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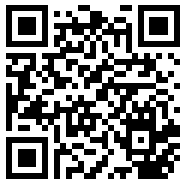
NOV/DEC 2019

THE NEWSLETTER OF UTAH'S HVACR INDUSTRY

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

NEW DEADLINE! Six \$500 RMGA Scholarships will be awarded in time for the Winter 2020 semester!

Do you know an HVAC Student who could use \$500 for his education? Send him or her to the RMGA website, where they can download the Scholarship Application.



<https://utrmga.org/certification-and-scholarships/>

Every year, RMGA awards six (6) \$500 scholarships to worthy first and second year HVAC technician students. **Applications are due December 10, 2019** with awards given in January 2020. ■



AN ALERT TO MEMBERS: DOPL LICENSING CEU CREDIT

The deadline for 2020 contractor license renewal is November 30, 2019. To qualify for renewal, contractors will have had to earn six hours of continuing education during the 23-month period prior to

the renewal deadline, with at least three of the hours being classified as HVAC core (S350 license).

To verify credit hours recorded, visit the state's CEU tracking page: <https://secure.utah.gov/ce-public/>

and enter your license number on the right side of the screen under "courses taken."

If you have questions regarding CEU, contact the RMGA office at 801-521-8340. ■

HVAC-SPECIFIC CONTINUING EDUCATION CLASSES



Contact Sierra Tremble with Utah Home Builders Association at 801-352-8266 for more info and to register.

October 30 • 12:30-3:30 PM • 9069 S 1300 W, West Jordan, UT

November 5 • 5-8 PM • 1640 N Mountain Springs Pkwy, Springville UT

November 5 • 5-8 PM • 1155 E 350 N, St George UT

November 6 • 5-8 PM • 2974 Washington Blvd. Ogden, UT

November 6 • 5-8 PM • 270 S Industrial Park Rd, Richfield, UT

November 7 • 5-8 PM • 895 W 800 N, Logan, UT

November 12 • 5-8 PM • Dominion Energy, 2365 W 900 S, SLC, UT

November 13 • 5-8 PM • 2450 S Highway 191, Moab, UT

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

**MESSAGE
FROM OUR
PRESIDENT**
JAMIE SCHUMACHER



Dear RMGA Members & Friends,

As 2019 draws to a close, I hope you can look back over the year and see the accomplishments you have made, and the goals you have achieved, whether its starting or growing your business or working on a succession plan. This year has been a great one, the economy has been favorable with so many people moving in and businesses expanding; the need for our industry has never been greater. The RMGA is excitedly working on several areas of focus from the new Apprenticeship program to continued code training we hope to help you in your goals moving into 2020.

**WELCOME
RMGA MEMBERS!**



NEW MEMBERS:

**Michael Spurlin
SPURLIN HEATING
& AIR**

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KC MECHANICAL**

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**Winder Quintero
REFRIPLUS, INC.**

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refriplus.inc@gmail.com
801-651-6419

**RETURNING
MEMBERS:**

**W. Rex Christensen
CHRISTENSEN
HVAC LLC**

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1stchoicecool@gmail.com
801-699-5398

RMGA Board Briefing – Sep & Oct 2019

The Apprenticeship Committee met in September but not in October, and reviewed one additional grandfathering application, and focused its attention on developing marketing materials to employers emphasizing the benefits of the RMGA sponsored program. At our November meeting, the committee will have over 20 additional grandfathering applications to review.

Regarding RMGA Certification in Wyoming, we have a class scheduled for Evanston, November 6-8, with testing at Western Wyoming Community College. Jeff Bybee, Dominion Energy’s Wyoming Region Manager, reported prior to the meeting, that since at least one WY contractor has 3 RMGA certified technicians, that starting this fall campaign, Dominion Energy will be including language encouraging customers to get their appliances checked by a “certified technician” in communications going forward.

