

www.nspf.org/español website launched for Spanish speakers

The new NSPF® bilingual website creates easy access to critical information and training for Spanish-speaking people around the globe

A bilingual twin to the National Swimming Pool Foundation® (NSPF®) website is now available at www.nspf.org/espanol. This new site will help Spanish speakers in the U.S. understand prevention tools while their English speaking, writing, and reading skills develop. The valuable information on the English site attracts over 40,000 visitors per month. The new site will also bring valuable prevention information to native-Spanish speakers in Central America, South America, the Caribbean, and Spain. Visitors can easily toggle back and forth between the two sites by clicking the “Español” or “English” button on most pages.

“The war to combat illness, drowning, and injuries is being waged around the world and champions for safety must have tools they understand to tip each battle in our favor,” reinforces Thomas M. Lachocki, Ph.D., CEO of NSPF. “We have to stand together with our brother professionals around the world in our common cause. Outbreaks or drowning are bad whether they are in Bogota, Barcelona, or Boston. The first step

to prevention is through education,” he concludes.

This parallel website is the next step in NSPF’s effort to bring leading prevention information to a broader world audience. They started by translating the Certified Pool/Spa Operator® (CPO®) Certification Handbook, Pool Operator Primer™ online training, the eProAcademy™ online learning center website, and the Pool Math™ Workbook. The “Handbook” is also available in French. The most critical pages on the Spanish site describe educational programs, online training opportunities, NSPF products, World Aquatic Health™ Conference information, research, news and articles, resources and links, and the online shopping cart.

“With Ms. Silvia Uribe, a certified translator and interpreter on the NSPF team, we are converting our customer’s wish list into reality,” summarizes Alex Antoniou, Ph.D., Director of Educational Programs at NSPF. We continue to look for ways to prepare professionals to prevent injury and illness,” adds Antoniou.

Ask the chemist

Have you ever had something unusual happen and wonder why? This may be your chance to find out.

We are in the process of creating an Intermediate Training Manual on water chemistry. There is consideration for dedicating a chapter to answer questions of the unknown. You know, like “Why did I get a strange color when testing pH?”

Maybe it’s something that happened in your daily operations. Maybe it’s just a water chemistry question you’ve always wondered about.

If we get enough responses to make a chapter, you may be able to find out. Please email your water chemistry questions to the IPSSA executive office at ipssamail@aol.com. Please put “chemistry question” on the subject line and include your name and chapter.

The deadline to submit your questions is August 31.

IPSSA members approve amendments to bylaws

IPSSA members approved two proposed amendments to association’s bylaws: to eliminate the requirement to have membership approval for the creation of new regions and to remove reference to a specific number of regions (10).

Ballots were mailed to all regular members at the end of April and were due in the financial office by June 15. A total of 692 votes were cast.

The amendment that eliminates the requirement to have membership approval for the creation of new

regions was approved by 401 members. 272 members voted against the amendment and 19 of the ballots cast did not indicate a vote.

The amendment that removes a specific number of regions from the bylaws had the following vote count: 456 approved; 231 did not approve; and 5 did not vote.

The amendments to the IPSSA bylaws go into effect immediately. An updated copy of the bylaws is available by writing to ipssamail@aol.com.

Gary Meyer begins service as IPSSA liaison to NPIRC

On April 17, 2008 Gary Meyer made his first trip the National Pool Industry Research Center (NPIRC), as the new IPSSA liaison, accompanied by outgoing liaison Dan Gossage. Gary spent a full three days at the center meeting the NPIRC administrators and the National Plasters Council participants, where two pools were stripped and replastered. Gary received reams of history and protocol information collected by Dan during his service as IPSSA liaison.



Gary Meyer

Gary was unanimously confirmed as the IPSSA liaison to NPIRC and NPC in April of this year and has since attended the National Plasters Council board meeting in Boston, Massachusetts, for another few days of new faces and familiar names. The NPC selected Gary to sit on its research, and scholarship committees.

The membership and BORD of IPSSA owe Gary and big vote of thanks for volunteering as the IPSSA liaison. This very important position in our organization takes a special type of person who is willing to give up personal time for such a demanding job.

Gary has been an IPSSA member for twelve years. He is a member of the Santa Clara chapter of Region 10, where he previously served as chapter reasurer. He is a California contractor and the IPSSA regional CPO instructor. Gary will serve on the NPIRC advisory board helping select new research projects.



Jeremy Smith (president of the IPSSA Mid Cities DFW chapter) conducted a water safety seminar for students at his son’s elementary school. See the full story on page 11.

CDC offers advice on sun protection

One of the most important things pool and spa professionals must do is to protect their skin from the damaging effects of prolonged sun exposure.

The Centers for Disease Control offer an abundance of advice on their web site. Visit <http://www.cdc.gov/cancer/skin>

Sun Exposure

Q: When do I need to protect myself from sun exposure?

A: Protection from sun exposure is important all year round, not just during the summer or at the beach. Any time the sun’s

ultraviolet (UV) rays are able to reach the earth, you need to protect yourself from excessive sun exposure. UV rays can cause skin damage during any season or temperature.

Relatively speaking, the hours between 10 a.m. and 4 p.m. during daylight savings time (9 a.m. - 3 p.m. during standard time) are the most hazardous for UV exposure in the continental United States. UV radiation is the greatest during the late spring and early summer in North America.

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THE IPSSAN

Official Publication of the
Independent Pool & Spa Service Association, Inc.
P.O. Box 15828, Long Beach, CA 90815-0828
(888) 360-9505 • (888) 368-0432 (FAX)
Email: ipssamail@aol.com
Website: www.ipssa.com

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Deadline for submission of articles is the 15th of each month. Material submitted late will be considered for the following month.

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Robert Warner wins May Education Corner quiz

Robert Warner, a member of the IPSSA San Diego East County chapter, was randomly selected among all of the correct entries for the May Education Corner Quiz and will receive an IPSSA sports watch. All correct entries submitted during 2008 will be eligible for a big drawing at the end of the year for more IPSSA logo items.

The correct answers for the May quiz are: 1) Total alkalinity controls pH and pH controls the killing power of the chlorine or bromine. A) True; B) False. *The correct answer is A) True.* 2) The 5 major parameters involved with water balance are: pH, alkalinity, temperature, TDS and A) Calcium hardness; B) Cyanuric acid; C) Iron and copper; D) Magnesium. *The correct answer is A) Calcium hardness.* 3) A 12 percent solution of liquid chlorine (sodium hypochlorite

12%) weighs 9.74 lbs. per gallon and it contains how much pure chlorine? A) 1.0 pound; B) 2.0 pounds; C) 3.0 pounds; D) 1.2 pounds. *The correct answer is*

A) 1.0 pound. 4) Chemicals are all that are required to produce safe, clear and pleasing water. A) True; B) False. *The correct answer is B) False.*

Calendar of Events

August 2	IPSSA Board of Regional Directors Meeting Crowne Plaza Hotel, San Jose, California IPSSA executive office, 888-360-9505
Sept. 14	IPSSA Region 5 Family Picnic Fairview Park, Costa Mesa, California John Taggart, 714-396-1091
Oct. 2-4	Pool Industry Expo Monterey Conference Center, Monterey, California www.poolindustryexpo.com
Oct. 15-17	Fifth Annual World Aquatic Health Conference Crowne Plaza Hotel, Colorado Springs, Colorado www.nspf.org
Nov. 1	IPSSA Board of Regional Directors Meeting Region 8 Location TBD IPSSA executive office, 888-360-9505
Nov. 18-20	International Pool Spa Patio Expo Mandalay Bay Convention Center, Las Vegas, Nevada www.poolandspaexpo.com
Jan. 14-17, 2009	Texas Pool and Spa Show Forth Worth convention Center, Fort Worth, Texas www.texaspoolandspashow.com
Jan. 21, 2009	IPSSA Region 5 HOTT Show Phoenix Club, Anaheim, California John Taggart, 714-396-1091
Jan. 29-31, 2009	Desert Pool and Spa Show Phoenix Convention Center, Phoenix, Arizona www.dps-show.com
Feb. 6, 2009	IPSSA Board of Regional Directors Meeting Hyatt Regency, Newport Beach, California ipssamail@aol.com
Feb. 7, 2009	IPSSA Annual Leadership Seminar and Banquet Hyatt Regency, Newport Beach, California ipssamail@aol.com
Feb. 14-19, 2009	20th Annual National Plasterers Council Conference Grand Sierra Resort, Reno, Nevada www.npconline.org
Feb, 20-21, 2009	Florida Pool and Spa Show Orange County Convention Center, Orlando, Florida www.floridapoolpro.com
Feb. 22-25, 2009	8th Annual National Drowning Prevention Symposium Deauville Beach Resort, Miami Beach, Florida www.ndpa.org

