



# Pipeline

The F.W. Webb Employee Newsletter

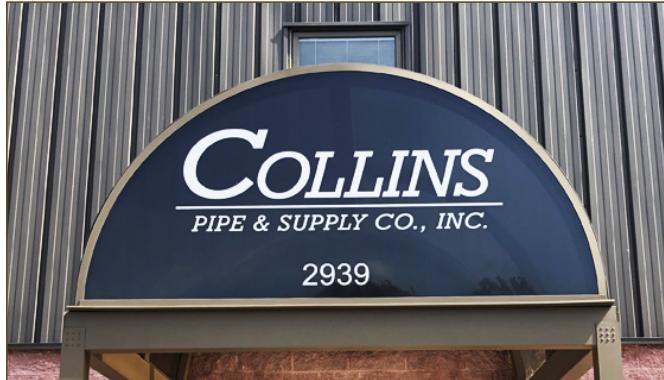
Volume 37 – Autumn 2019

## Inside This Issue

Business News .....	1-7
Events .....	8-9
Division Download.....	10-12
Features .....	13-19
Webb Cam.....	17-18
HR Updates .....	20-28



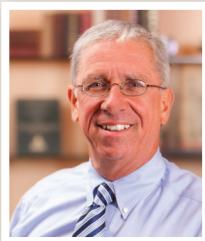
*See page 17-18 for more  
Webb Cam photos.*



It has been a busy few months! We announced that we will acquire the Collins Pipe & Supply Co. Pennsylvania location, we now stock Uponor Pex-a and we have a new Water Works location in New York.

## THE SCOOP

by Bob Mucciarone



**See page 3 for  
an update on building  
projects underway.**

By the time you read this our latest acquisition, Martisco in Liverpool, will be up and running under the F.W. Webb name. Somewhere around the end of the year we expect to close on the Collins Pipe location in Aston, PA, we spoke to you about. We are excited about that one because of its potential.

Meanwhile, the number of building projects in different stages of development is voluminous.

We are always reviewing our product line mix and the manufacturers we partner

with to ensure we are offering customers the most sought after products with the best deals available. Expect continued change in this area and all of it good.

2019 is still shaping up to be another good year, with sales increasing somewhere around \$100 million over 2018. Even with the increase in top line sales, 2019 top line profit will be around the same as 2018, possibly somewhat higher. The main reasons for sluggishness in bottom line profit is that expenses are outpacing our gross profit as we grow our

footprint, and at the same time we sometimes are selling at lower margins to meet a competitive marketplace. We are still 2 1/2 months away from year end so some things can change, and the above is a best guess of how the final numbers will play out.

As I always like to emphasize, the biggest thing we all can do to help bottom line profit is provide great customer service. That's why we are in business and it needs to be what sets us apart from the competition!

*Continued on page 3*

# Now Stocking Uponor PEX-a

Exciting news! Our plumbing and heating contractors have been asking for this and we now have it. Uponor PEX-a piping and fittings are available at our counter stores across the Northeast. PEX-a is a flexible plastic tubing used for commercial and residential potable water, hydronic heating, radiant cooling and heating, fire protection and snow and ice melting applications. Backed by over 50 years of proven performance, Uponor PEX-a is the leading choice among contractors today.



## PEX-a Advantages:

- Unlike copper and CPVC systems, PEX resists corrosion, pitting and scaling
- Expands up to three times its original diameter, making it the most freeze-resistant piping available
- Offers fewer connections and potential leak points for greater installation efficiency, water conservation and more affordable material costs
- Available in sizes up to 3" for potable applications and 4" for closed-loop hydronic applications

## Commercial and Residential Applications

### Radiant Heating and Cooling

Hydronic radiant systems circulate warm or cool water through PEX-a tubing embedded in the slab or under the floor. Outside, it can be used under concrete and asphalt for snow and ice melting systems.

### Plumbing

Uponor Pex-a product, AquaPEX® pipe, coupled with their unique ProPEX® connection method, transports water through heating and plumbing systems. Its innovative design helps eliminate water hammer and also dampens rushing water noise.

### Hydronic Piping

Contractors can use Uponor PEX-a for transporting water to terminal units such as chilled beams and fan coil units.

### Pre-insulated Pipe

Uponor has Pex-a piping for a variety of underground hydronic heating, cooling and potable-water applications.

### Fire Protection

Uponor offers a Pex-a residential fire sprinkler system that combines with a home's cold-water plumbing system to ensure fresh water is always available to the sprinklers.

PEX plumbing • Fire safety • Hydronic piping • Radiant heating and cooling • Pre-insulated piping





## F.W. Webb to acquire Collins Pipe & Supply Co. location in Pennsylvania

In September, we announced that we will be acquiring the Collins Pipe & Supply Co. location in Aston, PA. It's expected to close mid-December. Collins could have reached out to a number of competitors, but they chose us because of the strong cultural fit.



"All of the large national PVF firms now have locations in Philadelphia, so it became clear to us that our customers in the greater Philadelphia area and neighboring states would be better served by a much larger, more diversified company that still treats their people and their customers like family," said Brian Tuohey, President and Owner, Collins Pipe & Supply Co. "This has become

a great collaborative effort by two strong independent companies to work together to the best benefit of both our Aston team and their customers."

Poised to celebrate their 100 year anniversary, Collins Pipe & Supply Co. is a wholesale distributor of engineered specialties and PVF with headquarters in East Windsor, CT. They will continue to own and operate their eight other locations.

Their 18,000 sq. foot facility in Aston, PA services industrial end users and contractors who support the oil and gas refinery industry and the power and process markets in the greater Philadelphia area. Once the acquisition is finalized, the Aston staff will become a part of the F.W. Webb team. CD and our stocking hub in Piscataway, NJ will provide regular stock replenishment to the new Aston, PA location.

"Collins has built a strong foundation in the greater Philadelphia area and we know that we can further grow their business," said Bob Mucciarone, Chief Operating Officer, F.W. Webb. "Their customers buy product in the hundreds. We have the buying power and stocking capabilities to bring in significantly more inventory to meet their needs. We look forward to bringing in a broader product mix, like sprinkler systems, and gaining business from new customers such as Mechanical Contractors."

## THE S**C**OOP

by Bob Mucciarone

### Building Projects

#### Currently:

- We are in the beginning stages of creating a much needed laydown area, i.e. outside storage for pipe and tanks, at our new **Centereach, NY** location on Long Island
- We are in the final stages of the permitting process for our new location in **Bridgewater, MA**, which will replace our Brockton, MA facility
- We are in the permitting process for the renovation of a building we are buying in **West Babylon, NY** on Long Island
- We are in the process of buying another property in **Oakland, ME**, which will be a Water Works facility in combination with our Winslow, ME store

#### By year end:

- Renovating a showroom for **Lebanon, NH**
- **Salem, MA** renovation will be done; giving them a self-serve area they never had

#### By early 2020:

- **Hampden, ME** will replace Bangor
- We will have an additional location in **Elmwood Park, NJ**

#### Exploring opportunities in:

- Orleans, MA
- Norwich, CT
- Egg Harbor, NJ
- Salem, MA for a standalone showroom



## Opening Our Sixth Water Works Supply Location in New York

In October, we acquired the Martisco Corporation, a water and sewer supply distributor in Liverpool, NY. This marks our sixth water works location in New York. "We will build on the strong legacy that Warren Jenkins, Martisco's former owner, left behind," said Rory Budds, Director, F.W. Webb Water Works. "F.W. Webb and Martisco share the same principles. We will continue to always put the customer first, maintain a strong inventory and partner with industry-leading manufacturers."

F.W. Webb first entered the water works business in 2016, with the acquisition of Water Works Supply Corp., a Massachusetts company with 60 years of experience in the industry. Last year, we finalized the acquisitions of our water works locations in Rochester, Latham and Black River, NY from the Vellano Corporation. Today, F.W. Webb has 16 water works stocking locations across the Northeast.

### LATEST WATER WORKS PROJECTS

#### PVF Supplied to \$115 Million Infrastructure Project

The Water Works team supplied local contractors in Springfield, MA with hundreds of feet of ductile iron pipe, fittings and plant valves for a \$115 million water infrastructure project that is underway along the Connecticut River.



#### Engineered River Crossing in Maine

The Water Department in the town of Milo, ME had to replace 300 linear feet of water main piping across the Sebec River. It was a unique and complex project due to the type of pipe being used and the underwater conditions. The project's General Contractor, Lou Silver, Inc., hired Webb Water Works to supply the material. Our Water Works Outside Sales Rep, Andy Dube, did that and more. He worked with the engineering company on material shipping coordination and assisted with the proper procedural installation.



# Frank Webb Home Partners with Duravit on Designer Dream Bath Competition



**"We are excited to partner with Duravit, a premier brand in the industry. This is a new and fun way for us to engage with the design community,"**

**— Alicia Criniti, F.W. Webb Vice President of Marketing.**



This year, we are partnering with Duravit USA on their 2019 Designer Dream Bath Competition. This is the seventh year that Duravit has held the competition and we are especially honored because it's the first time Duravit has ever partnered with a company. The Designer Dream Bath Competition features two categories: Unbuilt (designer's own bath) and Built (completed project).

**Unbuilt:** The Unbuilt category asks designers to create a proposed redesign of their own bathroom featuring products from Duravit's 2019 collections. To submit an entry, designers send a rendering or sketch of their "Duravit Dream Bathroom" and a "Before" image of the intended space. Submissions in this category must include product from the following collections: Happy D.2 Plus, Viu/XViu, SensoWash® i. The winner will receive \$10,000 in Duravit product to make their dream bath a reality.

