



MAKING WEBB HISTORY

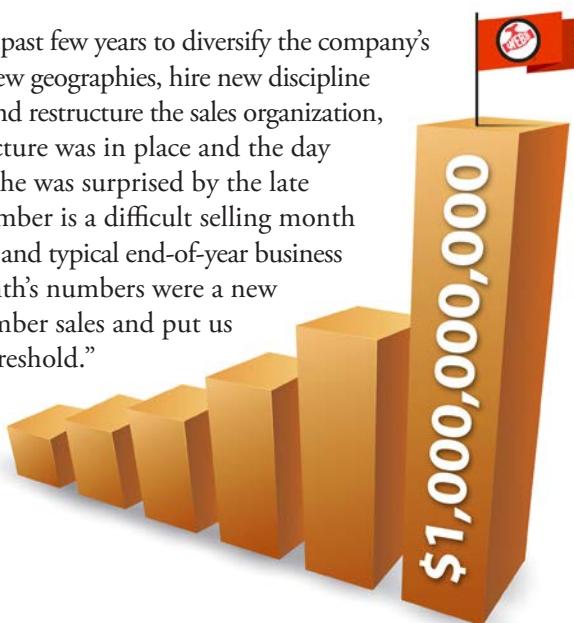
Reaching the BIG BILLION!

“There is no stopping this company,” said COO Bob Mucciarone, as he reflected on the company’s latest historic milestone.

While we were very close and always hopeful of reaching \$1B in annual sales in our 150th year in business, it didn’t appear we would hit the mark as the year began to wind down. But then on the last business day of 2016, a collective cheer and waves of pride spread from Southern New Jersey (Pleasantville) to Northern Maine (Caribou) and from Western New York (Syracuse) to Eastern Massachusetts (Hyannis) – and every state and Webb location in between, when President Jeff Pope emailed the good news. “The F.W. Webb Company made history today as it hurdled over the \$1 billion sales mark, thanks to all of you,” he wrote on Dec. 30, 2016.

After diligent action the past few years to diversify the company’s offerings, expand into new geographies, hire new discipline experts and managers, and restructure the sales organization, Jeff knew the infrastructure was in place and the day would come. But even he was surprised by the late December rally. “December is a difficult selling month with the holiday season and typical end-of-year business slowdown, but the month’s numbers were a new all-time high for December sales and put us solidly over the \$1B threshold.”

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THE SCOOP π Bob Mucciarone



As I write this we are just about to complete the 2016 financials. By the time you read it we will have announced the results, but early indications are results similar to 2015 with similar profit sharing contributions. A slow late summer and fall challenged the second half

of the year. Still, 2016 was a year to be proud of: one billion in sales on our 150-year anniversary. We could not have planned it better. Moreover, we were very profitable as many of our acquisitions, our investments, and our organic growth all contributed to our success.

What lies ahead? We continue to look at acquisitions to fill in some of our gaps. We are optimistic that we will be able to strike at least one deal sometime in 2017. Meanwhile, we continue to look at organic growth opportunities in the form of better and/or new locations. Our new sales leadership team continues to make strides in making our sales efforts stronger and better. There will be lots more to tell you later in the year on all these fronts.

The economy may actually be an asset to Webb in 2017. The proposed tax cuts would be a huge benefit to Webb, dropping our tax rate substantially, thus allowing us to invest in more opportunities. The easing of many regulations will also allow us more opportunities and to finance projects more easily.

As I always do, I must remind you that none of these opportunities would be successful without our biggest asset — ALL OF WEBB’S EMPLOYEES. The effort you all put forth in December when we needed it to reach our \$1B goal was sensational and a reminder of what Webb is capable of when we all put forth the effort.

Did You Know?

One billion dollars in \$1 bills weighs 2 million pounds!



*See page 15-16
for more Webb Cam.*

Continued from page 1

Peaking at \$107 million, the record-breaking December sales number was indeed impressive. “It became clear how great this company can be when we are all focused on one goal,” Bob said. “Many employees knew how very close we were. The amount of energy and commitment to attaining the \$1B goal was phenomenal.”

This milestone is remarkable... sharing it with everyone who 'made it happen!' unites us all in pride.

– Ernie Coutermash,
Senior Vice President

Moving forward, Jeff said we will “digest what we’ve added to the company, maximizing all our locations and disciplines to continue dominating the Northeast.” He sees areas for improvement in customer service and urges everyone to “push hard and grab every opportunity.”

Similarly, Bob said he hopes the type of inspirational efforts that put us over the top in December will continue.

Selling more stuff, as Jeff always urges, will continue moving us forward in bigger and better ways every day!

A billion in Relative Terms:

- A thousand millions equals a billion ($1,000 \times 1,000,000 = 1,000,000,000$)
- There are approx. 1 billion cats and dogs in the world
- Counting aloud to a billion would take almost 32 years
- With 1.4 billion people, China has the world’s largest population
- The Golden Gate Bridge weighs nearly 1.8 billion pounds
- More than 2 billion cups of coffee are consumed daily worldwide
- The U.S. uses 3 billion gallons of gasoline each week
- Four billion rolls of toilet paper are manufacturer weekly worldwide
- Scientists believe the earth is about 4.5 billion years old
- There are over 6.5 billion bees in the world



Welcome Alliance!

F.W. Webb welcomes Alliance Environmental Group to the company – an acquisition we made at the end of November last year. Based in Warwick, RI, right across the street from our full-service Warwick location, Alliance brings distinct services to our customer offerings. The Alliance team is led by Felix Perriello, who can be reached at felix.perriello@fwwebb.com.

Broadly, Alliance provides environmental testing and remediation for federal, municipal, institutional, industrial, and commercial entities. Their services entail, among others:

- Environmental due-diligence
- Hazardous materials survey and abatement
- Onsite wastewater treatment engineering and design
- Indoor air quality and emissions auditing
- Professional engineering services
- LSP/LEP and storm water services
- Facility compliance auditing
- Soil and groundwater remediation

Many categories of Alliance’s target customers overlap Webb’s industrial customer base, so great synergy and cross-selling opportunities abound. Markets include power/energy, pulp and paper, municipal facilities, manufacturing, and food/beverage production.



(L-R): President and General Manager Felix Perriello; Senior Principal Rich Hittinger; Office Administrator Sheryl Amaral; Environmental Scientist Phillip Brown; Senior Environmental Scientist Paul Leclerc; and Principal Engineer Joel Walcott.

Alliance
Environmental Group
An F.W. Webb Company

Pipeline will take a closer look at Alliance services and customer applications in an upcoming issue. Meanwhile, for more information visit: allianceenvironmentalgroup.com.



John Pope signs the exterior beam before it is hoisted into place.

These products from F.W. Webb are being used to construct the facility:

- PVF (pipe, valves, fittings)
- Bollards
- HVAC equipment
- Ductwork
- Building controls
- Fire protection piping and fabrication
- Sprinkler heads

CD Topping Off

by Brent Dumont, Marketing Manager, Bedford, MA

Although not nearly as huge as hitting the \$1B sales mark, F.W. Webb has another praiseworthy accomplishment to tout. The final exterior structural beam was raised on January 13 on the new Central Distribution (CD) under construction in Londonderry, NH.

In time-honored construction tradition, a “Topping Off” ceremony was held to celebrate the milestone and acknowledge the hardworking construction team. The topping off of the nearly 1M-sq.-ft. facility comes just five months after

the official breaking-ground event last August. Prior to the last exterior beam being hoisted into place, F.W. Webb Owner John Pope, President Jeff Pope, and others from both Webb and Green Leaf Construction, signed the beam, which was painted white for the occasion.