Also, when Wyoming customers ask Dominion for referrals, they will refer the customer to RMGA and the yellow pages. The board decided for the coming year, to send HVACR contractors in Southwestern Wyoming the bi-monthly RMGA newsletter.

In October, the board discussed offering a Teacher Training session for technical college instructors to help them better focus on topics and issues relevant to the RMGA Certification Exam. And in November, we decided to move the annual RMGA Scholarship deadline to December 10, so the six \$500 awards can be sent out prior to the January 2020 semester. Scholarship flyers will be sent out to college instructors and employers to help spread the word.

It was announced that Salt Lake Community College is seeking HVACR contractors to serve on their PAC Advisory Board. Those interested should contact the RMGA office.

DOPL contractor license renewal deadline is November 30, and new this 2-year period, \$350 license holders must have 3 hours of HVAC specific training. Since RMGA can only offer continuing education to our members, UHBA has stepped up and is offering HVAC specific training across the state. SLCC is also developing an HVAC training course that RMGA will advertise to our members.

UHBA asked and RMGA agreed to co-sponsor legislation for 2020 that requires DOPL to increase the frequency of contractor field inspections, and checking HVACR Contractors for proof of RMGA certification.

The board agreed to have WC-3 create an on-line video series from last month’s RMGA Manual J, D and S classes, with free access to RMGA members, and royalties to RMGA when the classes are viewed by others on the WC-3 website.

Join us at the next RMGA board meeting at noon on Wednesday, November 13 at Johnstone Supply. Call 801-521-8340 to get on the email list. ■

RMGA GAS CERTIFICATION CLASSES

**CALL
801-521-8340
TO REGISTER**



Evanston, WY

Wednesday, November 6,
Thursday, November 7 &
Friday, November 8
8 am - 5 pm

Classes held at:
Dominion Energy
531 Wasatch Road
Evanston, WY 82930

Salt Lake City

Thursday, January 9,
Friday, January 10 &
Saturday, January 11
8 am - 5 pm

Classes held at:
Dominion Energy
CTC Training Room
1000 West 100 South, SLC, UT

Salt Lake City

Thursday, March 12,
Friday, March 13 &
Saturday, March 14
8 am - 5 pm

Classes held at:
Dominion Energy
CTC Training Room
1000 West 100 South, SLC, UT

Gas Certification Classes price: \$400

Price includes the RMGA Study Guide, IFGC Book, online videos, instruction and lunch all 3 days and two attempts at exam* (if necessary). *New Pre-test evaluates technician readiness.

Important RMGA Certification Class Info

Effective with the July 2019 RMGA Certification Class, the 3-day class will be taught consecutive days: Thursday, Friday, and Saturday, and all test vouchers will be pre-paid.

- HVAC technicians will have a 4 hour time limit to complete the RMGA Certification Exam.
- A basic understanding of geometry is very beneficial to succeeding on the exam, as is, our pre-test which is available on our website.
- Free exam retakes are limited to six months from the last date of your class. For example, if the last day of your class is June 16th, you have until December 16th, 2019 to use your retake voucher.
- A technician can Audit the class (bring their RMGA training materials) for \$150. If the RMGA Study Guide is prior to January 2019, the updated tabs and pages are an additional \$25, plus any required testing fees.
- Technicians attending an RMGA Certification class will be issued a test voucher in the class. All test vouchers are pre-paid, so testers not taking an RMGA Class can obtain a voucher by calling or emailing RMGA. Testers are required to pay any proctor fee directly to the testing center they choose. Old test/re-test vouchers will be honored until the stated expiration date (or through the end of 2019).

