



# PIPELINE

FUEL FOR YOUR BUSINESS

SEP/OCT 2017

THE NEWSLETTER OF UTAH'S HVACR INDUSTRY

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

## RMGA Affiliates with Service Roundtable

The RMGA Board of Directors is pleased to announce that we have agreed for RMGA to become an affiliate of **Service Roundtable**, a nationally known contractor organization which **provides a wealth of information and ideas at no cost to RMGA members**, who are automatically enrolled as associate members.

**Service Roundtable** is the largest private contractor group, and **offers a reward program through which your company will be able to receive rebates for purchases made**

**from industry partners**, with whom you are likely already doing business!

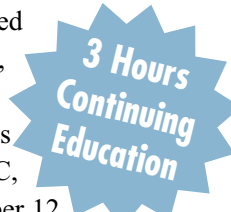
Service Roundtable will also provide RMGA nationally known speakers and experts in the HVAC industry for our Education Summit and Member meetings.

Watch for information from Service Roundtable about the benefits to you as a contractor member, including access to their website for information and ideas to implement in your business today. Or contact Vicki LaPlant today at [vicki.laplant@serviceroundtable.com](mailto:vicki.laplant@serviceroundtable.com). ■



## Final 2015 Code Update Classes — Sep 6 & Oct 12

Nearly 200 HVAC Technicians have attended RMGA Code Update Classes in 2016-2017, and we are offering two final classes: 5-8 PM on Wednesday, September 6 at Hercules Industries, 475 N. Billy Mitchell Road, SLC, UT 84116; and 5-8 PM on Thursday, October 12 at Dixie Applied Technology College, 1506 South Silicon Way, St. George, UT 84770.



Thanks to partial funding by the Division of Occupational & Professional Licensing from a 1% surcharge on all building permits, each attendee will receive three relevant code books: The 2015 International Fuel Gas Code, the 2015 International Mechanical Code, and the 2015 International Residential Code or 2015 International Plumbing Code.

Sign up your technicians today, by calling the RMGA office at 801-521-8340. The price is only \$100 per person, and includes code training, codebooks, dinner, and members earn a \$50 education credit. Recording CEs with DOPL is \$15. ■

## EVERY TECHNICIAN NEEDS RMGA CERTIFICATION

IT IS STATE LAW: Every natural gas technician working for wages in Utah must

be RMGA

Certified! Licensed

Journeyman

plumbers are the only

exception, and there is

no such thing as a company certification.



Get your technicians certified now! **The next RMGA certification class/exam is November 3-4 and 11 in Salt Lake, and now includes 60 days' access to ten on-line RMGA Certification Course Videos!** ■

# MESSAGE FROM THE PRESIDENT

Ryan Rentmeister  
ryan@rentmeister.com  
801-807-9901

RYAN RENTMEISTER



*Dear RMGA Members & Friends,*

*It is a great time to be a part of the RMGA. We are moving the industry forward. I am going to try to keep all the members a little more informed what we are up to.*

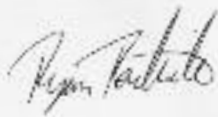
*Here are a few things you may not be aware of:*

- 1. The RMGA has an **online training program** available for certification. This is to help your employees prepare for the RMGA test. It is up to date with the new code changes, professionally produced and has highly paid actors. Okay, maybe not highly paid actors but we did include powder for Dean Dyatt's head so it all worked out. We have had great comments about the program. This is available for purchase at our website. Code books can be mailed out, or you can pick them up at the RMGA office. And you have 60-day access to the videos. You can then take the test at our next training session or at a Tech College throughout the State. I think this holds a lot of value to help employees prepare for the test on their own time schedule.*
- 2. We are participating in **Pathways to Professions**, the high school career event on **October 25-26** at the South Towne Expo Mart. This event will have thousands of high school students from around the valley attend. We are planning a large display with giveaways, and a service vehicle to grab their attention and recruit more employees for you.*
- 3. We are **monitoring a potential threat to the industry** in our area. I will hopefully have more to report next month. Know that we have your back.*
- 4. We have **joined with Service Roundtable to offer other benefits to you for no additional cost.** This could mean thousands of dollars to you with no real effect from you. This is a great organization with several ideas to strengthen your business.*

