



We saw lots of IPSSA members at Pool Industry Expo XXI in Monterey, California this year. Lane Clark (Region 2 director), Jim Romanowski (Region 5 director) and Garry Ellyatt (Region 10 director) staffed the IPSSA booth. Look for us at Aqua and the International Pool and Spa Expo in November!

## Leadership seminar and 20th anniversary celebration scheduled for February 2

February 2, 2008 is the date to save, for IPSSA's, leadership seminar and 20th anniversary celebration, returning by popular demand for a sixth year in a row to the Hyatt Regency Newport Beach.

Details on the leadership seminar are being mailed to all chapter presidents this month. Everyone is welcome and encouraged to participate in this excellent program, designed to give you all the information you need to run a successful chapter. Even if you've attended before, there will be new information presented that will be of value to your chapter. Please

note, however, **that all newly elected chapter presidents and treasurers (those who were elected this fall) are required to attend.** Otherwise, your chapter will be fined \$250 for each officer who fails to attend. Even if you

served as president or treasurer before, if your chapter held an election this fall and you were elected, you are required to attend.

More information on plans to celebrate IPSSA's 20th anniversary will be available next month.

### Annual business meeting

The association's annual business meeting will take place on Friday afternoon, February 1, 2007, at the Hyatt Regency Newport Beach.

The agenda for the annual business meeting will be determined no later than December 3, 2007. If a member wishes to place an item on the agenda for that meeting, please notify the IPSSA executive office at [ipssamail@aol.com](mailto:ipssamail@aol.com).

## Federal pool safety legislation passes House of Representatives

The House of Representatives approved on October 9, the Virginia Graeme Baker Pool and Spa Safety Act, H.R. 1721, which will provide incentive grants to states that pass legislation implementing layers of protection to help prevent childhood drowning.

The Virginia Graeme Baker Pool and Spa Safety Act is intended to increase the safety of swimming pools and spas by motivating states to pass laws that incorporate layers of protection in order to help prevent drowning, drain entrapment and hair entanglements. The legislation would provide grants to states which require all swimming pools and spas to have these layers of protection:

1. Installation of physical barriers (such as a fence) around a pool to prevent children's unattended access.
2. Mandates pools to be equipped with a suction outlet drain cover which prevents hair and body entanglement.
3. Requires the installation of a safety vacuum release system, shutting off a pump if it detects a blockage.
4. Public awareness campaign regarding the importance of active supervision of children at or near a pool or spa.

The legislation authorizes the Consumer Product Safety Commission (CPSC) with an authorization of \$10 million to help end accidental drowning. Five million dollars will fund an incentive grant program for states that enact pool safety laws and five million dollars will create an educational outreach program for pool and spa owners, professionals, businesses and municipalities to inform people of the danger of accidental drowning associated with pools and spas, and how these dangers can be alleviated.

Companion legislation in the Senate has passed out of committee and is awaiting a vote of the full Senate.

### Coverage Corner

## Caution urged if draining pools after Southern California fires

By Ray Arouesty,  
Arrow Insurance Service

As Southern California's fires approach containment, pool service technicians throughout the region will face the challenge of rehabilitating swimming pools ravaged by a week of hurricane-force winds, ash and debris. In many cases service techs will choose to drain and re-fill pools due to the poor water quality. But those choosing to drain pools should use caution. "Know where your water is going" advised Terry Snow who experienced a similar situation after the 2003 fires in the San Gabriel Valley. "The problem is that the water carries the ash, and that can cause a real problem downstream." At least one claim has already been reported to Arrow Insurance Service, IPSSA's insurance broker, where ash and mud caused damage to an apartment building after a member drained a

pool into a creek.

Water damage related to pool draining are usually costly with claims often exceeding \$50,000 and the increased damages caused by mud and ash will make those damages even higher. Pool technicians should also remember that

finances and penalties are not insurable, so make sure that you check the appropriate ordinances prior to draining a pool or spa.

Ray Arouesty is president of Arrow Insurance Service and can be reached at 800-833-3433 or 805-955-9555.

### Ballots for proposed bylaws amendment will arrive later this month

By John Bettencourt

John Bettencourt is director of IPSSA Region 6 and chair of the IPSSA Bylaws Committee.

Later this month members of IPSSA will receive a ballot to vote on a proposed amendment to the IPSSA bylaws regarding term limits for regional directors. Currently, the bylaws state that a regional director may serve two terms (four years) with in a ten-year period. The proposed change would allow

the regional director to serve with no term limits. If approved, it would go into effect in 2008; current regional directors would not benefit from this vote.

Obviously, there are pros and cons to this issue. Please discuss this ballot measure among your fellow IPSSA members.

When your ballot is mailed to you at the end of November, please cast your vote.

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## Things to do in November

- Focus on yourself
- Schedule your annual physical for this month
- Take classes Aqua and IPSE

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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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**Rich Krowel wins September Education Corner quiz**

Rich Krowel, a member of the IPSSA Corona chapter, got 100% of the answers right for the September Education Corner quiz, and wins an IPSSA sports watch. All correct entries submitted during 2007 will be eligible for a big drawing at the end of the year for more IPSSA logo items.

The correct answers for September are: 1) OTO (ortho-tolidine) reagent is cancer causing according to NIOSH and OSHA. A) True; B) False. *The correct answer is A) True.* 2) Water covers 75 percent of the earth, 97 percent is salt water and 3 percent is fresh water. A) True; B) False. *The correct answer is A) True.* 3) The goal of "perfectly balanced water" is to have a Saturation Index of 0.00. A) True; B) False. *The correct answer is A) True.*

Free passes to the Aqua show in Las Vegas, Nov. 12-16. Call the IPSSA office at 888-360-9505 or email ipssamail@aol.com

4) The most commonly used sanitizer and disinfectant in the swimming pool and hot tub industry is chlorine. A) True; B) False. *The correct answer is A) True.*

**Calendar of Events**

- Nov. 3** **IPSSA Board of Regional Directors Meeting**  
Holiday Inn Capitol Plaza, Sacramento, California  
888-360-9505
- Nov. 12-16** **Aqua**  
Mandalay Bay Convention Center, Las Vegas, Nevada  
www.aquashow.com
- Nov. 27-30** **International Pool & Spa Expo | Backyard Living Expo**  
Orange County Convention Center, Orlando, Florida  
www.PoolandSpaExpo.com
- Jan. 9-12, 2008** **Texas Pool and Spa Show**  
Fort Worth Convention Center, Fort Worth, Texas  
www.texaspoolandspashow.com
- Jan. 16, 2008** **IPSSA Region 5 HOTT Show**  
Phoenix Club, Anaheim, California  
www.hottshow.com
- Jan. 17-19, 2008** **Desert Pool and Spa Show**  
Phoenix Convention Center, Phoenix, Arizona  
www.dps-show.com
- Jan. 19, 2008** **18th Annual IPSSA Region 7 Table Top Show**  
Four Points Sheraton, San Diego, California  
www.region7tabletop.com
- Feb. 1, 2008** **IPSSA Board of Regional Directors Meeting and Annual Business Meeting**  
Hyatt Regency Newport Beach, Newport Beach, California  
888-360-9505
- Feb. 2, 2008** **IPSSA Annual Leadership Seminar and 20th Anniversary Celebration**  
Hyatt Regency Newport Beach, Newport Beach, California  
888-360-9505
- Feb. 20, 2008** **11th Annual IPSSA Region 6 Table Top Show**  
University of Redlands, Redlands, California  
Jim Ciccone, 951-303-4087
- Feb. 22-23, 2008** **Florida Pool and Spa Show**  
Orange County Convention Center, Orlando, Florida  
www.fspaonline.org
- Mar. 11-14, 2008** **8th Pool Salon Moscow**  
Expocentr Krasnaya Presnya, Moscow, Russia  
www.poolsalon.info
- Mar. 13-15, 2008** **30th Annual Western Pool and Spa Show**  
Long Beach Convention Center, Long Beach, California  
www.westernshow.com
- Apr. 14-16, 2008** **Third Middle East Pool & Spa Exhibition**  
Dubai World Trade Center  
www.mepool.com

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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 **DECEMBER 20.**

- 1) The water molecule is a polar molecule meaning that it acts like a tiny bar magnet with a positive end and a negative end.
  - a) True
  - b) False
- 2) The Saturation Index uses 5 water balance factors for determination - pH, total alkalinity, calcium hardness, temperature and
  - a) TDS
  - b) Cyanuric acid
  - c) Hydrogen ion concentration
  - d) Bather load
- 3) The two methods of making ozone are:
  - a) Flux capacitor and UV
  - b) UV and CD
  - c) CD and DVD
  - d) HDTV and DVD-R
- 4) The hypochlorite ion (OCl-) which is the result of the dissociation of HOCl is a very good disinfectant.
  - a) True
  - b) False

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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 **DECEMBER 20.**

**WELCOME NEW MEMBERS!**

**REGION 1 – East Bay:** Jason Dayton. . . **Modesto Central Valley:** Michelle Wilkinson. . . **REGION 2 – Visalia:** Charles Roque. . . **Bakersfield:** Jose Ruiz. . . **REGION 3 – Diamond Bar:** Alex Berumen. . . **REGION 6 – Ontario/Rancho Cucamonga:** Ken Pagano. . . **REGION 7 – Rancho Del Mar:** Jerry Billuni. . . **San Diego:** Garey Blizard, Clint Jenkins. . . **REGION 9 – Dallas:** Bob Anderson, Matthew Gray, Bill Winter. . . **Houston:** Sterling Jones. . . **San Antonio:** Daniel Escobar, Arthur Mancinas. . . **Gold Coast:** Albert Gill. . . **REGION 10 – Mid Peninsula:** Marc Schuhe

**Financial office thanks chapters with prompt payments**

The Financial Office thanks the following chapters, whose members all paid promptly in October before second notices were required: Region 1 – East Contra Costa, Solano; Region 2 – Conejo, Central Coast; Region 3 – Santa Clarita, Calabasas, Antelope Valley; Region 4 – Central Los Angeles; Region 5 – Central Orange County, Yorba Linda, Saddleback, Southwest, Orange County Pool Professionals; Region 6 – Palm Springs, Menifee Valley; Region 7 – Rancho Del Mar, North County Coastal; Region 9 – Manasota; Region 10 – Silicon Valley, Monterey Coast.

# IPSSA Diamond Bar chapter promotes pool safety

On October 20, 2007, the Diamond Bar chapter of IPSSA conducted a safety fair at Walmart in Covina. Attendance was good and chapter members had a great opportunity to meet the public and pass out the chapter's water safety children's coloring book. Spiderman made an appearance in support of the chapter's pool safety program.



## Legislative Update

### Governor Schwarzenegger signs SPEC pool safety bill

By Don Burns

Don Burns is president and CEO of the California Spa and Pool Education Council (SPEC).

Governor Schwarzenegger recently signed into law SPEC-sponsored clean-up legislation, eliminating the glaring errors unforeseen one year ago when a new law was enacted requiring unlicensed pool contractors to replace swimming pool and spa main drain covers which were out of compliance with current ASTM or ASME standards. This mandate came into play whenever a building permit was pulled for non-swimming pool/spa home improvement work such as a room addition or kitchen remodel. The only persons licensed to perform pool retrofit work are pool building and repair contractors.

