

# Who needs IPSSA?

**By Joe McVeigh**  
*Joe McVeigh is a member of the IPSSA Santa Clara Valley chapter.*

I've been a member of IPSSA for about 19 years. I have served on the chapter Board as secretary, president, and past president. I have also helped out, just as many of you have, at various different IPSSA events throughout the years.

My main reason for joining IPSSA was the insurance coverage; opportunity to learn from skilled, experienced, pool professionals; and sick route coverage (which I never really thought I would need). As it turns out, I have not had to file a claim for the insurance yet, but I have learned so very much from other IPSSA members and

made some very good friends. Any time I have a pool or spa related question, there are a dozen different people I can call and get a friendly, quick response.

This past November, unexpectedly, I found myself in need of sick route coverage.

November 3, I went in for a routine colonoscopy and during the procedure, two polyps were found and removed. Fortunately, the polyps turned out to be benign. Unfortunately, during the procedure, my colon was perforated. This demanded an emergency surgery six hours later that involved removing about one third of my colon. I was told I would be out of

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# Contact your Senators for uniform portable spa energy efficiency standards

APSP needs your help encouraging U.S. Senators to co-sponsor and support Senate Bill 398, the "Implementation of National Consensus Appliance Agreements Act" (INCAAA) of 2011. INCAAA 2011 (S. 398) was introduced in the senate by Senators Jeff Bingaman (D-N.M.) and Lisa Murkowski (R-Alaska) on Feb. 17, 2011.

This bill would codify into law the consensus appliance standards created by the appliance manufac-

turing community, efficiency advocates, states and consumer groups. It contains improved standards for HVAC systems, including furnaces, heat pumps and air conditioners, which take advantage of the latest technologies and efficiency potential. It also would improve standards for many currently covered home appliances, such as portable spas, refrigerators, freezers, clothes washers, dryers, and dishwashers to maximize

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# Ten tips for controlling fuel costs

**By Scott Houseman**  
*Scott Houseman is president of the IPSSA Capital Valley chapter. This article originally appeared in that chapter's March 2011 newsletter.*

Fuel is getting expensive, and it looks like it is only going to get worse this summer. Fuel is a big cost for all of us servicing pools. Here are a few ways to save on your fuel costs.

1. Drive less! Ha! What I mean is route your customers on a mapping program to be more efficient when doing the pool route. You should be checking your route and mapping every time you add a new account. Yes, this means you may have to move some of your customers to a different day to save fuel.
2. Limit your service area. Don't drive across town for one pool. (Sometimes you are better off not serving a pool.)
3. Try to do your repairs on the customer's service day. (You may need to work longer that day.)
4. Find good fuel prices; check out Costco or Safeway.
5. Try to buy your fuel before Friday. Fuel prices tend to rise just before the weekend.
6. Don't carry extra equipment or chemicals you will not use on that day.
7. Top off the air in the tires every few weeks to the manufacturer's recommended pressure.
8. Keep up on your truck's maintenance; oil changes, spark plugs, air filters, and tune ups.
9. Avoid idling. Leave the truck off while you fill out any paperwork or are looking for directions in the map.
10. Last but not least, start thinking about a fuel surcharge to your customers. I know they are not going to like it, but let's face it; someone has to pay for the fuel.

'Til next time, keep it clear



May is National Water Safety Month. Visit [www.nationalwatersafetymonth.com](http://www.nationalwatersafetymonth.com) for resources and step-by-step directions for planning a safety event in your community.

# Government investigation raises concerns about pool and spa drain cover testing and entrapment risks

**By Kathleen Reilly**  
*Kathleen Reilly is the Pool Safety campaign leader for the U.S. Consumer Product Safety Commission.*

The U.S. Consumer Product Safety Commission (CPSC) is conducting an investigation into the safety of pool and spa drain covers and the adequacy of testing procedures used to determine the flow rating of these covers. The investigation has revealed that the testing protocols used by some laboratories may have been improper and, as a result, some covers certified by these laboratories may not comply with the Virginia Graeme Baker Pool and Spa Safety Act (P&SS Act).

Pool and spa drains that use covers certified with inaccurate flow ratings may fail to prevent the hidden hazard of a drain entrapment. As part of its investigation, the Commission approved the issuance of subpoenas to three of the laboratories that tested pool and spa drain covers seeking information related to their protocols, the types of covers tested, and results of their testing. CPSC received more than 17,000 pages of documents from these laboratories in response to the subpoenas, which agency staff continues to analyze.

The CPSC is working to ensure that the public is not endangered by unsafe drain covers in pools and spas. As a result, CPSC staff plans to conduct a public meeting on April 5, 2011, to solicit answers from testing laboratories, drain cover manufacturers and other industry representatives regarding how the testing was conducted, the potential impact on consumer safety, and what changes are being made to the testing procedures.

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## Dan Jonaitis wins the February Education Corner quiz

Dan Jonaitis, a member of the IPSSA Scottsdale chapter, was selected randomly among all of the correct entries for the February Education Corner Quiz and will receive an IPSSA sports watch. All correct entries submitted during 2011 will be eligible for a big drawing at the end of the year for more IPSSA logo items.

The correct answers for the February quiz are: 1) DPD reagent gives you the capability to determine free available chlorine (FAC) and total available chlorine (TAC). A) True; B) False. *The correct answer is A) True.* 2) Cyanuric acid protects chlorine so it stays in the water \_\_\_ times longer than without it. A) 5 to 7; B) 3 to 5; C) 10 to 12; D) None of the above. *The correct answer is D) None of the above.* 3) OTO (ortho-tolidine) reagent is cancer causing

according to NIOSH and OSHA. A) True; B) False. *The correct answer is A) True.* 4) Total available chlorine includes both free available chlorine and combined chlorine A) True; B) False. *The correct answer is A) True.*

## Calendar of Events

<b>Mar. 31 – April 1</b>	<b>CPO Class for only \$200</b> Western Pool and Spa Show Long Beach Convention Center, Long Beach, California www.westernshow.com.
<b>Mar. 31-April 2</b>	<b>Western Pool and Spa Show</b> Long Beach Convention Center, Long Beach, California www.westernshow.com
<b>April 14-15</b>	<b>CPO Class</b> Super Pool Products, 4900 E. Landon, Anaheim, California www.anotherperfectpool.com/cpo
<b>April 28-29</b>	<b>CPO Class</b> 5648 Copley Drive, San Diego, California www.anotherperfectpool.com/cpo
<b>May 5-6</b>	<b>CPO Class</b> SCP, 780 Columbia Ave. #1, Riverside, California www.anotherperfectpool.com/cpo
<b>May 19-20</b>	<b>CPO Class</b> Super Pool Products, 4900 E. Landon, Anaheim, California www.anotherperfectpool.com/cpo
<b>June 2-3</b>	<b>CPO Class</b> SCP, 5648 Copley Drive, San Diego, California www.anotherperfectpool.com/cpo
<b>June 23-24</b>	<b>CPO Class</b> SCP, 780 Columbia Ave. #1, Riverside, California www.anotherperfectpool.com/cpo

## Financial office thanks chapters with prompt payments

The Financial Office thanks the following chapters, whose members all paid promptly in March before second notices were required:

Region 1: East Bay, Capital Valley, Sacramento City, West Placer, Elk Grove, El Dorado, East Contra Costa, Solano

Region 2: Central Coast

Region 3: Diamond Bar, Foothill, San Fernando Valley, San Gabriel Valley, Calabasas

Region 4: Central Los Angeles, Whittier

Region 5: Central Orange County, Huntington Beach,

Orange County #9, Surf City, Tustin/Irvine, Southwest, Mission Viejo, Orange County #1

Region 6: Hemet, Palm Desert, Redlands, Corona

Region 7: Carlsbad, Rancho Del Mar,

Region 8: North Phoenix, Tucson, East Valley, Las Vegas, Henderson, West Valley

Region 9: Rio Grande Valley

Region 10: Mid-Peninsula, Redwood Empire, Silicon Valley, Fremont

Region 11: Osceola, Cape Coral

## WELCOME NEW MEMBERS!

**REGION 1 — East Contra Costa:** Clare Langford. . . **REGION 3 — Diamond Bar:** Tim Eisemann. . . **San Gabriel Valley:** Jose Puente. . . **REGION 5 — Anaheim:** Richard Shoulders. . . **REGION 7 — Escondido:** Mike Marshall. . . **REGION 9 — Fort Worth:** Monica Morris. . . **Houston:** Joseph MacDonald. . . **Mid-Cities DFW:** Keith May. . . **San Antonio:** Ryan Easton. . . **REGION 11 — Manasota:** Dennis Clark

## Important changes to IPSSA insurance

Effective April 1, 2011 the following changes will be made to your IPSSA business liability insurance:

- Property damage deductible will increase to \$500 from \$250;
- Requirement that subcontractors carry liability limits of \$1,000,000 instead of \$500,000

If you have questions, contact Arrow Insurance Service at 800-833-3433.

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# Education

# Corner

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 MAY 20, 2011.

- The pH of liquid chlorine (sodium hypochlorite) is:  
A. 9.0  
B. 10.0  
C. 11.0  
D. 13.0
- Total alkalinity is said to be the buffering capacity of water or water's resistance to changes in pH.  
A. True  
B. False
- To calculate pool volume, we multiply length times width times the average depth.  
A. True  
B. False
- The APSP recommended ORP level for safe water is:  
A. 10 ppm  
B. 650 to 750 mV  
C. 110 volts  
D. None of the above

Name \_\_\_\_\_

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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, 10842 Noel Street, #107, Los Alamitos, CA 90720  
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Entries for this month must be received by MAY 20, 2011.



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Contact your Senators

Continued from page 1

cost-effective efficiency savings. In addition, it would create standards for some previously overlooked areas, including inefficient types of outdoor lighting. This legislation is important because it provides one uniform standard for portable spas to adhere by, requiring spas, one year after the effective date of the legislation, to conform to the standby power rate that is consistent with the recently ANSI approved

APSP-14 Standard for Portable Spa Energy Efficiency. The legislation also makes conformance changes regarding pool heaters.

Contact your U.S. Senators today asking for their support.

Government investigation

Continued from page 1

CPSC is undertaking this effort in order to identify covers that have improper ratings and provide important safety information about drain covers to the public by Memorial Day weekend.

Gravity drainage systems and large, unblockable drain covers are not part of this investigation.

CPSC urges pool and spa owners to contact their service providers and product manufacturers for additional information on the testing and certification of drain covers. Heightened caution should always be exercised by pool operators, parents and caregivers in keeping children away from pool and spa drains and other openings. The risk to swimmers from a non-compliant drain cover is greatest in shallow kiddie pools, wading pools, or pools or spas with single main drain systems.


