

THE IPSSAN



December 2022
Volume MMXXII, Issue 12

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

COMMUNITY EDUCATION SUPPORT

IPSSA: Knowledge
Through Community

Associate Management Team

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Executive Director

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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

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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
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IPSSAN Editor

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Member Services & Finance Team

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Finance Director

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

ALISON THOMPSON
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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

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

Insurance Billing

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7 Tips To Take With You On Service Calls

From the Fluidra Pro Academy Team

WHEN IT COMES TO SERVICING pools, every experienced technician knows that there are simple things you can do to make the job easier. The quicker you can get in and out, the more pools you can service. So, before you head out on your next service call, here are 7 tips you can take with you to help get the job done fast and get it done right.

TECHNICIAN TIP #1

Before starting to troubleshoot any issue, put your hands in your pocket and survey the equipment pad. Your powers of observation are your number one tool for troubleshooting anything. Once you've taken a close look you'll be better equipped to dive in and start tinkering with the equipment if need be, but more often than not, the issue can be as simple as a breaker that is off, a wire that is disconnected or improper installation — it just takes your keen eyes and knowledge to recognize it.

TECHNICIAN TIP #2

Once you take your hands out of your pocket, utilize the technology you carry in there every day. Your mobile phone might just be your most useful tool. Before replacing parts, take pictures or videos of wire placement, hose positioning or anything else that you may question later. Rather than wondering if the red wire was 'here or there,' take photos to ensure that the correct wires are re-positioned in their appropriate

places when your work is complete.

TECHNICIAN TIP #3

You don't have to know the solution to every problem. Inevitably, as a pool service professional, you will encounter situations where you're not sure what the issue is or how to resolve the issue. Don't stress it! It happens to the best of us. What is important to know is where to go to get the answers you don't already know. Once again, your phone becomes a powerful tool because technical support, local manufacturing representatives and web sites are all readily available to you. For instance, Fluidra offers an expedited call line for service pros and live video feed 'See It' service support for on-site assistance where you can actually see and share what you're looking at with a customer support technician to help guide you.

TECHNICIAN TIP #4

Have the right tools for the job. A proper diagnosis requires the correct tools. Nothing is worse than getting to a site, knowing what the problem is and realizing you don't have the right tools to troubleshoot it. Although it might be a bit redundant, try keeping separate tool bags in your truck for electronics, heater repair, plumbing and so on. Although there are duplicate tools between each bag, you can be certain you'll have what you need at your fingertips every time.

FLUIDRA PRO ACADEMY



TECHNICIAN TIP #5

This one is sort of a 'trick of the trade.' When installing variable-speed pumps, set the minimum speed high enough that the homeowner cannot slow the pump down below the speed required for proper circulation. This will save you from unnecessary service calls for potential circulation-related issues in the future.

TECHNICIAN TIP #6

Many problems with gas fired appliances (heaters and fire features) start with incorrect gas pressure and volume. If you just verify the meter is sized correctly and test the gas pressure with every installation and service call you can avoid problems down the line.

TECHNICIAN TIP #7

Another 'trick of the trade'...

When installing a wireless controller, remember that wireless signals can interfere with each other. Something we don't always think about is that most sprinkler systems, outdoor lighting, power meters, gas meters and water meters are broadcasting a wireless signal as well — so keep your control system antennas at least 10 feet away from those devices.

Whether you've been a pool service technician for fifty years or five days, the biggest tip that you can take away is to be open-minded to new ways of problem-solving. Upgrading your technical skillset can save you time and money. Invest in your learning! Attend every training session offered, like those offered by Fluidra Pro Academy — because knowledge is something that can never be taken away from you. ■

More New Labor Laws for California Employers By CPSA/PHTA

THE CALIFORNIA LEGISLATURE was active again this year in their efforts to regulate the workplace. This article summarizes the important employment-labor related bills that were passed by the Legislature and signed into law by the Governor. Some were signed into law by Governor Newsom earlier this year and have already gone into effect. Unless otherwise noted, others discussed in this article will become effective on January 1, 2023.

New Employment Laws Generally Applicable to All Employers:

PAY DATA REPORTING REQUIREMENTS

Two years ago, California enacted legislation requiring employers with 100 or more employees to report, on an annual basis, specified data to the state's Civil Rights Department, including the number of employees by race, ethnicity, and gender in various job categories. SB 1162 significantly amends and expands the law to require that employers include the median and mean hourly rates within each job category by race, ethnicity and gender, and imposes penalties on employers for non-compliance. The amended law also requires employers with 100 or more employees hired through labor contractors to submit a separate

report with the same data for those employees. Employers with 15 or more employees are now required to include the pay scale in all job postings for a position and to make pay scale information available to current employees in a position, upon their request. Employers are required to maintain job title and wage history records for each employee throughout their employment and for three years thereafter.

COVID-RELATED LEGISLATION

California continues to enact new workplace laws, or extend those enacted previously, relating to COVID-19.

Supplemental Paid Sick Leave: In early 2021, California enacted legislation to provide employees with supplemental paid sick leave for various COVID-related absences in addition to paid time off employees receive by law or policy. That law expired on September 30, 2021. In February, 2022, SB 114, a new Supplemental Paid Sick Leave (SPSL) law, went into effect. Like the 2021 law, the new law applies to private employers with 26 or more employees. There are, however, some differences. Among other things, the new law provides leave to employees

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BIO-DEX

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We want to spotlight our members!

CALL FOR CONTENT

Have you had to use the IPSSA Sick Route Coverage benefit? We are looking for members to send us testimonials on how using sick route helped them in their time of need. Please send your story to info@ipssa.com – As a thank you, we will select three members who submitted their story to receive an IPSSA hat. All testimonials must be received by 10/23 to be entered into the drawing.