At the beginning of this year, when all new laws went into effect, roofers, for example, were being required by local building departments to certify that they

had checked the undersides of pool main drain covers. They were supposed to dive into the

pool, remove the cover, check for approvals, and then certify that they were in compliance. These

contractors couldn't and wouldn't (saved a few drowned contractors there!), and most licensed pool

contractors refused what they perceived as the liabilities of doing such jobs for home owners so that the completion permits could be finalized for the house jobs.

Continued on page 4

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## Need gifts?

With the holidays coming up, consider IPSSA logo merchandise for your chapter's volunteers. We have golf shirts, sweat shirts, hats, and much more. See the order form on page 20.

## NEED HEALTH INSURANCE?

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## Keep your membership data current!

Whenever you have a change of address or phone number, please be sure to notify the IPSSA financial office.

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Design Type	High Speed Amps (3450 rpm)	Daily High Speed Operation (Hours)*	Low Speed Amps (1725 RPM)	Daily Low Speed Operation (Hours)	Total Daily Hours of Operation	kWh per Day	kWh per Year	Cost per kWh	Annual Cost to Operate (\$)	Savings
Single Speed	11.5	6	0	0	6	15.87	5793	0.23	\$1,332.29	
Two Speed	11.0	2	4.0	8	10	12.42	4533		\$1,042.66	\$289.63



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## IPSSA Houston chapter supports local charities

Following a tradition started several years ago, the IPSSA Houston chapter recently presented \$1,000 checks to several local charities.

- Sunshine Kids, which provides positive group activities and emotional support free of charge for kids who are receiving cancer treatments in hospitals across North America.

- Special Olympics, which provides year-round sports training and athletic competition in a variety of Olympic-type sports for children and adults with intellectual disabilities, giving them continuing opportunities to develop physical fitness, demonstrate courage, experience joy and participate in a sharing of gifts, skills and friendship with their families, other Special Olympics athletes and the community.

- Brookwood Community, an educational, residential, and entrepreneurial community for adults with functional disabilities located in Brookshire, Texas, just west of Houston.



Brookwood Community residents thanked the IPSSA Houston chapter in a very special way.

## Legislative Update

Continued from page 3

### How could this have happened?

The 2006 legislation responsible began its life as a measure sponsored by "Safe Kids California" and the "Drowning Prevention Coalition." The original

bill would have required that every new residential pool and spa in California would be required to be fitted with two, rather than the presently required one barrier between a residence and its pool, and secondly, require all existing swimming pools with a single barrier (those built prior to 1997 when the present law went into effect) to have a second barrier installed before any repair work could be done. SPEC immediately registered its vigorous opposition to the bill, AB 2977. While SPEC modestly opposed the measure in the Assembly, where it had been introduced, we saved our ammunition for a full Senate fight. And, when the dust had settled, the bill was dead, killed by the Senate Housing Committee policy chairman's vote.

### And then...

At the request of the Senate Housing Committee Chairman, SPEC agreed to negotiate with the child drowning prevention lobby to rewrite the measure to at least add new safety barriers to those allowed to meet California's requirement. Any additional compliance choices which allowed homeowners to help them meet legal requirements would be to the good, we reasoned. Equally important to the pool industry, making home owner compliance easier would be a plus. So the amendment was agreed to with SPEC's support. During the session's last hours, AB 2977's sponsors requested another meeting with SPEC to offer additional amendments. We rejected their proposals. However, in an effort to make a positive contribution to existing law, SPEC suggested that a provision be added which would require a pool contractor who pulled a building permit for the remodel or modification of an existing pool with a single main drain, the contractor would be required to check its cover and, if it did not meet the ASTM/ASME current standards, the pool, contractor was to bring the covers up to code. SPEC-sponsored legislation has required all new residential pools and spas to be built with dual main drains since 2003. This law also requires that covers on such dual main drains to be removable only with tools, and also requires that the covers meet the standards published by the

Continued on page 9

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# Manufacturers and organizations have a new way to fund unbiased university research through NSPF, an independent third party

The National Swimming Pool Foundation® (NSPF®) board of directors has approved a new mechanism for companies and organizations to fund applied scientific research and have the unbiased results published in scholarly journals.

NSPF has developed a program that allows manufacturers and organizations to donate targeted research funds through the NSPF to fund such research. Manufacturers often wish to have unbiased researchers verify potential product benefits or to understand key issues. Some examples of the types of manufacturers who may wish to validate performance of either their products or their product class include filtration, heating, chemical treatment products, fixtures, pumps and motors, construction design, and others.

Universities are often hesitant to accept industry funding due to the perception that their study would be biased in the manufacturer's favor. Manufacturers are often hesitant to donate funds for unbiased university research because the research publications acknowledge the donating manufacturer. As a result, the studies are often discredited or received skeptically from the scientific community based on the link to the manufacturer. "This situation creates a 'Catch 22', reducing research in a field already depleted of scientific knowledge," says Thomas M. Lachocki, Ph.D., CEO of NSPF. "NSPF is committed to finding ways to help science guide our future and to remove barriers to fund knowledge," he adds. "The new NSPF grant program creates a mechanism to benefit researchers, manufacturers, the pool, spa, and aquatics field, and ultimately, consumers," says NSPF Grant Review Committee chair, Bill Kent. "The result will be more funding, more science, more solutions, and more prosperity. This program creates 'blind studies' that will raise standards and prevent inappropriate industry influence," Kent explains. "It frees universities to help find solutions." Once the general 'research problem' is defined, and the donation is made to NSPF, the manufacturer/donor has no contact with the university. "It is a 'hands off' philosophy," adds Lachocki. Upon completion of the research, the university researcher will submit

the paper to publications to go through a peer-review process. It will then be published in scholarly literature. Manufacturing donors will not see the study results until they are published. On a case-by-case basis, NSPF, the university, and the journal may release a preprint as a courtesy to the donors.

This new method will add to the substantial research budget that NSPF currently commits. However, almost all of the funding will be directed to the grant recipient. NSPF will only retain a small portion (10%) to cover the cost to coordinate research definition with the donors, solicit researchers, establish contracts

with the researchers, and to monitor research progress. In 2007, NSPF has budgeted \$812,500 for research grants. The results of these studies are presented at the World Aquatic Health™ Conference and various scientific journals including the International Journal of Aquatic Research & Education (IJARE), which is published in partnership with Human Kinetics. The details and guidelines for funding industrial-focused research can be downloaded from [www.nspf.org](http://www.nspf.org) under the "research" tab. Industry members who wish to donate targeted grant money should contact Thomas M. Lachocki, Ph.D. at [tom.lachocki@nspf.org](mailto:tom.lachocki@nspf.org).



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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.

### Term limits

Since February 1988 the founding fathers saw fit to include term limits for regional directors.

Their experience had shown them that new blood is vital, and extended terms cause turmoil with little forward movement. Changes

in volunteer positions bring energy and new ideas to the issues of the association.

The founding fathers had insight as to the sacrifices to family and business during the term of any regional director.

Changing of the bylaws to resolve the perceived problem of lack of volunteer leadership is not a valid solution. It is a major responsibility of the current regional director to develop and nurture leadership within their region. Removing term limits will inhibit the growth of potential future leaders.

We urge a NO vote on the bylaws change to remove term limits.

Cal Terry – Past Director

David Allen – Past Director  
Elias Duran – Past Director  
Jerry Mazienis – Past Director  
Eric Nielson – Past Director  
Dave Perry – Past Director,  
Founding Father  
Peter Haverlation – Founding  
Father

IPSSA members will be issued a ballot at the end of November to vote on the proposed bylaws amendment.

### Kudos to Rick Plath

I have been involved with the IPSSA Delta chapter of Northern California either as a member or as a chapter support for the past seventeen years. I have observed several individuals who have worked hard to make it become one of the best chapters in California.

Rick Plath of Rick's Pool Service has and still continues to make a this chapter a strong, united group of people. Rick has served on almost every level of the chapter Board, twice as presi-

dent. During his terms as president, Rick brought members more accountable for their attendance, encouraged member participation at chapter events, helped improve the monthly newsletter, and established a point reward system based on attendance, work within the chapter (such as chair of committees, etc.), and attendance at educational training programs to improve themselves within the pool service business. Chapter supporters have pledged great prizes, which are given out each year at a holiday party.

In addition to his work in the Delta chapter, Rick has continued providing a great service to customers. His slogan is "Where customer service still exists." Every year I have seen improvements in his web site and every other aspect of his commitment to be the beset in the business.

Rick should be proud of all he has contributed to the Delta chapter and his community.

John Prince  
Burkett's Pool Plastering

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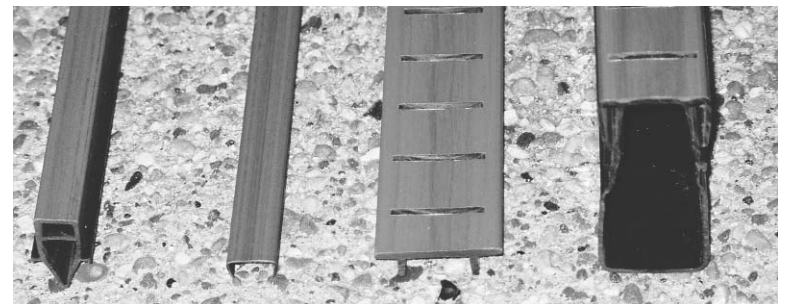
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# Ask Sue

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 [ipssamail@aol.com](mailto:ipssamail@aol.com)

A few months ago, we discussed stabilizer levels in pools using salt chlorine generation, and I passed along the industry standard minimum of 40 parts per million (ppm). In response, Lindsey Spight, customer service representative at General Pool & Spa Supply in Rancho Cordova, California, shares this information:

Bio Lab (and maybe others) has in its water analysis software for their dealers (ALEX software) and also for the Guardex, Omni and other lines, a matrix that brings the cyanuric acid (CYA) level to 70 ppm when a chlorine generator is selected in the equipment profile to prevent the level from going below 40 ppm too quickly between water tests.

As I understand it, salt chlorine generators and non-stabilized

forms of chlorine do not replenish the CYA into the water like dichlor and trichlor products do. So, to compensate for splash-out and such, constant addition of stabilizer to keep the level at 40 ppm would be required.

The Bio Lab software uses 70 ppm as a starting point and recommends between 70(max) and 40(min) for these applications.

This has worked for my pool (22,000 gallons with an IntelliChlor IC40 installed). I started my CYA level at 70 ppm and it dropped to about 50 over the season. If I had started at only 40 ppm, I would have lost a lot of value from the generator because I would have spent most of the season with insufficient CYA.

Thanks Lindsey for sharing this helpful suggestion. You won't harm your pool by starting with a high cyanuric acid level if you anticipate a lot of splash-out. However, levels above 40 are really just insurance against a big drop (due to splash-out). 40 ppm is where you get maximum sanitizer efficiency. Pools that have fewer dogs and children jumping in



Sue Robach

Send Your Technical Questions to:  
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or email: [ipssamail@aol.com](mailto:ipssamail@aol.com)

might be fine starting around 50 ppm. I also want to note that this is true for any form of unstabilized chlorine, including liquid chlorine, cal hypo, or the chlorine generated by units such as IntelliChlor.

Keep those questions and comments coming!

## New facility keeps pace with Jack's Magic® growth

Jack's Magic Products, Inc. announces full operation of new facility.

