



Pipeline

The F.W. Webb Employee Newsletter

Volume 39 – Spring 2020

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Did You Know?

The average American consumes 1 to 2 liters of drinking water per day. Learn about our Water Systems business on page 15.



More Webb Cam on page 18



Since the start of the pandemic, our Alliance Environmental Group has been on the front lines providing 24/7 viral disinfection services across the Northeast so essential businesses can provide the important services their communities need. Read more on the next page.

THE SCOOP

by Bob Mucciarone



As I write this, we are starting to see a turn with this pandemic. Businesses are slowly starting to reopen; jobs are opening up. As of May 4, our counters have been open for customers to come back in. They are only allowed in the self-serve/counter areas and we are taking every precaution to keep employees and customers safe. Following individual state guidelines, most of our showrooms are again open to personal visits under a controlled one-on-one basis, and some on an appointment-only basis. State mandates are guiding us. We expect to have all showrooms open Monday through Saturday by the end of May. Our main concern is to get through the balance of the pandemic as gracefully as we can, minimize the loss of sales and profit.

We expect that once the economy opens up, the growth will be there. Certainly much pent up demand will spur the economy on. Whether we can make up what we have lost in March, April and a portion of May is probably unlikely, but we should be able to make up some of it. We believe the steps we have taken over the last couple of months have been the prudent thing to do. When sales are lower than budget, and significantly lower, and consequentially gross profit suffers, we must cut expenses. That's what we have done, however not to the extent to get back all of the shortfall.

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Alliance Battles COVID-19 across Northeast

Since the start of the pandemic, AEG has been busy providing 24/7 viral disinfection services at offices, businesses, hospitals, warehouses and facilities across the Northeast. Whether it is a precautionary measure or someone has tested positive for COVID-19, they are called in to do a complete decontamination sweep. “We are thrilled to support F.W. Webb customers during this challenging time. We don’t take this role lightly; we are here to protect lives and keep our customers’ employees, patients and families safe,” said Felix Perriello, CHMM, CPG, LSP, LEP, President, Alliance Environmental Group.

Dressed in a hazmat suite and protective gear, a team of two to six, depending on the size of the building, sanitizes and wipes down all solid surfaces and sprays a disinfectant throughout the facility. The spray contains a hospital grade EPA-registered disinfectant such as hydrogen peroxide or hypochlorous that creates a barrier that destroys pathogens and viruses. The disinfectants are proven effective in COVID-19 decontamination efforts and are recommended by the Centers for Disease Control (CDC) guidelines. The disinfectants, when properly applied, are safe for humans and animals. The sanitation fog and mist covers all surfaces, ceilings, walls, computers, desks, etc. The whole process takes about a day and helps companies deemed an essential business get back up and running the next day.

“The comments we have been getting back from customers have been nothing short of outstanding. They appreciate how thorough we are and tell us that other companies don’t put in the same dedication and care that we do,” Felix said.

“Our customers appreciate how thorough we are.

We wipe down everything from dry erasers in conference rooms to the pens on employees’ desks.

We are not just spraying, but wiping down all surfaces.”

– Felix Perriello

President

Alliance Environmental Group (AEG)

Alliance
Environmental Group
An F.W. Webb Company

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Alliance Battles COVID-19 across Northeast

Working seven days a week, AEG is helping customers continue to provide the important services their communities need. They have responded to a Veteran's facility that had a rapid outbreak, a medical device company that provides single-use devices for surgeries and other healthcare facilities that need to remain operational to treat patients. The calls they have received have taken them across Massachusetts to Connecticut and New Jersey.

At F.W. Webb, we have also called on AEG's disinfection services as a precautionary measure at a handful of locations. For these branches, we have emailed customers to inform them of the circumstances and shared details about AEG's process to assure them that we are taking all steps necessary to resolve any issues that could have existed. Thanks to AEG's disinfection services and attention to detail, we were able to reopen the next day so we could be back to support our customers.

Our AEG team is highly trained in this area and to protect their safety, and that of others, they follow a strict entry/exit procedure at all locations. If you know of a customer in need of these services, have them call 833-918-1882 to learn more or visit AllianceEnvironmentalGroup.com.

About Alliance Environmental Group

AEG environmental testing, remediation and engineering consulting services across the Northeast and tri-state area. Staffed by highly experienced scientists and engineers, services include site assessments, hazardous materials management, facility regulatory compliance, capital improvement programs, engineering design, emergency spills and more. Helping clients address their environmental needs quickly and cost-effectively since 2001, AEG joined the F.W. Webb Company in 2016.

