



PIPELINE

FUEL FOR YOUR BUSINESS

NOV/DEC 2020

THE NEWSLETTER OF UTAH'S HVACR INDUSTRY

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

6 Points to Help You Get the Most from Your RMGA Membership Dues Dollar\$

>1 Don't just sign up — sign on!

Participate in monthly board meetings held the second Wednesday of most months. RMGA currently has an Apprentice and Recruiting Committee that could also use your input.

>2 Participate in Association events!

Attend the RMGA Education Summit to feel part of our association and receive excellent information as well as networking opportunities. RMGA also offers Technician Training courses to help your technicians improve their skills.

>3 Use — don't lose!

Use your talents to help our association grow stronger. Everyone has a talent of some kind. Perhaps yours will include a good idea that can make a difference!

>4 Read and succeed!

Read what your association sends to you, including this newsletter! The information you receive, whether "snail mail" or email, through a fax or on the web is usually timely and likely to be something you may need to know.

>5 Benefits don't lie — try!

Membership benefits, such as Service Roundtable, can save you money on purchases you already make, and provide you with training materials to help you grow your business. Members also get a free banner ad on the utrmga.org website, as well as 50,000 zip code impressions in the RMGA Referral Program.

>6 Don't just sign up — sign others up!

Invite a colleague to an RMGA meeting and help raise the profession. Professional contractors as competitors will share knowledge and compete on the same playing field. Help your association grow and prosper, and you will grow and prosper, too.



IT'S SCHOLARSHIP TIME! Six \$500 RMGA Scholarships will be awarded in time for the Winter 2021 semester!

Do you know an HVAC Student who could use \$500 for their 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, 2020 with awards given in January 2021. ■

Jamie Schumacher
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MESSAGE FROM OUR PRESIDENT

JAMIE SCHUMACHER



Dear RMGA Members & Friends,

Despite what may have, at times, felt like was never going to happen, it looks like 2020 will actually come to a close. We have been and will foreseeably continue to be dealing with the challenges of living through the novel Coronavirus pandemic. As with other years, there have been many challenges to overcome; across the country and close to home there have been significant natural disasters, fires, floods, and horrible storms, as well as significant racial and political tensions. Specifically in our industry we have been dealing with availability of parts and supplies, price increases, and labor shortages. Yet despite these and many other challenges, life amazingly continues to move forward.

In life we have to choose what we focus on. If we see 2020 for just the problems, then we forget to pay attention to all the good that also happened; in my own life we have celebrated marriages, graduations, and the birth of another grandchild. We've been able to have wonderful adventures and experiences.

Take some time as this year comes to a close to recognize the good and positive things that happened to you, also take time to address the challenges you have gone through and see if there are ways to prevent repeating them as you move forward. 2021 is a new year with new opportunities and full of potential, make plans to make the best of it, be willing to deal with the problems and celebrate the successes.

I look forward to sharing in all that this new year has in store.

BOARD BRIEFING SEP & OCT 2020

At our September board meeting, three Technical College educators were approved as new board members: Ashlee Tengberg (Dixie Tech), David James (SLCC) and Janece Holmes (Ogden Weber Tech) Janece and Ashlee are both featured in "Meet and Get to Know" articles on pages 5 and 6 of this issue of *The Pipeline*. (Dave James was featured in our last issue.)

In both meetings, we have had lengthy discussions about RMGA Certification Training and Testing with the board in favor of keeping the open book test format with personal notes and highlights allowed in their individual study guides. To further facilitate a good testing experience, technicians will be provided dry erase boards at the testing centers.

SLCC is working on an English as a Second Language (ESL) class to help students acquaint themselves with industry terminology to help them get ready to prepare for the English only Certification Exam. In addition, we had the RMGA pre-test run through the flesch-kincaid reading level assessment and found that our exam is at a twelfth-grade reading level, which is part of the reason why our pass rate is so low; we may want to reexamine the exam.

The board was alerted to a couple of issues regarding cheating and harassment of testing center employees, so it was decided a letter should be drafted and sent to the suspect technicians or companies, with a threat of suspension from taking the RMGA certification exam for 6-months.

Dominion Energy's Jeff Bybee discussed with Wyoming's Lower Valley Energy a plan to advance Gas Technician Certification training and testing in Wyoming.