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istrative space, the new facility accommodates Jack's current growth and allows for the substantial future growth plans of the company.

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says Jack Beane, president of Jack's Magic Products, Inc. "This is the second time in the last 5 years that we had to greatly expand our square footage to keep pace with our growth in order to best serve our customers" adds Beane.

## APSP Advanced Service Program in Orlando

How are Shamu the killer whale, stain control in your pool, and GPS systems for your service vehicle all related? You'll find out more about all of them at the APSP Advanced Service Program in Orlando this fall. Come be a part of this fun one-day educational program, and learn about all these and other compelling topics like the science behind sanitation and oxidation, new technology trends, and high-end chemical

automation. You will start the day off with photos of atrocious installations, have a catered lunch at SeaWorld and a behind-the-scenes guided tour of their water treatment facilities, and finish up with fabulous door prizes, with a total retail value of over \$18,000!

Find out about the latest technology, meet the experts, and network with other professionals in the industry. If you're a manager or owner in the service sector, you

need to be here! Register now for the Advanced Service Program, presented by the APSP Service Council. Attendance is limited, and you won't want to miss this event on Tuesday, November 27, just before the International Pool and Spa Expo opens. Go to [www.poolandspaexpo.com](http://www.poolandspaexpo.com), contact Ed Penfield or Mary Cole at [aitwater@msn.com](mailto:aitwater@msn.com), or call 360-966-4366 for more information.

Free passes to the AQUA Show 2007 are available from IPSSA. Write to [ipssamail@aol.com](mailto:ipssamail@aol.com)

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Route Advice

# Final authority

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.*

If you are the final authority on your business, you have a great deal to learn about business. It is always amazing how many people I speak with who already know everything about everything. There is nothing left for these people to learn. They are the final authority.

As individuals, we have a tendency to be very independent and very territorial. Many individuals have no desire and no intention of letting someone else tell them how to run or improve their business. This is extremely sad, because all of us could learn something new from everyone we encounter. I mention this because we are surrounded by successful individuals, and yet we fail to learn from their mistakes and their successes. Your association and your association chapters are perfect examples of knowledge gone to waste.

I spoke at an IPSSA chapter meeting the other night and I asked the members why they were not sharing and exchanging business ideas. No one could answer the question or no one wanted to answer the question.

Everyone needs, or, at the very least, could use a mentor. With so many great people in your chapters, and on your BORD, why are you letting this talent go to waste? Take advantage of this vast source

of knowledge and let them improve your business. Which is more important, pride or success?

There is no excuse for not discussing business practices with the members of your chapter or BORD. Your chapter members, or your BORD members, will not think less of you as an individual if you seek some of their business knowledge. Quite the contrary, most members will think more highly of you for trying to improve, and most of the members with whom I am acquainted are more than willing to take their time to make this a better industry.

There may be just one member in your chapter servicing pools in a different and more profitable manner. That does not make him a better businessman; it just makes him smarter in that one function. You may be smarter than that pool service professional in every other aspect of the industry, but you would not know how to help him or how he could help you without some business discourse. An association is only as great as its member are successful. Mentor each other to a better end and a stronger association.

You must be engaged in your business, your chapter, your organization and your industry. You can no longer sit on the sidelines, or compete in your own little world, and walk the path of success. There are too many pitfalls on a path you travel alone, and too many pitfalls associated with sitting on the sidelines. Walking beside your chapter

## Legislative Update

Continued from page 4

U.S. Consumer Products Safety Commission. That brings in the ASTM/ASME standard requirement. The added costs of changing non-compliant main drain covers on a major remodel job will be inconsequential, a good child safety measure and in keeping with SPEC's reputation as the most proactive child pool safety law organization in California.

Unfortunately the bill's author's staff wrote the amendment to self-destruct! By the time the measure was printed and on the Governor's desk the error was discovered. (The error is noted above.) However, there was another mistake that made the legislation, no matter how properly it may have otherwise been drafted, unenforceable. The bill's author added the SPEC safety provision inadvertently in an incorrect section of state law. The amendment's provisions were not consistent with the subject matter contained in the primary section it amended.

### SPEC offered a fast solution last January

Calling a meeting of interested parties quickly after this year's legislative session convened in January, SPEC pointed out that the bill could not be enforced. We offered to author an emergency bill that would have gone into effect as soon as the Governor signed it, rather next January. The "drowning prevention" forces, obviously incapable of reading law, refused, saying that the law as enacted would require all home

improvement contractors to switch noncompliant pool covers, thus speeding up the state-wide retrofit of older pools to barrier requirements. Further, they simply couldn't comprehend the self-destructive legal construction of

Continued on page 10

members, and the officers of IPSSA, will help you find the right path to success.

At the IPSSA chapter I attended the other evening one of the chapter officers asked for help with a chapter newsletter. In the beginning no one raised a hand. After a few minutes one gentleman said he would take on the task if the new girl he was hiring "worked out." What if she doesn't "work out?" This is exactly what I am talking about. There is not a

great deal of teamwork in the pool service industry.

Let's take the newsletter that may or may not get published. What if three or four members agreed to work together. Perhaps one could write the articles, one could edit the articles, one could publish the articles and one could distribute the newsletter. If four people worked together on the newsletter no one would be spending more time than he has available. More gets accomplished and

no one is taxed for time. Life is better for the newsletter and easier because of teamwork.

Get engaged in all aspects of your industry. Work together to make your industry, your business and your life better than it is at present. Find a mentor. Learn to be better, and then become a mentor. As Mufasa said to Simba in The Lion King, "this is the circle life," and life is the final authority.

Until next time, have a blessed month.

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# 2008 Texas Pool and Spa Show “Round Up in Cowtown” is packed with classes, events, and Fort Worth hospitality

Texas Pool and Spa Show has emerged as a leader in regional shows with exhibitors and sponsors coming onboard earlier than ever before. Pentair Water is the Lone Star Sponsor for the show scheduled for January 9th through the 12th and titled “Roundup in Cowtown.” Texas Pool and Spa Show has outgrown its old location in Plano, Texas and is moving to the Fort Worth Convention Center for 2008.

Texas Pool and Spa Show has also expanded its popular educational component. Genesis 3 Design Group, offering the most informative programs on water-shaping design and construction, has proudly aligned with the show offering their renowned Three Day Construction School. The Texas Pool and Spa Show in Fort Worth affords attendees one of only two 2008 opportunities to take the class in the US. Genesis 3 will be offering five other builder related seminars in addition to the Three Day Construction School.

Brian Van Bower, president and co-founder of the Genesis 3 Design Group, will deliver the key-note address to kick-off this year’s event!

The mission of Texas Pool and Spa Show has always been education, and this year the show delivers that promise like never before. Along with Genesis 3 Design Group’s classes, CPO Training will also be offered as well as a menu of seminars taught by pool and spa product experts. Exhibits from sponsors such as Pentair Water, Hayward Pool Products, Goldline Controls, Raypak, and Jandy along with some one hundred additional vendors exhibiting everything from pool and spa equipment to luxury outdoor accessories will fill the Fort Worth Convention Center Hall.

Better yet, the move to Fort Worth Convention Center provides attendees with the opportunity to experience not only all that the show offers this year but also a chance to experience “Where the

West Begins.” The world famous Fort Worth Stock Show and Rodeo will be in full swing during the Texas Pool and Spa Show. Producers are encouraging attendees to make the 2008 Texas Pool and Spa Show a family event!

“Fort Worth is a great destination,” says Tim Long, Texas Pool and Spa Show director, “The Convention Center is in the heart of historic Fort Worth with the beautiful Fort Worth Water Gardens right outside. We are hoping that folks coming to the show will plan on taking advantage of all that Fort Worth has to offer.”

With the Stock Show and Rodeo, Fort Worth’s historic Stockyards where visitors get a real glimpse of the old west, as well as Fort Worth’s renowned museum district, attendees can make a long weekend of fun. Six Flags is only a short drive from the convention center. Information about and links to Fort Worth attractions are on the show website,

www.texaspoolandspashow.com .

Special events planned for attendees include a golf tournament, exciting opening ceremonies, a truck giveaway contest and a Friday night Wild West welcome party named “Gettin’ Down in Cowtown” sponsored by IPSSA Region 9. Show producers promise much more to be announced as January 9th grows closer. Once again, Texas Pool and Spa Show will be presenting the annual Robert E. Kropp, Jr. Award to an individual that, through excellence in customer service and participation has had a positive impact on the southwest pool and spa industry.

The 2008 Texas Pool and Spa Show is the perfect opportunity for members of the pool and spa industry to learn the most recent information, to see the latest in products and services, to meet industry leaders and form new business relationships, and to have a great time among friends in the southwest pool and spa industry.

Attendees are encouraged to register and secure reservations early. For more information and on-line registration, go to www.texaspoolandspashow.com or call Tim Long, show director at 972.978.9322 or Dave Boyd, assistant show director at 817.235.5654.

## Legislative Update

Continued from page 9

the law (wrong code section.) At first we thought that the contractor error was ignorance. We now believe that the sponsors actually thought that, by holding the amendment up until it would be passed, even though it was not in print and could not be corrected. They appear to have been pulling an end-run on the pool industry by making all contractors do pool work for which they are, in fact, prohibited from doing. Result: They delayed a child safety law - recommended by SPEC - for one year.

### How will building officials react?

Since January SPEC has been meeting with groups of building officials around the state trying to explain the errors contained in AB 2977 which made it impossible to enforce. Many were able to understand and have not attempted to enforce the law. Others took the “it’s in the book” approach and have caused home improvement contractors, home owners attempting to get non-pool work finalized by officials, and, weirdly enough, building inspectors themselves totally confused and, as said in Britain, “twisted in their own knickers.” Will those local barracks house lawyers continue to try enforcing last year’s defective legislation now that it is repealed? We may know in a year.

Note to pool contractors: Should you have a problem arising from this legislative boondoggle, contact SPEC immediately and we will send you a copy of the new legislation so you can discuss it with your local officials. If that doesn’t work, have them call SPEC’s Hot Line: 1.800.991.SPEC.

### Poway pool contractor suddenly closed doors

One of San Diego County’s larger pool builders, Hallmark Pools & Spas, closed its doors abruptly in October, apparently leaving more than 60 uncompleted residential pool jobs and a large number of unpaid subcontractors. SPEC was quickly informed of the development and immediately notified the Contractors State License Board (CSLB) triggering a formal investigation by a top team of state officials. Homeowners report that they paid Hallmark for work prior to its being completed. Hallmark did not pay the front-end money it appears to have collected to the subcontractors who were doing their work.

SPEC is now working with key area member builders to put in place a program similar to one that proved successful in Sacramento a year ago when Aquarius Pools went out of business leaving

Continued on page 22

**HEAD ON DOWN TO THE ROUNDUP IN COWTOWN**

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Tim Long, Show Director - 972-978-9322 or  
 Dave Boyd, Assistant Show Director - 817-235-5654 [www.texaspoolandspashow.com](http://www.texaspoolandspashow.com)

# Do you know what non-billable time is really costing your company?

By Tom Grandy

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

A constant business expense that I continually address is the huge cost of non-billable time, the single highest cost of doing business in your entire service department. The typical service tech averages only about fifty percent of his/her time each day in billable hours. No, that does not mean each day of their week your techs bill only four hours. But it does mean is that when you look at the tech's entire year, the average billing out is about four hours a day.