THE SCOOP

by Bob Mucciarone

Continued from page 1

We have taken painstaking care to try to limit the layoffs and furloughs. While it pains us to take these measures, for the health of the company it is the right thing to do. We will continue to consider any and all measures to limit the impact this virus has on our financial performance. We have financing considerations, which must always enter into the equation of all our decisions.

I'm optimistic this will end soon and the fourth quarter will be very busy. The furloughed employees will be called back, business will come back slowly and we will wait for the cure or vaccine to combat COVID-19 to get us back to normal. When it's over you can all commend yourselves for helping Webb survive the pandemic. We are ready to serve our customer base and ready to continue to be the leader in the industry, stronger than ever.

"Better times are just over the horizon. Be safe and stay well."



Safety is a top priority across our footprint. Our Meriden, CT Showroom team takes a mask selfie with their COVID-19 precautions sign.



Hands-Free Products Stocked at CD

Due to COVID-19, many businesses are retrofitting their existing public restroom fixtures to hands-free sensor-activated technology. In response to the high demand, our CD is stocking the latest hands-free faucets, flushometers and soap dispensers from top brands like Sloan, American Standard and TOTO.

With the Side Mount Retrofit Flushometers from Sloan and American Standard, plumbers can go from a manual flushometer to a hands-free one in minutes without needing to shut off the water supply. Additionally, TOTO's hands-free sensor-activated products feature ECOPOWER technology that harnesses the energy of running water to power themselves. Let your customers know these items are readily available and help them select the best solution for their project.

Hands-Free Benefits:

- Improves the overall hygiene and cleanliness in the restroom
- Increases user accessibility in compliance with ADA
- Lower operating cost conserves water and energy
- Eliminates touchpoints and creates a healthier experience for every user
- Vandal resistant
- Low maintenance



Retrofit Toilet and Urinal Valves

Touchless and Voice Controlled Kitchen Faucets



Delta TRINSIC® VoiceIQ™ Single-Handle Pull-Down Kitchen Faucet with Touch20® Technology

CD is also stocking touchless and voice controlled kitchen and bathroom faucets from Moen, Brizo, American Standard and Delta for Frank Webb Home customers. These technology-forward solutions make cooking and cleanup easier, and also help prevent the spread of dirt and germs. Touchless faucets feature an automatic sensor that detects hand movement and voice activated faucets easily pair with a connected home device. Delta's voice activated faucet, for example, allows homeowners to turn water on and off, pour the right amount for a recipe and even warm water – *all without touching the faucet itself.*

Frank Webb **Home**

BATH • KITCHEN • LIGHTING

Find sell sheets for these products at [CRM > Documents & Resources > Plumbing Literature](#).

Customer Engagement Initiative Underway

At the January Sales Meeting, an important customer engagement initiative was announced – one that is proving to be even more critical today with COVID-19. It targets customers across our footprint with inactive and house accounts. As part of the initiative, we have established a dedicated call center at CD to reach out to these customers, and we have engaged Outside Sales, Inside Sales and Showroom Consultants across Webb to also call on this targeted group following a special training program.

“As many of you have heard me say, 80 percent of our business comes from less than 20 percent of our customers,” said Jeff Pope, Owner and President, F.W. Webb. “We need to capture more of the market share by calling on more customers and showing every customer they count, no matter the size of their business.”

The objective of the calls is to update customer’s profiles with the most accurate information, which includes contact details, an understanding of the customer’s business discipline, their business potential and what they look for in a wholesale partner. Most importantly, the calls also help build relationships by providing customers with a local contact, that they might not have otherwise had, and they help us understand any hot button issues.

Based on this information, a list of leads is given to a branch General Manager to share with their sales staff. The sales team then uses the updated customer profile to have a more informed call when following up with the customer.

To date, over 12,500 calls have been made as part of the initiative. Many of the calls have led to viable leads. For example, a call out of our Boston branch secured a \$70,000 order from a house account that hadn’t done much business with them in the past. Another call out of our Springfield branch has led to quoting a \$600,000 mini split job that would have otherwise gone to a competitor. These are a couple of the many success stories we are seeing across our footprint as a result of this outreach.

