORD MEETING

April 29, 2023
Location TBD

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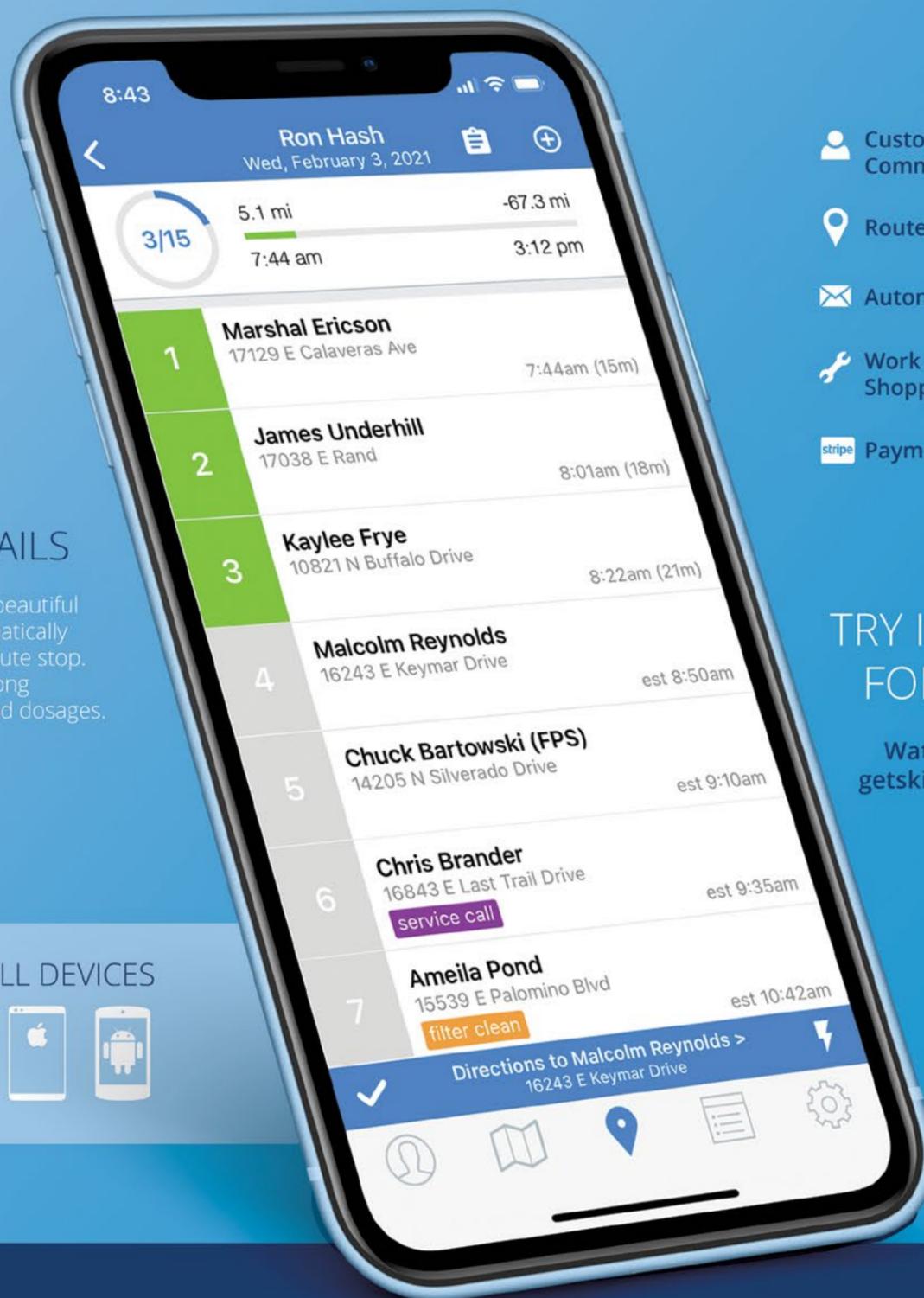


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CALLING ALL IPSSA REGULAR MEMBERS

IPSSA is Recruiting for Volunteers to Serve on the IPSSA BORD Committees

THE COMMITTEES MEET FOUR TIMES a year through Virtual experience. With this format very little time is taken away from your business or family. You will be able to work with the IPSSA BORD to ensure your organization is doing all it can to help the members and the community it serves. The committees are as follows:

- **Education Committee**
Provides advice to the BORD on the strategic directions, development of the educational activities of IPSSA and public awareness to the community. Oversees the IPSSA Education Fund.
- **Marketing and Outreach Committee**
Designs and implements strategies for promoting IPSSA by continuously strengthening its brand and message - Knowledge through Community
- **Membership Committee Program**
Promotes and facilitates the recruitment and continuity of IPSSA members

Please submit your email intent with your name, and committee you wish to serve. Those wishing to volunteer may select one-committee to serve. If interested, please submit your name right away. If you are not selected for the committee of choice, please know that committees change throughout the year and we will keep your name on file. If you are interested or would like more information about the committee purpose and how best you can serve, please feel free to contact me, Rose Smoot at 888- 360-9505 or rose@ipssa.com ■



IPSSA's Path to Professionalism Member Spotlight

IPSSA's first and foremost priority is to assist its members with growth and professional development through IPSSA's community, education, and support. Each month we will be highlighting a member through our IPSSA's Path to Professionalism Member Spotlight. This month's Path to Professionalism Member Spotlight is on Edwin Quintana of the IPSSA Region 7 – San Diego Metro Chapter.

“The Path to Professionalism to me means staying up to date on today's technology and laws. The ongoing education that is provided to me through IPSSA keeps me current so that I can run a successful business.”



EDWIN QUINTANA
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Resource Corner

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

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HEY RAY!

Ray Arouesty, Senior Vice President of Arrow Insurance Service, a division of HUB International Insurance Services, answers commonly asked insurance and liability related questions from pool service professionals.

QUESTION:

My understanding of General Liability is that it covers the company if something, or someone of the company causes damages to our customers property. I don't understand why we need to add an employee to our General Liability. We have one employee that does repairs to pool equipment. Please help us understand the need to add employee.

ANSWER:

General liability insurance provides payment for damages caused by your negligence, as well as legal defense for covered claims and lawsuits. General liability insurance premiums are based on the "exposure" of a company so that companies with a smaller exposure have a lower premium than larger companies. Individual general liability policies are rated based on the amount of employee payroll. Companies with many employees (and consequently a larger employee payroll) are charged a higher premium. Policies are audited annually by the insurance company to determine the correct annual payroll and an adjustment is made to the policy premium accordingly.

We take a slightly different approach on the IPSSA group general liability program where we charge a flat rate per employee. This simplifies premium collection and eliminates the annual premium audit. Think about it this way – a company with ten work trucks pays a larger premium than a company with one truck. The premium is higher because the likelihood of an accident is greater for the larger company due to the greater number of trucks on the road.

It is similar with general liability insurance. A company with ten employees is possibly servicing ten times the number of pools that a single poler maintains. The likelihood of a claim for the larger company is far greater and the premium should reflect that increased exposure. This is why we charge an insurance rate "per employee".

Keep in mind that IPSSA's general liability policy requires that employees be added and that the employer pay a premium on each worker and failure to do can jeopardize coverage. ■



Ray Arouesty
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IPSSA Code of Ethics

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

My second obligation will be to the members of IPSSA by giving them any professional assistance they may need including sick route coverage. With respect to sick route coverage, I will treat sick route clientele with professionalism and respect and will not solicit the business of a sick route client while providing sick route coverage.

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

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

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somewhat small and niche market in the pool industry. In fact, many pool owners

SOLAR POOL SUPPLY is committed to supplying only the highest quality and most trusted products in the solar pool heating industry. Backed by industry leading technical and customer support, every project is guaranteed the diligence needed to achieve the correct installation techniques, proper operation, best performance, and maximum longevity.

Solar pool heating technology has been around since the 70's but remains a

don't understand how it works and that it even exists at all! Solar heating solutions are certainly more popular in the warmer areas of the country that achieve longer swim seasons, but these products are also highly effective and produce exceptional results in the cooler Northern and Midwest states as well. A properly sized solar system will typically increase water temperature in any area of the country by 6-12 degrees depending on seasonal weather conditions.

Utilizing the existing pool pump keeps the operational costs very minimal and most systems will pay for themselves within 2-4 years compared to traditional heating expenses. With a lifespan of 15-30 years, their products will produce years of extremely low-cost heating performance. With solar energy alternatives becoming more popular in many ways around the world and fuel prices soaring; now is the time to consider solar heating alternatives. Solar Pool Supply is dedicated to educating both pool professionals and pool owners in this simple, yet highly effective, pool heating alternative.