**Built:** The Built category will look at projects completed in the last five years (October 2014-2019) featuring any Duravit product. These projects can come from any sector, including residential, commercial and hospitality, among others. The Built winner will receive \$5,000 of Duravit product.

Select products from Duravit's 2019 collection will be on display in our Boston, Needham and Bedford showrooms.

In November, our Boston showroom will host a special reception to announce and recognize the winners. Designers, architects and others from the industry will be in attendance.

**Frank Webb  
HOME.**  
BATH • KITCHEN • LIGHTING

**DURAVIT**



## Frank Webb Home News

### Introducing Frank Webb Home's Showroom Director

With strong leadership skills and more than 30 years in the industry, Bob Gordineer is the new Frank Webb Home Showroom Director.



He built his career at Best Plumbing Supply in Westchester County, NY, starting out as a showroom consultant and most recently serving as their Director of Sales. Bob was instrumental in growing their successful showroom business, which included nine profit centers, as well as their flagship New York City Kohler Experience Center. In his new role, he will introduce processes and tools with a focus on consistent and excellent customer service. He will also develop sales strategies and product plans to drive sales and grow profitability. A New York native and father of three, Bob currently lives in Scarsdale, NY. He and his family will be relocating to MA once his daughter graduates from high school in June.



### Pleasantville's Third Annual PinkTober

For the third year in a row, our Pleasantville, NJ Showroom is raising money for breast cancer awareness. Their fundraiser, PinkTober, is in honor of their colleague, Dianna McNierney, Inside Sales, who has been breast cancer free for seven years. All donations will be given to a local charity called, 'Breast Intentions,' which aims to cure the day-to-day financial strain that a breast cancer diagnosis often brings. Last year, the team raised more than \$500 for the Susan G. Komen Foundation.



### Now on Display: Reflections Collection from Hubbardton Forge

The Hubbardton Forge (HF) Reflections collection is on display at our showrooms with whole home lighting solutions. HF is a popular lighting brand that some people even collect. Styles in the new collection range from traditional to Art Deco and modern contemporary.



### New Showrooms: Allentown, PA and Seabrook, NH

This marks our first showroom in Pennsylvania and our eighth location in New Hampshire.

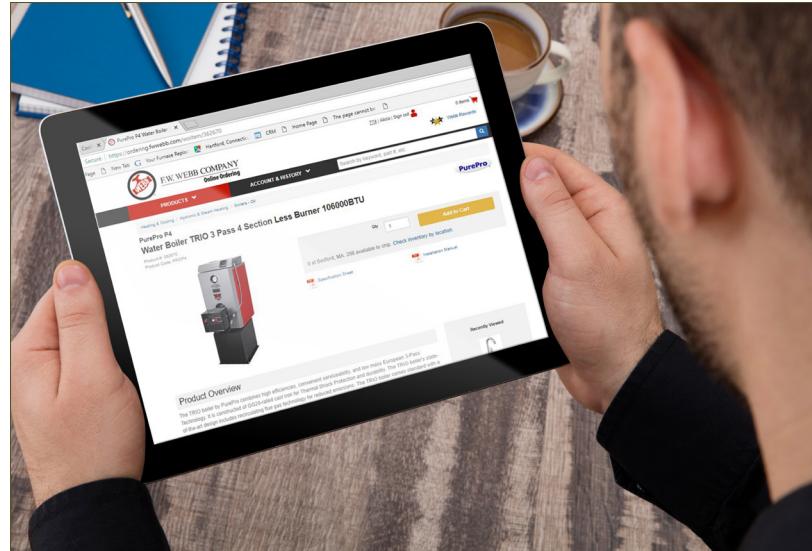


# Help your Customers Save Time, Get them Online

When your customers register for online access with us they can easily get real-time product information and manage their F.W. Webb account online. All they need is a computer or mobile device and they can access it anytime and anywhere.

Tell them to register at [ordering.fwwebb.com](http://ordering.fwwebb.com) and enjoy the following features:

- Shop by category and quickly find products
- Choose from delivery or store pick up
- Check inventory to make sure an item is in stock
- Get account pricing on over 250,000 products 24/7
- Download spec sheets and installation manuals
- Review F.W. Webb account information, including project bids and past orders
- Create new project estimates



**Coming soon – online bill pay!\***

Watch for more information.

\*Only customers who register for online access will be able to pay their bills online.



## AD Names F.W. Webb HVAC Affiliate of the Year

In September, Affiliated Distributors (AD) recognized us with the “HVAC Affiliate of the Year” award at their annual North American meeting in Dallas. Jeff Pope went on stage to accept the award on behalf of F.W. Webb. AD is an organization of independent suppliers and manufacturing partners. F.W. Webb has been a member since 2006. Each year, AD presents the award to member companies that show leadership and guidance on the AD Board of Directors and Product Committees and drive considerable growth through overall company performance.

**“Winning is a treat, a surprise and an honor. I thank the F.W. Webb team that got us to this point. Independence is the best. Let’s keep going at it.”**

**– Jeff Pope, Owner and President**



## Pump Days Attract New Customers

The Commercial & Industrial Pumps division recently hosted Pump Day events at our Boston, Malden, Woburn and Watertown, MA locations. Division Sales Reps and Pump Technician, Marty Ludvigsen, were onsite to promote the business and their new pump repair shop in Watertown. To catch customers' attention, a service truck and 8-10 different pump types were set up outside the branch entrance. Many of the customers walked right up to the pump they use in their day-to-day and started up a conversation with the Sales Rep. Overall, the team met with more than 70 customers who seemed interested in using our pump shop and other services.

*"I have attended many trade shows in the past years and have not been able to speak to as many customers as we did during these events," said Mark Dee, Commercial & Industrial Pump Technical Sales Rep. "At the Boston event, a few maintenance personnel from Gillette actually just happened by and saw a pump like one of theirs that is in need of repair. They called the next day to request I stop by. This is just one of a handful of examples. If it hadn't been for this event we wouldn't have these new customer leads."*



## Gorman-Rupp Mobile Pump Display

In October, our Commercial & Industrial Pump team organized the Gorman-Rupp Mobile Pump Display Van to visit two industrial sites in Maine to demonstrate the latest in pumping technology. Gorman-Rupp Manufacturing Rep, George Ominus, and our Commercial & Industrial Pump Sales Rep, Tarad Nadeau, were on-site to highlight popular pump models on display in the van and offer pump maintenance tips. An especially big hit was the fully operational, glass-faced pump display.



*"George provided customers with multiple pump related operational demos with this unit. The clear piping and glass faced pump gave an internal view of what is going on in the system, something you don't normally get to see in the field," Tarad said. "This is just another example of how we can support customers beyond the product."*



## 2019 Big Show Takes Over Mohegan Sun



In August, the grand ballroom and conference space at Mohegan Sun Casino & Resort in

Connecticut was flooded with hundreds of F.W. Webb propane gas customers and vendors from all over the Northeast. It was a busy day filled with presentations, classes, trade shows, networking and a whole lot of fun.

The F.W. Webb Big Show was last held in 2017. Since then, the size of the event has grown mirroring the growth of F.W. Webb's Propane Gas division.

After opening remarks from SVP of Sales, Tom Santer, and Propane Gas division Sales Manager, Rich Fox, attendees enjoyed an excellent keynote presentation from small-business guru, Ellen Rohr, who spoke about building better teams in the workplace and increasing profitability. From there, it was time for the classroom sessions where the event's premier sponsors took time to present their latest and greatest offerings.

The day wrapped up with a cocktail reception, dinner and trade show featuring over 50 booths. Two propane trucks were driven into the convention space for display, and our Hydronics Mobile Training Station was also onsite.

Following up after the show, Rich Fox said, "The Big Show at Mohegan Sun proved to be another great event for F.W. Webb customers throughout our footprint. We are proud to offer training classes that enhance our customer's business. The education classes included everything from propane tank asset management to selling on value. We are very excited to be expanding our Big Show to include our heating division in 2021! At the next show we will have more customers, vendors and another high-value keynote speaker."



## Seabrook Wins Company Softball Tournament Second Year in a Row

Once again our F.W. Webb Softball Tournament was a big hit. In August, 14 teams representing seven states came together to battle it out for the highly sought-after championship trophy. The annual double elimination tournament took place at Riverside Park in Haverhill, MA. It was a great day of competitive games but it ultimately came down to Seabrook, NH and Bangor, ME in the last matchup. In the end, Seabrook held onto their championship title and took home the gold.

Even more impressive was the turnout and the camaraderie of the day. More than 200 people, consisting of Webb employees and their families, attended the event. Everyone mingled during lunch and cheered on their home teams. Thank you to those who participated and came out to show their support. Until next summer's tournament...



# DIVISION DOWNLOAD

## H V A C / R



*Rich Boynton, Director of HVAC/R, shares an overview of the business and updates on the latest offerings.*

**Q: How are you different from our Heating business?**

A: The difference between Heating and HVAC is that we focus on heating and cooling by means of conditioned air. I think of our Heating business as the hydronics group (i.e. the transfer of heat via liquid) and HVAC as the air group.

