



Big Show Grows Bigger

Nearly 20 years ago, F.W. Webb fully immersed itself in the LPG (liquid propane gas) business when it purchased Victor, a propane gas equipment and parts distributor in Hartford, CT. This acquisition gave Webb two immediate market advantages: experts in the field and access to leading manufacturers. Since then, the business has grown exponentially with more than 60 Webb locations now stocking nearly 28,000 different LPG products.

Evolution of the Gas Show

In 1990, Hartford hosted the first “Victor Open House,” a day for local contractors and industry professionals to visit the store, meet vendors, and learn more about the Webb LPG offering. This continued as an annual event through 2011. The following year F.W. Webb dropped the Victor name, established the business as a company division, and renamed it the Propane Gas Equipment Division. At the same time, the Victor Open House became the “Big Show.” The newly named Big Show, still held at the Hartford location, attracted more contractors and vendors, and offered new training classes and special purchasing opportunities.

But evolution is never static and change beckons, leading us to 2017.



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THE SCOOP by Bob Mucciarone



As I write this, there are many exciting things happening. Our brand new 1M-sq.-ft. **Central Distribution facility** is nearing completion and should be operational by January 2018. Meanwhile, we have put our Amherst CD facility on the market to be sold or leased.

We have entered into an agreement to purchase a company called **Harbor Supply** in Mamaroneck, NY. Harbor will become a twig of Newburgh, NY and we anticipate hiring a manager for this new location soon. We expect to close on the purchase of Harbor Supply by Oct. 25 and fully believe we will be able to grow the sales at Harbor greatly.

In my last column, I informed you that we were leasing space at three former **Vellano Corporation** locations and operating water works business from them. These locations are Latham, NY, Rochester, NY and Black River, NY. Meanwhile, Vellano Corp. has filed for bankruptcy. We are waiting for the Bankruptcy Court to approve the sale of Vellano's assets to F.W. Webb Company. Once this happens, we will complete the transaction. In addition to the above locations, we anticipate purchasing Vellano's Westfield, MA location, which is currently closed. We will sell water works and our other core products from there.

Additionally, the new **Seabrook, NH** facility is nearing completion and should be ready by December. We are purchasing land in **Plymouth, MA** to build a new facility, as well as property in **Meriden, CT** with plans to renovate it as a twig of Hartford. We have also purchased property across the street from our **Lebanon, NH** location and plan to raze it and build a new building, with the ultimate plan of operating out of two buildings in Lebanon.

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Did You Know?

*The 1st U.S. auto race was held in a Webb city:
see page 6.*



*See page 23
for more Webb Cam.*



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Big Show Grows Bigger

Bigger Venue

To start, a bigger venue was selected. The invite list was refined by targeting owners and key decision makers among all our current LPG customers. Industry leaders and professionals were invited to speak and teach a variety of classes. A vendor show was organized for manufacturers and their reps to display and sell products.

The new event location: Mohegan Sun Resort and Casino in Uncasville, CT.

The Result ... SUCCESS!

Over 200 customers and spouses attended this year's event, with nearly 50 exhibitors, many of them offering products at a "one-night-only" price discount.

Leslie Anderson, president and CEO of PGANE (Propane Gas Association of New England), kicked off the event with a

well-received keynote address covering a broad range of industry topics. From there, attendees had the opportunity to attend three different classes (from a choice of nine), hosted by a variety of industry partners, including Daikin, Empire, Quality Steel, RegO, Rinnai, and Worthington Industries. The evening culminated with cocktails, dinner and the vendors' show.



Everything from start-to-finish went over well by all who attended. Post-event, Outside Sales Reps and Managers alike have received many calls and emails from customers expressing thanks and a desire to attend next year's show.

A "burning" question remains: can the Big Show get any bigger? Only time will tell!

THE SCOOP by Bob Mucciarone

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We continue to tweak our product lines to ensure we have the products in demand at the right price. It is an ongoing endeavor and what we believe is and will be our best strategy going forward. While the competition migrates to e-commerce sales and puts less focus on traditional sales, we want to concentrate on being the best we can be at the traditional sales model. This means skilled and knowledgeable employees who know a lot about the products we sell and provide supremely great customer service. This does not mean we think e-commerce is unimportant, but ultimately we believe the traditional sales model will remain hugely important and vital to our success.

Water Works on the Road in Connecticut

New to the marketplace, the Water Works sales team based in Hartford, CT is focused on getting F.W. Webb water works products in place throughout the entire Nutmeg State. Account Manager Tony Letizio and Inside Sales Rep Scott Law are setting up fire hydrant demos for DPW, municipal and water professionals – with presenter Brad Whitaker, the M&H Valve company rep. Their first one was held in Berlin, CT in late July with officials from the towns of Berlin, Kensington and Worthington. Tony said the group was impressed by the style, features and availability of the M&H hydrant. Kensington bought and installed one (pictured) – the first M&H hydrant ever installed in the state of Connecticut. The team is actively pursuing more sales!



The recently installed M&H hydrant in Kensington, CT, sold by Webb's Hartford location.

Any water works leads across the entire Webb footprint can be sent to: waterworks@fwwebb.com.



Webb's Alliance Environmental Group Handles Customer Spills



Since being acquired by F.W. Webb in 2016, Alliance Environmental Group has made major inroads in showcasing its scope and capabilities throughout

the Webb footprint and with key industrial customers. This trend is expected to continue following an agreement signed recently between Webb's environmental arm and NRC (National Response Corporation) for emergency environmental response solutions.

The agreement puts F.W. Webb customers on top of the priority service list whenever they have an immediate environmental need, such as a chemical spill, oil leak, or similar hazardous issue.

Alliance Environmental Group President Felix Perriello said: "Partnering with NRC gives us additional depth, expertise, and the ability to respond quickly and effectively to customers' environmental emergencies and hazardous spills throughout the Webb territory and beyond."

Environmental issues and concerns are a top priority for many Webb customers, especially those in manufacturing, power production and distribution, paper/pulp processing, food/beverage production, and the medical, chemical, and pharmaceutical industries. With Alliance Environmental Group, F.W. Webb can provide these customers and others with the specialized expertise of our own highly skilled environmental scientists, engineers and technicians.

In addition to emergency response, Alliance services include site assessment, hazardous materials management, regulatory compliance, permitting, auditing, and sustainability programs – among a host of others.

For more information on our Alliance Environmental Group and ability to help customers address many of their environmental issues, visit AllianceEnvironmentalGroup.com. If you have a customer with an urgent need anytime 24-7, contact the group immediately at 401-732-7600.



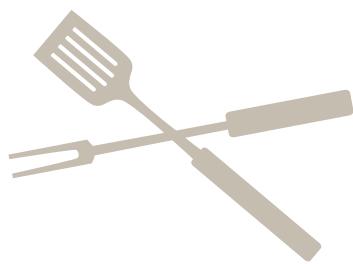
Oakland Annual Customer BBQ

by Shane Kibler, Store Manager, Oakland, ME

Our 2nd Annual Open House attracted many customers and their families this summer. Around 250 attendees enjoyed the catered BBQ, live band, and 27 vendor display tables. We awarded 14 customer prizes, including a Broilmaster grill, television and Orca cooler. Customers absolutely loved the event and are looking forward to the next one. We also received numerous comments from the vendors that the event was a tremendous success for them – and requests to be invited again next year.

The Oakland team worked incredibly hard, from setup and takedown to attentive customer service during the event. Shout-out to my team: Tristan Lawe, Paul Gurski, Patrick Thorne, Mitchell Berry, Dan Lundberg, Mike Starbird, Estelle Bucknam, Rachel Lombard, Tyler Gilcott, and Nick Pelletier. We are truly thankful to be part of a company that allows us to host events like these for our customers and vendors.

We are now looking forward to November 1 – our showroom opening date!





Still Time to Register!

Runners & Walkers Welcome!



Sunday, October 15, 2017 | Start time 11:00 a.m.
 (Kids 1-mile run starts at 10:00 a.m.)

F.W. Webb Company's new Central Distribution Center
 Set GPS to 52 Pettengill Road, Londonderry, NH 03053

The Fleming 5K will take place at the new CD in Londonderry, NH on Oct. 15. The race will run/walk around the building's exterior three times on a flat, fast course. A one-mile Kids' fun run will precede the 5K run/walk.

More than 100 friends, co-workers, associates, and family members of John Fleming have signed up thus far to honor his memory and raise money for his personal cause. Please join in. The more, the merrier!

There's still time for more runners and walkers to sign up in advance, and walk-up registration on race day will be available, too. Spectators are encouraged and do not need to register.

The day includes attractions for all, including kids, such as food and refreshments, live entertainment, bouncy houses, raffles, prizes, and seating.

To register, visit the Fleming 5K website at fleming5K.com. Or register onsite on the day of the race. Either way you win, so see you there!

Who's Who at the Boston Facilities Show

F.W. Webb was back again this summer at the Northeast Buildings & Facilities Management Show & Conference (NEBFM) at the Boston Convention & Exhibition Center – one of 300 exhibitors. This two-day trade show continues to grow in stature, featuring products and services for the operation, management, maintenance, and renovation of buildings and facilities in the greater New England region. This year's show attracted more than 2,500 attendees from a wide swath of the businesses and industries we target, including schools and universities, hospitals and healthcare facilities, municipalities and government, commercial builders, hotels and entertainment complexes, manufacturing, multi-housing complexes, etc.

The Webb team, representing a number of our divisions, was hard at work – and looking snappy – while promoting Webb products and services to customers and prospects. Here are a few snapshots from the show.



(L-R): Paul Bruno, HVAC Motor and Fans Center, and Brian Phillips, Outside Sales – both in Woburn, MA



(L-R): Matt Hedstrom, Outside Sales, Boston, MA and Sharon Inza, Outside Sales, Methuen, MA



(L-R): Dave Buckless and Mark Dee, Outside Sales Reps, Commercial & Industrial Pump Division, Cranston, RI



Felix Perriello, President, Alliance Environmental Group, Warwick, RI



(L-R): Ed Giacchino (left), Outside Sales, Woburn, MA, signs in guests at Sunday's NHMS customer event.