They offer free training programs to bring insight on proper panel layout, plumbing and installation techniques.

Utilizing the latest satellite technology, they are also able to measure pools for proper system sizing, mounting surfaces and locations to design complete solar pool heating systems shipped directly to the jobsite ready to install for each unique scenario. This free design service that they offer takes the burden off your shoulders allowing you to focus on your business. This year they launched their wholesale dealer login portal, which allows businesses to access exclusive discounted pricing and place orders online. Their marketing campaigns bring in leads from across the country and they need



pool professionals to partner with in their referral program. Solar Pool Supply is seeking pool professionals that take pride in their work and want to help them grow the solar pool heating market. They want happy pool owners, successful pool professionals and warm pools! They will present the leads, design the systems, and ship everything directly to the jobsite ready for you to install.

All Solar Pool Supply products are backed by the best technical support, customer service, and warranty coverages in the industry producing a guaranteed hassle-free experience. With over 20 years in solar pool heating and a new 11,000 sq ft state-of-the-art facility in Lakeside, CA that is fully stocked and exclusively dedicated to solar pool heating products, Solar Pool Supply is making a statement to their commitment and confidence in the success of the solar pool heating industry.

Learn more at solarpoolsupply.com ■



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Letters to the Editor

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

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FICTION VS. FACT

1. Membership in IPSSA means you have to participate in the IPSSA Insurance Program through Arrow/HUB Insurance Service.

FACT: Membership in IPSSA requires you to have general liability insurance with a minimum of \$1Mil limit. Proof of insurance must be provided upon acceptance of membership.

2. As a new member of IPSSA you must pass the IPSSA Water Chemistry Exam immediately.

FACT: A new member has up to one year to pass the IPSSA Water Chemistry Exam or may provide a certificate of training from one of the following courses: IPSSA Water Chemistry Exam, Professional Pool & Spa Operator (PPSO), Pool Chemistry Certified Residential (PCCR), Certified Pool Operator (CPO), LA County Health Department License, Florida Registered/Certified Pool and Spa Exam. Each Chapter can accept

alternate certification or still require IPSSA Water Chemistry to be passed. All proof of alternate certification must be sent to IPSSA National by the Chapter President, not the Member.

3. As a prospective member you must attend three meetings before acceptance of membership.

FACT: That is not IPSSA National Policy, chapters do have the authority to adopt meeting requirements for their prospective members.

4. Chapters must learn how to file insurance claims.

FACT: Chapters are not required to file an insurance claim. Individual members should be responsible for filing and contacting their insurance broker.

5. IPSSA National and Chapter dues include insurance fees.

FACT: Your membership dues

(formerly known as fees) do not include insurance or any service fees.

6. Members pay a reinstatement fee.

FACT: IPSSA National does not charge a reinstatement fee. The only time member is charged a fee by IPSSA National is for returned checks.

7. IPSSA National collects fines for chapters on individual members.

FACT: Chapters and regions are responsible for collecting fines to individual members.

8. Chapters can buy gift cards or hand out cash to chapter members from dues, chapter support and/or manufacturer rebate programs.

FACT: Chapters may not expend any Chapter funds for general gifts for chapter members (including their families, employees, and designates); distribution of excess revenues of the Chapter; payment of business

expenses of Chapter members (including most insurance) unless approved in advance and in writing by the IPSSA Board of Regional Directors.

9. IPSSA doesn't contact or call me when I haven't paid my dues.

FACT: Multiple emails are sent out during the month noted "IPSSA Membership Past Due – First Notice/ Second Notice." If we don't receive payment by the end of the month a cancellation notice is sent out to the member and we alert Arrow Insurance if you are enrolled.

10. IPSSA won't let me rejoin after I've been cancelled for membership.

FACT: IPSSA is more than willing to have members rejoin that accidentally dropped. All we ask is for the members to pay their past membership dues so there is no lapse in membership. ■



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 National one dollar (\$1.00) for each whole good that a member purchases throughout the year. The list of qualifying whole goods is the same that are listed in Pentair's PIP program, but basically pumps, filters, heaters, heatpumps, cleaners, automation systems, sanitizers and colored lights are included.

For IPSSA to receive payment each member must register individually on the Pentair IPSSA Incentive Program Registration Form [click here](#) and also available on the IPSSA member portal site under [Member Only Exclusive Offers](#). 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 reflect purchases made between the dates of October 1st through September 30th during each rebate year.