The P&SS Act was passed by Congress in December 2007 and went into effect in December 2008. Since then all public pools and spas have been required to install new anti-entrapment drain covers and other secondary devices or systems, on single blockable drain systems, in order to be compliant with the law. Residential pools may have made these changes as recommended by their pool service operator and any newly constructed pools or spas since early 2009 should also have these new covers.

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California Capitol Report

## SPEC establishes legislative agenda for 2011

**By John Norwood**  
*John Norwood is president of the California Spa and Pool Education Council (SPEC), [www.calspec.org](http://www.calspec.org).*

The California Spa and Pool Industry Education Council legislative committee met recently to establish its 2011 legislative agenda. All regular bill introductions for the 2011 segment of the 2011-2012 legislative session are now complete. Only urgency or budget bills can be introduced now that the bill introduction deadline has passed. Until now, the legislature has been preoccupied with the state budget deficit and negotiations with Governor Brown to reach some type of compromise in time for a tax extension proposal to appear on a June special election ballot. Soon legislative policy committee hearings will begin and legislators will take action on the hundreds of pending bills.

Legislators have introduced more than 2,200 bills to be heard in 2011. SPEC has reviewed all the bill introductions to look for those that might have some impact on the swimming pool and spa industry. Many of the bills introduced so far have been introduced as placeholders. Such bills usually make a nonsubstantive change in a particular area of the law with the intent that the bill will be amended at a later date to address the target subject matter more fully. Among the current bill introductions, SPEC has identified 58 bills of interest that will be monitored. The SPEC legislative committee reviewed these bills and established positions on each. These positions range from simply monitor to degrees of support or opposition. In addition to individual bills, SPEC has been monitoring legislative budget proposals and is a founding member of the Construction Industry Enforcement Coalition. Activities in all of these areas are included in the make-up of SPEC's legislative agenda for 2011.

**SPEC legislative agenda for 2011**

1) Support efforts of the Construction Industry Enforcement Coalition to increase, coordinate and adequately fund the activities of various state agencies to go after non-licensed and noncompliant contractors. This includes the appointment of a cabinet level enforcement czar to help coordinate the activities of all the state agencies with responsibilities to enforce the states wage, safety and business tax laws;

2) Oppose budget proposals to extend the state sales tax to the service industry. Oppose a mandatory withholding of any portion of estimated taxes on fees paid to independent contractors;

3) Support legislation, AB 397 (Monning) to require contractors who claim a workers' compensation exemption on the CSLB website to recertify each year that they do not have any employees. Support a number of bills aimed at reducing the regulatory burden on California small businesses by requiring state agencies to eliminate duplicative regulations, sunset existing regulations, seek legislative approval of certain regulations, and require a true economic analysis of the cost of compliance before such regulations are promulgated.

SPEC's legislative agenda as set forth above is meant to be a broad outline of the association's goals and objectives for 2011. The playing field is always changing in Sacramento. Challenges emanating from either or both houses of the legislature, or one of the many regulatory agencies, can alter the priorities and the goals for the year.

## CDC convenes meeting of drowning prevention experts



**Front row (in chairs):** Martha Brocato, Elizabeth Haas, Julie Gilchrist, Kyla Shelton, Rita Noonan. **Middle row:** Gareth Hedges, Tony Pearson-Clarke, Jesse Guerra, Linda Quan, Kristin Goffman, Lori Schmidt, Suzanne Friesen, Phil Sharp, Chet Pogostin. **Back row:** Mark Jackson, Thomas Lachocki, Barb Alberson, Steve Barnes, David Clapp, Jim Emshoff, Lisa Dawson.

**By Phil Sharp**  
*Phil Sharp is director of IPSSA Region 9.*

IPSSA was represented at a meeting convened by the Centers for Disease Control of the nation's drowning prevention experts.

Our focus for this meeting was on residential pool drowning,

which is the leading cause of injury or death from ages one through four. We looked at safety in the back yard and discussed levels of protection such as supervision, barriers, and emergency preparedness. We also looked at the Virginia Graeme Baker Pool and Spa Safety Act, building

coalitions, California drowning prevention and the Florida Water Proof campaign.

CDC says they look forward to sharing our progress on the drowning prevention resource and appreciate your continued support as we work to refine the ideas presented during the meeting.

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# Ask Sue

By Sue Robach

Sue Robach is national training manager for Pentair Water Pool and Spa. If you have questions for Sue, send them to [info@ipssa.com](mailto:info@ipssa.com).

**How do I operate the IntelliFlo pump so that I can service the pool when it is hooked up to an EasyTouch?**

I get this question often when I am teaching at our workshops.

It is important to know that all three of Pentair's automation systems, the SunTouch, EasyTouch and IntelliTouch, have system mode buttons or menus. There are three system modes: Auto, Service and Timeout.

When the system is in Auto mode, which is the normal operation mode, the equipment will operate by scheduled programs and may be operated remotely by wired or wireless remote controls. The controller sends a command to the IntelliFlo pump through the communication cable, also known as an RS485 cable. An IntelliFlo pump does not require a relay when it is connected to a Pentair automation system, as it is getting digital communication from the controller through the communication cable.

When the system is placed in the Service mode, the communication through the RS485 cable is interrupted so that you gain control of the pump at the pump's touchpad. This process for the automation system to hand over control of the pump may happen immediately or, in some cases, may have a slight delay (up to one minute). Once this occurs, you can turn the pump on and select the speed you wish to operate. Many technicians preprogram different speeds for different tasks. For

example, speed one may be set to a speed that is ideal for vacuuming, and speed two may be set for backwashing. There are a number of customizations that one might make, but you get the picture. Disconnecting the RS485 cable at the pump will also interrupt communication to the pump and a user then has full control of the pump. One word of caution: make sure to secure the cable to the pump carefully when you are ready to put it back into Auto mode; otherwise the pump will not take commands from the automation system.

When the system is placed in Timeout mode, the communication through the RS485 cable is interrupted for only three hours. After this time has elapsed, the controller returns to Auto mode. This allows the technician to set the pump to operate at a given speed for a three-hour period of time for circulating the water after chemicals are added, for example. After the three hours, the controller goes back into Auto mode and any programs will then take over. This eliminates having to return to the jobsite to turn the pump back off.

**Can the IntelliFlo pump be used with another manufacturers' controls?**

Yes. We offer an interface device called the IntelliComm. When IntelliComm is in use, the IntelliFlo touch pad remains active at all times. This means you can change the pump from on to off (and vice versa) and adjust speeds at the touch pad while working on the site. One thing to keep in mind in this scenario: Before you leave the jobsite, make sure you leave the pump in the same status (on or off) as the controller.



Sue Robach

Send Your Technical Questions to:

The IPSSAN  
10842 Noel Street #107  
Los Alamitos CA 90720  
Fax: (888) 368-0432  
or email: [info@ipssa.com](mailto:info@ipssa.com)

## IPSSA promotes energy efficiency education

Partnering with the Foundation for Pool and Spa Industry Education (FPSIE), IPSSA has arranged for a \$109.00 discount for the first 100 IPSSA members who enroll in the Aquatic Energy Auditor (AEA) on-line course. This discount reduces the tuition to \$100.00.

The AEA will teach members how to measure the electrical usage of their customers' pool systems, identify features of a swimming pool to perform energy audits and learn about California's Title 20 and Title 24 energy efficiency standards relating to swimming pools. This intensive course covers energy relationships relating to recirculation, filtration and associated calculations; hydraulics and piping; heaters, and pumps; electricity usage and efficiencies. The course is relevant for members in all IPSSA states.

This information combined with knowledge of new pool products can be a great sales incentive.

To enroll, go to [www.fpsie.org](http://www.fpsie.org). No certificates are necessary; FPSIE will contact IPSSA to verify your membership and eligibility for the discount.

This discount is offered to all IPSSA members on a first come, first served basis. Don't be left out.

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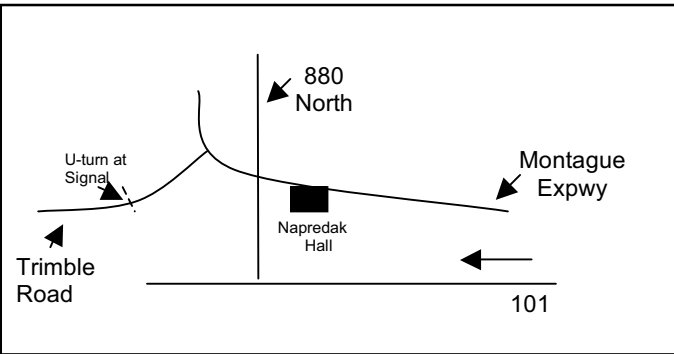
5:00 p.m. — 8:30 p.m.

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Hot dogs and soft drinks will be provided for a donation. All proceeds will be donated to S.P.E.C.

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**Directions from 101 N** Take 880 North  
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Make a U-turn at the next light  
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Contact Dave Allen, Nuts 'N Bolts Chairman at (408) 984-6737 for more information

### Ray Arouesty is in the blogosphere!

Catch his observations "Blame It on the Pool Guy" at  
[www.arrowinsuranceservice.blogspot.com](http://www.arrowinsuranceservice.blogspot.com)



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# Tech Tips

## A solution for extra long vacuum poles

By Mike Cedro

Mike Cedro is editor of the IPSSA Houston chapter newsletter. This tech tip is reprinted from the March 2001 issue.

Several years ago, I took care

of a pool that was average sized, but with a 14-foot deep diving well. I thought I was going to have to buy an extra long vacuum pole, and wondered how I was going to be able to carry the thing in my pickup. The solution was much easier than I thought.

I bought a replacement cam and installed it into the handle end of one of my eight-foot telescoping poles. Then I inserted that end into the tool end of another pole. Joined together, this gave me a potential of extending up to nearly 29 feet, with a foot of overlap at each of the three joints for reliable connections. The poles easily could be separated for transport or to use individually.

More recently, I had experienced using 12-foot long, three-piece extendable poles at large community pools. They are collar-lock poles, and extend to near-

ly 34 feet, but need to remain at the pool they are to be used at, because transporting them is a hassle. They are also very expensive, costing about \$100 each.

The worst problem is that the third pole section is extra thin, so it can fit inside of the second section. That makes it very flimsy, and will bend very easily. This is a real problem with a very long pole, because the leverage on any pole that long can kink and bend at the slightest pressure. Needless to say, the skinny sections are all bent up, and the poles no longer extend fully, so plan B goes into

effect.

Using collar-lock poles, I inserted the handle end of one eight-foot two-piece pole into the front end of another one about 14 inches. Then I drilled holes through them and put a stainless steel bolt and wing nut to secure them. The pole is strong and can extend up to 29 feet. Plus, the bolt and wing nut are easily removed to separate them and transport the poles from pool to pool.

When using any pole in the water, you should make sure to move it through the water slowly and deliberately, because sudden lunges or changes of direction can kink any aluminum pole. With extra long poles, the hazard is many times the problem. Be careful out there.

