

David Clayton to be Awarded Distinguished Service Award



David Clayton worked in the HVACR industry as a wholesale distributor for 56 years! He started the business known as Claymac Inc. in

1990 with his son, Tony and partner Tapu Papunu. His wife, Kaye, did the accounting and his daughter, Christina, ran the order desk.

In 2000, the business was sold to Hercules Industries, a family-owned wholesale and manufacturing company. "This was done to expand the product lines and reduce customer costs," said David, who stayed on with the new company, as did Tony and Tapu.

The secret of success, according to David, is *Attitude*. "People who succeed do not have fewer problems than other people, they have a way of looking at things, a way of seeing obstacles as possibilities. Successful individuals are flexible, optimistic, hardworking, and they never give up. It's an attitude!"

David was committed to RMGA and served on the board of directors for over 30 years, first with Utah Heating and Air Conditioning Contractors Association (UHACCA) and then after they merged, with RMGA. He showed new members why they should join the association, which "is about making our industry better and giving the contractor a voice in matters of government."

When asked what David plans to do in retirement, he responded: "Anything to do with family, including boating and fishing, water-skiing,

2022 RMGA EDUCATION SUMMIT

WEDNESDAY, OCTOBER 12

DOUBLETREE SUITES BY HILTON DOWNTOWN SLC

110 WEST 600 SOUTH • SALT LAKE CITY

(Service Van parking on West Temple)

- Only \$100 & \$75 for additional attendees!
- All 6 hours of needed CEs!
- Stanley 30 oz. tumbler for everyone!
- Networking Challenge w/prizes!
- Free covered parking!

AGENDA

7:10 AM	→ Continental Breakfast & Networking Challenge
8:00 - 8:05 AM	→ Welcome and Introductions <i>Jamie Schumacher, President – RMGA</i>
8:05 - 9:00 AM	→ Economic Inflationary Trends & Employment Woes <i>Robert Spendlove, Zions Bank</i>
9:00 - 10:15 AM	→ Airflow/Duct Systems – Part 1 Code requirements and basic system requirements <i>Brent Ursenbach, West Coast Code Consultants</i>
10:15 - 10:25 AM	→ Morning Break & Networking Challenge
10:25 - 11:50 AM	→ Airflow/Duct Systems – Part 2 How to improve airflow in Retrofits <i>Brent Ursenbach, West Coast Code Consultants</i>
11:50 AM	→ Dave Clayton - Distinguished Service Award
12:00 - 1:00 PM	→ Buffet Lunch & Networking Challenge in The Bistro
1:00 - 1:30 PM	→ Federated Insurance Drive SAFE - Telematics <i>Trent Barney (with dessert, back in conference room)</i>
1:30 - 2:30 PM	→ HVAC System Weak Links – Field Notes <i>Mitch Richardson, Survey & Testing Services, Inc.</i>
2:30 PM	→ Raffle Drawing / 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.

4-wheeling and spending time at the cabin" with his 7 children, 19 grandchildren, 16 great grandchildren, and one on the way!

Join us at the RMGA Education Summit on October 12th, where we will honor David Clayton with the RMGA Distinguished Service Award. ■

Jamie Schumacher
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801-756-9683 ext 230



MESSAGE FROM OUR PRESIDENT

JAMIE SCHUMACHER

Dear RMGA Members & Friends,

I find myself once again writing about an unfortunate "customer service" experience I recently had, I share this partially in hopes of helping prevent others from making their customers go through the same experience I have been going through and partially because I am really bothered by how I have been treated as a "valued customer"! This simple version is that I purchased a product which required the supplier to send a representative to my home to set it up. The initial experience was excellent, including the purchase process to the initial home visit, they communicated efficiently and effectively, and they were respectful of my home, my family, and my time.

The problem began about an hour after they left, when it stopped working completely. I, of course, placed a call and was told that they would get a technician back out there to replace it if they can't get it working properly, but unfortunately, they couldn't get anyone there for 4 days. As promised, on the 4th day when they showed up they took one look at it and said that another technician had to be the one to work on this product and they simply left, with kind of a passing comment that their office would get back with me to reschedule. After waiting 24 hours to hear back from them I gave them a call and was told that I was "on their schedule" 11 days later!

Now I could end my story here and name the company, which would give them a deserved black eye, but that is not the point of me sharing my experience, the point is to remind each of us that as a customer service industry we must always be 100% aware of how we are treating our customers, how our "policies" sound in their ears and that the way we deal with unfortunate situations can make or break our customers experience. A mistake or a problem if handled properly can actually be a way to shine and stand out and leave a positive impression on the situation, but unfortunately with this experience, this particular company has left me with a less than favorable opinion of their abilities.