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 or send an email to rewards@pentair.com.

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



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Remember, for every client you refer that purchases a safety product from Pool Covers Inc., you will receive a referral check. We here at Pool Covers, Inc. appreciate you and your business!

Pool Covers Inc. providing quality safety products and service in Northern California for over 30 years.

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New Products



Chlorine Genie available in 2 sizes for smaller and larger pools

No Chlorine? No Problem! The Chlorine Genie™— which was voted Best New Product at the Pool & Spa Patio Expo last year— is now available in 2 sizes— The RT 30 unit is rated up to 40,000 gallons of water while the CT50 is rated to treat up to 80,000 gallons of water— sized perfectly for both smaller and larger pool applications. The Chlorine Genie™ uses a patented technology that chlorinates a pool without adding industrial chemicals. It even adjusts pH with a flip of the valve reducing the use of muriatic acid! Easy to install, easy use, easy to service & easier to clean than inline chlorine generators! Pool professionals that install the Chlorine Genie™ on their clients' pools will enjoy not having to deal with chlorine shortages and paying for fuel to deliver chemicals. Discover why pool professionals are choosing this product over traditional chlorine generators.

Visit us at the Pool and Spa Patio Expo in Las Vegas, booth 4351 or go to www.chlorinegenie.com



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New SeaKlear® SYSTEM FLUSH™ Plus for spas

SeaKlear® System Flush Plus for spas is a new and improved product designed to 'super clean' plumbing systems of hot tubs, spas and whirlpool baths. This product cleans within the spa plumbing, where spa service pros and consumers can't reach. System Flush™ Plus attacks the root cause of most spa maintenance problems, namely, the buildup of non-living organic waste contamination. **Learn more at www.seaklear.com.**



New one-puck Spot Stain Chalk removes tough stains on pool and spa surfaces

Stain Drop's Spot Stain Chalk can instantly remove tough stains from pool and spa surfaces. This single solution quickly removes both metallic and organic stains by simply scrubbing the chalk directly onto the problem area. Safe for all hard surfaces including plaster, vinyl, tile, concrete and fiberglass. Perfect for renovating and repairing stained pool surfaces. Unused chalk can be dried and re-used. Available in a hang-ready retail clamshell packaging with one easy-to-handle, three-inch diameter chalk-puck. **Learn more at www.poolstaindrop.com.**

Chapter Information and Meetings

REGION 1 Northern California
Ryan Ruminson, Director
530-401-7346 | ryanruminson@sbcglobal.net

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

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

East Bay
Third Tuesday, 6:00 p.m.
Pleasant Hill Community Center
320 Civic Drive Pleasant Hill
President: [Katrina Pedersen](#)
925-289-9231

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

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

Elk Grove
Second Wednesday, 7:00 p.m.
Logan's Roadhouse
9105 W. Stockton Blvd., Elk Grove
President: [Jerry Marquardsen](#)

Gold Country
First Monday, 6:00 p.m.
2515 Grass Valley Hwy., Auburn
President: [Alex Tobiasz](#), 916-759-8028

Modesto Central Valley
Third Tuesday, 6:00 p.m.
Mi Casa
624 N. Golden State Boulevard
Turlock, CA 95380
President: [Albert Camarillo](#), 209-628-2717

Sacramento City
Fourth Wednesday, 7:00 p.m.
Plaza Hofbrau
2500 Watt Avenue, Sacramento
President: [Derin Schroeder](#), 916-367-9934

Tracy
Fourth Thursday, 6:00 p.m.
Perko's Cafe
1321 W. 11th Street, Tracy
President: [Beau Hoff](#)

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

REGION 2 Central California
Beau Braisher, Director
661-332-4952 | braisherpools@gmail.com

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

Central Coast
Second Wednesday, 6:00 p.m.
Nino's Grill, Templeton
President: [Matt Mazzo](#), 805-614-3114

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

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

Fresno
Fourth Tuesday, 7:00 p.m.
Roundtable Pizza
First & Bullard, Fresno
President: [Vernon Daley](#), 559-960-2427

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

Ventura
Third Tuesday, 7:00 p.m.
Poinsettia Pavilion
3451 Foothill Rd., Ventura
President: [James Eubanks](#), 805-889-5977

Visalia
Third Wednesday, 6:00 p.m.
Amigo's Cantina
5113 W. Walnut Avenue, Visalia
President: [John Cossey, Jr.](#), 559-380-8886

REGION 3 Northern L.A. County, California
Eric Nielson, Director
818-710-1628 | willowcreekpools@gmail.com

Antelope
Second Monday, 6:00 p.m.

