

Pipeline

THE F.W. WEBB EMPLOYEE NEWSLETTER

CELEBRATING
150 YEARS
1866 • 2016

Volume 23 – August 2016

Cementing New Jersey on the Company Map



This past June, F.W. Webb welcomed Lincoln Supply in Trenton, NJ, continuing the company's expansion into the Garden State. Marking our fourth location in New Jersey, the acquisition of Lincoln Supply allows F.W. Webb to serve the needs of customers in Bucks County, NJ and Southeastern Pennsylvania, including the greater Philly area.

True to Lincoln Supply's roots, the Trenton location will remain a one-stop resource for the area's industrial and institutional professionals and commercial and mechanical contractors. With a complete line of industrial PVF and supporting products and services, Trenton customers will continue receiving counter service, pipe fabrication, and assistance with the government procurement process.

The original Lincoln Supply team, fortified by F.W. Webb associates, has been working hard since the acquisition to build up product inventory levels and introduce the services and expertise for which F.W. Webb is known throughout New England and New York.

Go south, Webb brand, go south

F.W. Webb's expansion into New Jersey began in 2013 with the acquisition of Bergen Industrial in Elmwood Park. It continued in 2015 with the purchase of Grant Supply's two locations, in North Brunswick and Pleasantville. Like Lincoln Supply, Bergen is focused in the industrial and commercial space while Grant locations primarily serve residential and commercial contractors.



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

THE SCOOP

By Bob Mucciarone



I think it's important for me to take some time (and extra column space) to explain the change we are going to make to the Health Insurance Plan.

For some time we had been suspicious that BC/BS was not passing on to Webb

all the rebates and discounts available in the pharmacy portion of our plan, which is handled by Express Scripts. Despite our repeated requests, they assured us and our agent that we were receiving all rebates and discounts available.

About five months ago, based on conversations with others and based on independent industry reading, we became even more suspicious and pressed harder for answers on the issue. In the midst of our inspection of their practices, they erroneously sent us a document that confirmed our fears. They absolutely were not passing on all rebates and discounts. BC/BS was pocketing them!

Our job as we manage the Health Insurance Plan is to provide the best available healthcare access to all employees at the most reasonable costs. BC/BS lied to our agent and to us. In 2015-2016, it appears Webb – and you – will be overcharged about \$800,000. You, because when you use a pharmacy you are not getting the benefit of the discounts and rebates to which you are rightfully entitled.

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Did You Know?

The Pope family has owned F.W. Webb for 83 years.



Who's Top Dog?
See Page 11

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New Jersey Expansion

With four locations in New Jersey now, efforts are underway to formally rebrand each as "F.W. Webb," rather than Bergen, Grant and Lincoln Supply.

This is part of a focused effort to build the F.W. Webb brand name in this new part of our territory as well as consistently throughout the Northeast going forward.



Over time our rebranding efforts and customer outreach programs, promotions and activities will reinforce the F.W. Webb brand with our New Jersey and Pennsylvania customers and equate it with vast selection of quality products, in-depth expertise and know-how, and excellent customer service.

We welcome our new colleagues from Lincoln Supply! See below for a list of their names and new roles, and meet the new Store Manager.

Welcome Trenton, NJ Employees

- **Piotr "Peter" Bartosz** – Inside Sales
- **Nicholas Eberle** – Machine Operator
- **Jeffrey Hawthorne** – Inventory Control Clerk
- **John Lengenfelder** – Counter
- **James Martin** – Outside Sales
- **Edward Milroy** – Driver
- **Kevin Milroy** – Inside Sales
- **Theresa Poore** – General Clerk
- **Ronald Sabec** – Warehouse
- **Stephen Scarafile** – Counter
- **Boyd Thiel** – Inside Sales
- **Lawrence Thiel** – Inside Sales
- **Richard Thiel** – Inside Sales

Ian Clark Tapped as Inaugural Store Manager in Trenton



Ian Clark, a native of Evans Mills, NY, has been promoted to *Store Manager* of the new Trenton, NJ location. Ian joined the CIP program in 2014 in Syracuse and is now focused on re-establishing Trenton as a premier distributor of industrial and institutional products and supplies in the local market.

Ian holds a Bachelor's degree in Business Economics from SUNY Cortland. He was also an assistant wrestling coach at SUNY Oswego.

"The team in Trenton is well experienced and knows what it takes to operate at full capacity. With the aid of the team in Elmwood Park, including Jeff Cortland (GM) and Thomas Knipp (OM), we intend to be a major contributor to the New Jersey profit center fairly quickly"

– Ian Clark
Store Manager, Trenton, NJ

THE SCOOP

By Bob Mucciarone

Continued from page 1

As a result of us discovering what BC/BS is doing, we marketed the whole plan (not just the pharmacy benefit) to new providers.

We reviewed many options and decided on these new providers: We are moving to the Cigna Health Care network for medical care and the Maxor Network for the pharmacy portion. While we are aware some of you may be alarmed by the change, I promise we will do our best to make the change as transparent and smooth as possible.

In the spirit of full disclosure, the Health Insurance plan costs approximately \$32,000,000. Employees contribute about 9% or \$2,800,000 with a net cost to Webb of about \$29,200,000. We have always strived to keep employee contributions lower than the average of 25%, by keeping our costs and plan design in check.

The switch to Cigna and Maxor will save Webb and our employees a total of approximately \$1,400,000 in 2016-2017, allowing us to keep the health plan benefits and employee costs at current levels. These savings are significant in a footprint of the Patient Protection and Affordable Care Act, otherwise known as Obamacare, and the significantly rising medical costs fueled by it.

The healthcare arena is constantly changing and the pharmacy portion is riddled with ways to be cheated. As a result, we have convinced our agent to pick up the cost for an independent audit of all pharmacy costs; this includes ongoing auditing and monitoring of these costs to provide transparency for Webb and our employees.

BC/BS was not honest and upfront with Webb and as a result they scooped discounts and rebates that should have been Webb's and yours. They deserve to lose our business, and you deserve better.





Pumps Repair Workshop, Cranston, RI

Benefits Update: Open Enrollment

By Stefanie Harrison, Benefits Manager, Bedford, MA



It's hard to believe but our next annual open enrollment for medical, dental and life insurance benefits is just around the corner. The Annual Open Enrollment period gives eligible employees an opportunity to enroll in benefits, decline coverage, or add/remove eligible dependents. All changes will be effective October 1, 2016.

As referenced in Bob's column in this issue of *Pipeline*, we have decided to leave Blue Cross Blue Shield and move our medical insurance plan to Cigna and the prescription drug plan to Maxor. We will be sharing more details about this move in the coming weeks. Watch for an announcement and open enrollment mailings later this month.

If you have any questions, contact:
hrdept@fwwebb.com.

Please remember that all spousal exam verifications are due before October 1.

Pump Repair Services Impress NYC Customer

After F.W. Webb helped a NYC contractor with a design for two commercial hot water systems to service 100 apartments, an unexpected critical need emerged. The design included four 10hp high-efficiency motors from the Commercial & Industrial Pumps Division, which were required to drive four existing Goulds 3656 series pumps.

When the contractor's plumber called to report "the motors did not fit," our Pumps Division quickly determined the motors were spec'd correctly but the existing Goulds pumps needed servicing. The contractor sought out pump repair services in the city and came back to Webb after receiving bids that were unappealingly high.

To minimize service disruption at the apartment complex, the Pumps Division suggested the contractor pull out two pumps at a time and send them to the Webb Pumps Repair Service location in Cranston, RI, where they would be rebuilt and returned quickly. Making two trips, the contractor decided to bring the pumps in pairs to Cranston in person.

Each set of pumps was restored and back on the road to NY both times in just two hours! The contractor appreciated these efforts and said F.W. Webb had exceeded his expectations.

If you have a customer who needs pump repairs of any kind, reach out to our exceptional Commercial & Industrial Pumps Division at 866-850-7867.

Look for an email announcement on Monday, August 8 for a new employee payroll system.

Legacy of Leadership Corner

Ancestor #5: Roger Pope



Roger Pope
(1899-1961)

Rising from the Ashes

At the height of the Great Depression in 1933, F.W. Webb Manufacturing Co. was floundering badly. The dour economic conditions had hit the company hard. It was during this great turmoil that the fate of F.W. Webb took a positive turn when Master Plumber Roger Pope walked into the Elm Street headquarters in Boston to pick up materials for his Swampscott contracting business.