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Sports Watch

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All members who mail an entry with the correct answers will become eligible for a drawing at the end of the month for an IPSSA watch. All correct entries will go into a year-end drawing for other IPSSA merchandise. IPSSA members are the only eligible participants and only one entry per month is permitted. Each month, the winner of the drawing will be published in The IPSSAN. Entries for this month must be received by **AUGUST 20, 2008.**

- 1) A water molecule has ___ atoms.
 - a) 2
 - b) 3
 - c) 4
 - d) 5
- 2) Fiberglass is a material made from fine-spun filaments of glass woven into a fabric and used to reinforce plastic and other resins.
 - a) True
 - b) False
- 3) There is no effective way to lower TDS in a pool except to drain all or part of the water and refill.
 - a) True
 - b) False
- 4) The "ideal" pH range for pool water is:
 - a) 7.2 to 7.8
 - b) 7.4 to 7.6
 - c) 7.4 to 7.8
 - d) 7.2 to 7.6

Name _____

Address _____

City _____ State _____ Zip _____

Telephone Number (____) _____

Chapter _____

Correct Answers: 1. _____ 2. _____ 3. _____ 4. _____
(Please indicate A, B, C, or D for each answer.)
Mail Entry to:

IPSSA Quiz, P.O. Box 15828, Long Beach, CA 90815-0828
Or Fax to: (888) 368-0432

Entries for this month must be received by AUGUST 20, 2008.

WELCOME NEW MEMBERS!

REGION 1 – Capital Valley: Nathan Graeme Ediger, M. Wilkins. . . **REGION 2 – Central Coast:** Scott Mann. . . **REGION 3 – San Gabriel Valley:** Matt McAfee, Jason Pelto. . . **San Fernando Metro:** Daniel Medrano. . . **REGION 4 – Central Los Angeles:** Samuel Lee. . . **REGION 5 – Huntington Beach:** Frank McCrossan. . . **REGION 6 – Riverside:** Gerardo Hernandez. . . **Menifee Valley:** Greg Lee. . . **Temecula/Murietta:** Sean Maddox. . . **REGION 8 – Tucson:** Steve Fagan, Grant Ross. . . **REGION 9 – Austin:** Michael Andrews, Charles Del Castillo, Hal Denbar, Scott Doss, Mike Van Meegeren. . . **Gold Coast:** Barbara Wyble. . . **REGION 10 – Santa Clara:** Gary Garton. . . **Silicon Valley:** Dan Schoenberger

Financial office thanks chapters with prompt payments

The Financial Office thanks the following chapters, whose members all paid promptly in June before second notices were required:
Region 1: Gold Country, Solano, East Contra Costa
Region 2: Conejo, Visalia
Region 3: Foothill, San Gabriel Valley, Calabasas
Region 5: Saddleback, Mission Viejo
Region 8: Henderson
Region 9: Rio Grande Valley, Osceola, Manasota
Region 10: Mid-Peninsula, Monterey Coast

Highlights of May 3, 2008 IPSSA Inc. Board of Regional Directors meeting

Present: Mike Gardner, Region 1 Director; Lane Clark, Region 2 Director; Bob Nichols, Region 3 Director; Adam Morley, Region 4 Director; Bob Luedtke, Region 5 Director; John Bettencourt, Region 6 Director; Chuck Gough, Region 7 Director; Mark Cyr, Region 8 Director; Phil Sharp, Region 9 Director; Gary Ellyatt, Region 10 Director; Vickie Lester, CAE, Executive Director; Clint Cramer, CPA, Financial Office; Ray Arouesty, Arrow Insurance Service

Guests: Celia Hugueley, Gold Country Chapter, Region 1; Elias Duran, San Fernando Valley, Region 3; Peter Haverlation, San Fernando Valley, Region 3; Ivan Vance, San Fernando Valley, Region 3; Terry Snow, San Gabriel Valley, Region 3; Jim Romanowski, Orange County Pool Professionals, Region 5; Eric Cranfill, Menifee Valley Chapter, Region 6; Lance Sada, Menifee Valley Chapter, Region 6; Jim Elliott, Palm Springs Chapter, Region 6; Billy Brooks, Redland Chapter, Region 6; Frank Brooks, Redland Chapter, Region 6; Nathan Smith, Riverside Chapter, Region 6; Chris Alfaro, Temecula/Murrieta Chapter, Region 6; Jack Bigpond, Temecula/Murrieta Chapter, Region 6; Donald Garcia, Temecula/Murrieta Chapter, Region 6; Henry Herrera, Temecula/Murrieta Chapter, Region 6; Ryan Hurst, Temecula/Murrieta Chapter, Region 6; Jon Keigwin, Temecula/Murrieta Chapter, Region 6; Scott Moss,

Temecula/Murrieta Chapter, Region 6; Todd Starner, Manasota Chapter, Region 9; David Hawes, Tri-Valley Chapter, Region 10

Financial report and census: Cramer reported that for the period ending March 31, 2008, there were \$180,621 in revenues and \$199,201 in expenses for the general fund, with a net deficit of \$18,580. Assets were \$172,948, liabilities were \$6,390 and equity \$166,558. The Benevolent Fund took in \$2,661 and had disbursements of \$23,432, with \$16,428 available for future claims. The Scholarship Fund took in \$3,596 in revenues (including interest) and had \$3,036 in disbursements, with a net balance of \$128,317. The reserve fund balance is now \$404,112. The March 31, 2008 membership census shows a total of 3,705 members.

Administration: MSC to appoint Bill Brooks and Mark Harris to work with Bettencourt and Sharp on possible policies regarding centralized processing of membership applications and uniform minimum membership criteria. Gough volunteered to work with this task force. Lester reviewed the progress to date on the new web site. It was agreed to table discussions about a chapter awards program. That topic will no longer appear on agendas for future BORD members. Lester and Arouesty discussed the need for IPSSA to establish a policy on contract signing authority. Clark and Sharp will develop a draft policy for discussion at the

next BORD meeting.

Bylaws: Lester reported that an incorrect return address was printed on the ballot that was recently mailed regarding amendments to the bylaws. Although return envelopes were provided for the ballots, some ballots were returned in envelopes written by members to the incorrect address. The post office that handles the mail for those addresses (both post office

boxes) is forwarding the mail to the correct box. MSC to extend the deadline for the ballot's return to June 15 and to publish a notice in the June issue of The IPSSAN that any member who did not use the return envelope provided can verify with Cramer's office whether or not the ballot was received. MSC that members of all regions and/or chapters that are created after March 1, 2007 must pass the

IPSSA water chemistry exam within six months of filing a valid membership application form. It will be the responsibility of the chapter president and/or regional director to monitor this requirement. 24 months after creation, chapters and regions no longer will qualify for this exception. Regions 2, 3, 4, 5, 8 and 9 voted for the motion. Regions 1, 6, 7 and 10 voted against

Continued on page 4

Highlights of May 3, 2008 IPSSA Management Company Board of Directors meeting

Financial report: Cramer reported that for the period ending March 31, 2008, there were \$52,015 in revenues, and \$44,560 in expenses, resulting in a net income of \$7,455. Assets were \$695,435, liabilities were \$610,393, and equity was \$85,042.

Insurance report: Arouesty reviewed current insurance claims. He noted that members are being asked to drain pools at homes in foreclosure and he cautioned against this practice due to the risk of the pool popping, plaster damage, and injury claims.

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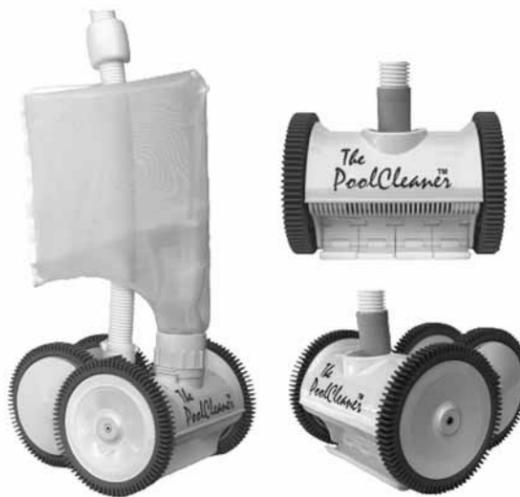
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BORD Meeting

Continued from page 3

it. MSC that committee chairs must approve expenses incurred by any non-BORD members who serve on their committees.

