



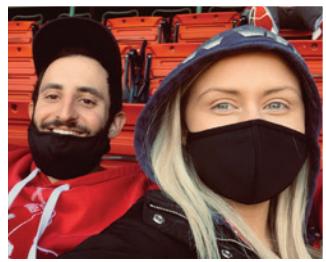
Volume 43 – Spring 2021

# Pipeline

The F.W. Webb Employee Newsletter

## Inside This Issue

Business News .....	1-9
Features .....	10-14
Webb Cam.....	15
HR Updates .....	16-23



See page 15 for more  
Webb Cam photos.



To better serve customers, we are continuing to grow across the Northeast. Read on to learn about our newest locations.

## THE SCOOP

by Bob Mucciarone



### The 2021 fiscal year has started out strong as we had suspected.

It's hard to know what legislation may be passed in Washington to impact the economy, but from what we are seeing, we expect 2021 to be an exceptional year.

Sales are up significantly from 2020, the pandemic year. One component of that increase is on account of the inflation we are experiencing across the board in all areas of our inventory. Inflation increases the sales dollar amount and thus gives you the false impression that your sales are growing organically or you are increasing your market share. Nevertheless, it is going to be a very good year and we are cautiously very optimistic.

You will notice we continue to review our product offerings. There have been many changes. One of those changes was our conversion from Daikin to Samsung for our split system offering both residential and commercial. Make no mistake, Daikin forced our hand on this change. While we significantly had grown their sales, they repeatedly denied our requests to quote the plan and spec jobs. Because of this, we moved to Samsung so that we could quote that segment of business. Daikin then acquired competitors of Webb, making them

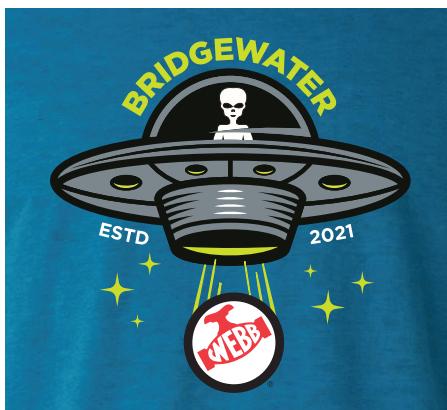
*Continued on page 2*



## Brockton Moves to Bridgewater

Our Brockton, MA store has moved into a larger facility in Bridgewater, MA. The new location is over 100,000 square feet and now offers more Plumbing, Heating, HVAC, Refrigeration and PVF products than ever before. The building includes a 15,000 square foot self-serve counter area, a 66,000 square foot warehouse and a 20,000 square foot pipe barn. It's conveniently located right off Route 24 to better serve contractors in southeastern Massachusetts. The Frank Webb Home bath, kitchen and lighting retail showroom in Brockton will move to the new location in the summer.

"You can't beat this location; customers can easily see our F.W. Webb building from the highway. We are excited to offer expanded PVF and new industrial offerings and even more inventory to commercial, residential, industrial and mechanical contractors," said Matt Hough, F.W. Webb General Manager.



### Fun Fact

The Bridgewater Triangle is an area of about 200-square-miles claimed to be a site of alleged paranormal phenomena, ranging from UFO and bigfoot sightings to giant snakes and birds, and encounters with ghosts. The Brockton moving crew had fun with this theme and wore t-shirts donning the folklore.

## THE SCOOP

by Bob Mucciarone

*Continued from page 2*

direct competitor of ours. That is when we made the move to Samsung for everything. They have a great line-up of products, with more cutting-edge products to be introduced later this year. Samsung is a true partner who shares the same values, and we look forward to a long relationship with them.

Meanwhile, we continue to explore acquisitions, and there are a few, but we really haven't seen anything that ticks off all the boxes. We may see something at some point, but nothing to report. We are currently working on replacing our current Boston location, and we will be building a brand new building on Hampden Street. We will be opening a new location in West Babylon, NY later in the summer, and we are building

a new building in Auburn, ME to replace our Lewiston, ME location. West Harlem, NY opens end of this month, we are considering putting an addition on our Brattleboro, VT location, and we purchased a new building in Needham, MA to replace our current showroom location, which we currently lease.

One final thought. With the pandemic essentially behind us, I think we would be remiss not to thank you all for standing by the company, following our lead and being on the front lines keeping the company in business and profitable. We have one outstanding company and a great thing going. You are all to be congratulated for all of your efforts.



## Webb Welcomes Danbury Plumbing and HVAC Supply

In March, we acquired Western Connecticut wholesale distributor, Danbury Plumbing and HVAC Supply Co. They are an established supplier of plumbing, heating and HVAC products that served contractors in Connecticut's Fairfield, Litchfield and New Haven counties for more than 100 years. We also acquired their 6,000 square foot kitchen and bath retail showroom, Creative Bath. It is located in nearby Brookfield, CT and will be rebranded as Frank Webb Home. With this acquisition, we now have eight wholesale locations in the state of Connecticut, including the one we opened in Norwich, CT last fall, and six Frank Webb Home showrooms in the area.



## A Quick-Stop Counter in Colonie, NY

Our new location in Colonie will complement our wholesale store in Albany. It stocks plumbing, heating and HVAC/R supplies and is designed to be a quick-stop for contractors that need to grab an item fast and get right back on the road. Compared to our Albany location that includes a large warehouse, Colonie is a smaller space meant to have a convenience-store feel.

It's located on a street known as "Wholesaler Row" that houses a number of competitors. Since many of them stock product only in one specialized discipline, Webb's advantage is that we can be a one-stop shop for all of contractors' needs.

"Colonie is where people live and where a lot of the businesses are. Our customers have been telling us they wish we were in this area," said Mike Bifano, General Manager, F.W. Webb Albany, NY. "It will serve our same customer base, but help bring in business we might not have otherwise had because the contractor needed it right away."



## New Industrial PVF and Water Works Stocking Location

Our Winslow, ME industrial PVF business has moved into a larger, more centrally located new building in Oakland, ME. Located at 29 Industrial Drive, this marks our second F.W. Webb location in Oakland. In addition to industrial PVF, it will serve as a Water Works stocking location with on-hand Water Works inventory and in-house Sales Reps. The building is about 16,000 square feet and it includes a 43,000 square foot pipe yard and small counter area. The location will support our other Maine branches with inventory and deliveries.

"We were thinking about renovating the industrial building, but then this opportunity for a Water Works stocking location came up and it made sense to combine the two. Plus, it will make it even easier for our customers to pick up product because it's located right off the highway," said General Manager, Nick Pelletier.



## Frank Webb Home Finds a Home in Salem

It's been a long time coming, but we now have a Frank Webb Home showroom in Salem, MA. Back in 2016, we proposed plans to build a showroom near our counter store on Bridge Street. It was met by opposition from a local neighborhood association. This played out in court for several years and eventually we decided to walk away from the plans and find a new location. After five years, we have now found a home in the area's historic downtown. Located at 89 Margin Street, it's less than a mile from our counter store and offers plenty of free parking to make our customer's experience even more convenient.

At nearly 5,000 square feet, the showroom has a large selection of the top brands and latest trends, which are displayed in lifestyle settings. It also features kitchen faucet and showerhead working displays so homeowners can experience the latest technology, water pressure and spray patterns firsthand. The location also has a full lighting center with multiple lighting "clouds" displaying chandeliers, sconces, and vanity lighting options.

On May 20th, the Salem Chamber and Mayor Kim Driscoll joined the Salem Frank Webb Home and F.W. Webb team for a ribbon cutting to celebrate the showroom's opening.