How? Let's look at some numbers:

**Vacation** – Let's assume your techs get two weeks of paid vacation a year. Vacation totals 80 hours a year, which is 3.8% of their total time for the year (80 hours/2,080 hours per year = 3.8%)

**Holidays** – The average company pays at least the six basic holidays a year. Holiday time accounts for 48 non-billable hours a year or another 2.3 % of the tech total time (48 hours / 2,080 hours per year = 2.3%)

**Sick Pay** – Again, the average company provides five sick days a year for which they pay the technician. Five days is 40 hours or another 1.9% of the tech's total paid time.

**Shop Time** – This is a scary number. Most techs average at least 15 minutes in the shop in the morning and another 15 minutes in the afternoon. That is 30 minutes a day at the absolute minimum. Most are in the shop a lot longer. When we take away the vacation, holiday and sick time, that leaves us 239 days of actual work days. Thirty minutes of shop time for 239 days a year totals another 119 hour or another 5.7% of their total time that cannot be billed to the customer. Wow, it's mounting up!

**Travel Time** – Now, I realize some shops charge port-to-port but the vast number of contractors charge only for the time they are on the job. The typical tech runs five (5) calls a day. Assuming the average travel time between calls is only 15 minutes, that is another 75 non-billable minutes a day during the 239 days they can actually work. That totals another 299 non-billable hours a year. Travel time alone accounts for 14.3% of their time a year (299 hours / 2,080 hours per year = 14.3%)

Now let's do a little math and find out what our total non-billable time so far for the year is:

Vacation	3.8%
Holidays	2.1%
Paid Sick Days	1.9%
Shop Time	5.7%
Travel Time	14.3%
<b>Total Time</b>	<b>27.8%</b>

"Gee, Tom. That's not even close to half of the tech's time. I thought you said half of their time was non-billable?" You're right, I did say that. But we're not through yet. Now add callbacks, warranty work and company meeting time to the list. Now, think about much time is spent waiting on no-show customers. And, by the way, did you ever have a tech come to the shop to help you put up stock, do a small job around the office or perhaps work on a vehicle? Of course, you did. And all that is time you paid for that you cannot charge to the company. More non-billable time!

Now, let's consider one last thing. Have you noticed there is a shortage of techs nationwide? If not, you are unusual. Good techs are hard to find. Now think about those slow days when you have less than a full day's work for your techs. What do you do? What should you do? The right thing to do is to send them home, but, instead, you think, "Gee, if I send Bill home, he will have less than 40 hours of work this week. If I send him home very often, he will start looking for a job where he

can get a steady 40 hours per week. Bill's a great tech, so rather than risk losing him, I will find something for him to do around the shop to fill out the day." Bingo, more non-billable time!

Guess what? If you add the above time to the 27.8% we have already generated, our techs are easily generating 45% to 55% of their time as non-billable time.

Now, you might say, "Okay,

Tom, I agree. How does that affect the company?" Non-billable time dramatically affects what you need to charge per hour and it dramatically affects the overall profitability of the department. First, let's talk about your hourly rate. Let's assume 50% of the tech's time is non-billable, and your tech is costing you \$22.00 per hour after you factor in matching taxes. Fifty percent of the

2,080 hours a year would mean the tech has 1,040 non-billable hours a year. The cost of non-billable time is \$22,880 (1,040 hours x \$22.00 per hour = \$ 22,880). Now, assuming the tech actually bills out the other half of his or her time, that means they also have 1,040 billable hours a year. Of the final hourly rate, whatever it comes out to be, \$22.00 an hour of

Continued on page 22

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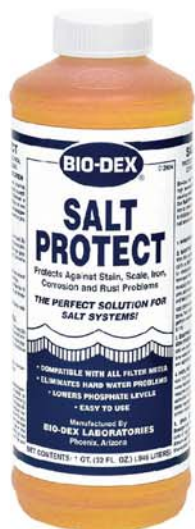


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## Hayward Pool Products and Goldline Controls establish “single point of contact” for growing customer needs

*New initiative demonstrates commitment to outstanding sales and service*

Further demonstrating commitment to world class sales and service, Hayward Pool Products and Goldline Controls announce the expansion of their “Single Point of Contact” model. This customer-centric business approach will provide customers with one source for Hayward and Goldline sales, service and support. In the near future, Hayward and

Goldline will also be able to provide customers with a single source for product and parts ordering. This business model also allows the market leaders to offer joint dealer and distributor sales programs while customers interact with product and program sales specialists in each region.

Effective October 1, 2007, all Hayward and Goldline regional sales personnel in North America will be managed under the direction of nine regional managers, who will report to Mike Massa, vice president of sales for Hayward. Regional sales teams will consist of a Hayward/Goldline district sales manager; Goldline specialists in controls, solar equipment and salt chlorination; and retail sales specialists. Due to the rapidly evol-

ving technological advances of Goldline products, the market leaders recognize the importance of employing specialists to educate customers on specific product offerings.

As a result of the new organizational structure, Bob Harper has been promoted to director of sales and marketing for Goldline Controls. He will oversee the strategic initiatives for Goldline’s sales and marketing including product development, market development, promotions, incentive programs and pricing. In addition, Dennis Willis has been promoted to director of national technical service. He will oversee Hayward and Goldline technical service efforts under the new “Single Point of Contact” model.

### Need gifts?

With the holidays coming up, consider IPSSA logo merchandise for your chapter’s volunteers. We have golf shirts, sweat shirts, hats, and much more. See the order form on page 20.

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## Pool Operator Primer™: Online training for retail, service, and public pool professionals

Pool and spa retail and service professionals and public pool/spa operators can now learn the basics of pool care online through the Pool Operator Primer™ online training course created by the National Swimming Pool Foundation® (NSPF®). Students can enroll in the class by contacting any NSPF certified instructor or by going directly to eProAcademy™, the NSPF online training center at [www.eProAcademy.org](http://www.eProAcademy.org). Each student who registers for the Pool Operator Primer online course will receive the Certified Pool-Spa Operator® Handbook as a study guide and a reference manual.

The training is dynamic, making learning easier. It contains narration, video, quizzes and other interactive learning tools to engage the student. "We partnered with a leading online-learning provider to create a cutting-edge learning experience. This is professional education for people working to become profession-



als," emphasizes Alex Antoniou, Ph.D., NSPF director of educational programs. "This great program brings the training to the back office, home office, or wherever the student needs it," summarizes Thomas M. Lachocki, Ph.D., CEO of the NSPF. Upon successful completion of the Pool Operator Primer online course, students will earn a Record of Completion. Students who earn the Record of Completion and wish to go on to earn their CPO® certification can register with an NSPF CPO® Certified Instructor to take the one-day classroom training (Pool Operator Fusion™).

The eProAcademy online training center also offers courses often required by the government on topics including occupational safety, employment law, health-care, environmental- and hazardous-waste management, and DOT training for people transporting hazardous pool chemicals. NSPF has launched a total of 23 online eProAcademy classes in the past 12 months.

## Sta-Rite SuperMax™ Pump: quiet, economical performance

The new SuperMax™ pump from Sta-Rite features a commercial grade, 56 square flange motor for top performance in residential swimming pools. Like most Sta-Rite pumps, SuperMax has a cam and ramp lid that locks and unlocks with a simple quarter turn. The new pump also sports a thermoplastic resin exterior that withstands temperature extremes, making the pump durable over time.



Consumers will appreciate SuperMax's quiet operation and economical performance. The new pump is also easy to install because it comes with union fittings that allow simple drop-in installation.

SuperMax, is available in single and two-speed models from 2- to 2 1/2-hp.

Four-color consumer sales support literature touting all the features and benefits of SuperMax pumps is available. Dealers can get a free supply of this literature by calling 888-755-7946, faxing to 800-582-2112 or e-mailing [penairorders@d2fi.com](mailto:penairorders@d2fi.com) and requesting #P1-233.

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### California Spa and Pool Industry Education Council

The California Spa and Pool Industry Education Council (SPEC), is a statewide umbrella non-profit trade association. SPEC promotes the industry while it educates the spa and swimming pool-owning public, local and state regulatory and legislative bodies on critical issues for the pool and spa service industry.

Go to: [www.calspec.org](http://www.calspec.org)

## The Carlyle Group and the Zodiac Group combine Zodiac Marine Segment with Jandy Pool Products

The Carlyle Group and the Zodiac Group announced on September 28, 2007 that they have combined the Marine segment of the Zodiac Group with Jandy Pool Products, Inc. to create Zodiac Marine & Pool. As a result of this transaction, Carlyle owns 69% of the combined entity, Zodiac 27% and the management team, led by CEO Jean-Marc Daillance, the remaining 4%.

Jean-Marc Daillance is the worldwide CEO of Zodiac Marine & Pool, and Jean-Michel Renard is Vice President, Pool Care Sector worldwide. Merger integration planning is under way, and the Company is also pleased to announce that, upon completion of these activities, Bob Rasp will

be the President and CEO of the combined North American Pool Care businesses. During the interim period, both Bob Rasp, the President and CEO of Jandy, and Kate Thielscher, the President and CEO of Zodiac Pool Care, Inc., will remain in their current roles, reporting to Jean-Michel Renard. Kate has agreed to remain with the company through a transition period and will play a vital role in successfully merging the two companies.

Franck Falézan, Managing Director of Carlyle declared: "The combination of these two unique and innovative product quality and customer service franchises creates the world's most prominent supplier of pool equipment.

Carlyle is fully committed to the worldwide pool industry and looks forward to continuing to grow the business through new product development and acquisitions."

Jean-Marc Daillance, CEO of Zodiac Marine & Pool declared: "We are thrilled to see the partnership initiated with Carlyle more than two years ago resulting in this announcement and welcome Carlyle as our new controlling shareholder. We share the same positive views on the future of Zodiac Marine & Pool and see good long-term prospects for the company. Carlyle's global network in Europe, the Americas and Asia as well as its strong track-record of helping its portfolio companies grow both organically and through acquisitions is a great asset for Zodiac Marine & Pool. I look forward to working with Carlyle and Jandy."

Bob Rasp commented: "The Zodiac, Polaris and Jandy brands are well known to pool professionals and consumers throughout

North America. Zodiac Pool Care's global network, retail marketing expertise and product offerings are uniquely complementary with Jandy."

Kate Thielscher stated: "The combination of Zodiac Pool Care and Jandy creates the most innovative, exciting and customer-focused company in the pool and spa industry. The new company will have the industry's most extensive sales force, which will create new opportunities to better serve pool customers.

Bob Rasp added: "We are very excited about the merger of these highly complimentary businesses and the future of the combined company. The integration process will bring together the best of both Jandy and Zodiac Pool Care for the benefit of our customers."

Throughout the integration process, business will be as usual for both Zodiac Pool Care and Jandy. Both companies will remain focused on providing the highest quality products and services to their customers.

### 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](mailto: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.

## Desert Pool & Spa Show coming to Phoenix January 17-19

By Carol LeMaster

IPSSA Region 8 is looking forward to kicking off its first annual Desert Pool & Spa Show in Phoenix, Arizona this January 17-19 at the new Phoenix Convention Center., located in downtown Phoenix and within walking distance of hotels, museums, shopping and major sporting complexes. The January weather in Phoenix is perfect for welcoming visitors from all over the country who desire to escape harsher environments.