“Timely follow up after the call is key. We want to make sure that we act on the calls and gain new business,” said Bob Mucciarone, Chief Operating Officer. “This is an ongoing effort that will continue to grow and have a major impact on our business this year and beyond.”

If you are not yet a part of it and would like to be involved, reach out to Connor Stratford, who oversees training for this initiative, Kevin Downing, who manages the call center at CD or your General Manager for more information.



“We need to capture more of the market share by calling on more customers and showing every customer they count.”

– Jeff Pope
Owner and President, F.W. Webb

Over
12,500
CALLS MADE

The CD call center has

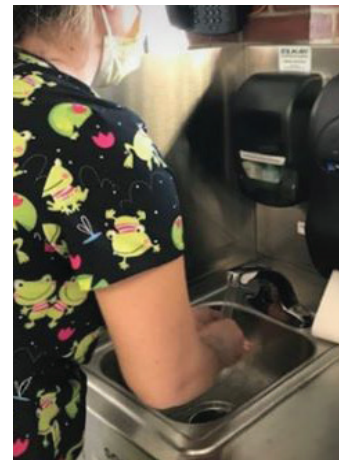
525+
customer touch
points a day.

Webb Helps Deliver Touchless Hand Washing Stations

To aid in the COVID-19 crisis, Elkay donated self-contained touchless hand washing stations to a handful of towns across New England. The towns then distributed them to their local hospitals, police departments or other related essential businesses. The bulk of the systems went to Brockton, which has had the second highest number of COVID-19 cases behind Boston.

The units allow these essential workers to have easy access to touchless hand washing stations wherever they need it. Elkay and the towns worked with manufacturers' representative, Davenport Associates, and our Brockton, MA branch to help deliver the units. Our Brockton branch delivered 17 units the same day they were received and another unit was transferred to our New Haven branch.

The units are a new offering from Elkay called Soapwell. They are expected to be available for sale in a couple weeks. Once we have them available at CD, the quick code will be 858822.



Hampden Makes Hand Washing Easier at Job Sites

Running water is now a must at job sites in order to maintain safe hygiene best practices necessary to fight COVID-19. Featuring a 2.5 gallon electric water heater, this hand washing station, designed by our very own employees, is portable enough to be wheeled anywhere. All customers need is access to a garden hose and an extension cord and they'll have hot running water in no time. Even comes complete with a paper towel holder. Reach out to our Hampden, ME branch to learn more.



We Are All in This Together.

This has been a challenging time for everyone. Our locations and customers have had to adapt to a new way of working together.

Kudos to your resilience!



Safety Precautions

- Employees and customers must maintain a distance of 6 feet between each other.
- We will continue to follow CDC guidelines and healthy sanitary practices. This includes frequent hand washing and the regular cleaning of counter tops, high-touch surfaces and restrooms.
- Disposable masks will be available for employees and customers; and everyone is encouraged to wear disposable gloves. We will follow the guidelines of any state/municipality where masks are required.
- We are in the process of ordering plexi glass for the counter areas.
- Every employee will have their temperature taken as they enter the workplace.
- Customers are not allowed in our offices or warehouses.

Are Your Customers Enrolled in Online Ordering?

When your customers register for online access with us they can easily get product fast and manage their F.W. Webb account online. All they need is a computer or mobile device and they can access it anytime and anywhere. Tell them to register at fwwebb.com/onlineaccess and enjoy the following features:

- Shop by category and quickly find products
- Get account pricing on over 350,000 products 24/7
- Choose from delivery or store pick up
- Check inventory to make sure an item is in stock
- Pay their F.W. Webb bill online
- Download spec sheets and installation manuals
- Review F.W. Webb account information, including project bids and past orders
- Create new project estimates



We have seen a large increase in online orders as customers leverage this feature during the pandemic.

Find an Online Ordering and Account Setup Flyer to share with your customers on CRM at Documents & Resources > Sales Initiatives.

Frank Webb Home Offers Virtual Consultations

With more time at home, a lot of homeowners are working on renovation projects around the house to stay busy. Whether it be something small that they've been putting off for months or wanting to make a space feel like new.

While some of our showrooms are temporarily closed to physical visits due to COVID-19 (at the time of writing),* our Showroom Consultants are staying busy working with these customers through Zoom video calls. Our customers are loving it because they can take the Consultant through their home and show them the space they are updating. Our Showroom Consultants can then virtually walk them through the showroom and show them the different style options available.