How we treat our customers is a direct representation of how we treat our employees. If you are experiencing high turnover or realizing that you don't have a loyal customer base, maybe you should spend some time and look at your procedures and ask yourself if you would want to do business with a company that treated you the way you treat your customers?

Best,

RMGA BOARD BRIEFING JULY & AUG 2022

The Exam Review Committee asked Dean Dyatt to meet with the State Fire Marshal to discuss what aspects of Propane properties should be included in the RMGA Study Guide, and if propane questions should be added to the RMGA Exam. RMGA Certified Technicians do not have to take the State propane exam, they just need to register to be on the State Fire Marshall's list of authorized companies and individuals.

RMGA's 50-question Pre-test, available on our website, was translated into Spanish. Now both the English and Spanish versions are going to be reformatted to look more like the Certification Exam in Canvas, so the look and feel is more like a realistic testing experience to help reduce student anxiety and hopefully improve the pass rate.

The Manual J/D/S discussion our executive committee was having with UHBA has petered out, with no home builder stepping forward to test problem homes. The Board decided to invite key legislators and inspectors to the RMGA Education Summit, where we are presenting on Air Flow and Duct Systems. A HERS rater is coming too, sharing his notes on weak links in residential HVAC systems.

RMGA's Amy Maddux is working with the Western Wyoming Community College coordinator to provide RMGA Certification testing in SW Wyoming locations. And, Jeff Bybee with Dominion Energy was given 20 RMGA Certification Exam test vouchers to distribute to contractors and employees of other natural gas providers in Wyoming to promote State Certification.

Our next board meeting will be held on Zoom on Wednesday, September 21st at 11:00 AM. Everyone is invited to attend; please contact john@utrmga.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>

SEP/OCT ZOOM

Salt Lake City

Thursday, September 29
Friday, September 30 &
Saturday, October 1
8 a.m. - 5 p.m.

**SOLD OUT
In-Person**

NOV IN-PERSON

(And on Zoom)

Salt Lake City

Thursday, November 10
Friday, November 11 &
Saturday, November 12
8 a.m. - 5 p.m.

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

JAN 2023 IN-PERSON

(And on Zoom)

Salt Lake City

Thursday, January 19
Friday, January 20 &
Saturday, January 21
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 have been provided by the Division of Occupational & Professional Licensing from the 1% surcharge funds on all building permits.

Spanish Language Certification Exam in the Works

The RMGA Board recently voted to develop a Spanish language version of the RMGA Certification Exam and Certification Study Guide.

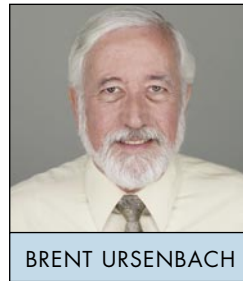
After the Exam Review Committee updates the current English version of the Exam, a Spanish translation will be developed along with a new study guide. The International Fuel Code is already in Spanish.

Our search is on for a Spanish-speaking Certification Instructor to teach our class in Spanish.



MECHANICAL CODE DISCUSSION

Fuel Gas Code — Gas Connectors



BRENT URSENBACH

BRENT URSENBACH

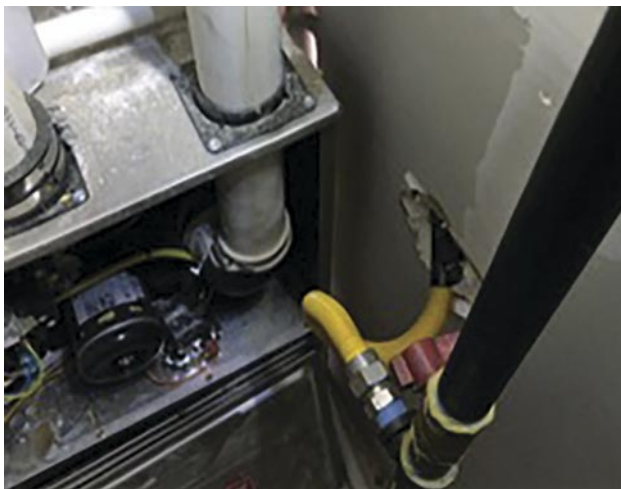
HVAC EDUCATOR/
EXPERT WITNESS

bursenbach@gmail.com
801-381-1449

I REGULARLY RECEIVE 'wall of shame' photos from several of you, from inspectors, general contractors, and family. Some provide a good laugh, others showing a lack of experience/knowledge, and others quite troubling, even dangerous. Please continue sharing, as these give me ideas for my next code discussion and other training. The reason for selecting this discussion topic hopefully is obvious.

Definitions:

PIPING SYSTEM. The fuel *piping*, valves, and fittings from



the outlet of the *point of delivery* to the outlets of the *appliance* shutoff valves.