IPSSA MEMBER PORTAL

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 BORD Meeting Highlights November 4, 2022

By Rose Smoot, CAE, Executive Director

FINANCIAL UPDATE

Denham, Region 5, IPSSA National CFO, reported for the period ending September 30, 2022. Revenue trend: Total revenue of \$469,950 tracking more than YTD budget at 108% and 79% more than last year as of June 30. Main reason for increase when compared to last year and YTD budget was the Weekend of Inspiration and Associate Memberships, IPSSAN and AM rebate.

Expenses of \$432,922 tracking at 95% of YTD budget and a \$157,880 increase from last year, mainly due to Weekend of Inspiration expenses. Net ordinary revenue as of September 30, 2022 was \$30,623, which is a correlation from increased revenue in the 3rd Qtr.

CENSUS REPORT

Denham, Region 5, IPSSA National CFO, reported there was a decrease of around 110 members when compared to last year at this time.

EXECUTIVE UPDATE

Terry Cowles award winner. Dan Gossage from Region 9 for 2023. Award recognition at the Southwest Show 2023 and Weekend of Inspiration 2024.

Media camera update: Nielson had a proposal to sell camera for \$2,100. **MSC: BORD approved selling camera to Photo Lab for \$2,100. Action Item:** Nielson is to sell camera and forward check to member services at IPSSA National.

Next BORD/Annual meetings will take place **January**

30, 2023 in a virtual format. In person meeting is **April 29, 2023, Scottsdale, AZ.**

EDUCATION UPDATE

Education chair and IPSSA National's Vice President, Casey Gardner, Region 12, reported that all of IPSSA's four exams are available through online portal and can be accessed [here](#).

Gardner informed the BORD that HASA owns the rights to the Bob Lowry chemical/repair books that IPSSA had commissioned years ago. HASA is looking into the copyrights for IPSSA as well as having a digital copy of the books.

FINANCE UPDATE

IPSSA National 2023 Proposed Budget deferred to the January 30, 2023.



MEMBERSHIP PROGRAM UPDATE

Harris, Region 7 Director, informed the BORD that the committee will review the guidelines for Terry Cowles and discuss other award programs.

NEW BUSINESS UPDATE

MSC: BORD approved Rockwell Chapter as a new chapter. Action item: Smoot to send welcome letter to new chapter president. ■

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.

A Letter from the President

HELLO IPSSA FAMILY. I hope this finds you all doing well. As I sit and write this article, I am on a plane flying back home from a great weekend spent with my fellow BORD members from the November BORD meeting and strategic planning session. I got

to tell you; I am coming out of this meeting excited as a kid on Christmas morning. We had a great meeting and an even better strategic planning session.

For now, one of the goals we came up with is to increase the influx of new members to the

association. I have a Campaign and it's BIG, REALLY BIG. My Campaign/goal is 5000 members by 2025, but like all great Campaigns, they cannot be done without your help. So, I am reaching out to ask for your help.

The Campaign: Over the next 12 months there is a goal that every Region have a net five (5) membership gain per month. That's it! Just a net gain of five (5) new members per month per Region. This equals 60 new members a month and 720 new members per year. I know it is so easy, it's hard.

So, where I need your help is that I need all of you to be ambassadors for IPSSA. Tell a friend. Tell guys and gals while at the supply house about IPSSA. Invite potential members to your Chapter functions, Region tabletops and trade shows. If you need help on how to approach a potential member or for membership information, ask your Chapter President or Region Director, email or call Rose at IPSSA National, or even contact me. My cell number and email address are on the website, ipssa.com. We at the BORD have created tools and resources to help you as an individual or as Chapters to assist you in recruiting new members. Chapters can also set up a

meeting with Rose to set up a resource plan specifically designed for your area and Chapter.

Remember, I am just asking for a net five (5) increase per month per Region. You've got this. I have faith in the IPSSA Family.

Speaking of Family, when we talk again, I will have gained a son-in-law. Yep, my daughter Isabelle is getting married January 1st. Just seems like yesterday she was playing UNO while we waited for dinner during BORD meeting weekends. Everyone wanted to sit at our table just to play UNO with her. That little girl has grown up and about to take her new journey with her new husband, Braeden. It's an exciting time for her and our entire family.

I want to thank you all for a great year, all of you (from members to my fellow BORD members, to Rose and her team, to the McDonald team). I also want to wish you and your families a healthy and safe holiday season. Make sure to enjoy time with your family because that is what this time of year is all about. Merry Christmas and thank you for your support. ■



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New Labor Laws

Continued from front page



whose family members are experiencing symptoms related to a COVID vaccine or booster.

The amount of leave is also different under the 2022 statute, which provides for two separate “up to 40-hour” leave banks. The first leave bank is available if an employee is unable to work or telework due to: an employee’s or an employee’s family member’s quarantine or isolation due to COVID; the need to care for a child whose school or childcare site is closed or unavailable due to COVID; or an employee or employee’s family member’s vaccination appointment or vaccination side effects. The second leave bank is available only if an employee or a family member for whom they are providing care tests positive for COVID-19. The two leaves do not need to be consecutive, and exhaustion of one is not required before using another. An employee may choose which bank they wish to use.

Assembly Bill (AB) 152 extends California state SPSL to December 31, 2022. It also allows employers to require a second COVID-19 diagnostic test, for purposes of SPSL, within no less than 24 hours of a positive diagnostic test.

Notice of COVID Exposure: In 2020, California enacted AB 685, requiring employers to provide written notice to all employees exposed to a person with COVID-19 in the workplace. The notification requirements were included in the Cal/OSHA Emergency Temporary Standard. AB 2693 extends these notification requirements to January 1, 2024. This law allows an employer to satisfy the requirements by posting a notice in the workplace for 15 days and keeping a log of the dates

the notice was posted. The law eliminates the requirement that employers notify the local public health agency of a COVID-19 outbreak.