Education: MSC to approve the appointment of Phil Gelhaus and Greg Donoho to serve on the Education Committee. MSC to approve the expense of \$15,000 from the current Education Committee budget for authorship of

Intermediate Training Manual Part 1 Water Chemistry. Luedtke requested input on the content for this new manual. MS to accept the FPSIE educational sponsorship agreement as proposed. Motion failed. The Education Committee will work with FPSIE to redevelop this proposal.

Entertainment & trade shows: Lester reported that she has bids from two hotels for the August 2 BORD meeting in San Jose. She

will conduct site inspections on May 22 and a final selection will be made by the committee soon after that date. Lester was asked to secure meeting locations on a more timely basis in the future. After some discussion, it was agreed not to change the dates for the November BORD meeting in Las Vegas as proposed. BORD orientation and planning session will take place on Friday, October 31 and the BORD meeting on Saturday, November 1. Lester

will begin researching venues for this meeting so that a selection can be made before the August 2 BORD meeting. Lester reported she will soon submit an application for booth space at the 2009 Florida Pool and Spa Show.

Expansion: Starner reported on progress to date on expansion in Florida, with new chapters forming now in Venice and Jacksonville and a new chapter splitting off from the existing Gold Coast chapter. The Florida Pool and Spa Association now involves IPSSA representatives in its annual legislative day and on the Board of Directors of its show. MSC to approve creation of four new Region 9 chapters in North Dallas, Texas; Venice, Florida; Jacksonville, Florida, and an additional Fort Lauderdale area chapter. There was a discussion on the number of members that is required in order to create a new region. The BORD expressed gratitude to Starner for his efforts on behalf of IPSSA. MSC to approve the appointment of Jim Romanowski to the Expansion Committee.

Finance: MSC committees must have BORD approval to spend more than \$2,500 for non line item expenses allotted to that committee. MSC chairs of committees must give detailed line item budgets for their committee's 2008 annual budget allowance and for all budget processes going forward. All committees must submit their financial reports and budget requests within the next sixty days. MSC to amend policies and procedures to allow use of credit cards for payment of dues. MSC that the reinstatement fee of \$50 shall be waived if a member agrees to go on automatic withdrawal payments or automatic credit card payments of monthly insurance and fees. MSC that electronic billing will be made available to members, permitting members to have their fees and dues automatically deducted from their checking accounts or paid by credit cards.

The IPSSAN: MSC to approve the appointment of Eric Nielson to serve on *The IPSSAN* committee.

Member Benefits: Ellyatt reported that as of April 29 87 members have enrolled in the Transworld/Green Flag Profit Recovery collection service. MSC that associate members are eligible to participate in the Transworld/Green Flag Profit Recovery collection service. MSC to approve 3 Step Billing, Leak Detection USA, North American Salt Company, and Pool Care Pro Network as associate members. A decision on the application submitted by Trade Your Accounts will be made at a future meeting, pending more research by the committee. Wise Software and National Pool Route Sales now sponsor a web site (www.poolmansearch.com) that helps home owners find pool service technicians in their areas. They have requested release of the IPSSA membership list for inclusion in the list of technicians for this search engine. It was agreed not to make an exception to the standing policy not to release the IPSSA list to any person or organization. MS to publish an article in *The IPSSAN* about www.poolmansearch.com. Motion failed. The service is encouraged to become an associate member and take advantage of advertising opportunities. Sharp presented information from World Care Affinity Advantage Medical

Insurance as a possible member benefit program. Arouesty commented that disclosures should be made to members about the non-renewal and non-portability provisions in this program, if it is endorsed. It is not a true group health insurance plan; it offers individual insurance policies. Federal law makes it nearly impossible for associations to offer group health insurance plans. Lester cautioned the BORD to conduct thorough due diligence before endorsing any health insurance program. It was agreed that the Member Benefits committee will conduct further research on health insurance.

Outreach: The BORD approved the appointment of Gary Meyer as liaison to the National Pool Industry Research Center by unanimous vote in April via an e-mail ballot. MS to increase the Outreach line item in the budget to \$10,000 for the 2008 fiscal year. The motion was withdrawn. MS to table the motion. The motion was withdrawn.

MSC to increase the Outreach line item in the budget to \$8,400 and to decrease the NPC Research Donation line item in the budget to \$7,600. Nichols reported on recent safety initiatives and his preliminary research on using a public relations firm for promoting IPSSA's safety programs. Huguely reported on the status of Don Burns' retirement and the appointment of his replacement for SPEC. She requested consideration of additional funds for donation to SPEC this year. Nichols reported that Title 20 regulations are undergoing a public comment period at this time. Any changes in Title 20 regulations will be grandfathered into Title 24 regulations. IPSSA members are encouraged to submit their comments to the California Energy Commission before the public comment period ends at the end of May. The Outreach Committee will prepare and file comments to the CEC on behalf of IPSSA. MSC to create a Government Relations Subcommittee of the Outreach Committee. MSC to approve the appointment of the SPEC liaison, Terry Snow, Don Aston and Todd Starner to the Government Relations Subcommittee. Sharp and Cyr will represent Texas and Arizona on the committee. There was discussion of the need for a technical advisory committee. Nichols was encouraged to continue development of this concept. MSC to approve Celia Huguely as the IPSSA liaison to SPEC.

Q&A: It was suggested that the newly created policy on the water chemistry exam requirement for new chapters and regions be reviewed by legal counsel. A marketing plan for sales of the IPSSA books was recommended, including distribution through Home Depot. Additional concern was expressed about the newly created policy on the water chemistry exam requirement for new chapters and regions. A request was made to review the process on how bylaws amendments are presented to the membership. Concern was expressed that the web site calendar pages are not up to date and that not enough information is posted about BORD meeting locations. Concern also was expressed that the water chemistry exam pass rate at 90% is too excessive and could be keeping qualified members from joining. The success rate on the new collection service should be promoted.

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Unsung heroes: A tribute

By Eric Nielson

Eric Nielson is a member of the San Fernando Metro Chapter and a past president of IPSSA.

Many of us who have participated in associations like IPSSA for any number of years have come to understand there are a large number of unsung heroes working on our behalf. They stand by us, helping in so many ways, and yet, at times, it is hard to realize just how much sacrifice they give for us and our associations. The short list begins with their support for our plans and ideas, sharing their ideas and thoughts with us, and being great listeners when we have meetings that upset us and allow us to vent. They also often end up doing much, if not all of the work when we volunteer for activities at our chapter functions or at the higher levels of the association leadership, in unseen but important roles. In general, and in specific, we as an association would not have achieved what we have or where we are going without the help of (and you might have guessed it already) our spouses and companions.

With that said, a very special lady comes to mind to share with you. That lady's name is Betty Miley. Betty was part of our association from its beginning, when we were IPSA, then Cal IPSA, and our current IPSSA. Betty and many, many women like her helped in the early years even more than we can know. Picnics, Christmas parties, other social functions, arranging and in many cases planning behind the scenes the activities that helped us grow, giving our association a feeling of family. Betty helped not only in all the different forms of IPSSA but the Western Pool & Spa Show as well. Betty had a heart of service and helped Don, her husband, by assisting with volunteer planning and hotels. She had various jobs during the years, from selling tickets, helping at WPSS registration and information booth, answering copious mounds of questions, and she was always doing paperwork, which we all dislike to do. Until this year she was at almost every show. This kind of dedication is not readily seen these days. Betty was the one who sent flowers and cards for the show and chapter when it was necessary and had a special love for benevolent projects like Toys For Tots and later Spark of Love. She was just a real

special person.

We lost Betty just a few weeks ago and the number of people who attended her service was a testament to her life and her passion for being a part of all that our industry does. Betty and many people like her are a real example of commitment and dedication that will assure our association's growth and influence for years to come. She will be missed.

Collection tips offered by Transworld

In an effort to help IPSSA Members extract the most value from the Transworld/IPSSA Partnership, I will be providing a series of monthly tips to help members recover more.