SCP Antelope Valley
4514 Runway Drive, Lancaster
President: [Steven Polovina](#),
661-236-6095

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

Foothill
Third Thursday, 7:00 p.m. via Zoom
849 Foothill Blvd. #4, La Canada
President: [Jay Laughrey](#), 818-957-5298

San Fernando Valley
Third Wednesday via Zoom
President: [Ivan Vance](#), 818-376-8541

San Fernando Valley Metro
First Tuesday, 7:00 p.m.
Canoga Bowl
20122 Vanowen, Canoga Park
President: [Eric Nielson](#), 818-710-1628

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

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

REGION 4 South L.A. County, California
Adam Morley, Director
310-493-3565 | adam@paradisepools.biz

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

East Long Beach
Second Tuesday, 6:30 p.m.
Ecco's Pizza
2123 N Bellflower Blvd., Long Beach
President: [James Burkhalter](#), 562-305-6929

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

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

Whittier
First Wednesday, 7:00 p.m.
Superior Pool Products Santa Fe Springs
President: [Albert Navarro](#),
562-927-6757

REGION 5 Orange County, California
Michael Denham, Director
714-891-6180 | denhampools@gmail.com

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

Central Orange County
Last Tuesday, 7:00 p.m.
Chapter meets virtually via zoom
President: [Jeff Steinker](#), 949-292-4026

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

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

Orange Coast
Last Monday, 5:00pm
Roundtable Pizza on Adams and Beach
President: [Rob Mangus](#), 714-318-1254

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

Southwest
First Wednesday, 6:00 p.m.
ABC Pools
10560 Los Alamitos Boulevard, Los Alamitos
President: [Brian Bemby](#), 714-995-8211

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

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

Yorba Linda
First Wednesday, 6:45 p.m.
(Please verify meeting time with president)

Lampost Pizza
21480 Yorba Linda Blvd #D, Yorba Linda
President: [David Hartson](#), 714-306-4864

REGION 6 Inland Empire, California
John Dixon, Director
951-316-1675
waterwhisperer1@verizon.net

Corona
Second Tuesday, 7:00 p.m.
Marie Callenders
160 E. Rincon St (at Main St), Corona
President: [Ernie Machado](#), 951-264-7464

Hemet
Third Wednesday, 6:00 p.m.
Megabite's Pizza
1153 S. State Street, Hemet
President: [Kenneth Campbell](#),
951-733-4330

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

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

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

Palm Springs
First Wednesday, 5:30 p.m.
Superior 5700 Indian Springs Rd.,
Palm Springs
President: [Jim Elliott](#), 760-413-0463

Redlands
Second Tuesday, 6:00 p.m.
Hickory Ranch
32971 Yucaipa Boulevard, Yucaipa
President: [Bill Brooks](#), 909-553-5780

Riverside
First Tuesday, 6:00 p.m.
Cask N Clever
1333 University Ave., Riverside
President: [Scott Zahn](#)
951-966-0592

Temecula/Murrietta
Third Wednesday, 7:00 p.m.
Pat & Oscar's
29375 Rancho California Road, Temecula
President: [Scott Peterson](#), 951-255-4175

REGION 7 San Diego County, California
waterwatcher.org
Michael Harris, Director
619-395-6700
mike@barrowpoolservice.com

Escondido
Third Wednesday, 6:30 p.m.
Call for location
President: [Bruce Smith](#), 760-741-3960

North County Coastal
Third Tuesday, 6:00 p.m.
Five Suits Brewing
2575 Pioneer Ave., Unit 104
Vista, CA 92081
President: [Aden Dunne](#), 760-801-5526

Rancho Del Mar
Third Monday, 5:30 p.m.
12840 Carmel Country Rd.
San Diego, CA 92130
President: [Ed Finney](#), 858-750-8842

San Diego
Third Wednesday, 7:00 p.m.
Admiral Baker Clubhouse
2400 Admiral Baker Road, San Diego
President: [Ken Dirkse](#), 858-271-7665

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

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

REGION 8 Arizona and Nevada
Bill Goossen, Director
602-531-0035 | goosse-man@cox.net

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

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

Southeast Valley
Second Thursday, 5:30 p.m.
Superior Pool Products
7330 S. Atwood, Mesa, AZ

