

RMGA Moves into Wyoming

ON JANUARY 29, 2019 the Rocky Mountain Gas Association filed Articles of Incorporation with the Wyoming Secretary of State to register as a Mutual Benefit Corporation in Wyoming. Tim Ridenhour with Tom's HVAC in Evanston, WY is our registered agent.

Working with Dominion Energy, RMGA will introduce our association to HVAC contractors and city officials in Evanston and Rock Springs this Spring, and the member benefits, including RMGA Certification Training



Pictured in photo, from left: Lee Mettmann, Dominion Energy; Tim Ridenour, Tom's HVAC; Jamie Schumacher, Gunther's; Ryan Rentmeister, Rentmeister's; and John Hill, RMGA

RMGA Incorporates in Wyoming

and Testing, and Referral Program.

The Spring introductory meetings will also include a sampling of HVAC training, with instructor Dean Dyatt, to enhance the value of the meetings for the attendees. RMGA Certification testing will take place at local college

testing centers.

Next month, RMGA

plans to invite two Wyoming HVAC Contractors, Tim Ridenhour with Tom's HVAC in Evanston, and Keaton West with Vaughn's Plumbing & Heating in Rock Springs, to join the Board of Directors to help us build the Wyoming Association. ■

WEDNESDAY • APRIL 10

**RMGA
 EDUCATION
 SUMMIT
 2019**

SALT LAKE CITY • UTAH

Save the Date: RMGA Education Summit

THE 2019 RMGA EDUCATION SUMMIT will be held on Wednesday, April 10, 2019 in Salt Lake City. The location is to be determined so stay tuned!

The Summit offers 6 hours of continuing education, including 2018 Code Adoptions, Code Refresher, along with an Economic Outlook and RMGA Apprenticeship Program Introduction!

Mark your calendars! ■

MESSAGE FROM THE PRESIDENT

RYAN RENTMEISTER

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Dear RMGA Members & Friends,

We have a lot of exciting things we are working on to better the industry.

We were asked several months ago by Dominion Energy to expand into Wyoming. Specifically the area they cover mainly Evanston and Rock Springs. Dominion wanted to raise the bar on contractor knowledge and bring RMGA Certification into that area. Over the last few months we have incorporated in Wyoming and found two great companies to help us in these areas. We will be taking a trip tentatively in April to introduce ourselves to as many dealers, inspectors, building officials and town mayors as we can. Then

we will set up a training session for Dean Dyatt to bring the Certification Exam later this year.

We are also continuing to work on setting up our federally approved Apprenticeship Program. We want to make sure we set the program up correctly. We hope to be able to get details out to all of our members in a couple of months. We are still waiting for the Department of Labor to approve/rule on one of the things we want to have in our program. Details to follow soon.

We are also in the middle of a great time of year for us trying to keep up to date with the many ways our great legislators and special interest groups are trying to affect us in negative ways. We are monitoring several bills this year and trying to give input and testimony as needed. John will be sending out updates often about the progress of these bills. If you would like to be included on this mailing or would be willing to testify, let John know.

It is an exciting time for RMGA and the Industry. Hope you're well and have a great year. As always feel free to contact me for help or any concern.

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RMGA GAS CERTIFICATION CLASSES

**New Pre-test
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CALL 801-521-8340 TO REGISTER

Salt Lake City

Friday, March 8,
Saturday, March 9 &
Saturday, March 16
8 am - 5 pm

All classes will be held at:
Dominion Energy
CTC Training Room
1000 West 100 South, SLC, UT

St. George

Thursday, April 4,
Friday, April 5 &
Saturday, April 6
8 am - 5 pm

All classes will be held at:
Dixie Technical College
610 South Tech Ridge Dr, Building B
St. George, UT 84770

Salt Lake City

Friday, May 10
Saturday, May 11 &
Saturday, May 18
8 am - 5 pm

All classes will be 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, one testing fee and two attempts at exam (if necessary).

Important RMGA Certification Class Info

Effective March 1, 2019, 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.
- Starting with the July 2019 RMGA Certification Class, the 3-day class will be taught consecutive days: Thursday, Friday, and Saturday.
- 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 March 16th, you have until September 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 September 2018, the updated tabs and pages are an additional \$25, plus any required testing fees.
- Cancellations within a week of class incur a \$125 fee. Before that date, you can cancel and receive a credit, not a refund, towards a future class. Reminders about the class are sent out 10 days before.