The midday event began with a few brief remarks from Jeff and Green Leaf Chief Operating Officer Tom Dube, who noted the enormity of the project and the Webb products being used (see sidebars). The event concluded with a hearty BBQ lunch for all the workers and guests. Then, it was on to the bulk of the remaining work – gratefully inside away from the harsh winter wind!

Editor's Note: See a [video of the topping off](#) here. The wind interferes with the audio but fast forwarding to the last 2-3 minutes shows the beam hoisting.

In his remarks, Green Leaf COO Tom Dube used football field analogy to convey the tremendous scope of the work and volume of materials:

- Design drawings would cover 10% of a football field, or “10 yards, first down.”
- The mile of concrete footing and 500+ interior footings would cover 80%.
- Enough concrete masonry blocks and bricks to cover 90%.
- 13,000 cubic yards of slab would cover a football field with 7.5 feet of concrete.
- Over 500,000 cubic yards of cuts, fill and rock would bury a field 280-feet deep.
- More than 220,000 sq. feet of precast panels would cover nearly five fields.
- 1,500 tons of joist, girders and columns stretched end-to-end would span 80 fields.
- Enough roofing and insulation to keep 16 fields dry, or “half the fields in the NFL.”



Senior Director of Showroom Sales Hired

Heading into 2017, there is renewed focus on the retail side of our business – the Frank Webb's Bath Center enterprise of nearly 40 showrooms – with great opportunity to drive sales and grow profitability. The new recently hired Senior Director of Showroom Sales, **Jeff MacDowell**, will certainly have an integral role in this pursuit.



With 25 years of industry experience, Jeff is confident in his ability to make many positive contributions to the showroom business: "I will make the showrooms a place where customers will crave to come back. They will love our service, our passion, our expertise, and the experience of shopping with us," he said. "Shopping should be fun and therapeutic in such a hectic world. I plan on making it the best possible."

Jeff brings considerable knowledge and valuable vendor relationships from his work managing showroom profit centers for Hajoca and APR Supply. He most recently served as V.P. of Marketing, Showrooms and Emerging Markets for APR Supply in Pennsylvania. He is a former president of the Susquehanna Valley chapter of the National Kitchen and Bath Association (NKBA) and a current member of the Showroom Subcommittee of Affiliated Distributors (AD).

Jeff will report to F.W. Webb Vice President of Sales Tom Santer, who believes Jeff will be "a valuable asset as a sales leader, teacher and, most importantly, as a supportive team member."

A native of Buffalo, NY with a wife and two daughters (ages 18 and 20), Jeff is a graduate of SUNY/Fredonia with a Bachelor's degree in Business Administration. When he's off work, he enjoys kayaking and collecting street art, and is a huge music fan across many genres.

Please join Pipeline in welcoming Jeff MacDowell and wishing him much success in his new role.



Banners Up!

New pull-up displays to help promote and sell F.W. Webb's private label Deriva products have arrived. These easy-to-transport and set-up displays feature kitchen, bath and shower faucets, and our new IntelliSync smart thermostat.

Contact Marianne Tragakis in Marketing to borrow one or more displays for your next sales event: trag@fwwebb.com.

Can your home use a modern thermostat? Check out the IntelliSync on fwwebb.com – it has great features and you can purchase it with your employee discount!

F.W. Webb's own Stonehenge

While undergoing remodeling, the Exeter, NH showroom resembled a mini "Stonehenge" when the cement floor was cut into blocks and moved temporarily to accommodate drain lines for the working displays that will eventually dazzle customers after the expanded space opens for business.



Photo and "Stonehenge" analogy courtesy of Exeter Showroom Associate Colleen Lawson.



"Dear Mr. Pope" New Showroom Ad Portrays Customer Journey

by Alicia Criniti, Director of Marketing, Bedford, MA

It's a new year and with it comes a new 60-second TV ad for Frank Webb's Bath Center. Breaking our traditional mold of 30-seconds, the longer ad format allows us to tell our showroom story in a whole new and more leisurely way. Titled, "Dear Mr. Pope," the ad portrays a showroom customer sharing her experience through email with President Jeff Pope. While the story told isn't an actual testimonial, it was developed as a composite of several emails and letters F.W. Webb received from delighted customers over the past year.

Fourteen carefully chosen products are showcased in the ad. Ranging from a lamp-style showerhead and a lift-up lighted medicine cabinet to a traditional farmhouse-style faucet with a satin brass finish, the beautifully filmed products reflect some of the hottest trends in bathroom fixtures, as reported by our Showroom Managers.

The ad is running in our showroom markets across the footprint on broadcast and cable TV programs. We once again conducted ratings research to assure we continue to reach women 35-64 years old, with a secondary target being men in the same age range...all with incomes of \$100K and up. The result is a continuation of many of the same channels and programming from past years, with some refinement in program choices to best target our market, based on what we continue to learn.

The ad ends by directing viewers to "go to frankwebb.com to find a showroom near you." Our website analytics are showing an immediate and great response to the new ad. We expect showroom foot traffic to increase as a result and anticipate positive sales momentum heading into the traditionally busier springtime.



You can view our new impactful ad on the company intranet. Go to:
Marketing > Creative > 2017 Ad.

Special thanks to the Boston, MA and Manchester, NH teams who opened up their showrooms and worked with us in the filming of the new ad!

Design New England "First Look" Event



Marketing team with Boston GM Tom Blades

More than 50 designers, architects and builders packed the Frank Webb's Bath Center showroom in Needham, MA in January for a *Design New England* magazine "First Look" event. With help from sponsors, Frank Webb's Bath Center, DXV and Grohe, *Design New England* debuted its January-February issue at our spacious standalone showroom. "First Look" events are held in different locations for each issue, with featured speakers associated with key articles in the magazine. Our Boston showroom hosted a "First Look" in 2015 and 2016. Owned and operated by the *Boston Globe*, *Design New England* publishes six times a year.



12 Days of Christmas: A Cycling Bonanza

by Brent Dumont, Marketing Manager, Bedford, MA



The F.W. Webb location in West Bath, Maine hosted its 5th Annual “12 Days of Christmas” event in December to support Toys for Tots of Central Maine, and it was bigger than ever. Since joining the company in April last year, I had heard about this legendary event. So, when West Bath Store Manager Mike Blagdon reached out to me for help, I was excited to do so.

Planning started early with design and production of flyers, posters and banners to promote the highly anticipated event. Shirts and giveaway items were ordered, and more than 50 vendors – some new and many veterans of the event – were lined up.

All of this was done to once again support local kids in need through the Toys for Tots program. Mike can be intense sometimes (admittedly so) but it all comes from his passion for putting on the best event possible for his customers while also supporting a great cause.

Dreaming of Bikes

Mike had a vision this time around and it was more than just toys, it was bicycles! Riding a bike is a childhood staple that every kid should get to experience. So, Mike challenged his loyal customers and dedicated vendor partners to step up to the plate, and they did. In total, West Bath was able to collect over 60 bicycles and five collection boxes stuffed full of additional toys. It was a spectacular sight to see.

Mike and his team thanked customers, vendors and other attendees with a barbecue lunch, free hats and t-shirts, and dozens of raffle items, including eight flat screen TVs, video game console, ice fishing gear, Red Sox memorabilia, and much more. Three members of the U.S. Marine Corps attended the event to thank donors for their support. Their participation was a special addition to the event.

Can't wait to go back!

I was thrilled to be part of the event, helping to distribute prizes from a stage built of old wood pallets fashioned together to resemble a manger. It was a festive atmosphere with an abundance of holiday cheer that reverberated through the store and warehouse. Needless to say, it was worth my two-and-a-half hour drive north.