(L-R): Milo the Mascot, Brent Dumont (Webb Marketing Dept.), Race winner Bobby Santos and his daughter, and Dave Pope (CIP, Boston)



Webb VP of Sales Tom Santer (capless), aka Grand Marshall, with (L-R) his brother-in-law, nephew and son



Osterman Propane employees and family enjoy a private Webb hospitality event and great view of Saturday's race at Turn Three.

Customers Crowd 6th Annual Webb-NASCAR Event

by Chip Slattery, Online Marketing Manager, Bedford, MA

More than 1,200 customers and their guests turned out for a great weekend of racing fun in the hot autumn sun at New Hampshire Motor Speedway (NHMS) in Loudon, NH.

On Saturday, Sept. 24, F.W. Webb hosted 100 employees from Osterman Propane locations throughout New England for the F.W. Webb 100 Whelen Modified Tour race. The day featured food and drinks at the NHMS Granite Ledge hospitality area at Turn Three. Rinnai co-sponsored this event, and Cole Whitt, driver of the Monster Energy NASCAR Cup Series #72 Rinnai-sponsored Chevrolet, made an appearance to sign autographs and take photos with our guests.

The Grand Marshall for the F.W. Webb 100 Whelen Modified Tour was F.W. Webb VP of Sales Tom Santer. Meanwhile, the honorary starter, who enthusiastically waved the green flag, was Garrit McKee, CEO of McKee Energy, a prominent customer of our Bangor, ME location. Driver Bobby Santos won the race and had his moment of glory in the Winner's Circle with Dave Pope presenting the F.W. Webb Trophy.

On Sunday, Sept. 25, customers who earned tickets with purchases in the FW. Webb sixth annual “Race to the Race” promotion – and their guests – had a full day of activities, starting with pre-race access to the track and pit road, which put them within feet of the race cars for selfies and photo ops. Lunch was served, gift bags were handed out, and manufacturers set up exhibits around the area. F.W. Webb’s Mike Goodnow (Inside Sales, Auburn, MA) and his band – the Mychael David Project – did a phenomenal job entertaining the crowd.

Driver Cole Whitt stopped by again, signing autographs and posing for photos with our Sunday guests. After lunch and before everyone took off to their grandstand seats for the start of the Monster Energy NASCAR Cup Series “ISM Connect 300,” Jeff Pope thanked the crowd and introduced special guest, NASCAR driver Joey Logano, who took a few questions and signed numerous autographs. Soon after, it was “Drivers, start your engines” time and the race got underway. Kyle Busch avoided a multi-car accident late in the race and went on to take the checkered flag in New Hampshire.

A good time was had by all!

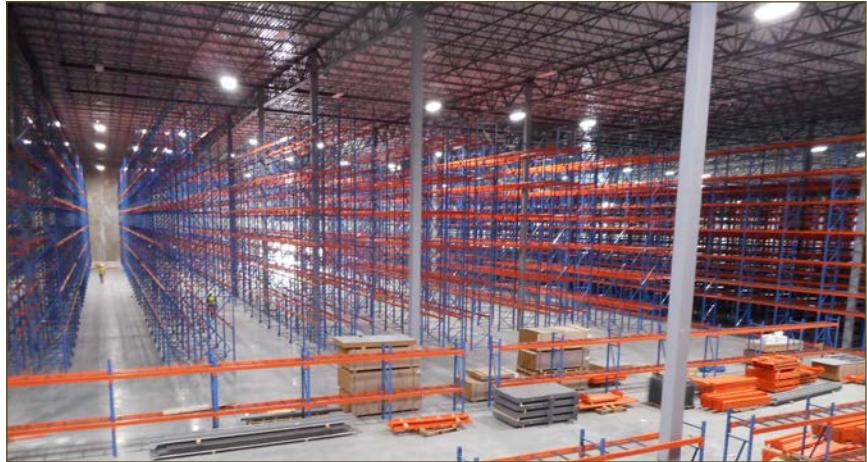


Fuel Depot

Londonderry CD Update

Construction of the new CD facility in Londonderry, NH is moving along at a steady pace. A relatively mild, dry summer in New Hampshire has allowed construction workers and heavy equipment to operate at optimal performance. Officials at Greenleaf Construction estimate the project is 80-85 percent complete.

Check out these photos taken at the site recently and look for another update in the winter issue of *Pipeline*, when we should have more details about a move-in timeframe.



Warehouse



In 1896, gas, steam and electric cars assemble at the starting line in Cranston, RI for the first-ever auto race held in the U.S.

Auto Racing's Rhody Roots

by Tyler Broth, Marketing Manager, Bedford

Cranston, RI (where F.W. Webb has a large facility housing five divisions) is probably not the first place you would associate with automobile racing in the U.S. In reality, it is where the first-ever auto race in the country was held in 1896. This was a time when horse-and-buggy ruled the road and cars were considered a newfangled invention that might never catch on.

To create interest in these new machines, several automotive companies sponsored the "Horseless Carriage Race" at Narragansett Trotting Park at the RI State Fairgrounds in

Cranston. The track was usually reserved for horse racing but that fabled September, 121 years ago, 60,000+ spectators watched as seven gas, steam and electric-powered cars were brought to the starting line for a five-lap race.

There was no screech of tires when the race began, only a wheezing and sputtering as the primitive cars struggled to gain momentum. Eventually a battery-powered model from the Riker Electric Company (technology comes full circle!) took the lead and finished in first place.



It's Official! Frank Webb's Bath Center in now Frank Webb Home

by Alicia Criniti, Marketing Director, Bedford

In the Summer '17 issue of *Pipeline*, we detailed the strategy and effort behind the evolution of the company's showroom brand identity. We're excited to report that, as of early September, the word is out!

Television, radio and digital advertising has launched to share the new showroom name – Frank Webb Home. The message is targeted to homeowners, contractors, designers, architects, and builders across the Northeast. See our new TV ad on the company intranet.

Showroom exterior signage and local box trucks are the remaining items to rebrand. This will occur on a rolling basis over the coming months. The new Hartford, CT and Piscataway, NJ showrooms already have signage in place as the completion of these locations coincided with the rebrand. Grand opening celebrations for Hartford and Piscataway are scheduled, and *Pipeline* will provide coverage of these exciting events in the winter edition.



Showroom Entrance, Piscataway, NJ

New Showroom Management



Dan Lorenz brings more than 30 years of experience to his new role with the Frank Webb Home showroom enterprise. As the *Regional Showroom Manager* in greater Boston, Dan is helping his assigned showrooms "consistently

deliver an excellent customer experience" with an eye on growing business and profitability. Dan is adept at moving wholesale showrooms into the "Retail Age" while respecting proud wholesale roots and keeping contractors engaged with the showrooms. He has worked in the showroom business on both coasts for various plumbing supply companies, most recently with Peabody Supply, and is a member of NARI, NAHB, and BRAGB. A Connecticut native and koi fish aficionado (he has 44 of them), Dan earned a BS in Business Administration and Management at Eastern Connecticut State University.



The new *Showroom Manager* of the Frank Webb Home location in Needham, MA is **Angela Shaw**. She brings over a decade of high-end retail experience, including seven of those as a manager and consultant

at another large showroom enterprise. With her in-depth experience and degree in Marketing from Capella University, Angela is well prepared and skilled in building strong business relationships. She is hitting the ground running in Needham to grow the showroom business in the company's only standalone location. Among her first goals is to help her team become stronger and more valuable customer consultants. In her free time, Angela volunteers with Christmas in the City, a non-profit organization that brings holiday magic to thousands of disadvantaged Boston area children and their families, like those living in homeless shelters. A Bay State native, Angela is a cold-weather fan who looks forward each year to winter and snowy weather!



DIVISION DOWNLOAD



Locations / Phone / Email

Methuen, MA – Headquarters / 781-395-9023
 Lowell, MA – Fabrication Shop / 978-937-9322
 Email: plastics@fwwebb.com

Inventory Locations:

- CT: Hartford
- MA: Methuen, Lowell, Springfield
- ME: South Portland
- NJ: Piscataway, Trenton, Elmwood Park
- NY: Albany, Ballston Spa, Syracuse
- PA: Allentown
- RI: Cranston
- VT: Williston

The Team

John Dodge, Manager

Inside Sales*

Patrick Coutermash, Dave McGlynn
 John O'Brien, Ian Power
 John Everett, Utility Sales Coordinator

Outside Sales*

Chip Curtis, Wayne Bennett, Mike Lyons
 Jim Matthews, Steve McGlynn, Dave Prunier

Fabrication Shop

Steve Essman, Steve LaChance

*Plus cadre of Industrial Reps throughout the footprint who are employee and customer resources for the Thermoplastic Piping Division

F.W. Webb Thermoplastic Piping Division

by Phyllis Laorenza, Marketing Dept., Bedford, MA



The large stockyard in Methuen, MA holds a great variety and quantity of thermoplastic piping.

F.W. Webb has been in the thermoplastic piping business since 2001 – a mere blip in the company's 151-year history. But, oh, what good things 16 short years have wrought.

"F.W. Webb entered the thermoplastic business in a serious way with the acquisition of USCO (Utilities Supply Company)," said Senior VP Ernie Coutermash. "With immediate access to important brands and a team of thermoplastic experts, USCO gave us instant credibility in the marketplace." The acquisition also gave us a catalog sales vehicle, which is still offered today online.

Now known as the F.W. Webb Thermoplastic Piping Division, the company has a thriving, successful and growing thermoplastic business.

"We are the largest stocking distributor of thermoplastic piping products in the Northeast and third largest distributor in the U.S. of engineered piping systems from Georg Fischer (GF)," said Division Manager John Dodge, a 30-year industry veteran who joined Webb in 2015 from GF.

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The Methuen-based Thermoplastic Piping team: (L-R) Patrick Coutermash, Ian Power, John O'Brien, John Dodge, Dave McGlynn, and John Everett



F.W. WEBB COMPANY
 Thermoplastic Piping Division

Please submit news items and photos with captions to pipeline@fwwebb.com.



