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

IPSSAN EDITOR
Michelle Harvey
editor@ipssa.com

TECHNICAL EDITOR
Adam Morley

DESIGN AND PRODUCTION
PoolPro Magazine

Please contact editor@ipssa.com to obtain the deadline for submission of articles each month. Material submitted late will be considered for the following month.

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Troubleshooting Pools Preventing Problems Before They Start

By Alicia Stephens, Biolab, Inc.

POOL PROFESSIONALS HAVE three main goals for pool care: prevent disease, protect the investment, and provide the expected swimming experience. Following a good chemical maintenance routine, testing often, adjusting water as needed, and ensuring pool equipment is operating properly is key to keeping pools clear and ready for swimming. Things do, however, go wrong, and professionals often find themselves trying to solve issues that can occur in pools.

While many factors can lead to problems in pools, there are three main issues that cause pool pros to lose sleep at night: cloudy water, algae, and the buildup of combined chlorine. These issues are common in pools but can be difficult to solve. Understanding the cause of these headaches and having a plan of attack is the best way to solve the problem.

CAUSES OF CLOUDY WATER

Cloudy water is caused by suspended particles. When pool water goes cloudy, something is wrong with the pool environment, which has allowed for particulate accumulation that leads to turbidity. Proper pool care prevents cloudy water according to two distinct mechanisms: chemically through proper water balance and physically through circulation and filtration. Improper water balance is the most significant chemical cause of cloudy water. For example, pH is the factor around which all other components are balanced; because of its significant impact on water balance, it has a direct correlation on water clarity.

CHANGES IN PH

Water at a lower pH will have a greater capacity to dissolve minerals. The impact on water clarity occurs when there are changes in the pH. For instance, if water reaches equilibrium at a pH of 7.2 but then rises to a pH of 8.0, the water will become oversaturated with dissolved minerals. The excess minerals will then become insoluble and precipitate out of the water, turning the pool cloudy. The only way to remove these particulates is by re-dissolution through reduction of pH or by physical removal through filtration.

Calcium hardness and total alkalinity (TA) are additional components that can contribute to water turbidity. They help buffer pH and maintain a mineral level sufficient to keep

the water satisfied and where insoluble particulate matter will not drop out of solution. An increase in either TA or calcium hardness causes insoluble calcium carbonate scale to be formed, creating cloudy water.

SANITIZER USE

Although sanitizer residual does not affect the solubility of particles in the pool, a lack of sanitizer can impact water clarity. Suspended solids do not have to be inorganic—they can also be biological. For instance, algae growth can significantly impact the cloudiness of the water. If the pool is in a chlorine demand situation, then algal and microbial growth is supported. As these organisms colonize, they spread throughout the water, causing it to have a hazy appearance. For situations such as this, the only way to reduce cloudiness is to apply enough sanitizer to break the demand and inactivate the micro-organisms. The dead algae and organisms must then be physically removed from the water through filtration or flocculation.

FILTRATION ISSUES

Physical causes of cloudy water are most often due to inadequate filtration. Many different variables can impact the effectiveness of the filtration system, including inadequate pump run-time. Circulation is the key element to obtaining proper filtration. Inadequate pump run-times will not apply enough filtration to the pool to remove the contaminants that contribute to cloudy water. As a rule of thumb, it is recommended pool owners operate the pump at least 10 to 12 hours per day during the season. Running the pump for less time will limit filtration and increase the probability of suspended particles building up to the point of causing cloudy water.

Another physical cause of cloudy water can be attributed to dirty filter media. Dirty filter media leads to a reduction in water flow that can pass through the filter. As flow rate decreases, less particulate matter can be removed from the water. Proper filter maintenance must be performed to ensure adequate filtration of the system. Filters should be either backwashed or rinsed (according to media) every +68 kPa (+10 psi) from normal operating pressure. In addition to routine backwash or rinse filter maintenance, the filter media



should be chemically cleaned periodically. Maintenance is key to clearing up problem pools and preventing further issues.

ALGAE TREATMENT

Algae growth and the buildup of combined chlorine in the pool are additional pool problems that can cause headaches, and both issues will contribute to the cloudy water issues discussed. Algae are microscopic aquatic plant-like organisms and can be quite a nuisance in pools. As algae grow and reproduce, the buildup of algae becomes visible, leading to cloudy water. There are several different options for both maintenance and treatment algicides.

It is essential to select algae treatment or prevention products that have undergone a thorough registration process with relevant regulatory authorities. This rigorous procedure involves the submission of supporting data to validate claims about the product's effectiveness. Compounds that have received approval for algae treatment through this process include hypochlorous acid, hypobromous acid, ammonium chloride quats, polyquats, copper, and silver.