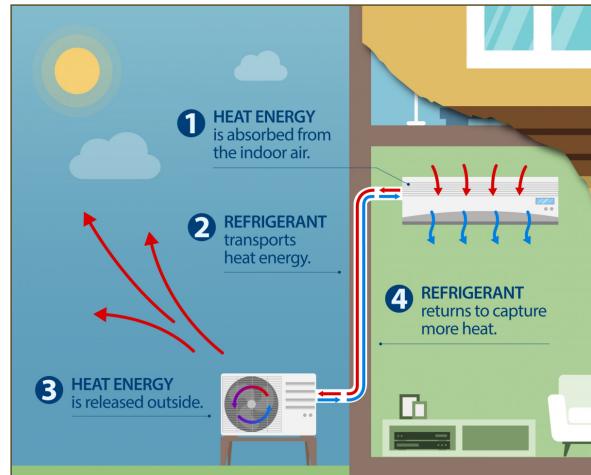
**Q: How has the HVAC market changed?**

A: There have been so many changes in the HVAC industry lately and it is continuing to change very rapidly. It wasn't that long ago that ductless mini split systems were used primarily to spot heat and cool. They would be used to heat rooms underserved by the main furnace like additions and finished basements or to add AC to a home or commercial business with a hydronic system or space constraints.

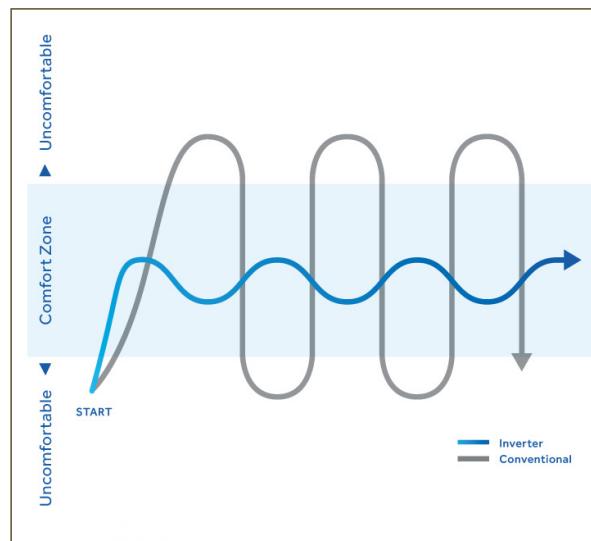
Fast forward to today and we are in an exciting time right now with advances in design, technology, reliability and efficiency. Traditional heat pumps and ductless mini split type units can now be the primary source of heating and AC with inverter technology, which provides increased energy efficiency and has cold climate capability – meaning that it can continue to work at lower temps.

There have also been great strides with WIFI access and tying in whole home control. For example, a mini split can be used for whole house heating, cooling and dehumidification and offers features to program heating and cooling schedules, Wi-Fi capability and Indoor Air Quality options. In the very near future, we may be able to mix and match a ductless mini split system with other heating sources for even more energy efficiency.

F.W. Webb entered the HVAC business in the 1980s. We became an official player in the market when we purchased Energy Controls Systems in 1996, and acquired the Bryant line of heating and air conditioning equipment. Today, we are the largest HVAC distributor in the Northeast.



Today's ductless mini split systems and heat pumps move heat rather than generate it.



An inverter is part of the electrical components of a heat pump or mini split. It can adjust the speed at which the motor runs.

A traditional HVAC compressor without an inverter only has two speeds – on and off. A compressor with inverter-technology can run at a wide range of speeds. It's analogous to a light that's controlled by a switch vs. a light that's controlled by a dimmer.

*Continued on page 11*



**Q: Who are your top customers? And what type of projects do you work on with them?**

A: Top customers are residential and commercial HVAC Contractors, Mechanical Contractors, industrial accounts and institutional facilities. There are a lot of different HVAC technologies and each system fits specific building needs. For a hospital customer, we may sell a York 40 ton Millennium gas/electric rooftop unit that is replacing an older system. Meanwhile, we can sell traditional splits, mini split systems or through the wall units to customers working on multi-family apartment buildings. Again, it all depends on the building needs and customer requirements.



Installation of a York 40 ton rooftop unit

**Q: What differentiates you from competitors?**

A: We differentiate ourselves from our competition with a highly trained staff that includes Mechanical Engineers, Sales Engineers and Technical Service Reps. We have seven HVAC Technical Service Reps who will go to customer job sites with contractors and help with system troubleshooting and startups. Having Mechanical Engineers on staff, who can advise on the design stage of a project, especially makes us stand out because this is something we can offer customers that competitors can't. We also pride ourselves as being a leader in the market with service parts readily available on the shelf to support our sales efforts.

**Q: What areas of business are especially growing?**

A: The cold climate units in both heat pumps and ductless mini split technology are simply booming right now. This is because they are more energy efficient, offering heating and cooling savings. State offered clean energy rebates

are also helping with the demand. In fact, Maine signed a legislative bill in June with the goal of installing 100,000 heat pumps in Maine by 2025.

Additionally, we are seeing a big movement on air to water heat pump chillers, which uses water to heat and air condition homes. They are becoming more and more popular as they move to inverter technology and offer a wider range of heating capabilities for residential and commercial applications.

**Q: What are some new happenings within the HVAC business?**

A: We have invested more than \$150,000 in new machinery for our Duct Works Commercial Sheet Metal Fabrication Shop in Haverhill, MA. While some machines are upgrades to ones we already have, others bring additional capabilities and provide faster and more precise fabrication. We are especially excited about the ISM gorelock machine.

It allows us to make our own spiral fittings for the first time.

Up until now we have been making our own spiral pipe, but we didn't have the equipment to make our own elbows, reducers, etc. We expect

to have the new equipment up and running soon. It will help us offer customers faster lead times, better quality product and better pricing, which is important in such a competitive market.



ISM gorelock machine



Duct Works fabrication shop

Continued on page 12



Additionally, we are working with branches to promote our HVAC Dealer Program, which provides contractors with tools to help market their business. York, Daikin and Honeywell all offer free programs that provide financing, extended warranties, training, lead generation, co-op funds for advertising and more. These programs are advantageous for us because they create brand loyalty and further develop the relationships we hold with customers so that we can offer them valuable resources that go beyond the product. Thanks to the efforts of Laura Herlehy, F.W. Webb Dealer Development Manager, and our branches, over the past year, membership for all three programs has increased about 50 percent.



HVAC Dealer Program customer event

**Q: What training do you offer customers?**

A: We offer trainings throughout the year at our branches and customer locations. These include HVAC bootcamps that highlight our York and Daikin products and other HVAC offerings. Additional training topics range from duct design and layout to install best practices and electricity basics 101.

We also have a new Daikin Training Center in South Portland, ME. It features a state-of-the-art training and presentation room with fully functional residential and commercial product installations displaying mini split and Variable Refrigerant Volume (VRV) equipment. It offers up-to-date factory certified trainings, installation demonstrations and information on Maine's heat pump rebate program. The training center will help educate contractors on these energy-efficient systems, which in turn should help them grow their business.

**Q: How do you cross collaborate with other divisions?**

A: We have a natural cross collaboration with the plumbing and heating businesses because many customers are blended and focus on multiple trades. Recently, we have had new opportunities with our Alliance Environmental Services group. For example, Alliance tests air quality for commercial customers. Based on their findings, we can provide Indoor Air Quality solutions such as air purification and filtration. Our Building Controls group also regularly works with HVAC Commercial Sales Reps on project takeoffs and estimates to package Building Controls hardware and software products for HVAC and energy management systems.

**Q: What are you looking forward to the most next year?**

A: I'm looking forward to growing the Indoor Air Quality segment of our business. This includes offering air cleaning, dehumidification, humidification, ventilation, solutions, as well as thermostats and controls that are compatible with IAQ equipment and feature smart, WIFI-enabled technology. We officially launched a renewed partnership with Honeywell and offer other leading brands in this space such as RGF and Nu-Calgon. We are promoting these solutions with our first-ever Indoor Air Quality sales book. This rounds out our product lineup and will help grow our sales by offering a complete home solution.

**IAQ Benefits:**



**Air Cleaning:** Air flowing through a whole-home air cleaner, filter or purifier has reduced levels of dust, pollen, mold spores and certain bacteria



**Dehumidification:** Dehumidification systems offer a whole-house solution that's more effective and can be less expensive than putting multiple single-room units in a home



**Humidification:** Studies suggest that air with higher levels of humidity may decrease the survival of certain viruses and their transmission rates



**Ventilation:** Poor ventilation can restrict the intake of fresh air and trap potentially hazardous indoor air pollutants such as humidity, dry air, wood material off-gassing, cleaning agents, radon, carbon monoxide and carbon dioxide and odors from household activities



## AEG Project Spotlight

You've heard about the different services from our Alliance Environmental Group (AEG), but now you can see them in action. In each issue of Pipeline, we'll highlight an AEG project. Below is one of the many different scenarios that AEG supports. Their work can take them anywhere from a commercial building to survey asbestos to wetlands for ecological permitting.

### Emergency Response at Mansfield Airport

In February, there was a tragic accident at the Mansfield Municipal Airport. A single-engine plane carrying a flight instructor and his flight student crashed. Mansfield firefighters responded to the scene and sadly, the two passengers did not survive.

Thirty gallons of aviation fuel was released from the crash and firefighters sprayed 2,800 gallons of foam to mitigate the risk of fire. Our Alliance Environmental Group (AEG) responded to the emergency by deploying two Licensed Site Professionals (LSPs) to the Mansfield Airport. Both LSPs were on site for the initial response until 2 a.m. in the morning. LSPs are engineers and scientists who are licensed by the Commonwealth of Massachusetts to act as "de facto" Massachusetts Department of Environmental Protection (MassDEP) Representatives.