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## Save water and energy the easy way

By Monique Nelson

Monique Nelson is the Sales & Marketing Manager for Flexible Solutions. If you have any questions for Monique, send them to [monique@flexiblesolutions.com](mailto:monique@flexiblesolutions.com)

**There is an easy way to reduce energy consumption and save water – liquid pool covers.**

One aspect of a service professional's job is to ensure the pools on your route are able to open as soon as possible when the season begins, and stay open as late as possible.

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Liquid pool covers, manufactured by Flexible Solutions, can be added to the water in a pool to help lower evaporation.

A pool will lose about 70% of its heat through evaporation, so by lowering this rate, the pool water will stay warmer.

Grant Moonie, the division manager for the manufacturer says that studies have been conducted over the past 20 years to prove the efficiency of Heatsavr™ and Ecosavr™.

According to Moonie, "there have been energy savings recorded of up to 40%. Water loss is reduced by about half and overnight heat loss is decreased by about 50%." Savings like this can mean money in the pocket of pool owners and another consumable item on your list of products offered.

There is another really great perk – liquid pool covers are really easy to use. Flexible Solutions offers a cute dispensing fish, called Ecosavr™, that will last in a backyard pool for about 1 month and retails for only \$11.99. A low price-point like that will be easy to promote to your route.



Alternatively, they also offer an automatic metering system for larger, or higher end pools.

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## Facts about Flexible Solutions' Liquid Pool Covers

- **FACT:** Liquid pool covers are biodegradable, breaking down into natural components in approximately 24-48 hours
- Heatsavr™ & Ecosavr™ have automated dosing solutions to offer reliable daily dosages
- **FACT:** liquid pool covers spread quickly and evenly across a pool's surface
- Heatsavr™ works well in windy areas
- It works even when the circulation system is on, as it moves quickly to return to the main body of pool water without being filtered out
- **FACT:** Flexible Solutions is the original manufacturer of liquid pool covers and the only one to offer proof of efficiency, safety and results

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One Man's Opinion

How to torment a telemarketer

By Robert Foutz, Jr.  
Robert Foutz Jr. is president of the IPSSA Surf City chapter.

The cell phone is a vital tool in our business. Customers and family can reach us just about anywhere at almost anytime. These phones have become great tools and a great nuisance. Being able to talk and drive (with the proper hands-free headset of course, fellow Californians) is a great convenience. Not having to look for a working pay phone is a great time-saver. But telemarketers are a great time-suck.

No one likes telemarketers, with their unsolicited phone calls that show up usually at the worst possible time. I thought I had put all my phone numbers onto one of those no-call lists but obviously the telemarketers aren't checking the list, because over the last three or four months I have received an avalanche of calls!

One night during dinner a telemarketer called. This was a woman from a company I have told at least three times, "I don't want your product, don't call me," and they had promised to put me on the no-call list; here she was, calling me again! I asked her what part of "Don't ever call me again!" did she not understand. I told her I was on that no-call list and that she was never to call again. My daughter Hannah has more street smarts. She gave me this wonderful little tip that I will

pass on to you! She took my cell phone, recalled the number that had just called in, and saved it in my phone as "No Answer." Now when that annoying roof salesman calls, I just let the phone ring. The problem is I have so many people calling me that I now have No Answer 1, No Answer 2, No Answer 3 . . . you get the idea. My wife suggested that I assign the nuisance calls a special annoying ring tone, but that's just too much work.

Just about everyone who calls me has their name saved in my cell phone. So the display comes up, "John Smith," or "XYZ Pools," but occasionally I get a number I don't know. It might be a new customer, or it might be a good customer calling from a number I'm not familiar with, so I answer it. Sometimes it is some-

one I need to talk to, but other times it's another rotten telemarketer I don't want to talk to. When this happens, I suddenly learn how to speak Spanish. Now I only know about four phrases in Spanish, "What time is it?", "What's for lunch?", "Another beer, please," and "Where's the bathroom?" So when the telemarketer calls, I ask her "What's for lunch?" If she asks if I speak English, I ask for another beer. If she asks if anybody there speaks English, I ask where the bathroom is. After about 30 seconds of this, she hangs up and doesn't call back.

Here's another great way to torment telemarketers: there are certain calls that are recorded and ask you to leave information after the beep tone. If I'm at home and get one of these calls, I put the

phone down by the radio, and say, "My name is Rush Limbaugh. Listen to what I have to say!" After a few minutes I hang the phone up. They can listen on their own radio. As it should be.

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Texas Legislative Update

APEC files bills to clarify limited licensing law in Texas

By Jake Posey and Steve Koebele

Jake Possey and Steve Koebele are external lobbyists for the Aquatic Professionals Education Council (APEC), an organization that promotes the interests of the swimming pool and spa industry in Texas by providing education to the industry, state, local government and consumers. [www.apectexas.org](http://www.apectexas.org).

On March 11, 2011, Republican Senator Brian Birdwell

(Granbury) and Republican House Representative Allen Fletcher (Tomball) filed legislation to clarify the commercial/residential aspect of the newly enacted (2009) limited licensing law for pool maintenance contractors. The bills are listed below and deserve the full support of all APEC, IPSSA and APSP members.

- SB 1630 by Birdwell, relating to the regulation of residential appliance installation under the Texas Electrical Safety and Licensing Act.
- HB 3382 by Fletcher, relating to the regulation of residential appliance installation under the Texas Electrical Safety and Licensing Act.

Other bills APEC is monitoring include:

- HB 673 by Parker, relating to the production and use of an instructional video on recreational water safety.
- HB 883 by Alvarado, relating to minimum efficiency standards for certain products.
- SB 457 by Ellis, relating to minimum efficiency standards for certain products.
- SB 710 by Van De Putte, relating to the disclosure of a hazardous drain in a swimming pool or spa by a seller of residential real property.
- SB 770 by Davis, Wendy, relating to designating April as Water Safety Awareness Month.
- SB 771 Davis, Wendy, relating to swimming pool safety alarms for certain single-family homes.



Of the above bills, APEC lobbyists are working with APSP to modify the energy efficiency legislation. As it relates to safety legislation, limited licensing enhancements and safety awareness your APEC Texas lobby team is moving forward to secure bill sponsors, craft amendments to legislation, and rally support for each of our important initiatives!

Keep track of the Texas legislature

To keep track of bills or access legislative information for this or previous sessions, visit Texas Legislature Online (TLO) at <http://www.capitol.state.tx.us/Home.aspx>.

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# IPSSA Diamond Bar chapter holds training session on Pentair EasyTouch 8



Left to right Chris Barstow, Tim Echavarria, Joe Todora, Ray Naseiro.

On February 26 the IPSSA Diamond Bar chapter organized a half-day of membership recruitment and an education session on the Pentair EasyTouch 8 control system.

PEP San Dimas manager Carlos Becerra and Tim Echavarria, branch assistant man-

ager, hosted the event. Performing the instruction was Joe Todora, assisted by Chris Barstow of CB Electrical, Monrovia, California. The event was well attended with over 30 individuals eager to learn more about the EZ Touch 8 control system. Ray Naseiro, Diamond Bar

Chapter president, and Bob Nichols were organizers of the event and were pleased with the turnout and the amount of information that was given to the attendees in such a short time frame. Exit interviews indicated the session was fun and informative and many asked what was next.

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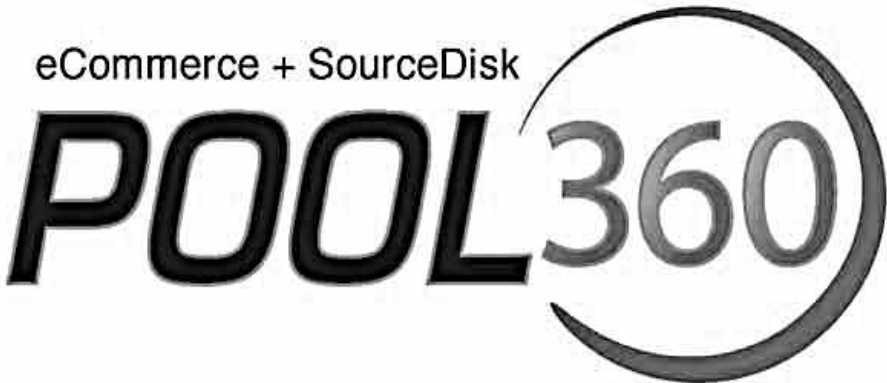
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# FSPA 2010 Person of the Year and Hall of Fame inductee announced

The Florida Swimming Pool Association chapter presidents meet each January and select a Person of the Year and review nominees for the FSPA Hall of Fame. Eva Adcock of Melbourne has been chosen as Person of the Year for 2010. Dominick Montanaro of Satellite Beach has been inducted into the FSPA Hall of Fame. During the Awards and Welcome Reception at the annual Orlando Pool & Spa Show, February 11-12, they were recognized for their achievements.

The Person of the Year is presented by Florida Swimming Pool Association as determined by a vote of the chapter presidents. It is based on the individual effort and effectiveness of the individual in providing the FSPA with leadership, commitment and service.

Eva Adcock has been in the swimming pool industry since 1992 and in 2010 served as the Florida Swimming Pool Association's president. She served as a member of the FSPA Executive Committee for three years preceding her presidency. Eva brought her background as a CPA to the Executive Committee and FSPA Board, always having a keen eye for the organization's finances.

Hall of Fame inductees are nominated based on criteria including a minimum of ten years of active service and participation in state-level activities, demonstration of actions that are clearly intended to benefit the entire industry and being widely respected. The Hall of Fame Committee reviews all nominations and has chosen Dominick Montanaro to be inducted into the Hall of Fame.

Dominick Montanaro has been a member of FSPA since 1995 and an active member and leader in the association for all of those years. He has sacrificed countless hours of his time serving on numerous councils and committees both locally and statewide. He served as FSPA Treasurer, FSPA Secretary, FSPA Vice President and two terms as FSPA

President, 2007 and 2008. He served as PIPAC Chairman for six years and the state Service Council Chairman for four years. He is in his sixth term as Space Coast Chapter President. Dominick has been on the Design Awards Committee, Bylaws Review Committee, the 2004 Show Committee, and served as the 2009 Show Chairman. He was Person of the Year in 2004 and in 2009.

Dominick has selflessly researched, lead and contributed to various legislative and regulatory activities and logged thousands of miles traveling to Tallahassee and throughout the state.

The FSPA Space Coast Chapter nominated Dominick Montanaro

for the FSPA Hall of Fame for his time and dedication spent on the swimming pool and spa industry to the benefit of his peers and the FSPA.

The Florida Swimming Pool Association is a trade association for the pool and spa industry in Florida. There are approximately 550 member businesses in 16 chapters across the state. Members are required to abide by a code of ethics and to be properly licensed and insured. FSPA provides the industry with access to continuing education courses, information on current trends and issues, an arbitration program and government relations representation. FSPA is governed by a Board of Directors.