Extension of Workers’ Compensation Provisions Related to COVID: AB 1751 extends to January 1, 2024, the current rebuttable presumption that an employee’s illness resulting from COVID-19 was sustained in the course of employment for purposes of workers’ compensation benefits

Revisions to the COVID-19 Prevention Emergency Temporary Standards: In November 2020, California issued COVID-19 Prevention Emergency Temporary Standards (ETS). The standards were revised on June 17, 2021 and again on December 16, 2021. The ETS were updated again, effective May 6, 2022, and are in effect through December 31, 2022.

The revised regulations relax some of the previous standards and eliminate the distinction between vaccinated and unvaccinated employees. The new regulations state: “All protections now apply regardless of vaccination status and ETS requirements do not vary based on an employee’s vaccination status.” The current standards no longer require masks indoors, except in places such as healthcare facilities, or inside employer-provided vehicles. Physical distancing requirements have been eliminated except in a major outbreak, defined as exposure of 20 or more employees. Under the amended standards, partitions and barriers are no longer required in the event of an outbreak, and the ETS no longer include any cleaning and disinfecting requirements. The current regulations also provide

new return-to-work standards. Employees who test positive can return to work five days after a negative test if symptoms are improving and they wear a face covering at work for an additional five days. Employees whose symptoms are not resolved may return to work 10 days after the symptoms began if they have had a fever of 100.4 degrees or less, without fever medication, for 24 hours.

On September 15, 2022, the Cal/OSHA Standards Board held a public hearing on a proposed non-emergency COVID-19 standard that would take effect when the current standard expires on December 31. Unless and until a new standard is adopted, California employers should continue to comply with their obligations under the revised regulations through December 31, 2022. The Board will likely conduct a vote by or at its December 15, 2022, meeting to approve some final version of a non-emergency COVID-19 regulation.

WORKPLACE HEALTH AND SAFETY CITATION NOTICES

AB 2068 provides that required notices posted when the Division of Occupational Safety and Health issues a workplace health or safety citation or order be written in “the top seven non-English languages used by limited-English-proficient adults in California, as determined by the most recent American Community Survey by the United States Census Bureau.” Currently the required languages are Spanish, Cantonese, Mandarin, Vietnamese, Tagalog, Korean and Armenian. The notices are also required to be posted in Punjabi if that is not one of the top seven languages.

EMPLOYEES EXCUSED FROM WORK DURING “EMERGENCY CONDITIONS”

SB 1044 allows employees to leave work or refuse to report to work during an “emergency condition,” defined as disaster or extreme peril to the safety at the workplace caused by natural forces or a crime, or an evacuation order due to a natural disaster or crime at the workplace, an employee’s home, or their child’s school. The law specifically excludes health pandemics from the definition of emergency condition.

The law also prohibits employers from taking adverse action against an employee for refusing to report to or leaving work during an emergency condition.

The law does not apply to first responders; disaster or emergency service workers; health care workers who provide direct patient care or emergency support services; and employees who work on nuclear reactors, in the defense industry, or on a military base.

HEAT ILLNESS AND WILDFIRE SMOKE

AB 2243 requires CalOSHA to submit a regulation proposal to consider revising the heat illness standard and wildfire smoke standard. With regard to farmworkers specifically, the law further requires a regulation to consider making respiratory protective equipment mandatory

at an AQI of 301 or higher.

PROHIBITION OF ADVERSE ACTION FOR OFF-DUTY MARIJUANA USE

AB 2188, which takes effect on January 1, 2024, prohibits adverse action based on an employee’s use of cannabis off the job and away from the workplace or if a pre-employment drug test finds non-psychoactive cannabis metabolites in the applicant’s hair, blood, urine, or other bodily fluids. The law exempts employers in the building and construction industry and applicants and employees in positions requiring a federal background investigation or clearance. The law also does not preempt state or federal laws applicable to companies receiving federal funding or federal licensing-related benefits, or that have federal contracts.

INCREASED UNEMPLOYMENT AND FAMILY TEMPORARY DISABILITY INSURANCE BENEFITS

SB 951 increases the amount of unemployment and wage replacement benefits for low-wage employees under the family temporary disability insurance program, for disabilities or covered incidents occurring on or after January 1, 2025.

AMENDMENT TO CALIFORNIA FAMILY RIGHTS ACT

AB 1041 expands the categories of individuals for whom an employee may take leave under the California Family Rights Act to include a “designated person,” defined as “any individual related by blood or whose association with the employee is the equivalent of a family relationship,” and includes domestic partners. An employer may limit an employee to one designated person per 12-month period.

BEREAVEMENT LEAVE

AB 1949 requires employers with five or more employees to provide up to five days of unpaid bereavement leave for an employee within three months of the death of a family member.

CIVIL PENALTIES AGAINST PUBLIC EMPLOYERS FOR DETERRING UNION MEMBERSHIP

SB 931 permits an employee organization to file a claim against an employer before the Public Employee Relations Board (PERB) alleging violations of Government Code section 3550, which prohibits a public employer from deterring or discouraging public employees or applicants from becoming or remaining members of an employee organization. Fines are \$1,000 per affected employee, not to exceed \$100,000. The PERB will award attorney’s fees and costs to a prevailing employee organization unless the Board finds the claim was frivolous, unreasonable or groundless.

CRIMINAL CONVICTION RECORD RELIEF

SB 731, effective July 1, 2023, seals records of defendants convicted of most felonies on or after January 1, 2005, if they completed their sentence, probation, supervision, parole and any other terms of their conviction, and are not convicted of a new felony for four years.

The new law would not apply to registered sex offenders or those convicted of violent or serious felonies, such as murder or attempted murder, manslaughter, kidnapping, assault with a deadly weapon, robbery, and similar offenses.

TIME PERIOD FOR CIVIL RIGHTS DEPARTMENT TO FILE SUIT FOR EMPLOYMENT DISCRIMINATION

Employees who file complaints of employment discrimination with the Civil Rights Department may file a civil suit if the department does not file suit within a specified time period. AB 2960 tolls those time periods during a pending dispute resolution proceeding.