Upon investigation, the firefighting foam was confirmed to contain polyfluoroalkyl substances (PFAS), chemicals that can contaminate the environment. Since many PFAS are resistant to grease, oil, water and heat, they are difficult to remove and must be handled meticulously. If left uninterrupted, they can seep into groundwater and contaminate drinking water. Working closely with MassDEP, our AEG team initiated an Immediate Response Action (IRA) to remove 600 tons of PFAS-impacted soil and provide an assessment on the site and groundwater conditions.





## Ernie Prepares to Retire After 50 Years

SVP of Industrial Business Development, Ernie Coutermash, is winding down his 50-year career at F.W. Webb and retiring in January 2020. An industry icon and a friendly face known across the company, here is a look at how it all began and the many contributions he has made to F.W. Webb and the PVF industry.

### The Early Years



*Ernie served in the U.S. Marine Corps for four years*

After serving overseas in the Marine Corps for four years, Ernie returned to the US and moved from his home state of New Hampshire to Maryland. One of the first help-wanted ads he saw in the newspaper was for Shore Distributors, a family-owned Plumbing, Heating and HVAC distributor. The next day he applied and started working in the warehouse. He got to know the company's owner, Frank Morris, who was a strong believer in providing opportunity and growing his people. Ernie found a mentor in Frank, and with a drive to succeed, he quickly advanced from the warehouse into sales; eventually becoming Store Manager.

A few years later, while home on vacation, Ernie applied for an Outside Sales position with F.W. Webb out of the Nashua, NH branch. He was ready to be closer to his family in New Hampshire and it just so happened that F.W. Webb had an immediate opening. Ernie was offered the position with the condition that he start in two weeks.

Back in Maryland, Ernie went to tell Frank the news and to his surprise he already knew. "The PVF industry is a tight-knit community. What I didn't know was Frank and John Pope, knew each other," Ernie remembers. "John called Frank and asked what he thought of me; Frank gave me a very good recommendation. That speaks volumes about Frank — he was a man of class and integrity."

Ernie joined F.W. Webb in 1969. Within six months, he was promoted to General Manager. He served as GM of our Fitchburg, MA and Williston, VT locations. In 1981, he was recognized internally with a General Manager of the Year award. Impressed by his leadership and vision, John quickly became a mentor figure to Ernie.

As F.W. Webb began to grow in sales and locations, John saw untapped opportunity in the industrial market. In 1984, he appointed Ernie as the Industrial Sales Manager and tasked him with building this side of the business. "John Pope provided an entrepreneurial environment that gave me the freedom to develop a game plan and supported me with people and marketing."

Over the course of his career, Ernie helped grow F.W. Webb's credibility in the industrial space by forming strong business relationships with vendors, bringing in key product lines, assisting with strategic acquisitions and helping to retain



**"Ernie became the face and voice for the F.W. Webb company in the PVF industry. He's a never-ending advocate and has been a terrific ambassador for the company and the industry channel."**

**— Jeff Pope, Owner & President**

### Ernie's Industry Affiliations and Awards

- 2006 – Leadership Award from Affiliated Distributors
- 2016 –Industrial Piping Division Award of Excellence from American Supply Association
- 2019 – PVF Hall of Fame Award from The Wholesaler Magazine + PVF Roundtable



talent. Ernie became VP of Industrial Sales in 1994 and SVP of Industrial Sales in 2004. He played a hand in 19 industrial acquisitions including Braman Dow, Kennebec Supply, Kentrol/Sevco, Babbitt Steam, Utilities Supply, W.L. Blake and more.

Today, F.W. Webb consists of seven industrial capabilities and has provided product, service and expertise to a variety of industrial accounts, including power and chemical plants, food and beverage plants, institutions and pharmaceutical companies.

## Guiding Principles for Success

Ernie lives by two guiding principles. The first is always stay relevant, which he defines as listening and paying attention to the customer's changing priorities and evolving industry trends. To help promote Webb's industrial offerings, he and his team created targeted customer messages and communications such as, industrial catalogs, the WIN Sheet, our industrial customer newsletter and he coined the tagline, "We've Got It!" "We became better than our competition in getting information to our customers," Ernie explains.



1998 trip to Taiwan to visit PVF manufacturers; John Pope second from left, Ernie far right

He worked with John Pope to create the Northeast Vendor Alliance, which allowed noncompeting companies to work together and offer packaged solutions. His team also instituted industrial customer initiatives reducing transactional costs such as technology-enabled vendor-managed inventory solutions and an energy cost-reduction steam program.

As the longest-tenured employee at F.W. Webb Company, Ernie is a forever proponent of F.W. Webb, which brings us to his second guiding principal, Semper Fi, or always loyal.



Ernie, John Pope, Lothar Kartanos at NH Industrial Show in 1986

Ernie champions the company and people whenever he has the chance. He also keeps John Pope's legacy alive by upholding his company values and ideals. He follows in John's footsteps of walking around the company asking questions at all levels, showing genuine interest in the opinions and ideas that come from the warehouse, counter, sales, etc.

An extrovert and natural public speaker, Ernie has impacted a number of lives. He was on various boards and committees with Affiliated Distributors (AD), an organization of independent suppliers and manufacturing partners. He served as AD's network chairman and delegate to the PVF division and for more than two decades has been a regular participant in its semi-annual Peer Networking sessions.

## Onto the Next Chapter

At the end of the day, F.W. Webb is more than a job. It is part of Ernie's family. His son Patrick has worked at F.W. Webb for over 15 years, and during high school and college vacations, his daughter Eva worked as a receptionist at our corporate office. Ernie is also a frequent contributor to a Facebook group called Webb People that helps keep current and former employees connected and shares past throwbacks and today's events.

As Ernie prepares for his next chapter of life, he looks forward to enjoying time with his wife, Diane, children and grandchildren. Never one to sit still for long, he plans to also do some industry consulting and would like to raise funds for charities that support children with Autism, Asperger's and early life trauma.

**Thank you for your years of service to the country and the company, Ernie. We appreciate your unwavering integrity, commitment and passion. You will certainly be missed, but we know you'll always be there cheering on F.W. Webb.**



## Giving Back to Our Communities

Throughout the year, Webb branches and employees from across the Northeast 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!*



HR SVP Ruth Martin with family and WEEI sports radio DJs.

### Jimmy Fund Radio-Telethon

The Jimmy Fund Radio-Telethon is a big event in Boston each year that spans 36 hours and two Boston Red Sox games. The fundraiser raises money to support adult and pediatric cancer care and research at the Boston-based Dana-Farber Cancer Institute. Aired on NESN TV and WEEI sports radio, the 2-day broadcast features inspiring stories from Dana-Farber patients, family members and doctors as they join athletes and local celebrities. This year, we were a proud sponsor of an hour-long broadcast where we matched \$5,000 in donations. During the broadcast, our very own Ruth Martin, HR SVP, shared a personal experience on the importance of early detection/treatment.



Showroom Manager Michele French with charity organizers.

### Wearing Jeans for a Cause

Our Concord, NH branch donated \$500 to Court Appointed Special Advocates (CASA of NH), a non-profit dedicated to protect children's rights and another \$500 to Project Inspire, an effort formed in honor of a Special Education Teacher who lost her life too soon. The project will donate school supplies to those in need. The money was raised by Concord employees who donated a small fee to wear jeans on Fridays.



### Winter Coat Call

*Donations will be accepted until January 9, 2020.*



In partnership with Anton's Cleaners, Donna Longo, Accounts Payable, Bedford, MA, is collecting warm coats for those in need. Each year, we donate hundreds of coats thanks to your generous efforts. Let's continue the tradition!

#### Instructions:

- Donations from any branch across the company are welcome, as long as the coats are in good condition
- If you're local, drop off your donation anytime at the corporate office during business hours. Otherwise, collect as a branch and ship via CD to Donna's attention in the corporate office.
- No need to clean the coats – they will be dry cleaned for free by Anton's Cleaners

#### Accepted:

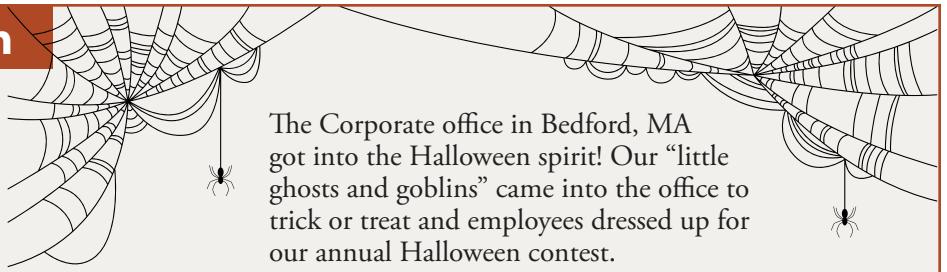
- Warm winter coats for children and adults
- New or gently used
- Good quality
- All sizes needed (especially XL and for ages newborn – 4 years old)

#### Not accepted:

- Coats with rips, tears, broken zippers or permanent stains
- Sweatshirts
- Vests
- Spring coats

If you have any questions, email Donna at [DML@fwwebb.com](mailto:DML@fwwebb.com).

## Halloween Webb Cam



▲ Our Springfield, MA branch also dressed up!



