



PIPELINE

FUEL FOR YOUR BUSINESS

SEP/OCT 2026

THE NEWSLETTER OF UTAH'S HVACR INDUSTRY

153 SOUTH 900 EAST, #3 • SLC, UT 84102 • WWW.RMGA.ORG

RMGA Derby

It's Here!

WEDNESDAY, SEPTEMBER 9

**RMGA
EDUCATION
SUMMIT
2026**

DOUBLETREE HOTEL SLC

Register
ONLINE:

<https://utrmga.org/education-summit>

SEE YOU THERE!

Wednesday, September 9, 2026
7:00 a.m. to 2:30 p.m.
The DoubleTree Salt Lake City
(110 W 600 S) downtown SLC

Did you know?

One in five suicides in Utah are contractors; 4x the national average!

We have invited the "i love you, bro project" Executive to speak prior to lunch at the Education Summit. He will also have a table in the foyer to share information with our members.



The project is a 501c3 nonprofit for Men's Mental Health, Suicide Prevention, and ongoing Personal Development through connective evidence-based programming.

7:30 - 8:00 AM — Continental Breakfast & Horse Racing Game (Races 1 & 2)

8:00 - 8:05 AM — Welcome and Introductions
Adam Merritt, President — RMGA

8:05 - 9:00 AM — H100 Licensing & Ethics in Contracting
Bob Main, DOPL Investigator Supervisor

9:05 - 10:00 AM — Economic Outlook for 2027
Ben Crabb, Senior Economist — Dept. of Workforce Services

10:00 - 10:15 AM — Morning Break & Horse Racing Game (Races 3 & 4)

10:15 - 11:55 AM — State Code Update 2026-27
Brent Ursenbach, Code Consultant

12:00 - 12:45 PM — Lunch & Horse Racing Game (Races 5 & 6)

12:45 - 2:10 PM — Federated Insurance — Telematics Contractor Challenge

1:10 - 2:00 PM — 5 Major Problems with Duct Systems
Ryan Rentmeister, RMGA Legislative Affairs Director

2:00 - 2:15 PM — Horse Racing Game (Races 7 & 8)

2:15 - 2:25 PM — Tech Colleges — SkillsUSA — *Jeff Heinz, MTech*

2:25 - 2:35 PM — Horse Racing Winner Prizes Awarded / Closing Remarks

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.

MESSAGE FROM OUR PRESIDENT: MORE THAN TRAINING

ADAM MERRITT • ADAM@ABTMECHANICAL.COM



I have spoken about training in the past and how important it is to our industry. While that still rings true, I have found there is more to it than simply offering training or requiring our employees to attend classes.

We spend hours and days training in many different aspects of our industry—and sometimes other industries as well. Our trade requires, at the very least, a basic understanding of electrical, plumbing, and several other trades. After all those hours and thousands of dollars invested, what do our employees actually learn?

Sometimes, unfortunately, not much.

I have sent employees to trainings with the understanding that I would pay for the class, pay them for their time to attend, and in return, hopefully, they would gain knowledge they could bring back and apply in the field. Then a job comes up requiring the exact information covered in that training, and I get a phone call from an employee who doesn't remember what was taught. This certainly isn't every employee, but I also know I'm not the only employer who has experienced it.

I believe the real challenge is getting technicians to want to learn the information.

I have held hundreds of training sessions in my company over the years, and attended many distributor trainings with my employees and one thing I have learned is that people who genuinely want to learn usually will. As an employer and instructor, I have found that the greatest challenge often isn't the subject matter. It is getting people excited about what we are learning and getting them engaged, and what creates that engagement is different for every person.

Some people are motivated simply by gaining knowledge. Others are motivated by increased pay or opportunities for advancement. Some are motivated by greater responsibility or job security. And, yes, sometimes it seems like there are people we simply cannot figure out how to motivate. So how do we reach them?

I believe it starts with direct communication. *What does the company expect from the employee? What are the employee's goals? Where do they want their career to go? Some employees simply want to do what is expected of them, but without clear expectations, they remain stagnant. Some are perfectly happy with their current position and pay. Others want to advance, but perhaps*

not in the direction we assume they do. Maybe their interests are commercial instead of residential, retrofit instead of new construction, or service instead of installation.