On November 10, the Department of Workforce Services is holding an online, Apprenticeship Recruiting Trade Show, and board members in attendance were asked to participate. Being virtual, board members can stay at their desks and work until a meet-up request is submitted by a student. The tradeshow is from 2 PM – 6 PM. Watch for a sign-up email soon.

Our next Zoom board meeting will on November 11 at noon. Everyone is welcome to attend. Contact RMGA (john@utrmga.com) to get on the board meeting email list. ■

RMGA GAS CERTIFICATION CLASSES

PRE-REGISTER ONLINE
WWW.UTRMGA.ORG

Masks &
Social Distancing
Required

Plan Ahead - Classes Sell Out Quickly

Salt Lake City*

Thursday, January 7
Friday, January 8 &
Saturday, January 9
8 am - 5 pm

Classes held at:
Johnstone Supply
2940 S 300 W

South Salt Lake, Utah 84115

Salt Lake City*

Thursday, February 18,
Friday, February 19 &
Saturday, February 20
8 am - 5 pm

Classes held at:
Johnstone Supply
2940 S 300 W

South Salt Lake, Utah 84115

Salt Lake City*

Thursday, March 11
Friday, March 12 &
Saturday, March 13
8 am - 5 pm

Classes held at:
TBD

*These Gas Certification Classes are specially priced: \$400 and lunch is NOT PROVIDED, bring your own or several fast food restaurants are available in the area. Price includes the RMGA Study Guide, IFGC Book, online videos, instruction and two attempts at exam (if necessary).

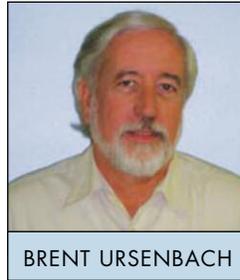
Important RMGA Certification Class Info

- HVAC technicians will have 4 hours and 10 minutes to complete the RMGA Certification Exam. This 10 minutes is to allow for a break, should one be needed. The time continues to run on the clock.
- A basic understanding of geometry is very beneficial to succeeding on the exam, as is our pre-test which is available on our website.
- If a technician has previously taken the RMGA Certification class and has their RMGA training materials, they can Audit the class for \$150. If the class was before January 2019, then both the RMGA Study Guide and IFGC have been updated so it is considered a new class as new books are required.
- The most recent class information can be found at www.utmga.org/events. Pre-register directly from the site or by email with all the required information.
- Technicians attending an RMGA Certification class will be emailed a Pre-Paid Test Voucher. All test vouchers are pre-paid, so testers not taking an RMGA Class can obtain a voucher online at www.utmga.org, by email at rocio@utmga.com. Requests are processed on Mondays and Wednesdays. Testers are required to pay any proctor fee directly to the testing center they choose. **Don't delay; all vouchers/retest vouchers expire within 6 months.**

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

Ignition Source Elevation



BRENT URSEBACH

BRENT URSEBACH

HVAC EDUCATOR/
EXPERT WITNESS

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LAST WEEK I RECEIVED a call from a general contractor friend with a water heater question, following a failed plumbing inspection on a new home.

The inspector listed on his report, *the water heater must be raised up 18 inches off the garage floor*. As I have received similar calls over the past few years, it is time to review the ignition source elevation section in the Fuel Gas Code, required to minimize the potential hazards created by heavier than air gasoline and other fumes in a garage. From the 2015 International Residential Code (and IFGC):

G2408.2 (305.3) Elevation of ignition source.

Equipment and appliances having an ignition source shall be elevated such that the source of ignition is not less than 18 inches (457 mm) above the floor in hazardous locations and public garages, private garages, repair garages, motor fuel-dispensing facilities and parking garages. For the purpose of this section, rooms or spaces that are not part of the living space of a dwelling unit and that communicate directly with a private garage through openings shall be considered to be part of the private garage.

Exception: Elevation of the *ignition source* is not required for *appliances*

that are *listed* as flammable-vapor-ignition resistant.

Further the commentary states: *In the context of this section, a source of ignition could be a pilot flame, burner, burner igniter or electrical component capable of producing a spark.*



If installed in a garage, residential equipment or appliances which have an open flame or electrical components that may produce a spark, must be raised up, locating the ignition source at least 18" off the floor. There is an exception where the appliance is flammable-vapor-ignition-resistant

(FVIR), a feature provided typically on all residential water heaters, starting back in 2004.