## Webb Cam



Hawaiian Counter Day in Concord, NH



At the end of August, CD held their annual summer cookout.



The Bennington, VT branch celebrated their 2nd annual Christmas in July. Despite the 90 degree heat, they had a great turnout and several vendors were on hand for the event.



Kate King, Rutland, VT Showroom Manager, recently participated in Dancing with Rutland Stars. The event benefits Kids on the Move and the Pediatric High-Tech program of the Visiting Nurse and Hospice Association.



This wasn't planned! The marketing team is starting to dress alike.  
L to R: Marianne Tragakis, Carol Rosinski, Kim Solie.



The nephew of our Cranston, RI GM, Ted Brian, strikes a pose in front of our logo at Fenway.



## A Picture Perfect 2020

Congratulations to the 12 winners of the 2020 F.W. Webb Calendar Photo Contest, which was open to employees, family members, customers and suppliers.

Each winning photographer received \$200.  
This has been an F.W. Webb tradition since 1981!



Zakim Bridge Sunset, North Point Park – Cambridge, MA  
by **Becca Merrikin**, Accountant, Bedford, MA

### 2020 Calendar Photo Contest Winners:

**Gary Goldus**, Driver, Concord, NH

**Danielle Frank**, Showroom Display Coordinator,  
Portsmouth, NH

**Dan DiPirro**, Store Manager, Portsmouth, NH

**Jeff Henderson**, General Manager, Londonderry, NH

**Doug Drake**, Credit Collections Analyst, Bedford, MA

**Becca Merrikin**, Accountant, Bedford, MA

**Kathy Howard**, Graphic Designer, Bedford, MA

**Samantha Jones**, Receptionist, South Portland, ME

**Tracy Hudspeth**, General Clerk, Albany, NY

**Eileen Murray**, Office Admin, Bennington, VT

**Lisa Hodgkins**, Sales Support Associate, Williston VT

**Amanda McGuire**, wife of Randy McGuire, Rutland, VT

*Calendars are being shipped to all locations  
the week of November 4.*

## Holiday Gift Ideas

From F.W. Webb

Many of our PurePro items  
are the perfect size and price  
for stocking stuffers.

Find them at our counter stores  
and online!

Acid Brushes



Anchor Kit



Thread Seal Tape



Wire Ties



Anti-Bacterial Hand  
Cleaner Wipes



Tape Measure



Digital Programmable  
Thermostat



Utility Knife



PurePro®



# Benefits and Wellness Check

by Stefanie Harrison, Benefits Manager, Bedford, MA



## Flexible Spending Account

We are looking forward to 2020 and open enrollment for the Flexible Spending Accounts. Please note that we will be switching from Benefit Strategies to a new vendor. However, this will not affect your FSA options. Watch for more information soon.

## Pay attention to your pay statement

With that in mind, we want to remind you to please check your pay statement periodically to make sure all benefits are deducted correctly. This is important after each open enrollment period, especially if you made changes.

## Open enrollment

As a reminder, our Flexible Spending Accounts renew every calendar year. Around November 18, we will send out a reminder to make your election for 2020.

As a reminder for those participating in the 2019 FSA:

- “Use it or Lose it” whatever money you put in must be used by plan year end; otherwise money is forfeited
  - Plan participants in the Health Care FSA may carryover up to \$500 of unused funds into the next plan year
  - Participants in the Dependent Care FSA, have a 2½ month grace period to use unused funds from the prior plan year
- .....



## Flu Season has begun

The flu is a severe respiratory illness that comes with fevers, bone and muscle aches, cough, congestion, runny nose, headaches and fatigue.

Many of you have been able to take advantage of the flu shots that F.W. Webb provides at no cost.

Every so often, we do hear from employees that they don't need a flu shot, because "I never get sick." And neither do I really, except the occasional cold, but I still get the flu shot every year.

I recently read something that resonated with me. In the article, nurse Amanda Catherine Bitz explains, "you get the flu shot not always for you, but for those around you." See the sidebar on the right for some of her examples.



## You get the flu shot for the...

- grandparents, whose bodies are not what they used to be, and they just can't kick an illness in the butt like when they were young.
- newborn baby who was just welcomed into the world, and isn't quite strong enough to fight off infections on his or her own.
- 50-year-old husband who needs a medication for his chronic illness, and that medication also weakens his immune system.
- pregnant mom that has been trying to get pregnant for years, and now she's trying to stay healthy for her unborn baby.
- single dad who can't take any more sick days and needs to provide for his kids.
- 7-year-old boy that just wants to play with his friends. But he has a disease that puts him at a higher risk for infection, so he has to stay inside.

As Amanda Catherine Bitz says, "The flu shot is NOT always about you. It's about protecting those around you, who cannot always protect themselves...Herd immunity is a thing, Influenza killing people is a thing. You getting the flu shot, should be a thing."

  
Achieving a healthier lifestyle.

*Continued on page 21*



## Achieving a healthier lifestyle.

# Webb Wellness



**Alaura DuBray** is a Showroom Consultant at Frank Webb Home in Rutland, VT. Like many of us, she has struggled with maintaining healthy habits over the years. She can't count how many times she would begin a new exercise, or diet program, start to see results, then abandon it when life got in the way. Now, as a full-time mother of two young boys, Alaura has found a routine that has her feeling healthier and seeing lasting results. She was kind enough to take the time to share her story and give some advice to others who might have similar experiences.

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

A: Life is always busy, and I've always struggled to get out of the house and workout at the gym. In the past two years I discovered the on-demand workout classes that you can subscribe to on your television and do right in your living room. More recently, I started running 2-3 days a week early in the morning. The results have been dramatic!

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

A: I have two boys (ages 8 and 4). Needless to say, they have a ton of energy. I was finding it difficult to keep up with them, and on top of that I felt like I just wasn't making my own health a priority. The combination of those two things really pushed me to make time to exercise and eat better.

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

A: There are a lot of big improvements that these changes have brought. I have much more energy now than I did just a couple years ago and that means I can keep up with my two boys. I also feel healthier and better about myself in general.

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

A: Never give up. Breaking into a new routine is very difficult. There will always be days when you really don't want to do the exercise, or eat the right food. Just don't give up. Those are the days when it is most important to keep your goals in mind and push through. Your health is one of the most-important things that you should be working on. Just keep trying to be the best that you can be.



**Nan the Nurse** regularly travels around the F.W. Webb footprint visiting different locations and advising employees on health and wellness issues. If you have a story you'd like to share, please contact Nan by email at [nan@nanthenurse.com](mailto:nan@nanthenurse.com)!

## Pictures of Health

This summer we opened our Picture of Health Contest for submissions again through KGA. Many of you submitted pictures that showed how much fun getting active can be! Below are some of the creative ways you got moving.



*Chris Bennett: Hiking up Tumbledown Mountain through "Fat Man's Misery"*



*Lee Jarvis: Competing at the Spartan Race with his wife*



*Bill Dennis: Bicycling with his family at the James Van Fleet rail trail in Florida*



## In recognition of Veteran's Day, F.W. Webb thanks all employees who have served or are currently serving our country:

### Connecticut

**Justin Bednarz** – US Army, Waterford  
**Jamal Buck** – US Navy, Waterford  
**Darren Juan** – US Army, Hartford  
**Raymond Kallas** – US Army, New Haven  
**David Lapointe** – US Air Force, Hartford  
**Michael Lombard** – US Marine Corp, Waterbury  
**George Murdoch** – US Air Force, Hartford  
**Robert Westbrook** – US Navy, New Haven

### Maine

**Vernon Bond** – US Air Force, Ellsworth  
**Mark Carhart** – US Army, Rockland  
**Jeffrey Cook** – US Army, Navy & Airforce, Windham  
**Richard Doherty** – US Army, Rockland  
**Arthur Freeman** – US Air Force & Air Guard, Winslow  
**Dale Hansen** – US Navy, Portland  
**Donald Hafford** – US Navy, Winslow  
**Kendall Hill** – US Army, Augusta  
**Gary Jackson** – US Army, Winslow  
**Bruce Jordan** – Army National Guard, Portland  
**Richard McIntyre** – US Navy, Biddeford  
**John Mills** – US Navy, Portland  
**Jeffrey Payne** – Army Reserve, Bangor  
**Aaron Robinson** – US Marine Corp, Ellsworth  
**Thomas Rucevice** – US Air Force, Rockland  
**Kathleen Santos** – US Navy, Portland  
**Lawrence Santos** – US Navy & Air Guard, Windham  
**Roy Tudeen** – US Air Force, Portland  
**Patrick Zrioka** – US Navy, Winslow

### Massachusetts

**Mark Beaulieu** – US Navy, Auburn  
**Brion Berghaus** – US Coast Guard, Bedford  
**Paul Bruno** – US Marine Corp, Woburn  
**James Cain** – US Army, Watertown  
**Raymond Campanile** – US Navy, Brockton  
**Joseph Coffey** – US Army & National Guard, Brockton  
**Peter Collins** – US Marine Corp, Bedford  
**Brandon Comeau** – US Marine Corp, Bedford  
**Andrew Cordisco** – US Marine Corp, Malden  
**Ernest Coutermarsh** – US Marine Corp, Bedford  
**Stephen Davis** – US Army, Bellingham  
**David Dipirro** – Army Reserve, Salem  
**Michael DiPirro** – Army National Guard, Malden  
**Maximino Fernandez** – US Navy, Boston  
**Norman Israelson** – US Army, Auburn  
**Keith Laing** – US Army, Greenfield  
**Michael Leander** – US Army & National Guard, Bedford  
**David LeRoux** – US Navy, Brockton  
**Franklin Levoy** – US Army, Woburn  
**Richard Marciniszyn** – US Army, Malden