Current president of the Scottsdale IPSSA chapter and one of the founding members of this event, Gayle Earle, said, "Arizona has more pools per capita than almost any other state and it has been a long time since something on this scale has been offered in Phoenix.

"The event is designed to promote the professionalism of the pool and spa maintenance industry as well as provide independent service providers the opportunity to come together for the sake of learning and networking to improve the efficiency of their businesses."

This event will feature two and one half days of professional training classes including a two day certification class to become a Certified Pool Operator and will conclude on the 19th with a vendor exhibition featuring more than 80 vendors that cater to the industry.

Anyone currently in the industry or desiring to learn more about how to become a professional pool and spa service provider can attend such classes as Hydraulics 101, Water Chemistry, Heaters, and Cleaning Systems. Current professionals can attend classes in how to increase profits, improve customer services and learn the latest in approved industry business practices.

Vendors exhibiting the latest in pool and spa service products will include AZ Hotshots, Chevrolet/Fleetwest, Hayward, Pentair, SCP, Superior, PWP, Leslies, and many more. Door prizes will include tickets to major sporting events, gift certificates, vendor products, pool cleaners, a big flat screen television and many more items. These will be awarded to attendees on the last day of the event during the vendor

exhibition.

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## National Swimming Pool Foundation® awards \$364,794 in grants to perform aquatic health benefit research

45% of NSPF® grant budget allocated for year 2008 to study health benefits of aquatic immersion and exercise

The National Swimming Pool Foundation® (NSPF®) board of directors has unanimously awarded four grants that will explore health benefits unique to aquatic exercise and to immersion in hot/warm water. "The studies we are funding are like seeing the goose who lays the golden egg when she is a gosling. The potential to transform our world is enormous," emphasizes Bill Kent, Chairman, NSPF Grant Review Committee.

"Historically, NSPF grants

have focused on prevention of injury and disease," adds Thomas M. Lachocki, Ph.D., CEO of NSPF. "Beginning in 2004, the NSPF board directed that we fund prevention and health benefit research at similar levels," he explains. "From 2004-2007, the NSPF funded a total of \$454,432 for health benefit research. Now, in just one year, these four new grants total \$364,794. Thus, in a three-year period, the NSPF has committed \$819,226 to studying aquatic health benefits. "NSPF is

taking a lead in demonstrating hot water health benefits. This type of work will benefit our industry and mankind for decades," says Bob Hallam, President of Dimension One Spas.

Dr. Bruce Becker, M.D., of Washington State University was awarded a grant of \$165,000 to continue the NSPF study on the effects of warm/hot water immersion upon the heart and respiratory system and to what extent relaxation occurs. In 2007, the NSPF board voted to match dol-

lar-for-dollar the pledged commitments made by twelve leading organizations who pledged \$80,500 per year for two years. One hot tub manufacturer, Hot Spring Spas, donated three spas for the study, reducing the budget required to purchase the spas. Dr. Becker will report hot tub immersion study findings at the 2007 World Aquatic Health™ Conference (WAHC), which can be viewed online at [www.eProAcademy.org](http://www.eProAcademy.org).

At the 2006 WAHC, in Austin, Texas, Dr. Becker reported on the results of his 2005-2006 NSPF-funded research studying the benefits of deep water aquatic exercise versus land-based aerobic exercise, to assess the impact of water exercise upon respiratory function. The foundation awarded an unprecedented \$247,000 in 2005 to fund that research and to purchase equipment that would be used in subsequent studies. "The study was the first to examine the pulmonary effects of water exercise. It found that university students who exercised in water tired less easily and improved their lung function compared to land-based counterparts," says Dr. Bruce Becker, the principle investigator on the project.

Dr. Stephen N. Blair, P.E.D., University of South Carolina, was awarded \$90,417 to compare the long-term health data of "swimmers" to other populations by analyzing data from over 75,000 individuals compiled by the Cooper Institute. The data is a result of comprehensive preventative medical examinations from 1970 through 2006 and includes extensive clinical measurements like blood chemistry, EKGs, blood pressure, body composition and fat distribution, treadmill test results, cardiorespiratory fitness, and more. The database also includes self-reported assessment behaviors and family and personal health histories. A preliminary review will be presented at the 2007 WAHC. Additionally, as part of the agreement between NSPF and the Association of Pool

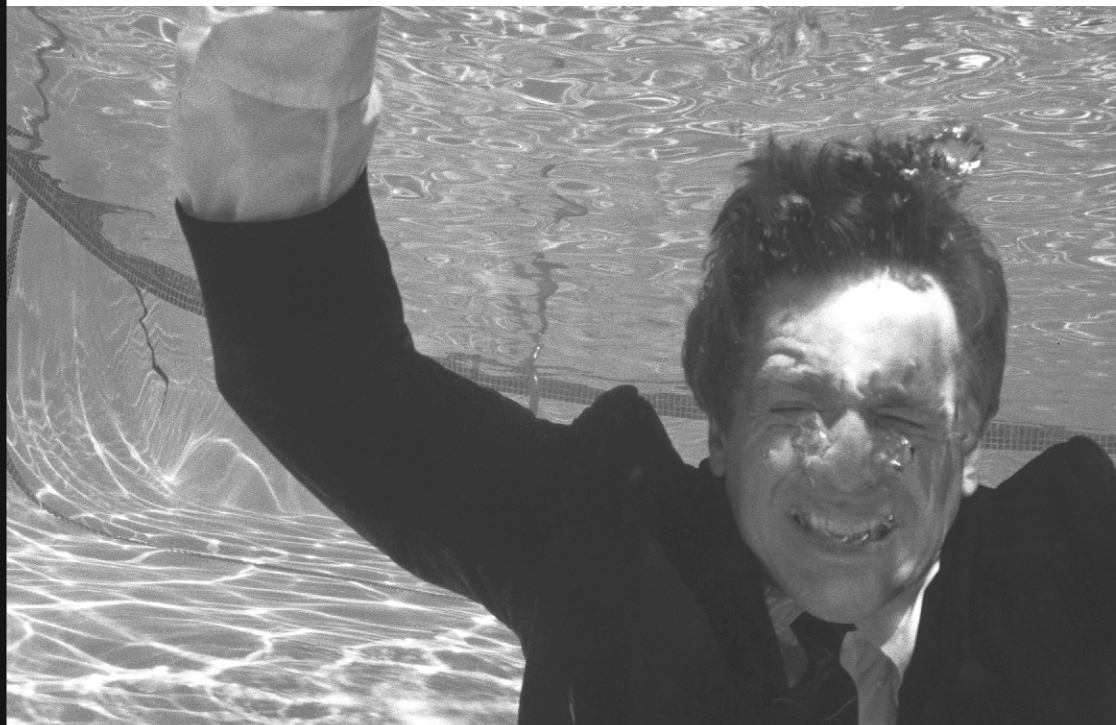
& Spa Professionals (APSP), APSP has the discretion to award \$30,000 per year of the NSPF grant budget. The APSP has directed \$30,000 to fund Dr. Blair's research. As a result of the cooperative agreement between NSPF and APSP, the entire proposal for \$90,417 was funded. "To create comprehensive medical data would take hundreds of millions of dollars and decades. Isn't it terrific that the data is here today?" remarks Dr. Lachocki. "This study is very exciting since it focuses on how using pools impacts people's health," adds William Weber, President/CEO for the APSP.

Dr. John S. "Jack" Raglin, Ph.D., Indiana University, was awarded \$59,680 to conduct a study that will contrast the psychological health benefits between in-water and on-land exercise. The findings of these studies would provide a crucial first step in 1) determining whether the psychological benefits of water-based exercise are unique in terms of magnitude, duration, or mood type; and 2) establishing evidence-based prescription for water-based exercise that is specifically designed to optimize psychological benefits. Future studies may be used to test the response of clinically depressed patients and to explore relationships between psychological and physiological responses. Dr. Raglin will present a seminar "Exercising the Mind: How Water-Based Exercise Can Improve Mental Health," at the 2007 WAHC to share early results. "There is science hidden in scholarly journals that teaches us about how immersion or exercise in water helps us feel better. Dr. Raglin will review those studies," says Lachocki.

Dr. William Hornsby, Ph.D., West Virginia University, was awarded a grant of \$49,697 to study the psychological and physiological effects of land versus water-based exercise with patients who have Type-2

Continued on page 18

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## The Allen Company is giving away a TightWatt2 every month between now and December

To register for the drawing, please fill out a short energy survey at [www.tightwatt.com/energy3.html](http://www.tightwatt.com/energy3.html). Survey participants will be registered to win a TightWatt2 (\$250 value).

George Parrino, a member of the IPSSA Delta chapter, won the September TightWatt2 drawing.

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## 2008 International Pool | Spa | Patio Expo — Bringing the industry together

Responding to the needs of attendees, exhibitors and industry leaders, Hanley Wood Exhibitions has announced that the International Pool & Spa Expo | Backyard Living Expo will merge with the AQUA Show in 2008 for a mega combination show that will generate tremendous growth opportunities for the pool, spa and backyard marketplace.



By uniting the industry under one roof, this show leverages the strengths of all three shows to create the most comprehensive, informative and business-building event in the industry, resulting in a wider audience of attendees and exhibitors.

Debuting November 18-20, 2008, at the Mandalay Bay Convention Center in Las Vegas, Nevada USA, the new combination show has been renamed as the International Pool | Spa | Patio Expo. Along with the tagline of “The Backyard Experience,” the new show name defines the event's focus and better reflects the multiple markets served by the show.

“We're excited to bring these three events together,” said Donna Bellantone, director of the International Pool | Spa | Patio Expo. “We strongly believe that one unified event serves the best interest of attendees and exhibitors alike, streamlining the numerous show options into one event.”

The expanded show floor will feature the full gamut of industry product categories, including pools, spas, hot tubs, water features, casual furniture, pumps and heaters, lighting, landscape décor, hearth, grills and much more. With a projected 1,000 key manufacturers and major distributors in 3,000 booths, this wide range of exhibiting companies will provide

something for every attendee's purchasing requirements.

In addition to exhibits, the event will feature an expanded, targeted educational conference program comprised of approximately 75 seminars addressing a myriad of up-to-date industry issues and trends.

Designed especially for pool/spa builders/installers, retailers, service technicians, landscape architects, landscapers, custom home builders and home design center professionals, the conference program offers business, technical and a backyard living track.

“This is the most exciting news to hit the industry in years,” said Rick McConnell, vice president of Hanley Wood Exhibitions. “Along with our industry partners, we are excited to be part of this ground-breaking event.”

Combining the three shows creates unique and unlimited opportunities for networking and interaction that won't exist at any other industry event. Special events and highlights include the keynote and welcome party on Tuesday, November 18, and the town hall and APSP Awards of Excellence banquet on Wednesday, November 19. Daily events held on the show floor include the new product pavilion, live workshops and exhibitor product clinics.

“The International Pool | Spa | Patio Expo business plan will attract new exhibitors and increase qualified attendees,” said Bill Weber, President and CEO of the Association of Pool & Spa Professionals. “This is good news for the industry and will bring better value to our members.”

The International Pool | Spa | Patio Expo is owned and produced by Hanley Wood Exhibitions, a division of Hanley Wood LLC. Show sponsors include the Association of Pool & Spa Professionals [APSP] and Pool & Spa News.

