

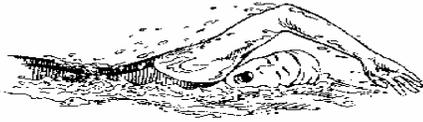


Water Digest

San Diego Chapter

www.Spa.and Pool.org

September 2000



Calendar of Events

Sept 29	San Diego Golf Tournament and Pool Awards Dinner	Carlton Oaks Country Club
Oct 12-14	Pool Industry Expo: Monterey 2000	Monterey, CA.
Oct 14	Pool Electrical Testing Course	San Diego, CA
Nov 8-10	NSPI International Expo & Conference	Orlando, Florida
Feb 8-10	Western Pool & Spa Show: 23rd Annual	Long Beach, CA

PRESIDENTS LETTER

Greetings to all

I attended the Industry Leadership Conference last month. I was really pleased to see so many people from San Diego in attendance. This is a valuable event for anyone that plans to continue to operate a business in our complex environment. The world is constantly changing. Technological, political, economic, social, cultural and demographic changes are constantly occurring. We need to keep abreast and modify our business plans accordingly.

The entries are in for the Pool of the Year Awards! We broke all records for entries. Almost 150 beautiful pools were entered. Many companies that had never entered will walk away with awards.

How would you like to see all the entries? Well get yourself a ticket to the Awards Banquet for Friday September 29, 2000. For \$25 you get a great meal and get to check out your competitor's pools. For only \$95, you can get to play in our golf tourney, which will be on that same day.

Treat yourself! This is going to be the best event that we have had that I can remember.

I'll see you there.

Phil Grider, NSPI San Diego President

San Diego NSPI Board of Directors

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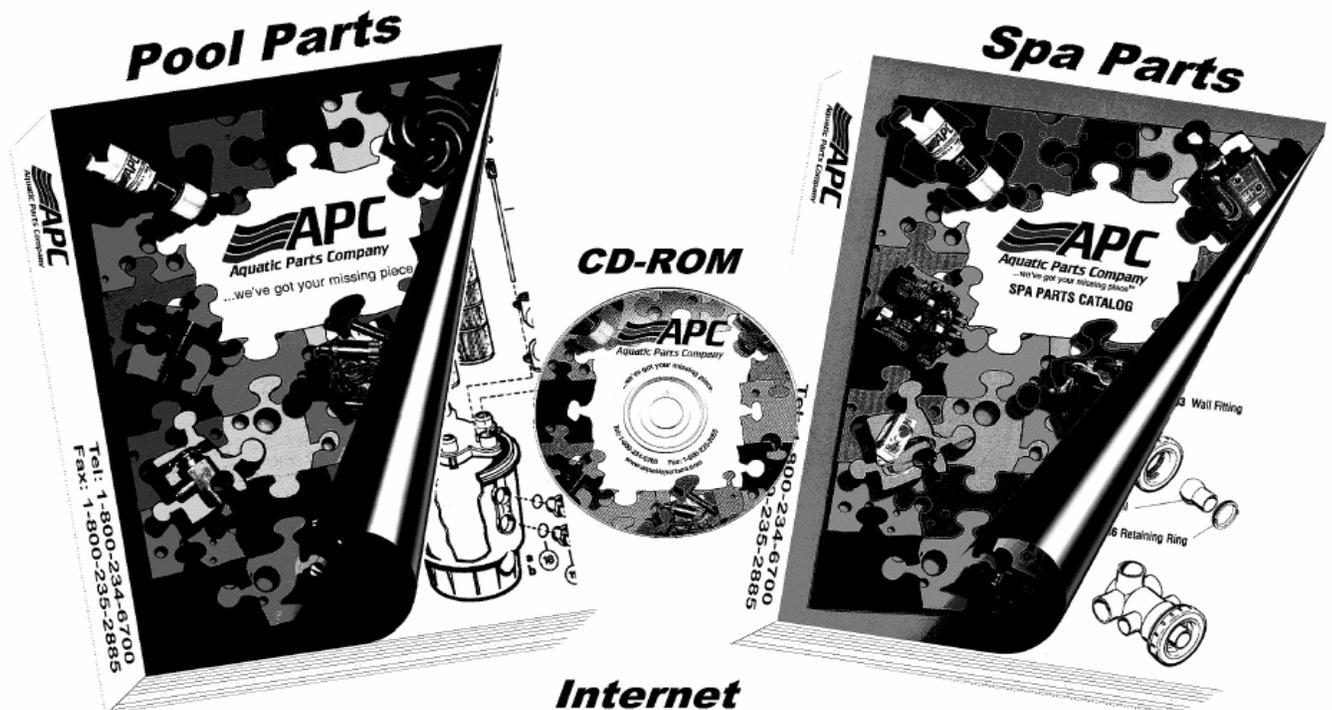
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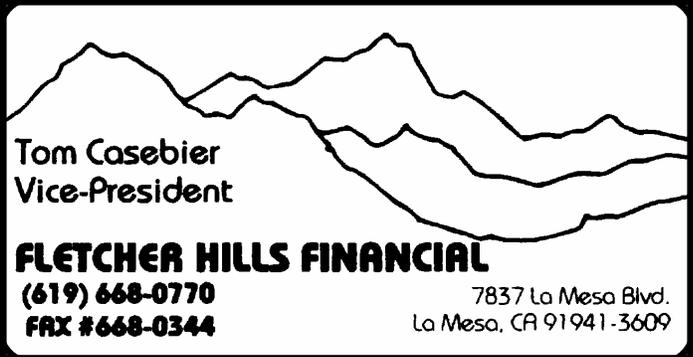
Confessions of a Travelling Consultant

This summer I got a glimpse at the pool construction and service industry in a few other states. I found the experience quite eye-opening. In Wichita Kansas, a pool service person trained a 20-year-old pool for replaster. It had rained over five inches that month, so he made sure that the hydrostatic valve was open. He drained the pool on Wednesday to be replastered Friday. The plasterer, who was coming from Oklahoma, cancelled the Friday date. It was rescheduled for Monday. On Monday, it rained. It continued to rain all week. Is anyone surprised that the pool floated?