John Raftery, the company clerk, knew Roger was thinking of expanding into wholesale and asked him if he would be interested in buying Webb, which was under the leadership of Herbert Thorndike at the time. Roger was, and the company averted extinction.

It was 83 years ago when Roger and four other men purchased the F.W. Webb Manufacturing Co. Around the time of its purchase, the decision was made to move headquarters from Elm St. to Columbus Ave. in Roxbury. It was also decided by the new management to keep the name F.W. Webb Manufacturing Co., however they later changed it to F.W. Webb Companies (aka: WEBCO). Roger served as treasurer for many years and was named president in 1952.

Personal Side

Roger Wells Pope was born on February 1, 1899 in Swampscott, Mass., son of James Pope and Anna Wells. During World War I, he served as a pilot. Thankfully, Roger survived to graduate from Dartmouth College with a Bachelor of Science in 1920.



Roger & Marjorie at Eleo's wedding in 1953

Upon graduating, he found work in a box factory in Lowell, Mass. but quit after noticing everyone working there seemed to be missing fingers! So, Roger went to work for his father, a tinsmith turned plumber.

James Pope had moved to Swampscott from Wells, Maine. In his new home, he began working with Plumbing Contractor Thomas Philbrick. Later, the two men became partners in Philbrick & Pope. In 1921, Roger joined his

father as an apprentice and later took over the business. Communication between father and son was in the true Yankee mode: there wasn't much of it. Roger discovered he had been made a partner of Philbrick & Pope when he saw an ad in the telephone book featuring his name.

Roger Pope could trace his New England ancestry to a time before the American Revolution, when early members of the Pope family settled in Dartmouth, MA and then in Wells, Maine. He married Marjorie Hart and had three children: Louise, Eleo and John.

Moving the Business Forward

Roger Pope was an astute businessman and well-respected industry leader. He worked hard to restore and grow the business as the country was lifting itself out of the Great Depression. Actively involved with his peers, Roger served as President of the Plumbing & Heating Wholesalers of New England, as well as Education Committee Chairman of the American Institute of Supply Association. Roger was also active with the Boston Chamber of Commerce, Community Chest, and Heart Fund.



Philbrick & Pope, Swampscott, Mass.

Under Roger's 28-year watch, sales grew from \$222,000 to \$5 million and several new locations opened, including Salem, Fitchburg, Pittsfield, Hyannis, and Nashua. He championed these principles: good service, good products and fair prices.

At the height of his successful career as owner of F.W. Webb Companies, he suffered a fatal heart attack while on a business trip in San Francisco with his best friend John Douglas in 1961. Roger's sudden death at age 62 sent shock waves through the company. His son John, who had joined the company in 1956, had to step in and was named president.

Roger Pope took a chance in purchasing the company during the Great Depression, but he was clearly an entrepreneur with an eye on the future. The company was well positioned for the New Deal era and the growth and prosperity that eventually followed. Thanks to his willingness to invest in a company hit hard by the times, F.W. Webb was able to recover from the Great Depression and never look back.

Next issue: John Pope

The Places We've Called Home

By Phyllis Laorenza, Marketing Department, Bedford, MA

In late 1932, as Roger Pope was about to purchase the F.W. Webb Manufacturing Co. from Herbert Thorndike and other investors, the 66-year-old company relocated from its original headquarters on Elm St. in downtown Boston to property it was leasing at 1544 Columbus Ave. in nearby Roxbury.



Roxbury building today

Brief History of the Roxbury Headquarters

Under the leadership of Herbert Thorndike, F.W. Webb Manufacturing Co. began leasing the Columbus Ave. building around 1925. From 1929-1932, the company made many improvements and also leased two additional buildings near it in anticipation of moving headquarters from 50-60 Elm St. in Boston. This move occurred in the last quarter of 1932. The Roxbury location featured a counter, showroom and office space. In 1945, Roger Pope purchased the building and three years later built a 15,000-sq-ft warehouse addition. The company moved out in 1968. ■

It was in Roxbury, in early 1933, where Roger Pope began breathing new life into the company after the scourge of the Great Depression, and where he spent his entire 28-year Webb career. He dropped “manufacturing” from the company’s name, substantially increased sales, purchased the building, and added an addition to handle the uptick in business. It was also in Roxbury where John Pope took over the company in 1961 after the sudden and unexpected death of his father.

Unlike the Elm Street location, the Roxbury facility is still intact and enjoying new life with echoes of F.W. Webb ever present. Through a recent renovation, the new owners and the project developers took great care to preserve the building with deference to its Webb history.

Sporting a new addition, our former headquarters in Roxbury has been rehabbed into a 37-unit, mixed-income apartment complex. Modern offices have replaced our counter store on the 1st floor, once busily servicing area contractors. In a full-circle turn of fate, present-day F.W. Webb supplied products for the project (see sidebar).

Now called Jackson Commons, the project included the restoration of the historic painted F.W. Webb signage on the front of the three-story brick building. Other historical design features include the re-creation of the door and window patterns from the building’s original facade. The project is in the running for both a Massachusetts Historical Preservation Award and the Multifamily Executive Award.

Second in a Series of Four



Original facade (left) and warehouse addition (right), 1950s



Roxbury counter, 1939



New office space where counter used to be, 2016

F.W. Webb Déjà Vu

These products sold by F.W. Webb went into our old headquarters!

- TOTO and Niagara Toilets
- Elkay Kitchen Sinks
- Elkay and Moen Faucets
- Charlotte PVC Pipe & Fittings
- Soil Pipe
- Commercial Water Heaters
- B&G Circulators
- PurePro Supplies

Customer: Keith Regan, K. Regan Mechanical, Chelmsford, MA

Webb Account Manager: Tom Moore, Outside Sales, Methuen, MA

Upcoming Trade Shows and Events:

August 10-11:

- **Northeast Propane Show**
Holiday Inn, Boxborough, MA

August 24:

- **Big Show**
F.W. Webb Company, Hartford, CT

September 1:

- **F.W. Webb NH Heating Expo**
Fireside Inn, Lebanon, NH

September 9:

- **Annual Clambake & Vendor Expo**
RI NWPCA, Twelve Acres, Smithfield, RI

September 14-16:

- **Maine WEA Fall Conference**
Sugarloaf Resort, Carrabassett Valley, ME

September 20:

- **MA WPCA Annual Trade Show**
Wachusett Mountain, Princeton, MA

September 20-22:

- **Comfortech Conference**
Penn. Convention Center, Philadelphia

September 24-25:

- **Race Weekend**
NH Motor Speedway, Loudon, NH

October 5:

- **International Society of Pharmaceutical Engineering (ISPE) - Boston Chapter**
Gillette Stadium, Foxboro, MA

One-day Training from Modine

Who: Customers and employees

Where: Woburn, MA Location

Date: Wednesday, September 7, 2016

Classes/Time:

- Basics of Make-Up Air, 11:00 a.m. – noon
- Gas-fired Heating for Commercial Class, 1:30-2:30 p.m.
- Sizing Water Source Heat Pumps, 3:00-4:00 p.m.

What's included: Equipment, training and lunch

For more info: 781-933-1804



Initial Work Begins on New CD

Construction crews are doing ground preparatory work at the future site of new 1M-sq-ft CD in Londonderry, NH. Heavy equipment is being used to smooth the terrain by removing blasted granite, leveling hills, and moving dirt into dips and gaps. On this new uniform space, our new massive CD will rise over the next year or so. An official groundbreaking ceremony will take place later this month.

The October issue of Pipeline will report on the ceremony and have more details on the new facility. Stay tuned!



Exeter, NH Expanding

The F.W. Webb location in Exeter, NH is getting a big makeover. The remodeled 21,000-sq-ft facility will triple the size of the open-concept store, while doubling the size of both the warehouse and showroom. “We are expanding to grow our inventory and physical space to better accommodate customer needs,”

said Store Manager Nick Clark. “We'll be offering more products from our current HVAC, LP and Plumbing lines, with plans to add Refrigeration, Water Works and Industrial products.”

Meantime, customers are undeterred. “Daily business, surprisingly, hasn't been disrupted. If anything, business has been impacted in a positive way as customers are excited at what they are seeing and really looking forward to completion. They almost feel like they are part of something bigger,” Nick said.

The project is slated to be completed this November.

the WHOLESALE

News of Plumbing, Heating, Cooling and Industrial PVF

150 YEARS OF DISTINCTION



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Another Cover Story in the Works!