The growth of algae will be affected by the presence of sanitizer and/or algicide. For example, hypochlorous acid will enter the cell wall of bacteria or algae and disrupt metabolic activity. With metabolic activity being disrupted, growth cannot continue even in nutrient-rich surroundings. However, using hypochlorous acid as the main source of algae prevention will make it more difficult to

maintain a sanitizer residual, as more chlorine is necessary to prevent algae, in addition to sanitizing the pool.

The use of a maintenance algicide contributes to improved water quality and helps prevent problems before they begin. Adding algicide weekly will help keep water clean and clear and it will also help reduce the demand for chlorine. For service routes where pools are visited weekly, sanitizer residuals can become low on a week-to-week basis. In the event the sanitizer residual drops below the recommended level, the pool will still be protected from algae because of the preventative algicide that has been added. There are many options for preventative algicides, including quat- and polyquat-based formulas, as well as copper and silver options. Regardless of which option is added, any preventative algicide will help reduce pool problems and make weekly maintenance more efficient.

In the event of an algae bloom, immediate treatment is key to having the pool up and going again as soon as possible. The addition of a troubleshooting algicide, along with a chlorine-based shock treatment, is the preferred treatment for an algae outbreak. Troubleshooting algicides come in many forms, but a copper-based or multi-functional algicide is often the choice for the fastest turnaround and best results. The addition of a clarifier or enzyme/clarifier combination after the algae treatment will speed up the clearing of water

Continued on page 3



The IPSSAN

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

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Troubleshooting Pools

By Alicia Stephens, Biolab, Inc.

and expedite the algae treatment process. After treating an algae issue in a pool, it is often recommended to introduce the initial dosage called for on the chosen maintenance algaecide to re-establish weekly algae prevention. This will ensure an adequate amount of algaecide to prevent further issues.

COMBINED CHLORINE

Combined chlorine is also a common issue in pools which can lead to maintenance challenges and cloudy water. Chloramine is another name for combined chlorine. This occurs when the free available chlorine residual combines with nitrogen-containing

compounds such as urine, sweat, or other ammonia byproducts via swimmers and environmental contamination. Combined chlorine has a reduced rate of efficacy as a sanitizer, can cloud the water, and has a strong, unpleasant odor. It can also irritate the skin and eyes of swimmers.

The build-up of combined chlorine can be due to several factors, but improper maintenance is probably the most common. Pools that are not shocked regularly begin to build up undesirable compounds, such as perspiration, suntan lotions, and urine, as well as some airborne contaminants. Eventually, these compounds form combined

chlorine. Chloramines can be inorganic or organic depending on the type of nitrogenous compound involved in the reaction.

Inorganic chloramines are usually formed through reaction with ammonia, while organic chloramines are formed through reaction with larger, more complicated nitrogen-containing contaminants. Inorganic chloramines are sanitizers but they are much less effective for pool applications than hypochlorous acid. Organic chloramines are particularly difficult to destroy and provide essentially no disinfection.

The removal of combined chlorine is achieved through a process known as breakpoint oxidation. Breakpoint oxidation is the application of an oxidizer or a combination of oxidizers for the specific purpose of destroying chloramines. If the oxidizer of choice is chlorine, then the process is known as breakpoint chlorination. To achieve breakpoint by chlorination, 10 parts per million (ppm) of free chlorine must be added for every 1 ppm of chloramine. This ratio will ensure the breakdown of combined chlorine and removal from the water. It is important to achieve the 10:1 ratio to ensure successful treatment.

Alternatively, breakpoint oxidation can also be achieved with the use of non-chlorine shock to break down the buildup. Potassium monopersulfate can be very effective at reducing combined chlorine. Regardless of the treatment option chosen, the key is to remove combined chlorine when necessary, but more importantly, to shock the pool regularly to prevent accumulation.

Any of these issues can be difficult to treat, and often lead to frustration, repeat service visits, and unexpected product application. The key to successful pool care maintenance is to prevent issues from occurring and avoid the troubleshooting process altogether. In addition to proper circulation, filtration, and water balance, maintaining an adequate sanitizer residual, shocking on a maintenance basis, and the addition of a preventative algaecide are the core components of successful pool care programs. ■

ABOUT THE AUTHOR

Alicia Stephens is the Director of Training and Education for Biolab Inc. In her 23 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 at alicia.stephens@biolabinc.com.

Stress Management On The Path to Inner Peace

By Patti Denham, [Morgan Insurance Services](#)

APRIL MARKS NATIONAL STRESS

Awareness Month, a time to acknowledge the importance of stress management in maintaining a healthy lifestyle. By understanding how to effectively manage stress, we can enhance our overall well-being and minimize potential health concerns.