DIVISION DOWNLOAD

Thermo WHAT?

Lightweight, stable and durable, thermoplastic piping systems are essentially industrial plastic pipe, valves and fittings. Unlike conventional pipe, thermoplastic can be heated, reshaped, and joined with heat or glue, depending on the type of pipe.

Key Products

- SYGEF- PVDF
- PROGEF
- COOL-FIT
- Elo FIT
- NUPI NIRON
- Fuseal
- PVC/CPVC
- Tanks
- SIGNET
- Metering pumps

Services

- Fabrication (see sidebar)
- Field service
- Online catalog
- Project pricing/management
- Quoting and spec'ing
- Consultation
- Digital ordering & inventory solutions
- Training

Applications/Industries

- Semiconductor
- Food and Beverage
- Life Science
- Institutional
- Chemical
- Water and Waste Water
- Potable water



Wrapped GF pipe in the Methuen stockyard

Headquartered in Methuen, MA, with fabrication services in Lowell, MA and satellite offices in Syracuse, NY, Albany, NY, Piscataway, NJ, and South Portland, ME, the Thermoplastic Piping Division's inventory, personnel and expertise blanket the entire operating region. Product can get to any customer in one or two days max.

Alphabet Soup ... and Beer!

Reciting the abbreviations for the different types of thermoplastic pipe available, based on each type's unique polymer composition, reads like its own industry alphabet: PVC, CPVC, PP-RCT, ABS, PP, PE, PVDF, PFA, and PolyPro – to name a few.

Among the Division's most-sought after piping system is the GF COOL-FIT, used primarily to convey glycol in industrial and manufacturing operations to keep key process components, such as brine and chemicals, cool during various production and operational stages.

"An example of a growing COOL-FIT application, and an area where Webb has made great inroads with new customers, is the craft brewery industry," John Dodge said. "Since thermoplastic products like COOL-FIT are generally among the first systems installed in a new facility or ones undergoing renovation, the Thermoplastic team often opens the door for other divisions to cross-sell their products for additional sales."



"My dedicated inside and outside sales teams, along with many other engaged industrial reps across the footprint, are all true product champions, the backbone of the business."

**– John Dodge, Manager
Thermoplastic Piping Division**

Why Thermoplastic

F.W. Webb got involved in the thermoplastics business after recognizing that new and growing market segments, like food and beverage, life sciences, and semiconductor, could not be fully served with only conventional PVF. These industries run sensitive processes, many on a 24/7 basis, requiring precise, unfailing engineered piping solutions.

Not your father's PVC, thermoplastic piping is offered in many types to serve many applications, including ultra-pure water, potable water, waste water, chemicals, and, as mentioned in the brewery application, process cooling fluids.

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DIVISION DOWNLOAD

Product Highlights

Snyder Tanks

The Thermoplastic Piping Division carries a full line of high-quality plastic engineered tanks in sizes up to 1,500-gallons and a variety of configurations. These tanks from Snyder Industries are commonly used for food/beverage production, fluid/chemical storage and handling, water treatment, waste management, and fire suppression. Larger sizes are available upon request, along with tank customization in our Fabrication Shop.



NIRON

F.W. Webb is the official and exclusive distributor in the Northeast of the NIRON PP-RCT piping system, a new-to-the-States piping innovation in wide use in Europe and Asia. The NIRON system is gaining a foothold here in the Northeast, too, thanks to the Thermoplastic Piping Division. Besides being lightweight and quick and easy to install, NIRON can withstand extreme temperature ranges and is resistant to chemicals and corrosion. Suitable for many commercial projects, NIRON has a projected lifespan of 100+ years.



Benefits of thermoplastic piping for both the installer (Webb customers) and end user (typically the installer's customer) are noteworthy, among them:

- Lightweight for faster installation
- No traditional welding required
- Less costly to install
- Low maintenance
- Energy efficient
- Corrosive resistant
- Long operational life

One-stop shopping is another major benefit for Webb customers:

"Every industrial customer that uses piping has to buy conventional metal pipe and thermoplastic pipe for their projects," said Ernie Coutermarsh. "With Webb, these customers can get it all from us."

Key Suppliers and Markets

In addition to GF, the Webb Thermoplastic Piping Division partners with other world-class suppliers, such as Spears, NUPI NIRON (see sidebar), Hayward, Standard Pump, Valex Corp., and Snyder Tank. Markets served include semiconductor, life sciences, pharmaceutical and biopharmaceutical, food and beverage, water and wastewater, and others.



Sealed ultra-high purity SS tubing from Valex in the Lowell warehouse



The latest addition to the lineup is not plastic but metal. The Valex line of ultra-high purity stainless steel tubes, fittings, valves, and manifolds conveys gases, like CO₂, nitrogen and oxygen, for highly sensitive industries. These include semiconductor, Nano technology, and solar energy.



"The Valex line addresses the needs of ultra-high purity manufacturers, completes the circle of PVF and sanitary products offered by F.W. Webb, and positions the company as a one-stop shop with industrial customers," said John Dodge.

More than Pipe

The Thermoplastic Piping Division offers additional in-demand products and services, related to its plastic piping offering. These include plastic industrial tanks from Snyder, in sizes from 5-1500 gallons, with larger units available on request – see sidebar. The division also operates a fabrication shop in Lowell, MA, where industrial skids are made to order and tanks are modified as well. See sidebar on page 11 for more details.

Continued on page 11



DIVISION DOWNLOAD

Cross-selling Tips for Webb Sales

Ask these questions and stay alert for industry buzz words for Thermoplastic Piping selling opportunities. Then email, plastics@fwwebb.com or call 781-395-9023.

Questions for industrial customers:

- What do you use to move your water or chemicals?
- How do you store your product? Tanks?
- What process piping system do you have?

Key Words:

High Purity, Lab Waste, Glycol, Plastic, Process Piping, Potable Water, Storage Tanks, Chemical Injection, PPR

Kudos:

- Largest variety and distributor of thermoplastic piping in the Northeast
- Largest distributor of GF engineered piping and solutions in the Northeast
- Number three distributor of GF in the U.S.
- First and exclusive distributor of NUPI NIRON in the region
- Master Distributor of Standard Pump
- Recipient of Hayward Distributor award

Fabrication Shop



(L-R): Steve Essman and Steve LaChance pose with made-to-order injection skids in the Division's Fabrication Shop in the Lowell, MA location.

Cross-divisional Teamwork

Thermoplastic piping and engineered plastic tanks touch nearly every industrial application and fit the process and operational needs of nearly every industrial customer. With this universal underpinning, the Thermoplastic Piping Division works closely with several of the company's other industrial divisions to cross-sell and serve the customer seamlessly. These divisions include Process Controls, Industrial and Commercial Pump, Industrial PVF Specialties, High Purity Process, and Water Works.

If you call on industrial accounts or encounter a customer need for thermoplastic piping, ultra-high purity SS tubing, plastic tanks, and/or custom skids, don't hesitate to contact the division at plastics@fwwebb.com or 781-395-9023.



"We focus on providing each customer with the correct material for the application, taking into consideration chemical compatibility, joining method, tools for the install, and factory training."

– John Dodge, Manager
Thermoplastic Piping Division

Top Brands:



The F.W. Webb Thermoplastic Piping Division offers made-to-order skid-mounted systems and services for industrial processes, waste water, and municipal water treatment applications.

The self-contained modular systems feature as much plug-and-play functionality as the customer needs – from a simple pump and tank to a multi-faceted control system with pumps, tanks, flow, level, actuation, and water quality parameters.

The fabrication team designs, assembles, tests, delivers, and installs these liquid feed (injection) and monitoring skid systems. Additional services include startup, field service, calibration, and routine maintenance.

The talented 'Steve' duo team (Essman and LaChance) also customizes plastic tanks from the Snyder line, per customer request, and can turnaround GF valve actuation assembly in 24 hours.



Pictures of Health



Doug Lyman and family – hiked Mount Major, NH



Molly Savard – participated in a classic White Mountains hike-a-bike



Kelly Tracy and husband – completed the Spartan Obstacle Race



Gary Skinner – gardening in NJ, the Garden State

Benefits and Wellness Update

by Stefanie Harrison, Benefits Manager, Bedford, MA

Open Enrollment

Our annual open enrollment for medical, dental and the new vision plan is now over with all changes effective October 1, 2017. Please take a moment to carefully review your October 6 pay statement to review any updates you made.

The Flexible Spending Accounts renew on January 1. Stay tuned for updates on open enrollment and updated limits, if applicable, in late November.

Urgent Care vs. the ER

You've probably seen them pop up all over the place - Urgent Care Centers. These centers not only are a great alternative to going to the Emergency Room, but provide many benefits to you, including shorter wait times and cheaper out-of-pocket costs.

Cigna Telehealth Connection

Telehealth Services are a great alternative for minor medical conditions, such as colds, rashes, sore throats, headaches, stomachaches, fever, allergies, acne, UTIs, and more. You get connected with a board-certified doctor via video on your phone or tablet instead of having to go and wait at an urgent care or doctor's office.

To take advantage of this service, register online at AmwellforCigna.com or MDLIVEforCigna.com. This will establish your contact information, insurance and dependents, so you will be setup to receive services whenever they are needed.

Wellness:

This past September, many of you submitted a healthy picture for our "Picture of Health" webpage:

pictureofhealth.kgreer.com. Check out how many of our F.W. Webb employees spent their summer on healthy fun activities. A few are posted here; more are on the website. Thanks to everyone who submitted a photo!

In the fall, our Wellness program will bring you information about mental health and stress, two important topics as we approach the fun, but often hectic, holiday season.

"Til then, be well!