MOTOR VEHICLE TRACKING

AB 984, which requires the department of motor vehicles to allow vehicle location technology on fleet vehicles, prohibits employers from using the devices to monitor employees except during work hours, and only if strictly necessary for the performance of an employee’s duties. Employers that install the tracking devices on vehicles must provide notice of the monitoring that includes information about employees’ right to disable the devices during non-work hours.

CALSAVERS RETIREMENT SAVINGS PROGRAM

On March 22, the California Code of Regulations was amended, effective immediately, to clarify the definition of “exempt employee” under CalSavers, the state-run employee retirement plan for employers that do not otherwise participate in a tax-qualified employee-retirement plan. The prior section of the regulations defined employers required to participate in CalSavers as those with “more than five” employees. Under the amended regulation, an “eligible employer” is a business with five or more employees that does not offer a retirement savings program.

Then, on August 26, 2022, California enacted SB 1126, which further expanded the definition of “eligible employer” to include businesses that do not participate in a retirement savings plan and have one or more eligible employees. The law requires such employers to have a payroll deposit savings arrangement in place to allow employee participation in the program by December 31, 2025. The new law excludes from the definition of “eligible employer” sole proprietorships, self-employed individuals, or other business entities that do not employ any individuals other than the owners of the business.

WAGE GARNISHMENT

SB 1477 reduces the maximum amount of wages that may be subject to garnishment.

RESTROOM ACCESS FOR CERTAIN MEDICAL CONDITIONS

AB 1632 requires businesses open to the public that have restrooms for employees to allow individuals who have Crohn’s disease, ulcerative colitis, irritable bowel syndrome, or any other similar medical condition, to use the employee restrooms. ■

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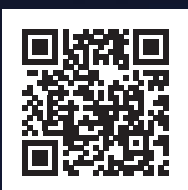
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#YouButterballedMeBro

By Rudy Stankowitz, Aquatic Facility Training and Consultants

RUNNING A SERVICE COMPANY with a crew, I have tried several things over the years to keep them motivated, build a sense of team, and keep morale high. This was critical in performance and retention. Otherwise, the job can become highly repetitious, emulating factory work with the functions at times nearing brainless activity. Sounds harsh, but if you've ever daydreamed through a service visit at a customer's pool, you know exactly what I am talking about. I wanted to thwart the dissociative pool cleanings as much as possible, and I wanted my team to be excited about coming to work.

Movie tickets were cheap (in comparison to other things). Not compared to what they used to be, but super affordable for me to buy a quantity. In bulk, I'd pick up twenty or thirty at a time and a little bit of a discount Premiere Movie Ticket | Regal Corporate Box Office. Any tech who didn't have a customer complaint during the month would get a pair of

tickets. For me, at \$9 each (\$18 for two), it was a minimal expense to reduce inbound Karen calls. My techs thought being awarded a night out was worth putting in the extra effort.

Christmas was always a bonus, and PTO (paid time off). They'd get that week following the holiday with pay and a bonus equal to a week or two's pay. The amount depends upon how well we did as a company. There's always another week of PTO that techs could use throughout the season for whatever. The ability to gain the third week was something that came with seniority.

None of this is enough if you want Gen Z on board, and like it or not, if you don't, now you will. This new wave of workers wants vacay, insurance, and retirement savings with a huge match, but that's not all. These recruits also want student loan assistance, tuition reimbursement, and maternity/paternity benefits. Of course, they want to make

good money as well. Keep in mind that Moe's (Welcome to Moe's!) pays new hires \$18 an hour to wrap burritos. This is what you're competing with, and your vacant position comes with responsibility, accountability, and stress.

I decided this one year that I wanted to do something for Thanksgiving. I remember back when I was starting that companies would do that. Nothing extravagant. A gift card for a Turkey or something. I don't have a huge team, and I did have a couple of freezers, so I figured I'd go to the supermarket and pick up a bunch of frozen birds. While I'm there, heading toward the register for checkout,



my wife calls. I tell her what I'm doing, and without pause, she says, 'get those store-brand turkeys out of your cart and get some Butterballs.' Of course, I had a cart full of store-brand turkeys – How'd she know?

I swap out the generic poultry for the brand name as directed, and I'm on my way. Birds are in the freezers, and I plan to present

one to each tech the Friday before the holiday week. I figure this way; they don't have to worry about getting one if they haven't already and will have plenty of time to let it thaw out. That Friday comes, and I hand out freezer aisle gobblers as planned. Everyone seems genuinely surprised and appreciative. Good – that is precisely what I was hoping.

Then Monday morning comes. One of my best guys (or so I thought) does a no-call no-show. Usually, I wouldn't care and move on, but this tech never gave me any headaches. So, I called and left a voicemail. Hours pass, and nothing. I'm starting to worry a little that something happened. I send a text message—still nothing.

Another couple of hours pass, and finally, an incoming text. All it says is F-this and F-you and F-that. I'm baffled and have no idea what's going on. Maybe he sent this to me by mistake. 'Hey, this is Rudy,' I responded to alert him of the error in the recipient, 'Are you okay?'

Immediately he fires back, 'the only reason you gave me a turkey is that you know you don't pay me enough to feed and take care of my family. I'm flabbergasted, entirely without words, but thinking to myself, 'Dude, I gave out ten of these things'.

