

WEDNESDAY, OCTOBER 13

RMGA
EDUCATION
SUMMIT
2021

DOWNTOWN SLC, UTAH

RMGA Announces In-person Education Summit

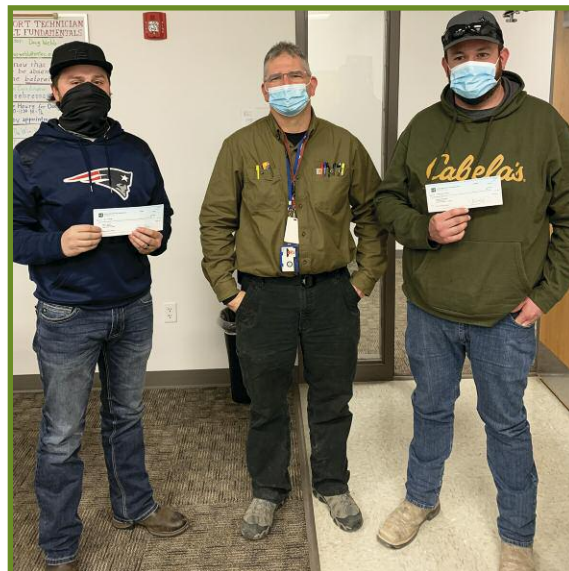
RMGA plans to hold an “in-person” Education Summit on Wednesday, October 13, 2021 in downtown Salt Lake. The meeting will **provide RMGA members with all six hours of Continuing Education needed for Contractor License renewal**, including HVACR specific and energy efficiency training. ■

Western Wyoming Community College Restarts Certification Testing

HVACR Technicians in Evanston, Green River and Rock Springs can again sit for the RMGA Certification Exam in the testing centers at all three Western Wyoming Community College locations. **Contact Tina McNulty at tina@utrmga.com to purchase a test voucher, then Kasey Damori at kdamori@westernwyoming.edu to schedule a test.** We hope to provide another RMGA Certification Class in SW Wyoming in late 2021. ■

RMGA Awards Training Scholarships to Three MTech Students

Three Mountainland Technical College (Mtech) students were each awarded \$500 scholarships to assist them in completing their HVACR education. Three scholarships were left unclaimed, so we **encourage 1st and 2nd year students to apply for the remaining 2020 awards!** ■



2021 MTech Scholarship Winners: Clinton Christensen (above), Dillyn Morgan (left), Zachary Hansen (right) and their instructor Jeffrey Heinz (center).

Eric Miller with Farmington City joins the RMGA Board. See Page 6 to meet and get to know Eric!

Jamie Schumacher
jamie@gunthers.com
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**MESSAGE
FROM OUR
PRESIDENT**
JAMIE SCHUMACHER

Dear RMGA Members & Friends,

I hope the anticipation of the upcoming spring finds you in good spirits and ready to take on the influx of work as customers begin calling for spring tune ups and/or replacement options. I was thinking about customer service and came upon several great quotes that I think are worthy of repeating.

Remember, it costs more to acquire new customers than it does to retain customers, so keep your commitments and treat everyone with respect.

“My metric for success can be summed up in one phrase: earn customers for life.”

—Mary Barra, CEO, General Motors

“To earn the respect (and eventually love) of your customers, you first must respect those customers. That is why Golden Rule behavior is embraced by most of the winning companies.”

—Colleen Barrett, President (Emerita)
Southwest Airlines

“We see our customers as invited guests to a party, it’s our job to make the customer experience a little bit better.”

— Jeff Bezos, Founder and CEO, Amazon

In the day-to-day flow of work, don’t lose sight of why you do what you do, and remember that without customers you won’t have anything to do!

Wishing you the best of success.

BOARD BRIEFING JAN & FEB 2021

In January, Ross Ford with the Utah Homebuilders Association, joined us to discuss **HB98 Local Government Building Regulation Amendments**, a bill that as drafted allows a building permit applicant to opt out of certain local building inspection and plan review requirements and allows independent building inspectors to issue certificates of occupancy, among other things. Members were concerned about consumer protection, especially if no one is watching the 3rd party inspectors. Halfway through the legislative process, the bill is still being debated with building officials from Utah’s Cities and Towns.