**Stephen Murphy** – US Army, Auburn

**Michael Nastek** – US Army, Methuen  
**Louis Ottino** – US Marine Corp, Plymouth  
**Justin Paschal** – US Army, Bedford  
**Kenneth Pelletier** – US Marine Corp, Fitchburg  
**Joseph Tesauro** – US Navy, Hingham  
**James Tragakis** – US Navy, Boston  
**David Sanborn** – US Air Force, Bedford  
**Thomas Sanders** – US Army, Woburn  
**John Veino** – US Army, Lowell  
**Vincent Villani** – US Marine Corp, Malden  
**James Welsh** – Army National Guard, Malden  
**Christopher Wilson** – US Army, Watertown

### New Hampshire

**Wayne Andeen** – US Air Force, Dover  
**Kevin Anderson** – US Coast Guard, Seabrook  
**Dennis Barry** – US Marine Corp, CD  
**Jarid Bond** – US Army, Concord  
**Richard Booth** – US Army, Manchester  
**Derwin Brown** – US Army, Lebanon  
**John Consentino** – US Army, Nashua  
**Jay Daniels** – US Air Force, Concord  
**Bradley Demma** – US Army, CD  
**Timothy Finch** – US Marine Corp, CD  
**Matthew Gray** – US Army, CD  
**Winston Greene** – US Army, Manchester  
**James Johnson** – US Army, Exeter  
**Dana Lemire** – US Navy, Concord  
**Jody Luciw** – US Navy, Lebanon  
**Keith McNutt** – US Marine Corp, Gilford  
**Richard Palacios** – US Army, CD  
**Ronald Paquin** – Army National Guard, Manchester  
**Gordon Paul** – US Army, CD  
**Alan S. Wagoner** – US Army, CD

### New Jersey

**David Bauer** – US Navy, Piscataway  
**Richard Maher** – US Army, Vernon  
**John Ruhle** – US Navy, Elmwood Park  
**Benjamin Smaldino** – US Marines & US Army, Vernon  
**Michael Volk** – US Air Force, Elmwood Park  
**Christopher Zambito** – US Marine Corp, Elmwood Park

### New York

**Richard Ahern** – US Navy, Ballston Spa  
**John Barth** – US Army, Albany  
**Darin Cook** – US Air Force, Albany  
**Andrew Debell** – US Marines & US Army, Albany  
**Jeffery Eames** – US Air Force, Albany  
**David Eynon** – US Army, Binghamton

**Henry Finney** – US Marine Corp, Mamaroneck

**Richard Fox** – US Air Force, Albany  
**Paul Frontera** – US Marine Corp, Binghamton  
**Howard Geisel** – US Navy, Albany  
**Keith Hanchett** – US Navy, Queensbury  
**Trevor Hawk** – US Marine Corp, Binghamton  
**Timothy Holliday** – US Army, Utica  
**Jesse Jones** – US Army, Riverhead  
**Jacob Kuss** – US Navy, Syracuse  
**Thomas Lane** – US Navy, Albany  
**Christopher Maderia** – US Marine Corp, Newburgh  
**Nikolaus Markopolsky** – US Navy Veteran, Liverpool, NY  
**Martin Mann** – US Air Force, Syracuse  
**Frederick Marchaland** – US Marine Corp, Queensbury  
**Brett Moran** – US Army, Riverhead  
**Dennis Moulton** – US Air Force, Binghamton  
**Frederick Perry** – US Navy, Ballston Spa  
**Kenneth Powell** – US Marine Corp, Ballston Spa  
**Lynne Rawson** – US Navy, Queensbury  
**Michael Reed** – US Navy, Cazenovia  
**Jason Smith** – US Navy and Army Guard, Newburgh  
**Nicholas Stoltz** – US Marine Corp, Queensbury  
**Steven Sweetland** – US Air Force, Binghamton  
**Fred Vivenzio** – US Air Force, Syracuse

### Pennsylvania

**Jim Martin** – Army, Allentown

### Rhode Island

**Shane Bennett** – US Air Force, Warwick  
**Charles Bursey** – US Navy, Warwick  
**Jonathan Cousins** – US Army, Warwick  
**Gary Dame** – US Air Force, Cranston  
**David Monahan** – US Army, Cranston  
**James Stevens** – US Navy, Warwick

### Vermont

**Idris Atwood** – US Marine Corp, Rutland  
**Richard Breault** – Army National Guard, St. Albans  
**Leslie Derry** – US Air Force, Brattleboro  
**Donald Fredette** – US Marine Corp and Air National Guard, Rutland  
**James Harrington** – US Army, Rutland  
**Paul Hewson** – US Army, Bennington  
**Nathan Luther** – US Marine Corp, St. Johnsbury  
**Wilfred Morin** – US Army, Springfield  
**David Paquette** – Army National Guard, St. Albans  
**Leo Pollander** – US Marine Corp, St. Johnsbury  
**Scott Ryan** – US Navy, Rutland  
**Mark Safford** – US Navy, Barre  
**Rickey Snow** – US Coast Guard, Brattleboro

If you've served in the armed forces and are not listed, please send an email to [hrdept@fwwebb.com](mailto:hrdept@fwwebb.com)





## Webb Spotlight

### Jodi Langella



#### Webb Vitals

**Title:** IT Support Manager/  
Network Analyst

**Location:** Bedford, MA

**Years worked at F.W. Webb:**  
24 years (25 in January)

Jodi (left) and her friend Stacey in Hawaii. They have been friends since they were 12 and travel together often.

#### What was one of your greatest experiences working for F.W. Webb?

I can't choose just one, but I would say that all of the acquisitions that I have worked on have been such great and unique experiences. They have allowed me to meet new people and travel to places that I would probably never have visited...Aston, PA anyone?! And, who would have ever thought I would spend so much time in the Bronx?! I could comment on every one but that would take up the entire newsletter.

#### How would you describe yourself in 3 words or less?

Sarcastic, generous, stubborn.

#### What is your most prized possession? Why?

My security blanket, Nana...pronounced NAH NAH. At 48, I still can't seem to part with it. I pull out these little pieces of what used to be a very large blanket on those stressful days. You can find them in my car, my laptop bag, and there's even one in my office desk drawer.

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

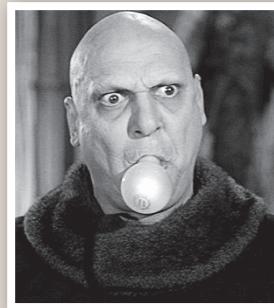
I hate being late. While Mike Michaud is probably falling off his chair laughing – I mean it. It's important to be on time for things. "If you're not 15 minutes early, then you're late" Great quote!

#### What hobby do you most enjoy?

Shopping! Shopping and more Shopping. Without question! I get this from my mother. Whenever I travel, I always seem to find a TJ Maxx, Marshalls or cute little store that I can pick up something.

## F.W. WEBB CELEBRITY

# LOOK-ALIKE



**Uncle Fester**

From the Adams family



**Paul Nowak**

Warehouse Picker  
Albany, NY

Submitted by: Amy Salisbury, Inv Control Clerk, Albany, NY

Submit your nomination for a Webb Employee Celebrity Look-Alike.  
If chosen, both of you will win a pair of AMC Theatre gift cards.

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



A customer shared this image of a toilet they said was manufactured by F.W. Webb in 1916.  
It's still running in Isle au Haut, Maine!  
#BuiltToLast



## On the Move



**Donnie Baquiran**, the new Operations Manager out of our Bronx location, joined F.W. Webb over six years ago with the acquisition of Bergen Industrial in Elmwood Park, NJ. Between Bergen and F.W. Webb, Donnie has held nearly every position including Warehouse/Shipping, Counter Sales, Inside Sales and Outside Sales. His most recent position at F.W. Webb was Store Manager of our Trenton, NJ branch. He has been married to his wife Ruby for nearly 25 years and is the proud father to daughters, Dana and Denise. An avid collector of Swiss watches, he is always on the lookout for his next watch.



**Jon Stevens** has left his post as OM in Binghamton, NY to become the Store Manager of our newly acquired Water Works location in Liverpool, NY. "I am looking forward to growing the water works sales for Central New York and helping show the new F.W. Webb employees all that this company can accomplish," Jon said. After graduating from SUNY Oswego with a Bachelor's degree in Business Administration, Jon joined our Manager Training Program in 2014. It's been a big year for Jon as he and his wife Maggie welcomed their first child in September.



**Brenda Higgins** has been promoted to Showroom Manager of our Binghamton, NY Frank Webb Home. She has worked in the showroom since 2017, and looks forward to supporting associates, customers and contractors, while expanding business. Brenda has over 15 years of showroom experience having worked at Sage Supply and APR Supply previously. With an Associate's Degree in Marketing, she held a Product Marketing Manager position before making the move into this industry. Brenda has lived in the Binghamton area her entire life. On the weekends, she enjoys spending time with her family, which includes her husband, three daughters and two Australian Shepherds.



**Mike Wagner** has been promoted from Store Manager to General Manager of our Nashua, NH location. Before joining F.W. Webb, he worked for Guardian Building Products and the Home Depot. Mike was born in Albany NY, grew up in northern New Jersey and lived most of his life in Allentown, PA. A New Yorker at heart, he roots for the Yankees and Giants and vacations at the Jersey Shore. Mike is an avid fisherman and skilled woodworker. On the weekends, he and his wife enjoy spending time with their four daughters and granddaughter.