We've also made the process as easy as possible for the customer. All they have to do is call the showroom to schedule a virtual consultation and we send them a link. As long as the customer has Zoom downloaded on their phone, tablet or computer they click the link and are automatically connected. We have gotten such great feedback on the Zoom calls that we are going to continue to offer them when this pandemic is behind us.

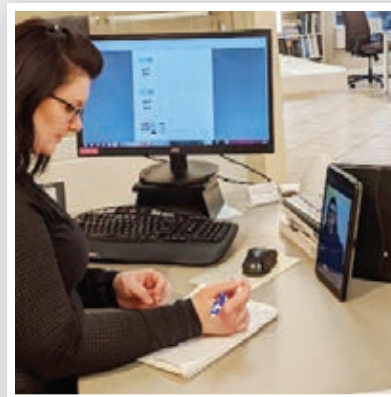


Renovation Trends During Covid-19

- **Bidets:** We are seeing more of an interest in bidets since toilet paper can be hard to find right now.
- **Task lighting:** With many people now working from home, instant repurposing of rooms to home offices has prompted more interest in task lighting.
- **Kitchen sink and faucet:** With people cooking at home so much more right now, there is more of an interest in replacing a kitchen sink or faucet to help make cooking and cleanup easier.
- **Touchless and voice controlled faucets:** These technology-forward solutions make it easier to practice CDC-recommended hand washing techniques.

*Following individual state guidelines, most of our showrooms are again open to personal visits. State mandates are guiding us and they are open to personal visits under a controlled one-on-one basis, and some by appointment-only.

Live Action Shots



Manchester, NH Showroom Consultant, Nadia, helps a customer with a project via Zoom.

Help Customers Combat Germs with Cleaner Air

With COVID-19 at the top of everyone's mind, Indoor Air Quality (IAQ) is becoming a big topic for homeowners and businesses. According to the Centers for Disease Control, indoor air contains three types of pollutants: germs, particulates and gases. A central HVAC system can distribute these pollutants, but with the right solutions in place it can also serve as the first line of defense to clean air.

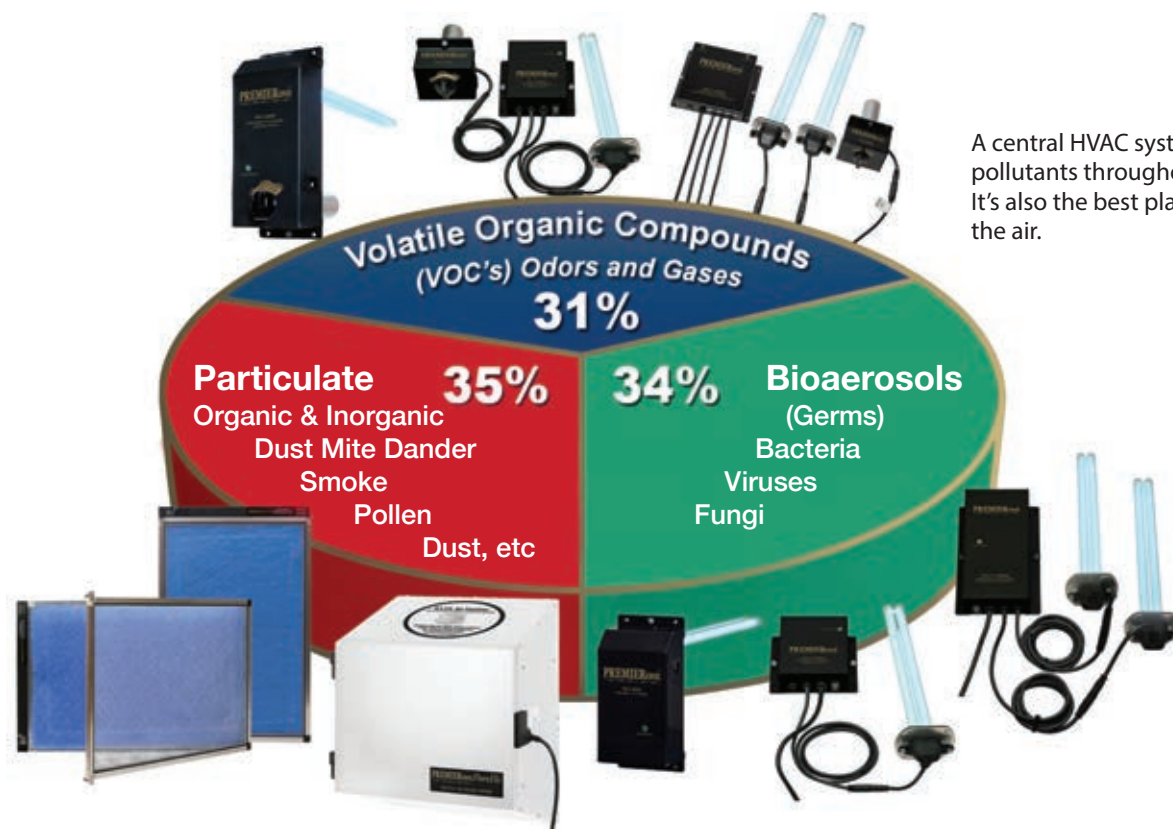
We offer humidification, dehumidification and ventilation products from leading manufacturers to clean the air, neutralize germs and reduce odors and VOC gases. Solutions include electronic, polarized and HEPA air cleaners from Honeywell; air purifiers from Nu-Calgon and RGF; an oxidizing unit from PremierOne and many more. They are specifically designed to improve the quality of air and have been tested and approved for use with our HVAC systems.

