I hope everyone managed to stay warm during our cold snap. I guess we should be happy that we made it as far into the season as we did before it hit!

I would like to take this opportunity to point out a couple things WAHI is working on for all of our members:

- We were recently invited to a meeting with the Department of Safety and Professionals Services (DSPS) – there have been some recent changes in leadership within the Department. The intention was to let the groups they govern meet the new staff and share any ideas and/or concerns they may have. During the meeting, WAHI was recognized for the quality education we provide to our members. It was very apparent to them that training and continuing education are a priority for us. See page 13 in this newsletter for a summary of the meeting from our Legislative Committee Chair, David Strandberg.

- Don’t forget that nominations are currently being accepted for State President and Vice President of WAHI. If you are interested in running, please reach out to our Nominations and Elections Committee Chair, Andy Helgeson (ajhelgeson@wi.rr.com and 414-315-0266) or Julie Arnstein (Julie@wahigroup.com or 877.399.WAHI). All nominees are asked to submit a brief bio to include with the ballot – see page 15 in this newsletter for further details.

Keep warm!
Doug Hoerth
January speaker, Phil Borchardt a City of Wausau Building Inspector, discussed possible code changes for decks.

**NEXT MEETING:**  Wednesday, February 17  
Social at 6:00 p.m. & Dinner/Meeting at 6:30 p.m.  
Meeting and meal is $30; meeting is only $10.  
*Palms Supper Club Steak House, 5912 Business Hwy 51, Schofield*  
*Speaker:* Vince Hopkins, Sure-Dry Basement Systems

For speaker information, or to provide a suggestion/lead, please contact the Chapter President, Richard Duerkop at 715-241-8222.

**NEXT MEETING:**  Wednesday, February 3  
Buffet Dinner at 5:30 p.m. & Meeting at 6:00 p.m.  
*Jade Garden Restaurant, 3620 Gateway Dr., Eau Claire*  
*Speaker:* Calvin Miller, City of Eau Claire Building Inspector  
Calvin will be presenting information on egress windows, fire separation and safety requirements.

For speaker information, or to provide a suggestion/lead, please contact Chapter Education Chair, Pete Saltness at 715-829-7348.

January’s education was provided by Affiliate Member, Wayne Allen of Wisconsin Basement Inspection Services, LLC. who discussed basement and foundation inspections, and when to refer issues to an expert.

**NEXT MEETING:**  Tuesday, February 16  
Social at 6:00 p.m. & Meeting/Dinner at 6:30 p.m.  
*Stone Toad, 1109 S. Oneida St., Menasha*  
*Speaker:* Sean Landstrom, Integrity Plumbling

For speaker information, or to provide a suggestion/lead, please contact the Chapter Education Chair, Scott Hansen at 920-716-3025.

*The Madison Chapter meets only the following months: January, February, May, June, September and October.*

January’s speaker, Nathan Thornberry of Residential Warranty Services Inc., offered a Q&A session on warranty claims for HVAC, water heaters and appliance functionality. He also went over E&O costs and why you should compare mechanical items to the recall list.

**NEXT MEETING:**  Thursday, February 18  
Roundtable at 6:00 p.m. & Meeting/Dinner at 6:30 p.m.  
*Rocky Rococo’s Pizza, 1753 Thierer Rd., Madison*  
*Speaker:* A Represenative from the Madison Metropolitan School District  
They will be discussing the Forgotten Appliance - Water Softeners (see pgs. 16-17)

For speaker information, or to provide a suggestion/lead, please contact the Chapter President, Denny Kruger at 608-835-5395.

One of our January speakers, David Kusnierek of Patzner Pest Control, shared his expertise on wood boring insects, while the other, Jeff Frank of Hanover Insurance, provided a brief overview about group E&O coverage.

**NEXT MEETING:**  Tuesday, February 9  
Social at 6:00 p.m., Dinner at 6:30 p.m. and Meeting at 7:00 p.m.  
*Klemmer’s Banquet Center 10401 W. Oklahoma Ave., West Allis*  
*Speaker:* Roger Heindt, Lab Tech President & Steve Knoebel, Milwaukee Education Chair  
Roger will present on computer security and performance. Steve will provide a short presentation entitled, "INc. does not mean CYA."