It was great to see how F.W. Webb can serve the community and also have customers and vendor partners who share this passion as well. Mike (now known locally as “Bike”) is already thinking about how he can outdo himself next year and I plan to be there again to find out.





Toilet Donation

F.W. Webb Nashua, NH and TOTO recently joined efforts to support a local family with a medical need and limited resources. Gateways Community Services of Nashua reached out to us for a toilet for a client with impaired mobility following a stroke. Together with TOTO, F.W. Webb donated the toilet to the family for the new apartment Gateways helped retrofit with donations and pro bono services from local companies and contractors.



(L-R): Jack Mulcahy, Field Sales Rep with David Gooding Inc. (represents the TOTO line on the North Shore of MA and in NH); LaTonya Muccioli, Case Manager, Gateways Community Services; Greg Hevey, husband of Gateways' client; and Nashua Store Manager Justin Costello.

AFE Member Appreciation Event

The Association for Facilities Engineering (AFE) 140th's Annual Member Appreciation and Vendor Night was held recently in Nashua, NH. Dennis Ford (of "It takes a Dennis to replace a Dennis" fame – April 2015 *Pipeline*) serves as Vice President of the Granite State Chapter of AFE. The event featured six technical sessions and was co-sponsored by the Granite State Chapter of American Society of Heating, Refrigerating and Air-conditioning Engineers (ASHRAE).



(L-R): Dennis Ford, Industrial Account Manager, Concord, NH; Ed Giacchino, Outside Sales, Woburn, MA; and Steve McGlynn, Outside Sales, Methuen, MA

DIVISION DOWNLOAD

Our new *Pipeline* feature, Division Download, begins in this issue with an in-depth look at the **Process Controls Division**. Division Download will help "demystify" our specialty and core divisions by introducing you to their products, services, customers and teams. Besides shedding light on each of our 15 areas of expertise as a point of interest, Division Download is intended to help stimulate cross-selling ("sell more stuff!") opportunities across our great company and on behalf of our many customers.

Turn to page 8 to get started!



Process Controls Certified Valve Repair Shop



Gauge calibration panel from the Certified Calibration Shop.



F.W. WEBB COMPANY
Process Controls Division



DIVISION DOWNLOAD



Locations / Phone

Winslow, Maine (Headquarters) / 207-873-7741
Bellingham, Mass. / 508-865-5600
Cazenovia, New York / 315-655-9700
Pittsford, New York / 585-377-2740

Management

Corey Post, General Manager
Frank Benedict, Operations Manager
Greg Dow, Manager, Engineered Products Group
Anisa Meigs, Store Manager, Cazenovia
Jim Somers, Sales Manager, Pittsford



Repaired Pratt butterfly valve and Apollo actuator assembly.



F.W. WEBB COMPANY
Process Controls Division

F.W. Webb Process Controls Division

by Phyllis Laorenza, Marketing Dept., Bedford, MA

Headquartered in Winslow, Maine, the F.W. Webb Process Controls Division provides essential products and industry-leading services to a host of industrial and institutional customers. Plants, factories, hospitals, universities, and energy producers are some of the facilities that need and use process controls to run critical operations.



*Corey Post, General Manager
Process Controls Division*

The division has more than 60 employees, many of them engineers, in four locations. Led by General Manager Corey Post, most of the team works out of a standalone building in Winslow, located off Rt. 95 near Waterville. Winslow serves as their sales and services hub, providing products ranging from safety relief valves to complex engineered systems, and services such as valve testing/repair and instrumentation calibration. Winslow

also has a fully-stocked warehouse and access to nearby Webb resources, including the neighboring Industrial PVF Division and the new Oakland full-service location.

What are process controls?

For most people, “process controls” are unfamiliar and do not conjure an immediate image, unlike plumbing. As part of engineered systems that control processes at facilities, they mostly operate unseen. However, they are vitally important to our daily lives.

Controlling such processes as temperature, pressure and flow within a desired range provides facility managers and plant operators with consistent outcomes. For example, temperature control is essential in the production of power, paper and beer, while the capacity to sterilize is critical in the production of foods, drugs and certain electronic components, such as semi-conductors.

“The right products and systems are critical and so are the right services.”

— GM Corey Post

Outstanding Products

Since accuracy and superior systems are essential to the safe and effective operation of industrial processes, the F.W. Webb Process Controls Division carries only the industry’s best products, backed by certified services. Top brands include Endress+Hauser and GE Masoneilan.

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DIVISION DOWNLOAD

Key Products (in alphabetical order)

- Actuated Valves
- Automation Controls & Systems
- Control Valves
- Engineered Systems
- Flow Meters
- Instrumentation
- Overpressure Protection Devices
- Safety Relief Valves

Top Brands



Services (in alphabetical order)

- Gauge & Diaphragm Fill Assemblies
- Instrumentation Calibration
- Preventive Maintenance
- Safety Relief Valve Testing
- Valve Calibration
- Valve Diagnostic Surveying
- Valve Optimization
- Valve Repair & Rebuilding



Repaired valves ready to return to a customer.

Process controls include simple to understand yet highly sensitive measurement devices, such as gauges to monitor heat, pressure, fill levels, flow rates, etc. They also include automation products (hardware and software) to monitor, control and capture data from electrical, mechanical, and electronic systems essential to a facility's daily operations. Many of these must function precisely 24-7-365: think power generation, water processing, and waste management, for instance.



OM Frank Benedict in the Winslow warehouse.

Safety relief valves protect the integrity of the process, along with the physical plant and personnel. Valves cannot go down or processes will come to a halt, causing a loss of productivity, output and money. The Process Control Division offers a wide array of high-performing valves for all customer needs, along with the service and repair expertise to prevent or minimize downtime.

Certified Services

Process Controls Division provides industry-leading services from technicians and engineers with vast expertise and experience. Fast, accurate, thorough and precise, this highly experienced shop team performs at the highest degree of proficiency on behalf of Webb customers.



Valve Technician Darby Otis performs a final quality test on a repaired safety relief valve.

Valve technician Darby Otis in Winslow is a master of his craft and in demand – many customers want only him working on their safety relief valves. Similarly, Senior Valve Technician Mike Ryan in Cazenovia, NY has customers calling him directly for service. Greg Dow, the manager of the Engineered Products Group and a 30-year veteran of the Process Controls Division, is also at the top of his field and sought out for his expertise.



The valve's final test is done with a shot of high velocity steam pressure.

Safety valve assembly and repair services carry ASME/National Board certifications, while control valve automation and repair services carry a MARC (Masoneilan Automated Repair Center) designation for both shop and field. The division is an Endress+Hauser ASP (Authorized Service Provider), performing onsite calibration following an ISO 17025 standard.

Continued on page 10



DIVISION DOWNLOAD

Crossing-Selling Tips

When you visit an industrial customer, think Process Controls to extend more of Webb's complete offerings:

- Automated valves or safety relief valves: Ask who services them and inform the customer about the F.W. Webb Certified Valve Repair Center. We can service any valve from any manufacturer, from anywhere in the region.
- Instrumentation, such as gauges, flow, level, temperature, and pressure transmitters: Ask who calibrates and services them and inform the customer about F.W. Webb Certified Calibration Services, which includes the Endress+Hauser Calibration Trailer that travels to the customer's location.



Greg Dow, Manager, Engineered Products Group, and Project Manager Raymone Wentworth at the drawing table.



(L-R): Valve technicians Roger Guimont and Chris Collins in their workspace in Winslow.

Engineered Products Group

Within the Process Controls Division is a small group of highly capable engineers who work with customers on specialized skid-mounted systems, modules and control panels. These engineered systems are used in manufacturing, water and waste processing, and power generation, among other critical applications. They ship pre-wired, pre-tested and ready for immediate installation.