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

Code Compliant Materials



BRENT URSENBACH

BRENT URSENBACH

HVAC EDUCATOR/
EXPERT WITNESS

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801-381-1449

I RECENTLY RECEIVED A QUESTION from an inspector regarding a gas piping material identified as gasFlex. The inspector was looking for direction on if this material was acceptable for gas line installations in a building. An HVAC contractor had completed an installation in a new home using this material. Following a review of the distributor's website, I found this is a PE/Alum/PE polyethylene tubing, consisting of two layers of polyethylene pipe with an aluminum core sandwiched between the two PE layers. The website's technical resources, USA Code section, simply states the system complies with NFPA 54 (National Fuel Gas Code) for "Fuel Gas Piping Systems Accepted materials." Do I accept this as approved, simply because the website claims it complies with a gas code?

NFPA 54, National Fuel Gas Code and the International Fuel Gas Code (IFGC) both contain virtually identical requirements for aluminum gas tubing. Quoting the 2018 IFGC:

403.5.4 Aluminum tubing.

Aluminum-alloy tubing shall comply with ASTM B210 or ASTM B241.

Aluminum alloy tubing shall be coated to protect against external corrosion where it is in contact with masonry, plaster or insulation, or is subject to repeated wettings by such liquids as water, detergent or sewage. Aluminum-alloy tubing shall not be used in exterior locations or underground.

A review of the code and the

manufacturer's data shows:

- Aluminum used for gas must comply with ASTM B210 or B241. Claiming it complies is insufficient. Testing by a recognized testing agency must verify and list the specific tubing complies.
- The manufacturer claims the tubing may be used in exterior locations, underground and in concrete. The code specifically prohibited aluminum tubing in these locations.
- The manufacturer's installation instructions are incomplete. For nail protection, the instructions refer to any approved CSST providers nail/striker plate. A little bizarre – sounds like a Toyota manual referring to a Nissan service guide.

The manufacturer to date has not taken advantage of the code recognized approval process for new products, obtaining an ES Report (Evaluation Services) provided by ICC or other ES providers. FYI - An ICC-ES Report is a document that presents the findings, conclusions, and recommendations from a particular evaluation. ICC-ES Reports verify that new and innovative building products comply with code

requirements. ICC-ES Reports provide information about what code

requirements or acceptance criteria were used to evaluate a product, and how the product should be identified, installed and much more.

Please see:

<https://icc-es.org/evaluation-report-program/>

With further research, I found this product is

manufactured in China and only available on Amazon and Ebay. This is not implying foreign manufactured products may not be used, rather, these products must go through the code recognized approval process.

Considering my research, I could not recommend approval of the product. Maybe at some time in the future, the manufacturer or national distributor will obtain required approvals.

As I look back to 1972, my first year in the HVAC industry, I marvel at the advances in the industry. I'm certainly not opposed to new innovative products, if such products have obtained the approvals verifying compliance with the adopted codes. If you encounter a new product and wonder if it's acceptable, research the code, discuss with the code official, or feel free to contact me.

Best wishes for a wonderful Holiday season —Brent ■





Can You Afford the Loss of a Key Employee?

IF YOU'RE LIKE MOST BUSINESS owners, you have go-to employees when it comes to the day-to-day operation of your company. They have the management skills, technical know-how, experience, or customer relationships upon which you rely — you trust them to make the right decisions when you're not available. They can be at any level or in any position, but they are people your business can't do without. Now that you have them on your team, what would happen if you were to lose one of them due to a premature death, long-term illness or disability, or another employment opportunity?

Fortunately, you can offset the financial burdens your business may face as the result of the loss of a key employee. The first step is to identify them. In general, key employees are individuals whose departure could create genuine setbacks for the company, both logistically and financially. They may have years of experience with your company or the industry. Perhaps they have specialized skills that require extensive training and knowledge that would be difficult to replace. Is there someone for whom you don't have a back-up? Don't forget to include yourself — you are a key person too!

Once you have identified the people, consider the cost of replacing

them. You will need to advertise to recruit potential replacements. In the current job market, you may need to adjust pay or offer a signing bonus to attract candidates with the skills and work experience you need. In addition to the monetary costs associated with hiring and training a replacement, the process will also require your time. It's estimated that the cost to replace mid- to high-level employees can range from one-and-a-half to four times their annual salary. Can your business absorb those costs, especially with little notice?