\$200 Amazon Gift Card Winners of Picture of Health Raffle

Annie Chaput (Bedford, MA)

Erica Levasseur (Concord, NH)

Bea Moody (CD, Amherst, NH)

Emma Sewell (Hartford, CT)

Heather Smith (Rutland, VT)

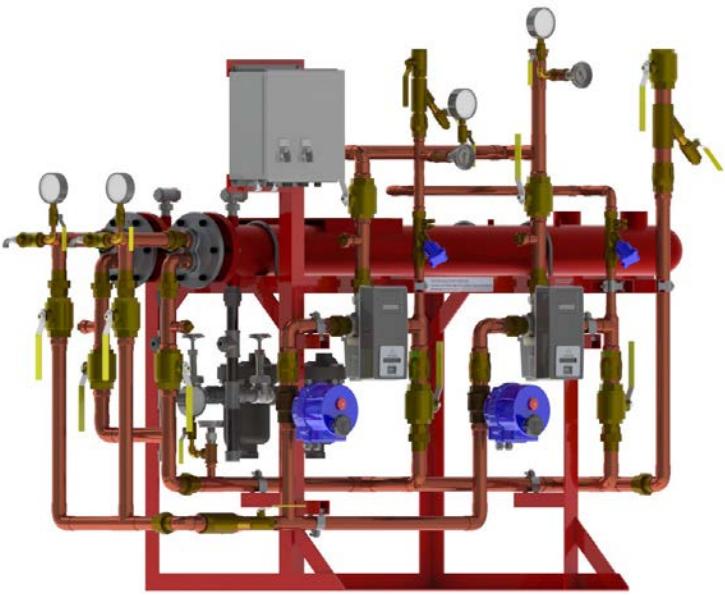


Process Controls Division Steams Ahead with New Thermal Solutions

by Tyler Broth, Marketing Manager, Bedford

As the weather continues to cool over most of the Northeast, things are heating up in Winslow, ME where the Process Controls Division has established a new team called the Thermal Solutions Group. Comprised of Webb technicians, engineers, and steam application experts, this specialized team came together with a new agreement between F.W. Webb and Armstrong International.

Per the agreement signed this summer, the F.W. Webb Process Controls Division is now the exclusive manufacturers' representative for Armstrong steam, condensate, hot water, and heat transfer products in most of the Northeast.



For more information on the Thermal Solutions Group and Armstrong agreement, visit fwwebb.com/expertise/process-controls.php, or contact Corey directly with any customer leads or needs at post@fwwebb.com.



Supplier Recognition Award

Process Controls Division customer, Babcock Power, stopped by the Winslow, ME location to present the Division with its 2016 Supplier Recognition Award for Excellent Service.

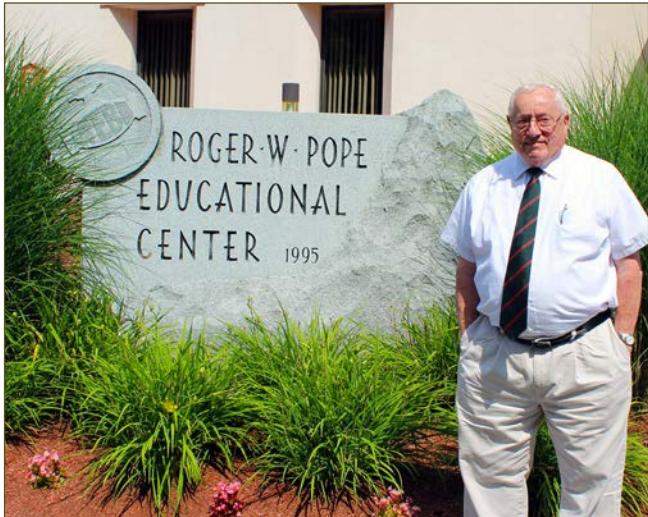
(L-R): Webb's Joe Jauss, Power and Energy Market Manager; Babcock Power's Dan Merrill; Process Controls General Manager Corey Post; and Nick Kania from Babcock Power.

Congratulations PCD, you make us all proud!



Ray DiPirro Retires – *And this time he really means it!*

by Phyllis Laorenza, Marketing Dept., Bedford



Veteran employee and Webb icon Ray DiPirro hopes his third retirement attempt is the charm. Ray, revered patriarch of the DiPirro Clan that includes wife Marie of 62 years, six sons, two daughters, and 17 grandchildren, retired from F.W. Webb this past July – for the third time. He previously announced his retirement in 1996 and again in 2012 – only to be asked to stay or brought back for yet another assignment or project.



**"It was so exciting to work
for this great company
and with so many
talented people;
I must give all the credit
to John and the Pope
family for providing
the opportunity."**

Ray DiPirro

When Crane abruptly ended its heating business, impacting both Ray's job and Webb's distributorship arrangement, John Pope scooped him up quickly and charged him with finding a replacement boiler line for F.W. Webb.

Ray did, in spades, becoming the powerhouse fueling the growth of the heating business at F.W. Webb. The long list of hydronic heating products, supplies and accessories he brought in for customers included well-known brands like Weil-McLain, Peerless, NRG, Beckett, TACO, Honeywell, and too many more to compile here.

Hydronic heating sales in the early 1970s were an anemic 20% of company sales. Within three years of Ray's arrival, sales doubled to 40% and kept going – reaching 50% by 1979. Today's successful heating business is built on the strong foundation Ray built and fostered.

Consummate Customer Focus

**By Ernie Coutermash,
Senior Vice President**

Ray DiPirro was a great teacher. He shared his knowledge with Webb people and more importantly with our customers. Patient and unselfish, he would travel at a moment's notice to a branch or customer's location. From heat loss calculation, proper piping design, control systems, and troubleshooting, Ray was always fixing customer problems. He even drew piping schematics and controls wiring diagrams when needed – anything to make the customer happy and all of us better.



Continued from page 14

By all accounts, and under the visionary direction of John Pope, Ray DiPirro made a significant impact on the F.W. Webb Company, an indelible mark. And, while Ray's weekly presence in the corporate office will be missed, we can take solace in knowing there are other DiPirros employed here and making a contribution, too.

"Ray earned the respect of all of us and deserves accolades for his huge contribution to F.W. Webb."

He made us all better!"
Ernie Coutermash, who has known Ray since the Crane boiler days – almost 50 years.

Thank you for your 43 years of dedicated service to F.W. Webb, Ray, and best wishes for a well-deserved, enjoyable retirement.



Clam Bake Draws Throngs

Word is getting out on the great Connecticut Clam Bake! Almost 400 guests from over 150 companies attended the 2nd annual Waterford, CT Clam Bake in late September. Twenty manufacturers presented their lines, along with Webb reps from these specialty divisions: Commercial & Industrial Pump, Industrial PVF Specialties, which includes industrial hose, and Process Controls. The event offered steak and lobster cooked onsite as well as a trade show.

Waterford GM Justin Bednarz said customers enjoyed an evening of good food, good company, and a great atmosphere. "The feedback has been very positive and customers are already looking forward to next year," he said.



GF Training for Webb Personnel

As Pipeline has reported in the past, F.W. Webb is committed to having the most knowledgeable associates partnering with customers to meet their project, MRO (maintenance, repair, operations) and emergency needs. Staying on top of the latest industry developments and technology requires continuous training.

Fourteen Webb sales associates from NJ, PA, MA, VT and ME recently attended a training session on automation at the Springfield, MA facility. Specifically, Georg Fischer (GF) Signet and Actuated Valves were covered. Dave Vollaire of GF led the class with Kevin Buchanan of GF providing technical assistance.

See more on the significant of GF piping systems to our Thermoplastic Piping business in this issue's "Division Download", starting on page 8.

(L-R) Senior VP Ernie Coutermash acknowledging the hardy and enduring Ed Robicheau on the occasion of his 35th anniversary with F.W. Webb. A native of Maine who went from cold to colder, Ed is the GM of the Syracuse and Binghamton, NY locations. Congrats Ed!





Wishing for a Cure

by Kevin Lusignan, Inside Sales, Williston VT

For the second year in a row, a group of us from the Williston branch, along with our family and friends, made a commitment to do the American Cancer Society's annual Relay for Life to give back to the community. Almost everyone has been affected by cancer in one way or another, in fact, two members of our team became survivors just this year.



Team One Candle, consisting of employees of Williston, VT and their friends and families



The Webb Team's creative raffle prize donation

"One candle, one wish"



One Candle and Many

We go by the name *Team One Candle*. Our motto: "One candle, one wish" – a wish for a cure for cancer. The team committed to donating as much money as possible, which meant devoting many weekends to fundraising. Leading up to the event we held a Luminaire Bag Day at the branch. For \$5.00, anyone could buy a bag and have their photo taken with our team survivor colleague. We laminated each photo and affixed them to the bags, which eventually lined the track for the 12-hour overnight walk.

Greatest Raffle Basket Ever

All teams are required to bring a raffle basket to the event. As team captain, I vowed during a planning gathering of organizers and teams that Team One Candle would create "The greatest basket in the history of Relay for Life!" We got to work by reaching out to a customer for a custom fire pit. We added a few Adirondack chairs, wine and glasses – and labeled our creation, "Relay, then relax." We were thrilled when a Webb contractor customer won it and he was pretty happy about it, too!

Honored and Honors

The kickoff lap of Relay for Life is done by survivors and is very uplifting. All teams line the track and give survivors a standing ovation. As night falls, the only light on the track is from the candle-lit luminaires. At the conclusion of the event, we received two honors: first and no surprise, Best Raffle Basket; second and a BIG surprise, our relatively small team raised the 3rd largest amount of money – more than \$5500.

Returning Stronger

Team One Candle will be back next year determined to raise more money, create more memories, and have more laughs together. An even bigger raffle basket is already in the works – stay tuned! And remember, when you have an opportunity to blow out a candle, make a wish for a cure.



Haverhill Team

Annual Softball Tournament Results

by Patrick Casey, Store Manager, Woburn, MA

This year's annual F.W. Webb Softball Tournament at Riverside Park in Haverhill, MA had a great turnout with 10 teams representing 11 locations from four different New England states, all competing for the 1st Place Trophy. As in years past, the players and spectators enjoyed the double-elimination competition, comradery, BBQ, and a warm summer day in August.