CONNECTOR, APPLIANCE (Fuel). Rigid metallic *pipe* and fittings, semirigid metallic *tubing* and fittings or a *listed* and *labeled* device that connects an *appliance* to the *gas piping system*.

Remember the *piping system* size must extend to the shut off valve, while the shut-off valve does not need to be the size of the piping system, rather the size of the properly sized connector. (IRC G2422.1.2.2.) This is a common occurrence where 1" 'or 3/4" is required to the appliance location, with a smaller, properly sized 1/2 gas shut-off and gas connector. Simply ensure the system piping size extends to 6' or closer of the appliance.

Gas Connectors

2015 IRC 2422 and IFGC411 Appliances Connections

provides detailed direction for virtually every type of connector recognized by the code, each with the applicable ANSI listing. I'll summarize the most common connectors here. Please refer to the code for less common connectors like quick disconnect and commercial cooking appliance connectors.

Appliance connector requirements include:

1. Connection with rigid metal pipe and fitting.
2. Connection with CSST in accordance with the manufacturer's instructions.
3. Connection with listed and labeled appliance connectors located entirely in the same room as the appliance.
4. Connectors shall be protected from damage.
5. Installed per the manufacturer's instructions.
6. Have an over length NOT exceeding 6'.
7. Use only ONE listed flexible connector. Never couple two listed flexible connectors together.

➡ (Continues top of next page)



8. Sized for the total demand of the appliance – read the attached label.

entire length when the installation is complete.
foundation walls, etc. in place.

Nominal Connector Series (ID, inches)	Straight Length Capacity-Btu Per Hr (W) 0.64 Sp Gr. 1000 Btu Per Cu Ft (0.5 MJ Per Cu Meter) Gas at 80.5 inch Water Column (124Pa) Pressure Drop							
	12"	18"	24"	30"	36"	48"	60"	72"
1/4	48,000	43,800	40,000	36,400	33,400	28,300	24,900	23,100
3/8	102,000	93,100	85,000	77,100	71,100	60,500	53,200	49,100
1/2	180,000	164,200	150,000	136,000	125,000	106,000	93,200	86,000
3/4	—	—	290,900	270,500	255,900	215,000	197,400	173,900
1	—	—	587,800	—	515,900	442,700	398,900	347,800

NOTE: When Using 0.2 inch Water Column Pressure Drop, Capacity Can Be
Determined By Multiplying The Figures Above By 0.632.

DO NOT REMOVE
THIS LABEL

Crown
Industries LLC

Made in China

10. Semirigid tubing and listed connectors may penetrate a housing where protected is provided against damage.

Referring to the first two photos (see opposite page), notice the 3/4" or 1" gas drops down to the tee with a 1/2" sediment trap and shut-off, which is compliant; however, running the connector into the wall then back out is not code compliant. The HVAC contractor argued he provided access to the connector with a return grill on the other side of the wall, which the building inspector and builder did not accept. It really is easier to do it right the first time!

Closing Definition:

WORKMANSHIP. The degree of skill with which a product is made, or a job done.

9. Do not conceal or extend connectors through a wall, floor or partition, or appliance housing, with the exception for rigid pipe connectors extending through the housing.

Thanks again for your suggestions, questions, and comments.
— Brent ■

FREQUENTLY CITED OSHA VIOLATIONS

1. Fall Protection
2. Respiratory Protection
3. Ladders
4. Hazard Communication
5. Scaffolding
6. Fall Protection Training
7. Control of Hazardous Energy
8. Eye and Face Protection
9. Powered Industrial Trucks
10. Machinery and Machine Guarding



Does your workplace need support in these areas? If so, take advantage of Federated's Risk Management Resource Center by calling 1-888-333-4949, or go to the mySHIELD® Training and Resources page by logging in at: <https://myshield.federatedinsurance.com/>

YOUR BUSINESS

Some Rules for Business Success

A positive attitude is essential today

Inc magazine just posted the Top 7 Reasons People Get Fired. Number 2 was getting negative. Business is tough enough without an employee adding to the misery, so don't get caught up in office politics. Remain positive, more flies are caught with honey than an anvil.

How to influence others

Here are several quotes from *How to Win Friends and Influence People* by Dale Carnegie, a pioneer in human relations.