What really surprised me is that the pool serviceman's insurance company denied any responsibility. So the homeowner had no choice but to sue. They found that the pool community was very close. No one would testify on their behalf. That's where I came in.

I felt that he should not have relied on a 20-year old pipe. Even when a hydrostatic valve is working, it might not provide enough relief. I said that the pool serviceman should have put a few "weep holes" in the floor of the pool. His attorney said that all that the pool serviceman needed to do was to open the valve.

Well, the jury did not agree. In less than an hour they awarded the homeowners a new pool. It appears that no one in that area had even heard of "weep holes." They brought several people to court to say that no one puts weep holes in pools that they drain. I asked a few of them privately if they pool flotation was a serious problem. They admitted that it happened more often than they'd like. I suggested that they try some weep holes. They said that they'd think about it. They were



Tom Casebier
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worried that the holes would cause structural damage.

How about you? What do you do when you drain a pool in rainy weather?

I also went to Colorado. Once again, the local builders would not testify against each other. This was a more complicated case. The unfortunate summary is that it was a very mediocre pool at a multi-million-dollar house. Now, houses are a little cheaper there, so this was a really posh spread. One of the issues was that the elevated spa overflowed onto the automatic cover. They lowered the water-level in the pool for winter. When the spa overflowed, the weight of the water was more than the blanket could handle.

The pool equipment was actually inside the house. They ran pipes in before the foundation was poured. The thing that surprised me the most was that there was no fill line. The builder said that he never put one in. He said that the risk of freezing was too great. I asked if having hot and cold running water in the house was also risky. Apparently, it is not unusual to omit the fill line in other parts of the world.

Well, we won that case on many points but not on the fill line. I wasn't too surprised since it wasn't on the contract.

Don't get me wrong. There are great builders in other parts of the country. I learned some cool building techniques from both of these cases. The whole issue of freezing makes for some interesting problems. We learn through our mistakes. I thought that you, like me, might learn from the mistakes of others as well.

ARTISAN PAK

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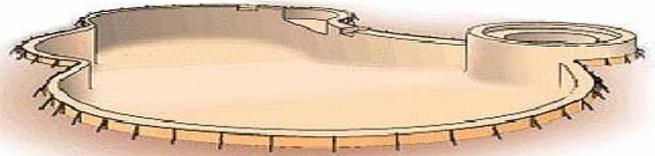
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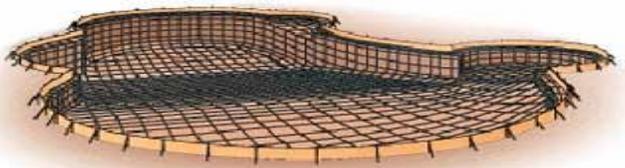


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IPPSA: OUR POOL AND SPA AFFILIATE ORGANIZATION

In the past few years the bond, in San Diego, between NSPI and IPPSA has grown very strong. As most of you know there is a permanent San Diego NSPI board position set aside for an IPPSA representative. We have supported their events and they have certainly supported ours. For example, IPPSA was the first to sign up as a sponsor for this year's Golf Tournament and Design Awards Event. Many NSPI members are also IPPSA members.

So for those members of NSPI that are not familiar with IPPSA, this column will hopefully acquaint you with this fine organization. Fortunately, Celia Hugely, IPPSA Region 1 Education Chair, just published a great article in the September 2000 issue of the IPPSAN. She covered most of this topic under the heading "What is IPPSA"

IPPSA stands for The Independent Pool and Spa Service Association for Pool Service Providers.

IPPSA started out, according to their web site (<http://www.ippsa.com>), as association for swimming pool and spa professionals who provide sick route coverage for each other. This association also states that they have unlimited resources for continuing education within the industry with many types of classes sponsored by numerous Association Members. Additionally, IPSSA also offers liability insurance and Benevolent Fund.

Any of the above is a sufficient reason for a pool service firm to join.

Members can make purchases at the IPSSA Company Store by phone fax, mail or Email. I noted that they had downloadable forms for members to use when they contract for an acid wash Hugely points out the incredible diversity found in the eclectic group. She notes that 327 members of IPPSA have employees. But only nine (2.8%) of those have a group of more than five. At

the other end 198 (60.5%) have only one employee. That leaves 120 (36.7%) in the one to five employee category. IPPSA is clearly an association of the small businesses that have proved to be the underpinning of today's robust economy. Members are not just diverse in size, Hugely points out. There is a spread in formal education, geographic location and in type of business activities.

It is important that NSPI members remember the contribution that IPPSA makes to our industry. With educated, organized pool service people in the field, our job becomes easier.

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