Everything goes quiet. I don't hear another word. The rest of my team still expresses gratitude and appreciation for the gesture. No worries. We go through the day and cover the pools the guy would have had on his route. I get home, get a cup (of coffee), and check out my Facebook page. I had taken the app off my phone because social media was a huge time suck. I see that the fowl-mouthed (see what I did there) quitter had posted something to my page. Just a single hashtag, #YouButterballedMeBro ■

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

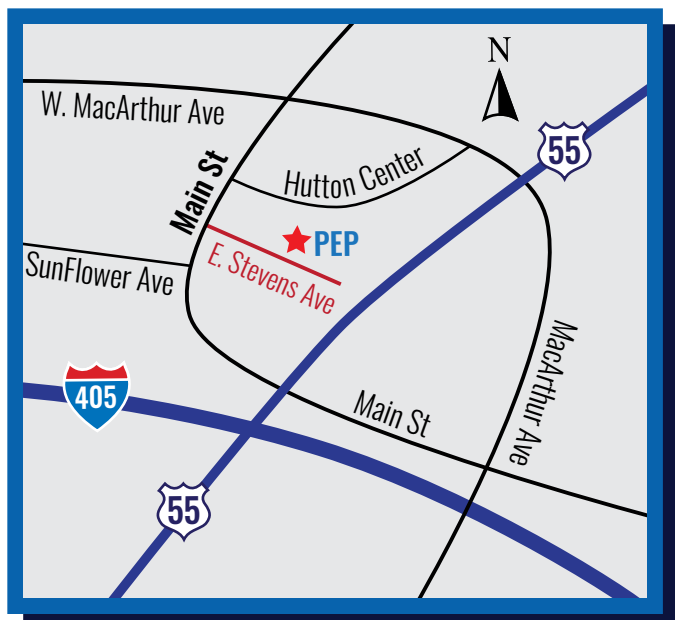


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Expanding Into Tile Cleaning

By Michelle L. Cramer

BRANCHING OUT INTO POOL tile cleaning can be lucrative for your pool business — after all, calcium and scum buildup on tile is inevitable over time — but not every pool company is equipped with the skills and tools to clean it well and prevent damage. It's important to first learn from well-versed experts.

Superior Pool Solutions in Glendale, Arizona, offers tile cleaning as a specialty service for customers. Superior provides a free estimate after assessing the calcium buildup on the tile, says Robert Spacy, owner and operator. Seeing the pool helps Spacy determine whether the pool needs to be drained partially or fully, what kind of tile it is and whether the pool will need an acid wash.

Pool pros should also figure out where to drain the pool water before commencing the job. "Here in Arizona, you can be fined for draining into the street," Spacy says, "so it's important to locate your clean outs [and] prescreen for proper draining areas." If he can't locate the cleanout, Spacy gets a one-time draining permit from the city (but he first has to neutralize the chlorine).

Brian Isbell's business, Precision Pool Tile Cleaning in Eastvale, California, does more than 1,500 cleanings a year. Exclusively doing tile cleaning for nearly 20 years, Isbell's first step on a new job is to temporarily disable the customer's pool

equipment, then drain the pool water 8 inches below the tile line using a company pump.

Precision then sprays an environmentally safe tile and grout cleaner and nonabrasive on the tile surface and, using the same pump, vacuums the spent media from the bottom of the pool, leaving no residue. Precision also offers a private-label tile sealant that lasts up to two years, enhancing the look of the tile and making it easier to maintain between professional cleanings.

Mark Howard, franchise partner for Poolwerx Union Hills in Phoenix, says calcium and body oil are the two most common pool tile stains. Body oil stains are easier to manage and typically only require a reliable tile cleaner; Howard's team uses 3X:Chemistry's SR3 Scale Remover and Tile Cleaner — and a basic scrubber. "Calcium stains, however, can be tricky," he says. "For this type of staining, we'll need to use glass bead media with a compressor, media hopper, pressure tank, media dryer and approximately 300 feet of hose to blast it off [the tile]."

Spacy says he's seen homeowners trying to remedy a calcium stain on their own with a pumice stone and brute force. "It's very inexpensive, but can easily damage tile and leave scratches on the tile surface," he says. "I see it all the time and there's usually evidence of a used-up pumice stone, sore fingers and an upset

spouse somewhere close by. Not to mention poor results, which usually leads them to call me to remove the calcium buildup via media blasting. It's more costly, but you have a professional involved."

Isbell's company has three mobile cleaning units that can provide tile cleaning services on at least six pools per day, per truck. His company uses dry air combined with other materials such as glass bead, MaxxStrip blast media or crushed glass and is careful to select the right material depending on the surface: "Glass tiles, black tile, marble and very thick calcium deposits require the MaxxStrip material so as not to scratch or etch the tile," Isbell says.

Isbell uses Clemco or Schmidt brand sandblast pots to apply the abrasion media, but says sometimes his team has to scrub tile by hand if the staining isn't deep and blasting would cause damage. Under these circumstances, Precision uses a private-label tile and grout cleaner.

A simple tile cleaning for body oils is included in the weekly pool service Poolwerx Union Hills provides — but for calcium staining, Howard charges an additional \$5 per linear foot. The service fee may increase depending on the type of tile and the severity of the stain.

Spacy's tile cleaning rate depends on the type of tile and media used for blasting. Superior's



service starts at \$4.50 per linear foot for basic porcelain pool tile. Pricing for glass tile starts at \$5.50 per linear foot to use MaxxStrip. "It's really hard to have set pricing for tile cleaning because there are so many variables," Spacy says. "Time is money, and if we have a pool with super thick calcium buildup, we bid accordingly."

Isbell's base price depends on the homeowner's service area and includes lowering the water level, cleaning the tile and clean up. "We pride ourselves on our clean up," Isbell says, which includes vacuuming spent material out of the pool and blowing and hosing down the patio or deck area — a service he says he's rarely seen his competition offer. There are no hidden fees, such as a materials fee or tax, he adds, and the only additional cost is optional tile sealant.

All three businesses rely on word-of-mouth referrals and

relationships with pool companies that do not offer tile cleaning services for new clientele.

"They help get our name out and see firsthand the quality of work we do," Isbell says. "We, in turn, try to also give them business." Because tile cleaning is typically done only every two to four years, Isbell says clients must have a stellar, memorable customer service experience so they'll return to him the next time.

If you're looking to expand into tile cleaning, Isbell recommends first working as an apprentice with a reputable company, asking a lot of questions and researching. He's mentored many individuals looking to start their own tile cleaning business and is willing to do so for others, and he's also considering franchising in the future.