## Collection Tips

# More than \$300,000 collected for IPSSA members through Transworld/Green Flag program

By Tony Arsneault.

Tony Arsneault is IPSSA's contact with the Transworld Systems Greenflag Profit Recovery program. He can be reached at [anthony.arsneault@transworldsystems.com](mailto:anthony.arsneault@transworldsystems.com). You can sign up for the Transworld/Greenflag program by downloading forms from the members-only page of [www.ipssa.com](http://www.ipssa.com)


As of March 1, 2011, IPSSA members have recovered more than \$300,000 in delinquent accounts through the Transworld/Green Flag profit recovery program.

475 members have signed up for the service. However, only 351 members have actually submitted accounts. Assuming the total IPSSA membership consists of 2,800 regular members, this means that only 12.5% of the total members are taking advantage of this benefit. Imagine what the recovery numbers will look like as we increase the usage rate.

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# Want a new image? Be an IPSSA Pro

**By Maurice Krumrey**  
*Maurice Krumrey is a member of the IPSSA Santa Clara Valley chapter.*

I'd like to say that the article about improving our image in the November issue of the IPSSAN was right on. What's lacking is a plan and some incentives to do this. I'd like to suggest that IPSSA introduce a new category of membership for service techs (one that you can't buy, one that you have to earn), a category that I call an IPSSA Pro. Below is a plan that I think is equitable and fair, as well as easy to implement.

First and foremost, all IPSSA Pros need to have a contractor's license. Having a contractor's license clearly states that you've spent the time, the energy, and the educational wherewithal to improve not only yourself, but our organization and our profession as well. We all should know that having a contractor's license is a lot like having a college degree. The degree itself is often not as important as just having one. It's best that the degree is in the field that you're working, but there are many people working whose degrees are different than the fields they work in. It's very similar to the basic C61/D35 license.

The current licensing process hardly does justice to the work we do, but it's still a signal and a symbol of a higher degree of professionalism for the service tech who has it. This license allows you to legally work on more complex and expensive jobs while showing the customer that the state has trusted you to do things properly.

Secondly, we all know that IPSSA members need to be water chemistry certified, and from our internal organizational perspective this is a necessary and basic level of education. Unfortunately, just understanding water chemistry and passing the test won't make you an IPSSA Pro. I think you need to be using a DPD test method to determine the proper level of free chlorine. If the letters DPD are not familiar to you,

you're really behind the curve. As a member of IPSSA, you should already know that it's the free chlorine that actually does the sanitation, and OTO doesn't properly test for this. DPD testing can be done with test strips, powdered or tablet methods, or using reagents. It makes no difference what type; you just need to use a DPD test for free chlorine (not just total chlorine), like OTO. If you're using an OTO test kit, then I'm sorry: in my opinion you're not a pro.

Thirdly, I think it's important to remember that the essence of an image is visual. From my perspective, that means when you're working, everyone who sees you needs to know who you are and what your business is. With this in mind, I believe that one of the reasons we have an image problem is that too many of our members don't have the two basic elements for a professional image: signs on their work trucks and some type of work uniform.

Having a sign on your truck says who you are and what you do. It can be a basic magnetic sign or a fancy painted one; it makes no difference. So, if you want to be an IPSSA Pro, you need to have a sign on your truck that tells everyone what the name of your company is. That way every customer (and their neighbors) will know who is parked in front of their house.

In addition, every IPSSA Pro should wear some type of uniform. Yes, I know that sounds expensive, but the reality is a uniform can simply be as little as a t-shirt with your company name and logo on it. Or it can be as elaborate as a matching shirt and pants, along with a hat. The choice is yours, but simply wearing raggedy t-shirts, holey shorts, and worn out tennis shoes won't show others you're a pro, no matter how good you are.

And yes, you're right, just wearing the clothes and having a sign on your truck doesn't make you a pro, but I learned a hard lesson a long time ago: what you

wear often determines what people think of you. Remember the saying "you never get a second chance to make a first impression?" I guarantee you that if you look the part, that's 90% of the battle to convince anyone that you know what you're doing.

Another part of the image of being an IPSSA Pro means having a certain set of tools to do a thorough job. Here's a list that all

pool techs should have in their trucks that'll distinguish a pro from a wannabe:

- A volt meter, sometimes called a multi-meter. If you don't have one, how do you know where the electrical power is, much less where it's supposed to be? A volt meter doesn't have to be expensive; I'm sure you can get a basic meter for under \$40, and all you really need to learn is how to measure 120, 240, 24 and 12 volts. If you know that, you've mastered the basic functions need-

ed to troubleshoot electrical issues. And if you've been as lucky as I have, then some other pro will show you the tricks and techniques for solving more advanced issues. But if you don't even have a meter, you can't get to square one, and I'm sorry you're not a pro.

- A manometer. "A what?" you say. Yes a manometer. That's the tool you need when you check a pool heater's gas pressure. That's the first thing any heater manufac-

Continued on page 18



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IPSSA Pro

Continued from page 17

turer’s tech support is likely to ask you, when you call for help. If you work on pool heaters, or even think you want to work on heaters, you need to have a manometer. If you don’t work on heaters, then we’ll let you pass on this one, because when your customer calls with a heater problem, you’ll need to call a pro to help you.

• Lastly, an IPSSA Pro will have an indoor control panel for Compool, Jandy, and Pentair systems. Having an indoor control panel will allow you to do a couple of really professional things; first you can program or reprogram a customer’s system, without the customer being home. Being able to run, control, and

program the equipment at your convenience without bothering the customer is, in my opinion, priceless. And this alone is worth the cost of owning one. But secondly, an indoor panel gives you control to not only solve customer programming issues, but, it allows you to set the proper level of equipment run time (usually) regardless of what the customer thinks. All you’ve really got to say to the customer is “I’ll take care of it,” and the customers will know they are working with a pro.

The license, the image, and the tools all are signals to the customer that you are a pro. It’s evidence that you’ve taken the time and money to display yourself in a

professional way, showing that you probably have the education and experience to know what you’re doing, and as a result you can be trusted to solve the problem or find a solution. Whether you believe it or not, customers respond to these subtleties and accordingly will listen to you, pay you, and call you back when there’s an issue you can help with.

Now that I’ve said all of this, it begs the question of “Why would anyone want to do this and how can we get our members motivated to become an IPSSA Pro?” In the short run, I think it’s clear that it really does cost more money and time to be a pro, because it’s evident that you can get many of

the benefits without being a pro. So that makes the advantages of being a pro less obvious, but I also believe that in the long run it pays off, because not only do you learn more, you can earn more.

I believe we need a good incentive program to encourage our members to become pros. What incentives can IPSSA offer? I think there should be several. We’ve tried for years to offer scholarships to improve ourselves, but in my opinion these have had limited success. So I suggest that for each member who becomes an IPSSA Pro, each chapter will pay a significant part of their yearly dues. Or maybe IPSSA could reduce their monthly insurance premiums for five years. In addition, IPSSA could provide decals and/or possibly magnetic signs, similar to the decal that shows our water certification, that says “I’m an IPSSA Pro,” at no cost. As a bonus incentive, I would suggest that our website feature IPSSA Pros in a way that’s different than our normal members. Or who knows, there may be a better way to provide incentives. Maybe something along the lines of how advertisements for “1-800-Dentist” try to distinguish their members from “regular” dentists would prove to be beneficial.

Undoubtedly there will be some (maybe a lot) of people who will rebel at this. I have a lot of pool tech friends who wouldn’t fit into this pro category. They’ve been in the business longer than I have, know more than I know, and yet for reasons that I don’t understand, don’t even have the basics of a pro image, like having signs on their trucks or wearing clothes that have logos on them. While I consider them pros, their image doesn’t say “professional” and that hurts our whole profession. Their knowledge and experience

are assets to our profession and I think we want to showcase that talent.

On a personal note to the public (when they see me), I frankly want customers to know that I’m better than the techs who drive around with no visible indication that they are pool techs, other than a pole sticking out the backs of their trucks. While those other techs may be good, they ultimately reflect poorly on our profession, and I believe presenting a more professional image would be a better way to let the public know we take our careers seriously.

If we proceed with this plan, or something like it, I’m sure that some will find a reason for this idea not to work, but it’s important to remember that we are the organization. Instead of putting so much importance on the independent in our name, it’s time to emphasize the association part. In the 13 years I’ve been a member of IPSSA, I believe there has been little or no effort to implement something like this (although there’s been a lot of talk), so I know that this will take some work to implement. If the naysayers prevail, then I believe that our IPSSA chapters and our BORD, as well as our membership, are not serious about improving our image and it’s a lost cause. This is one of the ways that we can easily upgrade our profession and our members, like a tide that raises all boats.

If you think this is important, contact your local BORD members and express your interest in this idea. Think creatively, think positively and if enough of us believe this is important, then we can figure out a way to do it. The devil will be in the details, and I think this is a good idea, but maybe someone will have a better plan, and if so let’s hear it. If no one has a better plan, let’s work together to find a way to make us, and our organization, the premier association of pool professionals, and we’ll be proud to say “I’m an IPSSA Pro.”

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## Coverage Corner

# Insurance changes effective April 1, 2011

By Ray Arouesty

Ray Arouesty is an attorney at law and president of Arrow Insurance Service, IPSSA's insurance provider since 1988. He can be reached at (800)833-3433 or ray@arrowinsuranceservice.com

IPSSA's group general liability insurance policy renews on April 1, 2011. There will be no increase in the monthly premiums members currently pay, but a few changes are being made as follows:

(1) The property damage liability deductible will increase from \$250 per claim to \$500 per claim;

(2) Subcontractors are required to carry general liability limits of \$1,000,000, instead of \$500,000;

(3) One new and one revised policy forms will be added to the policy

The new "Designated Operations Limitation" states that:

## Who needs IPSSA?

Continued from page 1

work for about five weeks.

Well, about three weeks after surgery, I developed a very large abscess and required another week in the hospital and a drain tube put in. This extended the time off for another few weeks, only to find out then that there was a small hole in my intestines that had not healed completely. Since early January, I have been on IV food only and still have the drain tube in. I have not fully recovered yet, but later this week I will have another procedure that hopefully will close up the opening and I will be good to go.

I cannot begin to explain how the sick route coverage saved my business and put my mind to rest so I could focus on healing. If I had not had sick route coverage, my business would have totally dissolved and after building it over the past 19 years, I would have found myself in the position of starting from scratch again. Given this economy, I am not sure that I would have been able to do even to this.

After the initial surgery, Mark Lyons was in my hospital room within three days, picking up my yellow sick route cards and two days after that almost all my pools had been assigned. To this day, I still cannot believe how quickly this was taken care of. I wish there was a way to fully show my appreciation for everyone's help and understanding.

