



## Committed to Continuous Training



## Industry Knowledge Enlightens Customers and Employees

You generally cannot read through an issue of *Pipeline* without a photo or write-up about training. It could be a Webb customer session like online ordering/inventory replenishment (Aug. 2016, pg. 13), a manufacturer's tutorial such as Victaulic grooved pipe at a customer location (Feb. 2017, pg. 21), or an internal seminar like steam training for inside and outside sales (Dec. 2016, pg. 14).

**"A proper training program for internal teams and customers is essential in this market."**

– Gregg Leighton  
F.W. Webb  
Director of Trade Sales

Often, manufacturers invite our sales people to their locations for training, particularly when a new product or technology is introduced or at the beginning of the relationship.

Occasionally, we sponsor specialized training to contractors like Gas Fitters who need to earn CEU credits (continuing education units) to maintain or renew their licensure.

Most customer training sessions, whether Webb-based or manufacturer-sponsored, are not only free, they usually offer food, refreshments and sometimes giveaways.

### Customer Training:

**Gas Hearth** – see page 2

**GF CoolFit** – see page 2

**Hydronic Heating** – see page 3

**Steam Systems** – see page 7

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## THE SCOOP

by Bob Mucciarone



We continue to explore opportunities to grow the company. These include growth of current product lines, new product lines, enhanced relationships with vendors and manufacturers' reps, new Webb locations, and, of course, acquisition opportunities.

To this end, we can announce an agreement in principle with Master Plumbing and Heating Supply Co., Inc. of Vernon, New Jersey. Master will become an F.W. Webb twig of the Newburgh, NY branch. We see great upside opportunity to grow the business in Vernon by adding to this location's product line mix and making more inventory available at competitive pricing for area customers.

As we continue exploring other acquisition opportunities, watch for announcements in the coming months. Meanwhile, we can give you these location updates:

- Our North Brunswick, NJ location is moving to Piscataway, NJ in June. At 90,000-square-feet, our new facility in Piscataway will become our New Jersey hub.
- We recently received approval from the town of Seabrook, NH to build a new F.W. Webb facility at the State Line Supply site, which we purchased a year ago. We anticipate Seabrook will become a full-discipline location, with a big presence of water works products.
- Construction of our new CD in Londonderry, NH is in full swing. We expect a move-in date sometime in November of this year.

Finally, and as you may know, we recently launched an updated version of our online ordering service to rave reviews. The new site makes it easier for our valued customers to order from our extensive inventory of products online. Later this spring, look for the enhanced site to feature a new B2B component allowing businesses across the nation to purchase products from us online.

### Did You Know?

*A piece of paper can't be folded more than seven times.*



See page 15  
for more Webb Cam.



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## Committed to Continuous Training

In whatever form it takes, every training session by or in conjunction with F.W. Webb supports the company's commitment to helping customers grow their business or maximize their operations. We are serious about keeping our customers on the cutting edge with innovative products, services and solutions – buoyed by helpful Webb associates with in-depth expertise.

A great resource of upcoming training events is the "Events & Training" listings on [fwwebb.com](http://fwwebb.com).



## GF Training for Vermont Customer

by Jim Matthews, Industrial Plastics Product Manager

In conjunction with the F.W. Webb Williston, Vermont location, Georg Fischer conducted a COOL-FIT ABS Plus product seminar on Feb. 15 for more than 20 employees of VHV Company (Vermont Heat & Ventilating) from Winooski, VT. In attendance were engineers, project managers, design personnel, and installers – all of whom participated in installing 4" insulated COOL-FIT pipe to a 4", 90-degree elbow.

One of the objectives was to demonstrate the ease of handling the innovative piping system and another was its short installation time. VHV says COOL-FIT ABS Plus, which is used primarily in industrial and manufacturing cooling processes like brewery operations, will be considered for its future project needs.

To schedule GF training, contact Jim Matthews at [jim.matthews@fwwebb.com](mailto:jim.matthews@fwwebb.com).



Georg Fischer Area Sales Manager, Kevin Dillon (in white shirt), discussing the COOL-FIT ABS Plus piping system.



Webb Gas Trainer Dave Newman (Propane Division, Hartford, CT) – pictured standing far left – led the class with Sales Rep Aaron Wyatt from Empire Comfort Systems.





## Hottest Seat in the Region: Hydronic Heating Seminar for Customers & Employees

“Training is key for the installer to be successful,” says Webb Heating Products Manager Joe Ruggiero, and with this philosophy in mind, the comprehensive two-day Hydronic Heating Seminar for heating customers was conceived.



(L-R): Presenters Ken Cerpovicz and Paul Levesque

Now in its 6th season, more than 700 heating contractors and approximately 100 Webb employees from throughout the operating region have attended the seminar at the well-equipped Amtrol Training Center in West Warwick, RI.

**“The Golden Rule”  
of Hydronic Heating:  
It takes 50,000 BTU/hr.  
to raise 1 GPM 100°F**

### 2017 Schedule & Details

April 25-26

May 16-17

June 27-28

August 1-2

September 12-13

Participation is limited to 24 people per session. Hotel accommodations are provided for anyone traveling more than 90 minutes one way. Food is included.

If interested in signing up and for more information, contact Joe Ruggiero at [jor@fwwebb.com](mailto:jor@fwwebb.com).

### Informative & Interactive

The seminar has evolved over the years with the customer in mind. It starts late on Day One and finishes early on Day Two to encourage attendance by minimizing impact on a contractor's busy schedule. In between arrival and departure, a plethora of hydronic heating information is provided tag-team style to keep things lively. Questions and active discussion are encouraged.

Leading the lectures and demos are the extremely well-prepared and knowledgeable pair of Paul Levesque, president, Dan Davis Sales, and Ken Cerpovicz, Director of Product Marketing at Amtrol.

In addition to a comfortable and spacious classroom, the Amtrol Training Center features a hands-on demonstration lab where words manifest into action. After seminar attendees learn about topics like reset controls, stack temperatures, true cost of ownership, proper sizing and zoning, efficiency nuances, etc., the information comes alive as the boilers and indirect water heaters are fired up in the lab.

The keenly interesting tour of the Amtrol factory, where its patented thermal expansion tanks are manufactured, impresses and gets seminar attendees moving.

### PurePro Center Stage

The main crux of the seminar is to train customers on installing and servicing the PurePro TRIO boiler line and PurePro Indirect water heaters – and to remember the “Golden Rule” (see sidebar). Correct installation means satisfying the end user with an efficient boiler system and an abundance of hot water, with fewer call backs.



Additional emphasis is placed on topics such as:

- Timesaving and ancillary components, such as Energy Manager Plus II, Zone Valve Zone Pack, and PurePro hydronic tank packages
- TRIO boiler multi-fuel capabilities
- Correct sizing, wiring and installation of PurePro boilers and indirect-fired water heaters
- Energy Star kits for increased TRIO boiler efficiency

### Employees Welcome

If you are an employee at the counter or Inside or Outside sales who interacts with heating customers, the Hydronic Heating Seminar is a great opportunity. “Get up to speed on our PurePro boilers and indirect heaters,” says Joe, “and invite your customers to sign up with you.”