Supply House Times Editor Mike Miazga (left) spent two days at F.W. Webb in mid-July, interviewing executives and management and touring a few locations. Mike was here to gather information for a cover story featuring F.W. Webb in the October 2016 issue. Mike is pictured here with Boston GM Tom Blades in the pipe yard of the Boston location.

In honor of our 150th anniversary, the Wholesaler magazine featured F.W. Webb on its cover and ran an in-depth question-and-answer piece in the magazine's July 2016 issue – the annual "Wholesaling 100" issue.



Bruce Jordan Turns 80!

On July 7, 2016, South Portland, ME employees came together to celebrate Industrial Inside Salesman Bruce Jordan as he turned 80 years young. He was surprised with a fully decorated cubicle, birthday bling, breakfast pizzas, and cupcakes. A well-deserved celebration for a beloved employee.

Bruce joined F.W. Webb in 1998 when the company acquired W.L. Blake. He had been with Blake since 1961, catering to the Pulp and Paper Industry. Bruce has seen a lot of change in the industry, as there are only a handful of paper mills left in Maine nowadays. Ernie Coutermash says Bruce could write a book with all his knowledge.

Bruce was CD GM Greg Bodlovick's boss at Blake, then their roles switched after the acquisition. They have remained great friends. Many years ago, Bruce used his carpentry skills on Greg's "fixer-upper" home – thus saving the toilet (and anyone sitting on it) from falling through the rotted floor. Having joined Blake right out of high school, Greg credits Bruce with teaching him everything he needed to know about the industry.

It was a happy day for both men when they joined F.W. Webb: "There were a lot of companies that wanted to buy Blake and we were lucky to be acquired by Webb," Bruce said.

Bruce enjoys his daily interaction with his regular customers and the strong vendor relationships he has forged. He plans to keep working as long as his health is good. Outside of work, Bruce enjoys swimming and spending time with his five children and four grandchildren.

Pipeline wishes Bruce a happy 80th and many more fulfilling years employed here at F.W. Webb!



What's Trending? Part 2 of 3

In this issue, Showroom Sales Manager Suzanne Brady continues to shine the spotlight on the latest in bath and kitchen trends.

Pipeline: Free-standing tubs are popular. What kind of faucets go well with them?

Suzanne: There's a wide variety of sizes and styles of faucets from which to select for free-standing tubs:

- Deck mounted
- Wall mounted
- Freestanding floor mounted
- Integrated tub fillers

Tying into the earthy natural trend, open-spout faucets without an aeration filter pleasingly deliver clear water in a cascading waterfall effect. An integrated water-fill system replaces the faucet altogether by bringing water into the tub from the bottom up.



Pipeline: What's new and different in showerheads?

Suzanne: The bigger, the better! Manufacturers have successfully developed large showerheads in all sizes and shapes that deliver a powerful low-flow. These innovative showerheads provide a satisfying shower experience with minimal water use. New are showerheads with integrated lighting, Bluetooth, and speakers to sing along to your heart's content.



Pipeline: Any new technology for reducing water spotting on faucets?

Suzanne: Power-coat finishes are resistant to spotting and staining. Several manufacturers and lines, including Newport Brass, Moen, DXV from American Standard, and Brizo, offer faucets in power-coat finishes in many styles and color choices.



Construction Trends: Things are Looking Up

The building and remodeling industry is on a rebound, according to industry experts. The Leading Indicator of Remodeling Activity (LIRA) reports spending on remodeling projects is on the rise. LIRA predicts spending will increase 8.6% by the end of 2016 and reach 9.7% in the first quarter of 2017.

Conducted by the Joint Center for Housing Studies of Harvard University, LIRA estimates spending on remodeling and repairs will reach nearly \$325 billion by early 2017. "Ongoing gains in home prices and sales are encouraging more homeowners to pursue larger-scale improvement projects this year compared to last, with permitted projects climbing at a good pace," said Chris Herbert, managing director for the Joint Center.

Meanwhile, the U.S. Labor Dept. reports 44 states and DC added construction jobs between March 2015 and March 2016. This year, the Department notes, construction employment increased in 28 states between February and March. In F.W. Webb territory, several states had notable gains over the past 12 months (see sidebar).

According to the New England Economic Indicators, the construction sector experienced the strongest job growth in New England between May 2015 and May 2016. Other economic indicators, such as housing prices, continued to post increases.

Construction Employment Growth in F.W. Webb Territory Between Feb. – Mar. 2016

- Rhode Island: 2,200 jobs, 13.3% (ranked 2nd)
- Massachusetts: 16,000 jobs, 11.9% (ranked 3rd)
- Vermont: 1,400 jobs, 9.2% (ranked 7th)
- New Jersey: 7,700 jobs, 5.3%
- New York: 17,300 jobs, 4.9%
- Pennsylvania: 6,000 jobs, 2.6%
- Maine: 600 jobs, 2.3%
- Connecticut: unchanged
- New Hampshire: -600 jobs, -2.3%

New England and the United States experienced considerable variation in job growth across super sectors. The fastest growing sector in New England over this time period was Construction, increasing 4.6 percent and exceeding the 3.4 percent growth this sector experienced nationally. Employment in the Manufacturing sector declined nationally, but it increased modestly year-over-year in New England. In addition, the regional unemployment rate continues to decline. Five of the six New England states continued to see unemployment rates decline between May 2015 and May 2016.



The Boston showroom, along with Moen, hosted a fun Paint Night on June 23 for ASID (American Society of Interior Designers) New England chapter members.

Showroom on Wheels Visits Boston

The American Standard showroom on wheels visited the Boston location on July 15. The trailer is a mobile showroom for American Standard, DXV and GROHE brands.

The “Beauty in Motion Tour” will be traveling across the country to select cities, including many F.W. Webb locations. The trailer is full of innovative and beautiful working products that visitors can experience firsthand. In Boston, the trailer was open to architects, designers, plumbers, and contractors. Over 100 people experienced the innovative mobile showroom on its Boston visit.



(L-R): Doreen Scanlon, Boston Showroom Sales; Deb Dumel, Boston Showroom Manager; Rachel Veron, Urell, American Standard and DXV Rep; Tom Blades, Boston GM; Dennis Ranahan, Outside Sales Boston; and Gary Grillo, Urell Commercial Sales

Needham Customer Networking Event



The newly remodeled Frank Webb's Bath Center showroom in Needham MA hosted a successful summer networking event on June 22. Needham partnered with *New England Home* magazine to showcase the new TOTO “Spotlight” and the full breadth of the showroom offerings. Spotlight, as reported in the last issue of *Pipeline*, is a Webb “showroom within a showroom” concept. Spotlight galleries provide detailed focus on products, lines or collections that merit unique showcasing, supported by specialized associates’ knowledge. Needham boasts the largest Spotlight display of TOTO products in the region.

Close to 100 guests attended, including designers, architects, builders, and manufacturers’ reps. Our Needham associates introduced many of the attendees to the superior design of TOTO’s extensive line, and networked to build new and fruitful relationships with existing and prospective customers. Hors d’oeuvres, beer and wine were served as guests explored the showroom. TOTO representative Steve Grande spoke to the audience about the line, particularly the new toilets, washlets, and bidets. He emphasized that many of TOTO’s bathroom products can enable independent use of the home’s bathroom as people age (aka, aging in place). One lucky attendee won a bidet, compliments of TOTO.



TRIO Commercial Boiler Pleases Vermont Customer

By Brian Bradley, General Manager, Rutland, VT

When Lohsen Plumbing & Heating was in a time crunch this past April, we were able to save the day with the new TRIO Commercial Boiler. Lohsen needed a boiler and had only a three-day window to get it done. They originally asked for a Buderus Commercial Boiler, the brand they typically buy from us. When we learned the Buderus boiler would not be available for over a week, our salesperson mentioned the TRIO Commercial Cast Iron Boiler. We highlighted the features and benefits of the new TRIO Commercial, compared with our customer's usual go-to boiler, and the customer was sold.

Lohsen liked the lighter weight of the TRIO, along with the ease of wiring and piping. With some rope and three employees, they were able to easily carry and install the boiler in the basement in less than a full day. From product design to installation, our customer was impressed with every aspect of F.W. Webb's first commercial boiler offering from our private label brand, PurePro.

Lohsen does an array of work in the Rutland area, including plumbing, heating and HVAC. Over the past five years, Lohsen has installed many commercial boilers in the downtown area and plans to purchase additional TRIO units from us. For our part, we were happy to supply such a valued customer a reliable product to beat the ticking clock.