Individuals wanting to branch

Continued on page 10



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Tile Cleaning

Cont. from page 9



into tile cleaning should “train, train, train,” Howard says: “Tile can easily be damaged. If you aren't training and managing in-house, ensure that your subcontractors are experienced so you aren't damaging a client's pool.” Spacy says tile cleaning can be a specialty service that sets a business apart from other pool service companies. “I look at tile cleaning like an art,” he says. “I love doing it and when my customer walks out and sees their tile for the first time [after I clean it]. That's what it's all about.” ■

Article originally published on May 4, 2021 by PoolPro Magazine.

Things to do in December

- Buy new equipment and/or trucks
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PVC Membranes— A Great Solution for Pool and Spa Decks

By Matthew Sands, Renolit

AS POOL PROFESSIONALS CONTINUE to look at different coatings options to offer clients for pool interiors, so too are they looking for new options for the surrounding deck area of the pool as well. This is particularly important for pool renovations. Once pool professionals renovate the interior of the pool, the deck must also look great to complete the renovation. This is where a PVC pool deck membrane becomes an extremely attractive solution. By using the similar techniques used to cover the interior of the pool, installers can also use PVC pool deck membrane to renovate the surrounding deck area to completely waterproof and beautify the pool surroundings.

RENOVATION BENEFITS OF PVC POOL DECK MEMBRANE

The use of concrete, stamped concrete, wood and flagstone have traditionally been the primary choices for surrounding pool and spa decks. But once these surfaces become worn and cracked, pool owners are looking for ways to renovate these decks. Pool professionals should consider adding PVC pool deck membranes to their offering because it provides a long-lasting waterproof solution that doesn't require recoating and offers a solution with far less maintenance than traditional decking solutions. Unlike concrete decks, PVC membranes for pool and spa decks can be installed in almost any temperature.

In fact, the PVC membrane eliminates the common cracking problems in concrete that occur with freeze-thaw weather.

Additionally, the installation of the PVC pool deck takes far less time than traditional decking materials. Residential pool installers will also benefit from the shorter installation times to maximize the number of jobs they can do in a season without waiting for subcontractors or drying concrete.



year-round on indoor pools and even in many cooler climates into the late fall and early spring. In fact, PVC membranes can be a great profit center for larger service companies looking to expand their service offerings! This attractive, quick-installation and long-lasting decking renovation solution is a terrific option for pool professionals to start offering around pools and spas in 2023! ■

SAFETY BENEFITS OF PVC POOL DECK MEMBRANE

The decks around swimming pools can often be the most dangerous part of the pool. Older, cracked or peeling decks cause injury from slippery surfaces, and cut feet from cracks. The PVC membrane encapsulates and makes the deck area slip resistant and waterproof. This option is an ideal solution for decks experiencing cracking, flaking, de-lamination and peeling.

ADDING PVC POOL DECK MEMBRANE OPTION

Similar to the installation of PVC membranes on pool interiors, the PVC pool deck membrane is rolled out and welded-together ON-SITE to ensure a perfect, smooth fit to the pool deck shape.

The process does require some skill, but many suppliers provide onsite training and initial installation assistance to pool professionals that are getting started. Once trained in PVC pool deck membrane installation, the product can be installed



ABOUT THE AUTHOR

Matthew Sands has over a decade of successful experience in the construction renovation sector of Renolit, having worked for one of the most well-known European flooring brands. Matt has been overseen the renovation of several major projects including La Fenice Opera House in Venice, Italy, and LAC Cultural Center in Switzerland. Mathew can be reached at Matthew.sands@renolit.com

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Now Is a Great Time to Update Your Business Plan— Here’s How

By Alan E. Sanderfoot

IT’S AS COMMON AS FINDING improperly balanced pool water.

I’m talking about pool service entrepreneurs who are so busy working in their business that they don’t have the time to work on their business. For these time-crunched professionals, there’s truth in that old trope about working smarter, not harder. One of the best ways to do that is to have a well-conceived business plan.

You might have written a business plan if you needed a loan to start your pool service operation. However, many service companies start with a pickup truck and some basic pool cleaning equipment they bought using a credit card. So, even though a good business plan guides you through each stage of starting and managing your business, it’s important to update your plan annually so you have a current roadmap for how to structure, run, and grow your pool service enterprise.

If you’ve never created a business plan, a good place to start is the U.S. Small Business Association (SBA), which offers a guide for writing your plan. Whereas you’ll need to create a traditional, detailed plan

if you’re working with lenders and investors, you can still benefit greatly from doing a lean version, which takes a high-level focus and is faster to write. The SBA offers online examples of both types of plans.

The lean version is ideal for small businesses that want to maximize their ROI while working with a plan that’s easy to update and refine as time goes by. One popular lean business plan format is the Business Model Canvas, for which you can find various templates and web-based software applications online. The method comes from the bestselling management book Business Model Generation and is designed to make it easy to test out different business models. It focuses on nine building blocks of any enterprise, including:

- Customer segments — the people

and organizations for which you’re creating value, such as high-end residential pool owners, community pools, recreational aquatic facilities, etc.

- Value propositions — the bundles of products and services you provide each customer segment, as well as the needs you’re satisfying and the problems you’re solving.
- Channels — the touchpoints through which you’re interacting with customers and delivering value.
- Customer relationships — the

customer experience from start to finish, including an evaluation of how successful these relationships are.

- Revenue streams — how your company intends to make money, such as one-time service calls, ongoing service agreements, in-store and online sales, etc.
- Key resources — the infrastructure and assets needed to run your business, from professionally trained service technicians and fleet vehicles to pool service equipment and commercial property.
- Key activities — what you need to be doing to perform well and to operate at peak efficiency, from professional development training and marketing to employing mobile technology to manage routes and communicate with customers.
- Key partners — who can help you succeed. Examples include suppliers, manufacturers, and trade associations, such as the Pool & Hot Tub Alliance. The PHTA offers numerous resources, including technical training, and the Economic Impact Report (which gives a snapshot of the past year to help guide future business decisions).
- Cost structure — the cost of all aspects of your business model and helps you prioritize spending for maximum ROI.