[View a brochure](#) with photos and more information on the Engineered Products Group and contact Manager Greg Dow with customer leads.

Condensate Pump Skid



Custom-made by the Engineered Products Group in Winslow, this sophisticated skid system takes high-pressure plant steam and converts it to clean steam for direct-injection into products for humidification or to sterilize equipment. Functioning as a stand-alone system, the customer will integrate it seamlessly into their site's DCS (distributed control system) via Ethernet communication, allowing for remote monitoring and control by many users with different levels of access.

Competitive Advantages

As a superior product and service provider for industrial customers, here are some of the reasons why Webb excels over the competition:

- In-stock, readily available, hard-to-find-on-an-emergency-basis valves and other critical products
- 24-7-365 emergency service
- Certified technicians, certified shop services, and certified on-site services
- Full range: from new product sales to repairs, from installation and set-up to regular maintenance and testing
- Full inventory of highest quality products from top manufacturers
- Rush delivery
- Almost 50 years in business
- Customized engineered systems and solutions
- Staffed by highly qualified and experienced engineers and certified technicians



A disassembled safety relief valve ready for inspection and cleaning.



TRIO Made Here

The Boyertown Furnace Company hosted a Webb group at their factory recently. Based in Boyertown, PA, the company manufactures the TRIO cast iron boiler line for F.W. Webb.



Left side of photo: Webb Heating Sales Manager Michael DelConte and John "Beet" Bowman, Allentown, PA Counter Sales

Middle of photo: TRIO boilers being assembled by Boyertown employees.

Right side, clockwise starting with: Boyertown Sales Manager Rosemarie Bartchak, and from Allentown: Tom Laier (red shirt) - Counter Sales/Warehouse, William Stocker (grey shirt) - Outside Sales, Mark Cavallaro (Webb jacket) - Inside Sales, and Store Manager Luis Moreno

Vet Has Heat After Two Cold Winters



Veteran George Harper with his old broken system (left) and new one (right).

Marine Corps veteran George Harper III of Pleasantville, NJ couldn't afford a new heating system and roughed it through two cold winters with space heaters and blankets. Thankfully, this winter his fortune has changed. An F.W. Webb customer of our Pleasantville location, Junior's Mechanical, stepped up to help after learning of George's plight. Working with grant funding and absorbing the rest of the cost, Junior's set out to install a new heating system for George this fall without any charge to him. After approaching the Webb store for help, Store Manager Cory Smith supplied a Fraser Johnston unit at a "fair discount." F.W. Webb salutes Junior's Mechanical and thanks them for their compassion and generosity, as well as their business – they are a valued customer. The Pleasantville store was happy to do its part to help George live in comfort in his home. We thank him for his service to our country.

See photo of Junior's crew on page 16.



**Listen closely...
Hear all those boilers humming?**

It's TRIO at 10!

Thousands of TRIO boilers from the F.W. Webb private label, PurePro, are collectively celebrating a 10th anniversary in homes and commercial enterprises throughout the Northeast. Without any extraordinary fanfare (or festive party hats!), these durable cast-iron boilers are doing what they do so well every day – heat homes and businesses super efficiently.

F.W. Webb introduced the PurePro TRIO line of 3-pass, low-mass boilers 10 years ago this year. More than 16,000 TRIO boilers have been sold over the past decade and the popular line continues to be celebrated for high energy efficiency (up to 87% AFUE rating), proven performance, and industry-leading warranties.

TRIO is available in eight residential models, each with a limited lifetime warranty, and seven commercial models, each with a 20-year warranty. Webb's contractor customers find them easy to install and service, and we appreciate their support of the TRIO line.





Pat Zrioka Earns Lothar Kartanos Award

The 2016 Lothar Kartanos Memorial Industrial Sales Award was presented to **Patrick Zrioka** of the F.W. Webb Process Controls Division on Feb. 1, 2017. Based in Winslow, ME., Patrick is an Account Manager covering New England and upstate New York. In presenting the award, Senior Vice President Ernie Coutermash said Pat exemplifies “selling the total Webb industrial package.”

Patrick was also praised by his long-time Webb colleague, Jay O’Coin, now retired, who said: “Pat is a man with big ideas and the energy to carry them out. He has been completely selfless when asked to take on a new task, territory, or product line. He always looks for a better way of doing things to benefit both the customer and the company.”

Patrick Zrioka Revealed

Patrick joined F.W. Webb in 1989 from Central Maine Power. A native of Portland, ME and graduate of Maine Maritime Academy, Pat holds a BS degree in Marine Engineering and 2nd Class Stationary Engineer license. He previously sailed in the Merchant Marine and served eight years in the U.S. Navy Reserve. He and his wife Ulla have three children. In his off time, Pat volunteers as the Eagle Advisor with a local Boy Scout troop and enjoys exploring new vistas and locales with Ulla on their motorcycles.



Patrick Zrioka with Ernie Coutermash and Gordon Bailey (Account Manager, now with Process Controls, Winslow, ME), the 2012 award recipient

I really admired Lothar for his knowledge and professionalism; I will strive to live up to his example.

— **Patrick Zrioka**
Account Manager
Process Controls Division

Previous Award Recipients:

- 2015: Stacy Papa, Portland ME
- 2014: Michael Volk, Elmwood Park NJ
- 2013: Sharon Inza, Methuen MA
- 2012: Gordon Bailey, Dover NH
- 2011: Chuck Osborne, Bangor ME
- 2010: Brett Finemore, Queensbury, NY
- 2009: Daryl Schoellkopf, Winslow ME
- 2008: Steve Perkins, Syracuse NY
- 2007: Devon Craig, Williston VT

About Lothar Kartanos and the Memorial Award



Lothar Kartanos represented us in the industrial marketplace for 25 years and made a significant difference. He truly loved working with customers and was an expert at applying product solutions to each individual customer’s processes. Lothar always went the extra mile and was renowned for looking for areas of opportunity that would benefit both F.W. Webb and our industrial customers. He epitomized professionalism and was held in high esteem by his customers and colleagues.



New Line of Tanks for Customers

The Thermoplastic Piping Division is carrying a new line of plastic, engineered tanks in a wide variety of sizes and configurations from Snyder Industries, a world leader in bulk storage, processing and transportation tanks. By establishing a new distributor relationship with Snyder, F.W. Webb has expanded its inventory and offering of high-quality industrial plastic tanks for above and below ground applications.

Webb currently is stocking Snyder tanks in sizes up to 1,500-gallons with larger sizes available. Common industrial applications include food/beverage production, fluid/chemical storage and handling, water treatment, waste management, and fire suppression.

If you have a customer in need of plastic tanks, contact the Thermoplastic Division and note Webb can also fill customized needs. For more information on the new tank line, see pages 22-23 of the Winter WINSheet, available on the Intranet.

SII SNYDER
INDUSTRIES, INC.



Lead in Water – Invisible Harm

by Phyllis Laorenza, Marketing Dept., Bedford, MA



If you've been following the news closely lately, you've been hearing much about lead in water. Elevated levels of lead can be found in drinking water in many homes, schools and buildings. Lead can enter tap water when it passes through lead pipe or brass or brass fixtures with lead solder. The presence of lead in drinking water can go undetected. You cannot see, taste or smell it. Boiling water will not reduce lead.

At the residential level, some steps can be taken to address lead but for larger scale structures, like schools, lead is extremely hard and costly to eradicate. "The best way to eliminate lead is at its source," said Jim Paulhus, F.W. Webb Water Systems Product Manager. "This means replacing

old pipe and old fittings with new pipe and new fittings." In some of the oldest cities in the country, underground pipe carrying potable water is 100-150 years old, Jim said.

