



PIPELINE

FUEL FOR YOUR BUSINESS

MAY/JUN 2018

THE NEWSLETTER OF UTAH'S HVACR INDUSTRY

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

WEDNESDAY APRIL 11

RMGA
EDUCATION
SUMMIT
2018 HOTEL RL
SALT LAKE CITY UTAH

2018 Education Summit Recap

Last month's RMGA Education Summit was attended by 70 HVACR Contractors and Associates! President **Ryan Rentmeister** kicked off the event with a request for help in shaping the future of RMGA by filling out a member survey. The annual economic outlook, now in its tenth year provided by **Mark Knold**, is expected to remain positive through 2020. His presentation was followed by **Gary Wadsworth** who described the changing world of refrigerants, and **Brent Ursenbach** rounded out the morning session with a discussion of mechanical provisions in the new Energy Code.

Federated Insurance sponsored our taco bar lunch, during which, our lunch speaker attorney **Rick Hymas** explained the numerous nuances of sexual harassment in the workplace; a timely subject given the #metoo movement sweeping the nation. Our final speaker, **Bob Couse** with US Dept of Labor, explained the advantages of growing your workforce with the help of an RMGA sponsored apprenticeship program, our newest member benefit!

Each year, the attendance at the RMGA Education Summit has grown, which is great news! Thank you to all who participated, and **Goodman Distributing** and **Thornton Plumbing & Heating** for also sponsoring the event. ■



Right: Rocio Soto at the RMGA table.
Below: Mark Knold



Above: RMGA Service Award
Recipient: Clay Thornton
w/Thornton Plumbing and
Heating team and Pres. Ryan
Immediate Right: Bob Couse
Below: Rick Hymas



Right: Federated Insurance:
Trent Barney and
Easton Pedersen



MESSAGE FROM THE PRESIDENT

RYAN RENTMEISTER

Ryan Rentmeister
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Dear RMGA Members & Friends,

It was great to see all of those who attended our annual Education Summit, which was packed full of great information. It was also great to see some old friends. It's nice to see Jason Tanner's pictures of his adventures on Facebook, but its nicer to see him in person. I am thankful for great people that are trying to move the industry forward.

During the Education Summit we received information about the economy, changing states of refrigerants, energy code, distracted driving, sexual harassment, apprenticeship and many other things. Thanks to all those speakers for your expertise. I hope you are meeting with your team and implementing some changes to your business to be more profitable. I know I found several answers to concerns or problems I have in my business. I hope those that did not attend will attend next year. I passed out a survey of what members want from the RMGA to those in attendance. We will look at those results and report back. If there is anyone that would like to fill out this survey so your voice can be heard email me and I will get it to you.

As always, feel free to contact me any time.

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RMGA EDUCATION CLASSES



New Pre-test Evaluates Technician Readiness

PLEASE NOTE CHANGES IN CERTIFICATION CLASSES from JULY onward...

RMGA now offers a pre-test to determine technician readiness, followed by three full days of instruction (8 am - 5 pm), with all testing administered at Technical College testing centers across Utah.

*RMGA will issue a test voucher to each student that covers the cost of their first test attempt and testing fee.

GAS CERTIFICATION CLASSES

Salt Lake City

Friday, July 13,
Saturday, July 14 &
Saturday, July 21
8 am - 5 pm

All classes will be held at:

Dominion Energy
CTC Training Room
1000 West 100 South, SLC, UT
\$395 per person

Price includes books shipped, 10 on-line videos, testing fee and 3 lunches!

Salt Lake City

Friday, September 14,
Saturday, September 15 &
Saturday, September 22
8 am - 5 pm

All classes will be held at:

Dominion Energy
CTC Training Room
1000 West 100 South, SLC, UT
\$395 per person

Price includes books shipped, 10 on-line videos, testing fee and 3 lunches

Call 801-521-8340 to register for all classes

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.

Time out for a little humor from THE NEW YORKER



"Don't you want to hear about the day I had?"



"Listen, he's our son. Now go and get some change."

MECHANICAL CODE DISCUSSION

Windows, Skylights and Doors— Impact on Heat Loss



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The ICC Codes include this definition:

FENESTRATION. Products classified as either vertical fenestration or skylights.

Skylight. Glass or other transparent or translucent glazing material installed at a slope of less than 60 degrees (1.05 rad) from horizontal.