During the past 19 years, I have been called upon to perform sick route coverage for other members about half a dozen times and found it easy to fit into my schedule. I never put much thought into it and certainly never fully realized the importance of saving another member's livelihood. Well, I know now.

Sick route coverage has saved my business and allowed myself and my family to focus my health and recovery, without the worries and stress of how we were going to pay the bills.

Being an IPSSA member has brought me education, close business relationships, and recently, piece of mind during a very challenging time in my life. We are much stronger as a group.

My family and I would like to thank the Santa Clara Valley chapter of IPSSA. We will never forget what you have done for us.

*This insurance applies only to "bodily injury," "property damage," "personal and advertising injury" or "medical expenses arising out of the maintenance, service or repair of a swimming pool, spa or fountain."*

A claim was recently reported involving a backyard renovation, including BBQ and decking, and this new form is designed to meet the problem of members submitting claims from jobs other than pool service or repair. Members engaged in that type of work should purchase additional insurance covering those operations.

The Pool Construction Exclusion has been rewritten as follows:

*This insurance does not apply to "bodily injury," "property damage," "personal or advertising injury" or medical expenses arising out of:*

(1) The construction of a new swimming pool, spa or fountain, or

(2) The renovation, remodel, or substantial modification of an

existing swimming pool, spa or fountain.

This revised form seeks to clarify the type of work that is not cov-

ered under the IPSSA policy.

Arrow Insurance Service offers additional coverage for members engaged in construction work,

with premiums beginning around \$1,500 annually. Arrow Insurance Service can be reached at (800) 833-3433.

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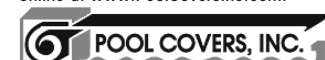
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Safety swimming pool covers provide security and minimize maintenance costs and time. Acting as a barrier against leaves, insects, and other debris, pool covers allow homeowners to spend less time skimming and more time swimming. Other advantages include heat retention, water conservation due to reduced water evaporation, and less chemical evaporation, which means chlorine can last as long as two weeks.

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that having a unique pool shape means it will have to remain uncovered. Whether your pool is a classic rectangle, a curvaceous kidney shape, or offers a breathtaking view from an infinity edge, the professionals at Pool Covers, Inc. have a variety of top-of-the-line automatic, semi-automatic, and manual pool covers to suit your needs. If automatic options aren't feasible for your particular pool, you can still reap the benefits of a pool cover with manual styles that snap directly onto the surrounding deck. And if a manual cover doesn't apply, a full line of safety fencing provides the added protection you need to create a safety zone around your pool without detracting from the beauty of your backyard.

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### Route Advice

# The measure of success

**By Charles Baird**

**By Charles Baird** *National Pool Route Sales and the* As Randy Quaid said in  
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For those of you who read my articles, I must apologize for the hiatus. The unexpected pause in my IPSSAN articles was due to unforeseen circumstances and was not a matter of choice. Because of God's grace, I am happy to once again be imparting what I believe are helpful hints in both business and life. Thank you for reading.

What is the measure of one's success? As I sat one day pondering this question, I thought about the successful people I have known, and some people I have known who would not be considered successful. When I think about success, I immediately think of my grandmother. She was not wealthy. She was not famous. She would not be considered a success by many, but she was a success nonetheless. My childhood was one of no indoor plumbing or electricity and barely enough food for survival, but it was the greatest childhood ever because of my grandmother.

As many of you know, my father and grandfather were bootleggers (for those of you not familiar with the term, a bootlegger cooks illegal whiskey or moonshine). My father and grandfather drank most of the profits and my grandmother made do with as little as possible. However, even in her hour of need, she always thought of others. Her unselfish nature bonded her to the community like no other. If she had nothing, she would still find something to give to others. This made her a success.

As another example of success, I have a friend who is worth multimillions of dollars. He can go anywhere he wants, anytime he wants. He built a successful company and has never looked back. However, that is not what makes him a success. What makes him a success is his thoughtfulness. He is there for friends and family in need, and even strangers are not

immune to his kindness. His first thought is always for others.

On the reverse, I had an acquaintance who was pretty successful. He was married to a beautiful woman and, because he had a very high paying position in a large company, he did not want his wife to work. He traveled when he wanted, and he could buy what he wanted. Most people would say this was the epitome of success, and most did, but there was darkness lurking in his future. One day, without warning, his heart stopped beating, but that was not to be the end of the tragedy. Because he and his wife were married out of high school and his wife was not allowed to work, she had no profession to fall back on when he passed. It gets worse. He had no insurance and no savings. Their home carried a high mortgage. She was adrift in a sea of debt left by her husband with no light at the end of the tunnel. The outcome of the story is she sold the house and moved into a trailer park and has done her best to survive. What a success story this man was, and what a legacy he left behind for his wife and children.

I give you these measures of success to make a point. Money alone does not make you a success. It is not how much you make and how much you can spend. It is, rather, what you do with the money you make, what kind of legacy you leave for those left behind after you are gone, or what type of retirement you have if you are blessed with a long and productive life.

I have had many conversations with pool service professionals who lament saving money or buying life insurance, but for those of you who live on the edge with no savings and no life insurance, what will your family do if (I mean when) something happens to you. Saving money is difficult, but it is necessary and should be a part of your business and estate planning. Purchasing life insurance is difficult, but it should also be a part of your business and estate planning. Many pool service professionals contact me to discuss their options now that retirement is upon them, and they have no savings, but I must tell them they have very limited options.

Not too many months ago I received a call from a woman who was looking for direction for her husband in retirement. He was 74 and was still servicing pools five days a week. He could not retire because they had no savings. He could not sell his business because he could not get enough to retire. He could not hire an employee because he needed every penny he was making to pay his bills. What would you tell him? I cannot go into the options I gave her because of time and space, but they were limited. Suffice it to say, if you are running without a savings account, start one today. If you have a family and you are running without insurance, correct that today.

You cannot believe you are immortal and you cannot be so naive as to believe everything will be just fine if something happens to you today. Start saving for retirement and if you happen to draw the short straw, at least you will have done something special for your family; that alone makes you a success in my book.

Until next time, have a blessed month.



# Highlights of February 11, 2011 IPSSA Inc. Board of Regional Directors Meeting

**PRESENT:** David Durkin, Region 1 Director; Charles Dudley, Region 2 Director; Elias Duran, Region 3 Director; Adam Morley, Region 4 Director; Bob Luedtke, Region 5 Director; Nathan Smith, Region 6 Director; Chuck Gough, Region 7 Director; Kurt Schuster, Region 8 Director; Phil Sharp, Region 9 Director; Dick Nichols, Region 10 Director; Todd Starner, Region 11 Director; Vickie Lester, CAE, Executive Director; Clint Cramer, CPA, Financial Office; Jen Neronde, Financial Office; Erica Arouesty, Arrow Insurance Service

**GUESTS:** Scott Houseman, Capital Valley chapter, Region 1; Jack Emlay, Capital Valley chapter, Region 1; Brian Duncan, East Bay chapter, Region 1; John Venti, Diamond Bar chapter, Region 3; Terry Snow, San Gabriel Valley chapter, Region 3; Saul Krochmal, San Fernando Metro chapter, Region 3; Mike Denham, Orange County Pool Professionals, Region 5; Jim Romanowski, Orange County Pool Professionals, Region 5; John Bettencourt, Hemet chapter, Region 6; Lance Sada, Menifee Valley chapter, Region 6; Bill Brooks, Redlands chapter, Region 6; Jeff Lashkoff, Mid-Peninsula chapter, Region 10; Andy Vaccarella, Mid-Peninsula chapter, Region 10; Scott Diehl, Santa Clara Valley chapter, Region 10; Jeff Kennemer, Santa Clara Valley chapter, Region 10; Mark Lyons, Santa Clara Valley chapter, Region 10; Jose Olvera, Santa Clara Valley chapter, Region 10; David Hawes, Tri-Valley chapter, Region 10; James Anderson, North Georgia chapter, Region 11; Randal Watts, North Georgia chapter, Region 11

**CONSENT AGENDA:** MS to approve the consent agenda. Motion withdrawn. MSC to add to the consent agenda the minutes of the December 27, 2010 Board meeting conference call. MSC to approve the consent agenda specifically the minutes of the November 6, 2010 and December 27, 2010 meetings and regional reports and regional minutes.

**FINANCIAL REPORT AND CENSUS:** cramer reported that for the period ending December 31, 2010, there were \$677,521 in revenues and \$483,246 in expenses for the general fund, with a net surplus of \$194,274. Assets were \$673,107, liabilities were \$8176 and equity \$664,931. The Scholarship Fund took in \$17,425 in revenues (including interest) and had \$8,832 in disbursements, with a net balance of \$178,724. The reserve fund balance is now \$433,319. The December 31, 2010 membership census shows a total of 3,661 members.

**NEW BUSINESS:** MSC to add to the agenda consideration of policies on inserts into IPSSAN by non associate members and reinstatement of a former associate member. MS to add to the agenda consideration of credit cards for IPSSA Entertainment and Trade Show Committee chair and for the IPSSA president. Regions 1, 3, 4, 6, and 9 voted for the motion. Regions 2, 5, 7, 8 and 10 voted against it. Motion failed. MSC to add to the agenda consideration

policies on officer elections.

**ADMINISTRATION:** Sharp reported that the annual performance review and contract renewal for Lester Management Services is completed.