For speaker information, or to provide a suggestion/lead, please contact Chapter Education Chair, Steven Knoebel at 414-828-4217.
What’s Happening in WAHI?
By Executive Director, Julie Arnstein
Here is the brief recap of activity in the past month and a preview of what lay ahead.
If anyone would ever like further information on something mentioned in this article just let me know...julie@wahigroup.com, 414.299.9766 or 877.399.WAHI

January 2016
• Keep up the good work in reaching out to new affiliate members and suitable candidates to serve as participants in our Arbitration program. I have heard from several members who have either brought trained arbitrators back into the association and the program or who have made contact with new people interested in the program. Arbitration Committee Chair Mark Thomas made a plea to all Chapter-Elected Members at Large on the Board of Directors, as well as all attendees during his fall 2015 seminar presentation on Risk Management. In order for WAHI to have a successful Arbitration program we need more qualified affiliate members, at each chapter, who can then be trained to serve as a Contractor Arbitrator. A solid program needs to be in place should the need for arbitration arise. It is every WAHI member’s responsibility to assist in this goal.

• The minutes from the Special Board Meeting held on December 1, 2015 in Mauston have been posted on the website under the Members Only tab. See page 5 in this newsletter for step-by-step instructions to access that area.

• WAHI met with the Department of Safety and Professional Services (DSPS) on January 8th. The DSPS called it a “Fresh Start to 2016” meeting. We had the opportunity to reconnect with existing staff, as well as to meet a few new faces at the department. Please see page 13 of this newsletter for a summary of the meeting from our Legislative Chair, David Strandberg.

• Public Relations Committee Chair, Bob Turicik, along with several additional WAHI members volunteered to represent WAHI at a smaller conference put on by the WI Realtors Association’s (WRA) in January. It was held in Lac du Flambeau, January 26th through the 28th. Thanks again Bob and all!

February and Beyond...
• The State Election is upon us! See page 15 in this newsletter for details and important dates. This election will be to elect State President and Vice President - both positions are a 2-year term (May 1, 2016 through April 30, 2018). Please contact Nominations and Elections Chair, Andy Helgeson or myself with any questions or interest.

• Our Education Committee has finalized our speaker line up and Education House for our Spring 2016 Training Seminar. We are scheduled for Friday March 18 and Saturday March 19, in Milwaukee at The Clarion Hotel and Conference Center across from the airport. The WAHI Annual Meeting will be held during lunch. See the website for details and registration.

• Our next Board Meeting will be held in conjunction with the Spring Seminar and Education House. We are scheduled from 2 pm to 5 pm on Friday March 18th at the Clarion. All WAHI general members are welcome to attend. Please let me know by Friday March 11th to allow for sufficient seating and handouts.

• Our 15th Annual Meeting will be held during lunch at the WAHI Spring 2016 Training Seminar at the Clarion Hotel and Conference Center on Howell Avenue across from General Mitchell International Airport. Anyone unable to attend the seminar but interested in attending the Annual Meeting should contact me by Friday, March 11th.
NEW MEMBERS

Jeff Ascher (Chippewa Valley)
Affiliate Member - Insurance
Coverra Insurance Services
608-269-2127
jascher@coverrainsurance.com

Jessica Cannizzaro (Milwaukee)
Affiliate Member - Plumbing
Milestone Plumbing, Inc.
414-988-4565
Jessie@milestoneplumbing.com

Michael DeCoster (Fox Valley)
Home Inspector Member
Home Inspector, MD LLC.
612-432-4225
homeinspectormd@outlook.com

Jeff Frank (Milwaukee)
Affiliate Member - Insurance
Robertson Ryan
414-221-0364
jfrank@robertsonryan.com

Frank Porter (Milwaukee)
Affiliate Member - Air duct and dryer vent cleaning
Duct Works Environmental, LLC.
262-395-4377
info@duct-works.com