IAQ issues can be difficult for homeowners to identify and solve on their own. Let your contractor customers know that our extensive offerings can help them expand their business and educate homeowners on IAQ issues.

IAQ Best Practices

- **Clean:** Use a high-quality, pleated filter at a minimum. The higher the MERV rating, the more particulate it can trap.
- **Reduce odors and gases:** Good options to consider include ion generators by Nu-Calgon, air purifier with odor control by RGF and PremierOne, and UVC light with activated carbon by Honeywell and Fields.
- **Neutralize germs:** High intensity germicidal UVC has been proven to kill microorganisms and helps to reduce the spread of colds and flu.

As experienced HVAC contractors know, in addition to following these IAQ "best practices," with central air systems it's also imperative to maintain proper humidification and dehumidification and to ensure proper ventilation.



A central HVAC system distributes pollutants throughout the home. It's also the best place to clean the air.

Refreshed Truck Graphics

Traveling across the Northeast, our trucks represent a great branding opportunity for us and the key lines we supply. Our fleet is undergoing some changes. Check out their latest look below.

Tractor Trailer Truck



Our tractor trailer trucks are now a more vibrant red.

The back of the trailers promote services from our Alliance Environmental Group.



Box Trucks



Bradford White is a key brand within our plumbing portfolio.

Uponor PEX-a, piping and fittings for plumbing and heating applications, is the leading choice among contractors today.



On the Road

This image appeared on the front page of the *Rutland Herald* in March. It shows that during the height of the pandemic, Webb was one of the few on the road. Thank you to our dedicated employees who have been on the road, in our offices and stores to support our customers during the pandemic. You are helping them – plumbing, heating and cooling contractors, hospitals, utility companies and more – provide the important services that their communities depend on.



Giving Back to Our Communities

Throughout the year, Webb branches and employees from across the Northeast volunteer their time and donate materials to local causes in the communities where they work and live.

Thank you to everyone who helps make a difference!



Helping a Homeowner Stay Warm

When a homeowner from Stoneham, MA had a water heater leak, she called her plumber to shut the water off. While at the house, the plumber noticed the heat wasn't working either and asked what had happened. The homeowner, a senior on a fixed income, told him the heater had stopped working the day before and she couldn't afford to replace it. The plumber, a PHCC of Massachusetts contractor member, who is active in the Mystic Valley Chapter of the Association, reached out to fellow association members to see if they could help him restore her heat for the winter. Working with our Woburn branch, a team of independent PHCC contractors, were able to pull together and donate a new water heater and furnace, along with all the plumbing materials needed to provide heat and hot water. The customer was extremely grateful.



Donating to a Local Fire Department

Together with the Thermoplastic Piping division, the Methuen, MA branch donated pipe and fittings to the Barre Fire department. The firefighters are using it to make a drying rack for their protective gear, which is treated with a fire retardant that prevents it from catching on fire. Fire retardant is a known carcinogen and when the protective gear is not dried properly it becomes a hazard for the first responders.