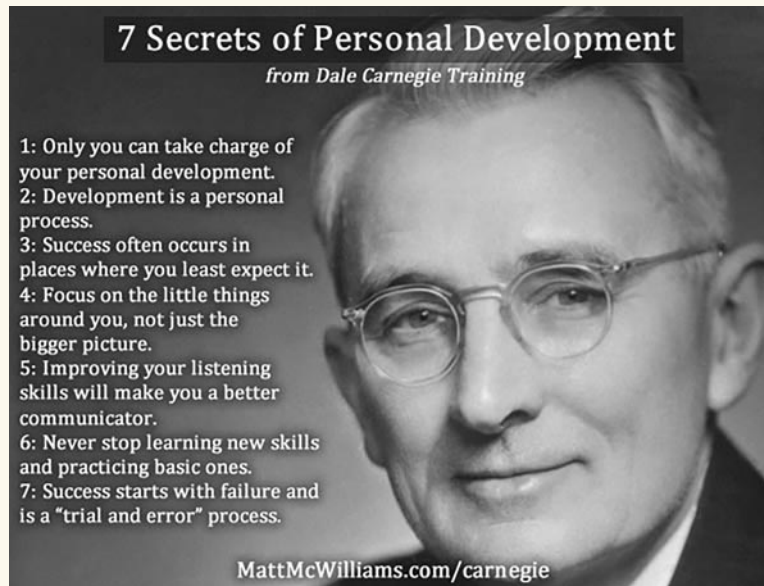
"You can make more friends in two months by becoming interested in other people than you can in two years by trying to get other people interested in you." So quit talking about yourself, ask them about them.

"When dealing with people, remember you are not dealing with creatures of logic, but with creatures bristling with prejudice and motivated by pride and vanity." Human beings all make decisions the same way, emotionally, then we justify it with logic.

"Personally I am very fond of strawberries and cream, but I have found that for some strange reason, fish prefer worms. So when I went fishing, I didn't think about what I wanted. I thought about what they wanted. I didn't bait the hook with strawberries and cream. Rather, I dangled a worm or grasshopper in front of the fish and said: 'Wouldn't you like to have that?' Why not use the same common sense when fishing

for people?" Ask the customer questions that reveal what they think is important, not what you think is critical. You may say, 'I wouldn't do that;' it actually doesn't matter what you would do, it is not your house, not your decision. Some would say, 'not my circus, not my monkeys!'"

communication skills this will get you nowhere. If you want to be successful you have to learn how to best interact with people from all walks in life. Social skills and good interactions go a long way." — Joy Jefferson, Carnegie: Carnegie, 70 Greatest Life Lessons



We need a mentor and a coach

One final quote from the same book that is somewhat debatable, since it is over 80 years old. "about 15 percent of one's financial success is due to one's technical knowledge and about 85 percent is due to skill in human engineering—to personality and the ability to lead people." Some say it is dated, and we are in a new time where this doesn't apply.

But according to Joy Jefferson, in the book published in 2014: **"About 15 percent of one's financial success is due to one's technical knowledge and about 85 percent is due to skill in human engineering—to personality and the ability to lead people.** It's absolutely great to be knowledgeable but without personal and

So it may still be relevant, even in these turbulent times. This is actually good news, since we don't have to be a master in the trade to be involved. We do need to know where to get technical answers, but the most critical element may be our ability to work with others.

So get your team on the same page, get them skills to help with the interactions

they will find in the marketplace.

Today the customer is rushed, skeptical, frustrated, and financially troubled. Much going on that they have no control over, it can be overwhelming. Throw in a unit that is down, a hot or cold house, they just may be over the edge. Make sure your team understands how frustrating it could be to come home to a home that is not comfortable, and do not let them say: "I understand how you feel," unless they have come home to a hot house. It is OK to say: "that would be frustrating, let me go to work, and get to a solution as soon as possible." Smile with honesty and integrity, the customer has a filter that fake smiles will not go thru. And when you ask questions, shut up and listen, you may just hear a clue to what they want from the relationship. ■

Do You Work on Propane Systems?

If so, register your company and your RMGA Certified technicians with the Utah State Fire Marshal to join the short list of licensees on their website:

firemarshal.utah.gov/licensees.

RMGA Certified Technicians are exempt from LPG testing. All you need to do is complete the application to be an approved LPG system installer in Utah.

LPG License application:

firemarshal.utah.gov/wpcontent/uploads/sites/19/2019/05/LP-Concern-App-Fillable-2018-revision.pdf



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RMGA EDUCATION SUMMIT 2022 REGISTRATION FORM • OCT 12, 2022

WEDNESDAY, OCTOBER 12

RMGA
EDUCATION
SUMMIT
2022

DOWNTOWN SLC, UTAH

company name _____

address/city/state/zip _____

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contractor # _____ phone # _____

registration fees:

RMGA MEMBERS ONLY @ \$100 _____

Additional Attendees @ \$75 _____

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November 30, 2022

check box for CE ☐

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GOLD \$600

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- Convention registration for 3 (includes 3 raffle tickets)
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- Special recognition in RMGA Pipeline Newsletter

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