## South Portland Expands Lighting Center

Our Frank Webb Home in South Portland, ME has just expanded their lighting center to include over 150 new styles. Homeowners can now shop the finest selection of lighting fixtures for the entire home, including a variety of ceiling lights, chandeliers, sconces and vanity lights from trusted brands like Hinkley, Hubbardton Forge, Crystorama, and more.



**Thank you to everyone who took the time to participate in our March Pipeline survey.** We loved hearing from you! Overall, many of you commented that the newsletter is informative, helps put faces to names and keeps you connected to other branches and disciplines. Of course, there is more we can do and we will take all of your feedback into consideration.

*In the meantime, please continue to share pictures and stories of happenings across Webb! Because after all, your contribution is what makes this newsletter a success.*

# Webb Establishes \$100,000 Fund with Boston Children's Hospital



We are proud to share that we have pledged \$100,000 to the Boston Children's Hospital through 2022, and established the "F.W. Webb Extraordinary Needs Fund for Military and Veteran Families."

There are a large number of military and veteran families who come to Boston Children's Hospital from across the US for care. The fund will support any military family that is financially challenged by helping to subsidize rent and utilities due to lost wages, and will also help with food insecurity, gaps in insurance, transportation and parking for medical visits, hotel stays, etc.

"Supporting children in need, our troops and veterans are important causes to us. Many of our customers and F.W. Webb employees have served, or are currently serving, in the US armed forces and many of us also know or have close ties to a child who is fighting a serious illness," said Jeff Pope,

F.W. Webb President. "It is a privilege to partner with such a prestigious, nationally-recognized hospital to help children who are fighting to get well and give back to those who risk their lives for our country."

For the last seven years, Boston Children's Hospital has been ranked the #1 children's hospital in the nation by U.S. News and World Report. Last year, they handled more than 700,000 child visits from around the world, including inpatient, outpatient and emergency department. This volume makes Boston Children's one of the largest pediatric health centers in the world. With 40 specialties, 268 sub-specialty programs, and over 150 outpatient programs and clinics, the hospital has more clinical breadth and depth than any other pediatric hospital. It is also home to the world's largest pediatric research enterprise, and it is the leading recipient of pediatric research funding from the National Institutes of Health. Families come from every US state and nearly 100 countries for care unavailable anywhere else.

"When being treated for complex and rare diseases, children are sometimes required to stay weeks or months at the hospital. A long-term stay can place incredible stress on a family, from financial hardship of lost income to the logistics of caring for siblings at home. Resources from the Extraordinary Needs Fund, including transportation and food assistance, can make a difference in a child's recovery as well as lessen the burden overall to the family," said Michael Bornhorst, associate vice president, Corporate Development, Leadership Giving & Special Events at Boston Children's Hospital Trust.

**Supporting the Military at CD**

The team at CD dressed in a military theme one Friday to support our troops.



## Success Happens

### New TV Ads Airing Across the Northeast

Opening Day this year was an extra special day for us. Not only because it marked the start of a more normal-looking baseball season, but because it was also the launch of our new TV ads. An important brand awareness tool, we update them every other year to refresh the themes. For the first time we decided to develop two ads in order to reach a wider audience and showcase more of our services. One has a contractor/distribution focus, while the other has a fabrication/specialty division focus.

This year's theme is "Success Happens," and, as has been our tradition, Jeff is the narrator behind each ad. Their purpose is to demonstrate that F.W. Webb is much more than the product we sell. It highlights our dedication to customer service, our specialty divisions, and how we provide customers with "what they need, where they need it, when it matters." This is shown through imagery that captures our fabrication expertise, distribution, products, core divisions (plumbing, heating, HVAC), customer interactions, and online ordering.

Each ad is only 30 seconds long, but they get our key messages across by portraying scenes from across F.W. Webb. From our trucks on the road to our warehouse at CD and the Duct Works fabrication shop. We are especially excited to share our viral disinfection and Process Controls fabrication services with a wider audience through the fabrication/specialty division ad. Our goal is for a new or potential customer to learn something new about us from the ad.

Almost all of the faces in the ads are F.W. Webb employees and they were filmed in familiar locations, such as CD, our Duct Works fabrication shop in Haverhill, MA, Winslow and South Portland, ME locations, Water Works in Malden and with the Alliance Environmental Group. Many people at Webb enthusiastically helped in the planning, coordination and filming. Thank you to the crews at the above locations and those who were behind the scenes to help us tell our F.W. Webb story.

## Take a Look!

The ads will air during all major sports programming across the Northeast throughout the year. They will play during Red Sox and Yankees games, professional basketball and hockey games, Monday night football, NASCAR, golf, CBS Sunday Morning news and more. The exact schedule varies by market, but they will appear in the areas surrounding our F.W. Webb locations.

### Spot #1: Contractor/Distribution Focus

2021 F.W. Webb Corporate Brand Ad #1

Check it out here

### Spot 2: Fabrication/Specialty Division focus

2021 F.W. Webb Corporate Brand Ad #2

Check it out here



Before



After

## Alliance Environmental Group Adds HVAC Duct Cleaning Service

In April, our Alliance Environmental Group acquired Clean Air Duct & Vent Cleaning, a vent cleaning business based out of Gloucester, MA. The company's services include, but are not limited to, air vents and duct cleaning for dryers, air conditioners and forced hot air.

"Due to COVID-19, there has been an emphasis on improving indoor air quality and ventilation to help reduce germs and other pollutants in the air. Clean Air Duct & Vent Cleaning has built a strong reputation among their customers and their HVAC cleaning services complement our list of indoor air quality offerings," said Felix Perriello, CHMM, CPG, LSP, LEP, President, Alliance Environmental Group.

Clean Air Duct & Vent Cleaning specializes in duct cleaning for both residential and commercial projects and has been offering their services to the greater Boston area for 15 years. Owner, Stefano D'Amico, and his team use large HEPA-filtered negative air machines, mechanical brushes and compressed air tools to clean air duct systems. As a final step to help improve ventilation and remove contaminants, the team applies a disinfection agent throughout the system.

"I'm excited to join the Alliance Environmental Group and bring our high-quality services to residences, businesses and industrial facilities across the Northeast," said Stefano D'Amico, Owner, Clean Air Duct & Vent Cleaning.

In addition to HVAC duct cleaning, Alliance Environmental Group can help your customers improve indoor air quality with air quality testing and viral disinfection services.

### Did you know?

- According to the Environmental Protection Agency, most people spend about 90 percent of their time indoors and they have found that indoor air can be two to five times more polluted than the worst outdoor air.
- To prevent the buildup of dust, pollen, etc., experts suggest that HVAC air ducts be cleaned every five to 10 years, as well as after construction or a renovation project.
- The National Air Duct Cleaners Association recommends that businesses and other large organizations incorporate HVAC duct cleaning as part of their COVID-19 response.



## Pre-Fab Boiler Boards – A Game Changer for Contractors

Last year, we began offering prefabricated boiler boards to heating contractors in Maine, Vermont and New Hampshire. The boiler boards are essentially the control center that instruct all of the electronic components connected to a boiler. They have become so popular they are now available across our footprint and best of all our competitors have nothing like it.

They are designed by our team in-house out of our Winslow, ME location and offer a turnkey solution for contractors that helps save them installation time and money. They can turn a two-day job into a one-day job.

In addition, to our three current models, we've added what our customers call the "Maserati" of boiler boards. They coined that nickname because they are finding that it doubles their install capacity. What truly sets these boards apart from the rest is the PurePro 5-in-1 Hydro Separator that is built into the board. It combines five high performance functions into one device that help increase heating efficiency, reduce corrosion and protect the heating parts. It's available with Caleffi zone valves or Taco circulator pumps.