Face Masks for Hospitals

After learning from a friend about the dire need for masks at hospitals, Showroom Consultant, Carrie Ward, jumped into action. She bought the necessary materials and dusted off her sewing machine. She made 150 face masks that she'll be sending to the hospital her friend works at, Saint Francis Hospital in Hartford, CT. Carrie plans to make more for others in need. "It feels good to be able to contribute in these scary times. It gives me a feeling of purpose," Carrie said.

New Heat Design Team in Dover, NH

In March, our heating business added another full-service Hydronic Design and Support team in Dover, NH. This marks their seventh Hydronic Design team in the Northeast. The Dover team is led by Doug Lyman who has over 25 years of experience as a contractor and in the wholesale industry. Doug is well steeped in all hydronic heating aspects.

The teams specialize in heating applications including sizing, room-by-room heat loss, radiant CAD drawings, equipment selection, mechanical room computer aided drawings and much more. They offer full-service pre-sale and post-sale support, including help with start-up, boiler water testing and trouble-shooting. They also provide professional quotes, install documentation and design custom snow melt systems. When the Hydronic Design and Support teams are not busy quoting, they are proactively setting up trainings to educate our customer base on popular topics in their area and the newest trends in the hydronic heating industry.

"I'm proud that we can bring such a detailed and value-added service like this to our customers," said Mike DelConte, Director of Heating. "We have some of the best and brightest people in the heating industry and it allows us to provide contractors the best support and service."



Contact Information

Share these services with your heating contractors! Each team can be reached at the following email address:

Albany, NY

albanyheatdesign@fwwebb.com

Bangor, ME

heatdesign@fwwebb.com

Dover, NH

doverheatdesign@fwwebb.com

Hartford, CT

hartfordheatdesign@fwwebb.com

Manchester, NH

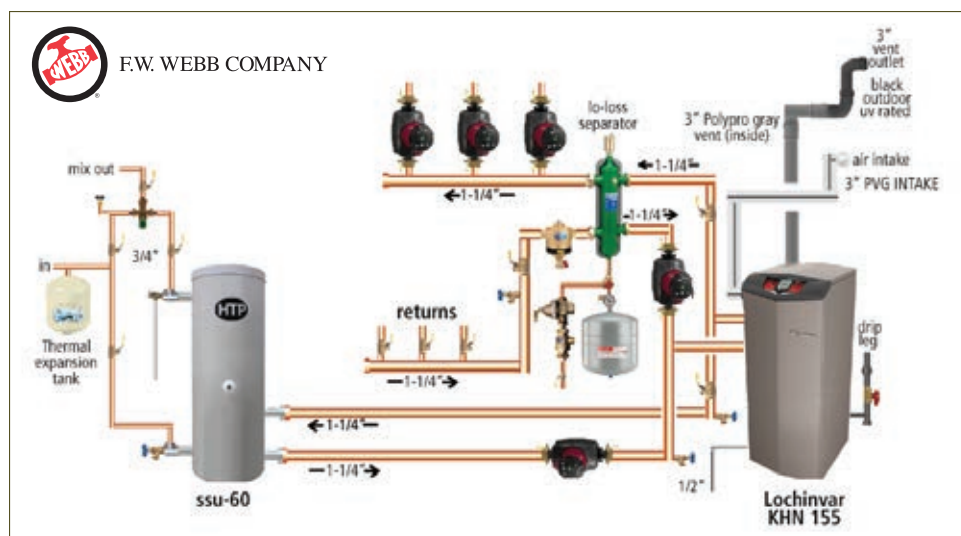
machesterheatdesign@fwwebb.com

Springfield, MA

westernmaheatdesign@fwwebb.com

Woburn, MA

heatdesign55@fwwebb.com



New High Purity Partnership

Our High Purity Process division has entered into a distribution agreement with LJ Star, a leading manufacturer of sight glass and lighting solutions. Food and beverage manufacturers, biopharmaceutical, pharmaceutical and chemical processing companies use these solutions to observe the manufacturing process and make sure that the equipment is functioning properly.

LJ Star manufactures a unique combination of metal and glass formulas that are designed to be more durable and last longer than comparable products. Made in the USA, their sight glass also meets stringent quality standards.



Record Turnout for the 2020 F.W. Webb HVAC Refrigeration & Controls Dealer Meeting

In February, we held our 7th annual HVAC/R Dealer Meeting at Foxwoods Resort Casino in CT. The weather cooperated this year and the attendance numbers reflected that. In total, over 750 people were in attendance between customers, vendors and F.W. Webb employees.