Sometimes we need to stop assuming *we know what motivates someone and simply ask them. Pull that employee aside. Have a conversation with them. Explain the company's why, clearly define the performance expectations, and help them understand the personal benefits of meeting those expectations. Just as importantly, help them see the bigger picture—how their attitude and performance affect their coworkers, the company, their customers, and ultimately their own future in this industry.*

I'll admit that I sometimes have those thoughts: "I'm going to quit holding these training meetings. No one is listening or learning anyway." Then I remind myself of something I heard from an instructor at a BDR meeting years ago: "What if I train them and they leave? Or what if I don't train them and they stay?" That idea has stuck with me. It applies to what I need to do within my own company, but I believe it goes much further than that. We owe it to our industry and to the young technicians entering this trade to train them properly.

Chances are, many of the people we train today will not work for our companies forever. But there is a good chance they will remain in our industry. Someday, the technician you trained may work for another RMGA member, become a supervisor, train an apprentice, start a company of their own, or teach the next generation. If we want to improve the quality and professionalism of our trade, we need to train every employee as though they are going to stay with us forever—even knowing they may not.

Stay motivated. Stay positive. Ask questions. Recognize the people around you who are doing good work and bringing a good attitude with them. That positivity is contagious.

The time and effort we invest in one person today can have an impact on far more people than we may ever see.

Keep training. Keep teaching. Keep learning. Our entire industry is better because of it.

RMGA BOARD BRIEFING JUL/AUG 2026

At our July board meeting, the board discussed Enbridge appliance rebates and that they should be dependent upon work being performed by RMGA-certified technicians for rebate eligibility. Current requirements are far less strict, and challenges validating technician certifications may be difficult since rebate applicants are typically home builders or homeowners rather than the actual installers. The board agreed to continue discussions with Enbridge representatives and explore the possibility of instant rebates for certified installers.

We also discussed an ongoing effort to meet with Senator John Curtis regarding ACCA proposed federal legislation. We will keep working with the Senator's schedulers.

RMGA plans to update the website, and we had four web designers submit proposals. The board narrowed it down to two and meetings are to be held with the finalists. We hope to roll out the new website design at the September 9th Education Summit.

The board also discussed challenges with RMGA Spanish-language testing. Very few candidates have attempted it

and most Spanish speakers prefer taking the English version with extended time. We agreed to run questions through AI to get a list of possible troublesome questions and then review the questions with a Spanish speaker.

We also are adding a LinkedIn presence for RMGA to increase public awareness and highlight contractor spotlights. And we explored the possibility of bringing Manual J/D/S training to Southern Utah, potentially in a condensed one-day format.

In August, John reported on the ad hoc DOPL continuing education committee meeting where we successfully advocated to keep the 3-hour continuing education requirement for S350, now H100 licensees, to have HVAC-specific training.

The board also discussed "stress management" as possible continuing education, because **1 in 5 suicides in Utah are contractors, 4x the national average. To help contractors in crisis, RMGA is donating \$5,000 to the "i love you, bro Project," aimed at reducing suicides in Utah. Their director is speaking at the Education Summit.**

John also reported on building bridges with ACCA, and a meeting with Sean Robertson, to discuss potential collaboration, including cross-promotions, access to ACCA's training platform, and co-marketing opportunities with ACCA. We hope to report more at the Education Summit on September 9th.

The next board meeting will be held on ZOOM, on November 4th at 11 a.m. Everyone is welcome; email John@utrmga.com to join the call. ■



Welcome New Members!

DML Mechanical

Diego Maldonado
13028 S Kruger Lane
Riverton UT 84096
385-307-8871
info@dmlmechanicalutah.com
www.dmlmechanicalutah.com

Public Hero

Keeley Jones
1270 E 8600 S Suite 2
Sandy UT 84094
801-663-8867
www.public-hero.com/hvac
Rick@public-hero.com

2026 RMGA GAS CERTIFICATION CLASSES

You can now request registration on the new RMGA website: <https://utrmga.org/certification>

CALL 801.521.8340
OR EMAIL
RMGAUTAH@GMAIL.COM
TO REGISTER



SEPTEMBER IN PERSON

(And on Zoom)

Salt Lake City

Thursday, September 17
Friday, September 18 &
Saturday, September 19
8 a.m. - 5 p.m.

Enbridge Gas CTC Room
1000 West 100 South
Salt Lake City, Utah 84104

NOVEMBER IN PERSON

(And on Zoom)

Salt Lake City

Thursday, November 12
Friday, November 13 &
Saturday, November 14
8 a.m. - 5 p.m.