Be aware of and address signs of stress: Your body may indicate stress through symptoms such as trouble focusing, headaches, cold extremities, tense muscles, an upset stomach, teeth grinding, and a sense of unease.

Allocate some time for yourself, allowing for exercise, nutritious meals, moments of relaxation, and engaging in activities that bring you happiness.

Try out new schedules, prioritize and categorize tasks, and create a structured routine that allows you to better listen to your body's signals.

Stay connected and foster new friendships: Maintain connections with loved ones, friends, and communities - technology makes this easier than ever.

View challenges from a different angle, also known as "reframing." This technique involves changing our

thoughts and responses to stress. Keeping a balanced perspective on situations is crucial for improving stress resilience.

Consult with a healthcare provider if stress is impacting your overall health. Seek proper assistance if stress is interfering with your relationships or job performance. For support, reach out to The National Alliance on Mental Illness at 1-800-950-6264.

To ensure additional protection, California Law mandates that all health plans in the state must include coverage for specific mental health conditions. If you require assistance in reviewing your insurance benefits, feel free to reach out to me. I would be more than happy to assist you! ■



PATTI DENHAM

Morgan Insurance Services
patti@morganinsur.com
California License #: OD69750
Licensed in all IPSSA States

Solving Stain Issues

Clearly Identifying Stains Before Treatment

By John Bereza, Haviland USA

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

Stains plague pool professionals and homeowners alike. When pool professionals start opening pools, they are invariably



confronted with unsightly stains they need to be removed in order to deliver a beautiful pool for the swim season. Unfortunately, the stain that you see on a pool surface with your eyes, is not necessarily what you think it might be.

Pool stains and scale are 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 wrong for the stain.

Pool stain diagnosis tests were created to determine the composition of the stain and help identify the most effective stain-removal solution. Look for ones that include pouches that can hold the testing material for wall or deep-water stain. With the use of these helpful diagnosis kits, pool professionals can easily verify the correct treatment without costly mistakes.

STAIN-SCENE 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.

The goal of the investigation 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.

TEST AND VERIFY

After using a pool stain diagnosis test, understanding the water conditions is the next step. Information such as your pool's Langlier 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 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.

AFTER STAIN REMOVAL, PREVENT FUTURE STAINING

Once the offending stain has been identified and 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. ■

ABOUT THE AUTHOR

John Bereza is the Midwest Regional Sales Manager for Haviland Pool & Spa. With over 20 years of experience working for Haviland based in Grand Rapids-based company, John specializes in employee trainings and consumer education. John joined Haviland in 2003 following several years in the metal finishing industry with a primary focus on chrome plating on plastics through laboratory analysis. John has a wealth of experience and knowledge of chemistry. He can be reached at johnb@havilandusa.com

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Time For Change

By Manski Media

IF YOU'VE EVER RESEARCHED social media marketing strategies and are running your company's social media based off of what you learned prior to the last few months, then you're probably not doing it correctly. And guess what, we will most likely be saying the same thing in another 3-6 months. In the immortal words of Heraclitus- "The only constant in life is change". This should be the mantra for every social media marketer whether you're running just your company's pages, or if you are an agency overseeing multiple companies. If you're still doing what you were 6-12 months ago, odds are many of those techniques have expired.

So what exactly has changed?

First and foremost, the priority levels for organic content from a business page has been substantially reduced in the social media algorithms. What this means is that in the past you could generate a fair amount of reach and generate views by people who weren't your followers

simply by creating great posts on a consistent basis. While this is still possible, the amount of reach is lower because the posts are being shown to less people unless there are lot of data points connecting a post to a specific individual. Does this mean that you should stop creating posts on a regular basis? NO!!!! People still see the posts, just not as many. Also, when new people discover the page they are likely to scroll back through previous posts to get an idea who you are and what you're about, the average being around 11 posts that people will look at when they go to your page. In other words, keep posting consistently.

So what should we do, then? Are we



supposed to just accept the fact that we won't be able to reach as many people by creating amazing posts, and sharing about who we are and what we've got going on as a company? Absolutely not! If the only constant is change, then you better believe we are going to change right along with it and find ways to have even better results than previously. This is where the next part of what has changed comes into play.

Ad spend...simply put, you've got to spend more money on ads now to achieve the same level of results that you did in the past, and if done properly you will actually get even better results than you have before. The goal here, at least for some companies, is to do small micro ads or boosts to get your organic posts out to new people that otherwise wouldn't see them. Once new people have engaged with the posts, you then have the opportunity to invite them to like the page and see the posts on a more consistent basis. As soon as someone likes a new page the algorithms will give higher priority to the posts from that page for a period of time to see if the end user interacts with the posts or not. The more the new follower interacts, the higher the priority level for them so they will see the posts on a regular basis. If they don't interact with the posts then your posts get dropped in the priority to this individual. This is why having a steady stream of new followers is so important since some people will only see your content for a few days and others will all of the time, depending on if they respond or not.