Going back to 2004, Questar posted Consumer Information on the new FVIR water heaters, including the following FAQ discussion:

What does FVIR mean?

Flammable Vapor Ignition Resistant (FVIR) water heaters incorporate design features that make them resistant to igniting flammable vapors such as gasoline, cleaning solvents, and paint thinner outside of the water heater.

How does an FVIR water heater work?

FVIR water heaters are designed to keep burning vapors inside the combustion chamber of the water heater until they burn out. A sensor inside the water heater will detect if it has ignited a flammable vapor from outside of the water heater and shut off the flow of gas to the burner and pilot light.

How can I tell if my water heater is FVIR?

Each manufacturer will have its own particular label for indicating if the model is FVIR. In general, water heaters manufactured to the American National Standard ANSI/CSA Z21.10.1 are required to be FVIR listed.



Meet and Get to Know: JANECE HOLMES



JANECE HOLMES

Q. Tell us about your company?

A. The Ogden Weber Technical College has offered a variety of hands-on technical education since 1971. We offer convenient schedules, competency-based learning, and training opportunities in high-demand fields. We serve over 6,000 students annually.

Q. What is your position within the company?

A. I am an Administrative Assistant and Apprenticeship Programs Coordinator.

Q. If you weren't with the Technical College, where would you like to be?

A. Probably working in a school district helping in an office of a school.

Q. What was your most unusual work experience?

A. Working during a pandemic has been most unusual work experience to date to say the least. I don't think anything can top it EVER.

Q. What are your favorite aspects of your job?

A. Working with a lot of different students and faculty. We are lucky enough to have quite a diverse demographic at our college. Usually my job is different every day.

Q. What is a motto that you live by?

A. Is it really worth getting that upset about in the end.

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

A. Somewhere tropical.

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

A. Playing games with a group of friends. (I did it) Last weekend.

Q. What is your hidden talent?

A. It's not much of a talent but I am double jointed at the wrist and elbow.

Q. Do you have a favorite movie?

A. To name one is very hard. I love Patch Adams, Green Mile, and Pretty Woman.

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

A. Robin Williams, John Candy, Betty White. I just feel like they could bring a lot of humor and share some great life lessons and experiences.

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

A. Pay off bills for my family and then travel the world.

Q. People would be surprised to know...

A. I've lived in Utah since I was 9 and have never been to any national parks in southern Utah.

Janece can be reached at janece.holmes@otech.edu ■

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For further information please see: https://www.questargas.com/ForEmployees/qgcOperationsTraining/Water%20Heaters/Misc_FVIRWaterheaterRequirements.pdf

The manufacturers specifications and installation instructions will also specify the water heater is FVIR listed.

Summarizing:

Water heaters listed to ANSI/CSA Z21.10.1 are FVIR listed and may be located at the garage floor, while furnaces with open burners or relays located within 18" of the floor must be elevated to a minimum 18".

Please continue to reach out to me with your comments or question. Stay healthy and be safe —Brent ■



Meet and Get to Know: ASHLEE TENGBERG

Q. Tell us about your company?

A. Dixie Technical College (Dixie Tech) is one of eight technical colleges in Utah. Dixie Tech offers 27 different programs, which include the HVACR Technician program servicing Washington County and the surrounding areas. Our instructors are, first and foremost, experts in their industries. They have a rare enthusiasm when it comes to teaching. Their number one goal is to have each student become fully competent and land a great job. Support staff are equally committed to the success of each and every student. Our education model is competency based, which means that we do everything we can to assure that students can actually “do” whatever it is that they came here for. We expect each student to work hard and meet industry standards as they progress through their programs. Every program has an “Occupational Advisory Committee” made up of local employers that reviews curriculum and teaching methods several times a year to assure that we are truly preparing students to be successful at work. our mission/vision is: Forward Thinking, Future Focused, Career Ready. We take it very seriously!

Q. What is your position within the company?

A. Construction Technologies Program Manager.

Q. If you weren't with the Technical College, where would you like to be?

A. I believe I would still be working in some form of training or the education world. I have really enjoyed seeing people become successful and have their hard work pay off.