Amtrol Demo Lab



## Ed Welch Set to Retire

Senior Vice President of Purchasing Ed Welch joined F.W. Webb as a management trainee in 1973, two years after returning from duty in Vietnam as an Army helicopter pilot. After 44 years – and many roles and location assignments later – Ed Welch is retiring. Here's a look at the road that took him here.

### Winding Webb Road

Ed first came into Webb via the Boston location, which was focused on PVF at the time, having acquired the Atlantic Pipe & Supply Co. the year prior. Ed had been selling heavy equipment and bartending on the side before the opportunity to join Webb materialized. He never looked back. In Boston, Ed was groomed on many facets of the business, from sales to operations. It was a short stay, however, and one of many stops in his long, successful Webb career.

Ed moved wherever John Pope asked him to go. There were traditional roles in Outside Sales and Branch Management, from Salem to Fitchburg to Lowell and Methuen. And, some unexpected opportunities. In the early 1990s, while Ed was GM in Fitchburg, he was sent to Lewiston, ME to manage American Stabilis, Inc. (ASI) - a manufacturer of controls. As a principal investor in ASI, Mr. Pope saw the need for new leadership and tapped Ed for the job. Ed worked at ASI for 2½ years and ultimately prepared it for sale to a larger controls firm.

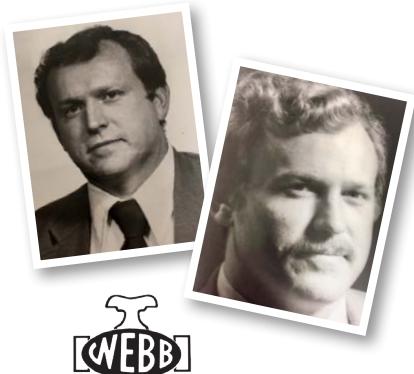
### Going Mechanical

Following the sale of ASI in 1994, Ed became Branch Manager of Lowell. There, he later made one of his most significant contributions – the formation of the Mechanical Sales Division in 2002. Formalizing Webb's participation in this traditionally low-margin business required much effort, but the benefits were apparent to Ed.

"Logistically, this helped Webb be better positioned to service customers with ample stock and efficient delivery," Ed said. "The larger purchases made to support the mechanicals significantly increased the company's buying power. The price advantages benefited other areas of Webb's entrenched business."

As the Mechanical business bloomed over the ensuing 10 years, plans for a mechanical hub location took shape. Ed knew Webb could propel the business with people dedicated to bidding and managing mechanical quotes, a facility loaded with material, and the ability to move product efficiently to job sites. Methuen opened its doors in 2005 with Ed at the helm.

The business was immediate and the Methuen hub quickly became a powerful ally to other branches with mechanical customers across most of New England. Today, this successful mechanical hub model is replicated in Springfield, MA, South Portland, ME, and Syracuse, NY.



### Ed Welch through the years:

1973	Management trainee, Boston
1974	Outside Sales, Salem
1978	General Manager, Salem
1988	General Manager, Fitchburg
1991	Consulted at American Stabilis, Inc., Lewiston, ME
1994	General Manager, Lowell
2002	Started Mechanical Sales Division while managing Lowell
2005	Spearheaded Mechanical Hub in Methuen, became GM
2008	Mass. Regional Manager while managing Methuen
2010	Senior Vice President of Purchasing, Bedford
2017	Retiring at the end of May



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## Ed Welch's Closing Webb Chapter

Ed's final stop after 38 years took him to Bedford, when he became the Senior VP of Purchasing in 2010. Well qualified for the role given his various positions at Webb, Ed has spent the past seven years negotiating buying contracts and working with sales leadership to select the best products for customers.

**"Ed Welch has made innumerable contributions to Webb over the past 44 years and he'll leave quite a legacy when he retires. I've been fortunate to have shared his entire Webb career with him."**

– **Ernie Coutermash**  
Senior Vice President

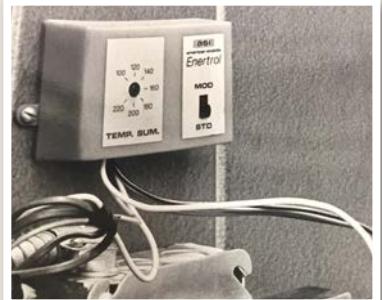
As Ed winds down the final weeks of his 44-year Webb career, he reflects on the enjoyment of being part of the company's growth and evolution. While being mindful of his preference of doing his job with focus and no fanfare, *Pipeline* is compelled to say: F.W. Webb is a better place because of this former helicopter pilot who prefers to stay 'under the radar.'

As he looks ahead, Ed plans to hit a few golf balls, catch a fish or two, travel, and mostly enjoy time with Charmian, his wife of 42 years, three children, and three+ grandchildren (4th on the way!).

*Thanks for your years of service to the country and the company, Ed, and all the best from your many friends and admirers at F.W. Webb and throughout the industry.*

## Ed's Special Assignment

### Enertrol Product Launch



When John Pope invested in a new product from American Stabilis in Lewiston, Maine in the early 1990s, he sent Ed Welch there to get things off the ground. And they did. The Enertrol product offered Webb customers a new technology that modulated boiler-water temperature based on the outside temperature, versus the indoor temperature, resulting in greater energy efficiency.

## Antique Webb Toilet in Boston Museum



The Gibson House Museum in Boston's Back Bay is a page out of domestic life from the mid-1800s to early 1900s. This well-preserved four-story brownstone has all original furnishings and artifacts, including this toilet, circa 1902, from the F.W. Webb Manufacturing Co.

The Gibson house was built for the Gibsons and occupied by the family for three generations, from 1860-1954. The toilet pictured is on the ground floor, which was used by the family servants. It is located at 137 Beacon St., the same street where company namesake Frank W. Webb lived, and is open to the public. Check out hours and details at [thegibsonhouse.org](http://thegibsonhouse.org).



## SHOUT OUT

Big thanks to **John Siano** at Br. 84 (Warehouse Manager, Waterford, CT). I called him at 4:15 p.m. for a part for a customer with no heat. John went the extra mile by getting it out on UPS after they had already been there. My customer was extremely pleased to receive the part overnight. Thanks, John!

– **David Swett**  
Br. 27, Counter Sales, Keene, NH



## PHCC-MA Show Highlights

The PHCC-MA show was hopping this year, with customers and visitors drawn to the Webb booth for a host of new products and services, along with prize giveaways and raffles. The show annually attracts up to 1500 attendees, some as far away as NY (two of our raffle winners were from the Empire State). Display highlights included our boiler and HVAC lines, PurePro products, and new Watts PEX system. On the services side, many attendees were interested in our new online ordering and stock inventory program, along with CAP – our Contractor Appreciation Program.



