



PIPELINE

FUEL FOR YOUR BUSINESS

MAY/JUN 2023

THE NEWSLETTER OF UTAH'S HVACR INDUSTRY

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



RMGA Education Summit Wednesday, September 13, 2023

Get all 6 hours of continuing education needed for license renewal (Nov 30, 2023) includes:

- Energy Conservation
- 2021 ICC code update
- ACCA Manual training
- breakfast, lunch, networking challenge
- loads of prizes!

RMGA Home Study Expanding

RMGA HAS COMPLETED the first home analysis in our Home Comfort Study program, and as the board surmised prior, the duct system failed miserably. Results were shared with the homeowner, the builder and county building inspector. We are expanding the study to include a home in Herriman and a subdivision home in Tremonton. With more data, we hope to create a teaching opportunity, for contractors, home builders, and inspectors, and develop a video series to make sharing easier.

The RMGA Board wants to focus on education rather than policing/enforcement, but we encourage members to embrace the role of consumer advocate. The RMGA Board of Directors asks its members to keep their eyes open and **if they see something . . . say something**. DOPL has investigators and every county has inspectors that are employed to make sure the health and safety of their citizens is protected. The Board is in total agreement that the need for more training is essential for building inspectors on proper HVAC installations, and following Manuals J/D/S. ■

RMGA Certified Tech Sticker Promotion

HELP US BUILD AWARENESS among Utah consumers that RMGA Certified Technicians are required on all HVAC system installations and repairs.

The 5" x 7" Certified HVAC Tech On Board Vehicle Stickers have a web link: **RMGACertified.com** that directs internet searches to the RMGA Website's list of contractor members.

Order stickers for all your service vehicles by contacting Amy@utrmga.com; they are **free** to RMGA members! ■



Jamie Schumacher
jamie@gunthers.com
801-756-9683 ext 230



MESSAGE FROM OUR PRESIDENT

JAMIE SCHUMACHER

Dear RMGA Members & Friends,

At times this year I wondered if we were actually going to experience Spring or if we were going directly from Winter to Summer? With record setting snow levels and the abrupt temperatures swings we have gone from snow-plowing to sand-bagging.

While there are many uncertain situations that we have to deal with, I really like this quote: “The best way to predict the future is to create it” (author unknown). It’s all about accountability. You can mold and create the life you want to live and the lifestyle of your choosing. It’s all up to you to take those first steps. What kind of progress have you made so far this year? How can you improve on your daily execution? What experts or lifelines can you call in to help you move even more efficiently?

“There are two primary choices in life: to accept conditions as they exist, or accept the responsibility for changing them”

— Dr. Denis Waitley

Will 2023 be your best year yet, both professionally and personally? That’s all up to you. It starts with your mindset and attitude, and then carries through in your work ethic and actions. Will you ensure your own success? Now is a great time to evaluate and if necessary, reevaluate your choices so far.

Let the RMGA help you on your journey,

Best,

RMGA BOARD BRIEFING MAR & APR 2023

IN BOTH MARCH AND APRIL, we had lengthy discussions about the RMGA Home Comfort Study and decided to expand the Study to include a home in Herriman and a subdivision home in Tremonton. With more data, we can come up with solutions to share with builders, inspectors and possibly legislators.

The “Bad Installation” Photo Gallery is live and ready for contractors to add photos and/or comments to the RMGA website: <https://utrmga.org/bad-hvac-installations-photo-gallery>

We heard about the progress made in making RMGA Certification Testing mandatory for HVAC technicians in SW Wyoming. Jeff Bybee (Dominion Energy) and contractor, Lance Ball met with Evanston’s City Council, and certification looks promising; additionally, 9 Wyoming technicians tested in Evanston and Green River in April.

We also discussed adding Propane questions to the RMGA Certification Exam, with the idea of creating a Propane specific course for propane licensed technicians and companies that need to renew their license every year.

It was reported that the Spanish language Pre-Test for Canvas is nearing completion.