It's important to remember what the algorithm is trying to do. The end-user experience is what matters most to it, so it is trying to show that individual content

that they actually like so they spend more time on social media. The more time people spend on social media the more they will see the paid ads, which makes the ads even more valuable to businesses and in turn makes the social media platforms even more money. Welcome to supply and demand at its finest.

So what exactly should you be doing now? There is no one right answer to this question. Every business is different and everyone should have a custom strategy based on their product, service, target demographics, sales cycle, and many more factors. That said, what we have set as a baseline for most of our clients, is doing 3 posts per week with at least one boosted post per month. The boosted post should be taking something that is relevant to a broad amount of people that may introduce them to your company in a way that's approachable and interesting. It should be targeted to people who are not currently following your page and meet all of the specifics of your ideal customer (which on a side note, if you haven't ever really pinpointed, then do so). The amount you spend on this boost is up to you and how effective you want it to be. There is no magic number, as every industry and company is different. One thing you can reference though, is that for every \$25 you spend on a boost, you should reach in the ballpark of 1k+ people. From there it's all a math game of click-through rates, conversion ratios and proper targeting.

While we haven't gone in depth into every change that has recently taken place, hopefully this gives those in need a starting point to evaluate their strategies and make the proper adjustments as needed. ■

IPSSA INDUSTRY PARTNER COMPANY NEWS



Fernanda Lopez heads CCEI Mexico

CCEI, MANUFACTURER OF automation and controller systems in the US as well as lighting systems in Canada and México, is pleased to introduce Fernanda Lopez as the head of the company's México division. Ms. Lopez is responsible for all operations at the CCEI Mexico division and is also charged with raising brand and product awareness of CCEI's products throughout the pool industry in México. "As an established manufacturing facility in México, we are focused on raising

awareness of our products and services with pool builders, retailers and distributors, while also working to form strategic partnerships in our market," says Lopez. Ms. Lopez is a native of México and is also fluent in English. "Fernanda has already made a significant impact in the Mexican swimming pool market and we are confident CCEI will continue to experience exponential growth in sales of our products in that market," says Sébastien Chéreau, Head of CCEI's Global Marketing. Fernanda can be reached at flopez@ccei-pool.com or by phone at +52 442 688 7199 in El Marqués Querétaro, México. ■

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Lessons from Continuous Glucose Monitors Do an April Fool on Your Blood Sugar!

By Helena Foutz, RSSA, [Get Great Plans](#)

WHILE I AM A LIFE AND health agent, I am interested in good health for my clients and like to report on topics that could be useful to them. This month is about Continuous Glucose Monitors, or CGMs.

People with Type 1 or 2 diabetes may be prescribed a CGM by their doctors, but will insurance pay for it? It depends! Original Medicare covers CGMs as a Part B benefit, so those with a Medicare Supplement will have the coinsurance covered. Those on a Medicare Advantage plan can also get CGMs, but the brands available vary by your plan AND your medical group! Many Advantage plans cover the Freestyle Libre models, some the Dexcom meters. If you are on Covered California or Obamacare, they all cover the regular meters, but few pay for the CGMs.

Biochemist Jessie Inchauspé decided to use a CGM to see if the order of what she ate affected her blood sugar. She found

that eating her food in the following order helped – vegetables first, protein/fat next, then starches/desserts last.

TIPS FROM JESSIE INCHAUSPÉ'S GLUCOSE REVOLUTION

- 1. Meal eating order:** First non-starchy vegetables, then protein and fat, last carbs, starchy vegetables, and sugars (dessert).
- 2. One tablespoon of vinegar** (apple cider, white wine, rice vinegar) diluted in a tall glass of water, up to 30 minutes before a meal.
- 3. Have a savory breakfast** (best mix of protein, healthy fat, fiber).
- 4. Use your muscles** for at least 10 minutes after a meal (a walk, cleaning the house, walking up the stairs, dancing, squats, doing a plank).
- 5. Never eat a carb or dessert** on an empty stomach, leave it for the end of a well-balanced meal and/or drink

1 tablespoon of diluted vinegar in water before eating it and/or use your muscles for at least 10 minutes after you've eaten it.

- 6. No naked carbs/sugars,** put some clothes on them - pair it with some protein, healthy fat and/or fiber (like chocolate cake with some Greek yogurt, piece of sourdough with some avocado or butter, rice with some eggs or salmon or greens, cookie with 10 raw almonds).
- 7. Eat whole fruits,** no juices (even if it's mixed with some vegetables).
- 8. Avoid dried fruits,** oat milk, coconut water, rice cakes (treat them all as a dessert).
- 9. Well-balanced smoothies** (protein, healthy fat, fiber) with no fruits or very little fruit (best berries).
- 10. Better choices:** Sourdough over white bread, steel cut oats over oatmeal, starchy vegetables over white bread or pasta.