**BYLAWS:** The committee is still considering a procedure for calling special meetings of the

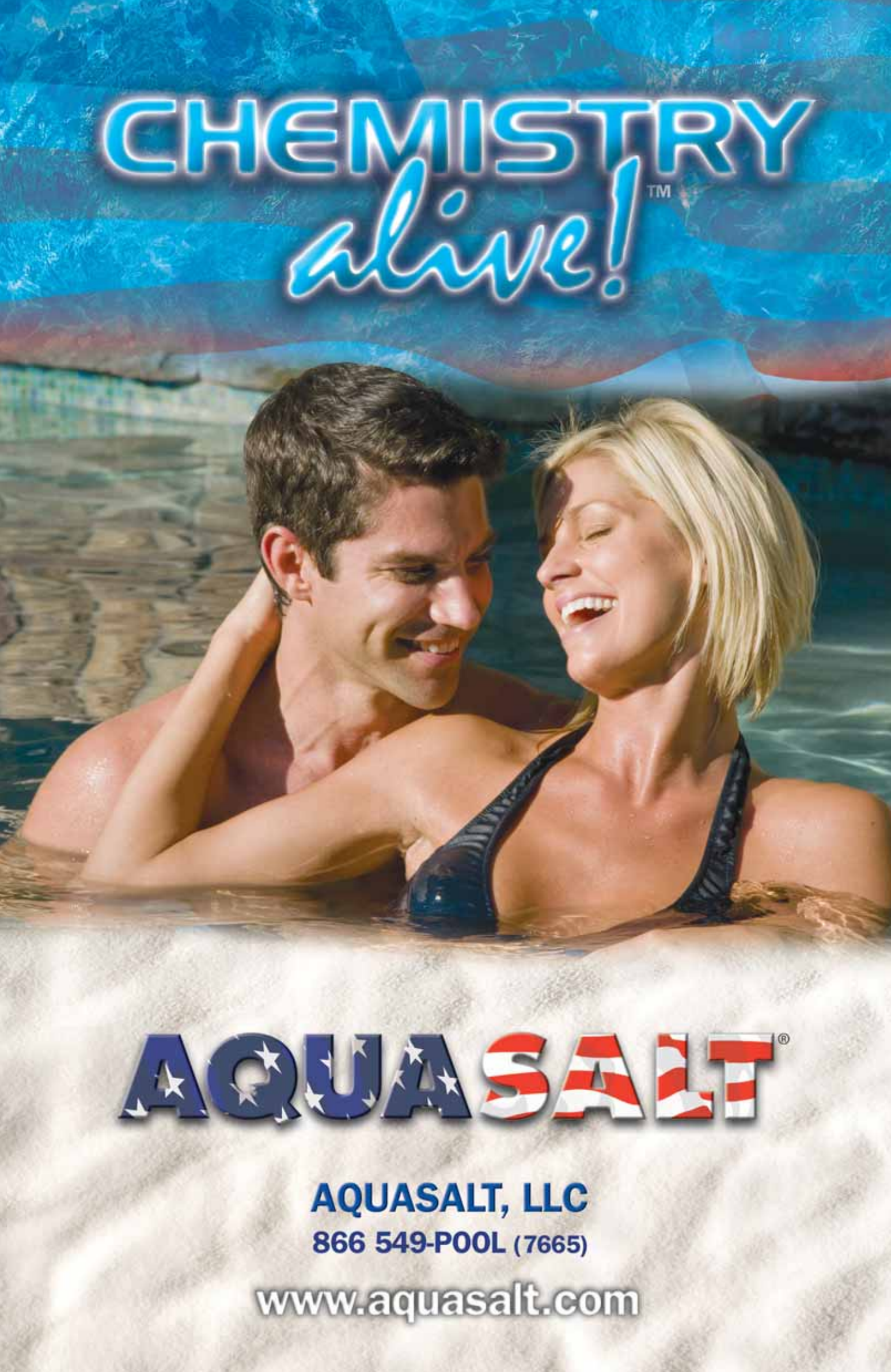
Regional Boards. MSC that those who wish to be considered for the position of corporate vice president are required to file letters of intent. MSC to amend policies and procedures regarding officer elections to read: Prior to each annual meeting any member who will be sitting on the new BORD

and desiring to seek any of the offices of the corporation (being president, vice president, chief financial officer and secretary) shall submit to the executive director a letter of intent to seek that office. MS that the Bylaws committee consider policies on attendance at chapter meetings. Motion withdrawn. The matter still will be considered but does not require a motion of the BORD at this time. Smith reported that

all of the proposed bylaws amendments submitted to the membership for vote in January were approved.

**EDUCATION:** Durkin has completed a first draft of a workbook on electrical guidelines. Plans for workbooks on business practices and hydraulics also are being considered. Nichols reported that Hayward has renewed its annual contract with IPSSA for

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## BORD meeting

Continued from page 21

the coupon program that generates funds for education.Nichols announced a new program with Pentair, which would include IPSSA member participation in Pentair's PIP program, which could provide IPSSA with up to \$20,000, which could be used toward education or research. Pool Industry Expo donated \$2,000 to IPSSA for education, based on attendance at classes taught by IPSSA members at the 2010 show. Mike Gardner has resigned as FPSIE liaison.

**ENTERTAINMENT & TRADE SHOWS:** The next BORD meeting will take place May 14, 2011 at the Sheraton Riverwalk Hotel in downtown Tampa, Florida. Lester will need to know soon who will staff the IPSSA booth at the Western Pool and Spa Show.

**EXPANSION:** The committee is still reviewing current policies on expansion. Nichols reported that the Education Committee approved funds for purchase of T-shirts promoting IPSSA, which will be given to

everyone who attends the Leadership Seminar tomorrow. Extra shirts are available for purchase in 10-shirt lots by chapters.

**FINANCE:** Nichols reported that the existing policy that will be enforced on fines to chapters who do not file tax data by the deadline. MSC that \$40 per member be sent to the respective chapters from the general fund, based on the December 31, 2010 census. The funds will be transferred in May 2011 to chapters that have filed their tax data.

**THE IPSSAN:** Committee is considering a policy on classified ads from nonmembers.

**MEMBER BENEFITS:** The committee is reviewing bids from companies that could print IPSSA regional directories and is developing guidelines for regions and chapters to use in determining the directory contents. The new magnetic truck sign program has been launched. Schuster thanked Gough for his work in securing this new benefit. The Transworld Greenflag/Profit Recovery program continues to provide value to

members and to IPSSA. A representative from the company will be at the Leadership Seminar tomorrow. MSC that inserts into the IPSSAN and direct mail pieces that are sent out according to current policies must be approved by the IPSSAN and Member Benefits Committees. MSC to approve reinstatement of Trade Your Accounts as an associate member. This company had been an associate member previously but did not renew last year.

**OUTREACH:** IPSSA again will be a major sponsor of the National Drowning Prevention Alliance. Gough has received information from CPSC on pool inspection materials. His committee will review it and make a decision on whether the information should be disseminated to IPSSA chapters. Lance Sada reported that the final report of the recent IPSSA protocol on salt water pool service, as well as the original protocol, have been posted to the IPSSA website. A list of Frequently Asked Questions also will be posted soon. He addressed

## Highlights of February 11, 2011 IPSSA Management Company Board of Directors Meeting

**MINUTES:** MSC to approve the minutes of the November 6, 2010 meeting, as written.

**FINANCIAL REPORT:** Cramer reported that for the period ending December 31, 2010 there was \$207,878 in income, \$216,584 in expenses for the general fund, with a net deficit of \$8,706. Assets were \$832,072 liabilities were \$749,845 and equity \$82,227.

**INSURANCE REPORT:** Arouesty reviewed highlights of recent claims. The deductible for property claims after April 1, 2011 will increase from \$250 to \$500. Also effective April 1 the subcontractors will be required to carry liability limits of \$1,000,000 instead of \$500,000. The construction exclusion in the policy is being revised. She reviewed possible language for the exclusion. There were seven life insurance claims in 2010. Through March there is an open enrollment period to increase life insurance coverage.

**QUESTIONS & ANSWERS:** Arouesty answered questions about the increase in the insurance deductible.

recent questions that have challenged the research results. MSC to authorize \$7,500 for development of a second research protocol on salt water pools, subject to approval of the protocol by the Outreach Committee. This will increase the line item in the budget from \$2,000 to \$7,500. Sada was commended for his work on

behalf of IPSSA and was encouraged to begin work on a third protocol. Terry Snow reported he is on the SPEC legislative committee and will report to the Board on matters of importance that might come up. SPEC has set up a program for service technician membership at \$9 per month. Duran asked Snow about the process for reporting unlicensed contractors. Sharp reported that the Texas legislature is considering a bill that would enforce VGB compliance at the point of sale for residential pools. Almost 100 IPSSA members are now licensed by the state to do electrical work. Starner reported that in March the state will reconsider requirements for the 60-hour course for obtaining a state license. Paperwork has been filed to get approval of an IPSSA course. He also reported that Jen Hatfield, former government relations contact for the Florida Swimming Pool Association, now has her own government relations consulting firm. Starner will meet with the new president of FSPA president next week to discuss mutual efforts on licensing and education. Sada reported that the National Plasterers Council now is offering a certification program on pool start-ups, with classes that include the IPSSA Basic Training Manual Part 1 as part of the required reading.

**Q&A:** Duran encouraged swift approval of Florida and Georgia as an official region. Nichols answered questions on accounting for the new Pentair program income. Gough was commended for his work on the truck signs and Nichols was thanked for the T-shirt program to promote IPSSA. Nichols answered questions about amount of funds the scholarship program disburses. Questions about officer elections were answered. The concept of required continuing education to maintain membership was raised. Pros and cons were discussed. Support was expressed for continued funding for research protocols. The possibility of an IPSSA water chemistry education program was discussed. Durkin announced that the National Electric Code now requires all pumps motors installed after January 1 have GFCI protection. California has adopted this code and other states soon will follow.



**NEXT BORD MEETING:** The next BORD meeting will take place May 14 at the Sheraton Riverwalk Hotel in downtown Tampa, Florida.

## FPSIE BRICK DONATION


598 Display Way • Sacramento, CA 95838  
(916) 922-8895 • Fax (916) 650-0979  
info@fpsie.org

The Foundation for Pool & Spa Industry Education (FPSIE) building in Sacramento will soon be recognized as the industry's regional training venue. APSP and NSPF certified training be conducted at the facility as well as supplier lead seminars on water chemistry, new product, repair and other educational opportunities for the industry.

FPSIE is offering a unique opportunity. For a \$200 donation, you or your company can become a permanent fixture at FPSIE. Your donation will go a long way toward the success of the school, but will also place an engraved brick in the hallowed halls of FPSIE. As an early supporter of the new school, you'll be recognized as a visionary of industry education for years to come.



### NOT JUST ANOTHER BRICK IN THE WALL



#### BRICK LAYOUT

- Enter 1, 2 or 3 lines
- All letters will be capitals in Palatino
- Lines 1 and 2 will be the same size lettering and will accommodate a maximum of 14 characters, including spaces
- Line number 3's lettering will be slightly smaller and accommodate a maximum of 16 characters, including spaces
- All lines will be centered on the brick horizontally and vertically regardless of the number of characters and lines.


Enter the exact spelling of your engraving above. Include any periods or other symbols as you wish them to appear.

All engravings are subject to review and approval by members of the FPSIE board.