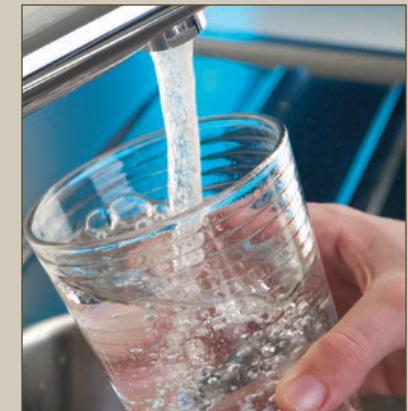
Health Effects of Lead

Lead can cause serious health problems if too much enters the body. It can damage the brain and kidneys, and interfere with the production of red blood cells that carry oxygen through the body. Once consumed, lead is stored in the bones and can be released later in life.

During pregnancy, the fetus can receive lead from the mother, potentially affecting brain development. Lead has been linked with lowered IQ in children. Adults with kidney problems and high blood pressure are more susceptible to lead exposure at lower levels than healthy adults.

Lead Sources

Lead is a metal commonly found in lead-based paint, air, soil, household dust, food, pottery, and water service pipe and fixtures. Lead enters drinking water primarily as a result of the corrosion of materials containing lead in standard plumbing pipes, valves, fittings and fixtures in and outside your home. These materials include lead pipes, lead-based solder used to join copper pipe, brass, and chrome-plated brass faucets, and pipes made of lead that connect your house to the water main (service lines).



Lead Mitigation Steps

If after testing, lead is detected in your water system, take these steps to eliminate this harmful metal from your diet:

- Flush your home's plumbing.
- Whenever your water has not been used for several hours, let water run from your kitchen and bathroom faucets for 3-5 minutes.
- Use COLD water for cooking and preparing baby formula
- Remove loose lead solder and debris from the plumbing materials installed in newly constructed homes, or homes in which the plumbing has recently been replaced.
- Identify and replace lead materials with lead-free ones.
- Determine if the service line that connects your home or apartment to the water main is made of or contains lead.
- Hire a licensed plumber to inspect the line.
- If your service line contains lead, the line can be replaced with copper or plastic pipe.

**"The best way to eliminate lead is at its source.
This means replacing old pipe and old fittings with new pipe and new fittings."**

Jim Paulhus
F.W. Webb Water Systems
Product Manager

Continued on page 14



Continued from page 13

Lead can leach into water that remains in contact with plumbing materials over time. For instance, this can occur overnight when people are sleeping or during the day while people are at work or school. As a result, the first water drawn from the tap in the morning or later in the afternoon after returning home can contain higher levels of lead.



Water Testing

For health and safety reasons, it is important for everyone to reduce the presence of lead in their drinking water. You can take action in your own home by having your drinking water tested for excessive concentrations of lead.

This article was written with input from F.W. Webb Water Systems expert and Product Manager Jim Paulhus. If you are selling to residential and light commercial customers, Jim can help you determine the right water filtering and water softening products for your customers' needs. Contact Jim at jimp@fwwebb.com.



Lions Award for Webb Employee

Donna Longo, Accounts Payable, Bedford, MA, has been recognized by the Woburn, MA Lions Club with a “Helen Keller Fellowship” award for her dedication to the club and its principles. She was surprised and humbled by the recognition, telling *Pipeline*: “The Lions give me so much more than I could ever give them.” A Lion since 2014, Donna has run a Coat Drive for two years and works on many other charitable events throughout the year. All proceeds help local residents and causes like eye research. The Lions Club is a 100-year-old international organization with 1.35 million members striving to improve their communities. *Well deserved, Donna, you make a difference and we're inspired by you!* See coat drive results on page 22.

FILTERING OPTIONS:



Point of Use (residential application shown)

At the point of use (your faucet), filtering products are typically installed underneath the sink. Point-of-use filters use a membrane to screen out contaminants. They are effective in reducing inorganic materials, including lead. F.W. Webb offers reverse-osmosis units, from WaterSoft, Watts Water Quality and American Granby.

Also available is a lead-out cartridge from Watts Water Quality. This cartridge fits in most 10" filtering cartridge units from PurePro, Aqua-Pure, Pentek and American Plumber, to name a few.



Point of Entry (commercial application shown)

At the point of entry (where water enters your house), filtering products are usually installed in the basement. Reverse osmosis units are also available for point-of entry-applications. These units are sized to address the issue according to the existing conditions of each residential need.

For point of entry, F.W. Webb offers WaterSoft. We are the exclusive distributor for WaterSoft products in New England and New York.

Systems for point of use and point of entry can be used together, depending on the quality of incoming water.



Webb Cam

Corporate Regional Holiday Party



Dave Ferreira, Inventory Control, Bedford, with wife Charlene



Marina Mebo, Bedford Showroom Manager, with her husband Tim



Marianne Tragakis, Marketing, and Josh Michaud, E-Commerce Business Manager

Lisa Mooradian, Executive Admin. with husband Mike



Jody Langella and Mike Michaud, IT Dept.



Jeana Rivera, Credit Dept. and Manny Avila, IT



(L-R): Viviana Zapata with her husband Angel Villacis (CD Receiving) and Omar Santiago (CD Shipping) and his wife Sharlyn



Brent Dumont, Marketing, with wife Megan



Team from Bedford Showroom with Nikki Lafountaine, IT (3rd from left)

The crew at the Hartford, CT location got together for some after-work fun recently at their local bowling alley.



PJ Sanzo, Inside Sales, Hartford CT, demonstrates his “striking” form!



Webb Cam

Pleasantville, NJ Employee Christmas Party



Christina Rodriguez, Office Admin, and her husband



Frank Defillippo, Inside Sales, and Ivan Singleton, Counter Sales



The “Men in Black” from Junior’s Mechanical with Showroom Manager Phil Lewis at the customer appreciation holiday luncheon in Pleasantville, NJ; Junior’s was the firm that helped out a local vet in need of heat (see page 11).



Showroom Manager Philip Lewis and his wife



Dianna McNierney, Inside Sales, and her husband



Ballston Spa, NY Christmas Sweater Day



Scott Cohen, Account Manager, and his wife



Store Manager Cory Smith and his wife



Springfield, MA,
Ugly Christmas
Sweater Day

Game 7 F.W. WEBB Trivia Game

Recap – Questions, Answers & Winners

Here are the results of our final – and most challenging – 150th Anniversary Trivia Game. We doubled both the number of questions from our regular contests throughout the past year and our top prize. Here are the Game 7 questions and answers, along with the list of winners. Congratulations to all our winners this past year and thanks to everyone who participated. Hope you had fun and learned a few memorable facts about F.W. Webb in the process!