- 11. Grapes, pineapple and bananas** have higher fructose levels; always eat with protein or eat as dessert.
- 12. Eat more healthy fats** - avocados, avocado oil, olive oil, fish (they slow down glucose spikes).
- 13. Stress and poor or lack of sleep** spikes glucose levels and the body's ability to properly function.
- 14. If you wake up tired,** eat a savory breakfast, 10 minutes high intensity workout shortly after you wake up, then coffee or just skip coffee, to feel better and reset your body. ■

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One Overlooked Metric That Could Transform Your Company's Value

By [Nemean Business Solutions](#)

YOU KNOW GROSS MARGIN impacts your profit, but have you considered the impact it has on the value of your company?

When assessing your company's value, acquirers and investors will often scrutinize your gross profit margin. Gross profit margin is the difference between a company's revenue and its cost of goods sold. In other words, it's the profit a company makes from each unit of product or service sold after accounting for the cost of producing or delivering that unit but does not include other fixed expenses. For example, if a company sells a product for \$100 and it costs \$70 to produce and deliver it, the gross profit margin would be \$30, or 30%.

A high gross profit margin is a crucial factor for investors and potential acquirers as it indicates that a company has established pricing power through marketing differentiation and possesses a competitive advantage. A strong competitive moat is an indicator of a company's long-term sustainability, making it more appealing to potential investors.

When a company's gross margin shrinks, it indicates to investors that the company may be competing on price. This is typically a sign that the business lacks a unique value proposition

or marketing differentiation and that competing on price is the only way to attract customers. A shallow moat leaves the company vulnerable to competitive threats and makes it less appealing to potential acquirers.

24 VS. 6 TIMES EARNINGS

To illustrate the impact of gross margin on a company's value, let's compare two companies: Apple and Dell. Apple has a strong competitive advantage and a healthy gross margin, whereas Dell's competitive moat is weaker and its gross margin is lower. In 2022 Apple's average gross margin was 43%, compared to just 23% for Dell.

Apple has a highly differentiated brand and controls the buying experience through its Apple Stores. Additionally, Apple has invested in a range of high-margin subscription offerings, such as Apple TV and Apple Music. The market is willing to pay more than 24 times Apple's 2023 earnings forecast, and the company has a market capitalization of over \$2 trillion.

By contrast, Dell offers commoditized technology products, which puts them in a weaker competitive position, requiring them to compete on price and resulting in a lower gross margin. The market is



only paying around six times Dell's 2023 earnings estimates, giving it a total market capitalization of around \$30 billion.

Just as gross margin impacts the world's largest publicly traded companies, it also impacts smaller businesses. Ron Holt started Two Maids & a Mop, a residential cleaning company, in 2003. Holt ran a lean business and enjoyed healthy gross margins and a net profit

“When assessing your company's value, acquirers and investors will often scrutinize your gross profit margin. Gross profit margin is the difference between a company's revenue and its cost of goods sold.”

margin of around 30%. Holt invested his earnings in differentiating his business from mom-and-pop cleaning services. He built a network of 12 locations across the southern U.S. and had plans to expand across the country.

Holt was curious about franchising as a business model and attended a Las Vegas conference where he had a chance encounter with Subway founder Fred DeLuca. Subway had more than 40,000 locations around the world at the time, so Holt asked DeLuca for his expansion advice.

DeLuca cautioned Holt about actioning every idea from his employees as his company got bigger. He told Holt, “Most of the time, employees bring you ideas to make their life easier, not to make you more money. Every time you make your employees' lives easier, it comes at a cost.”

Armed with DeLuca's advice, Holt grew Two Maids & a Mop from 12 to 91 locations and \$40 million in revenue without seriously compromising his gross margin. In 2021 Holt sold his business to JM Family Enterprises for over ten times EBITDA.

TAKING ACTION

Apart from raising prices or reducing input costs, an often overlooked approach to improving gross margin is to invest in carving out a point of differentiation for your business in the minds of your customers. When your customers see your business as unique, you are less likely to have to compete solely on price. Charge a premium for a differentiated product or service, and you'll beef up your gross profit margin—and the value of your company. ■

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IPSSA Code of Ethics

.....

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

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

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

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

Community Education Support



Follow us!
@IPSSA

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 account just informed me that they will be accepting short-term rentals at their house. The property has a small portable spa. Do you see any issues?