Tip #1: Direct assignment of older accounts to CMS

Accounts that are less than 18 months old with a balance of \$25 or more are eligible to be directly assigned to Credit Management Services (CMS). As is the case with any account assigned to CMS (Phase II), these accounts are submitted on a 50% contingency basis. There is no \$25 charge to assign

accounts directly to CMS.

Obviously, you will want to continue to assign newer accounts to Phase I so you can have the opportunity to collect 100% of the debt. However, you may want to dig through those old accounts that you have already given up on and consider submitting them directly to CMS.

If you need help with this, see the instructions in the on-line tutorial or contact me.

Anthony Arseneault
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Free water safety materials available

Water watcher tags and safety brochures available to IPSSA members free of charge.

These pieces will be available in quantities of 50 per member on a first-come-first-served basis, while quantities last. Simply contact the IPSSA executive office to place your order (email ipssamail@aol.com or telephone 888-360-9505).

Additional pieces can be

purchased at the cost of \$35 for a package of 50 tags and \$10 for a package of 50 brochures, plus shipping and handling.

Did you know?

When you redeem the Hayward and Emerson coupons in the IPSSAN, a donation is made on behalf of IPSSA to the Foundation for Pool and Spa Industry Education.

Pentair introduces elegant MagicFalls™ Water Effects

The new MagicFalls™ Water Effects from Pentair Water Pool and Spa® presents nearly endless options for customers seeking elegant, customized looks. Five different water effects are available: waterfalls in sheet, curtain or rain style; plus arcs in sheet or rain. Each effect is available in six finishes: brass, bronze, copper, gray, silver, or white. Plus, MagicFalls come in ten widths, from eight inches to eight feet, and can be fed from behind or below. This expansive array allows builders to give customers up to 900 different choices. Plus, some sizes can be factory cut to a concave or convex radius or custom curve shapes.

Combine MagicFalls Water Effects with an energy-efficient IntelliFlo or IntelliPro pump, and you add the capability of varying the flow with the touch of a button to alter the height, sound and distance of the effect.

Perhaps no other feature contributes more to the beauty and tranquility of a poolscape than the



sight and sound of falling water.

Four-color consumer sales support literature touting all the features and benefits of MagicFalls Water Effects is available. Dealers can get a free supply of this 8-page color brochure by calling 888-755-7946, faxing to 800-582-2112 or sending an e-mail to

pool.literature@pentairwater.com and requesting #P1-059.

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Ultima is proud to introduce NIX, the industry's first combination algacide and phosphate remover. Just a single weekly dose of Ultima NIX effectively kills algae, prevents it from returning and removes phosphates.

"Advantis is the first company to manufacture and distribute a combination algacide and phosphate remover for swimming pool water," said Michael Moore, vice president - marketing. "With the creation of Ultima NIX, Advantis has effectively combined the latest chemistry with the ultimate in convenience."



While phosphates are naturally occurring contaminants and can never be totally eliminated from pool water, it is prudent to reduce them as they do serve as a food source for algae. Unlike the single-purpose phosphate removers on the market today, Ultima NIX is the first water care product designed to kill algae and remove phosphates. Ultima NIX is ideal for the prevention of algae and the maintenance of algae-free pools.

The introduction of a combination algacide and phosphate remover is not the first time Ultima has made significant advances in pool chemistry. Ultima has a long history of creating multi-tasking products that allow the consumer to do more in less time and with fewer products, such as Total Control, S.O.S., Enzyme Clarifier, Clean & Refresh and Platinum Plus.

This dual-action product is compatible with all sanitizers, including chlorine, bromine, biguanide, ozone and minerals used in sanitizing systems. NIX is available in 32 ounce bottles.

For more information, please call 800-445-2059 or visit UltimaPool.com.

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How To Meet Title 20 the Easy and Economical way



New SunTouch™ controller is the ideal match for IntelliFlo® VS-3050 pump

There's no question the IntelliFlo VS-3050 intelligent, variable speed pump is the best way to reduce energy consumption it's slashing costs by 30%-90% and saving hundreds per year in thousands of pools all over the country.

Now, with the new SunTouch automation system you can easily comply with the control requirement of Title 20 and give your customers the unmatched efficiency of IntelliFlo...and a top-notch control system.

SunTouch controls three circuits—one for IntelliFlo and two others, typically for heater operations and scheduling of lights or a cleaner. For a high percentage of pools that's all the automation they need. As a result, SunTouch is modestly priced and supremely simple. You not only comply with Title 20, you deliver the best value to your customers.

For more information on SunTouch, IntelliFlo and meeting Title 20 requirements, contact your Pentair Water Pool and Spa representative, or call 1.800.374.4300.

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► For details on these products and the Virginia Graeme Baker Pool & Spa Safety Act, visit www.haywardnet.com and click on **Safety Products**.

Hayward appoints Lawrence Silber as new chief operating officer

Hayward Industries recently announced the appointment of Lawrence (Larry) Silber as chief operating officer effective June 2008. Silber will oversee the overall operations of both the Pool Company and the Flow Control Group.

An accomplished professional in high-volume manufacturing, Silber's diverse background includes expertise in sales and marketing, product planning and development, operations management, and strategic planning. Most recently, he served as the president of Ingersoll-Rand-Utility Equipment Group, where he repositioned the business to address new market opportunities.

"Larry's in-depth and comprehensive executive skill-set will be instrumental in further driving Hayward's growth and operations," says Robert Davis, president and chief executive officer of Hayward Industries, Inc. "His

extensive business acumen and proven record in operational excellence, will be an invaluable

asset to our management team." Overall, Silber has more than 30 years of experience with Ingersoll-

Rand holding various senior management positions within their Power Tool Division and

Construction and Mining Group. A lifelong New Jersey resident, Silber is a graduate of Rutgers University.

Undisclosed employees are not covered

IPSSA rules and your insurance policy require that employees be added as employee members.

Failure to do so could result in denial of an insurance claim and assessment of fines.

Members with undisclosed employees are encouraged to contact their chapter ASAP to add these workers.



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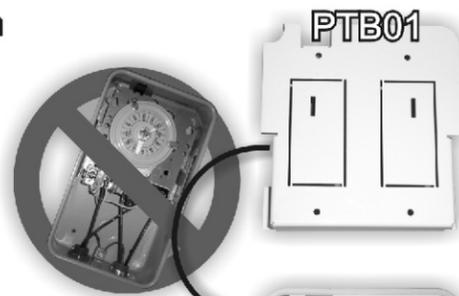
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PTB01 Timer Bracket

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Operate 120V pool lighting or small motors manually from the switch or remotely from the Timer in the home



The precision made Bracket is designed to quickly snap-in and replace the old mechanical timer.



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Operate pool pump motors manually from the switch or remotely from the Timer in the home



The Bracket fits two X10 PRO Receiver Switches to operate your pool lights, pump and water features from the convenience of a Digital Clock Timer located inside your home!

Phosphate Removal - Summary

Algae & Phosphates - What Is The Connection?

Algae is a plant that grows underwater just like plants or weeds that grow in soil. It has a lot in common with plants that grow above ground. Algae in a pool also depends on nutrients to grow.

Phosphates are one of algae's primary nutrients. It has been proven that phosphates are the limiting nutrient for algae growth. In other words, if all of the nutrients required for algae growth are present but the phosphates are removed, the algae won't grow. It's that simple.

This discovery was the result of extensive government research that was done to find a way of limiting the growing algae problem in national lakes and rivers.

It was found that if all of the nutrients required to grow algae are present, but the phosphates are eliminated, the level of algae growth is greatly reduced.

In fact, at 50 ppb of phosphates the rate of algae propagation is extremely low. At 100 ppb it is approximately 5 times greater and at 150 ppb a very substantial algae bloom can take place.

That's the reason you want to keep phosphates out of pool water. At a very low phosphate level, 50 ppb or below, algae is very easily controlled by the sanitizer.

That takes us to the next logical question. What is the best way to remove phosphates from swimming pool water?

The Perfect Way to Remove Phosphates

Natural Chemistry has pioneered and patented the only effective method of removing and maintaining phosphates at near zero levels without clouding or otherwise compromising pool water. The result is a pool that is impervious to algae when a normal sanitization program is used.

Natural Chemistry's PhosFree process is the only technology, in the market, that allows the user to remove phosphates from the pool water, while avoiding the hassle of creating a fine white cloud that takes days to eliminate as well as a lot of extra labor.