## Additional Promotions

**Brian Allen** from Warehouse to Inside Sales, Hingham, MA

**Michael Edwards** from Inside Sales to Regional HVAC Tech Service Rep, Dover, NH

**Sam Fox** from Inside Sales to Outside Sales, Williston, VT

**John Graves** from Counter to Inside Sales, Springfield, MA

**Brandon King** from Warehouse to Counter, Portland, ME

**Mike Nugent** from Warehouse to Warehouse Supervisor, New Haven, CT

**Fred Perry** from Inside Sales to Commercial Plumbing Estimator, Ballston Spa, NY

**Glenn Prior** from Driver to Counter, Barre, VT

**Tim Sheldon** from Counter to Inside Sales, Auburn, MA



It has been a year since our Commercial Quote and Specification team was formed at CD. They support our Western Mass, Rhode Island, Connecticut and New York City locations with estimates and negotiations for commercial plumbing and heating projects.

*Happy one year anniversary!*



## New Employees: May – June 2019

### Welcome Aboard



As the new Operations Manager in Binghamton, NY, **Trevor Hawk** is taking over for Jon Stevens. Trevor is focused on delivering seamless operations

and excellent customer service. "As a team, we will work together to continue to make Binghamton a great place for customers and employees to be every day," Trevor said. He joined F.W. Webb in July after two years at ADMAR Construction Equipment & Supplies. He served in the U.S. Marine Corps and is a certified flight equipment technician. In 2017, he received his Business Administration degree from SUNY Broome Community College.



Our South Boston Frank Webb Home (FWH) has a new Showroom Manager. **Debbie Morrison** joined the F.W. Webb team in July. She

joins us from Waterworks, an upscale bath and kitchen showroom in Boston. Debbie worked there for 21 years, most recently serving as a Project Manager and Assistant General Manager. At the FWH Showroom, she is focused on increasing and cultivating new trade business, especially architects and designers. Volunteering with the homeless is a cause near and dear to her, as she saw a lot of it first-hand growing up in the Boston area. Plus, nothing beats spending time with her two daughters and three grandsons.



With 15 years of experience in the industry, **Josh Horan** is the new General Manager for our master distribution business, currently

known as CD Sales. During the course of his career, he has worked for several industry-leading manufacturers, all of which F.W. Webb distributes today. Most recently, Josh was a Business Development Manager at URELL. Pulling from his extensive background, Josh is focused on positioning F.W. Webb as the premier choice among other master distributors by offering a large inventory, industry best cross references, reliable customer service and fast deliveries. He lives in southern NH with his wife and three daughters.

### National Hot Dog Day



The Ellsworth, ME branch held their annual National Hot Day event in July. It was a successful day complete with drawings and great food, including chili from employee,

Pat Ford, who won first place during a chili cook-off earlier in the year. Attendees also had the chance to see the branch's newly renovated showroom. Pictured above: Cindy Briggs, Showroom Manager with customer, Mike Bunker, who won the drawing for a signed Dustin Pedroia jersey.

### A Rare Gem from a Bygone Era!

Our Process Controls Valve Technicians surveyed and tested this safety valve from a steam locomotive that is still in use today as part of a scenic railroad tour.





## New Employees: May – June 2019

<b>Zachary Alcorn</b> Warehouse Portland, ME	<b>Martha Camire</b> Office Administrator Seabrook, NH	<b>Joshua Fisherauer</b> Driver Hingham, MA	<b>James Karpenick</b> Warehouse Newburgh, NY	<b>Shawn Medellin</b> Replenishment Londonderry, NH
<b>Brandon Armes</b> Warehouse Brockton, MA	<b>Raymond Campanile</b> Driver Brockton, MA	<b>William Flood</b> Driver Concord, NH	<b>Keller Kay</b> Replenishment Londonderry, NH	<b>Bryan Meek</b> Warehouse Waterbury, CT
<b>Jake Bartlett</b> CIP Dover, NH	<b>Mark Carhart</b> Driver Rockland, ME	<b>Brandon Fricke</b> Driver Waterford, CT	<b>James Keeler</b> Counter Utica, NY	<b>Summer Montroy</b> Outside Sales Liverpool, NY
<b>Bailey Baumbach</b> Warehouse Syracuse, NY	<b>Joselito Cepeda Sanchez</b> Replenishment Londonderry, NH	<b>Eric Furrow</b> Counter Lewiston, ME	<b>Michael Kemp</b> Warehouse Rutland, VT	<b>Anthony Morales</b> Showroom Consultant Allentown, PA
<b>Leo Belanger</b> Tractor Trailer Driver Canton, MA	<b>Robert Cianciosi</b> Inside Sales Hartford, CT	<b>Connor Gadbois</b> Driver Springfield, MA	<b>Robert Komulainen</b> Warehouse Salem, MA	<b>Debra Morrison</b> Showroom Manager Boston, MA
<b>Dennis Bergeron</b> Tractor Trailer Driver Springfield, MA	<b>Jose Contreras-Henriquez</b> Warehouse Portland, ME	<b>Tyler Gagnon</b> Counter Gloucester, MA	<b>Caleb Kulingoski-Woodruff</b> Selector Londonderry, NH	<b>James Munstis</b> Showroom Consultant Bellingham, MA
<b>Michael Best</b> Inside Sales Canton, MA	<b>Randy Cordner</b> Driver Hyannis, MA	<b>Daniel Golia</b> Counter Hyannis, MA	<b>Kilton Lamb</b> Warehouse Windham, ME	<b>Shawn Murphy</b> Warehouse Boston, MA
<b>Luca Bianchi</b> Technical Assembler Watertown, MA	<b>Thomas Corrigan</b> Selector Cranston, RI	<b>Robert Gordineer</b> Director of Showroom Sales Bedford, MA	<b>Shelton Lanham</b> CIP, Bangor, ME	<b>Joel Navarro</b> Warehouse Methuen, MA
<b>Steven Bitler</b> Warehouse Manager Bronx, NY	<b>Jonathan Cousins</b> Warehouse Warwick, RI	<b>Andrew Gosselin</b> Warehouse Dover, NH	<b>Michael Liranzo</b> Inside Sales Riverhead, NY	<b>Charles North</b> Outside Sales Pleasantville, NJ
<b>Eric Blair</b> Showroom Consultant Seabrook, NH	<b>Connor Couture</b> Counter Keene, NH	<b>Donald Hafford</b> Valve Technician Winslow, ME	<b>Nina Locwin</b> Showroom Consultant Seabrook, NH	<b>Jared Norton</b> Warehouse New Bedford, MA
<b>Caleb Bonnette</b> Warehouse Albany, NY	<b>Paul Cust</b> Driver Ellsworth, ME	<b>James Hall</b> Sales Engineer Winslow, ME	<b>Kelley Lucarell</b> Showroom Consultant Williston, VT	<b>Ronald Oaster</b> Driver Syracuse, NY
<b>Anthony Boston</b> Selector Londonderry, NH	<b>Mark Davis</b> Warehouse Springfield, VT	<b>Robert Hall</b> Purchasing Expeditor Bronx, NY	<b>Lauren Main</b> Sr Geologist – Alliance Warwick, RI	<b>Nicholas Pagliarulo</b> Warehouse Malden, MA
<b>Lucas Boston</b> Warehouse Dover, NH	<b>Eric Dolbeare</b> Selector Londonderry, NH	<b>Trevor Hawk</b> Operations Manager Binghamton, NY	<b>Mark Mancuso</b> Counter Auburn, MA	<b>Alfonso Perez</b> Shipper Londonderry, NH
<b>John Brandt</b> Outside Sales Binghamton, NY	<b>Connor Dreher</b> Warehouse New Bedford, MA	<b>Dwayne Hinton</b> Warehouse Elmwood Park, NJ	<b>Kimberly Markopolsky</b> Accounting Clerk Liverpool, NY	<b>Angel Perez-Melendez</b> Shipper Albany, NY
<b>Leslie Brown</b> Outside Sales Syracuse, NY	<b>Mark Feldman</b> Sr Merchandising Manager Bedford, MA	<b>Joshua Horan</b> General Manager Londonderry, NH	<b>Nikolaus Markopolsky</b> Warehouse Manager Liverpool, NY	<b>Steven Perreault</b> Sheet Metal Shop Tech. Haverhill, MA
<b>Allan Buzzell</b> Driver Ellsworth, ME	<b>Konnor Fink</b> Warehouse Albany, NY	<b>Anthony Ippoliti</b> Tractor Trailer Driver Canton, MA	<b>Annie Martin</b> Counter Barre, VT	<b>Nicholas Petruzzii</b> Warehouse Concord, NH
<b>Dakota Cameron</b> Warehouse Augusta, ME		<b>Orlando Jones</b> Showroom Consultant Seabrook, NH	<b>Walter McKenna</b> Inside Sales Newburgh, NY	<b>Bryant Pheanious</b> Warehouse New Haven, CT