*Outside Sales brood from Brockton, MA, (L-R): Ed Mattos, Skip Pickett and James Foster, staff the PurePro products table.*



*Connor Stratford, Customer Solutions Specialist (Bedford, MA), introduced customers and visitors to the new F.W. Webb online ordering and inventory replenishment service.*



*The NIRON Pipe and Fittings System, available exclusively in the region from F.W. Webb, was on display in the J+K Sales booth, which was staffed in part by Mike Crouse (L) and Kyle Lipkovich (R).*



*Show attendees were lined up for most the day at the Webb “Spin-n-Win” Wheel. Prizes included T-shirts and Webb replica trucks.*



*Supporting Ed Giacchino (far right), Outside Sales, Woburn, MA, during the PHCC-MA awards dinner were at least four Massachusetts General Managers (L-R): Tom Blades, Boston; Graham Cook, Methuen; Matt Hough, Brockton; and Norm Israelson, Auburn.*

### Awards Presented



**Ed Giacchino** (right), Outside Sales, Woburn, MA, was selected by the PHCC-MA as this year's recipient of the *Robert J. Sinnott Public Affairs Award*. The award has been given annually since 1983 to recognize an outstanding and significant contributor to the association and the industry. Ed is standing with PHCC-MA Board Member Rob Basnett.



Webb VP of Sales Tom Santer (right) presents the *PHCC-MA Contractor of the Year Award* to **Brian MacDonald**, owner of Brian MacDonald Plumbing (Attleboro, MA) and new president of PHCC-MA. For the past 44 years, F.W. Webb has sponsored the annual award for a PHCC-MA contractor member selected by the organization's Executive Board.



## Customer Steam Training Gets High Marks



It was the practical and the practice that combined to have a big impact for customer Aramark in a recent steam training conducted by F.W. Webb Energy Systems Sales Manager, Daryl Schoellkopf.

Led by Facilities Manager Scott Collingwood, Aramark wanted its facility team at the University of Albany Bioscience Center in Rensselaer, NY trained on steam trap testing. Aramark holds the maintenance contract there and saw the training as a means of energy cost savings for the university.

Daryl developed a six-hour session, half of the time devoted to these topics and half hands on:

- Basic Concepts of Steam
- Basic Steam Trap Operation
- General Piping Guidelines
- Steam Trap Testing Techniques



*Holding an infrared thermometer, Daryl Schoellkopf tests the inlet and outlet temperatures of a steam trap, which is one method of assessing it; Webb stocks this testing instrument from several different manufacturers on behalf of our steam customers.*

Accompanied by Webb Industrial Account Manager Joe Martin (Albany, NY), the group of six Aramark ‘students’ went practical after the classroom training, practicing the steam trap testing techniques in the facility with their own equipment. “In a very short time, students identified failed traps and quickly realized how these failures equated to actual energy dollars lost,” Daryl said.

### Daryl on Steam Training

“All of us learn differently, some can grasp a concept from the book, others need hands-on practical training. While the products we sell come with manuals, people rarely have time to read them. Training on steam and condensate systems adds another layer of knowledge for facility technicians and better prepares them to troubleshoot and solve problems in their systems.”

### Kudos from the Customer

“Everyone learned a lot about the properties of steam and how steam traps are supposed to work. It was a great refresher for some and great introduction to our newer employees. Everyone really enjoyed the hands-on portion. There’s often confusion over how to test traps and the person who normally tests traps here is much more confident now. As far as training sessions go, yours was one of the best.”

— **Scott Collingwood,**  
Aramark General Manager of Facility Services,  
University at Albany Bioscience Center, Rensselaer, NY

### Steam Basics

Steam systems convert water into steam for energy; steam traps are a critical component of the process. When steam energy is harnessed, some of it condenses (reverts to water). Condensate (water) is inevitable but needs to be removed from the system to allow steam to do its job. Enter the steam trap, essentially an automatic valve that separates steam and condensate. A steam trap keeps steam in the system while extracting and redirecting condensate. When steam traps fail due to age or improper maintenance, steam, energy and money can be lost to leaks and cause the entire system to run inefficiently.



If you have customers relying on steam traps, they will benefit from Daryl's training.  
Contact him at [SteamAnswers@fwwebb.com](mailto:SteamAnswers@fwwebb.com).



## DIVISION DOWNLOAD



### Locations / Phone

Cranston, RI (Headquarters) / 866-850-7867  
Binghamton, NY / 607-724-3170  
Winslow, ME / 207-873-2111

### The Team

Brian Clark, General Manager, Cranston, RI  
Mike Vinacco, Inventory Control, Cranston, RI  
Jan Mitsmenn, Office Admin, Cranston, RI

### Inside Sales:

Cranston, RI: Tony Abilheira, Tom "Buzzy" Beagan, Chris Campbell, Jim Tordoff\*  
Binghamton, NY: Bob Bresee  
Winslow, ME: Wayne Nadeau

### Outside Sales:

Cranston, RI: Edgar Aguilar, Dave Buckless, Mark Dee  
Cazenovia, NY: John Kowalczyk

### Technicians:

Cranston, RI: Ryan Casey, Evan Keighley, Marten Ludvigsen

\*Jim Tordoff is also the Service Coordinator.

## F.W. Webb Commercial & Industrial Pump Division

by Phyllis Laorenza, Marketing Dept., Bedford, MA

### Pumps plenty – and everything that goes with them

Pumps. They come in many styles, sizes and strengths (i.e., horsepower). Our industrial customers need them and we have them in abundance, backed by the best team in the industry.

Our Commercial & Industrial Pump Division, based in Cranston, RI with two regional satellite offices, is one of the largest supplier of industrial pumps in the Northeast. We not only sell pumps, we know pumps. Our sales team has in-depth experience on pump applications across multiple industries and disciplines. And, we carry the top brands in the industry.



*Ryan Casey, one of Webb's factory-trained pump technicians, puts the finishing touches on a pump repair in the Cranston service center.*

We not only sell and know pumps, we service, repair, and refurbish them. Operating out of a fully-equipped workshop, our factory-trained and certified technical team adroitly transforms malfunctioning beat-up pumps into ready-to-run pristine condition in record time. When it comes to inventory, service and expertise of commercial and industrial pumps and supporting components (PVF, controls, instrumentation, etc.), nobody in the Northeast comes close to F.W. Webb.

*Continued on next page*

### Cranston-based Pumps Team

*Top Row (L-R): Evan Keighley, Ryan Casey, Tony Abilheira, Tom "Buzzy" Beagan, Jan Mitsmenn, Mark Dee, Chris Campbell, Marten Ludvigsen*

*Bottom Row (L-R): Dave Buckless, Edgar Aguilar, General Manager Brian Clark, Jim Tordoff, Mike Vinacco*



**F.W. WEBB COMPANY**  
Commercial & Industrial Pump Division



## DIVISION DOWNLOAD

### Pumps (key ones listed)

- Progressive Cavity
- End Suction Centrifugal
- Air Operated Double Diaphragm
- Vertical and Submersible Turbine
- Vertical and Immersion Multistage
- Multi-Pump Booster Systems

### Accessories

- Pulsation Dampeners
- Surge Suppressors
- Inlet Stabilizers
- Accumulators
- Metering Systems
- Mixing and Filling Systems

### Services

- Removal
- Disassembly
- Rebuilds
- Recalibration
- Complete Refurbishment
- Laser Alignment
- Troubleshooting
- Testing
- Sizing
- Fabrication
- 24/7 Emergency Service



The new fully equipped Pump Division service truck has a lifting capacity of 6,500-lbs and a 20-ft reach. It can retrieve and install pumps from wells, over double-containment walls, and from elevated settings.