Game 7 (December Pipeline) Questions and Correct Answers:

1. How many SKUs will the new CD in Londonderry accommodate at capacity? **100,000**
2. How many David Ortiz 500th Home Run commemorative necklaces were awarded in the Webb “Big Papi” stats contest? **32**
3. On what date did the 150th Anniversary Logo make its public debut on the Green Monster wall at Fenway Park? **April 11, 2016**
4. How many acquisitions did we make this year (2016)? **Four** (**Water Works Supply, State Line Supply, Lincoln Supply, Alliance Environmental Group**)
5. Which new condensing boiler line is the latest addition to the F.W. Webb residential and commercial lineup? **Lochinvar**
6. Where did we open a brand new location in 2016? **Oakland, ME**
7. What Frank Webb’s Bath Center showroom opened the largest display of TOTO in the region in 2016? **Needham, MA**
8. Who became General Manager of the Water Works Division – our newest and 15th area of expertise? **Chris DiPirro**
9. Who received the 2015 Lothar Kartanos Memorial Sales Award? **Stacy Papa**
10. Which store manager was featured in the Webb TV ad called “Epic Rain?” **Bob “Mav” Matvichuk (Salem, MA)**

Game 7 Winners

Winners of the Final *Pipeline* Trivia Contest were randomly selected from all correct entries for a VISA Gift Card. One winner was randomly chosen to receive the top prize:

- Jane Maxham**, Showroom Manager, Lebanon, NH – \$100
 - Ken Hughes**, Inside Sales, Hyannis, MA – \$50
 - Matt Hughes**, Inventory Control, Hyannis, MA – \$50
 - Ashley Reis**, General Clerk, Warwick, RI – \$50
 - Carly Walker-Harris**, Showroom Associate, Bangor, ME – \$50
- Congratulations!**



Adopt a Business

F.W. Webb Haverhill, MA has been ‘adopted’ by a Montessori school, which shares space in the same business park in the Ward Hill section of town.

Through the school’s “Adopt A Business” program, students at the Hill View Charter School do various projects based on the business adopted, according to Store Manager Jude Corso. Kindergarteners studying Van Gogh have provided the store with their renditions of the famous artist’s “Sunflower” and “Starry Night” paintings.

Jude said the artwork is hanging in the office for all to enjoy and will be changed out during the year when the students study a new subject.



The children's artwork brightens the Haverhill location.

HILLVIEW MONTESSORI
CHARTER Public School



Thank you NY Water Professionals

A customer appreciation event was organized for local well drillers and water treatment professionals in the Albany, NY region by Water Systems Division Account Manager Paul Hudspeth. The event was held in January at Hi-Way Recreation, a bowling and arcade center, in Wynantskill, NY, for 30 customers and their families. There were giveaways and a Milwaukee Tool raffle, as well as prizes for highest score, etc. Paul took the opportunity to display and cross-sell PurePro products. He said all the customers enjoyed the event and want to do it again next year.



Account Manager Paul Hudspeth, Water Systems Division, mans the giveaway booth.



Paul's wife and daughter award trophies to the Webb customer who bowled the best.

Attitash Mountain Customer Event



Manufacturers' Rep firm Emerson Swan held a customer appreciation day at Attitash Mountain in Bartlett NH, with Heating Sales Manager Mike DelConte, Bangor ME Operations Manager Kevin Hewes, Bangor Inside Sales Manager Russ Richards, and South Portland ME General Manager Greg Thompson – all putting in a hard day of work on the slopes for F.W. Webb!

Upcoming Trade Shows and Webb Customer Events:

February 9, 2017

- HVAC/R & Controls Dealer Meeting*, Foxwoods Resort & Casino, Ledyard CT

February 18-19, 2017

- Maine Home & Remodeling Show, Cross Insurance Arena, Portland ME

March 4-5, 2017

- Burlington Home Show, Sheraton Hotel & Convention Center, Burlington VT

March 4, 2017

- PHCC-MA, Royal Plaza Trade Center, Marlboro MA

March 10-11, 2017

- New England Water Well Expo, Royal Plaza Trade Center, Marlboro MA

March 17, 2017

- St. Patrick's Day Counter Events, Numerous Webb Locations

March 24, 2017

- PHCC-ME, Augusta Civic Center, Augusta, ME

April 5-6, 2017

- NE Water Works Association (NEWWA) Conference, DCU Center, Worcester MA

* Invitation only; event full to capacity at Pipeline press time

See a Full Listing of Events at fwwebb.com/events.

St. Patrick's Day celebrations are coming for employees and customers. Send pictures to Pipeline!





Ron "Zinky" Zinkevicz Retires

Ron "Zinky" Zinkevicz retired from the Fire Protection and Fabrication Division after a long 35-year-career with F.W. Webb. Said GM Randy Beatrice of Zinky, "He has set a great example of customer service here in Canton (MA) and will be missed by many. We wish him all the best."



Harry Barker Retires

Harry Barker, Showroom Sales at the Frank Webb's Bath Center in Ballston Spa, NY, retired from F.W. Webb recently, but not before his surprise party and warm send-off! Harry was the manager of the Queensbury, NY showroom before it closed in 2015.



BENEFITS UPDATE: Several Points of Interest

by Stefanie Harrison, Benefits Manager, Bedford, MA

1. Wellness

We have successfully launched our Wellness Initiative for 2017. The general focus this quarter is Nutrition. You probably already received a few nutrition-related resources either via mail at home, email, or through your manager and will continue to see more nutrition-related announcements throughout the quarter.



To make our initiative even more official, we sent out a quick survey for you to vote on your favorite name for our program. Just go to [Branding Survey](#) and cast your vote by February 10. We are also raffling off two Fitbit zip devices, so be sure to include your name at the end of the survey to be entered into the drawing.

2. Employee Assistance Program

Did you know the F.W. Webb Employee Assistance Program (EAP) can support your wellness goals? Contact the EAP for Nutrition and Fitness Support! Call any time at 800-648-9557 or email at info@kgreer.com. It's free, it's confidential, and no one will know you called.

3. Life Insurance

I also want to remind everyone to review and update, if necessary, your beneficiaries on file for your life insurance and 401k. To review your 401k beneficiaries, log into your John Hancock account at mylife.jhrps.com. If you have not completed a new life insurance Beneficiary Designation in a few years, you can download a new form under "Forms" on the Human Resources Intranet site.

4. Flexible Spending

The 2016 Flexible Spending Account (FSA) grace period runs until March 15. If you have unused 2016 FSA funds left, you will be able to use them until that day. You can check your balance at benstrat.navigatorsuite.com/Login. Please remember this is the last year the grace period applies, since we are moving to the rollover this year.

If you have any questions or concerns about these benefits or others, don't hesitate to email me at stefanie@fwwebb.com or call me at 781-272-6600, x.214.



SLS 37 – The Man and Number Retire

Webb's First Banner Raising

by Phyllis Laorenza, Marketing Dept., Bedford, MA

Larry Tremblay is commonly known as “Junior,” but the moniker he really embraces is “37,” his Webb SLS number since joining the company in February of 1997. Larry retired from F.W. Webb at the end of 2016 and, in an unprecedented move, the company retired his number.

Long Industry Roots

Junior Tremblay proudly hails from an industry family. His father, who had a huge impact on his life, was a plumber for 50 years. Junior’s brother was too, for 40 years, and his cousin Herve worked for Webb. With his retirement, this will be the first time in almost 75 years with no Tremblay in the business in New Hampshire.

Although Junior came to Webb to finish out his career, he actually began working in the industry when he was 14. The exact date is etched in his memory: Oct. 6, 1963.

Motivated to save up for a car, the teenage Junior worked for a supplier in all his free time, over summers and school vacations. He started as a picker, and eventually became a driver, worked in counter sales, and then outside sales. For Webb, he worked for the past 20 years in outside sales out of the Manchester, NH location.

Respect and Advice

SLS 37 is jubilant about F.W. Webb. “The respect and appreciation I was shown at Webb transformed and shaped my personality and outlook,” he said. “I’ve learned a lot here about how to treat other people in return.” Junior has high praise for John and Jeff Pope, saying they valued and rewarded his contributions and he “wasn’t just a number or cog in the machinery.”

Junior was committed to customer service and making the customer happy. He was “always on-call for customer emergencies” and served as a role model for young colleagues, infusing them with his enthusiastic and positive outlook. His advice: “Never give up; never take no for an answer; always ask for the sale; and never, ever, ever give up.”