After eight hours of battling on the field, the home-field-advantaged Haverhill Team beat the Woburn Team and was crowned champion. An underdog early in the day, starting 0-1, Woburn (last year's 2nd place finisher) had quite the challenge pushing through to the final game against Haverhill and came in 2nd again.

I believe I speak for all who attended that this is a day we anticipate every year and I look forward to seeing everyone back again next year, plus some new faces and new teams from outside of New England as well. Bring the family and come for the weekend!

Land-locked Vermonters Reel in Sea Haul

Burnham, Urell and F.W. Webb brought four Vermont customers on a fishing excursion this summer out of coastal Noank, CT. Showing off their Atlantic bounty are: (L-R): Dan Denny of W2D Heating & Plumbing; Johnny Lane of Lane Plumbing & Heating (*at 52 pounds, his whopper fish was the largest caught all summer on this particular charter boat*); Kevin Green of Northeast Plumbing & Heating; Richie Pearce of High-Tech Plumbing & Heating; Darryl Corey, Outside Sales, Rutland, VT; and Dave Benham, Urell rep.



"One person can make a difference and everyone should try!"

– John F. Kennedy, who would have turned 100 in 2017

Final Results

The Top Five:

- 1st – Haverhill, MA
- 2nd – Woburn, MA
- 3rd – Methuen, MA (last year's 1st place team)
- 4th – Bedford, MA
- 5th – Water Works and Malden, MA

Runner ups:

- Central Distribution, Amherst, NH
- Cranston, RI
- Dover, NH
- Hyannis, MA
- South Portland, ME



Josh Michaud bats for Bedford.



Woburn Expansion

by Brent Dumont, Senior Marketing Manager, Bedford

The Woburn wholesale location has long been an HVAC/R hub for the greater Boston area. A prime spot off Routes 95 and 93 makes it a convenient location for contractors all-day long, but the highly concentrated product offering in turn wasn't able to attract a wider customer base. This was obviously a missed sales opportunity, so a decision was made last year to renovate Woburn.

The expansion of the facility was twofold – the physical space and, more importantly, the product offering. A 20,000-sq.-ft. addition brought the total usable space to over 90,000-sq.-ft., allowing for plumbing and heating product to be added to the robust HVAC/R offering.

The expansion gave Store Manager Pat Casey the opportunity to “reset” his operations in Woburn. First, he reorganized the space to make it more customer friendly with a new open concept layout. To help with the new plumbing and heating sales, Pat hired two new employees specifically for their plumbing expertise: Inside Salesman Mark Asklund and Counter Salesman Ed Walsh. He gained a skilled Operations Manager with the addition of Jeff Armington (more on Jeff on page 29) and he added a dedicated Warehouse position to manage the will-call service they now offer.

It took time to get things firing on all cylinders, but just after Labor Day, the marketing team started advertising specifically for the “Bigger and Better” Woburn location. Radio ads, billboards, email blasts, and social media are all being used to drive contractors to Pat and his team. The message has multiple layers including the announcement of the new plumbing and heating offering, the daily 6:00 a.m. opening, and of course the friendly helpful service. The promise to customers is Woburn will be their “fastest and most productive stop of the day.”

Early feedback on the new and improved Woburn location has been very positive and expectations are things will just keep getting better from here.



(L-R) Driver Mike “Bird” Baskakow, Warehouse Supervisor Joe Stachowski, and Driver Oleg Buiko – Piscataway, NJ.

Speak Silently and Drive a Big Truck Piscataway Trucks Promote F.W. Webb

by Joe Stachowski, Warehouse Supervisor, Piscataway, NJ

On behalf of the company, representatives from the Piscataway, NJ location attended the 41st Annual U.S. Diesel Truckin’ Nationals on Saturday, September 16 at the 300-acre Raceway Park in Englishtown, NJ.

Two of our drivers, Mike Baskakow (aka, Bird) and Oleg Buiko, and I took three of our trucks to the event to participate in the truck show. No, we did not race them (but I’m betting they’d beat any competitors’ trucks, hands down!).

About 25,000 spectators were in attendance to see thousands of diesel-powered trucks. This annual event is considered the largest single-day, all-diesel truck event in the country. It was a great way to get the F.W. Webb name out to truck owners and truck aficionados in the area.



The future F.W. Webb driver-in-training is Oleg Buiko’s son, Danny.



(L-R): Counter Sales Associates Scott Meehan and Gary Baumbach; OM Dave Hanson; and Counter Sales Associate Gerry Shelley



Syracuse welcomed a famous customer to the counter and the showroom this summer – actor Daniel Baldwin of Baldwin Brothers fame, pictured here with Syracuse receptionist Gloria McFadden.



Rob Borland (Syracuse warehouse) preparing the stockyard to make room for the large delivery of PVC pipe from Charlotte Pipe, a key manufacturer that brings different varieties of pipe to Syracuse from North Carolina at least twice a month.

A large order of HVAC systems is wrapped, labeled and awaits delivery to a commercial customer.



Syracuse: Hub for New York

On a recent visit to Syracuse, *Pipeline* found a busy hub and an impressive operation – one of Webb’s largest – serving the needs of New York customers over a wide geography. Syracuse is a full-service, well-stocked location with an open-concept counter store, large warehouse and stockyard, and a Frank Webb Home showroom.

Syracuse serves the needs of residential, commercial and industrial customers as well as homeowners. Its fleet and team ship products within a 200-mile radius – west to Buffalo, north to the Canadian border, south to Cortland, and east to Little Falls.

The 100,000-sq.-ft. warehouse and 1½-acre storage yard hold 20,000 individual product SKUs from the industry’s best manufacturers. PVC, steel, cast iron and copper pipe – ranging in sizes from 1/8" to 16" – are in abundance and constant demand. Charlotte Pipe brings a fully loaded flatbed truck of PVC and/or cast iron pipe to Syracuse twice a month (see photo). The location also carries a great variety of tanks, HVAC units, boilers, and water heaters – among many other in-demand products.

On the showroom side of the business, Frank Webb Home boasts one of the largest displays of home lighting in the region, attracting people for miles around. Showroom Manager Matt Kline says everyone in the area instinctively knows the Frank Webb showroom is the place to go for the best selection of quality lighting in the region. (See sidebar on page 20 for more on the showroom.)

All customers of the Syracuse location, which is led by GM Ed Robicheau, benefit from the solid, experienced team of managers and product and solutions experts who are at the ready to serve them.

Pipeline thanks OM Dave Hanson for a thorough briefing and tour of the operations. With a daughter studying at SU, *Pipeline* Editor Phyllis Laorenza will return ... hopefully, on the same day as Mr. Baldwin!



Frank Webb Home is at home in Syracuse

The Syracuse location houses a 5,000-sq.-ft. showroom, which features a warm, welcoming environment and boasts one of the largest lighting displays in the region. Led by Showroom Manager Matt Kline, and staffed by Sales Consultants Ruth Lenweaver, Denise Pallotta and Bailey Robicheau, the showroom caters to “a good mixture of homeowners, contractors, designers, builders, and a few architects,” according to Matt.

“We have plenty of customers who travel two hours or so to visit our showroom,” Matt said. “We even get an occasional customer from Canada. Our most famous customers by far have been two of the Baldwin siblings – brother Daniel [one of the four Baldwin brothers of acting fame] and sister Beth.” Daniel is renovating an area lake house, while Beth lives in the nearby suburbs.

Top-selling products in the Syracuse showroom include Swanstone showers, Strasser vanities, American Standard toilets, Delta/Brizo bathroom fixtures, and Moen kitchen faucets. Matt and his crew welcome the new branding and note they’ve received positive feedback from customers. They also look forward to welcoming Daniel Baldwin again, as he plans to return to buy more stuff!



(L-R): Syracuse Showroom Sales Consultant Denise Pallotta, Showroom Manager Matt Kline, and Sales Consultant Bailey Robicheau

What's in a name? For Syracuse, abbondanza (plenty)!

The city of Syracuse, NY is named after the Sicilian city, Siracusa, an ancient metropolis established in the 700s BC. It was once Syracusae – a significant and powerful Greek city, rivaling Athens in size. Cicero, the famous Roman orator, statesman and writer, described Syracusae as “the greatest Greek city and the most beautiful of them all.”

Known for its prolific Greek, Roman and Baroque architecture and ruins, the entire city of Siracusa was designated as a World Heritage Site in 2005 by the United Nations Educational, Scientific and Cultural Organization (UNESCO). Italy has 53 World Heritage Sites, the most of any country on the planet. Viva Italia – and Siracusa and Syracuse, too!





Frank Webb Home Lighting Summit

Bright Opportunities Revealed

by Jeff MacDowell, Senior Director, Showroom Sales



There's no question it's an exciting time to be a part of the growth at F.W. Webb. Recently, the Showroom Managerial Team gathered at Mohegan Sun in Connecticut for their first-ever Lighting Summit to kick off the lighting category business for Frank Webb Home.

Led by Jim Henderson, the newly-appointed Lighting Specialist for the showroom business, the meeting was an opportunity to deep dive into a business category that has promising trends and strong profit margins.

Over the course of the two-day Summit, two things became evident: We are part of a company filled with opportunities to grow and an organization as large as ours can embark on a new business endeavor quite nimbly.

Some high points of the event were looking at the profitability of lines like Savoy House, which offers unique products like the "fandalier," a ceiling fan-chandelier combination. Fans are growing in popularity again and we will have access now to these exciting products company wide. We also had an informative presentation from Bulbrite, which offers lightbulbs decorative enough to be their own fixture, and with LED lighting – a technology that can last for decades.

Carrying lighting products from manufacturers within our territory is important. Hubbardton Forge, made in Vermont, is a line of upscale lighting some people actually collect like art! They offer us a lucrative decorative line. Norwell Lighting, based in Massachusetts, is a partner with an array of coastal fixtures that hold up to salt water for worry-free installation on waterfront homes.

It was nice to see some of our General Managers in attendance at the Summit. It's safe to say everyone in attendance agreed lighting is an important part of the future for the Frank Webb Home showroom business.