Using the Natural Chemistry PhosFree program, the formula is added to the skimmer which then coats the filter. As the pool water circulates through the filter, the phosphates are removed. In just a day or two, the filter can be back washed and the pool is free of phosphates without ever experiencing clouding.

Near zero phosphate levels are then easily maintained with Natural Chemistry's weekly maintenance program. Natural Chemistry's PhosFree technology is patented. That's why other competitors have to add their formulas directly to the pool water.

No matter what claims are heard, it all gets down to whether you want to remove phosphates the hard way or the easy way.

Natural Chemistry's PhosFree is the easy way, is patented, and is unconditionally guaranteed. ■

ALGAE & PHOSPHATE FACTS:

- algae depends on phosphates to grow
- maintain phosphate levels below 50ppb and normal sanitizer will prevent algae growth - guaranteed
- only Natural Chemistry has patented 'filter-based' phosphate removal technology

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LETTERS

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.

Title 20

I have read IPSSA's response to Title 20 and would like to make a few comments regarding timer controls.

I have installed more than fifty of Pentair's VFD pumps, both variable speed and variable flow. The variable flow version of this pump qualifies as a true stand-

alone pump, because it has a built-in timer that can be programmed for multiple speeds, with no external control. The variable speed pump has no such capability, but in many applications the pump can be set up to satisfy the needs of the pool using only one speed, and still offer significant energy savings compared to their old single speed. I would like the government to allow a qualified installer the freedom to assess the need for additional controls and work with the customer accordingly.

Second, I wish you would rethink your plea on behalf of unlicensed contractors. We have many members who qualify to be licensed contractors and still have yet to take that step. There has never been a stronger financial

incentive to get off their duff. Many of the "unscrupulous operators" are guys in our organization who operate without licenses and are the same guys who undercut those who play by the rules. Every chapter I have ever known has qualified contractors who will come to the aid of a member who needs help on an installation that is above his pay grade.

The fact is, customers are becoming aware of this technology, (sometimes at a faster rate than our members) and are wanting to take advantage of it. If a service tech installs a single speed motor, and the customer learns of the opportunity that was missed, that service tech is likely to have an unhappy customer.

Dave Rockwell
Rancho Del Mar Chapter

Bob Nichols, chair of the IPSSA Outreach Committee, responds:

Thanks for your comments. In the IPSSA comment to the CEC we did not wish to confuse the issue with the complete description of timer controls, therefore we did not explain each unit's capabilities. We wanted to point out that cost vs. benefit did not always end up like the PG&E stated. PG&E has provided cost benefit to the consumer based on their thinking that all pumps/motors in California are 1.5 hp and that replacing them with two speed or variable speed or variable flow pumps/motors will solve our energy goals as stated by the PG&E. You seem to agree that one size does not fit all. Our point is exactly the same as you state: a qualified technician should have the responsibility to provide energy savings at a cost effective price.

As to the plea for unlicensed installers, our point was that there is a difference and that has been overlooked in the enforcement and rebate program. Whether the CEC sees this dilemma is yet to be determined. They could state that only licensed contractors would be subject to rebate programs, etc. We needed to point out that PG&E, Edison and the San Diego utilities have all withdrawn their requirement to be a certified installer or

licensed contractor for the consumer to receive rebates and the installer to receive incentive rebates.

On the subject of awareness, our goal was to indicate that the consumer affected by Title 20/24 has not been adequately informed by the utilities on the financial impact or benefits involved with swimming pool pumps/motors, and that more effort on the utilities part would make the transition a lot more successful in the actual application. The consumers who are more aware of the opportunities will seek the upgrade and make the program more effective in the long run.

IPSSA is great organization that provides a number of member benefits. As with all things in life one must take advantage of the benefits to promote their individual position in the technical and business segment of our industry. Our scholarship program has assisted several members in this endeavor and continues to offer these opportunities. Our liaison with FPSIE is another member benefit that is available. The IPSSA training manuals are perfect examples of what the organization is about. The BORD of IPSSA can only work to provide these opportunities. It is up to the member to take advantage of the benefits offered. Fortunately, members like you get involved and stay abreast of current technologies and contribute to the success of IPSSA.

A transcript of the May 15, 2008 California Energy Commission hearing can be found at http://energy.ca.gov/appliances/2008rulemaking/documents/2008-05-15_workshop/2008-05-15_TRANSCRIPT.PDF

Breaking News...

The CEC has invited additional testimony from IPSSA regarding Title 20. IPSSA representatives met with CEC staff on June 26, and details will be provided in the August issue of *The IPSSAN*.



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Elementary school students in Carrollton TX get water safety education

By **Jeremy Smith**

Jeremy Smith is president of the IPSSA Mid Cities DFW chapter.

On April 28 I held a water safety seminar along with Kym Lange from the American Red Cross (ARC) for 206 elementary students at Carrollton Christian Academy (CCA).

In order to keep the attention of the different age levels, the seminar was conducted in individual classes from pre-K to 5th grade. Water watcher tags and water safety coloring books created by Bob Nichols were distributed to the students. Students asked questions

regarding lake and ocean safety as well as pool-side rules. Tom Coker from SCP Carrollton donated prizes including scuba masks and fin sets, water frisbees, and water soccer balls.

The school principal, Chip Bloecher, as well as teachers said the students continued discussing water safety throughout the day. Parents also contacted the school asking about the seminar. Many were very appreciative of the lessons taught to their children. All agreed this type of seminar should be conducted each year.

Kym Lange and I are dis-

cussing coordinating a program in December to reach many PTA organizations in the Dallas area and get the parents on board with the importance of water safety and the water watcher program.

I am proud to be a part of IPSSA and show that IPSSA members can and do make a difference. My thanks go to Javier Payan and his dedication to water safety. Javier, you have helped make a difference in the lives of 206 children, including my five year old son. Also, thanks to IPSSA and Bob for the tags and coloring books.



Carrollton Christian Academy students enjoy water safety training.

Ask Sue

Note to readers: We are pleased to offer this regular series of tech tips, provided by Sue Robach, regional training manager for Pentair Water Pool and Spa. If you have questions for Sue, send them to ipsamail@aol.com



Sue Robach

Q: Last month, you gave us some good ideas about running a business in a slow economy. One of your tips was to conduct an energy audit. Can you explain what a pool equipment energy audit is?

A: An energy audit is an analysis of the energy consumption by the swimming pool equipment. Primarily, the focus is on the pool pump, as it usually runs six to eight hours per day, seven days a week, 365 days per year.

Years ago, when I had my service business in Northern California, the state was in another one of its energy crunches. I started advertising the service of conducting an energy audit for the pool equipment. The program became very successful because, similar to today, everyone was interested in saving money on their electric bills. We created a form that was completed on every job site, collecting data from the equipment on the pad and calculating the energy cost for the pool owner. The pump's horse power and service factor, amps, volts, vacuum and pressure readings, filter size and type, cleaner and heater were documented in one section on the form. The next section calculated the energy costs of the current pump and the resistance in the system. The last section suggested a more efficient

system and compared the energy costs and calculated the savings.

Today, a watt meter can be used rather than calculating watt consumption, as this actually takes into consideration the power factor of the motor. Resistance in the system is still measured by a vacuum and pressure gauge. The

unknown head formula that I have written about before calculates what the resistance will be once the pump is downsized.

We have more resources and options for saving energy today. For example, two-speed, multi-speed and, most significantly, variable-speed pumps can have a

dramatic impact on energy costs. Variable-speed pumps such as IntelliFlo had not even been invented back when I started doing energy audits.

However, even then, not only did I sell a lot of pumps, but offering the energy audit service gave me the opportunity to get into the

backyard. I sold pool cleaners, filters, elements, tune ups and even a heater every now and then. Even during this economically difficult time, start getting creative, offer more services. You will be surprised how pool owners are willing to invest money now to save in the future.

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Water safety day held in Glendale, Arizona

IPSSA promoted water safety in Glendale, Arizona, at the kick-off of the swimming season. Safety brochures, Water Watcher tags and bumper stickers were handed out through out the day May 24.

IPSSA was the only swimming pool association among the many groups that were present to promote water safety. A mock drowning rescue that included paramedics and a helicopter evacuation helped drive home the point.