Find the flyer on CRM>Documents & Resources > Heating Literature

### Introducing Intellihot Commercial Tankless Water Heaters



F.W. Webb is now the exclusive distributor for Intellihot commercial tankless water heaters in New England and Upstate New York. Founded in 2009, this is the first time the company has partnered with a wholesale distributor.

The Intellihot series of products deliver endless hot water on demand while conserving space by eliminating the need for redundant water heaters or boilers and eliminating the need for storage tanks. Using patented vibration and turbulent flow technology, Intellihot heat exchangers have a unique self-descaling capability that keeps lime scale in suspension ensuring a longer-lasting system. In addition, Intellihot tankless water heaters begin to learn the facility's typical usage patterns and adapt as necessary.

They are the perfect solution for any application that has space constraints or those that need to mitigate the risk of Legionella, such as hospitals or healthcare facilities. The company also prides themselves on being the first manufacturer to design, manufacture and build tankless on-demand commercial water heaters entirely in the US.

Ballston Spa, NY, Hartford, CT, and Methuen, MA are the stocking hubs for the Intellihot units and parts. Internal trainings have been held in Ballston Spa/Albany, NY, Hartford, CT, Portland, ME, Methuen/Bridgewater/Malden/Boston, MA, Dover/Keene, NH, Williston, VT, and with our commercial quoting team out of CD. More trainings are planned and we look forward to offering Intellihot across our entire footprint later in the year.



# Propane Gas Trainings Available!

We now have more internal gas trainings than ever before to help you stay on top of the latest developments in the industry. They range from beginning level to intermediate and cover a wide range of topics. With certified propane gas trainers in-house, we can also schedule propane gas trainings for customers across our footprint. Following our COVID-19 safety protocols, they can be held at customer locations or ours and highlight the latest technology and propane gas regulations. In addition, we have been hosting a bi-weekly webinar for customers with propane manufacturers called "Tech Time." They have been received well by contractors and sometimes as many as 500 customers are in attendance.

## Training Topics Include:

- UG poly pipe installation with con-stab certification
- Tracpipe certification
- Underground LP tank installation and cathodic protection (some hands on)
- Corken pump repair (hands on)
- LP liquid transfer Krug/Ventur-Evac (some equipment needs to be supplied)
- Kosan regulator selection (hands on)
- Hearth products (hands on)
- Basic LP class, good as a refresher or for new hires and office staff (line size, regulators, tank selection, code, paperwork)
- Generac Power 4 Profits
- Bulk plant maintenance
- Pump station design and maintenance
- Regulator operator/monitor
- Vaporizers

## Meet Our Trainers



**Michael DelConte**, Director of Heating and LP Gas Sales, specializes in hydronic, steam and radiant heat, as well as propane and natural gas. With over 20 years of experience in the industry, Mike travels across Webb to educate customers and employees on the latest technologies available to trade professionals.

Contact: 781-272-6600, [michael.delconte@fwwebb.com](mailto:michael.delconte@fwwebb.com)



**Dave Newman** has been in the Propane industry for 30 years. He is experienced in residential, commercial and industrial applications. Among his many certifications, Dave is licensed in multiple states and certified with the NFI (National Fireplace Institute) for service and installation. He covers MA, ME, NH, RI and VT.

Contact: 603-722-8713, [dave.newman@fwwebb.com](mailto:dave.newman@fwwebb.com)



**Adam Scheuritzel** has 15 years of experience servicing and installing nearly every type of gas appliance, piping and associated equipment. Previously, he was a firefighter for 25 years, including nine as a certified Fire Marshal in CT. Adam covers CT, NJ, NY and PA.

Contact: 860-508-3306, [adam.scheuritzel@fwwebb.com](mailto:adam.scheuritzel@fwwebb.com)



**Rich Harvey**, Gas Product Manager, has worked in the LP industry since 1988, and has trained 100's of trade professionals and Webb employees on all things LP and Natural Gas. Rich has worked as an installer of LP bulk storage facilities and as an inside technical salesman. He has also been on the PGANE education committee since 2013.

Contact: 860-207-2674, [rich.harvey@fwwebb.com](mailto:rich.harvey@fwwebb.com)



**Darryl Corey**, Propane Gas Division Sales Manager, is EPA certified, and is also certified in propane, oil, natural gas and electrical. He regularly trains both employees and customers on the latest products and business practices. He is affiliated with PGANE, NYPGA and VFDA.

Contact: 802-733-4188, [darryl.corey@fwwebb.com](mailto:darryl.corey@fwwebb.com)



## Cyber Security

You play a major role in helping to keep Webb's data and network safe and secure. Cyber security attacks are becoming more and more sophisticated and oftentimes look like they are coming from your co-workers and/or customers. Consider this:

- 95% of cybersecurity breaches are caused by human error
- 80% of reported security incidents come from phishing scams
- There is a hacker attack every 39 seconds
- Since COVID-19, the US FBI reported a 300% increase in reported cybercrimes

### Tech Tips

- **Avoid unknown emails, links, and pop-ups:** Phishing is the act of hackers sending seemingly legitimate emails and links in hopes of gaining access to systems.
- **Evaluate emails carefully:** Malicious emails can appear to come from friends and colleagues. If anyone sends an email request for sensitive information like a routing number or login information, call the sender to make sure it's legitimate.
- **Create strong passwords/don't share them:** Avoid pet names, children's birthdays, and other things that may be posted on your social media profiles. Add numbers and at least one special character in the middle.
- **Be aware of social engineering:** Be mindful of what you share through social media platforms and online. Cybercriminals can use this information to impersonate you.
- **Verify the legitimacy of software:** With numerous sites on the internet from which you can download free software, it is now easier than ever to fall prey to malicious programs posing as trusted brands.

**If you have any questions or see anything suspicious contact IT right away at  
781-272-6606 ext. 4 or [ithelp@fwwebb.com](mailto:ithelp@fwwebb.com).**

### Phishing Email Challenge

In the winter issue, we asked you to identify what made the image to the right a suspicious email. Here are the answers we were looking for. Congrats to all those who got it right!

- The sender address is from a "FEDHEX.COM" address.
- The recipient address is blank
- Includes poor grammar
- There is no message signature other than "Thanks."



From: "FedEx." <SHIPPING@FEDHEX.COM>

To:

Date: Monday, August 31, 2020

Dear Customer,

We could not deliver your item.

You can review and print complete details of shipping duty on your order.

See attachment.

Thanks

[PDF Attachment: update\\_Form.pdf](#)

## Residential Fuel Oil Spill Puts AEG to the Test

A leaking heating fuel tank is one of the most common environmental problems a homeowner can encounter. It happens when a fuel tank rots, gets old or fails. Dealing with a fuel spill can be especially challenging and costly for homeowners because it involves compliance with government rules and regulations and brings up a whole new vocabulary of terms and procedures. When a long-time F.W. Webb customer, a major heating fuel supplier and heating services contractor, needed assistance with a fuel oil spill in the basement of a 1950s-era home, the call was directed to our Alliance Environmental Group (AEG) for help.

### Investigating the Soil

The Alliance team went to investigate the spill and they found that the residence had even bigger problems. The basement floor tiles were covered in asbestos and a decomposed piece of wood in the concrete floor had caused the spilled fuel oil to reach the soil underneath the floor slab. The team removed the asbestos and then to understand the extent of the contamination from the oil spill, they installed soil borings, conducted field screening, and sent soil samples in for laboratory analysis.

Collecting soil samples proved to be no easy task. Because access to the basement was limited to a small pass door, the usual drilling equipment could not be used. Instead, Alliance had to get creative and they decided to use a hammer drill and drive 1-inch diameter pieces of iron pipe into the soil with a sledge hammer to collect samples.