On behalf of the entire showroom management team, we look forward to working with each showroom to position them for growth in the lighting category for 2018.



Frank Webb
HOME

BATH • KITCHEN • LIGHTING

Becoming American

by Alicia Criniti and Phyllis Laorenza, Marketing Dept.

When he joined the Marketing Dept. as an intern this summer, we knew Lewis Mustoe was not your average college student. For one thing, he had the work ethic and demeanor of a mature professional. He was communicative, intelligent and collaborative – just another veteran colleague it seemed, and certainly not an 18-year-old who had just finished his freshman year at Boston College. What we didn't know, until his last few days with us, was that he was also an American in the making. And maybe that accounts for his incredible maturity. Unlike many Americans, who take their good fortune and high standard of living for granted, Lewis has had to work to become an American and appreciates it all the more.

Would you pass the Civics Exam?

Here are the six questions Lewis aced during his quest for citizenship.

1. How many years does a U.S. Senator serve for?
2. Who becomes president if the President and Vice President can no longer serve?
3. How many judges make up the Supreme Court?
4. What does the U.S. Cabinet do?
5. What did the Declaration of Independence do?
6. Name one branch of Government.

Correct Answers on Page 28

Lewis and his family moved to Massachusetts from England when he was 8 and his brother Elliot was 12. Together over the past year, Lewis, Elliot and their parents, Robbie and Caroline, have been focused on making their future in America more certain. "Citizenship means being accepted into the country and being allowed to participate in the democracy that the U.S. is admired for," said Lewis. "I can see my future here because of the many opportunities that are harder to come by in other countries."

Civics Exam

After studying for months and admittedly cramming for a few nights prior, the big day arrived on July 21, 2017 – Lewis' U.S. citizenship interview, a crucial step in the naturalization process. A U.S. Citizenship and Immigration Services Officer questioned Lewis about his background before he took a Civics Exam. Lewis knew he would be asked up to ten questions from a pool of 100

possible questions and be required to correctly answer six out of the ten to pass. Gratification was instant as he aced the first six and was approved for citizenship.

Final Step

With the tough part behind him, Lewis awaited the final – and easiest – step in the naturalization process. On September 7, 2017, Lewis and his family gathered at Faneuil Hall in Boston for a swearing-in ceremony. With his mother, brother and about 400 other people, Lewis took an oath of allegiance to the United States of America and officially became an American. Lewis' proud father, sworn in a few weeks earlier, watched his family join him as American citizens.



Lewis Mustoe (left) and several of his summer colleagues (clockwise) from the Webb Marketing Department: Carol Rosinski, Lynne Moore, Chip Slattery, Brent Dumont; Alicia Criniti, and Marianne Tragakis.



(L-R): Elliot, Robbie, Caroline and Lewis Mustoe



Historic Faneuil Hall, site of swearing-in ceremony

Congratulations Lewis, we know you'll be a great American; thanks for inspiring all of us at F.W. Webb to be grateful Americans!





Webb Cam



Michael Goodnow, Inside Sales, Auburn, MA (standing in center) and his band, The Mychael David Project, played before the Fenway faithful outside the ballpark on Yawkey Way prior to the August 20th game against the NY Yankees.



This striped bass was one of five that did not get away from **John Dodge**, Manager, Thermoplastic Piping Division, while fishing on his summer vacation on Cape Cod.



Digging in to do what it takes to please the customer, Office Admin **Beth Richards** and OM **Brian O'Leary** prepped a ginormous amount of homemade pulled pork for a summer Counter Day in Dover, NH.



Rita Bryant (Credit Analyst) had the unique opportunity to hold a piglet at work – Charlie the Pig, in fact – during Wally Day at Corporate this summer.

Hyannis and Falmouth, MA customer, **Jim Vaughn** of Bennett Plumbing and Heating, and **Melissa Powers**, Office Administrator in Hyannis, were part of a 100-rider team called Spinal Tap that rode 80 miles to Provincetown (tip of Cape Cod) in the 2017 MS Bike Challenge on June 25th to raise money for Multiple Sclerosis research. ▼



Happy Autumn

With the next issue of *Pipeline* scheduled for early January (yikes, new year upon us already!), send photos of yourself in the great outdoors this fall, at Halloween, office and customer holiday celebrations, etc. to pipeline@fwwebb.com.



Poetry Contest

There once was a man named Frank
 Who into plumbing, fortunes he sank.
 He successfully sold toilets: bowl and tank.
 To F.W. Webb, we have much to thank
 And you can take that to the bank!

Enjoy a turn of a phrase or rhyming a word or two?

Enter the Pipeline Poetry Contest for a Grand Prize of a \$100 LL Bean gift card.

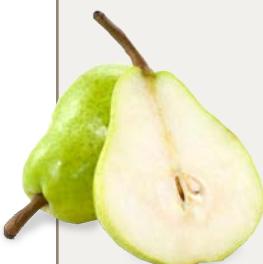
Use any form of poetry, such as an ode, limerick, Haiku, free verse, etc. Extra credit for poetry related to the company, its products/services, people*, workplace, or industry.

* If your subject is a colleague, be sure to secure his/her approval ahead of time.

Submit your entry by December 1, 2017 to piao@fwwebb.com.

Get creative and have some fun,

This could be your moment in the sun!



Fruity Tuesdays

The Fruity Tuesday program, which ran from June-September, was well-received across F.W. Webb. Collectively, we received 2,071 individual pieces of fruit – 91 boxes in total. The program presented opportunities to sample fruit we might overlook in the market, such as Red Anjou Pear, Apricot, Mango, Lychee, and Kiwi. Traditional or exotic, we hope everyone enjoyed noshing on fruit this summer and will continue reaching for a natural treat when a snack-attack hits!



Winter Coat Call

Let's Top Last Year's Number of 125

With the hope of increasing the number of donations from throughout F.W. Webb, Donna Longo (Accounts Payable, Bedford) is once again this season collecting warm coats for those in need.

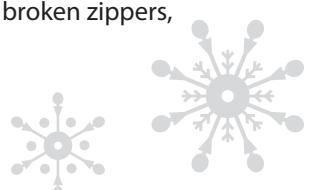
Donations from any branch across the company are welcome, as long as the coats are in good condition (see what's accepted and what's not below). If you're local, drop off your donation anytime during business hours. Otherwise, collect as a branch and ship via CD to Donna's attention in the corporate office. All coats will be dry cleaned for free by Anton's Cleaners before they are distributed free of charge via social service agencies to those in need this winter.

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)

Not accepted

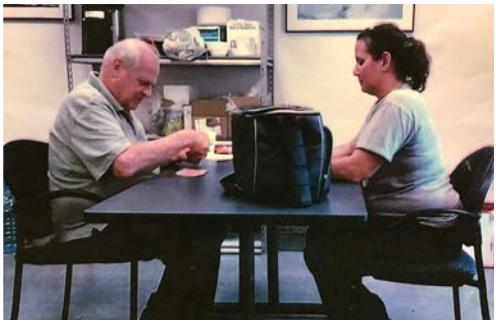
- Coats with rips, tears, broken zippers, or permanent stains
- Sweatshirts
- Vests
- Spring coats



Donations will be accepted until the first week in January. If you have any questions, email Donna at DML@fwwebb.com.



Webb Spotlight



Bruce Jordan and South Portland Shipping Supervisor Tammy Deary in their regular lunchtime Gin Rummy game.

Bruce Jordan

Webb Vitals

How long at F.W. Webb:
19 years

Role at F.W. Webb:
Industrial Inside Sales Rep

F.W. Webb location:
South Portland, ME



(L-R) Darin Cook, Outside Sales, and Albany GM Mike Bifano in front of an Air National Guard mobile control center, used during recent FEMA disasters for tactical communications.

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

I worked for W.L. Blake & Co. in Portland, Maine from 1961 until it was purchased by F.W. Webb in 1998. That's when Greg Bodlovick, now the General Manager of Central Distribution, became my manager in the South Portland branch. Greg had started his career with W.L. Blake & Co. in 1979 and I had been his boss at the time. When we came together at Webb, our roles reversed, but we have still remained good friends.

Tell us something about yourself that would surprise us.

I'm surprised to be alive at 81 years old, let alone still working 45 hours a week. I still enjoy the challenge.

Is there a moment in your life that you are particularly proud of?

I'm proud of having received the Elk of the Year Award from the Portland Elks Club for 1998-1999.

Where is the most interesting place you have visited?

I would say Aruba. I have been there twice. The people are very friendly and laid back. They call it "Aruba Time: no hurry, no worry."

What is the best book you've read and why?

I really enjoyed *Corregidor*, the story of the Japanese invasion of the Philippines during WWII. I like books based on historical facts, and also I had a neighbor who was captured by the Japanese during WWII and did not survive the Bataan Death March.

Supporting our Military Service Members

by Mike Bifano, General Manager, Albany, NY

Even as a hard-working F.W. Webb outside sales rep in our Albany region, Darin Cook still finds time to serve our country with the Air National Guard. Now approaching his 30th year in the military, Darin gave me the great opportunity to visit the Air National Guard Training Center in Syracuse with him during an employer appreciation event.

Operating a drone simulator and trying my hand at weapons training pointed out how highly skilled and prepared our military needs to be, and how important it is to support and appreciate those who volunteer their time with the Armed Forces.

F.W. Webb has always respected the sacrifices and dedication of the veterans and active service members who work for the company. It was an honor to represent the company with Darin at this event.