We also discussed topics and giveaways for the 2023 Education Summit, scheduled for September 13th. We plan to invite the State Fire Marshal to discuss propane issues and licensure, and an ACCA rep, to update members on Manual S and changes to the ICC 2021 codes. We plan to review the Home Study and again invite Building Inspectors to attend.

Our next meeting is set for May 17th at 11:00 a.m. on Zoom. ■

WELCOME OUR NEW RMGA MEMBER:



A PLUS MECHANICAL

Anthony Moya
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 Highland, UT 84003
 801-266-3361
 fixnfinishllc@gmail.com

RMGA GAS CERTIFICATION CLASSES

CALL 801.521.8340
 OR EMAIL
 RMGAUTAH@GMAIL.COM
 TO REGISTER

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

MAY ZOOM (IN PERSON SOLD OUT)

Salt Lake City

Thursday, May 18
 Friday, May 19 &
 Saturday, May 20
 8 a.m. - 5 p.m.

Dominion Energy CTC Room
 1000 West 100 South
 Salt Lake City, Utah 84104

JULY IN-PERSON (And on Zoom)

Salt Lake City

Thursday, July 13
 Friday, July 14 &
 Saturday, July 15
 8 a.m. - 5 p.m.

Dominion Energy CTC Room
 1000 West 100 South
 Salt Lake City, Utah 84104

SEPTEMBER IN-PERSON (And on Zoom)

Salt Lake City

Thursday, September 14
 Friday, September 15 &
 Saturday, September 16
 8 a.m. - 5 p.m.

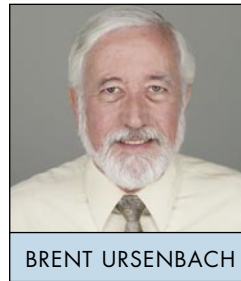
Dominion Energy CTC Room
 1000 West 100 South
 Salt Lake City, Utah 84104

All Certification Classes are \$400. Price includes the RMGA Study Guide, IFGC, 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/pre-test/>**

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.

MECHANICAL CODE DISCUSSION

2021 I-Code Adoption



BRENT URSEBACH

BRENT URSEBACH

HVAC EDUCATOR/
EXPERT WITNESS

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801-381-1449

EARLY THIS YEAR, the Utah Legislature passed House Bill 532, amending the Construction Codes Act. With the passage of this Bill, effective July 1, 2023, the following Codes apply for all permits applied for on or after that date.

Adopted 2021 I-Codes:

International Building Code (IBC)

International Residential Code (IRC) –
except for Chapter 11 - Energy

International Plumbing Code (IPC)

International Mechanical Code (IMC)

International Fuel Gas Code (IFGC)

International Energy Conservation Code
(IECC) – Commercial ONLY

International Existing Building Code (IEBC)
Numerous Amendments, Including
Mechanical and Fuel Gas

No Action, the following 2015 Codes will remain in place:

2015 International Residential Code –
Chapter 11 - Energy

2015 International Energy Conservation
Code IECC – Residential Provisions

As we move to the 2021 Residential (IRC) Mechanical and Fuel Gas provisions, applicable to single family homes, two-family homes and townhouses, we must remember Utah did not adopt any portions of the 2018 IRC. With this new

adoption, we need to consider both the 2018 and 2021 changes. In this discussion I will touch on selected changes in the 2018 IRC, following in future discussions with other changes in both the 2018 and 2021 IRC mechanical and fuel gas sections.

2018 IRC. M1502.4.2 – Dryer Ducts

“Where dryer exhaust ducts are enclosed in wall or ceiling cavities, such cavities shall allow the installation of the duct without deformation.”

