

## RMGA Apprenticeship Training Integrates with Davis County Facilities Management

BY LANE ROSE, DIRECTOR  
 DAVIS COUNTY FACILITIES MANAGEMENT

WE ARE EXCITED here at Davis County Facilities Management for the integration of the RMGA HVACR apprenticeship program for several reasons:

First, we feel like this is a win-win for employees and the employer. The employees have a chance to increase their pay and job experience once the apprenticeship is complete, and they can see the direct pathway on how to



achieve this. The employer wins by having and creating personnel that have a higher level skill set, experience, and professional

trained technicians overall creating safer, comfortable, and more efficient operating facilities for employees to work in and administer to vendors and public patrons.

Another win for the employees is the dynamic now that "levels" the playing field with our other trade workers like the Plumbers and Electricians, some may feel and say there is a certain prestige that comes with the title "Journeyworker," and now our HVACR tech's can achieve this long overdue title though this process, which we believe is a big win for the HVACR industry in Utah.

Finally, we think anytime you can increase the knowledge, skill set,



experience, schooling, and professionalism of workers in any industry it is a win for everyone in a community. I hope the Utah HVACR industry supports and embraces this RMGA

sponsored apprentice program, and it grows in merit throughout the industry and it is utilized to appeal to new employees just joining the workforce and some of the tenured employees alike. ■



**Grandfather  
 Your Current  
 Journeyworkers!**

Forms available at:  
[https://utrmga.org/  
 rmga-apprenticeship-  
 program/](https://utrmga.org/rmga-apprenticeship-program/)

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## MESSAGE FROM OUR PRESIDENT

JAMIE SCHUMACHER

*Dear RMGA Members & Friends,*

*Today I spent some time doing yard work, trimming, mowing, weeding, fertilizing, and day-dreaming about adding fun things to my yard, ways to make it more entertaining for the kids and grandkids; all the while enjoying the beauty I have been able to cultivate over the last 15 years in this home. Of course, I have been reflecting on our industry and what I could share this month and the correlation became pretty clear.*

*In business, we have certain things we have to do to survive, similar to mowing and weeding, but it is always important to remember to fertilize by reading, watching training videos, attending seminars/dealer meetings etc., and also recognize that sometimes you have to actually weed and trim by removing things from your personal life or at work that actually prevent the growth you are trying to achieve.*

*Sometimes, it's practices that are outdated that you are doing simply because that's the way you were taught or sometimes it's even people who are suffocating or stifling growth.*

*I have five pine trees in my back yard that need to be removed because they died and if they are left there is a good chance they could actually do more damage during the next wind storm by landing on the house or a car or even pulling down some of the trees around them. There are situations in our jobs where we have to make difficult decisions, especially when it comes to removing personnel from our teams; while I won't pretend to offer any advice or methods for doing this, I will simply ask if the situation is helping you achieve your goals in your business and allowing you to enjoy the results of all your hard work or if someone is consuming all your time and energy, sometimes the best way to grow is to actually prune.*

*Wishing you all the best in dealing with the struggles of your business and the ability to enjoy the reasons you are in business in the first place!*

## BOARD BRIEFING MAR & APR 2021

At the March board meeting, we discussed results from the January and February Zoom RMGA Certification classes. Survey results from class attendees provided positive feedback about the course and study guide, and of the 66 technicians who took the Certification exam in January and February, 37 passed (59%). Of the 58 technicians who took the certification exam in March, 75% passed on their 1st attempt!

The board decided that we should ask test takers about their testing experience. SLCC shared their current survey with RMGA and we plan to share it with the other State Testing Centers. Anecdotal comments from test centers and testers have been very favorable regarding the new procedures and testing center study guide.

In April, the executive committee announced that Scott Carpenter had agreed to be nominated by RMGA for the HVACR position on the Utah Building Code Commission.

In discussing the RMGA Apprenticeship Program, it was reiterated that grandfathering of journeyworkers is still encouraged of contractor members, and RMGA plans to apply with the U.S. Department of Labor for an increase in the Apprentice to Journeyworker ratio from the current 1-to-1 journeyworker to apprentice ratio.

Under new business, PVC glue was discussed, and the requirement for a contrasting primer color in 2-part applications, versus approved 1-part glue applications, which are inconsistently enforced and often rejected by inspectors. We will discuss the issue again in May, and decide if a State Amendment is warranted versus waiting to try and adopt changes for the 2027 IFGC.