Meet IntelliSync. Deriva's Smart Thermostat.

Limited time offer: Purchase by October 31, 2016



\$90
With Employee
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Retail Price \$149

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Technology is made easy with the new IntelliSync™ Smart Thermostat



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Radius/geofencing. Available as a free app, the geofencing feature automatically adjusts temperature based on entering or leaving a custom set radius – achieving maximum energy savings and total comfort.



WiFi enabled. Easy to adjust and control (with or without WiFi).



Download on the
App Store

ANDROID APP ON
Google play

Employees: Buy it at your local F.W. Webb counter at a discounted price.

Deriva

Find out more at: derivacompany.com/thermostat



The contestants are happy and relaxed before the competition.



Josh Michaud's loyal fan club, aka, the E-Commerce Team

Bedford Holds First-ever Hot Dog Eating Contest

By Phyllis Laorenza, Marketing Department, Bedford, MA

More “dog eat dog” than “putting on the dog,” Bedford had some serious competitors for its first Hot Dog Eating Contest on June 3. With official rules and a clipboard-carrying appraiser assigned to each contestant, the contest was serious and the competition fierce.

Pre-event posturing rivaled that of Mohammed Ali’s “Thrilla in Manila” bout against Joe Frazier, with Mike “KO Bossy” DiPirro – the first to officially enter – questioning who would come in second. Quick with the retort was Josh “Granular” Michaud, whose personal best included a college win, asking what’s for dessert.

Day-of-event wagering favored Mike DiPirro, but it was college champ Josh Michaud who hardly broke a sweat and blew the field away by downing 16 hot dogs (and 16 buns) in the allotted 20-minute timeframe.

Brandon “Know Name” Comeau (12 dogs) secured 2nd place, while 3rd place went to Manny “Big Papi” Avila (10 dogs).

In defeat, Mike blamed his senior contestant status and took comfort in an ice cream treat! The rest of us mere mortals enjoyed the show, lots of laughs, and a BBQ.

The Contestants:

- **Tater** (Alex Tate, Warehouse)
- **Big Papi** (Manny Avila, Technical Support Analyst)
- **KO Bossy** (Mike DiPirro, Credit Analyst)
- **Marine Raiders** (Peter Collins, Data Research Analyst)
- **Granular** (Josh Michaud, E-Commerce Business Manager)
- **Know Name** (Brandon Comeau, Technical Support Analyst)



Second and third place finishers. (L-R:) Brandon Comeau and Manny Avila with appraisers Matt Schoener and Crystal Stairs – both appropriately from the Corporate Accounting Department.



Bob Mucciarone enjoys Josh Michaud's moment of glory after he wins the contest hands down.

Seabrook Has Great Turnout for First Counter Day



The Seabrook, NH location held a customer appreciation BBQ on June 21, 2016 with a catered lunch, interactive vendor displays, and the New Hampshire Motor Speedway show car.

The weather was perfect

as customer after customer stopped by for a well-deserved lunch break. PurePro, Milwaukee Tool, Viega, Bradford White, and Rinnai all had reps in attendance providing product info, demonstrations and, of course, free swag. Not to be outdone, NHMS set up a mock victory lane, showed off its display car, and gave away plenty of items, too. Customers were able to enter a raffle at the counter for race tickets and everyone raved about the food from Blue Ribbon BBQ. One lucky customer even got to take home all the leftovers!

GM Mike O’Shea and Store Manager Justin Gelinas spent the afternoon talking to many customers, who are thrilled that F.W. Webb has a new convenient location in the Seacoast region. Judging by the success of this first counter day, the future in Seabrook looks as bright and shiny as the nearby Atlantic Ocean!



Haverhill Earns NASCAR Counter Day

Last year, in conjunction with a customer fantasy racing promotion, we opened up the contest to our employees, too. Each interested location competed as a team, with a race-themed celebration for their employees and customers as the Grand Prize. After the racing dust settled and the points were calculated, the winner was Haverhill, MA!

Haverhill received their fun-filled racing counter day on June 22, 2016. Similar to Seabrook the day before, a delicious BBQ lunch was served. The New Hampshire Motor Speedway show car and 2015 Sprint Series Trophy were also on display.

“This great event was as much for employees as it was for customers; feedback from both groups was fantastic,” said Jude Corso, Haverhill Store Manager. “Everyone was thrilled to see (and hear!) the race car out front. Some even sat in it for a photo op, which created some laughs watching people get in and out of the driver’s door. Topped with Blue Ribbon BBQ, it was a day that was tough to beat. Truly a win-win for all, which was very much appreciated!”



With his sharp NASCAR acumen, Rob MacAllister (Purchasing) is credited with helping the Haverhill location win the contest, however, he did not get to keep the Sprint Trophy!

See more photos in Webb Cam on page 14.



Tech-Oriented Customer "Dine & Learn"

By Mike Blagdon, Store Manager, West Bath, ME

The West Bath team partnered with our CD Call Center and E-Commerce teams to present an E-Services-based Dine & Learn. We hosted 28 valued customers and introduced them to the features and benefits of:

- The Call Center, or as I like to call it – the Customer Sales Center, with Joe Foti and Dan Sullivan.
- Stock Room (SR) and Van Inventory Systems (VIS), with Brad Lunt and myself.
- The new Webb Connect, with Josh Michaud and David Moody.
- The Replenishment App, with Connor Stratford and Tim Lapham.

We ran a four-table circuit training, rotating customers from one table to the next at set time periods. The timing of these rotations was overseen by West Bath Driver, Nolan Johnston. The sessions were informative and professional, but would we expect anything less? To follow this great production, we treated our customers to an exquisite dinner and dessert. The event was held at the Brunswick Hotel & Tavern, which is second to none in extending great customer service (just like F.W. Webb!) and the perfect venue for this type of event.

Northeast Buildings & Facilities Management Show

F.W. Webb exhibited again this year at the Northeast Buildings & Facilities Management Show in Boston on June 29-30. NEBFM is an annual trade show and educational conference for facilities maintenance professionals. This year's event featured over 300 exhibitors displaying products and services for the maintenance and renovation of buildings in the greater New England region. The large F.W. Webb booth included many partners and products, such as Victaulic, Urell, Grundfos, Gooding Inc., TOTO, Johnson Controls, J&K Sales, and Nupi NIRON.

Future is Now

These E-Services aren't the future; they're being used each and every day in our industry and others alike. For anyone who doesn't currently understand these E-Services, reach out to Connor, Josh and Joe, who are always willing to help. Furthermore, if you aren't currently promoting these services to your customers, you may want to consider doing so. Engage both Josh and Connor, and speak to our Customer Sales Center. Don't miss important opportunities to showcase our technology and offer real value to our customers.

Team Thanks

I appreciate every member of our team who worked to inform our customers and advance their knowledge of our E-Services. It was a good feeling knowing that, after a long day at work, our customers were willing to share their valuable time with us to learn about our services.

For more information, contact:

Josh Michaud, josh.michaud@fwwebb.com

Connor Stratford, strat@fwwebb.com

Joe Foti, jaf@fwwebb.com

Delivering the best since 1866.

More than 80 locations in nine states across the Northeast.

"Or over 150 years, the family-owned F.W. Webb Company has supplied a full array of products, services and expertise to residential and commercial contractors and industry professionals."

Webb is your "go to" resource for the underground-potop products you need for planned projects, emergencies, and ongoing maintenance and repairs.

15 Areas

- Plumbing
- Heating
- HVAC
- Refri
- Pipe
- Building
- Proc

(L-R): Matt Hedstrom, Outside Sales, Boston and Connor Stratford, Customer Solutions Specialist, Corporate

Webb Cam



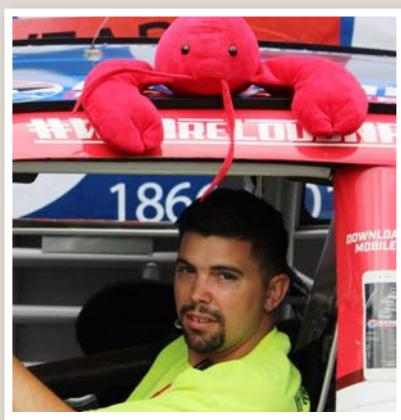
Marketing Manager Brent Dumont and Senior VP Ernie Coutermash in their July 4th finest.