*These are a few things we have worked on. **Now what we need from you:***

- 1. We need **your employees certified.** Use the various training programs thru the tech schools or RMGA to get them certified.*
- 2. We are **looking for help with the Pathways to Professions.** As a member of the RMGA you can sign up for a couple hour shift (or more) to recruit people into the industry and potentially your company.*
- 3. We need **more input from the general membership.** Members are always invited to all board meetings. Our numbers are on this newsletter. Don't be afraid to call us and let us know what you think.*
- 4. We currently have some **board positions & committee positions available!** Let me know if you want to help us move the industry forward. We need your help.*

*I hope and pray for your continued success. Let's have another great month.*



## RMGA 2017-2018 OFFICERS & BOARD MEMBERS

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Rentmeister Total Home Service  
[Ryan@rentmeister.com](mailto:Ryan@rentmeister.com)

### PAST PRESIDENT

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Salt Lake County Building Inspector  
[BUrsenbach@slco.org](mailto:BUrsenbach@slco.org)

### RMGA EXECUTIVE DIRECTOR

JOHN HILL  
[John@utrmga.com](mailto:John@utrmga.com)

# Welcome New RMGA Members!

## ALPINE HEATING & COOLING

Stephen Dorko  
4907 W. 100 N.  
West Point, UT 84015  
801-708-1349  
[stephendorko@gmail.com](mailto:stephendorko@gmail.com)

## BLAKE HEATING & AIR CONDITIONING

Brad Hartle  
50 West 100 North  
Richfield, UT 84701  
435-896-5468  
[blakeheating16@gmail.com](mailto:blakeheating16@gmail.com)

## CHADSCO SERVICE LLC

Chad Walters  
10281 South Weeping Willow Dr  
Sandy, UT 84070  
801-708-1349  
[chadsco.service@gmail.com](mailto:chadsco.service@gmail.com)

## EXCEL HEATING & AIR CONDITIONING

Jeff Stanworth  
1112 East 1060 North  
Spanish Fork, UT 84660  
801-423-1384  
[excelheatandair@msn.com](mailto:excelheatandair@msn.com)

## FELIX CORREA (STUDENT MEMBER)

6312 West Wending Lane  
West Valley City, UT 84128  
801-231-0478  
[fcorra123@gmail.com](mailto:fcorra123@gmail.com)

## GENUINE COMFORT

Annette Rappley  
PO Box 773  
Centerville, UT 84014  
801-915-4495  
[annette@genuine-comfort.com](mailto:annette@genuine-comfort.com)

## KEVIN LEECASTER (STUDENT MEMBER)

775 9th Ave  
SLC UT 84103  
801-875-1243  
[kevinbryan@outlook.com](mailto:kevinbryan@outlook.com)

## KR PLUMBING & MECHANICAL

Kelly Hahn  
PO Box 674  
Roy, UT 84067  
801-668-0855  
[kelly@krplumbing.net](mailto:kelly@krplumbing.net)

## Time out for a little humor



"For the pain, these have proven to be the most effective swear words."

# Meet and Get to Know: ROBERT WALTON-STEADMAN



**Q.** What is your position within your company?

**A.** I am the president of Walton Plumbing, Heating & Air.

**Q.** When you were a child, what did you want to be when you grew up?

**A.** From the third grade I always knew that I was going to be working in the trades plumbing and heating.

**Q.** What is the most unusual HVACR project you have performed?

**A.** Putting a heat exchanger into a sewer line and then running the lines inside a commercial building to run heat pumps.

**Q.** What are your favorite aspects of your job?

**A.** Repairing a piece of the equipment that is not working, the harder the better sometimes.

**Q.** Why did you become an HVACR contractor?

**A.** Honest answer is that I was born into it, my grandfather and father were both involved so it was a good option for me.

**Q.** If you weren't an HVACR contractor who do you think you would be?

**A.** I would still be Robert Walton-Steadman. But what I might be doing advertising looks interesting coming up with different ideas all the time or performing in New York on stage in the latest production. it is healthy for me to dream

**Q.** What is a motto that you live by?

**A.** Live and let live. Enjoy the differences between us.

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

**A.** Too hard of question there are too many cool places in the world to go. Let's just say the next place I'm going to is Ireland so that's where I'm going next.