**Email [John@utrmga.com](mailto:John@utrmga.com) to get monthly announcements/invitations to attend RMGA board meetings. Our next Zoom board meeting will be held on May 5th at noon. ■**

## INCLUDE THE RMGA LOGO IN YOUR COMPANY MARKETING & COMMUNICATIONS

Over the past several years, the Rocky Mountain Gas Association has built an impressive reputation. Because ours is a respected organization the association's name and logo constitute a strong positive identity for your organization.

Use the RMGA brand to enhance your company's name. When noted prominently in your communications, RMGA membership differentiates your company from others. It demonstrates a number of positive aspects of your company.

We also offer logo stickers to place on your truck or other work vehicle to promote RMGA!

RMGA membership proves that your company meets standards for membership; has a long-term view of the industry; supports industry improvements; protects the rights of customers and contractor; supports worker safety; and is stable.

**Logo artwork available by calling RMGA at 801-521-8340.**



**Include the RMGA logo in all your company identification:**

- Stationary
- Invoices
- Promotional Brochures
- Print Advertising
- Websites, Banner ads, etc.
- Business Cards, etc.

## RMGA GAS CERTIFICATION CLASSES

PRE-REGISTER ONLINE  
[WWW.UTRMGA.ORG](http://WWW.UTRMGA.ORG)

MAY CLASS IS  
SOLD OUT

**Plan Ahead - Classes Sell Out Quickly**

### JULY ZOOM \*

Classes held on Zoom for **2 WEEKS**  
**4 HOURS** per night for **3 NIGHTS**  
**5:30 pm – 9:30 pm**

**WEEK 1:** Tuesday, July 13  
Wednesday, July 14 &  
Thursday, July 15

**WEEK 2:** Tuesday, July 20  
Wednesday, July 21  
Thursday, July 22

### SEPT. IN-PERSON

#### Salt Lake City

Thursday, September 23,  
Friday, September 24 &  
Saturday, September 25  
8 am - 5 pm

Classes held at:  
Johnstone Supply Classroom  
12490 S 300 W, SLC, UT

### NOV. IN-PERSON

#### Salt Lake City

Thursday, November 11  
Friday, November 12 &  
Saturday, November 13  
8 am - 5 pm

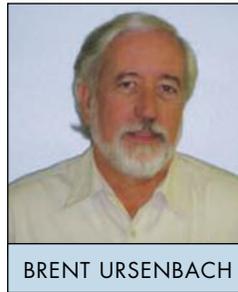
Classes held at:  
Johnstone Supply Classroom  
2490 S 300 W, SLC, UT

All Gas Certification Classes price: \$400. Price includes the RMGA Study Guide, IFGC Book, online videos. **ZOOM:** Class includes Zoom instruction and two attempts at the exam\* (if necessary). The Zoom Link will be provided the day before the classes begin. Technicians should plan on attending ALL sessions. No refunds/cancellations. **IN-PERSON:** Classes include instruction two attempts at exam\* (if necessary) Bring your own lunch. \*New Pre-test evaluates technician readiness.

*Partial funding of RMGA training programs have been provided by the Division of Occupational & Professional Licensing from the 1% surcharge funds on all building permits.*

# MECHANICAL CODE DISCUSSION

## Vent Piping: Plastic Pipe, Glues and Primers



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LAST WEEK, AS THE RMGA Board met virtually, we discussed PVC appliance venting, including the **use of one-step glues**, products not requiring the use of a primer. I committed to research the subject, and to report here in The Pipeline. Please consider the following:

#### Summarizing:

- Several on the Board including myself shared we like these products, which save time and when properly applied have performed well. Additionally, with primer's extremely low viscosity, purple primer drips and runs everywhere, often creating a less than attractive vent installation.
- **IFGC 503.4.1.1** and **IRC G2427.4.1.1** state: *Plastic vent joints. Plastic pipe and fittings used to vent appliances shall be installed in accordance with the appliance manufacturer's instructions. Plastic pipe venting materials listed and labeled in accordance with UL 1738 shall be installed in accordance with the vent manufacturer's instructions. Where a primer is required, it shall be of a contrasting color.*
- The contrasting color allows simple visual confirmation of primer use.
- Past ICC Code Development proposals on the subject discussed the health hazards created with vent systems failures and water/corrosion damage from dripping condensate. Do your service techs encounter dripping vent systems and the damage that occurred within the

appliance and to the building?