### Lean with Tentacles

For customers and the entire Webb industrial sales organization alike, the Commercial & Industrial Pump Division is an invaluable resource. Staffed with only 17 highly-dedicated people across three states, our Pumps group is lean, mean and effective. They are dynamos with more than 300 years of combined industry experience. Forty percent of their business is derived from cross-divisional activity – and they see lots of opportunity for sales growth.



*A cast iron Taco pump dries after being painted following repair work. The Webb Pumps Service Center can paint close to the OEM original color or at the customer's request - in this case, green. Other repair centers typically offer only 2-3 paint color options.*

Nowhere is cross-selling more evident than in the Cranston location, which houses five divisions under one roof. Brian Clark, General Manager of the Commercial & Industrial Pump Division, collaborates closely and daily with colleagues in High Purity Process Components (GM Chris Sears), PVF (GM Ted Brian), Industrial PVF Specialties (Gary Rose), and Water Systems (Jim Paulhus).

### Expertise and Applications

A pump is essentially a motorized component in a piping system that helps move substances\* from one place to another. A straightforward function for a ubiquitous industry need. There's hardly an industrial customer who doesn't need at least one pump in their process.

But pumps are complicated, too. Selecting the right design, size, horsepower, brand and functionality requires specialized expertise. Pulling a pump out of inventory or ordering one randomly doesn't necessarily service the customer's specific application and can be bad for business in the long run.

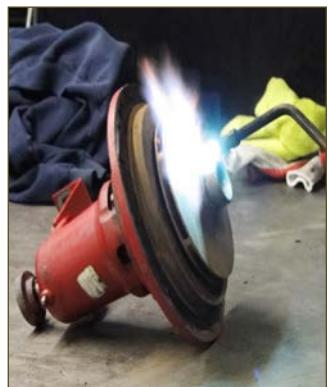
"One pump does not serve all masters," said Ernie Coutermash, Senior Vice President, Industrial Business Development.

So, recite this mantra: Pumps – Call Branch 50 Cranston.

\*e.g., water, waste, brine, glycol, wort, food, liquid chemicals, oil, sludge, slurry, paint, viscous fluid, etc.

**"The market for industrial pumps is always changing and evolving; developing with these progressions leads to tremendous growth potential."**

**– Brian Clark, General Manager, Commercial & Industrial Pump Division**



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## DIVISION DOWNLOAD

### Pumps Cross-selling Tips

When you visit an industrial customer, think Commercial and Industrial Pumps to extend more of Webb's complete offerings:

- Do a deep dive into your industrial and commercial accounts to uncover pump opportunities.
- Ask your customers who services their pumps. Tell them Webb has a certified pump repair shop known for precision and fast turnaround.
- Contact Br. 50 whenever you get a customer pump request or hear of any opportunities.
- A Webb pump specialist from Br. 50 can uncover additional opportunities – turn a one-pump request into a multiple sale, for instance.
- Post-sales support and expertise from Br. 50 can make a onetime customer a longtime customer.



**Before:** Pump awaiting inspection and repair.



**After:** Pristine pump system ready to ship back to customer.

### Sales = Service = Sales

While most of Webb's pump business is sales of new pumps to customers, service and repair is an important offering for servicing and staying connected to customers after the sale. A pump is one of the hardest working components in a piping system. Moving parts need regular maintenance. When a pump malfunctions, it is often much less expensive to repair rather than replace.

Webb's certified pump repair shop can repair and refurbish pumps up to 200hp from any manufacturer – not just the ones we sell. Customers appreciate Webb's ongoing service component, especially the professional pump restoration service from our highly skilled technicians, delivered with amazing precision and speed (read about a happy NYC customer on pg. 3 of August 2016 *Pipeline*, vol. 23).

Impressing customers at every turn keeps customers coming back. For the pumps team, this can start with a repair and turn into an order when a pump can no longer be repaired or the customer is expanding operations.

### Customer settings where pumps are essential:

- Municipal Water Supply and Pumping Stations
- Waste Removal, Treatment, Management
- Food/Beverage Production, including breweries
- Dairy, Farming and Marine industries
- High Purity Processing
- Energy, Oil, Chemical, Petroleum industries
- Manufacturing
- Hospitals and Universities
- Recreation Facilities
- Fire Protection



*Custom-built Booster System*

### Sell More Pumps

For most industrial applications, it starts with PVF and pumps. If you are a customer-facing Webb employee, the Commercial & Industrial Pump Division has a singular message with immediate impact for the company's bottom line: "When you see, think, or hear about a customer's pump needs, call Branch 50."

See the cross-selling tips sidebar, repeat daily "Pumps-Branch 50," and keep this number handy: 866-850-7867.

### Top Brands of Webb Pumps





## Webb Goes Green

### Bedford, MA



(L-R): Jeff and Jim from Elge Plumbing in the Bedford, MA store with Store Manager Marty Cook and Outside Sales Rep Steve Anderson (Methuen, MA)



(L-R): Chantheary Sok (Credit), Sue Brooks (Accts Payable), Marianne Tragakis (Marketing), Therese Rafla (Credit), and Donna Longo (Accts Payable)

### Syracuse, NY



The Syracuse, NY location was packed with customers, including a diehard (foreground) who colored his beard green for the occasion!



Laura Carroll  
(Mailroom)



Nikki LaFountaine (IT) and  
Phyllis Laorenza (Marketing)



Rich Larkin  
(Accounting)

### Trenton, NJ



(L-R): Bob Padderatz, shop manager of Pipe Craft, Inc. in Princeton, NJ., took home the top prize in a random customer drawing at Trenton's St. Patrick Day vendor event. Bob is pictured with Kevin Milroy, Inside Sales, Trenton, NJ.

### Pleasantville, NJ



Showroom Manager Phil Lewis with a couple of contractor customers.



Customer Norman Wilson, owner of Mainland Plumbing and Heating of Northfield, NJ, entertained employees and customers.





## Webb Has Float In Boston's Annual Parade



*Clad in black, Operations Manager Brian Bethel hands out green beads.*



*Webb Driver Dennis Mallet steered the float artfully along the route.*



*Showroom Manager Deb Dumel*

## Showroom Celebrity Sighting

Famous Boston radio personality/DJ and TV host, Billy Costa (in jeans), visited the Frank Webb's Bath Center showroom in South Boston on March 27. The award-winning broadcaster has been a staple in the Hub for more than four decades.



*(L-R): Daniel DeCarvalho, Showroom Sales Associate; Billy Costa; General Manager Tom Blades; Kathryn Schuler, Showroom Sales Associate; Showroom Manager Deb Dumel; and Showroom Sales Associate Doreen Scanlon.*



## Hanging on to 2016

By Jim O'Connor, Operations Manager, Auburn, MA

The story of the history of F.W. Webb is written on the walls of the Auburn location. Office Administrators Carol Leto and Joanne Perry repurposed the 2016 Webb 150<sup>th</sup> anniversary commemorative calendar by framing each month's images and history lessons (plus the cover) and hanging them in the sales office for all to see and read. This display has sparked many conversations with customers, vendors and employees. What a way to honor the awesome company we work for. Thank you Carol and Joanne!