Complete with the song, new Plumbing Sales Manager John "Oscar" Fleming made a memorable debut at a GM corporate gathering!



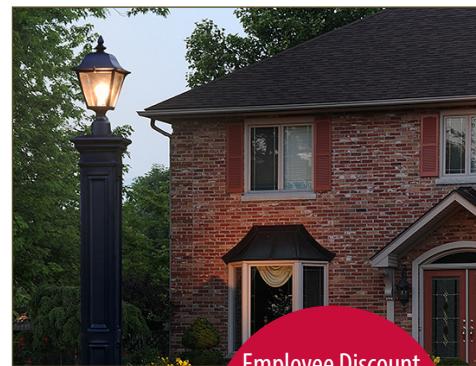
Hearth & Home Sales Associate Katrina Arsenault (Top) and Sheet Metal Mechanic Eric Parker (bottom) enjoy the NH Motor Speedway Show Car in Haverhill, MA during the race-themed counter day for employees and customers.



(L-R): Bob Hulsebosch, Outside Sales, Albany NY, sold over \$29,000 of GF COOL-FIT piping to Browns Brewery Co. for its Walloomsac Brewery in North Hoosick, NY, thus becoming the first rep to earn a Webb anniversary 'Growler' in an internal sales promotion brewed up recently by Jim Matthews, Industrial Plastics Product Manager. Congratulations Bob!



Nikki LaFountaine (Technical Support Analyst, Bedford, MA) with her dog Ramona – decked in a doggie party dress – on the cute pooch's 10th birthday.



The Mayne Way to Instant Curb Appeal

By Laurie Willis, Copywriter, Riverbend Home

While everyone is enjoying the summer season, there's still plenty of time to improve the outdoor space of your home for more appeal and warm weather enjoyment. If your home is currently lacking in curb appeal, spruce it up with the addition of outdoor accessories. Riverbend Home offers a selection of stylish and easy-care yard and garden products from Mayne.

Bring on the blooms

Even if your yard is small, you can make your home bloom with color by adding window-box planters. Mayne window boxes and freestanding planters provide a space-saving way to plant beautiful, colorful container gardens. A built-in reservoir inside their double-walled design reduces the need for frequent watering, so your flowers will remain healthy and hydrated with less effort. Add an eco-friendly rain catcher to capture and store rainwater and recycle it for your gardening needs.

Get organized

If you have pool supplies, lawn game equipment, gardening tools, or bags of seed for your bird feeder, keep them within reach but out of sight with outdoor storage bins. These decorative, functional containers organize and store a variety of items. Similarly, hose reels keep your garden hose tidy and hidden from view.

Shine a light on style

Create ambiance and add a measure of safety and security with an attractive lamp post. Outdoor lighting to illuminate walkways and doorways enhances visibility and helps deter unwanted intruders. A decorative light post brightens your home's exterior and can offer a cohesive look when coordinated with a set of planters, window boxes, and mailbox posts.

Employee Discount
25% off
Mayne
Products

A look that delivers

Your mailbox is prominently on display, yet often gets neglected. Make it more appealing with a new mailbox post. Easy to install and maintenance free, a Mayne mailbox post can do wonders to improve curb appeal. Pretty and functional, a new post will give your basic mailbox a stylish makeover. Optional features include a newspaper slot to keep your paper off the lawn or driveway and an integral planter to add flowers or plants to further enhance visual allure.

Welcome home

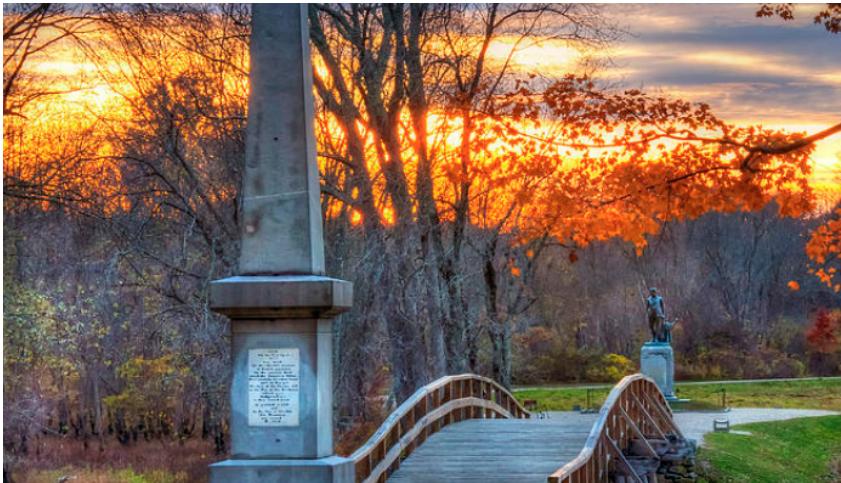
Give your home a welcoming touch and help visitors locate your address by adding signage to your property. An attractive sign post gives your home an upscale look while making it easier to spot your house number from the street.

Employee Discount

Isn't it time you gave your home a facelift? Check out the great selection of weather-proof, low-maintenance Mayne products at Riverbendhome.com.

To order and take advantage of a 25% employee discount, call Customer Service at 855-438-8585.





Concord, MA – Just six miles from corporate headquarters in Bedford, MA, which opened in 2003, is the Old North Bridge – site of the “shot heard round the world” at the start of the American Revolutionary War on April 19, 1775.

Photos by John Smith and Jane Jones



Calling all Photography Enthusiasts

Photo submissions for the F.W. Webb 2017 calendar are underway.

The historical 150th anniversary edition of the F.W. Webb calendar was such a big hit with customers, vendors and employees, it was decided to keep history in the 2017 calendar. Everyone eligible and interested should submit photographs of F.W. Webb locations and/or historic landmark locations around the Northeast before the upcoming deadline. Twenty four (24) photos will be chosen (12 Webb location photos and 12 historical photos).

Winning images will be paired together as noted in the sample above. Each person whose photo is selected will receive \$100. Creativity is encouraged!

All submissions must be received by Friday, September 9, 2016.

Entry Guidelines

- Photos must be original works and not taken from the Internet or marketing material.
- High-quality horizontal shots only, due to the layout of the calendar.
- A maximum of six submissions per person.
- Label submission(s) with: name, branch, phone number, and captioning information such as what and where shot.
- In addition to employees, customers and suppliers can participate and must include their address and phone number.
- Send submissions on a CD or USB drive (no slides, negatives or hardcopies) to:

F.W. Webb Corporate Office
Attention: John Pope
160 Middlesex Turnpike
Bedford, MA, 01730

- If you would like your CD or USB returned, please indicate at time of submission.

NASCAR Promotion: Halfway Update

Our “Race to Daytona” fantasy NASCAR racing pool reached the halfway point after the July 2nd race at Daytona International Speedway. The contest leader and Halfway Prize winner is Kathy Lapa from Sandri, LLC of Greenfield, MA. As the points leader at the mid-point of the season, Sandri, LLC won a VIP weekend for two at New Hampshire Motor Speedway in Loudon, NH. Kathy Lapa and her guest enjoyed tickets to the F.W. Webb suite at the speedway for both July 16 and 17, along with a two-nights’ stay at the Comfort Inn in Concord, NH. They also received “Hot Passes,” giving them access to the infield of the track where they could mingle with NASCAR Sprint Cup and Xfinity Series drivers and teams.

As of this issue of *Pipeline*, four races remain in the “regular” season, after which the top 16 participants in our pool, based on points, will advance to the “Chase” round. These customers will be randomly assigned one of the 16 NASCAR Sprint Cup drivers who make it into the “Chase for the Sprint Cup.” The customer paired with the winning driver at the Cup’s conclusion is headed to the 2017 Daytona 500! For additional details, visit fwwebb.com/race.



The F.W. Webb suite at New Hampshire Motor Speedway

Game 5 F.W. WEBB

Trivia Game

[Click here to play Game 5](#) 

Game 5 Deadline: August 31, 2016

Name: _____

Branch #: _____



F.W. Webb pipe threader, pre-1930

Game 4 Winners

Congratulations to the five winners of the F.W. Webb Trivia Contest from *Pipeline*, June 2016. Each received a \$50 Visa Gift Card.

Jennifer Blake

Data Entry Clerk, St. Albans, VT

Brent Dumont

Marketing Manager, Corporate

Brian Gosselin

Driver, Dover NH

Therese Rafla

Data Entry Clerk, Corporate

Michael Stanton

Water Works Sales Manager, Corporate

They were randomly selected from the batch of correct entries.