Dave Sessions (Out of State)
Affiliate Member - Insurance
Hanover Insurance
508-855-1000
dsessions@hanover.com

Gary Tarpen (Milwaukee)
Home Inspector Member
Lakes Area Home Inspection, Inc.
262-945-6720
gary@lahigroup.com

Joe Thomas (Milwaukee)
Home Inspector Member
Joe Thomas Home Inspection, LLC.
414-469-6424
joethomashomeinspection@gmail.com
**BOARD MEETING MINUTES**

A DRAFT copy of the Board Meeting Minutes from the Special Meeting held on December 1, 2015 has been posted on the WAHI website. Approval of the minutes will be on the March 18th Board Meeting agenda.

- Log-in as instructed on page 12 of this newsletter – Website 101
- From the Home Page, go to the far right – “hover” your mouse on the 3 horizontal lines
- As you “hover”, 3 options will appear in the drop down menu – select Members Only
- Scroll down to the bottom section of the page to view Board Meeting Minutes

The December 1, 2015 draft minutes are posted at the very bottom of the far right column.

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**SPECIAL SPACES FOR KIDS**

Longtime Milwaukee Chapter member and Embassy Homes architectural designer, Andrew Risch, is involved in the Special Spaces organization.

Special spaces, is a non-profit that creates dream bedrooms for children with life threatening illnesses. The program is always looking for volunteers. If you would like to give of your time and talents, please contact Andrew at 262-841-8510 x111 or Andrew@embassyhomes.com.

specialspacesmilwaukee.org

We encourage members to keep in contact and make sure their information is current!

We want other members and potential clients to be able to contact you. Also, we send interesting, timely emails that you may miss our on if your contact information is out of date.

If your information has changed, please see page 7 of this newsletter to log-in and update your profile or contact Julie at:

Julie@wahigroup.com
Complete Coverage Should Never Be Optional
Home Inspector E&O & GL
Broad Policy, Peace of Mind

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- Coverage for all inspectors employed by the firm and the first two independent contractors free.

Find details at www.OREP.org
(888) 347-5273

“Thank you. We sure do appreciate everyone at OREP. Worry free service year after year!”
— Alan, HousePro Home Inspections

“Hey Matt… I collected many estimates but the combination of value, flexibility and knowledge was unsurpassed by OREP. Maria patiently answered all of my questions and moved pretty quickly when I pulled the trigger. Let’s hope I can never tell you how good the service is beyond that!”
— Henry “Sonny” Toman

6760 University Ave. #250 • San Diego, CA 92115
Fax: (708) 570-5786 • info@orep.org
David Brauner: Calif. Insurance Lic. #0C89873
INSTRUCTIONS TO UPDATE YOUR PROFILE IN 5 EASY STEPS:


2. From the Home Page - upper right corner, select “LOGIN.”
   ENTER your email address on file with WAHI * and password.
   *If you have multiple email addresses and are uncertain of your
   WAHI email
   address, contact Julie at julie@wahigroup.com - she can provide your WAHI
   address or update it for you.

3. Once logged in, the upper right corner shows your name, “Change Password” and
   “Log Out.” CLICK on your name.

4. You should now be on the “My Profile” page. Select “EDIT PROFILE” in the gray
   rectangular box.

5. After making your changes/updates, select “SAVE” in the gray rectangular box at the
   bottom of the page.

10 THINGS TO DO IF A FIREPLACE IS DRAFTING POORLY

1. Check the temperature - outside temperature should be below 40 degrees.
2. Make sure the upper floor of home is tight - no air leaks!
3. Check damper - make sure it is open fully.
4. Elevate the grate in the fireplace by placing a brick under each leg.
5. Make sure as many mechanical fans are off as possible (dryer, bath, stove).
6. Install glass doors - the smaller the fireplace opening, the greater the pull.
7. Install a smoke guard - it will shrink the fireplace opening at the highest point,
   where smoke typically spills.
8. Pre-heat the flue before starting a fire.
9. Open a window in the lowest part of the home.
10. Make sure your wood is dry so it burns at a good temperature.
Add a Photo to the WAHI Website and Link it to Your Business Site!