BILLING INFORMATION		
Name		
Address		
City	State	Zip
( ) Phone	( ) Cell Phone	
Email		



# IPSSA CHAPTER LISTINGS

**For Association information,** call Vickie Lester CAE, (888) 360-9505 / • (714) 484-4749 • (888) 368-0432 FAX or (562) 684-0695 FAX  
10842 Noel Street #107, Los Alamitos CA 90720, E-mail: info@ipssa.com

**For billing or Benevolent Fund information,** call Clint Cramer CPA at (888) 391-6012, FAX (888) 391-6203, e-mail clint@cramercpa.com or P.O. Box 1617, Rocklin, CA 95677

**For insurance information,** call Arrow Insurance (800) 833-3433 / Fax (805) 955-9535  
40 W. Cochran Street #112, Simi Valley CA 93065, E-mail: ray@arrowinsuranceservice.com

**REGION 1 (NORTHERN CALIFORNIA)**  
*B.O.R.D. Member: David Durkin*  
(925) 757-1311  
E-mail: d.melectricpoolsparepair@yahoo.com

**CAPITAL VALLEY: (Sacramento)**  
First Wed., 7 p.m.  
VFW, 8990 Kruithof Way, Fair Oaks  
Pres. Scott Houseman (916) 638-4100  
scott@leisuretimepool.com

**DELTA: (Stockton)**  
Third Wed., 6:30 p.m.  
Casa Flores, 400 E. Kettleman Lane, Lodi 95240  
Pres. Rick Plath (209) 951-7926  
service@rickspoolservice.com

**EAST BAY**  
First Tues., 7 p.m., Veteran's Hall  
3780 Mt. Diablo Blvd., Lafayette  
Pres. Brian Duncan (925) 370-6675

**EAST CONTRA COSTA**  
Fourth Tues., 6:00 p.m., Canton Garden Restaurant  
7840 Brentwood Blvd., Brentwood  
Pres. Anthony Coppel (925) 240-8088

**EL DORADO**  
Second Thurs., 6:30 p.m., Shingle Springs Comm. Ctr.  
4440 S. Shingle Road, Shingle Springs  
Pres. Shawn Panico (916) 201-6245  
www.edipssa.com

**ELK GROVE**  
Second Wednesday, 7:00 p.m.  
Logan's Roadhouse,  
9105 W. Stockton Boulevard, Elk Grove  
Pres Chris Bass (916) 704-1505  
basspoolservice@gmail.com

**GOLD COUNTRY**  
First Mon., 6:00 p.m.  
Lou La Bonte's, 13460 Lincoln Way, Auburn  
Pres. Donald Rosenkrans (916) 300-0383

**MODESTO CENTRAL VALLEY:**  
Third Tues., 6 p.m.  
Perkos Restaurant, Kiernand Road & 99, Salida  
Pres. Mark Torrence (209) 384-7425

**SACRAMENTO CITY**  
Fourth Wed., 6:30 p.m.  
Plaza Hofbrau, 2500 Watt Ave., Sacramento  
Pres. Joe Pagluica, (916) 481-2269

**SOLANA**  
Third Tuesday, 6:00 p.m.  
Ulatis Community Center  
1100 Ulatis Dr., Vacaville.  
Pres. Mario Esparza (707) 448-3405

**TRACY**  
Second Thurs., 6 p.m.,  
Perko's Café, 1321 W. 11th Street, Tracy 95376  
Pres. Greg Mongeau (209) 833-8109

**WEST PLACER**  
First Thurs., 6:00 p.m.,  
Lincoln Women's Club,  
Corner of Fifth & E Streets, Lincoln  
Pres. Bob Morel (916) 662-4301

**REGION 2 (CENTRAL CALIFORNIA)**  
*B.O.R.D. Member: Charles Dudley*  
(559) 638-4794  
E-mail: rpspool@verizon.net

**BAKERSFIELD**  
First Tues., 5:30 p.m., John's Incredible Pizza Co.  
3709 Rosedale Highway, Bakersfield  
Pres. Mark Wheeler (661) 900-3900

**CENTRAL COAST**  
Second Wed., 7 p.m.,  
Golden Gong Restaurant  
290 Madonna Road, San Luis Obispo  
Pres. Lloyd Dalton (805) 237-8414

**CONEJO**  
Second Wed., 7:30 p.m., Denny's Restaurant  
50 E. Thousand Oaks Blvd., Thousand Oaks  
Pres. John Williams (805) 526-9088

**CONEJO VALLEY**  
Second Wed., 6:30 p.m., Superior Pool Products  
1200 Lawrence Drive #400, Newbury Park  
Pres. Michael Flanagan (805) 444-7960

**FRESNO**  
Fourth Tues., 7 p.m.  
Roundtable Pizza at First & Bullard, Fresno  
Pres. Manuel Margain (559) 307-1072

**SANTA BARBARA**  
Second Mon., 7:30 p.m., Rusty's Pizza Parlor  
232 W. Carrillo, Santa Barbara (downtown)  
Pres. Daymon Marek (805) 451-6740

**VENTURA**  
Third Tues., 7 p.m.  
Yolanda's Mexican Cafe, 2753 Main St., Ventura  
Pres. Omar Mora (805) 525-5238

**VISALIA**  
Third Wed., 6 p.m.  
Amigo's Cantina, 5113 W. Walnut Ave., Visalia  
Pres. Roman Gomez (559) 992-5779  
romangomez1251@yahoo.com

**REGION 3 (NORTH L.A. COUNTY)**  
*B.O.R.D. Member: Elias Duran*  
(818) 366-6977  
E-mail: poolshow@aol.com

**ANTELOPE VALLEY**  
Second Mon., 6 p.m.  
SCP Antelope Valley, 4514 Runway Dr., Lancaster  
Pres. Carlos Majano (661) 492-1957  
carlos@majanopools.com

**CALABASAS**  
Third Wed., 7 p.m., Winnetka Convention Ctr.  
20122 Vanowen, Canoga Park  
Pres. Walt Sweeney (818) 772-7665

**DIAMOND BAR**  
First Thurs., 7:30 p.m.  
Oak Tree Lanes, Diamond Bar  
Pres. Ray Naseiro (909) 869-7665  
propoolcare97@yahoo.com

**FOOTHILL**  
Third Thurs., 7:00 p.m.  
American Legion Hall  
La Crescenta at Manhattan, La Crescenta  
Pres. Raul Fernandez (818) 563-9410

**SAN FERNANDO VALLEY**  
Third Wed., 7:30 p.m., Disabled American  
Veterans Hall, 6543 Corbin Ave., Winnetka  
Pres. Roy Schneider (818) 606-1330  
roysfvipssa@earthlink.net

**SAN FERNANDO VALLEY METRO**  
First Tues., 7 p.m., Winnetka Community Center  
20122 Vanowen, Canoga Park  
Web site: www.sfvmetro.com  
Pres. Saul Krochmal (818) 609-8252

**SAN GABRIEL VALLEY**  
Second Thurs., 7:00 p.m.  
Indy Mac Bank, 100 E. Foothill Blvd., Arcadia  
Pres. Dale Given (626) 445-5060  
briteps@aol.com

**SANTA CLARITA VALLEY**  
First Thurs., 6:30 p.m. Winter • 7:30 p.m. Summer  
SCP  
28230 Constellation Road, Santa Clarita  
Pres. Kent Simpson (661) 373-9901

**REGION 4 (SOUTH L.A. COUNTY)**  
*B.O.R.D. Member: Adam Morley*  
(310) 493-3565  
E-mail: adam@paradisepools.biz

**CENTRAL LOS ANGELES**  
Second Mon., 6:20 p.m.  
Paul Church, 4120 W. Pico Boulevard, Los Angeles  
Pres. Seak Koon Byun (626) 289-9056

**EAST LONG BEACH**  
Second Thurs., 6:30 p.m.  
Ecco's Pizza 2123 Bellflower, Long Beach  
Pres. Jim Burkhalter (562) 461-9555

**SOUTH BAY**  
Second Wed., 7 p.m.,  
American Legion Hall  
412 S. Camino Real, Redondo Beach  
Pres. Rick Morris (310) 755-5279

**WESTSIDE**  
Second Tues., 6:30 p.m.  
American Legion Hall  
5309 S. Sepulveda, Culver City  
Pres. Ric Burgess (310) 569-8005

**WHITTIER**  
First Wed., 7 p.m.  
Superior Pool Products in Santa Fe Springs  
Pres. Tom Horning (562) 458-2881  
tomspoolcare@roadrunner.com

**REGION 5 (ORANGE COUNTY)**  
*B.O.R.D. Member: Bob Luedtke*  
(714) 776-2638  
E-mail: poolmanrobert@msn.com

**ANAHEIM**  
Third Wed., 6:30 p.m.  
Roundtable Pizza, 2506 E. Chapman Ave., Fullerton  
Pres. Martin Smith (949) 677-1411  
bluebalancepoolservice@cox.net

**CENTRAL ORANGE COUNTY**  
Last Tues., 7 p.m., Coco's,  
14971 Holt Ave., Tustin  
Pres. Pat Angus (949) 651-1083

**DANA POINT**  
Second Tues., 6 p.m.,  
Coco's, Crown Valley and I-5  
Pres. Robert Sink (949) 916-8860

**HUNTINGTON BEACH**  
Third Mon., 6:30 p.m., Round Table Pizza  
Warner & Euclid, Huntington Beach  
Pres. Greg Beard (714) 903-8607

**MISSION VIEJO**  
First Tues., 6 p.m., Carrow's Restaurant  
28502 Marguerite Parkway, Mission Viejo  
Pres. Andy Bruer (949) 598-0998

**NORTH ORANGE COUNTY**  
Second Wed., 7 p.m.  
Lakeview Café, Lakeview & Orangethorpe, Placentia  
Pres. Rick Reyes (714) 635-5459  
rickmreyes50@yahoo.com

**ORANGE COAST**  
Last Monday, 5 p.m., Carrow's Restaurant  
Warner & Magnolia, Huntington Beach  
Pres. Tom Roberts (714) 965-4688

**ORANGE COUNTY #1**  
Second Wednesday, 7:00 p.m.  
Graziano's, Yorba Linda, 714-524-2770  
Pres. Terry Lewis (714) 667-6030

**ORANGE COUNTY #9**  
Second Wed., 7 p.m., Main Street Pizza  
Main Street, Garden Grove  
Pres. Jim Strother (714) 962-9710

**ORANGE COUNTY POOL PROFESSIONALS**  
Last Mon., 6:00 p.m.,  
Claim Jumper Banquet Room, 18050 Brookhurst St.,  
Fountain Valley CA 92708  
Pres. Jeff Theders (714) 435-9080

**SADDLEBACK VALLEY**  
Last Tues., 6 p.m., Lone Star Steakhouse,  
24231 Avenida de la Carlotta, Laguna Hills  
Pres. Scott Kather (714) 742-9597

**SOUTHWEST**  
First Wed., 6 p.m., ABC Pools  
10560 Los Alamitos Blvd., Los Alamitos  
Pres. Ken Tipton (562) 430-8515

**SURF CITY**  
Third Tues., 6:30 p.m., Superior Pool Products,  
10865 Kalama River, Fountain Valley  
Pres. Robert H. Foutz Jr. (714) 846-6106  
rhfoutz@verizon.net

**TUSTIN/IRVINE**  
Second Tues., 6:00 p.m., PSOC Waterline Technologies,  
220 N. Santiago Street, Santa Ana  
Pres. Rich Foley (714) 974-1514

**YORBA LINDA**  
First Wed., 7 p.m., Graziano's Italian Restaurant  
17487 Imperial Highway, Yorba Linda 92886  
Pres. David Hartson (714) 306-4864