**Q.** What three items are always in your fridge?

**A.** Milk, orange juice and homemade strawberry jam.

**Q.** What is the most high tech thing in your house?

**A.** Computer.

**Q.** Where is your favorite place to shop?

**A.** Johnstone Supply — big boy toys!

**Q.** What is your favorite movie?

**A.** Field of Dreams.

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

**A.** Jesus Christ to hear his side of the story. Leonardo da Vinci to try to understand the complexity of the man. Jackson Pollock because I like his art.

**Q.** People would be surprised to know...

**A.** I am a figure skater. I started figure skating when I was 50 years old and have been performing and doing competitions for the last 10 years

*Robert Walton-Steadman can be reached at [waltonplumbing@msn.com](mailto:waltonplumbing@msn.com). ■*

## Get connected to the NEW RMGA WEBSITE: [www.utrmga.org](http://www.utrmga.org)

**LOG ON FOR:** Events & Education • Certification Classes • Code Books & Study Guides • Membership Information • Tracking Customer Referrals



# RMGA EDUCATION CLASSES

**3 Hours  
Continuing  
Education**

## GAS CERTIFICATION CLASSES

### St. George

Thursday, September 14 &  
Friday, September 15  
8 am - 5 pm

### Review and Exam

Saturday, September 16  
8 am - 4 pm

All classes will be held at:  
Dixie Applied Technology College  
1506 South Silicon Way  
St. George, UT 84770

\$375\* per person

Price includes books, 10 on-line videos, testing fee and 2 lunches!  
\*Members earn a \$75 education credit

### Salt Lake City

Thursday, September 22 &  
Friday, September 23  
8 am - 5 pm

### Review and Exam

Saturday, September 30  
8 am - 4 pm

All classes will be held at:  
Johnstone Supply  
2940 South 300 West  
South Salt Lake, UT 84115

\$375\* per person

Price includes books, 10 on-line videos, testing fee and 2 lunches!  
\*Members earn a \$75 education credit

### Salt Lake City

Thursday, November 3 &  
Friday, November 4  
8 am - 5 pm

### Review and Exam

Saturday, November 11  
8 am - 4 pm

All classes will be held at:  
Johnstone Supply  
2940 South 300 West  
South Salt Lake, UT 84115

\$375\* per person

Price includes books, 10 on-line videos, testing fee and 2 lunches!  
\*Members earn a \$75 education credit

## CODE UPDATE TRAINING

### Salt Lake City

Wednesday, September 6  
5 pm - 8 pm

Training held at:

Hercules Industries  
475 N. Billy Mitchell Road  
Salt Lake City, UT 84116

### St. George

Thursday, October 12  
5 pm - 8 pm

Training held at:

Dixie Applied Technology College  
1506 South Silicon Way  
St. George, UT 84770

This course covers recent code adoptions and changes (adopted by Utah on July 1, 2016) to:

- 2015 International Residential Code
- 2015 International Fuel Gas Code
- 2015 International Mechanical Code
- Attendees will receive the IRC, IFGC and either the IMC or IPC codebooks

**Three hours of code training, dinner and 2015 code books provided for only \$100\*!**

\*Members earn a \$50 education credit. Recording CEs with DOPL is \$15. Register at [www.utrmga.org](http://www.utrmga.org) or call RMGA at 801-521-8340 to RSVP.

**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.*

# MECHANICAL CODE DISCUSSION

## ACCA Load Calculations, Duct Design and Equipment Selection



BRENT URSEBACH

### BRENT URSEBACH

SALT LAKE COUNTY PLANNING  
AND DEVELOPMENT

bursenbach@slco.org  
385-468-6694

AS DISCUSSED SEVERAL TIMES in this column, the International Codes have required residential HVAC systems to meet the requirements of ACCA Manual J, D, and S, since the 2000 (first) edition of the “I” Codes. In recent years, inspectors and plans examiners have attended trainings on these design standards and are attempting to enforce these code requirements. Many of you are aware; the RMGA has sponsored and continues to sponsor classes on this subject for contractors and code officials. Understanding and applying these principles has become critical as homes are built many times more energy efficient than homes built in the past several decades.

Over the next several issues of the *Pipeline*, we will discuss some of the benefits, challenges and problems that may be occurring as homes are built efficiently, equipment sizes are reduced, and as whole house ventilation becomes a critical necessity. Please reach out to me with questions or concerns you may have on this subject, so I can address those issues for all.