In February, we reviewed several bills being debated by the legislature. **HB355 Workers Compensation Revisions**, introduced on February 13 would stop personal injury attorneys from suing all related parties to a construction project for additional compensation on behalf of injured workers whose Workers’ Comp claims have already been paid. **RMGA spoke in favor of this bill in committee!**

The board reviewed the new RMGA Certification Exam testing procedure that eliminates personal notes and books, in favor of a highlighted Testing Center version of the Study Guide that students are allowed to use. After a lengthy discussion about sharing this new version with schools and contractor members, the board decided not to share it broadly at this time, but plan to revisit the issue in a couple months.

Email John@utrmga.com to get monthly announcements/invitations to attend RMGA Zoom board meetings. Our next Zoom board meeting will on March 10th at noon. ■

RMGA GAS CERTIFICATION CLASSES

PRE-REGISTER ONLINE
WWW.UTRMGA.ORG

All Certification
Classes are
Currently held
on Zoom!

Plan Ahead - Classes Sell Out Quickly

MAY*

Classes held on Zoom for **2 WEEKS**
4 HOURS per night for **3 NIGHTS**
5:30 pm – 9:30 pm

WEEK 1: Tuesday, May 4
Wednesday, May 5 &
Thursday, May 6

WEEK 2: Tuesday, May 11
Wednesday, May 12 &
Thursday, May 15

JULY*

Classes held on Zoom for **2 WEEKS**
4 HOURS per night for **3 NIGHTS**
5:30 pm – 9:30 pm

WEEK 1: Tuesday, July 13
Wednesday, July 14 &
Thursday, July 15

WEEK 2: Tuesday, July 20
Wednesday, July 21
Thursday, July 22

*These Gas Certification classes are \$400. Price includes the RMGA Study Guide, IFGC Book, online videos, Zoom instruction and two attempts at the exam (if necessary). The Zoom link will be provided the day before the classes begin. Technicians should plan on attending ALL sessions. No refunds/cancellations.

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.

Welcome New RMGA Members!

ERIC MILLER

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801-939-9219
emiller@farmington.utah.gov

CODY HOLT

Holt's Mechanical
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Spanish Fork, UT 84660
801-420-4789
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MATTHEW TRIPP

Rapid Mechanical
622 Crest Dale Ln
385-349-6700
Santaquin, UT 84655
matt@rapidmechanicalutah.com

Do you have experience working
as a field technician?
Know someone mechanically inclined?
Looking for a new career
in the dental industry?

If so, we'd love to connect!

As a dental industry Field Service Technician, creating an exceptional client experience is job #1, while providing onsite repair and installation assistance on a variety of dental equipment.

Well-developed client relationship building and positive communication are the keys to success in this role, in addition to being a role model to other technicians.

Burkhart promotes career development by providing Burkhart training, online classes, and manufacturer basic core equipment training.

For more information contact:
Cindy Adams: 801-865-5602
or apply at Burkhart Dental Supply
BurkhartDental.com

MECHANICAL CODE DISCUSSION

Appliance Access— International Residential Code



BRENT URSEBACH

**HVAC EDUCATOR/
EXPERT WITNESS**

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801-381-1449

I RECALL GOING OUT ON crawlspace “change-outs” back in the mid 1970s where the salesman’s instructions included disassembling the horizontal furnace to fit it into the crawlspace, as the access opening was too small. Many times, I would find one or more old furnaces shoved off to the side, as the previous installer did not want to take the old one apart to get it out through the small opening. I must admit, I added to the furnace graveyard in several crawlspaces.

Many of you have and will continue to encounter situations where a furnace or water heater must be removed to replace another appliance, or an attic installation without a platform or catwalk. How often do you service an appliance with a headlamp or mini-mag flashlight in your mouth so you can see, or must run an extension cord for power? Ever tried to replace a filter or pull a blower without sufficient clearance in front of the furnace? These and other conditions are regulated by the mechanical code, for the support and protection of anyone maintaining, repairing, or replacing an appliance. The following code sections from the IRC for residential construction are virtually identical those found in the IMC and the IPC.