MECHANICAL CODE DISCUSSION

Duct Blaster — Duct Leakage Testing



BRENT URSENBACH

**HVAC EDUCATOR/
EXPERT WITNESS**

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IN THIS ISSUE OF the *Pipeline* we'll revisit a subject discussed five years ago. Duct leakage testing is required on new duct systems, installed outside the thermal envelope of a home. The code now requires duct leakage testing for residential HVAC systems with air handlers and/or at least 25% of the duct system, measured by length, located in an attic, crawlspace or outside.

In other words, 75% of the duct must be inside the thermal envelope. The allowable leakage has been amended by the Legislature. The Utah state amendment requires the following:

Post-construction test: *Total leakage shall be less than or equal to 7 CFM per 100 square feet of conditioned floor area, when tested at a pressure differential of 0.1 inches w.g. (25 Pa) across the entire system, including the manufacturer's air handler enclosure. All registers and grills shall be taped or otherwise sealed during the test. Without amendments, the allowed leakage is 4 CFM per 100 square feet of conditioned floor area.*

A duct leakage tester or duct blaster

is a diagnostic tool designed to measure the airtightness of HVAC ductwork. A duct leakage tester consists of a

calibrated fan for measuring an air flow rate and a pressure sensing device to measure the pressure created by the fan

flow. The combination of pressure and fan flow measurements is used to determine the ductwork airtightness.

A basic duct leakage testing system includes three components - a calibrated fan, a register sealing system and a device to measure fan flow and building pressure. Supply registers or return air grills are sealed using adhesive tapes, cardboard, or non-adhesive reusable seals. The blower compartment or one return grill is left unsealed. The calibrated fan is then connected to that unsealed opening. Pressure is monitored in one of the branches of the ductwork while the calibrated fan delivers air into the system. As air is delivered into the

ductwork, pressure builds and forces air out of all of the holes in the various ductwork connections or through the seams and joints of the furnace or air-conditioner. The tighter the ductwork system (e.g. fewer holes), the less air you need from the fan to create a change in the ductwork pressure.

Obviously, it's critical to build a tight duct system, especially when the duct is outside the thermal envelope. Leaking supply ducts throw conditioned air away, while leaking return duct will draw extremely hot air out of attic during cooling operation. Leaking ducts systems, when located outside the thermal envelope, also adds to the whole house envelope

leakage, where blower door testing occurs on the entire building envelope.

Major duct system leak locations include panned floor joist and wall cavities, coil to furnace and coil to plenum connections, line-set plenum penetrations, take-off dove-tails, and cleat connections. Sealing connections during installation, rather than after the duct system is completed will result in a tighter system. Check out duct blaster videos on YouTube!

Please remember your questions, comments and suggestions are always welcome. —Brent ■



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!

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 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: 70 Greatest Life Lessons

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. ■

**It's
Your
Business**
**Some Rules for
Business Success**



**WELCOME
NEW RMGA
MEMBERS!**

KEITH DEPPER

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DERRICK PAUL

Paul Brothers Heating & Air
77 East 7660 South
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(AFFILIATE MEMBER)

FRED LARSEN

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(WELCOME BACK)

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801-743-1626

Meet and Get to Know: TIM RIDENOUR

Q. Tell us about your company?

A. Tom's HVAC LLC has been in business for almost 25 years, it was started as a family business and has remained such over the years. We provide service for many of the local businesses along with the different gas plants, mines and productions facilities in our area. We work hard to provide honest, good quality work for our customers, and we take pride in our reputation.

Q. What is your position within the company?

A. Tom's is a family owned business as such I have many job titles: Estimator, Installer, Field Tech, Business Manager, and

last but not least Janitor.

Q. If you weren't an HVACR Contactor, what would you like to be?

A. I would be a fireman.

Q. What are your favorite aspects of your job?

A. I am always doing something new, so work is never boring.

Q. What is a motto that you live by?

A. I don't know if I have a motto per se, but I do try to treat people with respect and be as honest as possible.

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



TIM RIDENOUR & FAMILY

A. I love pretty much anything outdoors. I enjoy running with my wife, dirt biking with the kids, along with camping and hunting.

Q. Do you have a favorite movie?

A. I would have to say Ladder 49.

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

A. This one is simple and there's only one person I would want to have dinner with one last time, and that would be my Dad.

Q. People would be surprised to know...

A. I am a Volunteer Firefighter and EMT.

Tim Ridenour can be reached at Tim@tomshvacllc.com. ■



TIM AND MRS. RIDENOUR

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Call Duane Hill @ 801-521-8335
to reserve your space!

Employee Retention: Skilled, Experienced Workers are the Heart of a Successful Business

Losing an employee brings a number of challenges. Aside from the loss of a skilled worker, a business carries the expense and time burden of searching for the right candidate and training a new team member. Developing and maintaining a workforce-retention strategy should be a business's top priority.