Following analysis of the soil, it was found that the concentrations of petroleum exceeded Mass. regulatory limits for spill reporting, known as MA Contingency Plan (MCP) Reportable Concentrations (RCs). The reporting and documenting associated with a MCP cleanup would be costly for the homeowner. Using their knowledge of the state rules and regulations, Alliance determined that the cleanup could safely and cost-efficiently be done under a Limited Removal Action (LRA).

### Excavating Contaminated Soil

However, this meant that the team had to move quickly because under a LRA the contamination levels need to be reduced within 120 days of the spill discovery. With this time constraint, the team got to work and coordinated the removal of the concrete floor in the spill area and began excavating the impacted soil. But, just like everything else in the project, the excavation did not go smoothly and they had to stop midway



Asbestos abatement of the floor tiles



Initial excavation



Completed foundation support, initial backfill

*Continued on page 12*



Continued from page 11



Restored floor

because the foundation was in poor condition and made it unsafe for the team to continue excavation beneath an unsupported foundation.

To continue, temporary shoring was put in place, which involved hiring a structural engineer and getting approval from the town. However, due to the unstable nature of the sidewalls, the team had

to excavate by hand and even then, they soon reached a stopping point because even more shoring was needed to keep going. Fortunately, the team had removed five tons of impacted soil, which was enough to substantially reduce petroleum concentrations in the sidewalls and bottom of the excavation. The laboratory results indicated that most of the contamination had been reduced, but there were still two locations that exceeded the regulatory standard. Further excavation in those areas would mean additional costs to remove the foundation and bring in more shoring to support it.

## Completing the Cleanup

Once again, Alliance had to use their knowledge of the state rules and regulations to come up with a plan. They carefully reviewed the post-excavation soil sample analytical data and determined a safe and responsible solution to close up the cleanup without adding even more costs to the project.

With so many challenges and government rules and regulations to navigate, the customer and homeowner saw first-hand how important it is to have an experienced and reliable environmental services group behind them. Let your customers know that we have an in-house environmental service agency equipped to respond to a wide-range of emergency and regulatory situations.

## Welcome Aboard



**Elizabeth Fuller**  
Director of Building Sciences/Industrial Hygienist, AEG

Our Alliance Environmental Group welcomes **Elizabeth Fuller** as their Director of Building Sciences/Industrial Hygienist. She will be responsible for all aspects of the firm's hazardous building materials management, including the testing and abatement of asbestos, lead, PCBs, mercury, and chlorofluorocarbons.

Elizabeth is a licensed Asbestos Inspector, Project Monitor, Asbestos Designer, Lead Inspector, and is also NIOSH-582 qualified. She has an impressive portfolio of projects in Massachusetts including with the Department of Transportation and multiple town housing authorities. She has also conducted Asbestos Hazard Emergency Response Act re-inspections for school systems across the Northeast.

When not working, Elizabeth attends sporting and school events for her four children. If there is any time left over in her day, Elizabeth unleashes her artistic talents through acrylic painting of landscapes and portraits.

## Dover NH On-site Meeting & Demo



Kyle Loten from our Dover, NH branch lined up a meeting and demo with his customers for NUPI NIRON. We are an exclusive distributor of NIRON PP-RCT pipe, fittings and supplies in the Northeast, an innovative polypropylene, pressure piping system that can be installed in place of copper and steel.



# SHOUT OUTS

*At F.W. Webb we make sure that every customer interaction counts. Here are examples of our Webb branches offering superior customer service and building strong customer relationships.*



## A Delivery for the Books!

One Penn Plaza is located between 33rd Street and 34th Street in New York City and sits adjacent to Pennsylvania Station and Madison Square Garden. It's one of the tallest buildings in the area. A customer of our Elmwood Park, NJ branch has a multi-year project there and ordered \$130,000 in pipe.

Since the job was on the third floor and the pipe wouldn't fit in the building's freight elevator, Outside Sales Rep, Pete Stenzy, closed the order contingent on the material being delivered through a window above Madison Square Garden. A permit was pulled to shut down 33rd street after 10 p.m. and drivers from our Albany branch were called in to deliver the pipe. Albany employees and father and son duo, Carl and CJ Mason, come with years of experience operating cranes, which was important because at times this job required setting pipe 40 feet in the air with only one inch of clearance through an opening surrounded by glass windows.

"Even with a large audience that included the site safety inspector, local union riggers, construction managers and the general contractor, Carl and CJ handled the NYC pressure with nerves of steel. Just before we wrapped up our customer came by to complement our Webb team on a job well done," said General Manager, Mike Bifano.



## Supplying Material for COVID-19

At F.W. Webb, many of the products we provide are behind the wall, underground and buried within building's mechanical rooms, etc. No matter how behind-the-scenes they may be, they all make a big impact on our customers day-to-day. Here is a perfect example. Our Commercial and Industrial Pumps division recently supplied essential equipment that a customer needed to make the boxes that COVID-19 vaccines are shipped in.

We supplied them with tank mixing agitators to blend the chemicals used to make the insulation that goes into the boxes to keep them cold, as well as Wilden pumps to transfer material through the production line. The lead time for these products can be months, but due to the government's Defense Production Act, which was put in place to expedite critical materials in vaccine production, and our relationships with the manufacturers, we were able to secure the equipment within weeks.

"I'm proud that we could get the customer what they needed ahead of schedule and contribute to this important effort," said Matthew Dansereau, Outside sales, Branch 61.

*If you have a similar story of product or services you provided, no matter how big or small, that helped customers respond to the pandemic or any other event, please share them with us at [pipeline@fwwebb.com](mailto:pipeline@fwwebb.com).*

# Giving Back to Our Communities

Throughout the year, Webb branches and employees from MA to PA volunteer their time and donate materials to local causes in the communities where they work and live.

*Thank you to everyone who helps make a difference!*

## Supporting the Trades

We are proud to be one of the partners to support a project that New Hampshire high school students are working on through a regional building trades program. For the past couple of years, they have been building a small house. The project got delayed due to COVID-19, but the students are hoping to complete it by June and put it on the market for sale. It may only be 400-square-feet, but the house will come with a number of amenities, including radiant floor heating, a kitchen range, microwave oven, refrigerator, dishwasher and washer and dryer. Plus, the hands-on experience and industry knowledge the students are gaining is invaluable. They are learning a number of skills, including framing, wiring, plumbing and interior finishing. Through the program, they hope to sell the house for \$60,000. In addition to the price of the house, the buyer will need to pay for the foundation, any needed municipal permits and final utility hook-ups. The Lakes Region Builders and Remodelers Association is a partner of the program and local businesses like us donated or offered materials at reduced pricing for the project and some trades professionals volunteered their time to help instruct the students.



## Helping NJ Residents Restore Heat

Helping to restore homeowner's heat is how many of us in the plumbing and heating industry give back. For Regional HVAC Tech Service Rep, Scott Vadino, who works out of our Piscataway, NJ branch and also serves as the President of the OESP, Oil & Energy Service Professionals association, this is a cause he is committed to. With support from Oil Heat Cares, a not-for-profit foundation, local F.W. Webb branches and the relationships he has with other local businesses and manufacturers, he has helped secure donations and labor to ensure that two New Jersey homeowners are not left without heat. The first project was for a retired veteran who needed a new oil tank and the second was for a homeowner who had already gone through a couple of winter months without heat and was in need of a new furnace.





## Webb Cam

After last year, we couldn't be more excited for the MLB season to be back with players on the field and fans in the stands. Here are some of our employees cheering on their home teams.