For information about the International Pool | Spa | Patio Expo, please call 972.536.6350 or 888.869.8522.

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## NSPF is official sponsor of unique book from ISHOF: *Swimmers: Courage and Triumph*

The National Swimming Pool Foundation® is the official sponsor of a unique book published by the ISHOF Press which kicks off the International Swimming Hall of Fame's 2007-2008 membership drive. *Swimmers: Courage and Triumph*, is an inspirational photographic and written exploration of some of swimming's most com-

elling stories.

This is a moving collection of nineteen stories, some famous, some relatively unknown, who have distinguished themselves in swimming – from winning seven gold medals in Olympic Games, to overcoming physical disabilities. The book has captivating images that bring their stories to life.

"Water is the key to unlocking healthier and happier lives for thousands of people. Partnering with the ISHOF opens the door for others to see how water enriches lives," explains Thomas M. Lachocki, CEO of the NSPF. "Everyone who achieves has a story where they were influenced and inspired by others. We are thrilled to bring to you nineteen profiles that will inspire swimmers and non-swimmers alike," says Bruce Wigo, President/CEO of ISHOF.

*Swimmers: Courage and Triumph* profiles many Olympic swimmers including Mark Spitz, Jenny Thompson, and Natalie

Coughlin. Open water swimmers Lynne Cox and Marcy MacDonald, Masters swimmer Rich Abrahams, and disabled swimmers Jeff Keith and Melanie Benn. Renowned sports writers Phil Whitten, John Lohn, Bill Volckening, Kari Lydersen, and Jeremy Shweder have contributed courage and triumph written profiles. The book is photographed and edited by Larry Thompson.

*Swimmers: Courage and Triumph* is available beginning September 12, 2007 to any individual or organization who would like to obtain the book for personal appreciation or make it available to members of their organization as a gift or for resale for a price of \$24.95 US plus shipping. Any individual who purchases the book will receive a complimentary one year ISHOF membership. For a small additional fee ISHOF's 2007 Yearbook maybe purchased. Log on to the secure NSPF store at [www.nspf.org](http://www.nspf.org) or call 719-540-9119.

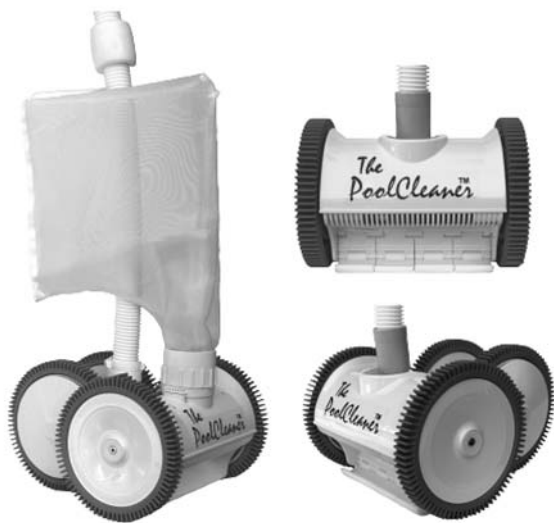
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## NSPF awards grants

Continued from page 16

Diabetes. Exercise and diet are the key recommendations on the control and prevention of Type-2 Diabetes. Almost all studies focus on land-based exercise programs. Since most diabetes patients are obese, water exercise is ideal to reduce joint stress. "The nation is mobilizing to combat obesity, heart disease, chronic diseases like diabetes, and depression that plague our children and aging population. Water activities provide a unique shield against some of these illnesses," contends Lachocki. "By once again investing one-half of its grants budget, the NSPF is commissioning

research that positions pools and spas to be a key defense in the war on disease," he adds.

"It is high time we invested in real science to verify how pools and hot tubs are real good for you. Unscientific opinions are nice, but have minimal influence. These four grants are another big step forward," emphasizes Lachocki. "Within the next year, we will grow the body of evidence to make it more evident that water is good for your body," he concludes. Grant recipients will be honored at the WAHC Awards Reception, October 3, in Cincinnati, Ohio.

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## Tech Tips

### Field expedient way to clean a salt cell

By James F. Stearns III

*James F. Stearns III is a member of the IPSSA Houston. This tech tip originally appeared in that chapter's October 2007 newsletter.*

With the explosive use and variety of salt cell systems being made and installed, it is a challenge for a pool technician to perform regular service on them. We use a method with the help of Pentair field service representative, Shawn Williams. This provides savings in acid use and truck space (which is a premium on our service vehicles). All you need to clean any salt cell is a rag, duct tape, DE scoop and acid: items that you already carry on your vehicle.

Remove the cell from the plumbing. Use the rag to dry off one of the ends of the cell. I prefer to dry off the end of the cell furthest from the control wires and/or the internal flow switch. Next, take the duct tape and tape up the end you just dried off. I use four pieces of duct tape about six to eight inches long. Place the first piece of the duct tape over the cell end so it covers a little over half of it. Place the next piece of duct tape alongside and partially over the first piece, covering the whole bottom of the cell. Make sure the duct tape is securely in place. Turn the cell 90 degrees and repeat the procedure with the

last two pieces of duct tape.

Turn the cell over and set it down in a safe area. Sometimes you can still have slight leaks. Take the DE scoop and pour a little acid in the bottom. Fill the rest of the DE scoop with water. Pour this into the cell. With bigger cells you may have to make a second batch. Just add enough to cover the cell plates. Let it set until you see no more bubbles; this tells you the cell is clean. Once the cell is clean, dump the mixture back into the DE scoop and dispose of it correctly. Fill the DE scoop with fresh water and pour it into the cell to rinse it. Remove the duct tape and reinstall the salt cell.

The cell is clean and the technician does not have to carry a gallon of special acid/water mixture, empty out a bucket of parts to put the cell in or carry a myriad of end caps for all the different cells that they may encounter while in the field.

I hope this field expedient manner in cleaning salt cells is helpful to you.

### Temporary insurance coverage available for prospective members

Temporary general liability coverage is now available for new chapter applicants through Arrow Insurance Service. "Business liability policies are generally written on an annual basis," according to Ray Arouesty, president of Arrow Insurance Service. "This makes it very difficult for the uninsured prospective member to meet his IPSSA entry requirements and still provide proof of insurance to his customers. We developed our three-month policy specifically for this situation."

The temporary insurance plan provides liability limits of \$1,000,000 and has been enhanced to cover many of the common pool claims that other companies exclude. Applicants must be experienced pool service technicians to qualify for the coverage, and it is available in all states. For more details contact Arrow Insurance Service at 800-833-3433.

Free passes to the International Pool & Spa Expo exhibit floor are available from IPSSA. Write to [ipssamail@aol.com](mailto:ipssamail@aol.com) to get your pass.

## IPSSA offers a new certification exam

In addition to the Basic Water Chemistry exam, IPSSA now offers online the Pool Chlorination Facts exam. Test your knowledge of advanced pool chlorination!

This exam is based on IPSSA's Pool Chlorination Facts book, the first volume in the Continuing Education Series. Like the Basic exam, you may refer to the book

while taking the test and must get at least 90% of the questions correct to pass. Once you pass the exam, you will receive a certificate and sticker for your truck.

IPSSA's Pool Chlorination Facts book is available for purchase from the IPSSA executive office, 888-360-9505. The member price is \$24.95, for non-members it is

\$29.95.

Training manuals and reference guides enhance professional growth and personal education. Professional development within the pool and spa industry, a goal of the Independent Pool and Spa Service Association, benefits individual service technicians and the homeowners who use their services.

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**The National Swimming Pool Foundation® Awards  
\$210,354 in Grants to Perform Injury Prevention Research**

*Two critical grants extended for second year*

The National Swimming Pool Foundation® (NSPF®) has awarded two new grants to continue its effort to reduce injury and disease in and around the water, and one additional grant to study the health benefits of immersion and exercise in water. Injury Prevention Grants worth a total of \$210,354 to be paid out over the next 18 months have been awarded to two organizations: Purdue University and New York Medical College. A new Health Benefit Research Grant worth \$19,746 has been awarded to the University of Idaho.

A grant of \$135,954 to Drs. Ernest Blatchley III, Ph.D., P.E., Jing Li, Ph.D., and Changhe Xia, Ph.D., of Purdue University, West Lafayette, Indiana will extend the work performed by this team of researchers in 2006/2007. Research is being performed to address some of the important knowledge gaps that exist relative to UV and chlorine applications in recreational water. The research focuses on chemical and photochemical reactions that form and destroy disinfection by-products. NSPF contributed additional matching funding in 2006 so that a portable device (mass spectrom-

eter) could be purchased. The 2007/2008 grant will test the air in indoor aquatic facilities to verify the laboratory experiments. "This study applies decades of advancements in scientific instruments to diagnose air quality problems. Once we know the chemistry, our industry can unleash solutions to improve air quality, reduce negative health risks, and enhance the aquatic experience," says Thomas M. Lachocki, Ph.D. CEO of NSPF. Initial results reported at the 2007 World Aquatic Health™ Conference suggest that air quality problems are not just due to inorganic chloramines," explains Lachocki.


The second grant, awarded for \$74,400 to The New York Medical College School of Public Health, Valhalla, N.Y., extends a grant funded by NSPF in 2006/2007. Dr David Markenson, M.D., and his research team are developing evidence-based guidelines for skills, training, guidance, and equipping of lifeguards under the umbrella of the United States Lifeguard Standards Coalition. This process represents the most comprehensive, systematic review of the life-saving and associated resuscitation literature to date. This program is supported by and includes donated personnel time from the American Red Cross, the YMCA of the USA, the U.S. Lifesaving Association, America's nonprofit leaders in lifeguard standard-setting and members of the International Lifesaving Federation. "This team has made substantial progress in the study's first year. We look forward to them reaching closure and reporting conclusions on several key questions this year," says Bill Kent, Chairman of the NSPF grant review committee.

Dr. Dennis Dolny, the University of Idaho, has received a grant from NSPF for \$19,746 to study the heart, respiratory, and energy expenditure of treadmill versus water treadmill walkers.

Among other things, this work may overcome the myth that in-water exercise is not as effective for weight loss. In September of 2007, NSPF announced awards of four grants to study health benefits that totaled \$364,794. With the addition of this grant, NSPF has now funded \$384,540 to perform health benefit research in years 2007-2008.

A synopsis of the work from the U.S. Lifeguard Coalition and the Purdue research team, as well as many more scientists who presented findings at the recent 2007 World Aquatic Health Conference held October 2-4, in Cincinnati, Ohio is now available online. These may be accessed anytime, anywhere via the Internet by registering and logging on to the NSPF online educational training website, www.eProAcademy.org. All of the 2007 grant recipients will present their findings at the 2008 World Aquatic Health Conference in Colorado Springs, Colorado, October 15-17, 2008. NSPF accepts grant, scholarship and fellowship applications annually by June 1, respectively. Complete guidelines for applying may be found at www.nspf.org or by calling Margaret Smith at 719-540-9119.

In February 2007, the board of directors of the National Swimming Pool Foundation (NSPF) voted unanimously to allocate \$812,500 in research grants for the year 2007-2008. The new budget represents an impressive 134% increase since year 2004. The board has steadily approved substantial increases in the foundation's research budget, based on the broad and growing acceptance of all NSPF educational products and another strong year. The budget for year 2007-2008 has increased 25% over year 2006-2007; for year 2006-2007, the budget increased 30% over year 2005; and for year 2005, the budget increased 44% over year 2004, when NSPF allocated a total of \$347,000.