Please consider the following partial list of issues I plan to address, several which are a revisit from previous discussions:



- Incorrect data is used in the load calculation; specifically window U-factors and insulation R-values.
- Builders fail to insulate per the plans, RES check or load calculations.
- HVAC contractors might blame deficiencies in an HVAC system on the code ‘requiring a smaller system’, while in reality; the duct system was not installed as detailed in the Manual J duct design. Poor fitting design is the number one issue here.
- Improper installation of flex duct products.
- Improper insulation of duct outside the thermal envelope.
- Poor airflow remains the number one issue energy raters are finding as they test duct systems for EnergyStar® and other above code

programs. Rarely do they find a system moving 400 CFM per ton.

- Referring to manufacturers expanded performance data shows low airflow equals reduced sensible capacity, i.e., the 3 ton unit does not produce 3 tons of cooling inside the home if the airflow is low.
- Pressure drops across filters and coils are often ignored, again producing lower airflows.
- Building tightness and triggers for whole house ventilation.
- Whole house ventilation methods.
- Open combustion verses direct vent fuel burning appliances and the impact on whole house comfort and efficiency.

*Again, please reach out to me with your questions, concerns or suggestions. My contact information:*

*bursenbach@slco.org*

*bursenbach@yahoo.com*

*Office: 385-468-6694*

*Cell: 801-381-1449*

*I appreciate emails with details, as my schedule often restricts my availability to take phone calls.*

*Thank You — I look forward to a spirited discussion on this subject, —*

*Brent ■*



When your employees show up to work in the morning, are they coming in early, ready to work, and motivated to give their very best throughout the day?

You may have read that question and laughed at your own answer because you might have to admit like many other companies out there, that employees don't always engage with their work the way you want them to.

Truth be told, many of your employees might straggle in, need a few minutes to get up to speed, and even then they don't always deliver at 100% (or even 80%) throughout the day. Many business owners express

frustration at how hard it is to find employees who will step up daily and serve your customers at the highest level all day long.

**What options do you have to get the best out of them?** Most leaders use various motivational methods like the carrot-and-stick method: you tempt them with a reward for good work and you threaten them with punishment for poor work. That's Standard Operating Procedure for most leaders.

**And does it work?** Well, sort of. Although all it does is turn you into a Santa Claus with a naughty list and a

# How to Get Your Employees to Give Their Very Best Every Day

By Mike Agugliaro (excerpted from Plumbing and Contractor News)

nice list, offering gifts if only your employees do the job they've been hired to do and offering coal if they don't. You end up having to continue giving them more and more gifts just to get them to do the work you wanted them to do in the first place.

Fortunately, **there's another option that many leaders don't realize**, and this is a powerful option that not only creates inner motivation in your employees, it's actually more fun (and affordable!) for you. It will create a stronger working environment and more loyalty, too.



**Forget the carrot, forget the stick. Have a conversation with each employee.** Specifically, learn about them; get to know them; find out about their

lives. Learn their needs—food for their family, a roof over their head, etc.

When you find out what your employees spend their pay check on, you find out their deepest “Why”—the reason they get up in the morning, put on your company's uniform and show up to work.

**Once you know this Why**, then you can use it to help them and to help you. Not all employees make the automatic connection between how their work earns a paycheck which allows them to pay for their Why. So you need to help them see the connection.

- Show them that showing up to work on time, and giving their very best, helps them demonstrate their commitment to the job, which creates job security for them, and thus allows them to continue earning money for their Why.
- Show them that serving customers at the highest level, every single day, creates more business for the company, which helps to create more opportunities for them—whether that's more job security, an increase in pay or a higher position in the company.
- There may be times when you need to show them that their poor behavior and unacceptable workmanship doesn't just jeopardize their job...It jeopardizes their ability to support their Why.
- And, if their work ever changes (i.e. from great to poor) then you have an opportunity to ask them about their Why, to see what's changed in their lives, and to see if you can help them get back in alignment—either in your company or somewhere else.

The carrot and the stick? They're useful tools but they just create reactive employees when you rely on just those tools to motivate your employees. The better strategy—the one that is actually more fulfilling for you as a leader—is to get to know your employees and find out what they do when they're not at work. Discover their Why and you discover the key to creating employees who give their very best always. ■



# PIPELINE

FUEL FOR YOUR BUSINESS

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SALT LAKE CITY, UT 84102

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[www.federatedinsurance.com](http://www.federatedinsurance.com)

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