WAHI’s website member database has a NEW and IMPROVED multi-choice search option.

Submit photo and/or company website addresses/information to:

info@wahigroup.com

Stay in touch with WAHI’s Facebook page.

Our WAHI Facebook page gives you the perfect opportunity to make chapter announcements, post minutes, post meeting changes or just see what your fellow members have been up to.

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Why InspectIT?

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Call 877.211.7483 to learn more or to schedule a free demonstration, or visit www.inspectit.com.

*For 1 year. Optional $5.95/month maintenance fee for 1 year from purchase date.
You are reminded to include upcoming speakers and topic information when you submit monthly meeting minutes to Julie Arnstein at julie@wahigroup.com

The information will be included in the monthly newsletter and will also be posted on our website at:

www.wahigroup.com

Don’t miss out on this great opportunity for savings!

Office Max has joined forces with Office Depot.

Office Max/Office Depot revised their online program – stay tuned, more details to come. Based on these changes, we would encourage members to shop in-store to take advantage of any discounts offered (see page 18).

Please let Julie know if any of your frequently purchased items are not included in the program.

julie@wahigroup.com

The InspectorPRO insurance program has been specifically designed for property inspectors.

By providing insurance solely to inspectors, InspectorPRO helps members achieve substantial savings on their E&O Insurance.

General & Professional Liability
Coverage Limits Available:
$2,000,000
$1,000,000
$500,000
$300,000
$100,000

Deductibles:
$250 General Liability
$1,500, $2,500, or $5,000 Errors & Omissions

General and Professional Liability are both written by the same carrier.

There are no sublimits on any of our endorsements.

Providing the best protection at the best price.

HIGHLIGHTS
1. Policy covers both E&O and GL
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3. Realtor and Referring Party Indemnification included
4. Multi-inspector coverage available on one policy
5. Residential and Commercial inspection coverage included standard
6. There are endorsements for the following:
   Mold, Water Testing and Septic, Pool and Spa, Radon,
   Termite/Pest/WDI And More!
7. Energy Audits, Infrared, 203K Inspections, etc. Included
8. Diminishing Deductible
9. Aggressive Claims Process
10. Financing Available

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www.InspectorPROinsurance.com
The next board meeting will be **Friday, March 18th from 2:00 to 5:00 pm** in conjunction with the WAHI Spring 2016 Education House and Training Seminar at The Clarion Hotel and Conference Center, on Howell Avenue in Milwaukee.

All WAHI members are welcome – please contact Julie Arnstein by Friday, March 11th if you would like to attend – julie@wahigroup.com or 877.399.WAHI.

If you are unable to attend but have a concern/thought you would like the board to address, please contact your Chapter Elected Member at Large.

**WAHI Spring 2016 Training Seminar**

Join us March 18th and 19th at The Clarion Hotel and Conference Center on Howell Avenue in Milwaukee (airport)!

**Friday - Education House and Vendor Cocktail Party**

**Saturday - Training Seminar and Annual Meeting**

At the Education House, long-time affiliate member, Kurt Soens of Smoke Stacks, will provide a demonstration of a chimney fire – you don’t want to miss that!

Details and registration at www.wahigroup.com
SURVEY SUMMARY

2015 was another busy and exciting inspection year. In life, change is a constant. On a personal level, last year we lost close friends and family but also welcomed new life by joining the “Grandparents Club.” We feel blessed to have a healthy and happy grandson. I have my health, a loving family and my faith. Life is good! I live by the perspective if you can solve your problems with money, you have no problems.

Change typically requires getting out of one’s comfort zone and that can be healthy for us. Consistency in our lives should never be trivialized either. We need consistency to handle the change. I like to relate it to a boat on rough seas - a ship can handle any storm as long as it has consistent navigation and power sources. Our son is a nuclear engineer in the US Navy. He has traveled the world. He loves power, especially BIG power!