F.W. Webb Company Welcomes the Following New Employees:

- **Victor Abad** – Tractor Trailer Driver, Canton, MA
- **Billy Abbott** – Driver, Waterbury, CT
- **Kristopher Ackley** – Warehouse, Rutland, VT
- **Michael Adams** – Warehouse, Bedford, MA
- **Adoum Akaina** – Selector, Amherst, NH
- **Cole Alois** – Counter, Dover, NH
- **Shawn Anderson** – Inside Sales, Woburn, MA
- **Michael Annello** – Warehouse Supervisor, Latham, NY
- **Mark Asklund** – Inside Sales, Woburn, MA
- **Jordan Ayers** – CIP, Bangor, ME
- **Michael Baggan** – CIP, Hyannis, MA
- **Michael Ballard** – Showroom Sales, Auburn, MA
- **Christopher Barthel** – Shipper, Albany, NY
- **Dylan Bean** – Warehouse, Water Works, Malden, MA
- **Stephen Boczar** – Tractor Trailer Driver, Amherst, NH
- **Todd Brewster** – Warehouse, Rutland, VT
- **Konnor Brian** – Warehouse, Cranston, RI
- **Tyler Broth** – Marketing Manager, Bedford, MA
- **Michael Brown** – Driver, Black River, NY
- **Stephen Burrows** – Warehouse, Plymouth, MA
- **Edgar Cabrera Pichardo** – Warehouse, Methuen, MA
- **Patrick Cafolla** – Outside Sales, Rochester, NY
- **Robert Carmona Diaz** – Tractor Trailer Driver, Canton, MA
- **Randi Carney** – Inside Sales, Latham, NY
- **Joseph Catanzariti** – Outside Sales, Concord, NH
- **John Cilio** – Inside Sales, New Haven, CT
- **Alexandra Colon** – Sales Tax Specialist, Bedford, MA
- **Clarence Davis** – Warehouse, Piscataway, NJ
- **Russell DelGrosso** – Inside Sales, Vernon, NJ
- **Emmanuel Diaz Bastardo** – Warehouse, Methuen, MA
- **John DiPirro** – Selector, CD, Amherst, NH
- **Tyler Doyle** – Warehouse, Water Works, Malden, MA
- **Michael Driver** – Warehouse, Plattsburgh, NY
- **Cody Elder** – Counter, Lowell, MA
- **Erin Entner** – Showroom Expeditor, Hartford, CT
- **Evan Ezold** – Inside Sales, Hartford, CT
- **Paul Flanders** – Welder, Winslow, ME
- **Jeffrey Folino** – Store Manager, Latham, NY
- **Derek Ford** – Counter, Warwick, RI
- **James Forzese** – Counter, Methuen, MA
- **Stephen Garrett** – Warehouse, Bangor, ME
- **James Gilbert** – Driver, Haverhill, MA
- **Uriah Gillespie** – Inside Sales, Rockland, ME
- **Keith Hagins** – Warehouse, Piscataway, NJ
- **Joshua Hanna** – Inside Sales, Augusta, ME
- **Paul Hart** – Piggy Back Driver, Brockton, MA
- **Ronald Hascup** – Counter, Vernon, NJ
- **Kevin Healey** – Driver, Canton, MA
- **Paul Hewson** – Warehouse, Bennington, VT
- **Cynthia Hodges** – Showroom Sales, Manchester, NH
- **Andrew Holden** – Outside Sales, Syracuse, NY
- **William Hopper** – Water Works Product Manager, Ballston Spa, NY
- **Carolyn Howard** – Showroom Sales, Vernon, NJ
- **Nicholas Jenner** – Warehouse, Dover, NH
- **Jennifer Jones** – General Clerk, Cazenovia, NY
- **Samuel Keefe** – Warehouse, Bangor, ME
- **Jessica Kelly** – Office Administrator, Brockton, MA
- **Mark Kondry** – Inventory Control Supervisor, CD Amherst, NH
- **Daniel Kruger** – Counter, Rochester, NY
- **David LaForce** – Driver, Rochester, NY
- **Paul Lambert** – Outside Sales, Cranston, RI
- **Jane LaPlante** – Showroom Sales, Oakland, ME
- **Robert Lax** – Outside Sales, Cazenovia, NY
- **Richard Leighton** – Counter, New Haven, CT
- **Matthew Lemieux** – Warehouse, S. Portland, ME
- **Ethan Lew** – Warehouse, Malden, MA
- **Joshua Litten** – Warehouse, Trenton, NJ
- **Andrew Lopez** – Warehouse, Bedford, MA
- **William Magner** – Showroom Sales, Boston, MA
- **Richard Maher** – Driver, Vernon, NJ
- **Patricia Mahony** – Outside Sales, Newburgh, NY
- **James Mallette** – Outside Sales, Binghamton, NY
- **Mawien Mayath Miyen** – Selector, CD, Amherst, NH
- **Andrew McCormack** – CIP, Woburn, MA
- **Ryan McGloin** – Warehouse, Warwick, RI
- **Diana McKenna** – Sr. Unix/Linux Administrator, Bedford, MA
- **Luis Medina** – Sheet Metal Shop Laborer, Haverhill, MA
- **Cynthia Muniz** – Showroom Sales, Oakland, ME
- **Robbie Murphy** – Store Manager, Black River, NY
- **John Nalen** – Counter, Fitchburg, MA
- **Christopher Neronha** – Inside Sales, Cranston, RI
- **Michael Nugent** – Warehouse, New Haven, CT
- **Thomas O'Hare** – Outside Sales, Latham, NY
- **Vincent Paone** – Warehouse, Malden, MA
- **James F. Paravati** – Outside Sales, Binghamton, NY
- **James V. Paravati** – Inside Sales, Binghamton, NY
- **John Patrick** – Counter, Plattsburgh, NY
- **Gordon Paul** – Selector, CD, Amherst, NH
- **Jeffrey Paye** – Counter, Bangor, ME
- **Christina Pence** – Inside Sales, Syracuse, NY
- **Michael Pence** – Outside Sales, Syracuse, NY



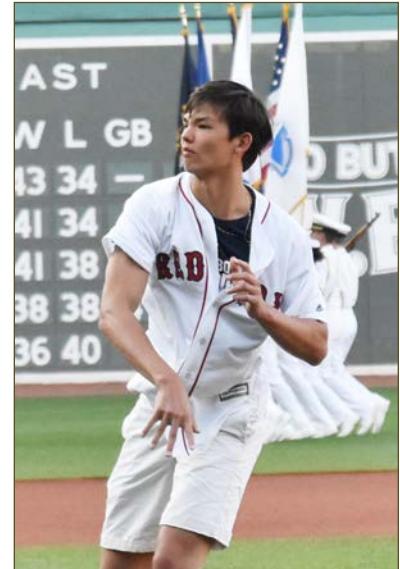
New Employees *(continued from page 25)*

- **Patrick Pharel** – Driver, Malden, MA
- **Kristin Pharr** – Receptionist, Methuen, MA
- **Kyle Pinkham** – Warehouse, Rutland, VT
- **Kris Pinkham** – Inside Sales, West Bath, ME
- **Troy Pittrich** – Driver, Rutland, VT
- **Jarrod Pulsifer** – Inside Sales Manager, Rutland, VT
- **Michelle Rafferty** – Showroom Sales, Ellsworth, ME
- **Ronald Raymond** – Outside Sales, Hartford, CT
- **Vasilios Regan** – Staff Accountant, Bedford, MA
- **Reid Risner** – Warehouse, Methuen, MA
- **Erica Rosado** – Showroom Sales, Waterford, CT
- **Jose Rosado** – Receiver, CD, Amherst, NH
- **Robert Roy** – Counter, Fitchburg, MA
- **Tyler Sandora** – Counter, Hartford, CT
- **Molly Savard** – Counter, Madison, NH
- **Adam Scheuritzel** – Gas Training Coordinator, Hartford, CT
- **Christopher Schultz** – CIP, Albany, NY
- **Kenneth Sebring** – Commercial Plumbing Estimator, Latham, NY
- **Rebecca Segovia** – Receiver, CD, Amherst, NH
- **Bernard Shaver** – Counter, Binghamton, NY
- **Robert Shelton** – Outside Sales, Piscataway, NJ
- **Jason Shephard** – Warehouse, Waterford, CT
- **Benjamin Simpson** – Receiver, Albany, NY
- **Benjamin Smaldino** – Counter, Vernon, NJ
- **Raymond Smith** – Commercial Quoting Specialist, Piscataway, NJ
- **Keith Snyder** – Showroom Sales Representative, Bedford, MA
- **Paul Southwick** – Commercial Quoting Specialist, Piscataway, NJ
- **Michael Starbird** – Inside Sales, Oakland, ME
- **Kyler Stevenson** – Warehouse, Manchester, NH
- **Colleen Stone** – Purchasing Expeditor, Latham, NY
- **Theodore Tabin** – Outside Sales, Springfield, MA
- **Brian Tarr** – Warehouse, Seabrook, NH
- **Karyn Tower** – Showroom Sales Representative, Dover, NH
- **Lisa Valente** – Receptionist, Vernon, NJ
- **Michael Valerio Martinez** – Warehouse, Methuen, MA
- **Adam Volack** – Warehouse, Waterford, CT
- **Kristopher Waite** – Tractor Trailer Driver, Amherst, NH
- **Edward Washburn** – Outside Sales, Queensbury, NY
- **Dakota West** – Warehouse, Exeter, NH
- **Lindsey Whitcomb** – Inside Sales, Cazenovia, NY
- **Marjorie Wilson** – Store Manager, Rochester, NY
- **Richard Wilson** – Inside Sales, Rochester, NY
- **Amanda Woytowicz** – Commercial Quoting Specialist, Piscataway, NJ
- **Christopher Zambito** – Driver, Elmwood Park, NJ

Customer First Pitch



On the field at Fenway Park during pregame activities this summer, the Whiteley family of W. Vernon Whiteley Inc., a valued P+H and HVAC customer of F.W. Webb on Cape Cod, buddied with Wally the mascot and F.W. Webb Director of HVAC Rich Boynton before Nate Whiteley, son of 3rd generation company owner, Eric and his wife Jen, and grandson of Tom, threw a perfect strike during the ceremonial first pitch. (L-R): Haley, Nate, Eric, Wally, Rich, Jen, Tom, and Kaia



Welcome Aboard



Michael LaMountain recently accepted the position of *Plumbing Sales Manager*. Mike is a skilled leader with extensive experience in all three tiers of plumbing sales: manufacturer, manufacturer's representative, and wholesale. Most recently a district manager for Viega, Mike has a proven track record of driving revenue growth, managing high-profile accounts, and maintaining strong industry relationships. Mike served in the U.S. Army Reserve Combat Engineering Battalion and studied at the U.S. Army Engineer School in Fort Belvoir, VA. He also earned a Business Management and Accounting degree from the Community College of RI. Based in the Corporate office, Mike's focus is to provide quality plumbing products to customers while maintaining Webb standards of exceptional customer service.