After you have determined the people and the cost, consider your options for mitigating the risks you could face. Life insurance is a cost-effective solution to help provide financial support toward your company's need to replace a key employee. Life insurance can help to keep the business running and growing, provide funds to attract, recruit, and train a replacement, and replace lost profits. It can also provide time and flexibility for survivors to make necessary business continuation decisions if the key person is you or another owner. While the policy death benefit will provide a lump sum in the event of the insured employee's death, the cash value of a permanent policy can



also be accessed through policy loans and withdrawal during the employee's lifetime.

Don't risk the short- and long-term success of your business by not planning for the loss of a key employee. Consider permanent life insurance on your most important team members as part of your overall risk management strategy.

This article is for general information and risk prevention only and should not be considered legal or other expert advice. The recommendations herein may help reduce, but are not guaranteed to eliminate, any or all risk of loss. The information herein may be subject to, and is not a substitute for, any laws or regulations that may apply. Qualified counsel should be sought with questions specific to your circumstances. © 2019 Federated Mutual Insurance Company. ■

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**This size ad for only
\$60!**
**Call Duane Hill @
801-521-8335
to reserve your
space!**

How to Handle an **Irate** Customer

— By Nancy Friedman, “Telephone Doctor”

If your job entails facing or taking calls from unhappy, irate customers, you’ve got your work cut out for you.

Employees who deal with customers are especially vulnerable to outbursts from people who are going through an emotional, stressful time.

Handling these types of customers takes time and training, but it can be accomplished effectively. Here are some of the Telephone Doctor’s best techniques for turning unhappy customers into satisfied customers.

Get off on the Right Foot

Realize that upset, angry customers are not unhappy with the situation. Don’t take the hostility personally. You are merely the rod that redirects the violent lightning. You can do a great deal to diffuse the anger before you ever pick up the phone or start the conversation with the customer. How? By smiling first! You can really “hear” a smile over the phone and, of course, see it in person. It’s very difficult to be rude to someone who is warm and friendly.

Anatomy of a Hostile Customer

There are four basic steps to handling an irate customer. Telephone Doctor calls them our “ASAP Techniques.”

A — Acknowledge the person’s feeling and apologize for the inconvenience the customer has encountered.

Make an effort to be sincere. In today’s impersonal society, it’s incredible rare to hear the words, “I’m sorry that happened. Let me get the ball rolling to

fix it.” You’ll probably spend about 80 percent of your time massaging the caller’s feelings and 20 percent actually solving the problem.

S — Sympathize and empathize with the customer.

Phrases like, “I can understand why you’re upset” can help soothe ruffled feathers. Pretend it’s you. Then get busy solving their problem.



A — Accept 100 percent responsibility.

This is probably the toughest part. Chances are excellent that you had nothing to do with the problem. However, it’s your job to take the responsibility and help initiate a solution.

P — Prepare to help. Begin by re-introducing yourself — customers don’t usually remember your name.

State that you will be able to help. Use the person’s name, if possible. This helps to diffuse anger. A willing attitude is essential, because if the customer senses insincerity or indifference, it will cause them to stay angry. It’s

exasperating to file a complaint with someone who obviously doesn’t care.

Excuses

Never make an excuse to a complaining customer. No one wants to hear, “The computer is down,” or “I’m the only one here.” That is your problem, not the customer’s. Why you give an excuse, the customer automatically hears, “I’m not going to help you.”

Sometimes you’re not able to solve the problem on the spot. Many times you need more information from another department. Perhaps the situation needs to be handled by another person. Although these are legitimate courses of action, they usually upset the customer all over again.

If you need more information, TELL them. Ask them if they’re able to hold or wait while you obtain it, or would they prefer a call back. “Joe, I need to check with our repair department in order to answer your question. It will take three or four minutes, are you able to hold/wait while I check?” Avoid untrue, frustrating phrases like, “Wait a second.” Nothing takes a second.