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# The IPSSA/Hayward 4000 membership campaign for 2007-2008!



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The IPSSA Expansion Committee has decided that membership retention is of the utmost importance for 2007-2008. We are grateful that, once again, Hayward will award the chapter with the largest growth a full equipment set (\$10,000 retail value). The chapter that adds and retains the largest percentage of members between February 1, 2007 and January 31, 2008 will be presented the prize at the IPSSA February 2, 2008 Leadership Banquet in Newport Beach, California.

These rules are different from the 2006-2007 campaign, where only new members were counted. This year, with our focus on retention in addition to recruitment, it's in your best interest to keep your current members, bring in new ones, and increase your net membership.

Congratulations, again, to our 2006-2007 winner, the Orange Coast chapter in Region 5, for bringing in the most new members during our last campaign. And, a big thank-you goes to Hayward for once again supporting IPSSA membership growth by donating such an incredible prize:

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- ▶ One AquaRite salt generator kit

We're starting the year with a total of 3,586 members. Starting numbers for each chapter are shown below, as well as the numbers as of October 1. Check this page each month for each chapter's progress toward our goal of 4,000 members by January 31, 2008.

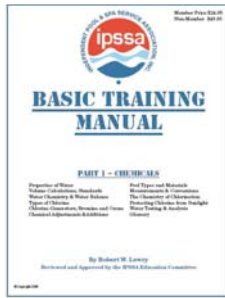
Region	As of 2-1-07	As of 10-1-07	Percent Increase	Comments
<b>Region 4</b>	238	233		
Central Los Angeles	34	34		
South Bay	57	55		
Westside	108	107		
Whittier	17	19	11.8%	
East Long Beach	22	18		
<b>Region 5</b>	420	429	2.2%	
Anaheim	11	11		
Central Orange County	25	26	4.0%	
Dana Point	55	55		
Huntington Beach	26	26		
North Orange County	30	31	3.3%	
Orange County #9	28	28		
Yorba Linda	34	34		
Saddleback	36	36		
Tustin/Irvine	17	17		
Orange Coast	94	51		Honorable mention: some members transferred to new chapter
Southwest	14	14		
Mission Viejo	37	40	8.1%	
Orange County #1	14	16	14.3%	
Orange County Pool Professionals	45*	45		*New chapter formed after February 1
<b>Region 6</b>	280	286	2.1%	
Hemet	22	22		
Palm Desert	33	34	3%	
Palm Springs	64	62		
Riverside	14	16	14.3%	
Redlands	30	27		
Temecula Murrieta	49	43		Honorable mention: some members transferred to new chapter
Ontario/Rancho Cucamonga	46	44		
Corona	22	23	4.5%	
Menifee Valley	9	15	66.7%	
<b>Region 7</b>	365	379	3.8%	
Carlsbad	35	35		
Escondido	58	57		
Rancho del Mar	19	21	10.5%	
San Diego	143	146	2.1%	
San Diego Metro	32	38	18.8%	
North County Coastal	23	23		
San Diego East County	55	59	7.3%	
<b>Region 8</b>	266	275	3.4%	
North Phoenix	26	27	3.8%	
Tucson	19	18		
VIPS	50	51	2%	
East Valley	50	52	4%	
Las Vegas	34	33		
Scottsdale	39	44	12.8%	
Henderson	48	50	4.2%	
<b>Region 9</b>	351	409	16.5%	
San Antonio	42	48	14.3%	
Austin	60	69	15%	
Dallas	98	93		
Houston	77	89	15.6%	
Fort Worth	47	50	6.4%	
Corpus Christi	15	18	20%	
Osceola	8	10	25%	
Manasota	7	12	71.4%	
Gold Coast	3	12	300%	First place!
Cape Coral	3	7	133.3%	Second place!
<b>Region 10</b>	394	392		
Mid Peninsula	40	40		
Santa Clara	157	158	.6%	
Redwood Empire	51	50		
Silicon Valley	53	56	5.7%	
Tri Valley	58	55		
Monterey Coast	35	33		
<b>GRAND TOTAL</b>	3,586	3,707	3.4%	We need 293 more to get to our goal!

Region	As of 2-1-07	As of 10-1-07	Percent Increase	Comments
<b>Region 1</b>	429	469	9.3%	
East Bay	98	117	19.4%	
Capital Valley	106	115	8.5%	
Modesto Central Valley	53	49		
Gold Country	21	21		
Delta	36	40	11.1%	
Sacramento City	45	43		
West Placer	6*	11	83.3%	*New chapter, formed after Feb. 1 - Third place
Elk Grove	21	22	4.8%	
El Dorado	21	20		
East Contra Costa	13	12		
Solano	15	19	26.7%	
<b>Region 2</b>	370	379	2.4%	
Bakersfield	44	42		
Conejo	24	23		
Conejo Valley	78	82	5.1%	
Fresno	54	51		
Santa Barbara	56	58	3.6%	
Visalia	33	39	18.2%	
Central Coast	23	23		
Ventura	57	60	5.3%	
<b>Region 3</b>	463	456		
Diamond Bar	23	20		
Foothill	33	34	3%	
San Fernando Valley	216	213		
San Gabriel Valley	48	50	4.2%	
San Fernando Metro	85	81		
Santa Clarita	29	28		
Calabasas	19	19		
Antelope Valley	10	11	10%	

## IPSSA PROFESSIONAL TRAINING MANUALS

**Basic Training Manual** — Written by noted industry expert, Robert Lowry, IPSSA's Basic Training Manual-Part 1 focuses on water chemistry and covers: properties of water; pool types; volume calculations, standards and measurements; water chemistry and balance; chemistry of chlorination; types of chlorine; protecting chlorine; chlorine generators, bromine and ozone; water testing; and chemical adjustments. It also includes an extensive glossary and practice test questions, easy-to-use chapter tabs, many graphics, charts and tables. **Price: \$24.95 IPSSA Members; \$49.95 Nonmembers.**

**Pool Chlorination Facts** — Also written by Robert Lowry, this book contains 30 years worth of gathered information, tips, tricks, techniques and myths — all the things you ever wanted to know about using chlorine in a pool are here. **Price: \$24.95 IPSSA Members; \$29.95 Nonmembers.**



Name \_\_\_\_\_  
 Shipping Address \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
 Telephone \_\_\_\_\_ E-mail \_\_\_\_\_

Quantity	Title	Price	Total
	Basic Training Manual	\$24.95 IPSSA Members \$49.95 Nonmembers	\$
	Pool Chlorination Facts	\$24.95 IPSSA Members \$29.95 Nonmembers	\$
Shipping and Handling: Up to \$50 @ \$10; \$51-\$100 @ \$15; \$101-\$200 @ \$25; \$201-\$300 @ 35.00			\$
Grand Total			\$

Check enclosed (payable to IPSSA Management Company)  
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 Expiration \_\_\_\_\_ CRV (3-digit code from back of card) \_\_\_\_\_  
 Name and billing address for card (if different from above) \_\_\_\_\_

### Non-billable time

Continued from page 11

it will be the cost of non-billable time (\$22,880 divided by 1,040 billed hours = \$22.00).

Think of it this way. The cost of non-billable time is \$22.00/hour and the cost of the tech's time while he/she is billing is \$22.00. When you add just those two things together, the service rate is \$44.00/hour. The \$44.00/hour does not include any company overhead (rent, utilities, marketing cost, loans, equipment replacement costs, etc.). It also does not include any of the office salaries (owner, office help, dispatcher, supervisors, etc.). It is no wonder the real hourly rate most service departments should be charging is well over \$100.00 per hour!

Now, let's look at lost revenue. Let's, again, assume that while the tech is actually billing the customer, he charges out an average of \$150 per hour which includes

his hourly rate, parts and parts markup. Now let's further assume you put some tracking in place and you are able to reduce 20 hours of your non-billable time a week by three hours per week during the 50 weeks or so the tech actually works. Turning just three hours a week from non-billable time to billable time would produce an additional \$22,500 in gross sales, most of which will be profit! Does it pay to track and reduce non-billable time? You bet it does!

It's time to invest some time and money into learning the business side of the business. Give some serious thought to attending our three-day "Basic Business Boot Camp." For more information go to our website at [www.GrandyAssociates.com](http://www.GrandyAssociates.com) where you can register for a free webinar. We hope to see you in a class soon!

### Legislative Update

Continued from page 10

dozens of subcontractors unpaid and pools unfinished. By joining

together to solve what could have quickly become a serious pool industry public relations disaster, industry leaders arranged to complete the open pools and helped subcontractors recover some losses through progress payments still retained by pool buyers. SPEC was on local television stations and interviewed frequently by print media assuring the public that the pool and spa industry was organizing through SPEC, in cooperation with the CSLB investigators, to assist homeowners with their project completions. No negative pool industry publicity resulted. We are striving to organize a repeat of the Sacramento campaign in San Diego today to prevent an industry-bashing that could otherwise result from the Hallmark failure.

#### Drought threat appears on horizon

California today is facing a serious drought possibility. On top of current economic conditions, state and local water districts are gearing up for a major state-wide water shortage next year. This is certainly not good news for the swimming pool industry. Fortunately, SPEC has been through these battles to keep pool construction from being banned as was proposed all over California during previous droughts. All segments of California's swimming pool industry can today begin preparing to defeat attempts to prohibit pool and spa construction, should rain and snow falls fail to materialize in the coming winter, as predicted by leading hydrologists. Wherever you can, add the following paragraph on all billings, promotional pieces, in advertising and on the bottom of your business letters:

*"Water agency studies have proven that residential swimming pools require considerably less water to maintain than the landscaping they replace. And water in your swimming pool stays right there whenever needed in an emergency."*

Write no more. Just plant this seed. It will pay dividends for your business and the entire industry. And, if we do have a drought, it will pave the way for SPEC's full-blown public education campaign that we will launch next spring.

Visit [www.ipssa.com](http://www.ipssa.com) for IPSSA membership benefits

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**Performance Solar** • Las Vegas, NV  
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For Association information, call Vickie Lester CAE, (888) 360-9505 / (888) 368-0432 FAX

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For billing or Benevolent Fund information, call Clint Cramer CPA at (888) 391-6012, FAX (888) 391-6203 or e-mail clint@cramercpa.com

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: Jerry Houseman**  
(916) 638-4100

E-mail: jerry@leisuretimepool.com

### CAPITAL VALLEY: (Sacramento)

First Wed., 7 p.m.  
VFW, 8990 Kruthof Way, Fair Oaks  
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. Dale Hiebing (510) 223-7537

### EAST CONTRA COSTA

Third Thurs., 6:00 p.m., Canton Garden Restaurant  
7840 Brentwood Blvd., Brentwood  
Pres. Dale Vaughn (925) 516-9436

### EL DORADO

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

### ELK GROVE

Third Mon., 7:00 p.m.

Denny's Restaurant, 8707 Elk Grove Blvd.  
Pres. Frank Woods (916) 424-0153

### GOLD COUNTRY

First Mon., 6:00 p.m.

Lou La Bonte's, 13460 Lincoln Way, Auburn  
Pres. Tim Towne (916) 591-0332

### MODESTO CENTRAL VALLEY:

Third Tues., 7 p.m.