Enbridge Gas CTC Room
1000 West 100 South
Salt Lake City, Utah 84104

JANUARY 2027 IN PERSON

(And on Zoom)

Salt Lake City

Thursday, January 7
Friday, January 8 &
Saturday, January 9
8 a.m. - 5 p.m.

Enbridge Gas CTC Room
1000 West 100 South
Salt Lake City, Utah 84104

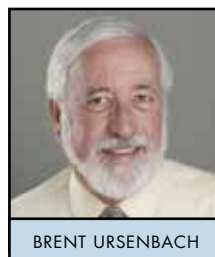
All Certification Classes are \$400. Price includes the RMGA Study Guide, IRC, online video access, 24 hours of instruction, and 2 attempts at the exam (if necessary). Technicians should attend ALL sessions. In-person attendees should bring lunch or plan to visit a local restaurant during the lunch hour. **Take the Pre-Test to evaluate your readiness for the exam at <https://utrmga.org/certification/pretest>**

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

Special offer!
RMGA Spanish
language
Certification Study
Guide and Spanish
IFGC, available
together for only
\$200!

MECHANICAL CODE DISCUSSION

Carbon Monoxide Detectors are Required with all Gas Appliance Installations!



BRENT URSENBACH

**HVAC EDUCATOR/
EXPERT WITNESS**

bursenbach@gmail.com
801-381-1449

I USUALLY AVOID REVISITING the same code subject unless a substantial code change justifies it. In recent months, however, I have become aware of multiple new mechanical installations with serious defects that put the life of every occupant at risk. I'll briefly describe two of these.

First Case: Carbon Monoxide in a New Custom Home

Two years ago, a family of five moved into a new custom home late in the fall. Within the first week or two, they began experiencing repeated carbon monoxide alarms, often in the middle of the night.

Each time, the family left the house while the builder and the HVAC and plumbing contractors ventilated the home and checked the gas appliances for carbon monoxide, however, they could not identify the source of the problem.

During a later alarm event, the homeowners called the fire department. Responders detected carbon monoxide throughout the home, including in the furnace room.

Ultimately, the issue was traced to excessive return-air leakage in the mechanical room. The leakage reversed the draft on the two water heaters, drawing products of combustion into the HVAC system and distributing them throughout the house.

Second Case: Unvented Furnace and Return-Air Defect

This past Tuesday, I received photos from a local jurisdiction showing a new furnace, air conditioner, and water heater installation, recently 'completed' by a local plumbing and heating contractor.

The owner had concerns about the installation and contacted the building department for assistance. During the inspection, the building inspector identified several serious issues:

The furnace had *not* been vented! The return-air drop had an open hole where a sheet-metal slide-door filter access was missing its door.

The mechanical room was accessed through a bedroom, adding another set of code concerns. As I understand it, a CO detector was not installed with this installation in an older home.

The air conditioner was in operation, potentially reversing the B-vent, drawing and circulating CO off the water heater throughout the home.

Taking them together, these defects created significant safety concerns and highlighted the importance of trained, experienced RMGA certified technicians, completion of required start-up procedures, and code compliance inspections.

Please understand I am not suggesting it is acceptable to install a dangerous, non-compliant system and rely on a carbon monoxide detector to prevent a tragedy. In these two cases alone, I identified more than two dozen significant code violations, which also impact performance. I hope you plan to attend the RMGA Education Summit on September 9th, where I will continue this discussion and address other critical life-safety code requirements. Please go to the RMGA website, searching for and reviewing my previous discussion on CO detectors:

<https://utrmga.org/mechanical-code-articles>.



Thank you for your continued support, comments, and questions.

— Brent ■



Meet and Get to Know: RICK GENTRY

Q. Tell us about your company.

A. Public Hero was founded many years ago as a tribute to our First Responder actions during the 9/11/2001 attack. Those racing to comfort and rescue complete strangers that day inspired us to create Public Hero. We specialize in complicated uniforms with the goal to keep your employees safe and comfortable while looking great. The end result is safe employees that make your company stand out.