Forever Remembered

At Junior’s retirement party in December, he was presented with a banner with his name and number. The next day during the Manchester customer holiday event, his banner was “raised to the rafters, like you would see in the TD Garden,” said Store Manager Michelle Fedock. Junior said he was “ecstatic and overwhelmed” by the honor.



(L-R): Nashua GM Kevin Downing, Jeff Pope, and Larry “Junior” Tremblay, who was photographed at a somber moment as he reflected on the touching gesture and remembered his father.

**“I have so much respect
for this company.
There’s no such thing
as a bad day at Webb.”**

– Junior “SLS 37” Tremblay



*There is only one “SLS 37” in the
F.W. Webb Company and that’s all there
ever will be – Larry “Junior” Tremblay.*

*Congratulations 37 and
enjoy your retirement!*



The Places We've Called "Home"

Bedford, Massachusetts



F.W. Webb Headquarters over the years:

1866-1932:

50-60 Elm Street
Boston, MA

1932-1968:

1544 Columbus Avenue
Roxbury, MA

1968-2003:

200 Middlesex Turnpike
Burlington, MA

2003-present:

160 Middlesex Turnpike
Bedford, MA

Last in the series

When the company decided to move from its third headquarters in Burlington, MA in 2003, the moving vans didn't have to travel far or risk straying off course. That's because we relocated just 2.5 miles west on Middlesex Turnpike to our current headquarters in Bedford. The need for more office space, as well as parking for customers and employees from the field, dictated the move. Today, more than 100 employees work out of the corporate location. This includes all the

senior executives, trade sales management, counter store/warehouse, showroom, e-Commerce, IT, HR, marketing, accounting, accounts payable, and credit. Our counter busily services area contractors and our showroom hums with activity. The Bedford location also allowed us to build a larger Roger W. Pope Educational Center, where managers and sales reps from across the entire footprint gather regularly. If you ever wondered why the stone monument in front of the building is date-stamped 1995, it's because the monument was relocated from the former CD in Merrimack, NH, where the original Roger Pope Educational Center was located. With only four headquarters to its name, the F.W. Webb Co. hasn't swept up its hidden dust bunnies too often!

Customer Training



The F.W. Webb South Portland, ME location coordinated Victaulic Groove training of 12" pipe for a customer with a large water chill project. Leading the effort was Account Manager Nick Bodlovick with help from Inside Sales Rep Travis Lebrun and Victaulic Rep John Grout. The training took place at the customer's location in Scarborough, ME.

Grohe Aquatunes. For the music lover in each of us.

Energize your shower experience with Grohe's water resistant Bluetooth speaker.



Aquatunes allows you to play the music you love and transform your showering experience.

\$67.05
each
List price \$149

GROHE

Get one at your local
Frank Webb showroom
or F.W. Webb counter
(while supplies last).

*Be sure to ask for your
special employee price!*

- Can be easily attached to your existing 7/8", 1" and 1-1/8" shower rail.
- Syncs with your mobile device allowing you to stream music via Bluetooth technology within a range of up to 25 ft.
- Built-in rechargeable battery provides over 8 hours of playtime.
- Includes a portable waterproof docking station that allows you to continue to listen to music while charging.



Twin grandchildren of Donna Longo (Accounts Payable)

Coats and Hats Galore!



Grandchildren of Vickie Inglis (Data Governance)



Daughter of Brent Dumont (Marketing)



Grandson of Gail Kapala (Data Governance) and Diane Salerno (Accounts Payable)

It was raining coats and hats at Corporate during the holiday season, thanks to the successful coat drive organized by Donna Longo of the Accounts Payable Department and a member of the Woburn, MA Lions Club. F.W. Webb employees stepped up and donated 125 coats, which Donna diligently stuffed into her car for weekly drop-off runs.

Counting the Webb donations, the Lions gave 321 coats to the Anton's Cleaners annual winter coat drive for children and adults. Anton's cleans and distributes tens of thousands of coats each winter to more than 90 social service agencies for those in need, free of charge. Donna thanks everyone from Webb who participated.

In conjunction with the coat drive, 75 winter hats, hand-knitted by Ann Tragakis, mother of Webb Marketing Manager Marianne Tragakis, were donated by the Lions to the Woburn Council for Social Concern day care center, run free-of-charge for low-income families, particularly single mothers.

A few hats stayed closer to home and were given to some “happy customers” at Corporate (see photos!)

See page 14 for Donna's award.

Play Ball!

It may be February but spring is around the corner. We'll all be enjoying warmer weather, longer days, and the crack of the bat in no time.

Check out the home opener schedule of our region's major league teams, and look for the return of our highly recognizable valve logo on the Green Monster in place of the 150th anniversary logo this season at Fenway Park.

April 2: Baseball Season opens

April 3: Red Sox home opener vs. Pirates

April 3: Mets home opener vs. Braves

April 7: Phillies home opener vs. Nationals

April 10: Yankees home opener vs. Rays



F. W. W E B B C E L E B R I T Y LOOK-ALIKE



Tom Coutant

Inside Sales
F.W. Webb Company
Ballston Spa, NY



Randy Quaid

"Cousin Eddie"
National Lampoon's
Christmas Vacation

Submitted by: Kevin Grigg, Inside Sales – Ballston Spa, 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 by March 6, 2017 for the April Celebrity Look-Alike Contest.



People On The Move



New Jersey native **Joyce Luttrell** is the new *General Manager* of our Lebanon, NH location. Prior to her promotion, Joyce served as OM in Lebanon since joining F.W. Webb in 2001. Since she knows the area, her customers and her team quite well, Joyce has hit the ground running as GM. A full-service location with a showroom, F.W. Webb Lebanon serves customers in NH and VT, including the prestigious Dartmouth-Hitchcock Medical Center and Dartmouth College in NH. In addition to GM, Joyce recently added another new title to her credentials – grandmother of a first grandchild. In her spare time Joyce enjoys all genre of music, riding her Harley Fat Boy motorcycle, and serving as treasurer of her local HOG association.



Gloucester, MA has a new store manager. Five-year Webb employee **Dominic Baraiolo** has taken the position. Dominic began with Webb in the Bedford, MA warehouse after attending Johnson and Wales University. He then moved on to do Inventory Control in Methuen, MA, followed by Counter Sales in Salem, MA. A native of the North Shore of Mass., where Gloucester is located, Dominic feels right at home and is working to establish a strong customer base there to continue growing the business. Dominic enjoys golfing and fishing but those hobbies pale in comparison to his latest love – his newborn son. Congratulations to Dominic on both recent achievements!



Donnie Baquiran, a four-year veteran of F.W. Webb, is the new *Store Manager* in Trenton, NJ. Donnie has had solid experience in the Elmwood Park, NJ location leading up to this new role. His most recent position there was Inside Sales. He has also worked the counter and in the warehouse there. Donnie came to us with the acquisition of Bergen Industry Supply where he had worked as an Industrial Instrument Technician since March 2000. Donnie said he wants to ensure that “our team provides the best customer service, the technical expertise, and the commitment to be the trusted partner to all our customers.”



After spending the past three years in the CIP Program in Methuen, MA, **Andy Mucciarone** has been named *Store Manager* of Seabrook, NH. Andy joined F.W. Webb seven years ago, initially at the Bedford, MA counter and warehouse, then to his most recent position in Methuen. A graduate of Merrimack College with a B.A. in Finance, Andy is bringing a winning spirit to his new managerial role. He enjoys competitive sports, especially softball, basketball and flag football, and this same drive undoubtedly will push him as he strives to make the Seabrook location the best it can be. Andy said he plans to build a positive reputation early by further improving the already great customer service there. “I want customers to feel satisfied with their experience and keep coming back. I have an excellent core group of knowledgeable employees who will be a key asset in growing the Seabrook location.”