No longer allowed is squashing/deforming a standard 4" round pipe to fit in a 3-1/2" wall. A dryer box manufactured to fit in 2X4 wall is no longer code compliant in any residential or commercial building, as the hole in the top of the box deforms the pipe. This same change was in the 2018 IMC,

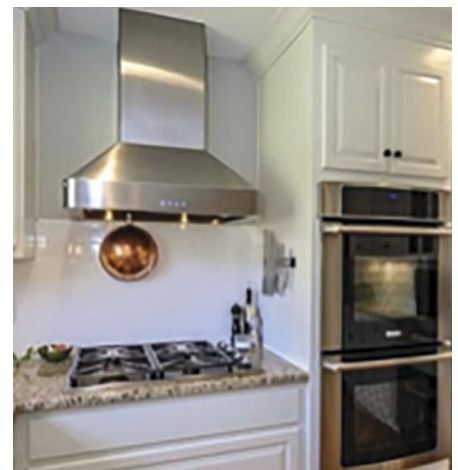


must either provide a 2X6 wall or fur out the wall to 4"+ depth.

adopted in 2019, but often missed during apartment project plan review and inspections. The builder

M1503.6 –Makeup Air Required for Kitchen Exhaust Systems

“Where one or more gas, liquid or solid fuel-burning appliance that is neither direct-vent nor uses a mechanical draft venting system is located within a dwelling unit’s air barrier, each exhaust system capable of exhausting in excess of 400 cubic feet per minute (0.19 m³/s) shall be mechanically or passively provided with makeup air at a rate approximately equal to the exhaust air rate. Such makeup air systems shall be equipped with not fewer than one damper complying with Section M1503.6.2.”



Make-up air for domestic cooking exhaust systems is no longer required if all Fuel Burning appliances in the dwelling have direct or mechanical draft system.

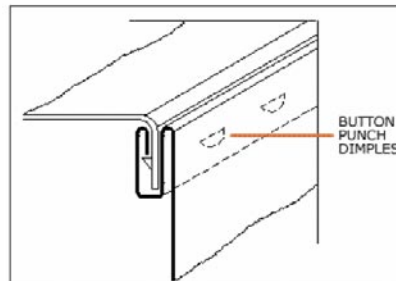
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Basically, if the home does not use a B-vent for any gas appliances, B-vent reversal hazards are eliminated. Please note, this exception will not apply in those cases where appliances are not installed direct vent, where the combustion air pipe is not installed, or the burner compartment not sealed as required by the manufacturer.

2018 IRC. M1601.4.1 Snap-lock & Button-lock Duct Joints

Snap and button lock duct within the thermal envelope no longer require

sealing of the longitudinal joints, if located inside the thermal envelope. Sealing of all seams is required for ducts in crawlspaces and attics.



Please let me know if you have further questions on these or other code requirements. Thanks—Brent

Don't be a Distracted Driver

Consider these sobering statistics:

- 47 percent of Americans consider themselves addicted to their cell phone.
- The average person touches their phone 344 times each day*.
- You are 23 times more likely to crash a vehicle while using a phone**.



When you combine cell phone addiction with driving, the results are devastating and deadly. Share these statistics with your employees.

*Wheelright, Trevor. "2022 Cell Phone Usage Statistics: How Obsessed Are We? Reviews.org.<https://www.reviews.org/mobile/cell-phone-addiction/>, Accessed 02.17.2023.

**US Department of Transportation. "Driver Distraction in Commercial Vehicle Operations". <https://www.fmcsa.dot.gov/sites/fmcsa.doc.gov/files/docs/FMCSA-RRR-09-042.pdf>, Accessed 2.20.2023

How to Stay Busy and Still Make Money When the Phone Isn't Ringing

Shoulder season is a good time for training, customer follow-up

WHEN IT COMES TO shoulder season (the months between peak and off-peak seasons), there are multiple ways HVAC contractors can stay busy and still generate revenue. It's the perfect time to study up on industry changes, train employees, do truck inventory, follow up with the ghosts of customers past, update business profiles, and prepare a business for when the shoulder season lifts.

FIRST AND FOREMOST

The time to think about what to do during a shoulder season shouldn't be during a shoulder season. **Contractors need to plan ahead. Don't allow yourself to ever live fully just day-by-day.**

Dayne Hottle, at C & C Heating and Air Conditioning in Roseville, Michigan focuses on looking through old estimates for follow-up opportunities to see if there were any jobs they didn't close during the busy season.