## New SS Product for Semi-Conductor Industry

The Thermoplastic Piping Division has a new line of ultra-high purity process components for the semiconductor, Nano technology, and solar energy industries. The line from Valex Corporation includes ultra-high purity stainless steel tubes, fittings, valves, and manifolds. It is specifically designed to handle gases, like nitrogen and oxygen, in highly sensitive industrial applications.

"This is our first-ever customer offering with a direct relationship with an ultra-high purity manufacturer," said John Dodge, Manager, Thermoplastics Piping Division. "It completes the circle of products we supply the semiconductor and related industries, and will help us service key customers as a one-stop shop."

Customers of ultra-high purity components include contractors, end users, and integrators (aka, OEMs), who build and provide gas cabinets and panels.

Reach the Thermoplastics Piping Division at [plastics@fwwebb.com](mailto:plastics@fwwebb.com) or 800-343-7555.



New Product



New Product

## In-stock Actuated Valves Eliminate DIY

If you have a customer requesting or needing actuated valves, no need to scramble to pull together and assemble the components yourself. The highly skilled Process Controls Division (Br. 63) has what your customers need – fully assembled and ready-to-ship actuated valves with these components and options:

- Apollo 2pc standard port in stainless steel or bronze
- 3/4" – 2" FNPT connections
- Applications up to 250psig steam
- Add-on Limit Switch and Solenoids also available

Let these new specialized valve units take the onus off your branch and satisfy your customers. The Process Controls team also welcomes special requests.

Contact them at 207-873-7741 or [pcdsalesne@fwwebb.com](mailto:pcdsalesne@fwwebb.com).



## Sweet Pipe Dreams

An order by Webb customer, Granite State Plumbing and Heating, for 24" steel in double random lengths, is readied for delivery to Lindt & Sprüngli – manufacturers of delicious Lindt chocolate. The pipe and fittings are for a water chiller project at Lindt's 800,000-sq.-ft. campus in Stratham, NH. This order was handled by Patrick Coutermarsh, Inside Sales, Thermoplastic Piping Division, Methuen, MA.



## What's New ISH?

F.W. Webb was “Deutsch sprechen” (speaking German) at ISH, the world’s largest trade fair for water and energy. At this year’s event (Mar. 14-18) in Frankfurt, Webb was represented by VP of Sales Tom Santer, Heating Sales Manager Michael DelConte, Syracuse (NY) GM Ed Robicheau, and Albany (NY) GM Mike Bifano. WMS Sales, Inc., a manufacturers’ rep company based in Albany, was a trip sponsor.



Syracuse, NY General Manager Ed Robicheau in the TOTO booth at the ISH Trade Fair in Germany.

### Water Innovations

The big buzz at this year’s show from the water side was the “healthy” bathroom concept. Many new products touted hydrotherapy benefits – from treatment of pain and inflammation to improving circulation and reducing stress. In the booths of leading manufacturers, these new products were presented as components of home spas, with inherent privacy and 24/7 convenience.

The newest bathtub in the health-promoting category was unveiled by TOTO. The super-sized, cradle-shaped Flotation Tub is meant to be the ultimate in relaxation by inducing a trance-like state through flotation therapy. Featuring water massage and an adjustable pillow, the Flotation Tub is all the rage since appearing at ISH.

Ushering in what it calls “a new shower era,” Grohe introduced the AquaSymphony – “a wellness zone” where users can select water flow in forms ranging from a delicate mist to an invigorating waterfall. AquaSymphony also incorporates soft colored lights, music and relaxing sounds.

Similarly, Hansgrohe presented a number of new shower products, including the AXOR ShowerPipe 800. This shower has a system of water channels in a purist design that culminates in a new spray type, the gentle “PowderRain.”

In keeping with the home-health trend, Duravit launched the BioTracer Toilet, the first app-controlled toilet that performs urine analysis.

**“Water applications can enrich a health-conscious lifestyle...not just physical fitness but also mental performance and vital energy.”**

– Andreas Dornbracht, CEO of Dornbracht Co.

### Energy Technology

On the “energy” side of the trade fair, connectivity and digital technology were ubiquitous with system efficiency and IoT (Internet of Things) touted extensively by heating and HVAC exhibitors.

Bosch is aggressively diversifying and improving the quality and design of their products. To improve overall combustion efficiency, they are advancing technology and R&D of their boilers, heat exchangers and other smart heating systems. The German manufacturer is also looking at new ways to integrate space heating and domestic water output into a single system.

One of the world’s largest manufacturers of oil, gas, and dual fuel burners worldwide, Riello exhibited its new high-efficiency burner line. The Italian company is focused on maximizing efficiency and BTU output while minimizing emissions. They are developing oil burners with 2-stage modulation to take oil efficiency to new levels.

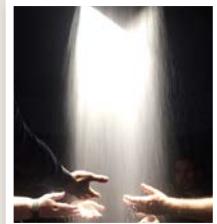
### ISH Data

- Five-day trade fair
- Focused on water and energy
- Held every two years in Germany
- Largest show of its kind
- 200,000+ visitors
- 2482 exhibitors from 61 countries
- 64% of attendees from outside Germany

### New Products



TOTO Flotation Bathtub



Hansgrohe AXOR ShowerPipe 800 with Powder Spray



Riello Oil Burner

Watch for products from both sides of the ISH Trade Fair to arrive on U.S. shores soon!



## Webb Cam



Patriots' fans at Corporate Super Bowl luncheon



Marketing Director  
Alicia Criniti with  
Tom Brady cutout

Still in his rookie season,  
Marketing Manager  
Brent Dumont won the  
meatball cook off! ▶



Hyannis, MA had food galore before the Pats' victory, including a Super Bowl "cookie pie."



Alliance Environmental Group president, Felix Perriello, gets a 'thumbs up' from Pawtucket Red Sox mascot, Paws, at a recent Central Rhode Island Chamber of Commerce business event.

## Upcoming Trade Shows and Webb Customer Events:

### April 20, 2017

– Northern NE Chapter of Association of Physical Plant Administrators, Bates College, Lewiston ME

### April 21, 2017

– PHCC NJ/PA, Atlantic City, NJ

### April 22-23, 2017

– Vermont Home & Garden Show, Champlain Valley Expo, Essex Junction, VT

### April 29 - 30, 2017

– Pioneer Valley Home Show, Three Country Fair, Northampton, MA

### April 29 - 30, 2017

– Lakes Region Home Show, Laconia Ice Arena, Gilford, NH

### May 1, 2017

– Design Builder and Contractor Night, Boston Showroom

### May 18, 2017

– Southern Vermont Customer Appreciation Event, Spartan Arena, Rutland, VT

### May 21-25, 2017

– Eastern Energy Expo, Hershey Convention Center, Hershey, PA

### June 7, 2017

– Malden 4th Annual Product Fair, F.W. Webb, Malden, MA

For additional Trade Shows and Events visit: [fwwebb.com/events](http://fwwebb.com/events).