Q. If you weren't an HVACR contractor, what would you like to be?

A. I would be a Forest Ranger.

Q. Do you have a motto to live by?

A. Always add positive energy into all interactions every day.

Q. What is your worst habit?

A. I have been known to eat more than my fair share.

Q. What is your favorite hobby? When did you last do it?

A. I am a professional saxophonist. I play daily as it is a very healthy way to blow off steam after a rough day!

Q. What's a talent you don't have that you wish you did?

A. Carpentry.

Q. What is the first thing you do when you get home from work?

A. Find out where my dog Elvis is, of course!

Q. If you won a \$50,000,000 lottery, what would you do?



RICK GENTRY & ELVIS

A. All my inner circle gets a live-in chef as long as they are eating better food and living healthy.

Q. If you could invite three people to dinner (dead or alive), who would you invite?

A. Jesus — any explanation needed for this one?

Robin Williams — Seems like he may have been one of the most kind people to ever live.

Jelly Roll — incarcerated 40 times and keeps fighting to find joy. "I would make him sing Son of a Sinner" before I let him eat!

Q. People would be surprised to know . . .

A. I owned monkeys in my twenties.

Rick Gentry is the owner of Public Hero. The company website is: www.public-hero.com/hvac. ■



THE GENTRY GIRLS

Risk Management Corner: How Driving Choices Can Impact Your Reputation

Your company vehicles are highly visible markers of your business in the local community. Every time your employees drive in a branded vehicle, they carry your company's reputation with them.

The Danger of Distractions

With an easily identifiable logo on the side of a vehicle, your drivers both promote your business and give an instant calling card if they aren't driving safely. With one quick search, anyone can find your business online and leave a review.

Distracted driving isn't just about using a phone — it includes eating, adjusting navigation, frustration and emotional fatigue, or anything that takes attention from the road. Most importantly, distracted driving puts lives at serious risk.

Building a Culture of Safe Choices

As a business owner, it's up to you to lead by example. Give clear direction that safety comes before a quick response. Consider the following tips:

- ➔ Encourage employees to pull over before returning calls or texts.
- ➔ Create policies that clearly outline acceptable and unacceptable behavior while driving.
- ➔ Hold regular safety meetings to discuss safe driving behavior and expectations behind the wheel.
- ➔ Give drivers the training and support they need to eliminate distractions.

Protect Your Reputation

By addressing distracted driving, you can help protect your employees, the communities you serve, and your reputation. Recognize and reward safe driving behavior, and make safety a key part of your company's culture. This can help build trust, strengthen your brand's reputation, and make roads safer.

This article was provided by Federated Insurance. For safe driving resources, telematics tools, and more to help keep your drivers safe, by reaching out to RMGA's marketing representative Alec Acevedo: 702-480-3344 or abacevedo@fedins.com. Published 4/21/2026. ■



UPGRADE YOUR IMAGE

STAND OUT FROM THE COMPETITION

1000+
BRANDS CARRIED

14+
YEARS IN BUSINESS

1 Vendor
ONE ORDERING PROCESS

CUSTOM LOGOS AND BRANDING INCLUDED ON MANY ITEMS

A fully branded team looks the part and makes an impression.

- ★ Silk Screen
- ★ Patches
- ★ Engraving
- ★ Embroidery
- ★ Full Color Transfers
- ★ Logos & Artwork



HVAC UNIFORM & SAFETY PROGRAMS BUILT FOR THE TRADE

**SIGN UP FOR A CONSULTATION TODAY
AND GET A FREE GIFT**

801-663-8867 public-hero.com/hvac



PIPELINE

FUEL FOR YOUR BUSINESS

153 SOUTH 900 EAST, #3
SALT LAKE CITY, UT 84102

RETURN SERVICE REQUESTED

**Your Employees
Are A Key Piece
Of Your Business**

**Strategies For
Retaining Key
Employees**



Keeping your key employees with your company is beneficial. Private bonus plans provide strong incentives for top team members to remain with your business. Stand out among other employers while creating a positive workplace where employees feel valued.



Scan to learn about the benefits of key person coverage and Federated's® Triple Protection Plan™ to help you retain your valued employees.

The content of this publication is for general information purposes only and should not be considered legal advice or an offer of insurance. Coverage will be determined solely by the terms of your policy, if approved for issue. Consult with a qualified professional to discuss questions specific to your circumstances.

**Federated Mutual Insurance Company
and its subsidiaries***

federatedinsurance.com | *Not licensed in all states.

25.07 Ed. 1/26 © 2026 Federated Mutual Insurance Company