Congressional passage of Pool and Spa Safety legislation increases need for higher education

The recent passing of the first federal pool and spa safety law amplifies the need for higher education of pool and spa operators. There are many things that can go wrong if the water is not properly cared for and the facility is not properly maintained. "The key to assuring a safe and enjoyable experience when people are swimming is directly connected to the higher education of those who maintain the pools and spas. It is critical now, more than ever," says Connie Sue Centrella, Program Director of the Keiser University online Aquatic Engineering Technology degree program. The protection and safety of guests at hotels, condominiums, and aquatic facilities, as well as private pools has gained recent public attention with the passing of the Virginia Graeme Baker Pool and Spa Safety Act of 2007.

Keiser University is the first and only accredited university providing a higher education degree program in the pool and spa field. The two-year Associate of Science degree in Aquatic Engineering Technology is offered exclusively online. "The online interaction often leads to greater student effort and more student learning, and thus, increased satisfaction in the learning experience," explains Centrella. The online format makes it possible to offer a global study program that enables schedule flexibility and increased access to those currently employed. "Professions that impact public health like nursing, medical technology and aquatics, need college-level training. Keiser is leading the way in creating these programs," suggests Thomas Lachocki, Ph.D., CEO, of non-profit National Swimming Pool Foundation, who has certified over 200,000 pool/spa operators.

Bill Kent, owner of Team Horner, a manufacturer and distributor of pool and spa products based in Ft. Lauderdale, Florida, partnered with Keiser University in

Continued on page 17

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Route Advice

Being better

By Charles Baird

Charles Baird is president of

National Pool Route Sales and the author of The Millionaire Pool Man. He is a frequent contributor to The IPSSAN.

We have pushed and pushed for better service rates and for better

repair mark-ups for several years, and we have made some inroads with some pool professionals, but better service rates and better mark-ups come with a price. The price is better service, more pro-

fessionalism and more accountability.

Too many pool professionals believe their service stops with a clean pool, and this is not true. It is not necessary for you to be your

customer's psychologist, but it is necessary for you to be their pool counselor.

You cannot avoid customer calls. You cannot be irritated by customer calls. You cannot be irritated by customer questions. You must take the time to answer customer calls and questions with enthusiasm and competency.

If a customer does not care about his or her pool, is he or she a good customer? I don't know. Some pool techs believe as long as the customer pays the monthly service charge on time, they have a great customer. While I do believe this is a desirable attribute for a customer, I am not sure it is the most desirable.

If you have a cheap customer who pays his bill like clockwork, is this a good customer? No. However, if you have a customer who is interested in what goes on with his pool, the pool equipment and the water chemistry, and who also pays his monthly service fee on time, does this trait constitute a good customer? Yes. You cannot be resentful of a customer who has questions about his pool; especially if the customer spends what is necessary to keep the pool in pristine shape.

I have heard some pool techs complain about customers who ask too many questions, but I have never heard one complain about the money the customer spends on the pool. In many cases the two go hand in hand.

I have tried in many articles to stress the importance of being connected to your customers, and having customers who feel comfortable enough to call and ask

Continued on page 15

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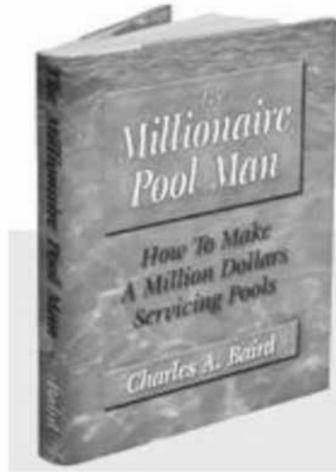
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CDC offers advice on sun protection

Continued from page 1

Remember: UV rays reach you on cloudy and hazy days, as well as bright and sunny days. UV rays will also reflect off any surface like water, cement, sand, and snow.

UV Rays

Q: What exactly are "ultraviolet rays"?

A: Ultraviolet (UV) rays are a part of sunlight that is an invisible form of radiation. UV rays can penetrate and change the structure of skin cells.

There are three types of UV rays: ultraviolet A (UVA), ultraviolet B (UVB), and ultraviolet C (UVC). UVA is the most abundant source of solar radiation at the earth's surface and penetrates beyond the top layer of human skin. Scientists believe that UVA radiation can cause damage to connective tissue and increase a person's risk for developing skin cancer.

Route Advice

Continued from page 14

questions about their pools helps to create this bond. Take advantage of the relationship you can build with customers by answering their questions. If you snub a customer who has a question, you may not get a second chance with that customer.

I have many clients who start out asking a question by saying "this may be a stupid question." I tell every single client there are no stupid questions, but there are stupid mistakes. It is easier to answer what you might believe is a stupid question than it is to fix a stupid mistake. Also, a customer appreciates your time and that creates a sort of credit with the customer. The next time you make a mistake or one of your employees does not show up for a scheduled service call, that credit may get used. You may just keep a customer because you took the time to answer a simple question.

If a customer feels he is imposing with questions and then your service is lacking also, this customer may just be looking for someone else to irritate.

Secondly, accountability is a big factor in customer satisfaction. If you or an employee make a mistake, take responsibility for the mistake. Correct the mistake. This kind of professionalism is dwindling, but it is the type of professionalism that creates a bond between you and the customer that is very difficult for another pool professional to sever.

Finally, competency. Know your business. I have clients who love to speak with me because I have the answer to every one of their business questions, and I do not have to look for an answer. Knowing your business should be standard practice, but customers are impressed when you know your business. I guess there are so many individuals who just skate through life and through their business that it is impressive and amazing when a customer finds someone who immediately knows the answer to their question or the solution to their problem. Study your industry. Know your industry. If you want better, be better. Your customers certainly want better.

Until next time, have a blessed month.

UVB rays are less abundant at the earth's surface than UVA because a significant portion of UVB rays is absorbed by the ozone layer. UVB rays penetrate less deeply into the skin than do UVA rays, but also can be damaging.

UVC radiation is extremely hazardous to skin, but it is completely absorbed by the stratospheric ozone layer and does not reach the surface of the earth.

Q: How can I protect myself from the sun's UV rays?

A: When possible, avoid outdoor activities during midday, when the sun's rays are strongest. This usually means the hours between 10 a.m. and 4 p.m. You can also wear protective clothing, such as a wide-brimmed hat, long-sleeved shirt, and long pants.

For eye protection, wear wrap-around sunglasses that provide 100 percent UV ray protection. And always wear a broad-spectrum (protection against both UVA and UVB rays) sunscreen and lipscreen with at least SPF 15. Remember to reapply as indicated by the manufacturer's directions.

Also, check the sunscreen's expiration date. Sunscreen without an expiration date has a shelf life of no more than three years. Exposure to extreme temperatures can shorten the expiration date or shelf life of sunscreen.

Q: What can excessive exposure to UV rays do to my health?

A: UV exposure appears to be

the most important environmental factor in the development of skin cancer and a primary factor in the development of lip cancer.

Although getting some sun exposure can yield a few positive benefits, excessive and unprotected exposure to the sun can result in premature aging and undesirable changes in skin texture. Such

exposure has been associated with various types of skin cancer, including melanoma, one of the most serious and deadly forms.

UV rays also have been found to be associated with various eye conditions, such as cataracts.

UV Index

Q: What is the UV Index?

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Systems = success

By Tom Grandy

Tom Grandy, is president of Grandy & Associates, a firm that provides business training exclusively to the service and trades industry. www.grandyassociates.com

Many years ago while my youngest daughter was in high school, the annual fund raising season was upon us. During most of their years, the youth (with the strong physical and financial support of the parents) were asked to sell candy, magazines, doughnuts and other overpriced and basically useless items. But this particular year was different! This year the youth were asked to pre-sell tickets for pancake breakfasts at McDonald's redeemable for one specific Saturday morning. That's what the students were asked to do. Now, for the catch... The parents (yes, it always seems to come back to the parents) were asked to actually go to McDonald's that Saturday morning to cook the pancakes. My first thought was "I can't boil water much less cook consistent quality pancakes, in volume." However, being a supportive parent, we not only bought enough tickets to feed the neighborhood, but I also agreed to cook.