The  
**Jimmy Fund**

Bedford's annual **Jimmy Fund** **fundraiser** this year, in conjunction with the Red Sox home opener on April 3, netted a total **\$1,290** from employees. The company match brought the donation to **\$2580**.

All contributors were entered into a raffle for a pair of Red Sox tickets.

Congratulations John Checchi,  
Data Management Specialist!



## Lewiston Celebrates Super Bowl with Annual Chili Cook Off

by Lisa Ward, Showroom Sales Associate, Lewiston, ME



On the Friday before Super Bowl 2017, the Lewiston, ME location invited customers to judge the 3<sup>rd</sup> Annual Tailgate Chili Cook Off. Each year, Lewiston employees compete in a blind taste test for bragging rights. Each chili crock is numbered and customers have fun tasting them all and voting for their favorite. This year there were nine contestants and “secret” ingredients included bacon, chicken, cinnamon, and more bacon, along with beans of every color and chili standards like beef and turkey.

Employee competitors were Anthony Caswell, Tim Corcoran, Debbie Dickinson, Joey Langlois, Mike Ridley, Eric Rowley, Steve Theberge, Lisa Ward, and Pete Williamson. The competition was fierce but all agreed there was no bad chili!



For the second year in a row,  
**Eric Rowley,**

*Inside Sales*, won the “Winner” title with ingredients that included organic beef and bacon. He refused to give up his secret ingredient, however.

Strategies for next year’s competition are already simmering.



## New Oakland Location

Oakland, ME Store Manager Shane Kibler was a gracious host when *Pipeline* made an unexpected visit to his location this winter. The new signage stood out nicely against the snow cover, the neat warehouse teemed with inventory, and the future home of the Frank Webb's Bath Center beckoned with promise. *Thanks for the tour, Shane!*



## SHOUT OUT

**Jeff Eames**, Inside Sales, Albany NY (Br. 19) and the Albany team were winners in January of a Disc Trap (DT) Sales Conversion Promotion from Armstrong International. Jeff and the team converted a customer using more than 700 steam traps to Armstrong. As a result, Albany was entered into and won a drawing for a \$150 VISA gift card. Congratulations Jeff and the entire Albany team! Hope you had a great pizza party or similar enjoyment!



## Waterford Super Bowl Event Popular with Customers

by Justin Bednarz, General Manager, Waterford, CT



The 5<sup>th</sup> annual pre-Super Bowl Chili Cook Off at the Waterford, CT branch attracted an enthusiastic crowd again this year. The event featured a cookout at the counter, along with a best chili in Eastern Connecticut competition with employees, vendors and customers all competing for the Grand prize – a 55" Smart TV!

Also at the event, vendors representing their products included: Bradford White, Rinnai, American Standard, TOTO, Armstrong, Moen, Field Controls, and Beckett. Our PurePro TRIO boiler line was there as well, along with our Propane Gas Equipment Division.

Rich Harvey (Gas Product Manager), Brian Domanico (Inside Sales), Shawn Somma, and Jennifer Hutchinson (both Outside Sales) attended to show customers our Gas capabilities, including products and the support teams backing them. The intent was to develop customer awareness for Webb's Gas product offerings and services.

Twenty-six chilies were entered into the competition, with just one winner in the end. The 2017 Grand Prize went to Dan Terry of Dan Terry Plumbing. Second place was Webb's Jennifer Hutchinson and Third to customer Dan Epstein from DT Tile.



*Customer Dan Terry (left) of Dan Terry Plumbing, New London, CT, poses with his winning chili pot, his son Ryan, and the Grand Prize!*



*Waterford customers listen eagerly as the cook-off votes are counted.*

Photos by Dan Rondeau, Outside Sales, Waterford, CT

## Syracuse Bleeds Orange



The Madness of March was in full force as GM Ed Robicheau and his team dressed in their finest Syracuse gear in an effort to will the Orange to victory in this year's ACC tournament. Unfortunately 'Cuse came up short in the first round of the Atlantic Coast Conference when the Miami Hurricanes burst their NCAA tournament bubble at Madison Square Garden. Win or lose, Branch 49 will always "bleed orange!"



## Webb Wellness: Achieving a Healthier Lifestyle

by Stefanie Harrison, Benefits Manager, Bedford, MA

### Healthy Recipe Contest

We are wrapping up our wellness topic “Nutrition” with a Healthy Recipe Contest. Submit your favorite healthy recipe to [WebbWellness@fwwebb.com](mailto:WebbWellness@fwwebb.com) by Tuesday, April 11, 2017 and you will be entered into a raffle for a Fitbit Charge 2. All recipes will be published on our Wellness intranet site with one or two featured in the next *Pipeline* issue at the end of June.



### Cigna Coach and Mobile App

Looking ahead, we will be concentrating on Fitness & Exercise in the second quarter of 2017. Watch for fun articles and activities emphasizing the importance of an active lifestyle to help you get out and off the couch this spring. [The Coach by Cigna](#) and [My Cigna Mobile App](#) are fantastic tools to help you track progress and keep you motivated.

### More on the Wellness Front

You should notice all wellness-related email announcements now coming from the email address: [WebbWellness@fwwebb.com](mailto:WebbWellness@fwwebb.com). This should make it easier to identify new and exciting initiatives.

In addition, with this article and shown on this page, we are introducing our new Webb Wellness Logo.

### Working Advantage

With the weather surely getting better each day, here's a reminder to all about our Working Advantage benefit. It offers Webb employees discounted tickets for attractions and events all over the country, so take advantage of the opportunity to enjoy recreational activities in the upcoming warmer weather. The website is [workingadvantage.com](http://workingadvantage.com). If you haven't registered yet, use company ID: fwwebb.

*If you have any questions, don't hesitate to email me at [stefanie@fwwebb.com](mailto:stefanie@fwwebb.com) or call.*

*'Til next time, stay well!*



Enter the  
**Webb Wellness  
Healthy Recipe  
Contest**

and be entered  
into a raffle to win a  
**Fitbit Charge 2.**

Submit your favorite  
healthy recipe to  
[WebbWellness@fwwebb.com](mailto:WebbWellness@fwwebb.com)  
by April 11, 2017 to enter.

  
**Webb Wellness**  
Achieving a healthier lifestyle.



*Brogan (in blue) with his Canadian host family*

## Webb's Pee-Wee Hockey Dad

by Brent Dumont, Marketing Dept., Bedford, MA

Sports has always brought people together in a variety of ways and this story of Doug Shea and his son's unique winter vacation certainly speaks to that.

Doug is an Industrial Sales leader in the Pleasantville, NJ branch and also the proud father of hockey-loving son, 13-year-old Brogan. Doug has been playing hockey since the age of 4 and passed his love for the game onto his son, who also took it up at 4.

Last year, Brogan was given the opportunity to try out for a spot in the exclusive Quebec International Pee-Wee Hockey Tournament. He was one of 18 players chosen to play for the "Philadelphia Flyers" out of a field of 190 kids, a tremendous accomplishment.