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“ Even though a good business plan guides you through each stage of starting and managing your business, it’s important to update your plan annually so you have a current roadmap for how to structure, run, and grow your pool service enterprise. ”

A brief online video explains how these building blocks are used to organize and implement activities for business growth. Remember, however, that a business plan is only as good as the effort you put into it and your ability to work the plan each day to make sure you stay on course to reach your goals. ■



Next in the IPSSA Webinar Series— A Discussion on Branding and Leadership

Presented by Jamie Novak

JOIN US FOR OUR NEXT WEBINAR SERIES on January 17, 2023, from 5:30pm – 6:30pm (PST). During this webinar, Jamie Novak from BioLab will lead a discussion on the topics of branding (personal and business), goal setting, motivation, and leadership. This session will highlight strategic and proven tactics to help business owners and employees improve communication as well as problem-solving skills that can be applied in the workplace and beyond. Join us to connect through real-world examples and story sharing on these very important topics for your business.

Advanced registration is required. Register now to secure your spot: [Webinar Advanced Registration](#) ■



ABOUT THE SPEAKER

Jamie Novak is the Director of Pro Brands Marketing at BioLab, a division of KIK Consumer Products. She's worked in marketing & sales for Newell Rubbermaid, Zodiac Pool Systems, & AquaStar with 17 years of experience in the pool industry. Jamie received her MBA with concentrations in Marketing & Leading Organizations from Johns Hopkins Carey Business School. A storyteller by nature, Jamie is passionate about branding and the customer experience.



IPSSA Code of Ethics

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

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

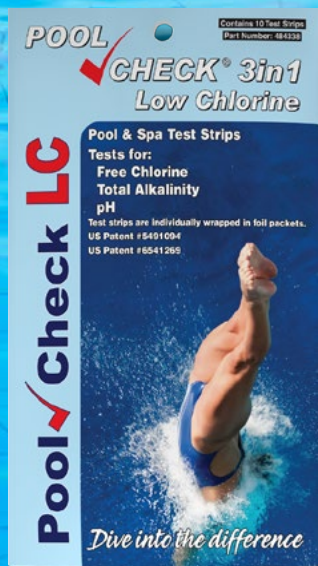
My final responsibility will be to my community and its citizens. I will strive to communicate the necessity for pool safety and other issues of importance to pool and spa owners.

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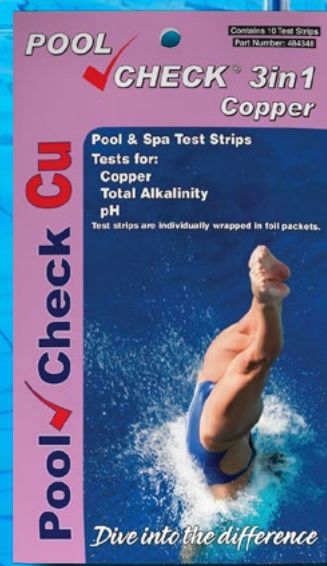
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IPSSA EVENTS



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February 8-10, 2023

Loews Coronado Bay Resort
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SOUTHWEST POOL AND SPA SHOW

February 8-11, 2023

George Brown Convention Center
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EVERYTHING UNDER THE SUN EXPO (FSPA)

February 24-25, 2023

Orange County Convention Center
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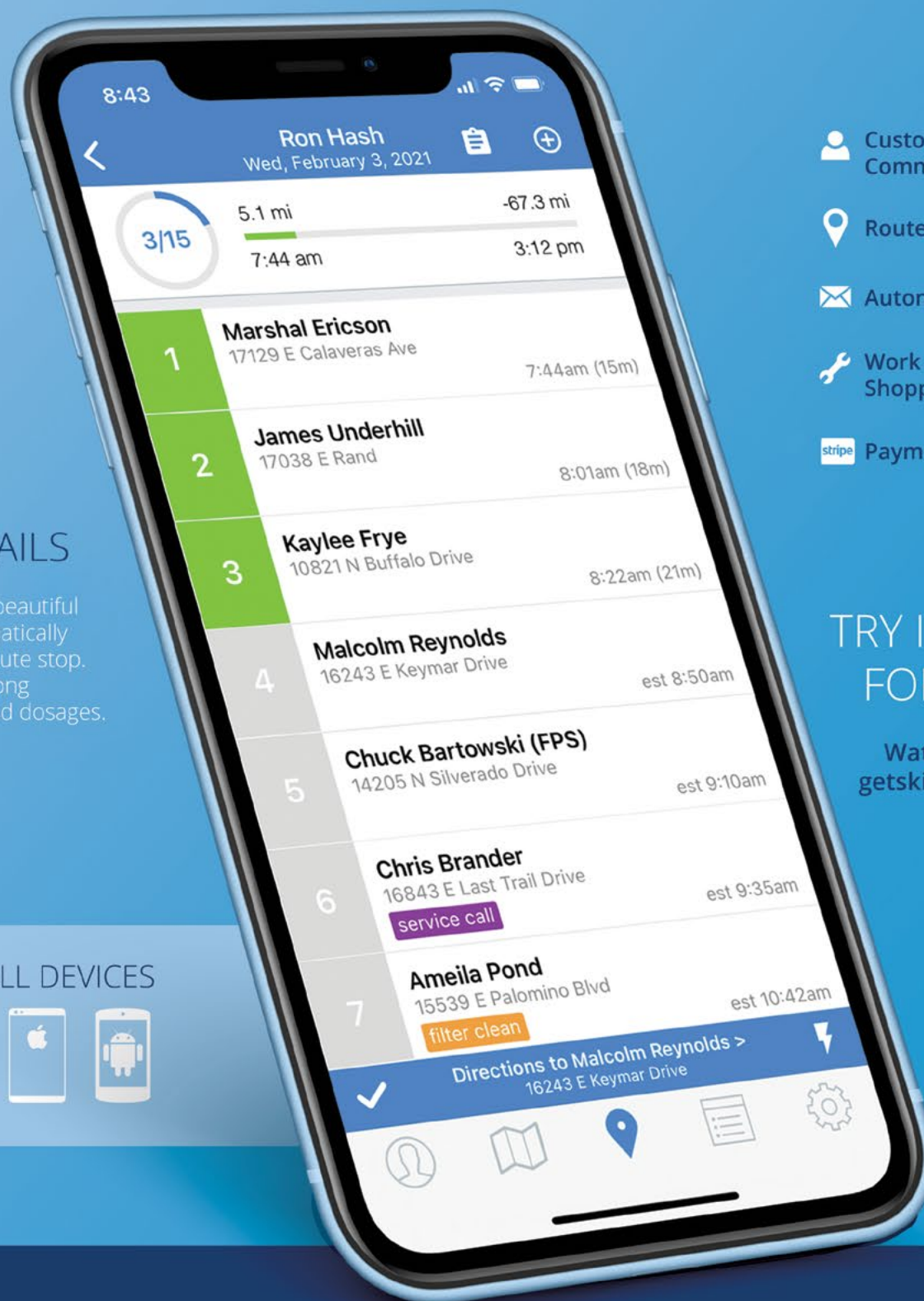