We all have areas we default to for consistency in navigating life’s occasional storms. Professionally, an area of consistency for me is WAHI. I joined WAHI 13 years ago. 2016 will mark my 20th year as a home inspector. WAHI is a gold mine of consistency on many fronts. The arbitration program, our lobbyist and the inspection agreement are examples of “consistency” we have come to expect. The WAHI Chapters are crucial for consistent education and fellowship, while rightfully unique in application and process. My business thrives on personal responsibility and delegation. I don’t have the time, or interest, in micromanaging anything. Any decision that is made closer to the source is typically a better one with a more effective solution. This is true in almost all of life’s demands. WAHI's type-A personality encourages this business model. Nothing is free either. Supporting WAHI by volunteering your time and talent, as well as your continued membership is critical if we are to remain that leading “consistent” professional resource.

Our claim of consistent value is on display twice a year during our Training Seminars and Education House. I would like to express my thanks to Education House Committee Chair, James Smed and the entire Education House volunteer staff on another great job this past fall. The Education House takes a lot of time and effort to coordinate. The home in Baraboo was a classic! It is a testament to the volunteerism and consistent value WAHI brings to the table. Our seminar lineup consisted of digital marketing, arbitration, concluding with a double session of new technologies and systems in the home sciences. This lineup once again was a clear example of the value of WAHI.

You may recall we conducted a survey at the fall seminar. The results were interesting and highlighted areas WAHI must continue to hone to remain the leading educational and support organization.

- 99% of respondents stated they didn’t mind paying a little extra for quality continuing education.
- Most respondents believe they are getting their money's worth from WAHI.
- The majority see value in maintaining their membership for many reasons.
- At least half expressed they don’t know much about our affiliate program, how it works, and how it can make them stand out as a leader in their market.

WAHI will always have challenges. It is like any home we inspect - every home is built with imperfect materials from imperfect hands. The more each of us helps to bring in new affiliate members, makes connections with chapter and seminar speakers, and potential arbitration contractors, the better and stronger each chapter, and ultimately the association, will become. Our Board of Directors and committee chairs/members do a lot; there are so many opportunities for those of you who want to be involved.

In closing, I would like to remind everyone to appreciate the value of “consistent” fellowship in WAHI too. Fellowship is defined as: “A friendly association, with people who share one’s interests.” In my mind, that is WAHI.

Tom Kruse, CRI
Education Committee Co-Chair
Board of Directors, Vice President
COMMUNICATION

All member-to-member or member-to-association disputes must go through the Membership Committee. A member going public, with disputes of these types, risks disciplinary action.

The Membership Committee will implement this policy.

Contact Joy Douthwaite Bott at 414-395-0639 or email her at joy@thoroughinspectionservices.com
Department of Safety and Professional Services Meeting

On Friday, January 8th, at the invitation of the Department of Safety and Professional Services (DSPS), several WAHI board members met with the Department in Madison. As Chair of WAHI’s Legislative Committee I attended and was joined by Julie Arnstein, our Executive Director, Board Members Joy Douthwaite Bott and Andy Helgesen, and WAHI Lobbyist Kathi Kilgore.

David Ross, the Secretary of DSPS, led the meeting. He was assisted by Jeff Weigand, newly appointed Deputy Secretary of DSPS, Kristen Reader, newly appointed Administrator of the Division of Industry Services, Attorney Al Rohmeyer, Administrator of Legal Services & Compliance, and Greg Gasper, Administrator of Policy Development.

The invitation stated that we would meet new staff members of DSPS and have an opportunity to discuss our goals and potential challenges going forward: a "Fresh Start to 2016" meeting. Mr. Ross led the meeting with general comments, but was effusive in his praise of our educational offerings - he asked to be invited to our next Education House training. He will be. We assured him that education is what we are all about. In addition, we shared that one of our challenges was our quality continuing education being undercut by online providers and others' seminars being more oriented to sales pitches by presenters. A different quality of education. While they acknowledged the difficulties, the best we got from them was that they heard us.

They declined our offer to assist with disciplinary issues and evaluating/determining valid continuing education, stating that they felt they should “keep an arm's length” from us on those items. Recent legislative efforts, as reported by the papers and our lobbyist, indicate that they are severely limiting the role of industry advisory committees across the board.