As that special Saturday morning approached I became a bit more anxious about cooking. The parent volunteers were asked to be at McDonald's 45 minutes before the event began to "learn how to cook perfect pancakes every time." The day arrived and there I was with four other parents, near the flat top stove, thinking of 27 ways I could, and probably would, mess up the process of cooking even semi-acceptable pancakes. My wait was short. The manager soon arrived, introduced himself, and announced that in a short five or ten minutes we would all be able to produce perfect pancakes, every time. I chuckled, silently, but was ready to learn. First the manager showed us an empty stainless steel container which had a mark on it about four inches from the top. Next, he proceeded to open a cardboard box filled with individual packets of pancake mix. He then instructed us to open one packet and empty the contents into the stainless steel container. Once emptied, we were to then add water to the mark I described earlier. The container was then placed in a mixer and allowed to mix for a specific period of time. The batter was ready.

Now it was time to cook. We were taken to a flat surface stove with twelve dots on it. Each dot was numbered. Number one was in the upper left corner of the stove top, number two was below it and number three was below number two. The fourth dot was again at the top of the stove top to the right of spot number one. The process continued with rows and columns until all twelve dots covered the surface. We were then shown a special pancake dipper. It held the exact amount of batter for one pancake. We were told to dip the batter and to place the batter on the dots, in order, beginning with dot number one. The process was to continue until all 12 dots were covered with one dipper of batter. Once covered, we were instructed to press "Timer Number One" above the stove. When the timer went off we were

Continued on page 17



Advantis Facility Earns Safety Performance award

Advantis Technologies has earned a Chairman's Award for Superior Facility Performance for 2007 from its parent company, Rockwood Holdings Inc. of Princeton, N.J.

Rockwood recognizes facilities that accomplish no lost time accidents, no major incidents, and no more than one near miss per employee in a given year.

The Advantis Technologies

plant in Alpharetta, Ga., is one of 54 Rockwood locations that earned this award for 2007. Each employee receives a cash bonus as a reward for this excellent safety performance.

"Safety is a very high priority for us, and we are extremely proud of the work everyone in our facility has done to earn this award," said Steve D'Onfro, president.

Systems = success

Continued from page 16

to begin flipping the pancakes, but not randomly; we were to flip them in order beginning with spot number one. When all twelve were flipped we were instructed to press "Timer Number Two". When timer number two went off it was time to remove the "perfect" pancakes, but again in order, beginning with spot number one.

It worked! The system really worked! Within a very short peri-

od of time I was making perfect pancakes by following a predetermined, proven system. What were the benefits of the system?

- Consistent quality product was presented to the customer no matter where, or by whom, the pancakes were made.

- Any employee with a minimum of education and/or ability could do the job, at a lower cost

Continued on page 19

Pool and Spa Safety legislation

Continued from page 12

2004 to develop the online Aquatic Engineering Degree program. Team Horner is deeply committed to higher level technical training. "It is absolutely necessary to the future growth of the swimming pool and spa industry, and to the safety and enjoyment of those who use our products," says Kent. "Dr. Arthur Keiser, Chancellor of Keiser University, is to be applauded for his forward-thinking by offering this valuable program," he concludes. Keiser reports the online Aquatic Engineering Degree program is gaining recognition. New students are enrolling from in- and-outside the pool and spa industry, including students from as far away as Singapore.

The Keiser University Associate of Science two-year Aquatic Engineering Degree is 60 semester hours of which 36 credit hours are in the aquatics discipline. The degreed program encourages students to broaden their knowledge in all aspects of swimming pool and spa management and operation.

Visit <http://www.keiseruniversity.edu/>, click on online education.

Keiser University, based in Fort Lauderdale, Florida, with 13 campuses, offers degrees in high-demand fields and is Accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award the associate's and bachelor's degrees.

CPSC issues staff interpretation of Virginia Graeme Baker Pool & Spa Safety Act

One June 19, the Consumer Product Safety Commission staff released its interpretation of the new federal pool safety act's public pool section 1404.

A copy of this document is available to IPSSA members upon by writing to ipssamail@aol.com

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Pentair extends double consumer rebates on Kreepy Krauly

Pentair Water Pool and Spa® has doubled its consumer rebate on Kreepy Krauly® inground pool cleaners through August 31, 2008.

Consumers who purchase Kreepy Krauly cleaners between May 1 and August 31, 2008 can receive \$100 cash back from Pentair.

In addition, Pentair is offering \$50 cash back on consumer purchases of its other models of suction and pressure-side pool cleaners—PoolShark, Great White, Legend, and Legend II—throughout 2008.

Complete program details and downloadable rebate forms can be found at www.pentairpool.com by clicking on the Rebates link. Dealers can obtain a free supply of rebate flyers/forms by calling 888-755-7946, faxing to 800-582-2112 or e-mailing pool.literature@pentairwater.com and requesting #P7-059 for the U.S. Kreepy Krauly rebate forms. Counter Cards, rebate clings, and forms for Canadian use are also available.



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Dealers should contact their Leisure Time Territory Manager, local distributor or LeisureTimeSpa.com for more information.

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Systems = success

Continued from page 17

(more profit) to the company

• If a problem did occur with the pancakes, all the supervisor and/or employee had to do was review the system to see what went wrong. When the system pointed out the error in the process, the necessary correction would be made and the process of producing high quality pancakes for the consumer would be back on track.

• With systems in place for the entire business, overall quality and profitability were assured.

What kind of person purchases a franchise like this? Typically, it is a doctor, lawyer or successful business person. Do they personally run the business on a day-to-day basis? Absolutely not! They hire management staff and send them to McDonald's University in Chicago to learn the systems. The management staff then return home and hire lower paying employees who are taught the system for their specific area of responsibility. What is the bottom line? The owner makes a consistent, significant, profit without having to get into the specific daily operation of the company. Sounds good doesn't it?

Well, guess what? Developing systems within your company will produce the same kind of consistent results. How did McDonald's develop their systems? The answer is one system at a time, the same way you will. Pick an area. A good place to begin might be when the phone rings. Begin to document, on paper, what should be happening. Who should answer the phone? What do you want that person saying to the customer? Script the opening statement (so it will be consistent) and create the detailed questions for your customer service representative to ask. Once the questions are asked, what information needs to be put into the company's customer base? Again, whose responsibility is it to enter the data and what is the expected time-frame for data entry, etc.? Are you getting the point?

As each system is created, training becomes very organized and everyone knows exactly what they are to do to create a consistent message to the customer. Allow your employees be part of the process by writing the initial current procedures. Then management can tweak the system to be sure all things are happening the way they want them to happen. Place the written systems/procedures into a three-ring note-

Continued on page 22

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3. Invoices submitted to Waterway for use in the Pro Dealer Program cannot have been used in any other Waterway incentive programs.
4. Invoices submitted to Waterway for use in the Pro Dealer Program must be dated April 1, 2008 - October 31, 2008. There is no "Roll-Over" from previous year.
5. Invoices submitted to Waterway for use in the Pro Dealer Program must clearly show your company name &/or your name as the customer, the invoice number and date, a description of the product purchased, and the quantity shipped. Request claims submitted with incomplete information will not be honored. Waterway will be the sole interpreter of whether a claim is submitted completely and has followed all rules for this program.
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CDC offers advice on sun protection

Continued from page 15

A: The UV Index was developed by the National Weather Service and the Environmental Protection Agency. It provides a forecast of the expected risk of overexposure to UV rays and indicates the degree of caution you should take when working, playing, or exercising outdoors.

The UV Index predicts exposure levels on a 0-10+ scale, where 0 indicates a low risk of overexposure and 10+ means a very high risk of overexposure. Calculated on a next-day basis for dozens of cities across the U.S.,

the UV Index takes into account clouds and other local conditions that affect the amount of UV radiation reaching the ground.

The level of danger calculated for the basic categories of the index are for a person with Type II skin. For a person with type II skin, for example, an Index value of 5 or 6 represents a moderate possibility of UV overexposure.

More information about the UV Index is available at the EPA Web site: <http://www.epa.gov/sunwise/uvindex.html>. You can also call the Environmental

Protection Agency (EPA) hotline at 1-800-296-1996 for more information on the UV Index.

Tanning and Burning

Q: What does a suntan indicate? Why does the skin tan when exposed to the sun?

A: The penetration of UV rays to the skin's inner layer results in the production of more melanin. That melanin eventually moves toward the outer layers of the skin and becomes visible as a tan.

A suntan is not an indicator of good health. Some physicians consider the skin's tanning a response to injury because it appears after the sun's UV rays have killed some cells and damaged others.

Q: Not everyone burns or tans in the same manner. Are there ways to classify different skin types?