ANSWER:

You should be concerned. Your primary responsibility as a service tech is to maintain the spa water so that it is safe for users. That means having the water adequately sanitized so safeguard users from bacterial and viruses such as E.coli, staphylococcus, and giardia. A proper sanitation level is directly related to the bather load of the spa, and that may be your problem here. You mentioned that this rental will be "party-house". Automatic controllers are often used in commercial settings to assure an adequate sanitation level, but they are rarely seen at home pools. The bathers are probably at risk of contracting a water-borne disease by using the spa unless it has an on-demand chlorinator.

You shouldn't maintain any pool or spa unless you can do it properly. In this case that may involve installation of a secondary sanitation system, such as UV or Ozone. You may also need to provide service more than once per week. I suggest you meet with the customer and explain the new challenges. My advice is to drop the account unless you and the homeowner can agree upon the best way to keep the spa water safe. ■



Ray Arouesty
SENIOR VICE PRESIDENT
ARROW INSURANCE SERVICE
A DIVISION OF HUB INTERNATIONAL
INSURANCE SERVICES

[IPSSA Insurance](#) | [Arrow Insurance Service](#)
805.955.9530

RayArouesty@HubInternational.com

Take Advantage of IPSSA's Education Fund to Help Fund Your Continued Education!

INDIVIDUAL AND CLASS

Scholarships through the IPSSA Education Fund are available to all self-employed pool and spa professionals.

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 per class. Maximum two submittals per calendar year.

For the full guidelines and application go to ipssa.com/ipssa-education-fund. Applications are reviewed quarterly by IPSSA's Education Committee.

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

MEMBER BENEFITS

What Makes IPSSA's Insurance Program So Special

Lost Income

Floods, earthquakes, hurricanes, tornadoes and wildfires – We all know of the devastation they cause to lives and property. But these natural disasters also pose a financial risk to swimming pool service techs, who lose revenue when customers cancel service after their homes are damaged or destroyed by these disasters.

IPSSA members covered under the Group Insurance program are covered for business income loss up to \$10,000 if they lose accounts due to the natural disasters of floods, earthquakes, hurricanes, tornadoes and wildfires. This insurance coverage is unavailable anywhere, except with IPSSA's group insurance program.

Coverage for lost business income following natural disasters is another reason why IPSSA members have the best insurance coverage available anywhere!

Click [HERE](#) to find out more about IPSSA insurance coverage provided by HUB/Arrow Insurance Services!



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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0:01



**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.

Things to do in April

- Filter Maintenance
- Increase Filter Run Times
- Check Conditioner Levels



FRUIT FROM SALLY'S
Fruit Trees in the back of her Ford Ranger



SALLY PASSING OFF
a \$250 donation from Mango Pool & Spa Maintenance to Frank at the DC Pantry

IPSSA Menifee Valley Chapter Members Food Bank Donation BY SALLY SMITH, IPSSA MENIFEE VALLEY CHAPTER PRES./SEC

It was a sweetheart deal for the Lake Elsinore, California DC Food Pantry on Feb 14, 2024, as Sally Smith from The IPSSA Menifee Valley Chapter delivered the goods! Sally spent 4 hours picking fresh citrus off her backyard trees including 4 ½ buckets of tangerines and 3 buckets of lemons. Renee, IPSSA Menifee Valley Chapter President, also donated \$250.00 from her business Mango Pool & Spa Maintenance to help keep the lights on at the DC Pantry.

If you would like to drop off food, a donation, or volunteer at the DC pantry, their hours are 9AM-12 Tue-Wed-Thur. 506 W. Minthorn in Lake Elsinore, CA phone 951-245-7510. www.dreamcenterle.org/dc-pantry

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](#), which is 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. ■



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 a 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. ■

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. ■



New Products



Waterway's Crystal Water Cartridge and D.E. Filters Have New Features!

Waterway's Crystal Water Cartridge and D.E. Filters are at the top of the list when considering swimming pool and spa filtration. With their 2 1/2" internal plumbing (the largest in the industry), they have the ability to minimize restrictions and improve water flow.

Crystal Water filters now have a new and improved larger heavy duty manual air relief valve that comes with a top mount assembly and handles for easier positioning and top removal. They both come with a stainless steel pressure gauge which is rated the best in the industry.

Waterway have also incorporated a new, heavy duty commercial grade, tamper proof, band clamp that helps tightly secure the filter when in use. It also has a chemical resistant coating that will help in the longevity of the filter.

In addition, Waterway is now offering a 2 year warranty on these filters.

These filters have a chemical resistant glass fiber reinforced polypropylene tank for exceptional strength and long life.

We have also improved and upgraded the packaging to keep product safer while in transit.

These filters have been highly rated and use state-of-the-art internal design, providing greater and more efficient filtration. For the clearest, most inviting water, choose the Crystal Water Cartridge and D.E. Filter.