So, what we accomplished really was to get some personal time with the DSPS staff and hear Secretary Ross tell his staff how excellent our education is. We had the opportunity to tell the Department that we see ourselves as the single State organization representing the majority of WI home inspectors and have been doing so for over 20 years.

Respectfully submitted,
David Strandberg, WAHI Legislative Committee Chair
Dane County Inspection, LLC
608-255-3966
WAHI Legal Support

Attorney Roy Wagner of von Briesen and Roper continues to offer risk-free initial counseling to members with Legal concerns. If further legal assistance is requested, the cost of the initial consultation will be included in the bill.

Contact Roy Wagner at (414) 287-1250 or rwagner@vonbriesen.com.

WAHI Arbitration Program

Not every homeowner/inspector interaction goes smoothly. Although all members are encouraged to make every effort to resolve disputes on their own, we know that is not always successful. WAHI’s Dispute Resolution Program is here for you during those difficult times.

The process begins when the complainant (homeowner) contacts the Program Administrator at Resolute Systems by one of the following ways:

Mail: 1550 N. Prospect Ave, Milwaukee, WI 53020
Email: info@ResoluteSystems.com
Website: www.resolutesystems.com

For more information, please contact Arbitration Committee Chair, Mark Thomas at (414) 486-2367 or mark@thomasbuildingconsulting.com

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2016 STATE ELECTION

By now (hopefully!) you have talked about the upcoming election at your January chapter meeting and are considering serving in a position of leadership in the coming year.

The membership will be electing 2 State Board of Director positions – President and Vice President. Each position is a 2-year term. The election will be held in early March and the results announced at the Annual Meeting in Milwaukee on March 19, 2016. Important dates are listed below.

The election will again be held electronically – using the same process as the past 3 years. Members without an email address will receive a postcard with instructions to participate in the election.

Please contact Nominations and Elections Chair, Andy Helgeson, if you have questions, are interested in a position or would like to submit a nomination - 414.315.0266 or ajhelgeson@wi.rr.com. You may also contact Julie Arnstein at 877.399.WAHI or julie@vahigroup.com.

*Important Deadline Dates*:

- **Saturday February 20th** - Nominations Deadline: Please contact Nominations and Elections Chair, Andy Helgeson to submit nominations.

- **Monday February 29th** - Bio Deadline: All candidates are asked to submit a brief bio to share with the members. Julie Arnstein will contact all candidates regarding the bio request.

- **Thursday March 10th** through **Monday March 14th** - Election via [www.votingplace.net](http://www.votingplace.net)

- **Monday March 14th** - Voting Deadline: Vote must be cast by this date to be included in the ballot tally.
Water Softeners
An Important, Yet Forgotten Appliance

Quietly hiding out in the basement, usually with a relatively small space occupying and energy footprint, the softener does a lot of heavy lifting in protecting water heaters, dishwashers, washing machines, and fixtures without us paying much attention to it. While it is obvious when your refrigerator or garbage disposal is not working, the nuances of an improperly calibrated or out of date softeners, are easy to go without notice, sometimes for years slowly allowing hard water scale buildup to reduce efficiency of water heaters and dishwashers or clog faucets and sprayers, all while homeowners pay more money to feed salt into an inefficient softener.

Chloride, an ion of salt, is a naturally occurring element in the environment which is essential to all living things. Too much chloride can make waterways salty and inhospitable for many of the freshwater plants and animals living in Wisconsin’s waters. While it gets into waters many different ways, almost 60% of what comes to the wastewater treatment plant is from water softeners. The wastewater treatment plant is unable to remove dissolved solids, like chloride. Costs of adding treatments capable of removing chloride would significantly increase all users’ rates, require a huge energy demand and generate significant waste brine. As with most things, in this case, prevention is the best medicine. Reducing water softeners’ chloride laden brine in wastewater is a sustainable and less expensive option in the long term for everyone. The added bonus is homeowners also save on energy bills, less salt purchases, and reduced maintenance costs for other home appliances.