M1305.1 Appliance access for inspection service, repair, and replacement. *Appliances shall be accessible for inspection, service,*

repair, and replacement without removing permanent construction, other appliances, or any other piping or ducts not connected to the appliance being inspected, serviced, repaired, or replaced. A level working space not less than 30 inches deep and 30 inches wide shall be provided in front of the control side to service an appliance.

Please refer to the following 2015 IRC sections in your code book for the full text on the following brief descriptions.

M1305.1.1 Furnaces and Air Handlers; requiring alcoves or compartments 12” wider than the appliance was deleted in the 2018 IRC, which we did not adopt. An inspector should allow a narrower compartment as an alternate method, as it complies with a newer, not yet adopted code.

M1305.1.2 Appliances in Rooms; while repeating the 30” clearance requirements, also requires a door not less than 24” minimum width, or larger if needed to remove a largest appliance.

M1305.1.3 Appliances in Attics; requires an access opening large enough to remove the largest appliance, with a minimum opening size of 30” by 22”. Also required is the 30” level service platform and solid flooring walkway, 30” high by 24” wide, no longer than 20’, from the access to the platform. An exception to the platform is allowed if the appliance may be serviced for the

access opening, while another exception allows 50’ from the access to the appliance, if a 6’ high passageway is provided.

M1305.1.4 Appliances under floors; contains requirements virtually identical to those for an attic, with a 30” by 22” access opening or larger if required for an appliance, 30” minimum height, within 20’ of the access. Suspended appliances must be a minimum 6” above the ground. If supported on the ground, a minimum 3” high concrete pad is required. This section also requires masonry or concrete lined walls where the passageway or service space is more than 12” deeper than the adjoining grade.

M1305.1.3.1 and **M1305.1.4.3;** detail for both attics and underfloor spaces, a required light at the appliance with a switch at the access opening, and a receptacle at or near the appliance locations.

Summarizing:

- Each appliance must be installed with an access opening allowing removal and replacement of the largest appliance.
- Space must be provided as defined, from the appliance to the access, for travel and appliance removal.
- These travel spaces do not include exceptions for crawling over and under ducts, pipe, wires, etc. →

Your Business: I am the Customer . . . Respect me

WHEN YOUR PHONE RINGS, it is me calling. I am the customer and I'm calling because I have a problem.

Usually, it's a problem I cannot fix myself. I am anxious when I call, especially if it's the 1st time I've called you. I want to trust you, but I don't know if I can. I fear you will take advantage of me.

I worry if you will be able to respond as fast as I want, or if I'll have to sit around the house all day waiting. I have things to do too! Most of all, I worry about my problem; how serious it is and how long it will take to repair? And, of course, how much it will cost?

All these things pass through my mind before I pick up the phone. When you answer, you are talking to a bundle of anxiety. I don't want to hear a machine, or a distracted voice on a mobile phone. I don't want you to promise something you can't

deliver, but don't be vague or evasive either, or I may call your competitor.

If I have to wait for your RMGA Certified Technician to be dispatched, keep me informed. Ask me if I prefer to be updated by phone or text, and follow through. When your technician arrives, I want his truck to look professional, and for him to look



professional: clean and presentable. He should smile, look me in the eye when I'm explaining things, and treat what I say as important.

If he finds other problems besides the one I called about, he should share what he found and give me options. I like options! I rarely think about my home's furnace; it's just there, and I expect it to work. I don't think about improving it because I'm not aware it can be improved. If there are improvements or enhancements I could benefit from, I appreciate

learning about them, even if I am not ready to take action right away. It's okay to talk with me about zone systems, air purifiers, humidifiers, and more, but don't be surprised if I pass. You are planting seeds for me to think about.

Above all, I want the respect I deserve. I am the reason your company exists. I buy what you sell. I pay your bills. I am not an irritant. I am not unreasonable. I am not stupid, even if I am uninformed (it's your job to inform me). I want to work with and buy from you, that's why I called. If you treat me well, I will call again. I will tell my friends about you. If you let me know about the other things you offer that could improve my life, I will buy them...some of the time.

I want to call you "My Guy," and know you send RMGA Certified Technicians. Treat me right and I will call again and again. Treat me wrong or be indifferent and I'll call your competitor.