Q. What was your most unusual work experience?

A. At a former job I was getting ready to leave for the day on a Friday afternoon, and I noticed a man was laying on the grass in the front of the building. After inspecting the situation further, I noticed the man had a car tire, was missing a shoe, had an almost empty bottle of alcohol, and

was asleep. I notified my boss and they suggested I call the police. The police arrived and were able to talk to the man and get it resolved. I would say it was not the man's best day.

Q. What are your favorite aspects of your job?

A. Working to train individuals to better their lives and (the lives of) those around them.

Q. What is a motto that you live by?

A. You didn't come this far, to only come this far!

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

A. Greece.



ASHLEE TENGBERG & FAMILY

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

A. I enjoy reading and running. Both bring me peace from the stresses of the world. I do some of one or both every day.

Q. Tell us about your hidden talent?

A. I am good at many things, but a master at nothing. I enjoy learning new things and learning from others.

Q. Do you have a favorite movie?

A. “The Family Stone.” It reminds me of the crazy, exciting, and ever-changing family I was born into.

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

A. My mother, my sister, and my grandfather. They have all passed on. These were some of my favorite people and I did not get enough time with any of them. Never take time for granted!

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

A. I would pay off my house, invest in my childrens' futures, and travel with my family!

Q. People would be surprised to know...

A. I am the youngest of 10 children, and I became an aunt at the ripe old age of 18 months!

Ashlee can be reached at atengberg@dixie.tech.edu; website is dixietech.edu. ■

MOBILE DEVICE DISTRACTION IS NOT JUST A ROAD PROBLEM

Whether on an active construction site, on a fast-paced manufacturing floor, or in any situation where several activities are taking place simultaneously, attention from everyone is key to helping keep a work environment safe.

Distractions on the job can have catastrophic consequences. And while distractions are all around, there is one type that can be easily eliminated: mobile devices.

The Myth of Multitasking

Safety-minded businesses generally take the necessary step of prohibiting mobile device use while operating machinery or while in areas where potentially hazardous activities are taking place. But without providing context, you run the risk of an employee ignoring the rule and causing an otherwise preventable disaster.

Tell your employees this simple fact: People cannot multitask. Sure, the human brain can switch swiftly from task to task. However, it can't

focus on more than one task at a time, even though it appears that way to an outside observer.

Imagine a forklift moving a heavy load through a warehouse. The driver can be doing everything correctly — sounding the horn at intersections, driving at a reasonable speed, scanning his or her path for obstructions, etc. — but if other people in the area have their heads down, reading a text message or checking the weather, there's no telling what could happen.

Hands-Free, but Not Worry-Free

With increased awareness of the dangers new technology can present, solutions like hands-free accessories have popped up. But the problem is far from solved. Much of the research on using hands-free technology has focused on use while driving, but the lessons learned are easily transferrable to nearly any situation. Even with a Bluetooth

headset in his or her ear, a mobile device user is still distracted.

Removal: The Best Solution

The best practice is to eliminate the temptation to use mobile devices altogether and require your employees to either keep their phones in their pockets or, better yet, store them away from the hustle and bustle of the work site.

Practice what you preach. Job site foremen, managers, and other authority figures should model safe behavior, signaling to employees that casual use of mobile devices without a business purpose has no place on the job.

Keeping attention on this important topic is key. Post signs, dedicate a safety meeting to the subject — do whatever you can to let your employees know that mobile devices can be a threat to the safety of everyone on the site. ■



PHONE RAGE?

"Please Hold" Messages Raise Ire of Busy Executives

If you are increasingly finding yourself in eternal telephone limbo, you're not alone. According to two nationwide surveys, the average executive spends 15-17 minutes on hold each day.

"Managers today have precious little time for unproductive situations," said Diane Domeyer, executive director of Office Team, a leading staffing service. "Even with the increased use of voice mail systems, which most would agree are highly efficient, callers can get caught in a labyrinth of options that require lengthy waits."



"Can you keep me on hold a little longer? I'm enjoying the music."

Domeyer added that while automated hold intervals are difficult to avoid, business professionals can do their part by remembering the "golden rule" and not delaying callers for unreasonable lengths of time. ■



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- ✓ Do you enjoy studying at your own pace?
- ✓ Are you diligent and have good follow-through?

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Your package includes the **RMGA Study Guide, 2018 IFGC, 6 months access to online training videos and a Pre-paid Test Voucher (non-transferable). All for \$350!!!**

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