Monaco's Restaurant, 950 Oakdale Road, Modesto  
Pres. Laynie Fernandez (209) 578-1728

### SACRAMENTO CITY

Fourth Wed., 6:30 p.m.

Plaza Hofbrau, 2500 Watt Ave., Sacramento  
Pres. Dennis Maudlin, (916) 391-3941

### SOLANA: Third Tuesday, 6:00 p.m.

Ulatis Community Center, 1100 Ulatis Dr., Vacaville.  
Pres. Mario Esparza (707) 448-3405

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

Mountain Mike's Pizza, 825 Highway 65, Lincoln  
Pres. Tony Silva, (916) 645-2397

## REGION 2 (CENTRAL CALIFORNIA)

**B.O.R.D. Member: Lane Clark**  
(805) 794-8132

E-mail: combolox@msn.com

### BAKERSFIELD

First Tues., 5:30 p.m., John's Incredible Pizza Co.  
3709 Rosedale Highway, Bakersfield  
Pres. Noel Raub, (661) 619-8816

### CENTRAL COAST: Second Wed., 7 p.m.

Golden Gong Restaurant  
290 Madonna Road, San Luis Obispo  
Pres. Ron Rusconi (805) 549-7961

### CONEJO: Second Wed., 7:30 p.m.

Denny's Restaurant  
50 E. Thousand Oaks Blvd., Thousand Oaks  
Pres. Aldo Benink (805) 405-2827

### CONEJO VALLEY

Second Wed., 6:30 p.m., Superior Pool Products  
1200 Lawrence Drive #400, Newbury Park  
Pres. Louis Papera (805) 499-5105

### FRESNO: Fourth Tues., 7 p.m.

Roundtable Pizza at First & Bullard, Fresno  
Pres. Vernon Daley (559) 348-0542

### SANTA BARBARA

Second Mon., 7:30 p.m., Rusty's Pizza Parlor  
232 W. Carrillo, Santa Barbara (downtown)  
Pres. Josh Caballero (805) 962-3351

### VENTURA: Third Tues., 7 p.m.

Yolanda's Mexican Cafe, 2753 Main St., Ventura  
Pres. Jim Estrada (805) 640-7415

### VISALIA: Third Wed., 6 p.m.

Amigo's Cantina, 5113 W. Walnut Ave., Visalia  
Pres. Roman Gomez (559) 992-5779

## REGION 3 (NORTH L.A. COUNTY)

**B.O.R.D. Member: Terry Snow**  
(909) 982-9962

E-mail: tls.pools@verizon.net

### ANTELOPE VALLEY

Second Thursday, 7 p.m.  
ALS 42622 Seventh St. East, Lancaster  
Pres. Mark Fisk (661) 273-3216

### CALABASAS

Third Wed., 7 p.m.  
Winnetka Convention Ctr.  
20122 Vanowen, Canoga Park  
Pres. Kirk Boyce (323) 937-7665

### DIAMOND BAR: First Thurs., 7:30 p.m.

Oak Tree Lanes, Diamond Bar  
Pres. Bob Nichols (626) 914-4813

### 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., Woodland Hills  
Pres. Elias Duran (818) 366-6977

### SAN FERNANDO VALLEY METRO

First Tues., 7 p.m., Winnetka Community Center

20122 Vanowen, Canoga Park

Web site: www.sfmetro.com

Pres. Dave Lopez (818) 832-4069

### SAN GABRIEL VALLEY

Second Thurs., 7:00 p.m.

Arcadia Women's Club, 324 S. First Ave., Arcadia  
Pres. Charles E. Loury (626) 332-5683

### SANTA CLARITA VALLEY

First Thurs., 7 p.m.

SCP, 28230 Constellation Road, Santa Clarita  
Pres. Ken Tucker (661) 618-2145

## 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.

Wilshire YMCA, 225 S. Oxford  
Pres. Tony Kim (818) 913-4201

### 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. David King (310) 377-4604

### WESTSIDE

Second Tues., 6:30 p.m., American Legion Hall

5309 S. Sepulveda, Culver City  
Pres. Dean Sawa (661) 618-0033

### WHITTIER: First Wed., 7 p.m.

Radisson Hotel, 7320 Greenleaf Avenue, Whittier  
Pres. Tom Horning (562) 458-2881

## REGION 5 (ORANGE COUNTY)

**B.O.R.D. Member: Jim Romanowski**  
(714) 308-7912

E-mail: poolperfection1@aol.com

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

Roundtable Pizza, 2506 E. Chapman Ave., Fullerton  
Pres. Myron Novak (714) 776-8489

### 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. Mike Denham (714) 891-6180

### MISSION VIEJO: First Tues., 6 p.m.

Carrow's Restaurant, 28502 Marguerite Parkway,  
Mission Viejo

Pres. Christopher Dodd (949) 713-9919

### NORTH ORANGE COUNTY

Second Wed., 7 p.m.

Lakeview Café, Lakeview & Orangethorpe, Placentia  
Pres. Brett Gereau Jr. (714) 319-6584

### ORANGE COAST

Last Monday, 5 p.m., Carrow's Restaurant

Warner & Magnolia, Huntington Beach  
Pres. Tom Roberts (714) 901-4688

### ORANGE COUNTY #1

Second Wednesday, 7:00 p.m., Marie Callendar's

91 Freeway at La Palma, Anaheim  
Pres. Luis Rea Jr. (714) 928-7966

### 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 Monday, 6:30 p.m., Carrow's Restaurant,

Warner & Magnolia, Huntington Beach  
Pres. Jeff Theders (714) 435-9080

### SADDLEBACK VALLEY: Last Tues., 6 p.m.

Lone Star Steakhouse,  
24231 Avenida de la Carlotta, Laguna Hills  
Pres. Greg Wall (949) 458-2371

### SOUTHWEST

First Wed., 6 p.m., ABC Pools

10560 Los Alamitos Blvd., Los Alamitos  
Pres. Ken Tipton (562) 430-8515

### TUSTIN/IRVINE

Second Tues., 6:00 p.m.

PSOC Waterline Technologies  
220 N. Santiago Street, Santa Ana

Pres. Sid Sanders (714) 928-4882

### YORBA LINDA

First Wed., 7 p.m.

Lakeview Café, Lakeview & Orangethorpe  
Pres. Wayne Fish (714) 986-9760

## REGION 6 (INLAND EMPIRE)

**B.O.R.D. Member: John Bettencourt**  
(951) 925-2442

E-mail: bettencourtpool@msn.com

### CORONA

Second Tues., 7:00 p.m., Marie Callenders

160 E. Rincon St. (at Main St.), Corona  
Pres. Jeffrey Cristian (951) 202-1736

### HEMET

Third Wed., 6:00 p.m., El Jalapeno

1999 N. State Street, Hemet  
Pres. Jim Ciccone (951) 303-408

### MENIFEE VALLEY

First Wed., 7 p.m. at Canyon Lake Country Club

32001 Railroad Cyn. Rd., Canyon Lake  
Pres. Lance Sada (951) 837-6322

### ONTARIO/RANCHO CUCAMONGA

Second Tues., 7 p.m., Carrows Restaurant

11669 Foothill Blvd., Rancho Cucamonga  
Pres. Ron Goodwin (909) 989-0406

### PALM DESERT

Third Thurs., 7:00 p.m., Burger Time Restaurant,

78-365 Varner Road, Palm Desert.  
Pres. Gary Kauber (760) 200-9598

### PALM SPRINGS

First Wed., 6:30 p.m.

Elks Lodge, 67491 Elk Drive, Palm Springs  
Pres. James Elliott (760) 413-0463

### REDLANDS

Second Tues., 6 p.m.

Hickory Ranch, 32971 Yucaipa Blvd., Yucaipa  
Pres. Joe Esposito (909) 792-5287

### RIVERSIDE

First Tues., 6:00 p.m.

Cask & Cleaver, 1333 University Ave., Riverside

Pres. Nathan Smith (951) 687-1449

### TEMECULA/MURRIETA

Third Wed., 7 p.m., Pat & Oscar's

29375 Rancho California Rd., Temecula  
Pres. Henry Herrera (951) 551-8113

## REGION 7 (SAN DIEGO COUNTY)

**B.O.R.D. Member: Javier Payan**  
(619) 449-1392

E-mail: payanpoolservice@aol.com

### CARLSBAD

Third Wed., 7 p.m.

Killer Pizza From Mars, Oceanside  
Pres. Doug Hausman (760) 533-9779

### ESCONDIDO

Third Wed., 7:30 p.m., Old Spaghetti Factory

111 No. Twin Oaks Valley Rd., San Marcos  
Pres. Peter Kuhlman (760) 455-3254

### NORTH COUNTY COASTAL

Third Tues., 6:30 p.m.

Coco's, 47 Encinitas Boulevard, Encinitas  
Pres. Jim Lawson (760) 753-3757

### RANCHO DEL MAR: Third Mon., 5:30 p.m.

Tio Leo's, 3510 Valley Ctr. Dr.

Pres. Thomas Regalado (858) 560-8000

### SAN DIEGO: Third Wed., 7 p.m.,

Mission Valley Resort

875 Hotel Circle S., Mission Valley  
Pres. Mike Gregg (619) 224-3863

www.ipssasandiego.com

### SAN DIEGO EAST COUNTY

Third Tues., 7 p.m.

Carlton Oaks Country Club, 9200 Inwood Dr., Santee  
Pres. Dick Allen (619) 741-6517

### SAN DIEGO METRO

Fourth Thurs., 7:00 p.m.

Coco's, 1025 Fletcher Parkway, El Cajon

Pres. Kenneth Settles (619) 448-6045

## REGION 8 (SOUTHWEST)

**B.O.R.D. Member: Mark Cyr**  
(480) 831-2134

E-mail: qualichempoolsvic@aol.com

### EAST VALLEY: Third Thurs., 6:45 p.m.

Superior Pool Products  
2350 W. Broadway Rd. #110, Mesa  
Pres. Todd Holloway (480) 794-0780

### HENDERSON: First Wed., 7 p.m.

SCP, 3585 Patrick Lane #12, Las Vegas  
Pres. Robert Fazio (702) 795-9596

### IPSSA VIPS: Third Wed., 7:00 p.m.

Elk's Lodge #335, 14424 No. 32nd St., Phoenix  
Pres. Paul Christopoulos (602) 818-8114

### LAS VEGAS

First Thurs., 7 p.m., Vietnam Vet's Hall  
6424 West Cheyenne, Las Vegas

Pres. Darren Shelledy (702) 228-8813

### NORTH PHOENIX

Third Tues., 7 p.m., Sun Systems

2030 W. Pinnacle Peak Road, Phoenix  
Pres. William Goossen (623) 580-9802

### SCOTTSDALE

Third Mon., 7 p.m., La Quinta Inn, 8888 E. Shea Blvd

Pres. Gayle Earle (480) 860-4413

### TUCSON: Third Wed., 7 p.m.

Superior Pool Products, 2801 N. Flowing Wells Rd.  
Pres. Judith Miller (520) 298-0910

## REGION 9 (TEXAS AND FLORIDA)

# 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.

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Jai O'Neill (x3127)  
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## ASSOCIATE MEMBERS

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bill.decorrevont@aosepc.com  
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