An expert in plumbing and service repairs, with heating and hydronics know-how, **Ken Cantrell** is happily back at F.W. Webb as the *Store Manager* of Stamford, CT. Ken first joined Webb in 2011 when the company acquired Sachs Plumbing Supplies. With the birth of his son, he left Webb after a year-and-a-half to focus on the second job he had at the time – with the Greenwich Board of Education Facilities Dept. There he maintained the HVAC system of a large complex and expanded his leadership experience. At Sachs for 12 years, Ken had multiple roles, ranging from warehousing to payables. He studied Plumbing and Heating Theory and earned a certificate in Carpentry from JM Wright Technical School. In Stamford, he is working to stimulate overall growth by expanding Webb's footprint across and beyond Fairfield County. When not at work, Ken enjoys time with family, along with fishing, football, baseball, and an occasional round of golf.



Alan Dailey has been hired as the new *Store Manager* for Springfield, VT. He joins F.W. Webb from Suburban Propane, where he was an operations manager. Prior to that, Alan spent 22 years at Rio Tinto Minerals in Vermont, mining talc at the 2nd largest mining company in the world. Alan is a Vermont native who grew up as the youngest of 10 siblings, which he credits for building his work ethic and shaping his philosophy of "work hard, treat people the way you want to be treated, don't expect something you can't do yourself, and listen." A 6th Degree Black Belt, Alan teaches martial arts and enjoys hunting and fishing. He hopes to build a strong and positive team in Springfield that can deliver the best customer service possible.

F.W. WEBB CELEBRITY LOOK-ALIKE



Ted Brian
General Manager
Cranston, RI
F.W. Webb Company



Anderson Cooper
Broadcast Journalist
Anchor of the CNN news show—
Anderson Cooper 360°

Submitted by:
Gary Dame, Inside Sales, Industrial Products, Cranston, RI

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
for consideration in a future issue.

Answers to Civics Exam from Page 22

1. Six years is the term of a U.S. Senator. Each state, from the smallest to the largest, has two senators. Senatorial elections are staggered over even years; up to 1/3 of Senate seats are open for election or re-election during these election years.
2. Speaker of the House
3. Nine
4. Cabinet members are appointed by and advise the President on matters related to everything from educational policies and terrorist threats to the conservation of national resources and foreign affairs.
5. Declared independence from Great Britain
6. Executive, Legislative and Judicial are the three branches of the Federal Government.

Want to test your civics knowledge further?
Go to civicsquiz.com/100-question-u-s-civics-quiz/ for a 100-question U.S. Civics quiz. Most of the multiple-choice questions are taken directly from the U.S. Naturalization Exam.



On the Move



Mike Kennedy, most recently the GM of Springfield, MA, is now the new *General Manager* of Piscataway, NJ. With 13+ years of F.W. Webb experience, Mike, will be leading the 90,000-sq.-ft. hub for New Jersey and Pennsylvania. Mike began at Webb in the CIP program in 2004. Three years later he became the Store Manager in Hingham, MA. After graduating from St. Michael's College in Vermont with a BS in Accounting, Mike worked at several financial institutions. The Connecticut native's biggest claim to fame may be the job he held just before joining F.W. Webb – with the Dept. of Homeland Security! Outside of work, Mike enjoys golfing and playing hoops. Most impressively, he has completed four marathons. His next feat is to establish Piscataway as the dominant distributor in the New Jersey marketplace.



James Turbide has left his post as OM in Hartford, CT to become the new *General Manager* in Springfield, MA. Originally from East Granby, CT, James has been working at F.W. Webb since he graduated with a Bachelor's degree in Business Management from Roger Williams University in 2011. After being part of the CIP program for just over two years, James became the Operations Manager in Hartford in 2013. His other professional experience includes a summer internship with The Kellogg Company during college. With all his Webb experience and credentials, James is confident in his ability to encourage additional growth in market share and profitability in Springfield. When he's not at work, he enjoys traveling and relaxing with man's best friend – his dog, Rooney, a French Bulldog.



The new *Operations Manager* in Woburn, MA is **Jeff Armington**. Originally from Farmington, CT, Jeff has been in the CIP program for the past two-and-a-half years, training and working in Newburgh, NY and Hartford, CT. Prior to joining F.W. Webb, he worked for one year as a fire protection system designer in Hartford. Impressively, Jeff is quite experienced and credentialed in fire protection. He was a firefighter for the town of Farmington for 12 years and earned a Bachelor's degree in Fire Science Technology from the University of New Haven. Jeff said he plans to continue providing excellent customer service to new and existing customers in the newly expanded Woburn location. Outside of work, his favorite activities are golf and skiing.

SHOUT OUT

Kudos to several colleagues from Connecticut who represented F.W. Webb at a fundraiser for CF (Cystic Fibrosis). The event, "Raise a Glass for Research," is an annual wine tasting and silent auction inspired by the Grady Family, whose 8-year-old son Clark was diagnosed with CF shortly after he was born. A member of the Grady family works for Webb customer, Thomaston Comfort Control, Inc. Now in its 6th year, the event has raised a half-million dollars for CF research (there is currently no cure for this life-shortening disease but advancements in treatment have made a significant impact in extending longevity). F.W. Webb donated \$5,000 to the cause.

In attendance from the Waterbury branch were: OM **Alan Gabris**, **Kraig Clark** and **Ray Bessette**, both Outside Sales, and Receptionist **Lydia McDaniel**, along with New Haven Store Manager **Bobby Arrigoni**.

Viega Breakfast/Salem MA



Don't look if you're hungry because the sight of these griddle foods from a Viega-sponsored breakfast for Salem, MA customers is sure to make you run for the nearest Denny's!

September, October & November 2017

Work Anniversaries

5 Years

- Michelle Bekkenhuis, Malden MA
- Corey Canning, Gloucester MA
- Amy Card, Dover NH
- Hoa Dao, Canton MA
- Ryan Desjeunes, New Bedford MA
- Dan DiPirro, Portsmouth NH
- Ray Guild, West Bath ME
- Mike Kearns, Manchester NH
- Alex McCrady, Amherst NH
- David Monahan, Waterbury CT
- Kyle Morgan, Cranston RI
- Erin Murphy, Malden, MA
- Greg Ouimet, Williston VT
- Ray Owens, Lewiston ME
- Melissa Pidgeon, Springfield MA
- John Price, Newburgh NY
- Jeff Rider, Hartford CT
- Bryan Schmidt, Canton MA
- Quang Truong, Canton MA
- Josh Twohig, Bedford MA
- Richard Walters, Dover NH
- Greg Welch, Albany NY

10 Years

- Luis Cruz, Haverhill MA
- Mike Fiduccia, Elmwood Park NJ
- Jessica Garvey, Syracuse NY
- Stephen Gath, Methuen MA
- Richard Geneseo, Bellingham MA
- David Hanson, Syracuse NY
- Paul Hudspeth, Albany NY

10 Years (*continued*)

- Hoa Huynh, Canton MA
- Peter Kniaz, Bedford MA
- Larry MacCall, Bedford MA
- Mike Nachajski, Lebanon NH
- Chris Payment, Syracuse NY
- Luis Salazar, Amherst NH
- Peter Sanzo, Hartford CT
- Tho Tran, Canton MA
- Gary Zona, Springfield VT

15 Years

- Ray Collier, Winslow ME
- Mike Costa, Cranston RI
- Christine Hilt, Albany NY
- Mike Leone, Methuen MA
- Marten Ludvigsen, Cranston RI
- Lynn McQuade, Woburn MA
- Paul Rancourt, Madison NH
- Patrick Ryan, Northampton MA

25 Years

- Thomas Bailey, Concord NH
- Jeff Baird, Springfield MA

30 Years

- Wayne Arbo, Bangor ME
- Pat Berrett, Bedford MA

35 Years

- Mike Wagner, Amherst NH

Promotions

- **Kevin Baines** from Inside Sales to Outside Sales, Methuen MA
- **William Czarnecki** from Inside Sales to Outside Sales, Rutland VT
- **David Desmarais** from Driver to Counter, Haverhill MA
- **Brent Dumont** from Marketing Manager to Senior Marketing Manager, Bedford, MA
- **Tyler Murphy** from Warehouse to Counter, Bedford MA
- **George West** from Counter to Inside Sales, Exeter NH
- **Richard Young** from Warehouse to Flow Valve Tech, Cazenovia NY

Retirees

- **Robert Cornelius**, Syracuse NY, after 7 years
- **Ray DiPirro**, Bedford MA, after 45 years (more on page 13)
- **Keith Kellom**, Brattleboro, VT, after 32 years
- **Phyllis Lewis**, Cazenovia NY, after 5 years
- **Michael Nealon**, Piscataway NJ, after 2 years
- **Ken Tufts**, Haverhill MA, after 15 years

Births

- **Calum Dumont** born on July 7, son of Brent Dumont, Bedford MA
- **Quinten Biron** born on July 17, son of Chris Biron, Amherst NH
- **Joseph McCormack** born on Aug. 8, son of Pat McCormack, Newburgh NY
- **Finley Fitscher** born on Aug. 18, son of Adam Fitscher, Plattsburgh NY
- **Jonathan Medeiros** born on Aug. 24, son of Manuel Medeiros, New Bedford MA
- **Jaxon Checchi** born on Sept. 8, son of John Checchi, Bedford MA

Pipeline is the employee newsletter of the F.W. Webb Company. It is published quarterly in January, April, June, and October 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.

Please submit news items and photos with captions to pipeline@fwwebb.com.