Samantha O'Brien, from our corporate office, and friends



Angelo, son of Luis Cabrera, from our Elmwood Park, NJ branch



Brion Berghaus, from our corporate office, and his wife

On March 26, the Business Development team wore purple to support Epilepsy Awareness Day and colleague, Brittney Soucy, who was diagnosed with the condition four years ago. Epilepsy is one of the most common chronic neurological disorders. An estimated 50 million people worldwide suffer from the condition, which causes recurrent seizures.



MARCH 26  
EPILEPSY  
AWAWARENESS  
**DAY**  
PURPLE DAY



Our Falmouth, MA branch held a St. Patty's day lunch covid style! The team had pre-packaged individual meals for customers to take with them on the road.



The Business Development team at CD celebrated Business Development Manager, Kevin Downing's, birthday in March with a little humor from the popular TV show, The Office.



# Benefits and Wellness Check

## Benefit Spotlight: Employee Assistance Program



WELCOME TO KGA, your Employee Assistance Program provider. This program provides practical support for everyday challenges. The goal is to help you maintain focus at home and at work.

It is a benefit provided by F.W. Webb and is available 24/7 to you and your adult household members. Through KGA you have free and confidential access to:

- Counseling
- Crisis support
- Career support
- Eldercare resources
- Legal assistance
- Parenting resources

### Who would assist me?

KGA licensed counselors and work-life specialists are highly skilled professionals with deep experience. Beginning with your initial contact, the same KGA staff member will work with you to ensure continuity and quality.

### What happens to information about me?

All contact with KGA is kept confidential. No information, including your name, can be released to your employer or anyone else without your consent. The only exceptions are those required by law, such as when someone is determined to be a threat to themselves or others.



Achieving a healthier lifestyle.

### Additional services that you may not have known about:

- **Convenience services:** Referrals for family and home needs from pets and contractors to continuing education and transportation
- **Nutrition consultation:** Consult with a nutritionist on weight management, allergies and other dietary concerns
- **Free books:** Receive 2 books to your home from the KGA bookshelf
- **Guided meditation:** Listen to the meditation podcasts on the KGA portal for free guided sessions at your convenience
- **The daily break:** Live online stretch breaks and meditation sessions throughout the week (registration required).
- **Life series:** Connect with subject matter experts to help prepare for life's milestones, maintaining wellness, and responding to life's unexpected challenges
- **Financial consultation:** Help with debt management, budgeting and financial planning

### Contact KGA at:

800-648-9557

[My.KGALifeServices.com](http://My.KGALifeServices.com)  
(login with company code: webb)

[info@kgreer.com](mailto:info@kgreer.com)

For easy access, download our app,  
KGA Mobile.



## Spotlight on Health



**Tracey Hudspeth** is an office administrator for F.W. Webb in Albany, NY. She has worked at Webb for nearly 19 years and currently lives in Averill Park, NY. Last April, after going in for her annual physical and with health at the top of her mind due to the pandemic, she decided it was time to make a lifestyle change. She now feels better and more confident than ever before.



Achieving a healthier lifestyle.



*Nan the Nurse is wishing all Webb employees and their loved ones well during this crazy time! A great time for all to focus on healthy eating and staying active! If you have a story you'd like to share, please contact Nan by email at [nan@nanthenurse.com](mailto:nan@nanthenurse.com).*

### Q: What were the behavior or lifestyle changes that you made?

A: The behavior and lifestyle changes I made were completely cutting out soda and high sodium/sugary/fat foods. My husband calls me a “label reader” because I read every label when I go grocery shopping now and I buy fresh produce versus canned food. I also signed up for Beachbody and I work out daily anywhere from 30-45 minutes.

### Q: Why did you decide to make this change?

A: I decided to make these changes due to feeling completely uncomfortable with myself and it was starting to impact my daily life. For example, I didn't have a lot of energy. After dinner my husband and I would sit on the couch and now we are more active and go out for walks.

### Q: What positive impact did it have on your life?

A: I now have more energy and my skin feels a lot healthier, and an extra bonus is that my clothes fit much better. My confidence in myself has changed and I now feel I can accomplish anything I set my mind to.

### Q: What advice would you have for anybody else at Webb with similar goals?

A: The advice I would give to anyone with similar goals is to never give up on yourself and what you want to accomplish. This is not a marathon, but a sprint. It will take time, but it will be worth it.

## F. W. WEBB CELEBRITY LOOK-ALIKE



**Todd Hallock**  
Heating Specialist  
F.W. Webb  
South Portland,  
Maine



**Philip Winchester**  
Actor  
Plays Peter Stone on  
Law & Order, SVU

Submitted by Kathy Howard, Marketing Department, Bedford, MA

Submit your nomination for a  
**Webb Employee  
Celebrity Look-Alike.**

If chosen, you and your Look-Alike,  
will win a \$20 Amazon gift card.



Send your nomination to  
[pipeline@fwwebb.com](mailto:pipeline@fwwebb.com)  
for consideration in a future issue.



## On the Move



As the new Operations Manager in Methuen, MA, **Dominic Baraiolo**, is looking forward to helping improve and grow the branch. Dominic started working with F.W. Webb in the Bedford, MA warehouse back in 2013 and was promoted to Store Manager of the Gloucester store in 2016. After a brief time away from Webb last year, he recently returned to the company as a Warehouse Manager prior to this promotion. Dominic attended Johnson & Wales University, resides in Rowley, MA with his wife and two kids (Max and Vivian), and enjoys fishing and golfing in his spare time.



**Ryan Milliken** has been named Operations Manager of the Auburn, MA branch. In this role, he hopes to help lead the branch into a new era of prosperity and growth with an emphasis on customer satisfaction, while promoting a team-oriented environment. Prior to joining F.W. Webb's Management Training Program in 2015, Ryan worked at Tufts Healthcare in their insurance department.

He graduated with a Bachelor's degree in History from Emmanuel College, and is originally from Worcester, MA. Ryan is a very avid and dedicated Boston sports fan, loves attending rock-and-roll concerts, and enjoys playing the drums. He recently married his wife (Kristen) and is looking forward to building a life with her and their two "one-of-a-kind" cats.



As the newly appointed Store Manager of our Biddeford, ME branch, **Conor O'Brien** hopes to provide the best customer service in the area, and build strong relationships with the store's customers. Prior to joining the F.W. Webb team in January of 2019 as a part of the Management Training Program, Conor worked for Consolidated Electrical Distributors. Conor holds a Bachelor's degree in Financial Economics from Wittenberg University in Springfield, OH, where he also played lacrosse. He is from York, ME, and his current hobbies include ATVising, fishing, and spending time with friends and family.



After 20 years at our Northampton, MA location, **Patrick Ryan** has moved to our Westfield, MA branch where he has assumed the role of Store Manager. He has broad experience that spans working on the counter, managing inventory and building strong customer relationships. In fact, some customers have even visited him at his new location. Prior to Webb, he worked as the head machine adjuster at Tubed Products. He has lived in Northampton all his life and is proud to have raised his two now grown daughters there with his wife. He is a self-described football junkie, though any sport will do, and he is an avid golfer.