- **IPC 705.10.2** provides an exception for solvent cements certified as conforming to ASTM D2564 and for use *only on plumbing DWV systems*. Christy's is listed to this ASTM Standard.
- Research into furnace manufacturer's installation instruction, including Lennox, Carrier, Goodman, Tempstar, Trane, and York, shows all require primer, with several also referring the PVC manufacturer's instructions.
- The two largest manufacturers of PVC, Charlotte, and JM Eagle both require a primer with the glue.
- This one-step glue manufacturer's instructions include: *Can be used without a primer for non-pressure systems up to 6" and pressure systems below 4" if local codes permit.*



In summary, while this glue manufacturer is confident their product provides a strong connection and tight seal, they defer to the local code. Additionally, gas appliance manufacturers, and PVC pipe manufacturers appear unified in requiring primer and solvent cements for all PVC joints.

Lastly, let's review a couple of other plastic vent issues:

- PVC pipe and fittings are code approved for use based on the gas appliance manufacturer's installation instructions. PVC pipe manufacturers do not recommend the use of their products for gas appliance venting. The issue is the 140° F maximum temperature rating for PVC pipe and fitting.
- There are applications where the vent gas temperatures will exceed 140° F, specifically, appliances with high water or air return temperatures as found in specific boiler and furnace applications. This may be a boiler operating at a 180° F+ or a furnace used in a drying application. In these applications, stainless steel or high temperature plastic vent systems are often required. Please refer to the appliance manufacturer's installation instructions. There is a state amendment to the IFGC, limiting the use of PVC pipe as a gas appliance vent, to installation where the temperature does not exceed 140° F.
- High temperature polypropylene systems rated for 230° F exhaust temperatures must comply with UL 1738 and installed in accordance with the manufacturer's requirements, which includes NOT gluing or solvent cementing joints.

*Thanks again for your comments, questions, and suggestions. Be safe and stay healthy. —Brent ■*

# Improving Customer Service for Your Business

## CUSTOMER SERVICE

used to be at the heart of a good reputation for small businesses. Today, however, it's just one piece of a larger picture that we call the

“customer experience.” The customer experience includes all the interactions a customer has with a business that creates an overall impression. For local service businesses, some of these interactions are obvious, such as any conversation between a sales rep and a customer.

But you might take other interactions for granted: how you respond to a customer's review or follow-up emails you send post-service. Even these small digital interactions become meaningful parts of your customer's overall experience with your business.

In this article, we'll look at three of the most important aspects of the customer experience — **customer service, digital encounters and your overall brand** — and suggest strategies for making sure every interaction you have with your customers is positive and satisfying.

## 1. Customer service

From sales reps to technicians, anyone who interacts with a customer is a part of your customer service team. A common issue for service businesses in particular is that employees who are well-trained to provide quality services are not always as comfortable providing customer service. The solution is a mix of training, perspectivebuilding, and morale-boosting.

### The Basics

- Set clear standards for the treatment of customers including things like using the customers first name and maintaining a friendly tone.
- Use your company's values to create an overall environment that supports a positive customer experience. For instance, setting a standard to “treat every customer like a friend or family member” is a great way to change how your team views a customer.
- Create flexible scripts your



customer service reps and service team can use on the phone and in person that represent the business's values and your ethic of customer care.

- Set standards around phone and email response time. If your team is struggling to meet these standards, it may be time to hire additional help.

### Leveling Up

- Use a customer relationship management system (CRM) to maintain a log of your customer's history with your business and be ready for a more personal conversation with them.
- Offer bonuses or other rewards for good reviews and customer compliments.
- In weekly or monthly training meetings, run through customer interactions that went well or poorly. Ask your team what worked well and what they could've done better. Run through exercises for specific skills like active listening.

## 2. The digital experience

Nowadays, so much of a customer's interactions happen digitally — from appointment reminders to payments — and are just as important as any face-to-face interaction your customer has.

### The Basics

- Eliminate paper invoices and receipts to reduce costs, get paid faster, and provide a better experience for your customers.
- Send text or email-based confirmations and reminders of appointments.

### Leveling Up

- Make it as easy as possible for your customers to pay you through options like mobile payments.
- Create more ways for your customer to reach out to you. Adding text message support or a chat feature to your website allows customers to get in touch in a way that may feel more comfortable to them.

## 3. Your overall brand

When choosing a local business to work with, a survey of over 400 homeowners found they care more about online ratings and reviews than anything else, such as years in business or ability to see pricing. This is why reviews are such an important part of your overall brand.

Because reading reviews is often the first point of contact new customers have with your company, they're also a key part of your customer experience. Good reviews can create positive associations with your business and begin to establish trust. Your website and social media presence fill out your brand and tell potential customers who you are and what you do.

### The Basics

- Immediately follow up on negative reviews and take steps to solve the issue. Sometimes customers will update the review when they've had a better experience.
- If the situation is beyond resolution, publicly respond to a negative review in a polite, non-defensive way. This can do wonders to showing off your business's high level of professionalism.
- When potential customers are checking out your website, help them find information tailored specifically to them by maintaining different web pages for specific types of customers.