“Everything that is put down a drain goes somewhere; that somewhere is to our local waters.”

By the Numbers

96% of homes served by the Madison Water Utility have water softeners.

Every bag of salt that’s put into a softener ends up in a local stream.

The average home puts approximately 500lb. of salt down the drain annually—that’s about 183 million pounds per year going into our local rivers & streams.

Optimizing existing softeners or upgrading with new high-efficiency models cuts salt use by up to 50% – a smart idea for saving homeowner money and protecting the environment!
The Water Softener – No Longer Forgotten
How Professional Home Inspectors Can Help

In southern Wisconsin, we have hard water which leaves deposits of minerals, or scale. Scale can damage appliances and prevent proper functioning, which you may have seen if you have a drip coffee pot that starts to run slow after a while. The Water Quality Association estimates that hard water reduces water heater and dishwasher energy efficiency by as much as 50%. Left untreated, hard water scale can reduce up to 80% of showerhead flow.

Home inspector training curriculum developed at the national level often overlooks this regional topic, yet recommends checking hot water heaters, fixtures, washing machines, and even jets on Jacuzzis. Looking for scale buildup on faucet and fixtures, hot water heaters, or clogged pipes, but not inspecting the functionality of the water softener is like a doctor treating for clogged arteries but not addressing diet and exercise. Look for sources of buildup, not just suggestions for removal and replacement of component parts. Becoming familiar with a few common styles and parts of the softener can go a long way in making simple recommendations to homeowners which will save them money and have a positive environmental impact.

MMSD will be hosting an informational session with the WI Association of Home Inspectors Madison Chapter at their usual meeting place, Rocky’s Pizza (1753 Thier Rd., Madison) at 6:30pm on January 21, 2016. No pre-registration is required. Cost of attendance is $25 for WAHI Members and $15 for non-members. Cost of attendance includes food, and continuing education credits.

Attending this session will qualify for 2 hours of home inspector continuing education credits.

Please join us or visit the MMSD Chloride Reduction program website.

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Water Softener Best Practices for Home Inspectors

- Include water softeners on your routine commercial and residential check lists
- Provide the consumer with educational material developed by MMSD and/or water treatment representatives regarding the benefits of upgrading to a more efficient softening system.
- Recommend demand initiated regeneration (metered or sensored) softeners with a minimum softening efficiency of 4000 grains per pound of salt.
- When in doubt, direct homeowners or buyers to call a local water quality professional; suggest a service call every few years
- In 2000, the Wisconsin Administrative Code Comm 82.40(8)(j), changed to require demand-initiated regeneration softeners (no timer/time-clock based systems). In addition, the Water Quality Association studies indicate that softeners lose 2-3% of efficiency each year. Recommend immediate replacement of any timer/time clock based system – and alert homeowners to MMSD’s rebate programs.
- Recommend signing up for the Water Utility’s online water tracking and conservation tool
- Keep your customers and contacts informed about any rebate programs or incentives for softener upgrades

---

Questions or Comments?
Contact: Kathy Lake, Environmental Specialist
kathy@madsewer.org
(608)-222-1201 ext 278
GET DISCOUNTS
WITH YOUR RETAIL CONNECT™ CARD

Below is your new OfficeMax Retail Connect™ Card. This card provides you with access to your company’s prices on office supplies and printing services from OfficeMax ImPress™ at any of the nearly 900 OfficeMax retail locations.

To take advantage of your special pricing:
1. Take your card to the OfficeMax ImPress™ counter. With your first purchase, we’ll laminate it for free.
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3. All items included in your agreement will be automatically priced at your special pricing, and instantly displayed at the register.

OfficeMax ImPress is your printing services resource. Whatever your printing needs, we can do it. And do it better. From training manuals to banners, our services deliver more than you ever imagined.

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- Digital Black and White
- Binding and Finishing Services
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For the OfficeMax retail store nearest you, visit www.officemax.com and use the store finder.

OfficeMax Retail Connect™ Card
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OfficeMax
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