How to participate:

Preview the multiple choice trivia questions presented on this page.

Online: Click “[Game 5](#)” to answer the questions online. Respond by the deadline.

By Mail: If you don’t have computer access, make a copy of these questions, fill in your name and branch #, circle your answers, and send by the deadline to: Chip Slattery, Corporate Office, Bedford, MA.

Employees are allowed one entry per game. *Good Luck!*

Where was Roger Wells Pope born?

- A** Boston, MA **B** Wells, ME **C** Swampscott, MA

Where was Webb’s new headquarters when Roger Pope first purchased the company?

- A** Boston, MA **B** Roxbury, MA **C** Charlestown, MA

What year did John Pope become president of F.W. Webb?

- A** 1961 **B** 1958 **C** 1956

What is the old headquarters in Roxbury now called?

- A** Webbville **B** Columbus Place **C** Jackson Commons

With the acquisition of Lincoln Supply, how many locations does F.W. Webb now have in New Jersey?

- A** 3 **B** 4 **C** 6

Game 4 (June Pipeline) Questions and Correct Answers:

1. What year did Herbert Thorndike become president and general manager of F.W. Webb? **1912**
2. Where was Herbert Thorndike born? **Chelsea, MA**
3. Which location is the most recent one acquired by F.W. Webb? **Seabrook, NH**
4. How many miles does CD predict the F.W. Webb fleet will cover this year? **1.6 million**
5. Which F.W. Webb location has a sheet metal fabrication shop? **Haverhill, MA**

Cell Phone Laws across the Footprint

By Jennie Mucciarone, Summer Intern, Marketing Department

Many of us drive across state borders while conducting business for F.W. Webb. Are you aware of the different state laws governing the use

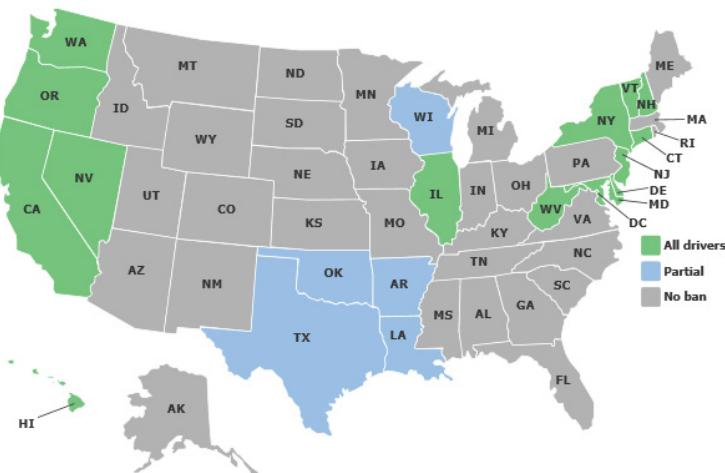


of cell phones across our operating territory? They do vary. As you travel between states for work or otherwise, it is important to be aware of the cell phone laws in each state. In all cases, safety should be your number one concern.

Only 14 states have a handheld cell phone driving ban and five of those states fall in F.W. Webb territory (Connecticut, New Hampshire, New Jersey, New York, and Vermont).

State	Handheld Ban	Texting Ban	Enforcement*
Connecticut	YES	YES	Primary
Maine	No	YES	Primary
Massachusetts	No	YES	Primary
New Hampshire	YES	YES	Primary
New Jersey	YES	YES	Primary
New York	YES	YES	Primary
Pennsylvania	No	YES	Primary
Rhode Island	No	YES	Primary
Vermont	YES	YES	Primary

* Primary enforcement laws: an officer may cite a driver for using a handheld cell phone or texting without any other traffic offense occurring.



Company Phone Policy

Regarding the use of mobile phones in the workplace, employees should note these important terms from the Employee Handbook:

Section 5.7 – Telephone / Mobile Phone Use in the Workplace

- F.W. Webb recognizes there will be times when an employee may need to make or receive a personal call. To the maximum extent possible, personal calls should be made during break times; however, if a personal call must be made or received during regular work time the call should be brief, so as not to interfere with an employee's productivity.
 - Personal texting should be limited during regular work time.
 - Mobile phone use is strictly prohibited in the warehouse environment or at any time while using safety sensitive equipment.

Section 5.8 – Mobile Phone Use While Operating a Vehicle

- Any use of a mobile phone or other mobile digital device involving hand holding a device is prohibited while operating a company-owned motor vehicle.
 - Prohibited usage includes use for telephone calls, internet access, emailing, texting or any other purpose.
 - A mobile phone or other mobile digital device may not be used after resuming movement of a company-owned vehicle.

F.W. Webb Truck Drivers

In 2012, the U.S. Department of Transportation issued a ban for handheld cell phone use for commercial motor vehicle drivers of the following categories:

- Any truck driver operating a vehicle more than 26,001 pounds.
 - Any driver who drives a vehicle less than 26,001 pounds and is transporting hazardous material that requires a placard on the truck.

For more info on the company phone policy,
email: hrdept@fwwebb.com.

Batter Up! Company Softball Tournament is upon us.

By Patrick Casey, Manager, Woburn, MA

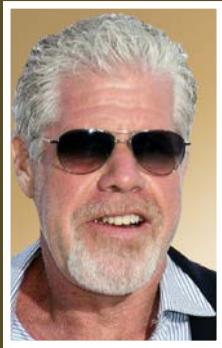
Come out and cheer your favorite Webb team!

First pitch for this double elimination format tournament on Saturday, August 13 is set for 8:00 a.m. Riverside Park in Haverhill is the host field, as it has been in previous years. We have 8 teams competing this year and the trophy is anyone's to win with last year's winner, the Bergen Bulldogs, unable to attend. They have promised to return in the future to reclaim their title – but maybe they'll do it under a new moniker since Bergen has been rebranded F.W. Webb (Elmwood Park Pranksters, perhaps!).

The teams competing this year are Bedford, Boston, CD, Dover, Malden/Waterworks, Methuen, Portland and Woburn. All these branches had solid squads last year, so it should be a great tournament. We'll break up the day with a late morning cookout lunch catered by French's Catering of Tewksbury, MA. This is always a fun family day, so come on by to take in the action and root on your fellow F.W. Webb team members. We'll publish the tournament results in the October issue.



F.W. WEBB CELEBRITY LOOK-ALIKE



Ron Perlman
American Actor
Sons Of Anarchy TV Show



Jim O'Connor
Operations Manager
Auburn, MA

Submitted by: Dave Prunier, Methuen, 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 by September 15, 2016 for the October Celebrity Look-Alike Contest.

.....

F.W. Webb was recognized recently by the Ballston Spa, NY business community for our 150th.



(L-R, at celebratory ribbon cutting): Members of the Chamber of Southern Saratoga County with: Zach Gearing (Commercial Sales Supervisor) - 3rd; Plumbing Sales Manager John Fleming (holding framed certificate) - 5th; Harry Barker (Showroom Sales) - 6th; Store Manager Mark Bryan (holding scissors) - 7th; Denise Sieber (Showroom Sales) - 8th; and General Manager Mike Bifano (holding certificate) - 10th.

Webb Spotlight

Sally Ryan



Webb Vitals

How long at F.W. Webb:
13 years

Role at F.W. Webb:
Inside Sales Representative

F.W. Webb location:
Waterford, CT

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

I worked in a small-staffed store for five years, which gave me the chance to “wear many hats.” This enabled me to gain knowledge and experience in all disciplines of my job.

The best piece of advice I've ever received is [fill in the blank].

The best piece of advice I have ever received came from my father. He always told us to make sure we have a good education and a decent job because the one person that will look out for your best interest is yourself, so you better be prepared.

Describe yourself in three words or less.

Strong. Independent. Achiever.

Tell us something about yourself that would surprise us.

I have a passion for music and playing the piano.

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

I am particularly proud of raising my two children into the independent, successful individuals they have become.

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

I enjoy spending my time with family and friends at the ocean, lake or poolside.

Grandmother-Granddaughter Share Pride of Employment

By Phyllis Laorenza, Marketing Department, Bedford, MA

Ruth Fields worked for Roger Pope

Remarkably sharp and healthy with only a slight hearing impairment, 98-year-old Ruth Castaldo can recall with pride working for Roger Pope and the F.W. Webb Co. Ruth Fields, her name before she married, worked in the Roxbury location from 1936 to 1942 and returned in 1946. Her service to Webb was interrupted when she joined the Army during WWII.