## More Promotions

- **Colton Baillargeon** from Selector to Warehouse Lead, Londonderry, NH
- **Corey Baldwin** from Driver to Counter, St Johnsbury, VT
- **Warren Bean** from Outside Sales to Regional HVAC Sales Specialist, Springfield, MA
- **Stephen Bilodeau** from Warehouse to Counter, Malden, MA
- **Sarah Bride** from Showroom Manager to Showroom Area Manager, Concord NH
- **Curt Burgess** from E-Commerce Project Manager to E-Commerce Project Manager/Operations Manager, Bedford, MA
- **Anthony Carter** from Warehouse to Warehouse Supervisor, Watertown, MA
- **Aaron Damon** from Shipping Supervisor to Inside Sales, Portland, ME
- **Adam Gould** from Warehouse to Inventory Control, Methuen, MA
- **Matt Gray** from Inventory Control to Warehouse Lead, Londonderry, NH
- **Carlos Guzman** from Warehouse to Counter, Methuen, MA
- **Alex Lee** from Warehouse to Counter, Nashua, NH
- **Donna Leger** from Inside Sales to Commercial Coordinator, Portland, ME
- **Kevin McCarthy** from Inside Sales to Outside Sales, Nashua, NH
- **Greg O'Donnell** from Counter to Inside Sales, Portland, ME
- **Tim Schroeder** from Warehouse to Counter, Lowell, MA
- **Ryan Sinclair** from Counter to Inventory Control, Hampden, ME
- **Ben Smaldino** from Counter to Inside Sales, Vernon, NJ
- **Vincent Venturelli** from Warehouse to Inside Sales, Hampden, ME
- **Clinton Vos** from Driver to Counter, Vernon, NJ
- **Jonathan Wood** from Warehouse to Counter, Gilford, NH
- **Michael Wood** from Warehouse to Warehouse Supervisor, Rockland, ME



## Webb Spotlight

### Lauren Main



Lauren (right) trying out a winery in the Hamptons

**Title:**  
Principal Scientist,  
Alliance Environmental Group

**Location:**  
Warwick, Rhode Island

**Years Worked at F.W. Webb:**  
1.5 years

#### Can you describe one of your best experiences working for F.W. Webb?

All of the environmental site assessments for new property acquisitions have been great and unique experiences. It has allowed me to meet new people from different Webb branches and travel to cities that I would probably never have visited. I also find it very rewarding being involved in the initial steps in making sure a property is environmentally safe for employees prior to opening a new Webb facility.

#### What is the best piece of advice you've ever received?

A former co-worker told me the best career advice that I always take with me... "Love your job, work hard, and do great work, but don't forget to enjoy life, go on vacations, and always put yourself first."

#### What is something about yourself that would surprise us?

When I was in elementary school, I got randomly picked from the crowd at a Boston Celtics game to participate in a halftime contest. I won the competition and received two free airline tickets anywhere in the U.S.

#### Where is the most interesting place you have visited?

Barbados and a small Caribbean island called Dominica. I visited these spots in college for a geology trip and I even ended up going back my senior year to collect volcanic deposits for my thesis project.

#### When you're not at work, how do you like to spend your time?

When I'm not working, I love to workout, try new breweries and wineries with friends, go to the beach, or spend time at my parents' Cape house. I also enjoy traveling and going to concerts/sporting events, so hopefully there will be more of that this year!

## Births

- Victoria Black**  
Born 1-7-21. Daughter of Amanda Black, Northampton MA
- Lucas DiPirro**  
Born 12-22-20. Son of Matt DiPirro, Warwick RI

- Amelia Fitzsimmons**  
Born 1-11-21. Daughter of Pat Fitzsimmons, Dedham MA
- Margaret Gurnon**  
Born 1-21-21. Daughter of Matt Gurnon, Brockton MA
- Zachary Hetrick**  
Born 3-20-21. Son of Mike Hetrick, Hartford CT
- Emersun and Jackson Hillis**  
Born 3-17-21. Children of Jason Hillis, Woburn MA
- Rylee Kennard**  
Born 1-12-21. Daughter of Mykel Kennard, Aston PA
- Killian Luippold**  
Born 3-6-21. Son of Matt Luippold, Greenfield MA
- William Mangual Jr**  
Born 3-27-21. Son of William Mangual, Hartford CT
- Elle and Kevin McCarthy**  
Born 2-18-21. Children of Kevin McCarthy, Nashua NH
- Ava Robinson**  
Born 3-26-21. Daughter of Ardel Robinson, Londonderry NH



We have lots of resources to promote Samsung.

Find them on CRM.



# Welcome Aboard!

## From Danbury, CT Acquisition



Joining F.W. Webb from the Danbury, CT acquisition, **Scott Fengler** will continue to lead the counter store as Store Manager. During high school, he started working at Danbury Plumbing and HVAC Supply on the weekends and he has been there ever since. Now an industry veteran with more than 30 years of experience, he is proud

to have learned the business from the ground up; starting in the warehouse and driving, moving to the counter and then inside sales to gaining hands-on product and hydronic design experience. He lives a couple of towns over in Woodbury, CT with his wife, a teacher, and their 13-year-old daughter and 10-year-old son.



As part of the acquisition of Danbury Plumbing and HVAC Supply, the business's Creative Bath will open as a Frank Webb Home. Showroom Manager **Lisa Contreras** is busy getting it ready to launch under its new name. Born and raised in Danbury and a former Creative Bath employee she knows the area like the back of her hand and is looking forward to building the Frank Webb Home brand in Danbury. In her past life, she served in the Civil Air Patrol as a Cadet Commander and she is proud to have been the first female to graduate from Henry Abbott Technical School with a degree in Plumbing. In fact, the owner of Danbury Plumbing and HVAC Supply was her teacher back then!

## Frank Webb Home Showroom Managers



Frank Webb Home in Nashua, NH welcomes **Hakan Dinler** as the new Showroom Manager. His responsibilities are to ensure that all customers receive impeccable customer service, and that all showroom goals are met. This is Hakan's first role within F.W. Webb, and he is looking forward to gaining the necessary knowledge to succeed not only within his role,

but within the company as a whole. Hakan graduated from Southern New Hampshire University with a Bachelor of Science in International Business, and comes to us from Ashley Furniture. He resides in Hudson, NH, and enjoys going to the beach year-round, taking day trips within New England, and playing football with his three sons.



**Paul Fehling** has assumed the role of Showroom Manager for Newburgh, NY. Paul comes to Frank Webb Home with over 25 years of lighting design experience, and hopes to create a destination showroom for builders, plumbers and interior designers. Prior to joining the company in April, Paul was the Lighting Division Manager at Plimpton and Hills. He currently lives in New Fairfield, CT with his wife and three boys, and loves to play electric guitar in his spare time.



New Showroom Manager, **Jaime Fogarasi**, brings both retail and manufacturing experience to her new position at Frank Webb Home in Mamaroneck, NY. As an Architectural Rep in a past role and with deep roots in the New York market, she is well known in the trade industry and looks forward to growing the showroom business. A graduate of

Arizona State University, she has worked as a salesperson in the decorative hardware and plumbing industry for several years. Going for a run is her idea of unwinding outside of work – that or going to the beach.



**Ellie Pooya**, our new Showroom Manager in Needham, MA brings with her a background in interior design, sales, custom carpet and flooring. She moved to the US 20 years ago from Iran and decided to pursue her passion for interior design. Living in Illinois with her husband and son, Ellie got certified and started her own design company. Before this, she was on an entirely different path studying to be a dentist at Isfahan University of Medical Science in Iran. Now in MA, she is excited about her new role and looks forward to working with the sales team to provide impeccable customer service and drive-up sales and profitability.