### Leveling Up

- Post new reviews from Google and Facebook to your website. By including your customer's opinions on your website, it can build trust with new visitors.
- Maintain separate newsletters for different types of customers. Send custom emails with useful tips and special deals to a segment of your customer's list. ■

*Story by Chris Deianni. For more information, please visit <https://go.broadly.com/service-roundtable> or give us a call at 510-949-8606.*



## Ask the Expert. . . What is Spiral Duct and how can it help the Bottom Line?

By Justin Vigh, AMS, Inc.

Spiral Duct was pioneered by Spiro International in the mid nineteen fifties. Their goal was to figure a way to produce round duct as efficient and inexpensive as possible. They recognized early, the benefits of round duct, like a favorable K factor compared to traditional square duct due to less surface area. They also solved the issue of the rigidity/gauge problem by adding a helical seam. As the diameter and length grow larger the gauge must be increased to maintain rigidity. The helical seam solves this by acting as a stiffener. Additionally, the helical

seam provides the benefit of speed and effective material use. The duct starts as a 5.394" wide coil of metal, it runs through the machine to form the locks then proceeds through a round die and the seam is closed. This takes about 14 seconds to make a ten-foot length of 12" diameter duct.

The manufacturing process is just the start of the benefits. In the field Spiral duct is lighter weight per foot than square duct and it installs much faster. The rigidity at longer lengths makes it a better choice over long seam pipe, and it can be made to length or quickly cut to length in the field. Lastly, duct sealing is more effective due to fewer joints and a

precise fit. The material options are vast as well including galvanized steel, stainless steel, galvanized steel, PVC coated steel and aluminum.

Storage of spiral duct can be a challenge but, in my opinion, this can be mitigated through planning with a good supplier and your job foreman. Discuss the job ahead of time and work out how the speed of manufacturing and right time delivery can smooth this out.

By utilizing spiral pipe, you can effectively reduce material and labor costs on your jobs and that translates to more competitive bids, winning more jobs and an increased bottom line. ■



### AMS IS NOW OFFERING SPIRAL PIPE!

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AMS, INC

[JUSTIN.AMSINC@YAHOO.COM](mailto:JUSTIN.AMSINC@YAHOO.COM)

# DO YOU KNOW WHO YOU'RE HIRING?

You're looking to bring on a new employee, and your prime candidate looks great on paper — plenty of experience, consistent work history, and ideal professional credentials. But, how much do you really know about the applicant? Before making an offer, where appropriate, consider checking their background to help you understand who you're adding to your team.

## The cost of the wrong hire

What could go wrong if you don't perform appropriate background checks on your potential employees? Best case scenario: nothing.

Consider these other potential scenarios that could have more severe consequences for your business.

- A driver with a history of serious traffic incidents causes a fatal crash and lands your business in a lawsuit.
- A technician with a significant and serious criminal record stole from a customer's home, which led to a negligent hiring lawsuit.
- An office worker with poor credit history and access to company finances skimmed money without anyone realizing until months later.

It's hard to put a dollar amount on

hiring a candidate who's not right for the job — or worse, a candidate who commits a crime against your business or your customers. But HR professionals have estimated costs



can reach the hundreds of thousands. And, on top of the financial costs, a bad hire wears on management, can hurt team morale, and generally be a drag on company resources.

## Writing a policy that fits

A one-size-fits-all background check policy does not exist. If you're interested in creating a new policy or revamping one you already have, first consider your business's needs and discuss with your attorney any laws or regulations that may apply to your business in creating such a policy.

Will your employees be driving? If so, consider whether a motor vehicle record (MVR) check might be appropriate. Does drug

use affect employees' safety and performance on the job? Then, where appropriate,

consider drug testing. Will your employees be working directly

with customers or entering their homes? Where appropriate, a criminal background check could reveal a history of violent or property crimes. Do you need someone to help handle money or have access to customers' private information? Where appropriate, a credit check could help

you recognize an elevated risk of fraud, theft, or embezzlement. Whatever you decide to do, have your policy reviewed by an attorney to ensure it follows federal and state laws and regulations.

While there's no guaranteed way to avoid making a bad hire, one thing is sure: it's always better to appropriately screen job candidates before they join your team. ■

"The Cost of a Bad Hire Can Be Astronomical." <https://www.shrm.org/resourcesandtools/hr-topics/employee-relations/pages/cost-of-bad-hires.aspx>. ©2021 Federated Mutual Insurance Company.



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