**REGION 6 (INLAND EMPIRE)**  
*B.O.R.D. Member: Nathan Smith*  
(951) 687-1449  
Web site: www.region6ipssa.com

**CORONA**  
Second Tues., 7:00 p.m., Marie Callenders  
160 E. Rincon St. (at Main St.), Corona  
Pres. Frank Harrington (951) 796-8208  
cannonballpoolservice@yahoo.com

**HEMET**  
Third Wed., 6:00 p.m., El Jalapeno  
1999 N. State Street, Hemet  
Pres. John Bettencourt (951) 925-2442  
bettencourtpool@msn.com

**MENIFEE VALLEY**  
First Wed., 7 p.m. at My Buddies Pizza  
2503 E. Lakeshore Drive #A, Lake Elsinore  
Pres. Lance Sada (951) 837-6322  
npircipssa@verizon.net

**ONTARIO/ RANCHO CUCAMONGA**  
Second Tues., 7 p.m., Carrows Restaurant  
11669 Foothill Blvd., Rancho Cucamonga  
Pres. Ron Goodwin (909) 989-0406  
good2win@msn.com

**PALM DESERT**  
Third Thurs., 7:00 p.m., Burger Time Restaurant,  
78-365 Varner Road, Palm Desert.  
Pres. Brian Gibson (760) 564-0591

**PALM SPRINGS**  
First Wed., 6:30 p.m.  
Elks Lodge, 67491 Elk Drive, Palm Springs  
Pres. Ken Pomije (760) 413-6022

**REDLANDS** Second Tues., 6 p.m.  
Hickory Ranch, 32971 Yucaipa Blvd., Yucaipa  
Pres. Bill Brooks (909) 553-5780

**RIVERSIDE**  
First Tues., 6:00 p.m., Cask N Clever,  
1333 University Ave., Riverside  
Pres. Rusty McMartin (909) 767-1633

**TEMECULA/MURRIETA**  
Third Wed., 7 p.m., Pat & Oscar's  
29375 Rancho California Rd., Temecula  
Pres. Scott Peterson (951) 699-8407

**REGION 7 (SAN DIEGO COUNTY)**  
*B.O.R.D. Member: Chuck Gough*  
(760) 434-7623  
E-mail: cabhgough@sbcglobal.net

**CARLSBAD**  
Third Wed., 7 p.m.: Q Restaurant & Sports Bar,  
2725 Vista Way, Oceanside, CA 92054  
Pres. David Talbot (760) 720-1546

**ESCONDIDO**  
Third Wed., 6:30 p.m.  
PEP, 1270 Distribution Way, Vista  
Pres. Matt Hughes, (619) 306-0533

**NORTH COUNTY COASTAL**  
Third Tues., 6:30 p.m.  
Brett's BBQ, 1505 Encinitas Blvd., Encinitas  
Pres. Jordan Nelson (760) 753-4996

**RANCHO DEL MAR**  
Third Mon., 5:30 p.m.  
Chevys, 2730 Via De La Valle, Del Mar  
Pres. Lance Clifton (858) 531-6572

**SAN DIEGO**  
Third Wed., 7 p.m., Mission Valley Resort  
875 Hotel Circle S., Mission Valley  
Pres. Mark Curran (619) 579-1720  
www.ipssasandiego.com; mtcurren@cox.net

**SAN DIEGO EAST COUNTY**  
Third Tues., 7 p.m.  
Pinnacle Peak Steakhouse  
7927 Mission Gorge Rd. Santee Ca, 92071  
Pres. Joe Lukacic (619) 508-8587

**SAN DIEGO METRO**  
Fourth Thurs., 7:00 p.m.  
Coco's, 1025 Fletcher Parkway, El Cajon  
Pres. Javier Payan (619) 843-9460

**REGION 8 (SOUTHWEST)**  
*B.O.R.D. Member: Kurt Schuster*  
(602) 488-7335  
E-mail: badgerpool@yahoo.com

**EAST VALLEY**  
Third Thurs., 6:45 p.m., Superior Pool Products  
2350 W. Broadway Rd. #110, Mesa  
Pres. Marc Cannon (602) 432-3371  
www.eastvalleyipssa.com

**HENDERSON**  
First Wed., 7 p.m.  
SCP, 1425 Helm Drive, Las Vegas, NV  
Pres. Reese Bettencourt (702) 454-7946

**IPSSA VIPS**  
Third Wed., 7:00 p.m.  
Elk's Lodge #335, 14424 No. 32nd St., Phoenix  
Pres. Joe Mischik (602) 290-5547

**LAS VEGAS:** First Thurs., 7 p.m.  
Vietnam Vet's Hall, 6424 West Cheyenne, Las Vegas  
Pres. Kenneth Minster (702) 658-1154

**NORTH PHOENIX**  
Third Tues., 7 p.m., Sun Systems  
2030 W. Pinnacle Peak Road, Phoenix  
Pres. William Goossen (623) 580-9802  
goosse-man@cox.net

**SCOTTSDALE**  
Third Mon., 6:00 p.m., SCP, 7841 E Gray Rd.,  
Scottsdale, AZ 85260-3461  
Pres. Mike Ryno (602) 561-8349  
mike@bluesurfpools.net

**TUCSON:** Third Wed., 7 p.m.  
Superior Pool Products, 4055 N. Runway Drive.  
Pres. Ken Sanders (520) 299-1388

**WEST VALLEY**  
First Wed., 7:00 p.m., Cloud Supply  
1100 N. Eliseo, Felix Way, Avondale  
Pres. Robert Jaques, 602-740-7846

**REGION 9 (TEXAS)**  
*B.O.R.D. Member: Phil Sharp*  
(210) 673-2909  
E-mail: rivercitypoolservice@yahoo.com

**AUSTIN**  
First Tues., 6 p.m., Austin Energy Club  
721 Barton Springs Road, Room TLC 130  
Pres. James Smith (512) 206-0606

**CORPUS CHRISTI**  
Third Tues., 6:30 p.m.  
Island Italian Restaurant, 15370 S. Padre Island Drive  
Pres. Michael Baker (361) 563-7655

**DALLAS**  
Fourth Tues., 5:00 p.m., SCP Plano Training Center  
212 10th Street, Suite A, Plano  
Pres. Eustaquio Portillo (214) 325-6746

**FORT WORTH**  
Third Tues., 7 p.m., La Playa Maya Restaurant  
1540 N. Main Street, Fort Worth, TX  
Pres. Jason S. Lehmann (817) 605-0194  
waterconnection@att.net

**HOUSTON:** Second Tues., 7 p.m.  
Fuddruckers, 2475 S. Kirkwood  
Pres. Jim Jacobsmeyer (281) 474-7665

**MID CITIES DFW**  
First Mon., 7 a.m.,  
SCP, 2107 Hutton Drive, Carrollton TX 75006  
Pres. Jeremy Smith (214) 695-8717  
tadpoles@yahoo.com

**RIO GRANDE VALLEY**  
Second Tues., 6:30 p.m.  
SCP McAllen, 1201 W. Warren Street,  
Pres. Christopher Myers, (956) 692-3377, ext. 89

**SAN ANTONIO**  
First Mon., 6:30 p.m., Clear Springs Restaurant  
Loop 1604 at Aston Oaks Blvd.  
Pres. Fred Rose (210) 494-9784  
flashpoolservice@sbcglobal.net

**WAXAHACHIE**  
First Wed., 7 a.m., SCP,  
1909 S. Great Southwest Parkway, Grand Prairie  
Pres. Neal Holt, (972) 617-9877

**REGION 10 (BAY AREA SOUTH)**  
*B.O.R.D. Member: Dick Nichols,*  
(408) 978-1948  
E-mail: dnicols@geniepoolandspa.com

**FREMONT**  
Second Mon., 6 p.m.,  
El Patio Restaurant, 37311 Fremont Blvd., Fremont  
Pres. Bruce Barrios (510) 750-2866

**MID-PENINSULA**  
Last Tues., 7 p.m., Highland Community Club  
1665 Fernside Ave., Redwood City  
Pres. Andy Vaccarella (650) 474-2639  
aandhpoolservice@comcast.net

**MONTEREY COAST**  
Fourth Wed., 6:30 p.m.  
Holiday Inn Select, 1855 Main Street, Watsonville  
Pres. John Oldfield (888) 641-8047

**REDWOOD EMPIRE (Marin Co.)**  
Third Wed., 7 p.m., Lucchesi Park, Petaluma Park,  
320 N. McDowell Blvd., Petaluma  
Pres. Tim Summers (707) 775-8970

**SANTA CLARA VALLEY**  
Third Thurs., 7:30 p.m., Napredak Hall  
770 Montague Expressway, San Jose  
Pres. Mark Lyons (408) 226-8223

**SILICON VALLEY**  
First Wed., 6 p.m., Armadillo Willy's,  
1031 N. San Antonio Road, Los Altos  
Pres. Dave Guslani (650) 322-3332

**TRI-VALLEY** Second Thurs., 6 p.m.,  
Athens Burgers, 6999 Dublin Blvd., Dublin  
Pres. David Hawes (925) 828-7665  
david@hhpools.com

**REGION 11 (FLORIDA/GEORGIA)**  
*B.O.R.D. Member: Todd Starnner,*  
(941) 915-2135  
E-mail: tstarnner@tampabay.rr.com

**CAPE CORAL**  
First Tues., 6 p.m.,  
Worsham residence  
call for location and directions  
Pres. Ira Worsham (239) 839-7665

**GOLD COAST (Ft. Lauderdale area)**  
Second Tues., 6:30 p.m., Wings Plus9,  
9880 W. Sample Rd, Coral Springs  
Pres. Ana Labosky (954) 224-7733  
www.ipssagoldcoast.com;  
president@goldcoastipssa.com

**MANASOTA (Bradenton/Sarasota)**  
First Mon., 7:00 p.m., Call for meeting  
location and directions  
Pres. Andrea Dospel (941) 920-2205

**NORTH GEORGIA**  
Pres. James Anderson (678) 947-3600

**OSCEOLA (Kissimmee/Orlando)**  
Second Wed., 6:30 p.m., Fat Boy's Restaurant  
2512 13th Street, St. Cloud  
Pres. Derric Raymond (407) 908-4555  
draymond1@cfl.rr.com

**PALM BEACH**  
Second Wed., 6:30 p.m.  
All Natural Pool & Spa,  
14589 Southern Blvd., Loxahatchee,  
Pres. Bill Straub (561) 784-0057

**VENICE**  
Fourth Monday, 7 p.m.,  
Mamma Leone's, 1266 Jacaranda Blvd.  
Pres. Jennifer Van Antwerp (941) 268-5208



Associate Members

For more information about our associate members, please visit their web sites. If company representatives are available to speak at chapter meetings, their topics and geographic availability is indicated.

TITANIUM PARTNERS



**HASA INC.\***  
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