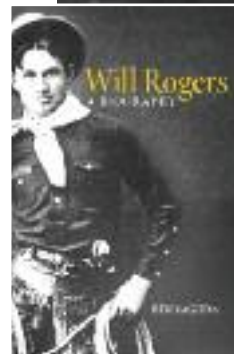
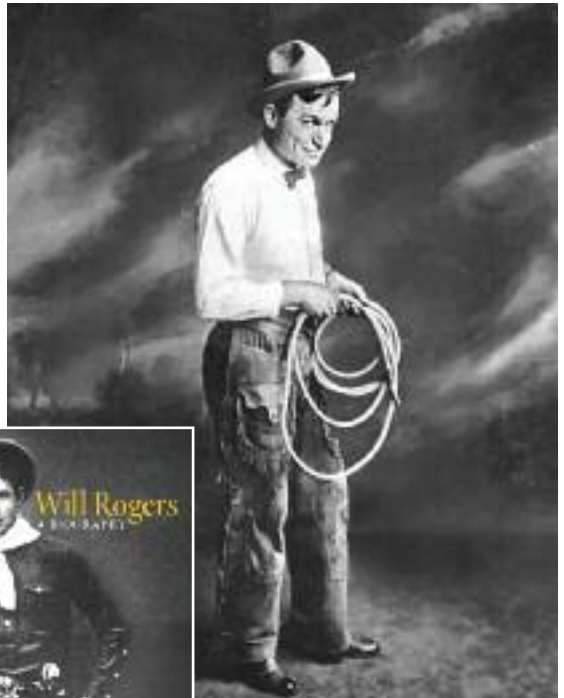
If you transfer a caller, let them know the name of the person they’ll be speaking with. If you can, it’s also good to explain the reason why you’re bringing in a third party. “Joe, Mr. Smith in our repair department is the real expert in resolving your type of situation. May I transfer you directly to him? (or are you able to wait while I get Mr. Smith?)”

The ASAP Technique works! Try it and see! ■

Words of Wisdom from Will Rogers

Will Rogers, who died in a 1935 plane crash, was one of the greatest political sages this country has ever known. Here is some of his best wisdom:

- Never slap a man who's been chewing tobacco.
- Never kick a cow chip on a hot day.
- There are two theories to arguing with a woman. Neither works.
- Never miss a good chance to shut up.
- Always drink upstream from the herd.
- If you find yourself in a hole, stop digging.
- The quickest way to double your money is fold it and put it back into your pocket.
- There are three kinds of men. Those ones that learn by reading. The few who learn by observation. The rest of them have to pee on the electric fence and find out for themselves.
- Good judgment comes from experience, and a lot of that comes from bad judgment.
- If you're ridin' ahead of the herd, take a look back every now and then and make sure it's still coming.
- Lettin' the cat outta the bag is a whole lot easier 'n puttin' it back.
- After eating an entire bull, a mountain lion felt so good he started roaring. He kept it up until a hunter came along and shot him. The moral: When you're full of bull, keep your mouth shut.



About growing older:

- Eventually you will reach a point when you stop lying about your age and start bragging about it.
- The older we get, the fewer things seem worth waiting in line for.
- Some people try to turn back their odometers. Not me; I want people to know "why" I look this way. I've traveled a long way, and some of the roads weren't paved.
- When you are dissatisfied and would like to go back to youth, think of Algebra.
- You know you are getting old when everything either dries up or leaks.
- I don't know how I got over the hill without getting to the top.
- One of the many things no one tells you about aging is that it's such a nice change from being young.
- One must wait until evening to see how splendid the day has been.
- Being young is beautiful, but being old is comfortable.
- Long ago, when men cursed and beat the ground with sticks, it was called witchcraft. Today, it's called golf.
- If you don't learn to laugh at trouble you won't have anything to laugh at when you're old.



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