After learning he made the team, Brogan was assigned a "billet" or host family for his two-week stay in Quebec. He spoke to them via phone and Skype leading up to his pre-tournament arrival in Feb. 2017. This host family speaks only French, except when they have English-speaking hockey players once a year. The common hockey bond bridges any language barrier, however. Doug and his wife Mary Kay ventured up north for the tournament as well, catching all the games and some of Brogan's occasional free time.

Brogan, a forward, played six games over ten days. His team went .500 with three wins and three losses, a solid showing. As if playing with and against his peers from all over the world wasn't exciting enough, his team was actually coached by two former Philadelphia Flyers: Bob "The Hound" Kelly and Simon Gagne. And, although Brogan didn't relish wearing the orange and black of his Bruins' rivals, it was worth it to be part of such a special event.

We don't know where Brogan's hockey career will take him next but he already has memories for a lifetime, and whatever lies ahead for him, his proud mother and father will remain his biggest fans.



*Doug, Brogan and Mary Kay Shea*

### Quebec International Pee-Wee Hockey Tournament

Around for nearly 50 years, the tournament is played during the annual Quebec Winter Carnival, a spectacular event that draws a half-million people. Former and current professional hockey players have laced up for the tournament over the years, like Brad Park, Guy Lafleur, Gretzky and Howe brothers, Mario Lemieux, Patrick Roy, and Steven Stamkos. Others, like Jean Bélieau, Maurice Richard and Gordie Howe, have attended as spectators.





## Webb Spotlight

### Carol Rosinski



#### Webb Vitals

**How long at F.W. Webb:**  
11 years

**Role at F.W. Webb:**  
Graphic Designer

**F.W. Webb location:**  
Bedford, MA,  
Corporate Office



**TOYS FOR TOTS**

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

Designing the 150th logo and having it appear on the Green Monster in Fenway Park. What a privilege to be able to design something that was showcased on the Wall in the most beloved ballpark in the country. Definitely the highlight of my career! Thank you, F.W. Webb!

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

I'd like to have dinner with my parents. Dad was a great conversationalist and Mom a great cook. They were quite a pair.

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

I'd love to go to Austria and stand on the mountain where Julie Andrews sang in "The Sound of Music." It's my absolute favorite musical. The mountains there are like no other. Definitely a bucket-list item!

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

I like to spend time with my other half and my kids (who are now grown). Reading. Painting. Going to concerts. Antiquing. Cooking on weekends. Being outdoors as much as possible from April through October.

#### I can't go a day without:

My Dunkin' Donuts half-decaf iced coffee – even in winter!

## Toys for Tots Award

F.W. Webb was recognized with a "Commander's Award" from the Marine Corps Reserve for the huge donation of bicycles and toys collected during the West Bath, ME "12 Days of Christmas" event, the brainchild of Store Manager Mike Blagdon. Congrats to Mike and his team for doing good, getting recognized, and making the entire company proud! (See Feb. 2017 *Pipeline*, pg. 6 for more on the event and donation.)

## Impromptu Visit to Springfield MA Counter



Springfield counter crew is happy to see Pipeline during a surprise visit in March.  
(L-R): Joe Misterka, Brandon Spence, and Scott Monette



"He ain't heavy,  
he's my brother."  
Brandon Spence  
does the heavy lifting  
with his counter  
bro, Scott Monette.



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

- **William Barnet** – Inside Sales, Bangor, ME
- **Lisa Belanger** – General Clerk, Canton, MA
- **Shauna Bodwell** – Warehouse, Exeter, NH
- **Daren Bosteels** – Counter, Seabrook, NH
- **Stephanie Boucher** – Temporary Showroom Project Manager, Bedford, MA
- **Mollie Bowse** – Showroom Sales Representative, Auburn, MA
- **Colette Camberis** – Sales Manager Showroom, Concord, NH
- **Wendi Comeau** – Showroom Sales Representative, Methuen, MA
- **Patricia Cunningham** – Receptionist, Portland, ME
- **Brendon Daly** – Warehouse, Lowell, MA
- **Michael Ene** – Programmer, Bedford, MA
- **Marcus Febres** – Warehouse, Bedford, MA
- **Michael Fedorenko** – CAD Designer, Warwick, RI
- **James Fowler Jr.** – Driver, Methuen, MA
- **Austin Gagnon** – Warehouse, Dover, NH
- **William Gannon** – Counter, Woburn, MA
- **Thomas Grantz** – Warehouse, Boston, MA
- **Curtis Hayes** – Counter, Brockton, MA
- **Timothy Hoyt** – Warehouse, Malden, MA
- **Kyle King** – Warehouse, Rutland, VT
- **Benjamin Kuol** – Warehouse, Concord, NH
- **Joseph Liljegren** – Environmental Scientist, Warwick, RI
- **Barbara Lucey** – Showroom Sales Representative, Bedford, MA
- **Joshua Luper** – Inside Sales, Lewiston, ME
- **Jeffrey McGee** – Inside Sales, Rutland, VT
- **Cody Meinville** – Selector, Cranston, RI
- **David Meschke** – Inside Sales, Auburn, MA
- **Stephen Murphy** – Driver, Auburn, MA
- **Julio Oyola** – Warehouse, Hartford, CT
- **Mathew Pucino** – Warehouse, Canton, MA
- **Cathryn Ready** – Warehouse, Hyannis, MA
- **Jalen Redding** – Warehouse, Hartford, CT
- **Dean Reed** – Counter, Warwick, RI
- **Kyle Ridley** – Inside Sales, Portland, ME
- **Aaron Robinson** – Driver, Ellsworth, ME
- **Michael Shedd** – Counter, Methuen, MA
- **Mikko Tagole** – Warehouse, Pittsfield, MA
- **James Welsh** – Outside Sales, Malden, MA
- **James Williamson** – Warehouse, Hyannis, MA

## New Operations Manager



**Timothy Desmarais** has been hired as the new *Operations Manager* of the Fire Protection & Fabrication Division in Canton, MA. Tim will be involved in the day-to-day operations of the 50,000-sq.-ft., state-of-the-art facility for fire protection products, service, and custom pipe fabrication. He has more than 10 years of experience from Lowe's Home Centers, eight in management, and says he looks forward to increasing Webb's market share in the very important fire protection industry. Tim is a self-described sports junkie and enthusiast, whether it is playing or watching sports of any kind; he "eats, sleeps and breathes sports." As a member of the American Poolplayers Association, he's perfecting his 9-Ball game, so we're going out on a pool-stick limb and dubbing him a pool shark, too!



**F.W. WEBB COMPANY**  
Fire Protection & Fabrication Division

## F. W. WEBB CELEBRITY LOOK-ALIKE



**John Checchi**  
Data Management Specialist  
F.W. Webb Company



**Jimmy Garoppolo**  
#10 Quarterback  
New England Patriots

Submitted by: Brent Dumont, Marketing Manager – Bedford, MA

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

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

## People On The Move



With solid sales leadership and technical experience, **Rich Boynton** is the new *Director of HVAC/R*. Previously GM in Hyannis, MA, Rich now oversees regional growth of heating, AC, mini splits, VRV (Variable Refrigerant Volume) systems, and commercial refrigeration. Starting in Inside Sales, Rich has been with F.W. Webb for a total of 25 years, mostly in eastern Mass. Outside of his extensive Webb resume, Rich once established an HVAC division for a P&H company in his hometown of Raynham, MA. As a teenager, Rich was encouraged by his grandfather to pursue a career in HVAC, and he did by first earning an Associate's in HVAC Technology from Massasoit Community College. Rich is licensed as a Mass. oil burner technician, EPA-certified technician, and NATE-certified technician. Golf and running are two activities he enjoys outside of work.