Vertical fenestration.

Windows (fixed or moveable), opaque doors, glazed doors, glazed block and combination opaque/glazed doors composed of glass or other transparent or translucent glazing materials and installed at a slope of at least 60 degrees (1.05 rad) from horizontal.



A couple of issues ago, the discussion focused on thermal factors — R-values, U-factors, and solar heat gain coefficient (SHGCs). The National Fenestration Rating Council (NFRC) label was noted in that discussion. The NFRC label includes the U-factor, SHGC, Visible Transmittance and Air Leakage ratings for the fenestration assembly. U-factor, the thermal transmittance for the assembly, is expressed as: BTUh, per degree Fahrenheit, per square foot — [(BTUh) / (°F' SqFt)]. When multiplied by the design temperature difference, the product is the Heat Transfer Multiplier or HTM.

$HTM = U\text{-factor} \times \text{Temperature Difference}$

Temperature Difference (TD) is the difference between inside and outside temperature

This may appear confusing; however, applying this calculation to the windows of a typical home will help clarify. Calculating the heat loss through windows for this typical

home, with a total window area of 300 square feet, with new energy code compliant windows, a 70°F inside temperature and 10° outside temperature.

2015 Code requirement for windows:
0.32 U-factor

Temperature Difference = 70° – 10° =
60°F

$HTM = U\text{-factor} \times TD = 0.32 \times 60^\circ =$
19.2 BTUh/sq.ft.

For every square foot of window, there
will be 19.2 BTUh heat loss each hour.

300 sq.ft. total window area:

$19.2 \times 300 = 5,760 \text{ BTUh} = \text{Total Heat}$
Loss through windows

Calculating for the same window area;

however, with old single pane aluminum framed glass.

Single pane clear glass, metal frame — 1.27 U-factor

$HTM = 1.27 \times 60^\circ = 76.2 \text{ BTUh/sq.ft.}$

$76.2 \times 300 = 22,860 \text{ BTUh} = \text{Total Heat Loss through}$
windows

New Code compliant windows in this typical home when compared with 40-year-old windows, reduced the heat loss through the windows by 17,100 BTUh, a 75% reduction in window heat loss. Considering the improvements in made in the insulation and air sealing throughout the entire construction of the home, it's obvious why a load calculation must be performed on every home, when HVAC systems are installed, both new construction and replacement. Other components of the building thermal envelope will be considered in the next issue.

Please let me know if you have questions or comments.

Thanks, Brent ■

RMGA SPONSORED
APPRENTICESHIP
NEW MEMBER BENEFIT!

Check out the benefits!



1. RMGA will be the registered sponsor for all member contractors, a new benefit with a dedicated RMGA Apprenticeship committee handling initial registration and follow up processes.

Hiring registered apprentices benefits employers and employees:

- a. Builds loyalty and professionalism.
 - b. Reduces costly re-hires.
 - c. Increases tech skills, saving time and money from re-works.
2. RMGA and member companies work with local technical colleges and high schools to recruit apprentice candidates.
 - a. 16-year-olds can become apprentices and work for HVACR contractors.
 - b. RMGA processes the documents needed to hire apprentices.
 3. Pre-apprenticeship Program available to determine if a new hire will be dedicated to making HVACR a career.
 - a. Member companies work with local technical colleges to develop a short-term, quick pre-apprenticeship program of approximately 100 hours/5-week course to cover basics.
 - b. By working with the technical colleges, custom fit funds can be accessed to help pay for training.



Pre-apprenticeship Programs offer two benefits for businesses:

- a. Help determine if an employee is willing to learn and is reliable enough to complete training. It is a way to determine who is qualified to move on to a formal apprenticeship program.
- b. Employees understand HVACR basics quickly so they can be productive earners sooner.

Let us know **if you would like to serve** on the RMGA Apprenticeship Committee, or if you are interested in hiring an RMGA Registered Apprentice. **Contact RMGA at 801-521-8340.** Thanks!

YOUR BUSINESS • YOUR BUSINESS • YOUR BUSINESS



HELP WANTED 'Tis the Season for hiring seasonal workers

IF YOUR BUSINESS HIRES SUMMER HELP to cover additional workload, be aware of some often overlooked risks involved with finding quality, temporary workers.