Written by Matt Michel. ■

These and other obstacles must be installed where they do not encroach into service access and service spaces.

- 30" wide and deep service spaces, with level platforms or surfaces must be provided in front of all sides of an appliance requiring service. See manufacturer's installation instructions.
- Where service platforms are located within insulated attics, the platform and passageways must be installed above the required insulation.
- Have you ever been tempted to leave a pull chain light on, rather than navigate back across the trusses in an attic to turn it off, then work your way back to the access

in the dark? A light and receptacle is required at each appliance location, with the light switch at the access opening.

The IRC does not require updating each of these with every appliance replacement; however, if you are working on a remodel project, do not hesitate to remind the general contractor or inspector of these important code requirements. If you are installing systems in new construction home or addition, these are mandatory in every situation. Additionally, you cannot create a code violation in a new installation, blocking access to an existing appliance, when adding a new furnace or water heater.

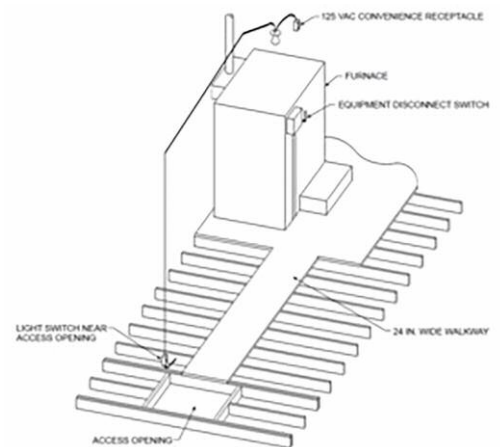


Image courtesy of International Code Council

Please feel free to contact me with your questions or comments on this or other code subjects. Thanks —Brent ■

Meet and Get to Know: ERIC MILLER

Q. Tell us about your employer. . . .

A. I work for Farmington City. I have been with the city for 26 years. I started out in public works where I was for 2 years, got asked if I wanted to get into building inspections and this is where I have been since. I work with some of the finest people and get along with everyone at the city.



ERIC MILLER & BIG CATCH

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

A. Belize on a private island in the Caribbean.

Q. What is your favorite hobby?

A. I have two: hunting big game and fishing.

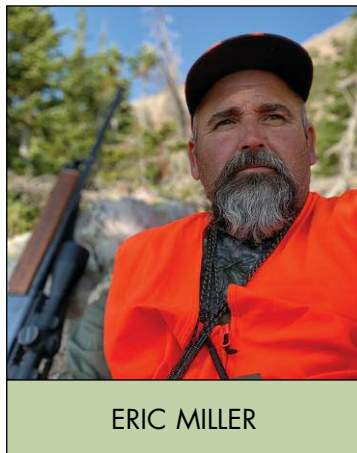
Q. Tell us about your hidden talent.

A. I don't know if I have a hidden talent but

Q. What is your position with Farmington City?

A. Building Official.

Q. If you weren't with Farmington, where would you like to be?



ERIC MILLER

A. I would be running my Landscape Sprinkler business.

Q. What was your most unusual work experience?

A. I used to work for a mortuary, where I helped with burials and cremations.

Q. What are your favorite aspects of your job?

A. Seeing the finished product of construction process from start to finish.

Q. Do you have a motto to live by?

A. Do it right the first time.

I love to work.

Q. If you won a \$50 million lottery, what would you do with the money?

A. Take my family on a fun trip, put the money away for a rainy day and help other people out.

Q. Do you have a favorite movie?

A. Talledega Nights.

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

A. Abraham Lincoln, Babe Ruth, and my Grandpa Miller. I have enjoyed history and sports but to visit with my grandpa that I have never met would be fantastic.

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

A. I am a NASCAR fan.



ERIC MILLER & FAMILY

Reach Eric Miller at emiller@farmington.utah.gov ■

RESOLUTIONS FOR A (MUCH-NEEDED) FRESH START

IN NORMAL TIMES, the beginning of a new year brings excitement and anticipation about all the things you want to accomplish over the next twelve months. But 2020 was anything but a normal year. Businesses everywhere faced challenges that no one could have anticipated, and for many business owners, excitement and anticipation have been replaced by a sense of relief that they managed to make it through the year. A fresh start, with goals for the upcoming year, may be just what you need to reset your outlook and help get your business off on the right foot in 2021. Here are a few ideas to consider to help protect and strengthen your business in the coming year.