Please contact your Waterway sales representative for more information or **visit us at waterwayplastics.com**

Haviland offers POOL RESCUE for weather affected and neglected pools

Haviland's POOL RESCUE is designed specifically to help remedy pools that have been affected by weather or neglected. This high-powered additive makes it easy to remove leaves and other organic settled debris from the bottom of the pool. The product's non-staining formulation is compatible for all surfaces and all forms of sanitizers and salt chlorine generators. After application, leaves and debris will rise from the bottom of the pool to minimize manual labor in cleaning. With the pump and filter turned off, simply broadcast over entire pool surface, then remove any debris floating to the surface of the water. The product provides an immediate reaction with lasting effects for hours. Available in a 20lb pail. Made in USA.

Learn more at havilandpool.com/pool-rescue/



Chapter Information and Meetings

REGION 1 Northern California
David Hawes, Director
925-828-7665 | david@hhpools.com

Capital Valley (Sacramento)
First Wednesday, 7:00 p.m.
VFW 8990 Kruithof Way, Fair Oaks
President: [Ryan Neely](#), 916-638-4100

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: [Brian Duncan](#)
510-325-9863

East Contra Costa
Fourth Tuesday, 6:00 p.m.
La Fuente Mexican Restaurant
642 1st Street, Brentwood
President: [Marvin Doldol](#), 925-435-6265

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: [Leland Grove](#), 916-420-6421

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: [Eddie Tomao](#), 209-596-5032

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: [George Heredia](#), 209-603-0694

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

Bakersfield
First Tuesday of Feb., May, Aug., Nov., Dec.
at 5:30 p.m.
PEP (Subject to change)
12556 Jomani Dr. # C, Bakersfield
President: [Stan Snyder](#), 661-706-7655

Central Coast
Second Wednesday, 6:00 p.m.
Meeting location varies
President: [Matt Mazzo](#), 805-610-3114

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: [Larry Kirkorian](#), 559-681-4467

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: [Warren Whitehead](#),
626-329-1171

Foothill
Third Thursday, 7:00 p.m.
American Legion Hall (Downstairs)
4011 La Crescenta Avenue, Glendale
President: [Jay Laughrey](#), 818-957-5298

San Fernando Valley
Third Wednesday, 7:00 p.m.
Winnetka Bowl
20122 Vanowen Street, Winnetka
President: [Bill Brown](#), 818-891-6308

San Fernando Valley Metro
First Tuesday, 7:00 p.m.
(Dark January & July)
Winnetka Bowl
20122 Vanowen Street, Winnetka
President: [Bob Sickels](#), 818-481-2167

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
Rick Morris, Director
310-755-5279 | rick-morris@sbcglobal.net

Central Los Angeles
Second Monday, 6:30 p.m.
Han Woo Ri Presbyterian Church
1932 S. 10th Ave, Los Angeles
President: TBD

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.
Shakey's Pizza Parlor
3615 Pacific Coast Hwy, Torrance, CA
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.
Location TBD
President: [Martin Madrid](#), 909-374-7533

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: [Mike Boucher](#), 949-456-0663

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, 7:00 p.m.
Round Table Pizza
18518 Yorba Linda Blvd, Yorba Linda
President: [David Hartson](#), 714-306-4864

REGION 6 Inland Empire, California
Scott Peterson, Director
951-255-4175 | ipssascott@yahoo.com

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 Thursday (Bi-monthly),
Dinner 5:30 p.m. - 6:00pm;
Meeting 6:00 p.m. - 7:15 p.m.
Laurel Park Clubhouse
761 Sumac St., Hemet
President: [Kenneth Campbell](#), 951-733-4330

Menifee Valley
First Wednesday of odd months,
6:00 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 p.m.
Location varies. Please contact chapter
president for more info.
President: [Mike Aron](#), 909-982-4657

Palm Desert
Third Thursday, 6:30 p.m.
Sloan's, 81539 US Hwy 111, Indio
President: [Matt Kauber](#), 760-702-0160

Palm Springs
First Wednesday, 5:30 p.m.
Contact Chapter President for
meeting location
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.
Romano's Italian Restaurant Canyon Crest
5225 Canyon Crest Drive, Ste. 58
Riverside, CA
President: [Scott Zahn](#), 951-966-0592

Temecula/Murrieta
Third Wednesday
Dinner at 5:30 p.m. & Meeting at 6:30 p.m.
Richie's Diner
40651 Murrieta Hot Springs Rd.
Murrieta, CA
President: [Cort Williams](#), 951-775-2678

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: [Jeff Bauer](#), 760-390-2851

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
Quarterly on the 3rd Monday of February,
May, August and November at 5:30pm
Filippi's Pizza Grotto
9969 Mira Mesa Blvd
San Diego, CA 92131
President: [Ed Finney](#), 858-750-8842