President: [Jerry Handley](#), 480-440-2888

Tucson
Third Wednesday, 6:00 p.m. Social & 6:30 p.m. Call to Order
No meetings in August & December
Horizon Pool & Spa Parts
3120 East Medina Rd., Tuscon, AZ
President: [Robert Lewis](#), 520-349-1111

West Valley
Third Wednesday, 6:00 p.m.
Cloud Supply
1100 N. Eliseo Felix Way, Avondale, AZ
President: [David Nielsen](#), 623-850-2924

Western Las Vegas
First Monday, 6:30 p.m.
Vietnam Vets Hall
6424 W. Cheyenne, Las Vegas, NV
President: [Linda Cross](#), 702-524-8453

REGION 9 Texas South
ipssatexas.com
Rick Beaubouef, Director
512-266-6592 | rick.easypools@gmail.com

Austin
First Tuesday, 6:30 p.m.
Red Robin
5601 Brodie Lane, Sunset Valley
President: [Mark Mastropietro](#)
512-550-1100

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

Corpus Christi
First Thursday, 6:30 p.m.
SCP in Corpus Christi
President: [Michelle Wilkinson](#)
209-604-6460

Hill Country
Third Tuesday
TJ's Burgers
259 TX-337 Loop, New Braunfels
President: [Jascha Wood](#), 512-216-7663

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

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

North Houston
Third Tuesday, 6:30 p.m.
La Cocina de Roberto
3126 Sawdust Road
Spring, TX 77373
President: [Stephen Titone](#), 281-773-8643

San Antonio
First Monday, 6:30 p.m.
Longhorn Café
17625 Blanco Road, San Antonio
President: [Jorge Martinez](#), 210-549-7665

West Houston
First Tuesday, 7:00 p.m.
Spring Creek Barbeque
21000 Katy Freeway, Katy, Texas
President: [Bill Williams](#), 832-593-6299

REGION 10 Bay Area South, California
Gary Heath, Director
510-223-7537 | gary@thepooldoctors.com

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

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

Mid-Peninsula
Last Tuesday, 7:00 p.m.
Superior Pool Products
2692 Middlefield Road, Redwood City
President: [Thurlough Cunningham](#)
650-868-9310

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

Santa Clara Valley
Third Thursday, 5:30 p.m.
SCP
2036 Martin Ave Santa Clara
President: [Fred Doering](#), 408-685-8078

Silicon Valley
Every Wednesday, 5:30 p.m.
Armadillo Willy's
1031 N. San Antonio Rd.
Los Altos, Ca. 94022
President: [David Guslani](#), 650-333-1351

Tri-Valley
Second Thursday, 6:00 p.m.
(No meetings in July and August)

Location varies. Please contact chapter
president for more info.
President: [Ken Yecny](#), 925-371-4521

REGION 11 Florida and Georgia
ipssaf.com
Todd Starnier, Director
941-915-2135 | tstarnier@tampabayrr.com

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

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

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

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

Sarasota (Sarasota and Manatee Counties)
First Tuesday, 6:30 p.m.
Gecko's Grill & Pub
351 N Cattlemen Rd. North of Fruitville Rd.,
Sarasota, FL
President: [Marvin McMahan](#), 941-356-7751

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

REGION 12 Texas North
ipssatexas.com
Casey Gardener, Director
469-835-5674
service@noworriespoolcare.com

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

Fort Worth
Third Tuesday, 6:30 p.m.
La Playa Maya Restaurant
1540 N Main Street, Fort Worth
President: [Tina Carmona](#), 817-991-0555

Mid-Cities DFW
First Monday, 6:30 p.m.
Sports Garden DFW
1850 E. Belt Line Rd, Coppell
President: [Stephanie Gardner](#), 469-835-5674

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

Waxahachie
Second Wednesday, 7:00 a.m.
Denny's
408 Westchase Drive, Grand Prairie
President: [Bryan Courville](#), 817-308-9874

PoolPro

PoolPro is the official magazine
of the Independent Pool & Spa
Service Association

ASSOCIATION INFORMATION

Rose Smoot
Executive Director
Phone: 888-360-9505 x2
Fax: 888-368-0432
rose@ipssa.com; info@ipssa.com
PO Box 254645
Sacramento, CA 95865

FINANCE TEAM

Frank McDonald
Finance Director
frank@ipssa.com

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