98-year-old Ruth Castaldo with granddaughter Stacey Perras (Office Administrator, Bedford) and 10-year-old great-grandson Zach.

Ruth worked mostly as a bookkeeper on the 2nd floor of 1544 Columbus Ave. She also was a billing clerk and helped with inventory. Her manager was Paul Collins. She said products were staged on the 1st floor and recounted how “the men would tie up the bottom of their trousers while working down there so the mice wouldn’t crawl up their pants legs!”

Ruth lives in a Veterans home in Florida and, according to her granddaughter Stacey Perras, Office Administrator, Bedford, MA, “helps take care of and looks after others in the home, just like she did back in the Army.”

As a bookkeeper doing signal care during her service, Ruth traveled to the Philippines and New Guinea and worked under the command of General Douglas MacArthur. When she left to join the Army, the company put a star on a window of the Roxbury headquarters for her safe return.

Ruth has 6 children, 13 grandchildren, and 13 great grandchildren. Roger Pope attended her wedding reception in 1947. She left Webb with the birth of her first child.



Stacey says her grandmother thinks it's wonderful how F.W. Webb has grown through the years and feels privileged to be a part of the company's success. “Her colleagues were more like family than co-workers and she loved working at Webb each day,” Stacey said. “It's ironic how years later I am a part of Webb as well and that makes her extremely proud.”

On behalf of the entire company, *Pipeline* thanks the inspirational Ruth Fields Castaldo for her service to Webb and service to our country. We are honored to tell her story!

People On The Move



Lothar Kartanos Memorial Sales Award Winner, **Daryl Schoellkopf**, has been named to a new position at F.W. Webb, *Energy Systems Sales Manager*. He is working to identify and capture Steam, Hot Water and Heat Transfer opportunities. Daryl started at Webb as an outside sales rep in

Portland, ME in 1988. He once worked in a technical support role for Lothar, implementing energy conservation programs. He has also served as GM of Dover, NH and Process Controls Division GM. Daryl said, "I hope to assist Webb Industrial Sales maintain and grow our dominant position as the 'go-to experts' for steam-related solutions. Also, I hope to pass along the knowledge I've gained over my 34 years in the industry." Outside of work, Daryl likes golf, fishing, racquetball and gardening, but those hobbies could take a backseat as he is soon to be a grandfather!



Corey Post has been promoted from Operations Manager to *General Manager* of the Process Controls Division in Winslow, ME. With Webb since 2008, Corey also served the division as a Project Engineer prior to becoming OM. Originally from tiny Parkman, Maine, Corey hit the big city when he attended Wentworth Institute of Technology in Boston, where he graduated with a degree in Mechanical and Electrical Engineering. Prior to Webb, Corey was a project manager at Pure-Flo Cotter and a senior project manager at Integrated Process Technologies. He plans to enhance sales of Process Controls with the strength of F.W. Webb. When he's not working, Corey enjoys riding ATV trails and tending to the large family vegetable garden with his wife and two children.



Jason Collins recently advanced to become the new *Operations Manager* in Fitchburg, MA. He has had a steady climb through the ranks over the last 12 years, starting with Webb as a box truck driver in 2004, then moving to the warehouse, counter and, most recently, inside sales. Jason knows the customer base well and looks forward to building strong relationships and promoting sales in the Fitchburg, MA and Keene, NH markets. Prior to Webb, Jason was a regional manager for a franchise in NH that represented wireless and cellular providers.



Upstate New York native **Jeremiah Jaeger** has been promoted to *Operations Manager* of the Canton, MA location, home of the Fire Protection & Fabrication Division. Most recently, he was the Inside Sales Manager there. He worked his way up from the warehouse, to the counter, to sales and account management since joining F.W. Webb in Albany in 2012. Jeremiah is accustomed to moving up from the ground level. Prior to Webb he went from laborer to apprentice to plumber with Walt Dehmel P&H for nine years. Jeremiah is a member of the American Fire Sprinkler Association, Yankee Chapter.



After four years in CIP, **Dan DiPirro** is now the new *Store Manager* in Portsmouth, NH. Growing up in Hooksett and now residing in Dover, Dan is very familiar with the New Hampshire area. As a 2012 graduate of Western New England University with a degree in Psychology, Dan is also very familiar with the mindset of the customer. As Dan told *Pipeline*, "In my new position, I am aiming for sales growth by establishing strong relationships with my customers and making sure they always choose Webb!" In his spare time, Dan enjoys outdoor activities, like boating, hiking and snowmobiling.



Anisa Meigs has moved into the *Store Manager* position at the Process Controls location in Cazenovia, NY. Anisa joined Webb after 22 years with Control Equipment Corporation, which we acquired in 2009. She stayed onboard and has been a huge asset to the company ever since. In her new role, she hopes to work even closer with the experienced "Caz" team to help better manage customer relationships, including enhanced quality and promptness of quotes, on-time shipments, and keeping optimum inventory levels for engineered products and systems. In her spare time, Anisa enjoys gardening and running; she's even run a few local races. Her husband is a commercial airline pilot and she has been able to travel to places like France, Italy, Ireland, and England with him and their two kids. She will surely soar in this new role as well!

Welcome New Managers



With over 20 years of industry experience, **Richard Fox** has been hired to head up Propane Gas Sales. As the new *Propane Sales Manager*, Rick is part of the Trade Sales Group based in the Corporate office. He's worked with Webb from the outside as a regional sales manager for Davenport Associates, covering NY and VT. He also worked in sales for Weil-McLain and has vast LP, HVAC and P&H expertise. Rick owned his own mechanical company for 11 years, is a licensed plumber in VT, and is CTEP Propane-certified. Rick served in the Air Force as a master HVAC/R Technician and earned an E-7 senior enlisted rank. A resident of the Albany, NY area, Rick has a passion for music and enjoys playing the drums when he isn't drumming up sales.



Vermont native **Jeff Coates** is the new *Store Manager* in Barre, VT. Before joining F.W. Webb earlier this year, he was most recently a store manager for Staples, Inc. in Williston, VT. Prior to that, Jeff spent eight years in the U.S. Army, where he earned the rank of sergeant. He was last stationed in Vicenza, Italy. With his wide range of knowledge, Jeff hopes to improve all aspects of the Barre business with a special focus on improving the customer experience. Outside of work, Jeff enjoys being with his children and golfing when he can find the time.



Luis Moreno is the new *Store Manager* in Allentown, PA. He brings 20 years of plumbing industry experience from his time with Ferguson/Davis and Warshow in New York City, where he worked his way from warehouse clerk to branch manager. He has vast product knowledge of PVF, hydronic, showroom luxuries, plumbing, power tools, and accessories. He is also certified in New York as a backflow tester and instructor. Luis hopes to grow the F.W. Webb brand and reputation throughout the Pennsylvania Lehigh Valley and beyond. Outside of work, he is a self-diagnosed chocoholic who enjoys the ups and downs of a frustrating round of golf now and then.



Claudia Gillis and her daughter Danielle at her high school graduation

Employees' Daughter Awarded Industry Scholarship

Danielle Gillis, daughter of F.W. Webb employees Claudia Gillis (Bedford Showroom) and Tim Gillis (Boston Warehouse), has won an IAPD scholarship. Danielle is a rising sophomore at the University of Rhode Island, studying Pharmaceutical Sciences.

The IAPD (International Association of Plastics Distribution) scholarship awards are open to IAPD member company employees and their children, and other students enrolled in an undergraduate or graduate degree program for polymer sciences. College-bound high school seniors are also eligible to apply.

Pipeline congratulates Danielle, Claudia and Tim, and wishes Danielle much success in her pursuit to become a pharmacist.



Congratulations Les!

He started driving for F.W. Webb as a temp hire and now plans to do lots of fishing and spoiling his grandchildren. Les Aiken, the Warehouse Manager in Bennington, VT for the past decade, has retired after a 20-year-career at F.W. Webb. Happy fishing and grandfathering, Les!