**Ken Powell** has become the *Industrial Market Manager* at F.W. Webb. Ken's combined company, industry and military experience is helping him position Webb industrial teams for success. His key responsibilities are industrial business development and customer support. Since 2007, Ken has worked at various NY locations as an Inside Sales rep, Inside Sales Supervisor, Power and Energy Specialist, and most recently, Industrial Sales Leader. Prior to Webb, he was a territory manager for Ridge Tool Co. Ken served in the U.S. Marine Corps and is a Marine Corps League color guard and Rifle and Pistol Team member. Ken enjoys hiking, biking, skiing and golf, and is finishing course work for a Bachelor's degree in Business.



**Mike Nachajski** is returning to his original Webb home in Lebanon, NH as the location's second *Operations Manager*. He was most recently the Store Manager in Springfield, VT but started his career in Lebanon in 2007 in the CIP program and later moved to Outside Sales. Mike's years of experience, familiarity with the area, and industry knowledge

will be great assets to him as OM – and it will be sweet having him onboard (see "Sweet Hobby" sidebar to understand why!). A longtime volunteer firefighter and EMT with the Walpole, NH Fire Department, Mike holds a Bachelor of Science degree in Environmental Planning from Plymouth State University. He and his wife are raising two young sons.

## Going-away Gift



**Rich Boynton** may have left his post on Cape Cod as GM of Hyannis, MA but he'll never forget from whence he came. The new HVAC/R Director received a phenomenal wood carving of the Cape and surrounding waters and islands at his send-off party. Hyannis OM **Matt Lyons** (left) had the honor of presenting the artistic gift to Rich on behalf of the entire Hyannis team.

## Sweet Hobby

The new OM in Lebanon, NH – **Mike Nachajski** – is part of a unique side of Webb's business. Mike helps run the family maple sugaring operation on the weekends. What was once a full-time profession for his wife's grandfather, the sugaring business has become a highpoint of life for Mike's relatives and friends. The sugar house itself is a rallying point: "In early March, if there's steam rising from the thatched roof, a crowd of friends and family are likely inside enjoying samples of syrup and catching up with each other," Mike said. Lucky for him, Webb is known as the "The Maple Piping People," so he's both a valued employee and a valued customer of the niche maple sugar business.





## April & May 2017

### Work Anniversaries

#### 5 Years

Carl Avery  
Warwick RI  
  
Linda Brigida  
Hyannis MA  
  
Paul Bruno  
Woburn MA  
  
Krystal Christensen  
Brockton MA  
  
Jacob Grant  
Bangor ME  
  
Leonid Kachur  
Waterford CT  
  
Walter Kalisz  
Concord NH  
  
Jeff Kilbourn  
Lebanon NH  
  
Damon King  
Manchester NH  
  
Thomas Knipp  
Elmwood Park NJ  
  
Tim Largay Jr  
Bangor ME  
  
Laura Lebedew  
Plymouth MA  
  
Doug Lobao  
Needham MA  
  
Toby Longe  
Williston VT  
  
Kim Lyons  
Needham MA  
  
Paul Mercready  
Manasquan NJ  
  
Melissa Morgan  
Ballston Spa NY  
  
Hien Nguyen  
Canton MA  
  
John O'Brien  
Methuen MA  
  
Carolyn Ochoa  
Needham MA

#### Charles Osborne III Portland ME

Edwin Rodriguez  
Methuen MA

James Rogers  
Winslow ME

Howard Schneider  
Manasquan NJ

Chris Sedensky  
Dedham MA

Jolaine Seguin  
Needham MA

James Shramek  
Warwick RI

Jeff Solana  
Canton MA

Chris Souza  
Falmouth MA

Mike Yurkevicz  
Northampton MA

#### 10 Years

Chris Cartier  
Dover NH

Ryan Drouin  
Dover NH

William Gonzalez  
Hartford CT

Linda Hamilton  
Bellingham MA

Thomas Kowalczyk  
Hartford CT

Thomas Levesque  
Bellingham MA

Rich Marciniszyn  
Malden MA

Robert McKeon  
Bennington VT

Stephen Osborne  
Bangor ME

Denise Richard  
Canton MA

Eric Roberts  
Fitchburg MA

Frank Sibilia  
Cranston RI

Sean Snyder  
Springfield VT

Cathy Votto  
Salem MA

Robert Westbrook  
New Haven CT

#### 15 Years

Norm Marcotte  
Amherst NH

Dwayne Sanger  
Dover NH

Victor Soto  
Portland ME

#### 20 Years

Bob Eichel  
Lowell MA

Ron Melvin  
Amherst NH

Charles Osborne  
Bangor ME

John Pelich  
Methuen MA

#### 25 Years

Peter Delude  
Hyannis MA

#### 30 Years

Mark Favreau  
Amherst NH

Doug Goolsby  
Gloucester MA

#### 40 Years

Maximino Fernandez  
Boston MA

## Births

- Sawyer Garrow** born on Jan 20, 2017.

Son of Scott Garrow, Williston VT



- Paxton Jones** born on Feb 28, 2017.

Son of Derek Jones, Augusta ME

- Mia Macy** born on Feb 13, 2017.

Daughter of Layla Macy, Brockton MA

## Promotions

- Shawn Buck** – Outside Sales to Commercial HVAC Sales Manager, Augusta ME

- Mark Caulfield** – Shipper to Inventory Control Clerk, Amherst NH

- Grace DeSantis** – Office Manager to Inside Sales Supervisor, North Brunswick NJ

- Ryan Desjeunes** – Counter to Inside Sales, New Bedford MA

- Chris Dirienzo** – Counter to Warehouse Supervisor, Londonderry NH

- Jacob Guild** – Warehouse to Call Center Agent, Amherst NH

- Jeremy MacCallum** – Warehouse to Second Shift Supervisor, Methuen MA

- Dawn Noren** – Office Administrator to Office Manager, Rutland VT

- Alex Steenbergen** – Warehouse to Counter, Concord NH

- Kyle Viera** – Warehouse to Counter, New Bedford MA

## Retirees

- David Adams**, Warwick RI after 17 years

- James Beal**, Concord NH after 11 years

- Terry Cota**, St. Johnsbury VT after 23 years

- Lloyd Radley**, Albany NY after 18 years

- Larry Thiel**, Trenton NJ after 1 year

**Hot off the presses!** Your Pipeline newsletter is moving to a quarterly publication schedule. Keep your eye out for the Summer 2017 edition to be published at the end of June.

As always, employee contributions – news, articles, photos, fun tidbits, etc. – are welcome at [pipeline@fwwebb.com](mailto:pipeline@fwwebb.com). Current and archived issues are posted on the Company intranet.