"Basically, going through anything that potentially wasn't scheduled and asking: Is there any opportunity to reach back out to that customer and get them on the schedule during shoulder season? **You have to find every lead you can.**" Hottle said.

GENERATING REVENUE

When it comes to generating revenue during the shoulder season, HVAC contractors may have to think outside of the box.

"A lot of how we generate revenue during the shoulder season is through

the discounted opportunities we offer." C & C Heating and Air relies heavily on maintenance work for their customers during shoulder seasons.

"Reach out and make sure your customer tune-ups were satisfactorily completed and offer discounts for equipment replacements or upgrades," suggests Hottle.

C & C Heating and Air also takes advantage of the services provided by their software provider: ServiceTitan; specifically the software's "Follow Up" tab. It is a great resource for identifying which customers need a "follow-up" call.

A follow-up can also be via email, or some other communication with customers to try to drum up some additional business. However, if pushing an offer is going to be your biggest driver, make sure you've got a solid offer. **A good incentive is needed for those folks who are holding out on repairing or replacing their HVAC system until they need it again.**

Shoulder season is also a good time to fix your Profit and Loss (P & L) statement; don't wait until its broken to review. Really take a deep look at everything from your personnel expenses, your property, equipment expenses, technology expenses,

insurance costs, etc. Only by having a handle on expenses can you consider investing in new or on-going revenue projects.

STAYING BUSY

Just because the phone isn't ringing off the hook, doesn't mean you can't stay busy and be in a really good position once the shoulder season lifts.

Hottle's goal is to keep service techs and installers working every day during

the shoulder season — ideally working in customers' homes. One example might be installing ceiling fans; they aren't as high in volume, but they also aren't as competitive as other HVAC services.

"In August, we really start focusing on reaching out to customers and schedule furnace tune-ups, and generally get customers scheduled through November. Then we shift our focus from getting them scheduled to getting our service technicians in front of our customers."

And when Hottle's technicians install air conditioners during the winter, they are sent back in the spring to start them up and check that they're functioning properly, which "helps offset calls during the busy season." ■

This is an edited reprint of an article by Hannah Belloli published in the March 20, 2023 issue of AIR CONDITIONING, HEATING & REFRIGERATION NEWS



Meet and Get to Know: AMY MADDUX

Q. Tell us about yourself.

A. I love to laugh, dance, and experience new things. I have an 18 month old daughter, 4 year old dog, and 12 year old cat, and love cuddling and playing with them all!

Q. Tell us a bit about your past experience and how it may relate to your RMGA position?

A. I started working for RMGA in November 2012, and was even featured in a Meet and Get to Know article TEN years ago! In May 2017, I left RMGA for a career and more money. I've since changed direction, and am now interested in getting a degree in social work, and working part time again. Since December 2022, I am back working for RMGA!

Q. If you weren't with RMGA, where would you like to be?



A. When I'm not at RMGA, I'm running my own business as a hairstylist, which I've been doing for over 17 years.



AMY MADDUX &
DAUGHTER

Q. What was your most unusual work experience?

A. I was part of a catering team for a party celebrating Cher.

Q. If you could travel anywhere in the world, where would you go?

A. I love to travel, and I'll go anywhere. I was recently 'glamping' in Southern Utah, and my next trip is to Exuma in the Bahamas!

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

A. I love to hike, cook, read, climb, and cross-country ski. I do those things almost ALL the time.

Q. Do you have a favorite movie?

A. Not much a movie person but I do enjoy documentaries and will watch and rewatch Soul and The Secret Life of Walter Mitty.

Q. If you could invite any three people to dinner (dead or alive), whom would you invite and why?

A. Willie Nelson, Snoop Dogg, and might as well invite Martha Stewart, those three are a hoot! ■

Amy Maddux is with RMGA on Mondays and Wednesdays.

*Her email address is:
amy@utrmga.com*





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