- Using a staffing agency can be a real timesaver, but it can also have some drawbacks. The agency may not fully understand what the job entails to place qualified candidates. Therefore, clearly stating your staffing needs, experience, and job requirements can help eliminate applicants who don't have the minimum qualifications you need.
- Don't skip through parts of training temporary workers to save time, or because the worker will "learn on the job." Untrained or poorly trained employees can cause a number of potential problems — which could be dangerous to themselves, others, or your business!
- Without proper training, on-the-job injuries can increase due to new employees' unfamiliarity with work processes or inexperience with equipment. The first month of employment is typically when a lack of training can be most evident, as this is when many injury and workers comp claims occur for new employees.
- And, of course, if due diligence wasn't done with background and motor vehicle records checks or drug screening, a serious liability may exist for your business and could even put your other employees at risk.
- Employers also need to be aware of a hiring "hazard" that can happen even before the interview: Fraud. If an applicant thinks your job application asks "inappropriate" questions, a shrewd fraudster could use that against you and allege discrimination and seek damages through the EEOC. That can cause time-consuming, expensive headaches. ■



YOUR BUSINESS • YOUR BUSINESS • YOUR BUSINESS

Get to know your tech by RIDING SHOTGUN

—BY ELLEN ROHR

Meeting your service technician on the job is ok, but it's 100 times more powerful if you ride shotgun. And keep your phone in your pocket. Spend some quality time together. Get to know the tech and their family and what makes them tick. Consider getting to know your tech so well that you could never be on the TV show "Undercover Boss."

If the tech is willing and basically capable, you can

help your tech get better. The ride along is key. Your customers WANT to buy from your tech. They don't want to call three people. They don't want to wait to have the problem fixed. Your service tech is set up to win. What they do and say makes all the difference to their success. What a wonderful experience it is when someone on your watch improves his or her performance.

I've learned so much from riding along with superstar techs, solid champions and nervous newbies. As you hop in the truck, you are going to learn so much.

Set the tech up to win

When you ride along, don't pick on every little thing. Instead, help out. Review the paperwork. Recap the procedures. Ask question like, "We call in now, right, to alert the dispatcher?"

Open the manual and find the pages that may apply to the call. Ask, "What do you do to get pumped up for the next call?"

If they say, "Play rap music," then turn on the radio.



Don't rush the tech

You may notice that the tech gets a lot of pressure from the

dispatcher (or you?) to hurry to the next call. Remind the tech to stay in the moment. And take note of operational issues that are getting in the way of good customer service.

Use a basic sales process

A sales process outlines the steps you take to make sure you offer great service on every call. Every sales trainer has a sales process and they are all based on a classic sales outline Here's an example (from my book, "The Bare Bones Biz Plan.")

■ **Opening** — Be ready to go, with everything the tech needs to be of service. When you greet the customer, use good manners. Spend a little time getting acquainted.

■ **Discovery** — Ask good questions and listen. A written checklist helps with a thorough diagnosis, and the tech can explain what he is doing as he goes.

■ **Problem solving** — Assemble the solutions with prices, based on the discovery, and present them to the customer.

■ **Closing** — Ask, "How would you like me to get started?" Then zip it. Be quiet. Let the customer think and respond. (So many techs never stop talking and talk themselves right out of a sale by confusing the customer.)

■ **Follow up** — If the customer says, "Yes," congratulate the tech on a good decision. Let them know what happens next. If the customer responds with something other than, "Yes," follow up with additional questions or reply to their question.

NOTE! Your critique is given in the truck as you travel to the next job. Never jump in and take over the call and don't criticize the tech in front of the customer.

After riding shotgun for a week or two, you may determine that the job and the tech are not a good fit. It may only take a few days. It's OK. Be real when you talk to them about their career. Nobody likes to lose. Move them to a position where they might be successful. Or let them go. It doesn't reduce the value of a person one bit if they don't work for you. Let them go be successful at another company or another job.

And if the tech ROCKS IT on the ride along, brag on them. Highlight a few things that they did well, and get specific. Ask them to share at your next tech sales meeting. Thank them for a job well done.

One more thing! If you ride shotgun, you buy lunch. ■

This article was excerpted from Plumbing and Hydronic Contractor News. Ellen Rohr is a contributing writer and can be reached by Email at contact@ellenrohr.com



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If this is what you see...



FOCUS.

Poor driving decisions could keep you and your employees from making it home S.A.F.E. today.



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