San Diego
Third Wednesday, 7:00 p.m.
Admiral Baker Clubhouse
2400 Admiral Baker Road, San Diego
President: [James Morketter](#), 619-708-4972
www.ipssasandiego.com

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
Linda Cross, Director
702-524-8453 | ipssalindacross@gmail.com

East Valley (Phoenix)
Third Thursday, 6:00 p.m. MST
Pool & Electrical Products (PEP) Chandler
2900 S Gilbert Rd. Ste. 1
Chandler, AZ 85286
President: [Marc Cannon](#), 602-432-3371

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: [Brian Pilgrim](#), 702-576-6631

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: [John Morgan](#), 512-472-5355

Clear Lake
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: [Jeff Snyder](#), 361-397-9444

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: [Justin Pinson](#), 512-766-7946

North Houston
Second Tuesday, 7:00 p.m.
Pappy's Cafe
12313 Katy Fwy, Houston
President: [Stephen Titone](#),
281-773-8643

San Antonio
First Monday, 6:30 p.m.
Max & Louie's New York Diner
226 W. Bitters Rd. #126
San Antonio, TX 78216
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: [Jim Huxtable](#), 831-246-1057

Santa Clara Valley
Third Thursday of Feb, Apr, Jun, Aug, Oct,
Dec, at 6:00 p.m.
Roundtable Pizza
1400 W. Campbell Ave, Campbell
President: [Joseph McVeigh](#), 408-249-9731

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)
Dublin Bowl
6750 Regional St., Dublin
President: [Gordon Gregory](#), 925-992-2212

REGION 11 Florida and Georgia
ipssaf.com
Todd Starner, Director
941-915-2135 | tstarnar@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 Wednesday, 6:30 p.m.
Buffalo Wings & Bldg
1081 W. Price Blvd., North Port, FL
President: [Amy Lemieux](#), 941-307-5680

Sarasota (Sarasota and Manatee Counties)
First Tuesday, 6:30 p.m.
Gecko's Grill & Pub
351 N Cattlemen Rd.
North of Fruitville Rd.
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: [Andrea Nannini](#), 772-209-1821

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: [Brian McDonald](#), 972-238-0008

Fort Worth
Third Tuesday, 6:30 p.m.
La Playa Maya Restaurant
1540 N Main Street, Fort Worth
President: [John "Pete" Partain](#), 682-445-4825

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

Rockwall
Second Thursday of each month
Dinner 5:30 p.m.; Meeting 6:30 p.m.
Soulman's Bar-B-Que
691 E. Interstate 30, Rockwall, TX
President: [Elias Duran](#), 512-529-1153

Tarrant County
First Tuesday, 7:00 p.m.
El Chico's Cafe
7621 Baker Blvd., Richland Hills
President: [Dustin Gardner](#), 817-366-8927

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

Accounting
888-360-9505 x1
accounting@ipssa.com

MEMBERSHIP

Alison Thompson
Membership Assistant
888-360-9505 x1
memberservices@ipssa.com

INSURANCE BILLING

Phone: 844-574-1134
Fax: 888-811-4502
insurance@cramercpa.com
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Fred Manno: fmanno@haywardnet.com
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Products which we represent

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Industry Partners

Donald Smith: dsmith@bluesquaremfg.com
Blue Square Manufacturing is an innovative pool equipment manufacturer headquartered in Chandler, Arizona. From LED pool & spa lights with patented plug kits to the Eclipse Drain and Q360+ in-floor cleaning system, Blue Square is known for manufacturing the industry's leading products.

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Arthur Schutzberg: aschutzberg@ccei-pool.com
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City Water Conservation

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Leak Detection Through Prevention – City Water Conservation is a Northern California leak detection and repair company servicing the Greater Sacramento, East Bay, & San Joaquin Valley areas.

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Pool and Hot Tub Alliance/California Pool and Spa Association

www.cpsa.phta.org
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Susan Kregar: skregar@phta.org
The Pool & Hot Tub Alliance protects and advances the common interests of the industry by providing education, advocacy, standards development, research, and market growth to increase our members' professionalism, knowledge, and profitability.

Pool & Spa Apprenticeship and Training Committee (PSATC)

poolapprenticeship.com
916-755-6121
Michelle Harvey: michelle@poolapprenticeship.com
From the Industry, For the Industry - PSATC is the premier provider of work-based lifelong learning to meet an employer's need for skilled journeymen in the Pool & Spa Service Industry. Our 12-month comprehensive educational apprenticeship program is developed by Pool Service Professionals for Pool Service Professionals and is the only fully certified pool service industry Apprenticeship Program sanctioned by the State of California.

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James Bledsoe: jbledsoe@poolwater.com
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