**“Just another day in Syracuse –
snowiest city in the continental U.S.!”**

– Photo and caption courtesy of Matt Bliven,
Regional CIP Supervisor, Syracuse, NY



Webb Spotlight



David Sills

Webb Vitals

How long at F.W. Webb: Almost 13 years

Role at F.W. Webb: Outside Sales Account Manager - Mechanical

F.W. Webb location: Hartford, CT

Describe one of your greatest or unique experiences working for F.W. Webb.

I was hired to help start the Fire Protection group in Canton, MA, but I was based in Hartford. Six months into the job, an email announced Jack Hester, our former Chairman, was coming to Hartford. When he arrived, he said hello to everyone throughout the office. I went about my work convinced he had no idea who I was. I was on the phone and looked up to find Jack standing at my cubicle. He politely waited for me to hang up, extended his hand, and introduced himself. He called me by name and welcomed me to the company. I was blown away. Jack knew who I was and the job for which I was hired. "Keep up the good work and you'll grow into your role," he said. On that day, I realized I had made the best career choice.

The best piece of advice I've ever received is:

I come from a family of eight children. My parents have shed light on being married and raising children. They told me: "Take time to do things with your spouse, build a foundation of trust, and always remember your children are only on loan from God. Eventually they move on and it will just be the two of you." What a powerful statement, and how true.

Describe yourself in 3 words or less.

Driven, passionate, nurturing.

If you won a free trip anywhere in the world, where would you go? Why?

I come from a large Italian family and it's always been my dream to go to Italy and meet some of my relatives. The culture and the different way of life intrigue me. To visit the Tuscany wine region would cap it off. When we land there someday, a lifelong dream will come to fruition.

If you could have dinner with somebody who is no longer alive, who would it be? Why?

With all of the unrest in the world today, I believe Ronald Reagan still represents what this world is missing. He was an inspiration to me when he was president. He believed in equal opportunity for all and mostly, he made me proud to be an American. His outward passion for our country has stuck with me for a lifetime. He's someone I would have liked to have met.

In Memoriam

Pipeline again this issue must sadly report the passing of two young F.W. Webb employees. We extend condolences to the family, friends and colleagues of these fine men.



Michael Flewelling, 56, passed away this past December from postoperative complications. A devoted F.W. Webb employee for nearly ten years, Mike worked in both inside and outside sales

roles within the Commercial & Industrial Pump Division. Mike is remembered as a loving and dedicated father, son, brother, uncle and friend, who could bring comforting words and humor to any situation. He found great joy in riding his Harley and in helping others. Mike leaves behind three children.

Donations in Michael Flewelling's name can be made to the Maine Medical Center for Pulmonary Embolism Research. Contact Philanthropy at fundraising.mmc.org/ or 207-662-2669.



Randall "Randy" Treadwell, 56, passed away peacefully in early December. He began working at F.W. Webb in 1988 in the Bangor, ME warehouse. Over 22 years with the company, Randy

also worked in the warehouse, at the counter, and as a driver in Dover, NH. Most recently he was based in Webb's most northern location: Caribou, ME. He will be remembered as a kind friend and family man who was well liked and loved by many. Randy is survived by his wife, two adult children, and four grandchildren who lived with him and his wife.

Donations in Randall Treadwell's memory may be made in support of his family to: Barbara Treadwell, 114 Presque Isle Road, Mars Hill, ME 04758.



February & March 2017

Anniversaries

5 Years

- Ray Bessette, Waterbury CT
- Anthony Bossi, Bedford MA
- Anthony Carter, Malden MA
- Matt Gray, Amherst NH
- Jacob Guild, Amherst NH
- John Lewis, Bangor ME
- Mike Leander, Bedford MA
- Doug Lyman, Dover NH
- David Nowak, Methuen MA
- Kathleen Santos, South Portland ME
- Jacqueline Volack, Waterford CT

10 Years

- Brian Bethel, Boston MA
- Brian Eastman, Brockton MA
- Bruce Ward, Cranston RI
- Brian O'Keefe, Cranston RI

15 Years

- Peter Covell, Rutland VT
- Heather Gaudett, Bangor ME
- Lynne Rawson, Queensbury NY

20 Years

- Jacky Andre, Canton MA
- Deborah Leonhard, Methuen MA
- Sharon Muise, Gloucester MA

25 Years

- James Miller, Falmouth MA

30 Years

- John Barth, Albany NY
- Kevin Sylvia, Brockton MA

Promotions

- Paul Blanchard** from Outside Sales to Regional HVAC Tech Service Rep, Williston VT
- Nick Caswell** from Warehouse to Outside Sales Trainee, Dover NH
- Eric Johnson** from Driver to Counter, Fitchburg MA
- Samantha Morin** from E-Commerce Call Center Rep to HR Assistant, Bedford, MA

Births

- Brayden Barney** born November 27. Son of Melissa Barney, Cranston RI
- Calista Emberger** born December 10. Adopted daughter of Michael Emberger, Nashua NH
- Ryan Gowland** born December 1. Son of Jordan Gowland, Rutland VT
- Aiden Rivera** born December 14. Son of Angel Rivera, Amherst NH
- Hayleigh Tinsley** born December 17. Daughter of Nicole Tinsley, Auburn MA

Pipeline is the employee newsletter of the F.W. Webb Company. It is published bimonthly in February, April, June, August, October and December by the F.W. Webb Marketing Department. Employee submissions – news tips, articles and photos – are welcome and encouraged at pipeline@fwwebb.com. Current and back issues are posted on the company intranet.

Pipeline is an internal publication for employees only.

New Employees

- Jaklynn Balsamo** – Receptionist, Queensbury, NY
- Christopher Broome** – Senior Accountant, Bedford, MA
- Bernard Buttles** – Outside Sales, Albany, NY
- Jared Clough** – Driver, Fitchburg, MA
- Michael Cote** – Warehouse, Dover, NH
- Michael Eggleston** – Inside Sales, Canton, MA
- Kristoff Gonzalez** – Warehouse, Watertown, MA
- Cody Guilmain** – Receiver, Amherst, NH
- James Hanson** – Inside Sales, Syracuse, NY
- Stephanie Kelley** – Accounts Payable, Hingham, MA
- Nicole Ladd** – Warehouse, Waterford, CT
- Benjamin Leith** – Sr Network Administrator, Bedford, MA
- David LeRoux** – Commercial Quoting Specialist, New Bedford, MA
- Joseph Loscalzo** – Outside Sales, Elmwood Park, NJ
- William Mangual** – Warehouse, Hartford, CT
- Timothy McGarvey** – Warehouse, Salem, MA
- Michael Murphy** – Counter, Salem, MA
- Kevin Murphy** – Inside Sales, Waterford, CT
- Willie Newkirk** – Warehouse, Newburgh, NY
- Thomas O'Grady** – Counter, Bellingham, MA
- Chelsea Porter** – General Clerk, Ellsworth, ME
- Thomas Ramsay** – Receiver, Springfield, MA
- Jonathon Ruffo** – Warehouse, Binghamton, NY
- Raymond Starvaski** – CIP, Auburn, MA
- Salina Ventresca** – Accounts Payable, Bedford, MA
- Casey Viel** – Inside Sales, Winslow, ME
- Vincent Villani** – Counter, Malden, MA

Retirees

- Frank Angeloro**, Cranston RI after 20 years
- Dennis Button**, Syracuse NY after 21 years
- Laura Hawkins**, Barre VT after 16 years
- Richard Knox**, Dover NH after 25 years

See more retirees on pages 19-20.