## New Employees

February 2021 – April 2021

<b>Donald Abbruzzese</b> Commercial Plumbing Estimator Ballston Spa, NY	<b>Aimee Bourgoin</b> Receptionist Oakland, ME	<b>Jennifer Cluff</b> Warehouse Portland, ME	<b>Jhon Echeverri</b> <b>Severiche</b> Warehouse Malden, MA	<b>Jack Hanrahan</b> Outside Sales Methuen, MA
<b>Ryan Ahearn</b> Warehouse Lowell, MA	<b>Shayne Boutin</b> Warehouse Hampden, ME	<b>Everett Cookson</b> Inside Sales Portland, ME	<b>Morgan Engdahl</b> Inside Sales Waterford, CT	<b>Shannen Hardy</b> Warehouse Hyannis, MA
<b>Kristian Amaro</b> Driver Needham, MA	<b>Helen Bowers</b> Showroom Sales Rep. Danbury, CT	<b>Lewis Corriveau</b> Driver Augusta, ME	<b>Marc Fengler</b> Warehouse Manager Danbury, CT	<b>Jeffrey Harms</b> Driver Williston, VT
<b>Hannah Andersen</b> General Clerk Rutland, VT	<b>Scott Brady</b> Driver Binghamton, NY	<b>Donna Couture</b> Office Administrator Nashua, NH	<b>Anthony Ferreira</b> Warehouse Madison, NJ	<b>Mason Harrington</b> Warehouse West Bath, ME
<b>Rachael Babineau</b> Showroom Sales Rep. Salem, MA	<b>Jakob Bristol</b> Driver Brattleboro, VT	<b>Austin Couture</b> Warehouse Plattsburgh, NY	<b>Stephen Finney</b> Digital Content Specialist Bedford, MA	<b>William Hart</b> Showroom Sales Rep. Danbury, CT
<b>Christopher Bahl</b> Counter Exeter, NH	<b>Danielle Brow</b> Showroom Sales Rep. Oakland, ME	<b>Siara Cronin</b> Selector Londonderry, NH	<b>Matthew Fiorito</b> Warehouse Piscataway, NJ	<b>Gabriel Hartmann</b> Selector Cranston, RI
<b>Hugo Barrientos</b> Driver Piscataway, NJ	<b>Patrick Brown</b> Inside Sales Trenton, NJ	<b>Stefano D'Amico</b> Duct & Vent Cleaning Director Alliance Environmental Warwick, RI	<b>Joshua Fish</b> Warehouse Hampden, ME	<b>Nicholas Hatch</b> Driver Hampden, ME
<b>Edward Barstow</b> Warehouse Bridgewater, MA	<b>Naseef Bryan</b> Warehouse Londonderry, NH	<b>Robert Darling</b> Tractor Trailer Driver Sturbridge, MA	<b>Mark Fraser</b> Counter Bridgewater, MA	<b>Mark Heese</b> Driver Mamaroneck, NY
<b>Eric Bassant</b> Warehouse West Harlem, NY	<b>Cody Campo</b> Counter Centereach, NY	<b>Christopher Davitt</b> Counter Springfield, MA	<b>Paul Gens</b> Inside Sales Hyannis, MA	<b>Caseem Hood</b> Warehouse Mamaroneck, NY
<b>Donald Belanger</b> Warehouse Gilford, NH	<b>Matthew Caruso</b> Selector Cranston, RI	<b>Filipe De Assuncao</b> Tractor Trailer Driver Londonderry, NH	<b>Marissa Giacalone</b> Office Administrator Gloucester, MA	<b>David Howard</b> Inside Sales Danbury, CT
<b>Jonathan Benway</b> Warehouse Williston, VT	<b>John Chadbourne</b> Assistant Warehouse Supervisor Portland, ME	<b>Johnny Diaz</b> Warehouse Dedham, MA	<b>Jimmy Gomez</b> Driver Danbury, CT	<b>Joshua Hunt</b> Inside Sales Danbury, CT
<b>Jacob Biernacki</b> Inventory Control Ellsworth, ME	<b>Nathan Chouinard</b> Counter Manchester, NH	<b>Andre Diaz</b> Driver Danbury, CT	<b>John Gorton</b> Piggy Back Driver Canton, MA	<b>Thomas Hunt</b> Manager Customer Sales & Relations Danbury, CT
<b>Jason Blair</b> Regional HVAC Technical Service Rep. Ballston Spa, NY	<b>Danielle Cialino</b> Showroom Sales Rep. Nashua, NH	<b>William Ducharme</b> Warehouse Northampton, MA	<b>James Gover</b> Counter Boston, MA	<b>Eric Jefferson</b> Driver Piscataway, NJ
<b>Javin Blanchard</b> Warehouse Hampden, ME	<b>Michael Cipullo</b> Warehouse Allentown, PA	<b>John Duggan</b> Outside Sales Williston, VT	<b>Mark Grabowski</b> Inside Sales Methuen, MA	<b>Danielle Johnson</b> Office Administrator Dover, NH

Continued on page 22



Continued from page 21

## New Employees

February 2021 – April 2021

<b>Keith Johnson</b> Counter Manhattan, NY	<b>Randy Lidstone</b> Counter Danbury, CT	<b>Taryn Montague</b> Receptionist Methuen, MA	<b>Megan Rabideau</b> Warehouse Brattleboro, VT	<b>Christina Serrano</b> Marketing Manager Bedford, MA
<b>Steven Johnson</b> Counter Danbury, CT	<b>Alison Limpert</b> Accounts Receivable Bedford, MA	<b>Connie Moody</b> Accounts Payable Hyannis, MA	<b>Jessica Ribeirinha-Prata</b> Accounts Receivable Bedford, MA	<b>Michael Sholik</b> Driver Madison, NH
<b>Isaiah Johnson-Champney</b> Warehouse Londonderry, NH	<b>Shawn Lisieski</b> Commercial HVAC Estimator Ballston Spa, NY	<b>Michael Morse</b> Driver Waterford, CT	<b>Marc Riendeau</b> Warehouse Londonderry, NH	<b>Michael Silverman</b> Driver Dedham, MA
<b>Bailey Kaiserman</b> E-Commerce Product Specialist Bedford, MA	<b>David Lourenco</b> Driver Danbury, CT	<b>Aaron Nevers</b> Warehouse Portland, ME	<b>Jasmine Rivera</b> Receiver Londonderry, NH	<b>Elizabeth Smith</b> Inside Sales Newburgh, NY
<b>Christopher Kay</b> Inside Sales Danbury, CT	<b>Annieana Luna</b> Warehouse Londonderry, NH	<b>Brian O'Connor</b> Inside Sales Malden, MA	<b>Christopher Robertson</b> Counter West Harlem, NY	<b>Jeffrey Smith</b> Warehouse Colonie, NY
<b>Kim Kearns</b> Office Administrator Auburn, MA	<b>Edward Lynch</b> Counter Salem, MA	<b>Cynthia Orosz</b> Showroom Sales Rep. Plymouth, MA	<b>Mark Roche</b> Warehouse Seabrook, NH	<b>Chanhakdae Thang</b> Warehouse Methuen, MA
<b>Susan Kimmell</b> Accounts Receivable Bedford, MA	<b>Richard Maher</b> Driver Vernon, NJ	<b>Leanne Panacopoulos</b> Showroom Sales Rep. Salem, MA	<b>Adalberto Rodriguez</b> Warehouse Bedford, MA	<b>Caitlin Toth</b> Showroom Sales Rep. Williston, VT
<b>Daniel King</b> Receiver Springfield, MA	<b>Jayne Mason-Fitzgibbons</b> Showroom Sales Rep. Danbury, CT	<b>Rushi Panchal</b> Receiver Londonderry, NH	<b>Amanda Rose</b> Office Manager Danbury, CT	<b>Peter Tuchol</b> CIP Elmwood Park, NJ
<b>Kyle Kingsley</b> Warehouse Williston, VT	<b>William McConnell</b> Warehouse Supervisor Canton, MA	<b>Thomas Paris</b> Counter Springfield, MA	<b>Vincent Russo</b> Purchasing Clerk Concord, NH	<b>Samuel Ulloa</b> Receiver Piscataway, NJ
<b>Gina Kopp</b> Receptionist Londonderry, NH	<b>Michael Meehan</b> Inside Sales Danbury, CT	<b>Daniel Pearson</b> Driver Auburn, MA	<b>Nicole Sacco</b> Showroom Expeditor Hyannis, MA	<b>Alexander Vesprini</b> Inventory Control Bedford, MA
<b>Jess Kulbacki</b> Warehouse Concord, NH	<b>Lance Mendonca</b> Warehouse Danbury, CT	<b>Christine Pedro-Panuyas</b> Office Administrator Elmwood Park, NJ	<b>Daniel Salter</b> Inside Sales Piscataway, NJ	<b>Ryan Welch</b> Warehouse Hartford, CT
<b>Kevin Larouche</b> Warehouse Londonderry, NH	<b>Bryan Meza</b> Counter Elmwood Park, NJ	<b>Ashley Perry</b> Receptionist Winslow, ME	<b>Julio Santiago-Martinez</b> Warehouse Londonderry, NH	<b>Isaac Wertman</b> Outside Sales Bronx, NY
<b>Diego Lebron</b> Warehouse West Harlem, NY	<b>Hannah Michaud</b> Showroom Sales Rep. Manchester, NH	<b>Thomas Peters</b> Counter Pleasantville, NJ	<b>Alan Schleppy</b> Driver Allentown, PA	<b>Tiffany Wheaton</b> Counter Waterbury, CT
<b>Jeffrey Lehoux</b> Driver Manchester, NH	<b>Jennifer Millepied</b> E-Commerce Retail Buyer Bedford, MA	<b>Lawrence Potter</b> Warehouse Danbury, CT	<b>Nathaniel Scott</b> Driver Waterford, CT	<b>Keagen Wilcox</b> Warehouse Binghamton, NY
<b>Justin Lepage</b> Warehouse Hampden, ME	<b>Jeffrey Millet</b> Inside Sales Albany, NY	<b>Todd Purzycki</b> Driver St. Johnsbury, VT		<b>Andrew Wolk</b> Warehouse Rutland, VT