New Employees

- **Kolawole Adetoye** – Warehouse, Methuen, MA
- **Cameron Alexander** – Warehouse, Hyannis, MA
- **Brian Benedict** – Driver, Auburn, MA
- **Sean Bruno** – Warehouse, Woburn, MA
- **Erica Bryant** – Commercial Quote Specialist, Portland, ME
- **Timothy Burke** – Inside Sales, Stamford, CT
- **Jose Caban** – Warehouse, Methuen, MA
- **Joshua Callahan** – CIP, Albany, NY
- **Jerry Castonguay** – Outside Sales, Bangor, ME
- **Allan Coburn** – Selector, Amherst, NH
- **Michael DiRaffaele** – Warehouse, Malden, MA
- **Collin Dodge** – Selector, Amherst, NH
- **Evan Dodge** – Selector, Amherst, NH
- **Dominick Esposito** – Inside Sales, Fitchburg, MA
- **Jamar Gardner** – Warehouse, Hartford, CT
- **Brian Goodridge** – Warehouse, Warwick, RI
- **Eric Grantz** – Warehouse, Portland, ME
- **Tyler Gratton** – Warehouse, Sturbridge, MA
- **Nicholas Harrington** – Shipper, Albany, NY
- **Gabriel Joao** – Inside Sales, Springfield, MA
- **Edward Johnson** – Inside Sales, Ballston Spa, NY
- **Timothy Johnson** – Counter, West Bath, ME
- **Reginal Joseph** – Warehouse, Elmwood Park, NJ
- **Justin Kidwell** – Inside Sales, Waterbury, CT
- **Stephen Kuhns** – Driver, Allentown, PA
- **Kenneth Lapke** – Driver, Hartford, CT
- **Andrew Levesque** – Warehouse, Concord, NH
- **Phillip Loria** – Inside Sales, Albany, NY
- **David Mann** – Counter, Boston, MA

- **Chad Marney** – Commercial P&H Estimator, Springfield, MA
- **Mark Mayberry** – Driver, Portland, ME
- **Kevin McCarthy** – Inside Sales, Woburn, MA
- **Scott McGrath** – Piggy Back Driver, Canton, MA
- **Jacob Mellin** – Warehouse, Methuen, MA
- **Jaime Mello** – Inside Sales, Cranston, RI
- **Shawn Murphy** – Counter, Concord, NH
- **Matthew Nicholson** – Outside Sales, Auburn, MA
- **Michael Niland** – Outside Sales, Canton, MA
- **Jennifer Nguyen** – General Clerk, Boston, MA
- **David Pope** – CIP, Boston, MA
- **John Poulos** – Web Developer, Bedford, MA
- **Geraldo Puente** – Driver, Malden, MA
- **David Ricker** – Inside Sales, Bangor, ME
- **Christina Rodriguez** – Office Administrator, Pleasantville, NJ
- **Christine Silcox** – General Clerk, Warwick, RI
- **David Sills, Jr.** – Warehouse, Hartford, CT
- **Ibis Soto** – Showroom Sales Representative, North Brunswick, NJ
- **Eric Souza** – Warehouse, Falmouth, MA
- **Adam Sugg** – Warehouse, Hartford, CT
- **Merrick Teague** – Driver, Methuen, MA
- **Michael Timm** – Inside Sales, Bellingham, MA
- **Carlos Vela** – Warehouse, Elmwood Park, NJ
- **Joseph Vito** – CIP, Queensbury, NY
- **Marco Vittozzi** – Warehouse, Malden, MA
- **James Waugh** – Outside Sales, Malden, MA
- **Bruce Whitney** – Outside Sales, Hartford, CT
- **Rory Wilkins** – Selector, Amherst, NH
- **Ronald Wilson** – Driver, Hartford, CT

In Memoriam: David Wheeler



A longtime employee of F.W. Webb, David Wheeler was 51 years old when he lost his battle with cancer this past June. David leaves his loving family, including his wife Sharon, his children Erica and Joshua, and his six grandchildren.

An avid outdoorsman, David's favorite place was a family hunting cabin in Newport, VT. David spent every weekend possible in Vermont hunting or fishing. David was also an active member of the Ashby, MA chapter of the Sons of the American Legion.

David supported F.W. Webb in many different capacities during his 20 years with the company. He most recently tended to inventory control at the Fitchburg, MA branch. He had all the traits of the type of employee that help make Webb a great company. He was always willing to go the extra mile for anyone he knew and he will be sorely missed.



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

Pipeline is an internal publication for employees only.

June & July 2016

Work Anniversaries

5 Years

- Monroe Brown, Hartford CT
- Kelly Crossman, Windham ME
- Timothy Danton, Gilford NH
- Jason Dionne, Warwick RI
- Deborah Dumel, Boston MA
- Jessica Flint, Hartford CT
- Brett Frazier, Gloucester MA
- Richard Fortier, Dover NH
- Alan Gabris, Waterbury CT
- Irene Lagios, Nashua NH
- Kyle Libby, Windham ME
- Alexander Lee, Nashua NH
- Edgar Mattos, Waterford CT
- Scott Provencher, Amherst NH
- Bailey Robicheau, Syracuse NY
- Robert Ross, Ballston Spa NY
- Thomas Ryan, Warwick RI
- Ethan Turner, Rutland VT
- Keith Willerson, Biddeford ME

10 Years

- Gregg Babb, Waterbury CT
- Derwin Brown, Lebanon NH
- David Burke, Brockton MA
- Stephen Columbus, Woburn MA
- Graham Cook, Methuen MA
- Matthew Dansereau, Cranston RI
- Richard Drouin, Portsmouth NH
- Michael Goodnow, Auburn MA
- Lawrence Hurd, Woburn MA
- Eric Johnson, Fitchburg MA
- James Kartanos, Auburn MA
- Thomas Keen, Queensbury NY
- David Moody, Augusta ME

- Allan Tate, Woburn MA

- Greg Thompson, Portland ME
- John Vancleave, Pittsfield MA

15 Years

- David Fields, Keene NH
- Stephen McGlynn, Methuen MA
- Toni Michaud, Manchester NH
- Wilfred Morin, Springfield VT
- Lee Roy, Caribou ME
- Thomas Venne, Northampton MA

20 Years

- Tracy Bonsant, Augusta ME
- Terry Fisher, Queensbury NY
- Timothy Lapham, Augusta ME
- Susan Mitton, Augusta ME
- Rachel Lombard, Augusta ME
- Sean Pascall, Methuen MA
- Stephanie Sherman, Augusta ME

25 Years

- Richard Knox, Dover NH
- Lenetta Ruggiero, Bedford MA
- Debora Waite, Syracuse NY

30 Years

- Dale Long, Bennington VT
- Robert Long, Bennington VT
- Keith Hanchett, Queensbury NY
- Robert MacAllister, Haverhill MA
- Mark McAllister, Brattleboro VT

35 Years

- John Goddard, Amherst NH

Correction: Carol Leto's first name was spelled incorrectly in the 20-year anniversary list in the June issue. Pipeline apologizes for the error and hopes her colleagues in Auburn have stopped teasing her about it now!

Promotions

- **James Anderson** from Warehouse to Warehouse Supervisor, Hartford CT
- **Tim Finch** from Selector to Inventory Control, Amherst NH
- **Zach Gearing** from Outside Sales to Commercial Supervisor, Ballston Spa NY
- **Maurice Langlois** from Warehouse to Counter, Lewiston ME
- **Bryan Parrott** from Warehouse to Inside Sales, Hartford CT
- **Brandon Prussman** from Warehouse to Inventory Control, Nashua NH
- **Tim Weir** from Counter to Warehouse Supervisor, Pleasantville NJ
- **Brian Woods** from Counter to Inside Sales, West Bath ME

Births

- **Autumn Cartier** born on June 24. Daughter of Christopher Cartier, Dover NH
- **Colby Columbus** born on June 24. Son of Stephen Columbus, Woburn MA
- **Cedar Coopersmith** born on May 3. Son of Aaron Coopersmith, Pittsfield MA
- **Cora Crow** born on May 12. Daughter of Michael Crow, Methuen MA
- **Ryan Driscoll** born on May 6. Son of Jeffery Driscoll, Falmouth MA
- **Joell Ortiz** born on April 25. Son of Jimmy Ortiz, Malden MA
- **Daniel Roper** born on May 27. Son of Daniel Roper, Hyannis MA
- **Kinsley Thompson** born on June 23. Daughter of Greg Thompson, Portland ME
- **Macie Thomson** born on June 16. Daughter of Gareth Thomson, Williston VT
- **Aria Tran** born on June 26. Daughter of Tho Tran, Canton MA
- **Camden Vitale** born on May 26. Son of David Vitale, Methuen MA

Retirees

- **David Andrew**, Boston MA after 15 years
- **Phil Clifford**, Bangor ME after 35 years