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CALLING ALL IPSSA REGULAR MEMBERS

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 Randall Hayden of the IPSSA Region 8 – East Valley Chapter.

“The Path to Professionalism to me means learning about the industry as a whole, all the way down to your business. IPSSA has introduced me to so many vendors and other business owners that I've been able to shape my business by learning their best practices.”



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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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Ozone acts as a primary oxidizer, not as a disinfectant or biocide. Disinfection is achieved by maintaining a free available chlorine or bromine residual. Because Ozone is a more powerful oxidizing reagent than chlorine, Ozone reacts with organic or nitrogen containing compounds faster. Ozone does not combine with other compounds; instead, it causes the organic and nitrogen compounds to break apart. The smaller molecules are more water soluble, and some can even gas-off. Amine compounds are altered so that they no longer combine with chlorine. Ozone stops the buildup of chlorinated organic and amine compounds and does not form combines.

To summarize, chlorine's biocidal and residual properties are excellent, and in pool and spa water, chlorine is the primary biocide and the free available residual. Ozone is the primary oxidizer. Ozone increases chlorine's effectiveness as a biocide and residual.

Without Ozone, the homeowner uses much more chlorine to keep a free available residual and requires "superchlorination" or "shocking" compounds and other specialty chemicals to treat problems caused by pool oxidation by chlorine.

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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:
I manufacture and sell commercial spa covers in addition to providing routine pool and spa service. I don't sell many covers and haven't had any issues to date. I recently learned that local regulations require that commercial spa covers be removed every time the pool is open to the public. I service many of these spas only three times per week. I am at risk if there is a drowning incident if the property manager doesn't remove the cover?

ANSWER:
Manufacturing swimming pool equipment, supplies and accessories is a very different risk that pool and spa maintenance. You will need additional insurance to properly cover you for this exposure. I am concerned that these covers may not have been manufactured to industry standards, or received the rigorous safety testing that would be prudent for this product. Spa covers can present a drowning hazard to someone who falls into the spa, so this is a big concern. Furthermore, you told me that these covers do not have any safety labels, and failure to provide adequate warning could be the basis for a product liability lawsuit against you. Finally, I am concerned that you haven't adequately warned the property management company of their responsibility pursuant to the local regulations that require the cover to be removed when the pool is open.
You only sell a few covers each year. Perhaps it is time to re-evaluate the small financial benefit you get from cover sales in light of the substantial risk factors involved with continuing to manufacture and sell these covers. ■



Ray Arouesty
SENIOR VICE PRESIDENT, ARROW
INSURANCE SERVICE,
A DIVISION OF HUB INTERNATIONAL
INSURANCE SERVICES
hubinternational.com
805.955.9530
Ray.Arouesty@HubInternational.com

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0:01

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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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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: [Deon Nesson](#), 916-870-7630

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: [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: [Robert L. Betts](#), 626-757-6707

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 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.
Megabyte'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 Wednesday, 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

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: [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 (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., Tucson, 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

ipssaffl.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

Associate Members

TITANIUM PARTNERS



Arrow Insurance Service*
arrowinsuranceservice.com
 Ray Arouesty: ray.arouesty@hubinternational.com
 General information and certificate requests:
 800-833-3433
 Insurance billing information: 844-574-1134
 Insurance issues



BIO-DEX
bio-dex.com
 623-582-2400
 Lori Brumagin: lorigbrumagin@bio-dex.com
 Paul Matthews: pmatthews@bio-dex.com
 Manufacturer of professional strength pool and spa chemicals



Solar Pool Supply
solarpoolsupply.com
 619-312-4822
 Matt Yoder: matt@solartechonline.com
 Solar Pool Supply specializes in high performance solar pool heating products and DIY kits

PLATINUM PARTNERS



AQUASALT, LLC.
aquasalt.com
 Susan Stevens: sstevens@aquasalt.com
 866-549-POOL (7665)
 Salt for chlorine generators



Fluidra USA
fluidrausa.com
 Steve Gutai: 800-822-7933 X 3323
 Zodiac, Jandy Pro Series, Polaris, Nature 2, iAquaLink, Cover Pools, CareTaker, Grand Effects and Blueriot Products



Hayward Pool Products Inc.*
haywardnet.com
 909-594-1600
 Fred Manno: fmanno@haywardnet.com
 John Rodriguez: jrodriguez@haywardnet.com
 Bob Seward: bseward@haywardnet.com
 Manufacturer of swimming pool equipment



Leslie's Swimming Pool Supplies
lesliespool.com
 800-537-5437
commercial@lesl.com
 Supplier of all pool and spa equipment, parts, chemicals and maintenance items



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