## Anniversaries

January – March 2021

## 5 Years:

**Cameron Alexander**  
Falmouth, MA  
**Wayne Allard**  
Hartford, CT  
**Piotr Bartosz**  
Trenton, NJ  
**Erica Bryant**  
Portland, ME  
**Tim Burke**  
Stamford, CT  
**Kelley Colon**  
Falmouth, MA  
**Robert Coloutti**  
Rutland, VT  
**Thomas Coutant,**  
Ballston Spa, NY  
**Brent Dumont**  
Bedford, MA  
**Nick Eberle**  
Trenton, NJ  
**Jaime Fothergill**  
Londonderry, NH  
**Tyler Gilcott**  
Winslow, ME  
**Lisa Graca**  
Cranston, RI  
**Eric Grantz**  
Portland, ME  
**Dan Hallet**  
Fitchburg, MA  
**Jeff Hawthorne**  
Trenton, NJ  
**Mark Iannelli**  
Piscataway, NJ  
**Gabriel Joao**  
Springfield, MA  
**Mike Johnson**  
Portland, ME

## Donat Labarre

Keene, NH  
**David Lamb**  
Londonderry, NH  
**John Lengenfelder**  
Trenton, NJ  
**Carly LePage**  
Hampden, ME  
**Andrew Levesque**  
Concord, NH  
**Derek Lewis**  
Auburn, MA  
**Phil Lorica**  
Albany, NY  
**James Madgwick**  
Vernon, NJ  
**Chad Marney**  
Springfield, MA  
**James Martin**  
Trenton, NJ  
**Ed Milroy**  
Trenton, NJ  
**Brandon Mullen**  
Winslow, ME  
**Matthew Nicholson**  
Bedford, MA  
**Patrick O'Leary**  
Portland, ME  
**Nicole Oliveira**  
Malden, MA  
**Scott Paronto**  
Barre, VT  
**Janice Philips**  
Seabrook, NH  
**Mike Reed**  
Cazenovia, NY  
**Ronald Sabec**  
Trenton, NJ  
**Stephen Scarafie**  
Trenton, NJ

## Christine Silcox

Warwick, RI  
**Lisa Tepfer**  
Syracuse, NY  
**Kelly Tracy**  
Bedford, MA  
**Rory Wilkins**  
Londonderry, NH  
**Jason Woolf**  
Allentown, PA  
**Mark Anderson**  
Rockland, ME  
**Chris Arsenault**  
Meriden, CT  
**Shawn Buck**  
Augusta, ME  
**Antonio Capomolla**  
Stamford, CT  
**Mayeline Castro**  
Stamford, CT  
**Nick Clark**  
Exeter, NH  
**Jeff Cortland**  
Elmwood Park, NJ  
**Justin Cudworth**  
Londonderry, NH  
**Tammy Deary**  
Portland, ME  
**James Dixon**  
Stamford, CT  
**Mark Fabian**  
Londonderry, NH  
**Stephen Jones**  
Bellingham, MA  
**Steven Knight**  
Fitchburg, MA  
**Peter Labelle**  
Hampden, ME

## Patrick Miller

Londonderry, NH  
**George Murdoch**  
Hartford, CT  
**Scott Pardy**  
Hampden, ME  
**Roy Patton**  
Warwick, RI  
**Jose Perez**  
Hartford, CT  
**James Pfannenstiel**  
Londonderry, MA  
**Cynthia Rowe**  
Meriden, CT  
**Robert Sholes**  
Waterford, CT  
**James Turbide**  
Bronx, NY  
**Robert Wheaton**  
Bellingham, MA  
**Jamie Burian**  
Syracuse, NY  
**Tina Clermont**  
Londonderry, NH  
**Gail Herschel**  
Lebanon, NH  
**James Matthews**  
Bedford, MA  
**Carl Newton**  
Londonderry, NH  
**Jermaine Rice**  
Canton, MA  
**Filiberto Rodriguez**  
Londonderry, NH  
**Jeff Sprague**  
Portland, ME  
**Stephen Anderson**  
Methuen, MA

## James Foster

Bridgewater, MA  
**Dennis Ranahan**  
Boston, MA  
**Dan Rondeau**  
Waterford, CT  
**Joe Ruggiero**  
Woburn, MA  
**Mike Smith**  
Albany, NY  
**25 Years:**  
**Andrew Davis**  
Portland, ME  
**Patrick Devine**  
Hyannis, MA  
**Ronald Hudson**  
Auburn, MA  
**Carol Leto**  
Auburn, MA  
**James Robinson**  
Ballston Spa, NY  
**30 Years:**  
**Mike Doyle**  
Salem, MA  
**Mark Lemieux**  
Williston, VT  
**Martin Mann**  
Syracuse, NY  
**35 Years:**  
**Paul Grantz**  
Portland, ME  
**Ken Hughes**  
Hyannis, MA  
**Don Joyal**  
Auburn, MA

*Pipeline* is the employee newsletter of the F.W. Webb Company. It is published quarterly in February, May, August, and November by the F.W. Webb Marketing Department.

Employee submissions – news, tips, articles and photos – are welcome and encouraged at [pipeline@fwwebb.com](mailto:pipeline@fwwebb.com).

Current and back issues are posted on the company intranet.

*Pipeline* is an internal publication for employees only.

## Retirees

- **Warren Grant**, Bangor ME (36 years)
- **Gale Duncan**, Nashua NH (27 years)
- **David Ferreira**, Bedford MA (12 years)