*Continued on page 27*



## New Employees: May – June 2019

<b>Keith Philbrook</b> Warehouse Bangor, ME	<b>Kathryn Salvano Feely</b> Showroom Consultant Lewiston, ME	<b>Nancy Jane Sweeney</b> Showroom Consultant, Manchester, NH
<b>Riley Plourde</b> Shipper Londonderry, NH	<b>Daren Sam</b> Warehouse Waterbury, CT	<b>Jason Tobey</b> Inside Sales Augusta, ME
<b>Jeff Plumb</b> Inside Sales Liverpool, NY	<b>John Santelli</b> Driver Centereach, NY	<b>Megan Trainor</b> General Clerk, Hyannis, MA
<b>Jason Poirier</b> Inside Sales Dedham, MA	<b>James Sheehan</b> Driver Manchester, NH	<b>Dylan Tuthill</b> Driver St. Albans, VT
<b>Mathew Pollard</b> Counter Seabrook, NH	<b>Matthew Silady</b> Warehouse Piscataway, NJ	<b>Kathleen Vince</b> Warehouse Augusta, ME
<b>Todd Purzycki</b> Driver St. Johnsbury, VT	<b>Dwight Smith</b> Driver Bangor, ME	<b>Keith Violette</b> Warehouse Greenfield, MA
<b>Christopher Quist</b> Counter Concord, NH	<b>Kenderick Smith</b> Driver Springfield, MA	<b>Chantelle Wallace</b> Selector Londonderry, NH
<b>Victoria Radley</b> Warehouse Albany, NY	<b>Philip Smith</b> Sr Geologist – Alliance Warwick, RI	<b>James Wawrzyniak</b> Driver Hyannis, MA
<b>Gwen Raymond Brady</b> Sr Marketing Manager Ecommerce Bedford, MA	<b>Amanda Sochia</b> Commercial HVAC Admin Augusta, ME	<b>Jennifer Wolfe</b> Receptionist Liverpool, NY
<b>Ryan Reilly</b> Selector Londonderry, NH	<b>John Soule</b> Counter Malden, MA	<b>Richard Winn</b> Selector Londonderry, NH
<b>Gerardo Rivera</b> Warehouse Hartford, CT	<b>Kimberlee Sousa</b> Accounts Receivable Bedford, MA	<b>David Zelias</b> Driver Liverpool, NY
<b>Alfred Roberts</b> Shipper Albany, NY	<b>Curtis Spear</b> Showroom Consultant Seabrook, NH	<b>Joseph Zubreski</b> Driver Piscataway, NJ
<b>Eric Roberts</b> Counter Keene, NH	<b>Michael Sterling</b> Outside Sales Portland, ME	<b>Gilbert Zuniga</b> Driver Falmouth, MA
<b>Kelan Roddy</b> Warehouse Syracuse, NY	<b>Philip Stevens</b> Inside Sales Methuen, MA	
<b>Christopher Romer</b> Driver Riverhead, NY	<b>Donald Stillwell</b> Inside Sales Liverpool, NY	
<b>Eliezer Rosa</b> Driver New Haven, CT	<b>Joshua Stillwell,</b> Counter Liverpool, NY	
<b>Anthony Russo</b> Valve Technician Cazenovia, NY	<b>Derek Sutton</b> Warehouse Hartford, CT	

## Annual Charity Motorcycle Ride

The Windham, ME branch held their sixth annual motorcycle ride. The group of 22 rode about 250 miles from Maine to Northern New Hampshire. As part of the event, \$300 was raised for the American Legion Post to purchase wreaths that will be placed on veteran's graves for the holidays.

It was an extra special day for event organizer, Charlie Haskell. This marked his last ride as he plans to retire this coming spring.



*The scenic view at the Height of the Land near Rangeley, ME*

## Oktoberfest

Our Albany, NY location held their annual Oktoberfest event. It was complete with a pig roast, tent sale on tools and samples from a local brewery.



*Customers enjoyed a BBQ lunch*



## Anniversaries: July – September 2019

### 5 Years:

**Frank Antonelli**  
Hingham, MA

**Jean Benoit**  
Williston, VT

**Mike Bizier**  
Londonderry, NH

**Jesse Bradley**  
Bedford, MA

**Nick Caswell**  
Portland, ME

**Alan Cummins**  
Malden, MA

**Duong Dao**  
Canton, MA

**Bradley Demma**  
Londonderry, NH

**John Diaz**  
Londonderry, NH

**Chris DiRienzo**  
Londonderry, NH

**Mike Ducharme**  
Cranston, RI

**Mark Finney**  
Lowell, MA

**Steven Finocchio**  
Woburn, MA

**Robert Fontaine**  
Londonderry, NH

**Paul Frontera**  
Binghamton, NY

**Matthew Hughes**  
Hyannis, MA

**Sharon Johnson**  
Springfield, VT

**Shane Kibler**  
Oakland, ME

**Melvin LeBlanc**  
Auburn, MA

**Paul Lipkin**  
Londonderry, NH

**Nathan Luther**  
St. Johnsbury, VT

**Scott Martin**  
Northampton, MA

**Francisco Martinez**  
Methuen, MA

**Ken Middleton**  
Londonderry, NH

**Ho Nguyen**  
Canton, MA

**Joe Ortiz**  
Springfield, MA

**Joaquin Perez**  
Watertown, MA

**Felix Perriello**  
Warwick, RI

**Hung Pham**  
Canton, MA

**Hung Phan**  
Canton, MA

**Branden Prussman**  
Manchester, NH

**Joe Rigan**  
Bedford, MA

**Ashley Robinson**  
Rutland, VT

**Marc Rousseau**  
Brockton, MA

**Omar Santiago**  
Londonderry, NH

**Charles Shaver**  
Waterford, CT

**William Trautmann**  
Londonderry, NH

**Wayne Wehnau**  
Albany, NY

**Scott Wenger**  
Springfield, VT

### 10 Years:

**Walter Blanchard**  
Londonderry, NH

**David Dercole**  
Cranston, RI

**William Hatch**  
Hyannis, MA

**Doreen Ibbetson**  
Newburgh, NY

**Yvonne King**  
Exeter, NH

**Larry Morrissey**  
Warwick, RI

**Matthew Papajohn**  
Londonderry, NH

**Marianne Riviere**  
Newburgh, NY

**Antonio Torres**  
Methuen, MA

**Phil Vultaggio**  
Hartford, CT

### 15 Years:

**Jean Baker**  
Canton, MA

**Cynthia Berkovsky**  
Winslow, ME

**Brad Bishop**  
Hingham, MA

**Charles Bursey**  
Warwick, RI

**Cord Collier**  
Winslow, ME

**Dan Desilets**  
Winslow, ME

**Cara Dunn**  
Bedford, MA

**LuAnn Fallon**  
Bedford, MA

**Theodore Farnsworth**  
Williston, VT

**Brenda Follansbee**  
Londonderry, NH

**Matt Gardner**  
Rutland, VT

**Bruce Michaud**  
Warwick, RI

**Tim Miller**  
Lebanon, NH

**Justin Paschal**  
Bedford, MA

**William Pentland**  
Nashua, NH

**Paul Souza**  
New Bedford, MA

**Crystal Stairs**  
Bedford, MA

**Robert Wilkins**  
Bedford, MA

**Brian Woods**  
West Bath, ME

### 20 Years:

**Brian Clark**  
Cranston, RI

**Mike Collins**  
Hingham, MA

**Arthur Freeman**  
Winslow, ME

**Stephen McLellan**  
Cranston, RI

**Manuel Medeiros**  
New Bedford, MA

**Mike Pietraroia**  
Hartford, MA

**John Vitale**  
Methuen, MA

### 25 Years:

**Sheila Alexander**  
Rutland, VT

**Michael Bennett**  
Queensbury, NY

**Matt Krochmal**  
Concord, NH

**Marc Principe**  
Canton, MA

**Josh Madden**  
Hartford, CT

**Eric Smith**  
Lebanon, NH

### 30 Years:

**Joanne Moore**  
Bedford, MA

**Jeff Thompson**  
Bedford, MA

### 35 Years:

**John Knox**  
Methuen, MA

**John Markowski**  
Rutland, VT

**Gary Tomlinson**  
Gilford, NH

**Andrew Wyngowski**  
Greenfield, MA

### 40 Years:

**David Dipirro**  
Salem, MA

**Beverly Norton**  
Bedford, MA

## Births

**Nathaniel Cabrera** born 9-28-19. Son of Alexander Cabrera, Methuen, MA

**Gabriel Canfield** born 8-9-19. Son of Michael Canfield, Binghamton, NY

**Grayson Chase** born 7-12-19. Son of Zachary Chase, Plattsburgh, NY

**Anna Dipirro** born 7-1-19. Daughter of Dan Dipirro, Portsmouth, NH

**Owen Garrett** born 6-13-19. Son of Stephen Garrett, Bangor, ME

**Charley Giles** born 8-26-19. Daughter of Dan Giles, Plattsburgh, NY

**Empress Henderson** born 7-20-19. Daughter of Dorrell Henderson, Piscataway, NJ

**Ariella Lopez** born 6-28-19. Daughter of Luis Lopez, Londonderry, NH

**Layne Martin** born 9-8-19. Daughter of Megan Martin, Bedford, MA

**Henry Martinez Soriano** born 7-23-19. Son of Robert Martinez Soriano, Methuen, MA

**Matthew Nicholson** born 7-13-19. Son of Matt Nicholson, Bedford, MA

**Mila Timmons** born 7-13-19. Daughter of Kevin Timmons, Centereach, NY

**Aurora Scribner** born 9-26-19. Daughter of Sarah Scribner, Bangor, ME

**Henry Stevens** born 9-8-19. Son of Jonathan Stevens, Binghamton, NY

**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.