Protect Against the Loss of a Key Employee.

Have you considered what might happen to your business operations if one of your most valuable, key employees passed away unexpectedly? The death of a key employee could be

catastrophic to a business – the loss of expertise, as well as the cost to hire and train a replacement, could be significant. Life insurance coverage on a key employee can help by providing funds to help cover unforeseen costs and keep the business running.

Determine the Value of Your Business.

Do you know what your business



financial statements, to an in-depth appraisal. Your advisors should be able to recommend which method is most appropriate for your business based on the purpose and estimated cost.

Evaluate Succession Plans.

Do you have a written business succession plan in place? If so, are the documents up to date? Buy-sell agreements and funding should be reviewed periodically to make sure they still reflect the wishes of the owners. If you don't have a succession plan in place yet, why not set a goal to get that done this year. Who will take over the business if something should happen to you or if you decide it's



is worth? For many business owners, their business is the largest asset they own, and knowing its value is critical to any planning they may do. Methods for determining a value can range from relatively simple calculations based on the company's past

time to retire? Better to think about your options now, when you have time to identify your successor and plan for a smooth transition.

Federated Insurance has resources available to help you accomplish some of these business goals this year. ■

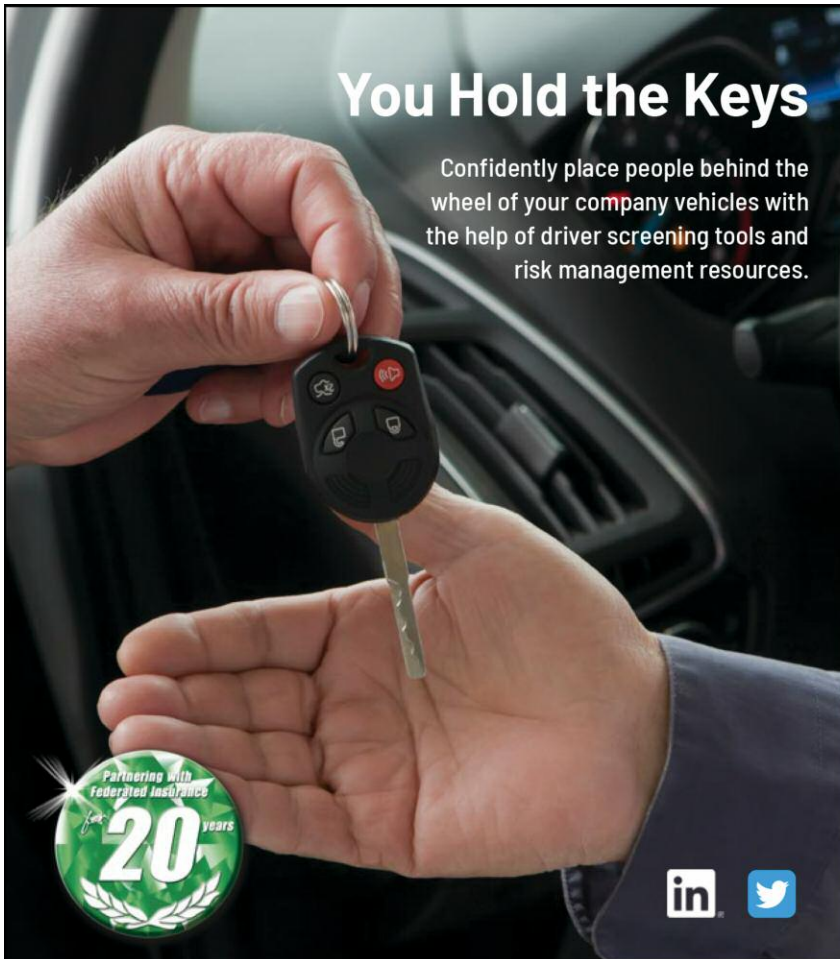


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