A: Whether individuals burn or tan depends on a number of factors, including their skin type, the time of year, and the amount of sun exposure they have received recently. The skin's susceptibility to burning can be classified on a scale as outlined in the following table:

Skin's Susceptibility to Burning

Skin Type	Tanning and Sunburning History
I	Always burns, never tans, sensitive to sun exposure
II	Burns easily, tans minimally
III	Burns moderately, tans gradually to light brown
IV	Burns minimally, always tans well to moderately brown
V	Rarely burns, tans profusely to dark
VI	Never burns, deeply pigmented, least sensitive

Though everyone is at risk for damage as a result of excessive sun exposure, people with skin types I and II are at the highest risk.

Rub It On

Q: Does it matter what kind of sunscreen I use?

A: Sunscreens come in a variety of forms such as lotions, gels, and sprays, so there are plenty of different options. There are also sunscreens made for specific purposes, such as the scalp, sensitive skin, and for use on babies. Regardless of the type of sunscreen you choose, be sure that you use one that blocks both UVA and UVB rays and that it offers at least SPF 15.

Q: What does a sunscreen's SPF rating mean?

A: Sunscreens are assigned a Sun Protection Factor (SPF) number according to their effectiveness in offering protection from UV rays. Higher numbers indicate more protection. As a rule of thumb, you should always use a sunscreen with at least SPF 15.

Q: Do sunscreens need to be reapplied during the course of a day?

A: You should follow the manufacturer's directions regarding reapplication or you risk not getting the protection that you might think you are getting. Though recently developed sunscreens are more resistant to loss through sweating and getting wet than previous sunscreens were, you should still reapply frequently, especially during peak sun hours or after swimming or sweating.

Continued on page 21

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SunTechnics
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Representative (707) 253-1478

CDC offers advice on sun protection

Continued from page 20

Q: How do sunscreens work?

A: Most sun protection products work by absorbing, reflecting, or scattering the sun's rays. Such products contain chemicals that interact with the skin to protect it from UV rays. Sunscreens help prevent problems related to sun exposure, such as aging skin and precancerous growths.

Keep in mind that sunscreen is not meant to allow you to spend more time in the sun than you would otherwise. That's why it is important to complement sunscreen use with other sun protection options: cover up, wear a hat and sunglasses, and seek shade.

Q: Some cosmetic products claim to protect you from UV rays. Can they?

A: There are cosmetics and lip protectors that contain some of the same protective chemicals used by sunscreens on the market. However, not all of these products meet the standard of having at least SPF 15, and therefore do not offer sufficient protection by themselves.

Cover Up

Q: What kinds of clothing best protect my skin from UV rays?

A: Clothing that covers your skin protects against the sun's UV rays. Loose-fitting long-sleeved shirts and long pants made from tightly woven fabric offer the best protection. A wet T-shirt offers you much less UV protection than does a dry one.

If wearing this type of clothing isn't practical, at least try to wear a t-shirt or a beach cover-up. Keep in mind, however, that a typical t-shirt actually has an SPF rating substantially lower than the recommended SPF 15, so double-up on protection by using sunscreen with at least SPF 15 (and UVA and UVB protection) and staying in the shade when you can.

Q: Does protective clothing have to be a certain color?

A: Wearing clothing made of tightly-woven fabric is best for protecting your skin, regardless of the color. Darker colors, though,

may offer more protection than lighter colors.

Q: It gets so hot here in the summer, there's no way I could be comfortable in long pants and a long-sleeved shirt. So, what else can I do to protect my skin?

A: Protecting yourself from the sun's UV rays doesn't have to be a major chore; it's just a matter of knowing your options and using them. Wearing a dry T-shirt is a good start, but it is not enough if you are going to be outside for more than a few minutes.

If you can't wear long pants and a long-sleeved shirt, you can boost your protection by seeking shade whenever possible and by always wearing sunscreen with at least SPF 15.

Get a Hat

Q: Will a hat help protect my skin? Are there recommended styles for the best protection?

A: Hats can help shield your skin from the sun's UV rays.

Choose a hat that provides shade for all of your head and neck. For the most protection, wear a hat with a brim all the way around that shades your face, ears, and the back of your neck.

If you choose to wear a baseball cap, you should also protect your ears and the back of your neck by wearing clothing that covers those areas, using sunscreen with at least SPF 15, or by staying in the shade.

Q: For the best protection, what material should I look for in a hat?

A: A tightly woven fabric, such as canvas, works best to protect your skin from UV rays. When possible, avoid straw hats with holes that let sunlight through.

Q: Does the color of my hat matter?

A: The amount of shade offered by a particular hat appears to be its most important preven-

tion characteristic. If a darker hat is an option, though, it may offer even more UV protection.

Grab Shades

Q: Are sunglasses an important part of my sun protection plan?

A: Yes. Sunglasses protect your eyes from UV rays and reduce the risk of cataracts. They also protect the tender skin around your eyes from sun exposure.

Continued on page 22

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CDC offers advice on sun protection

Continued from page 21

Q: What type of sunglasses best protects my eyes from UV rays?

A: Sunglasses that block both UVA and UVB rays offer the best protection. The majority of sunglasses sold in the United States, regardless of cost, meet this standard. Wrap-around sunglasses work best because they block UV rays from sneaking in from the side.

Seek Shade

Q: Is there any particular

time I should try to stay in the shade?

A: The sun's UV rays are strongest and do the most damage during midday, so it's best to avoid direct exposure between 10:00 a.m. and 4:00 p.m. You can reduce your risk of skin damage and skin cancer by seeking shade under an umbrella, tree, or other shelter before you need relief from the sun.

Q: I work outdoors all summer

and can't stay in the shade. What can I do to protect my skin?

A: If you can't avoid the sun, you can protect your skin by wearing a wide-brimmed hat, wraparound sunglasses that block both UVA and UVB rays, long-sleeved shirt, and long pants. You can also wear a sunscreen and lip-scrum with at least SPF 15 and UVA and UVB protection and reapply according to the manufacturer's directions. When you can, take your breaks and your lunch in the shade.

Q: If I stay in the shade, should I still use sunscreen and wear a hat?

A: UV rays can reflect off virtually any surface (including sand, snow and concrete) and can

reach you in the shade. Your best bet to protect your skin and lips is to use sunscreen or wear protective clothing when you're outside—even when you're in the shade.

Systems = success

Continued from page 19

book and review them often. Once the systems are in place, some amazing things begin to happen. Like the owner of a McDonald's franchise, you will begin to experience the following:

- The company will be consistent in the way it handles each and every customer.
- Problems will be recognized immediately and will be corrected quickly by reviewing the system.
- Things will run smoothly allowing the owner to spend time working on the business, instead of in it.

• The company will earn a consistent profit.

• The owner will be able to take more and more time off since the systems run the company – not the owner.

• Training new employees is simple: follow the system.

• When it comes time to retire, the company will be much easier to sell since the systems run the company, not the owner.

It takes time to set up systems but the benefits of investing the time, energy and money will bear a lot of fruit.

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E-mail: mikegardnerpools@aol.com

CAPITAL VALLEY: (Sacramento)

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Pres. Scott Houseman (916) 638-4100

DELTA: (Stockton): Third Wednesday., 7 p.m.

Royce's Farm, 99 & Eight Mile Road

Pres. Ian Jensen (209) 477-1372

EAST BAY: First Tues., 7 p.m., Veteran's Hall

3780 Mt. Diablo Blvd., Lafayette

Pres. Dave Durkin (925) 757-1311

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Third Thurs., 6:00 p.m., Canton Garden Restaurant

7840 Brentwood Blvd., Brentwood

Pres. Kirk Olsen (925) 487-1954

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Plaza Hofbrau, 2500 Watt Ave., Sacramento

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Ulatis Community Center, 1100 Ulatis Dr., Vacaville.

Pres. Mario Esparza (707) 448-3405

TRACY: First Thurs., 6 p.m., Java Makers

Pres. Kevin Bishop (209) 992-7119

WEST PLACER: First Thurs., 6:00 p.m.,

Lincoln Women's Club, Corner of Fifth & E Streets, Lincoln

Pres. Tony Silva, (916) 215-9354

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Second Mon., 6 p.m., SCP Antelope Valley,

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Second Wed., 7 p.m., American Legion Hall

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B.O.R.D. Member: Bob Luedtke

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ANAHEIM: Third Wed., 6:30 p.m.

Roundtable Pizza, 2506 E. Chapman Ave., Fullerton

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