Ensuring employees feel challenged and fulfilled in their positions is key to keeping a healthy—and experienced—work force. Keeping the focus on

employees' individual needs helps ensure long-term strength.

Retention is not a once-a-year activity. It requires consistent attention and effort. Staying current on market-compensation trends and best practices in developing workplace culture and manager/employee relations will help keep staff morale high and turnover low.

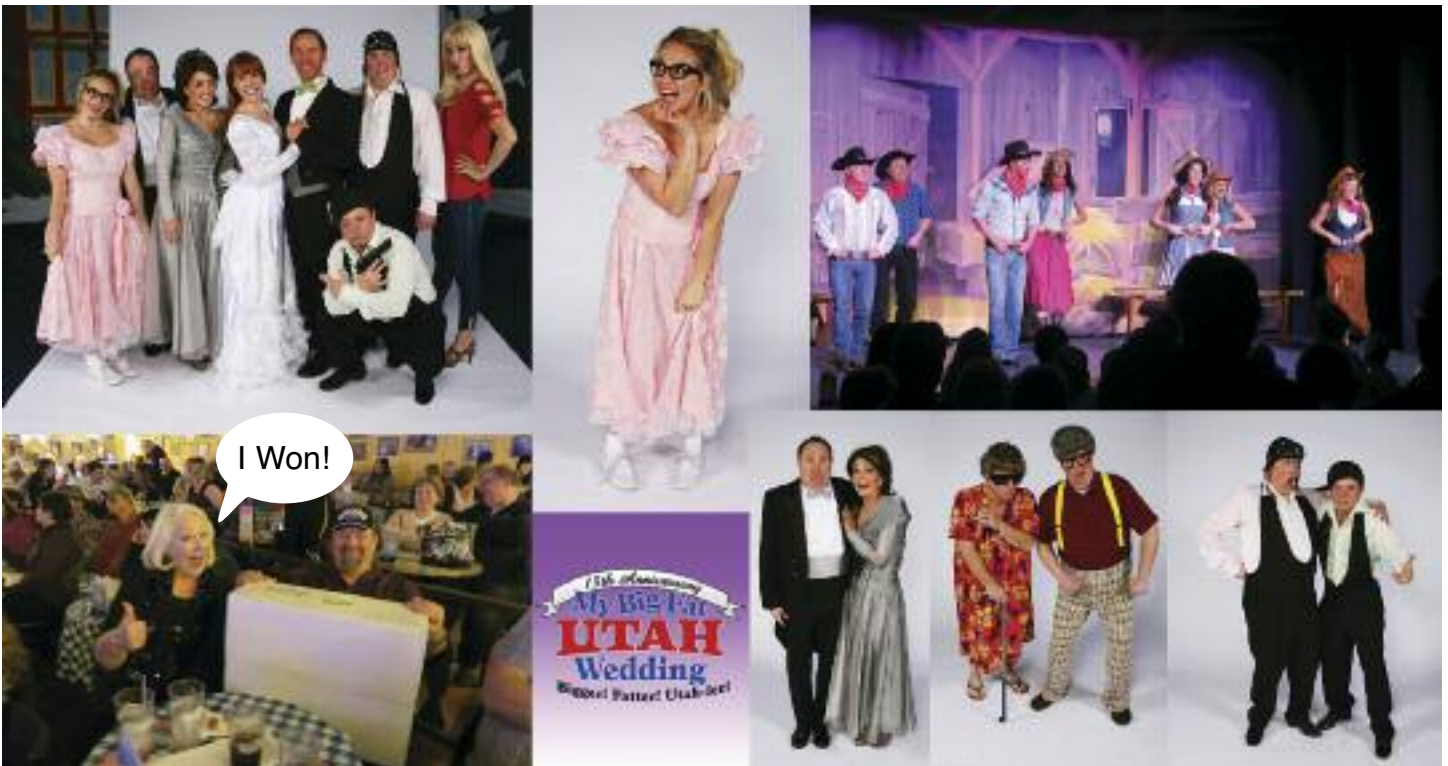
For further information on this subject, Federated Insurance in their Employment Practices Network addresses the following topics related to

developing an employee-retention strategy:

- Onboarding and orientation
- Mentorship programs
- Employee Compensation
- Recognition and reward systems
- Work-life balance
- Training and development
- Communication and feedback
- Dealing with change

RMGA Celebrates at Big Wedding!

Thirty happy attendees enjoyed the annual RMGA Sweetheart Social at Desert Star Theater on February 9, 2019, where we ate dinner and laughed at their light-hearted take on dating and marriage in Utah. Several lucky attendees went home with fabulous raffle prizes, including a luxury bidet toilet seat. Hope you join us next year!





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