The meeting is an opportunity for customers to learn about the latest trends and products from the industry's top manufacturers while mingling with their peers from across the Northeast.

The day opened with an informative and timely keynote presentation from Brian Beaulieu, CEO and Chief Economist of ITR Economics. Beaulieu's presentation was titled, "Economic Opportunities and Challenges: 2020 – 2023." The purpose of the presentation was to inform and prepare the attendees for the inevitable changes that are ahead in order to drive practical and profitable business decisions and increase personal wealth. He focused on the economic trends and outlook specifically for HVAC and Refrigeration contractors in the F.W. Webb nine-state area.

From there, representatives from York, Daikin, Honeywell, Johnson Controls, Sporlan, US Motors and Bosch hosted a variety of break-out seminars. They provided insight on their products as well as where they see things going in 2020 and beyond.

The rest of the evening was filled with a jam-packed vendor cocktail reception with over 80 exhibitors followed by a lively buffet dinner complete with a DJ.

The day was deemed a success by customers and vendors alike. This was the largest turnout in the seven years of doing the event and everyone left energized and full of new ideas to improve their business.



F.W. Webb Dominates at PHCC Show in MA



Attending the Plumbing-Heating-Cooling Contractors Association (PHCC) trade shows in Massachusetts and Maine has become an F.W. Webb tradition. Especially since we have strong connections with PHCC members and other industry professionals. Unfortunately, due to COVID-19 the Maine show was canceled. We were able to attend the MA show in February, however.

Once again it had an impressive turnout and the F.W. Webb booth was a popular spot. We had one of the larger booths and a prominent location at the center of the trade show floor.

The Ideal line of boilers, Uponor PEX-a piping and fittings and Bradford White water heaters were key product attractions at our booth. We also had a table promoting Webb Rewards and another promoting our online ordering and account management capabilities. The F.W. Webb Hydronics Training Truck, also known as “The Boiler Mobile,” was another huge draw and visitors to the truck were even able to try their hand at a putting contest for the chance to win a free t-shirt. Between that and customer visits, by the end of the show, we gave away almost 1,000 t-shirts. It was a great way to keep F.W. Webb’s name front and center. We look forward to attending both trade show events next year.



Mike DelConte Recognized with Sinnott Award

The annual PHCC President’s dinner, held the night before the MA trade show event, also proved to be an extra special occasion as one of our own was recognized. Our Director of Heating, Mike DelConte, was presented with the PHCC’s prestigious Robert J. Sinnott Award. It was established in 1983 to honor its first recipient, who served as editor of the New England Progress Magazine for 25 years.

The Sinnott award recognizes individuals who have made outstanding and significant contributions to the association and industry. Mike’s achievements such as working with the PHCC golf committee to raise funds for local charities, launching the Hydronics Truck and providing training were highlighted by the presenter of the award.

F.W. Webb President, Jeff Pope was honored with this award in 2018.

DIVISION DOWNLOAD

Water Systems Team

Rich Fox

Sales Manager
781-825-3483
fox@fwwebb.com

Phil Gent

Regional Sales Specialist
413-333-9546
phil.gent@fwwebb.com

Dominick Esposito

Plumbing & Water Systems Product Manager
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Buzzwords

- Water Filtration System
- Softening System
- Pumps
- Filters
- Water Treatment
- Sump & Sewage
- Effluent Pumps
- Grinder Pumps
- Tanks
- Pipe
- Culvert
- Basins

Questions to help promote business:

- Do you install water filtration systems? If so, what do you use?
- Do any of your customers have issues with hard water or staining of fixtures?
- Are your customers concerned about the quality of their tap water?

Water Systems



Despite passing through a water treatment facility, tap water usually contains unwanted contaminants like harmful bacteria and high chlorine levels, as well as mineral content that can cause hard water. This is because it is easy for water to pick up contaminants after it has left the treatment plant. The same is true for water stored in a private well.

A water filtration system improves water quality for drinking, cooking and showering. It removes sediment and unwanted substances from the water, reduces the level of many chemical contaminants and also improves taste and odor. Water softeners, as the name implies, softens water by removing minerals that make water hard and cause scale. This is important because scale from hard water can build up in pipes and slow the efficiency of water-using appliances. That means more energy will be required for a water heater to function, and the flow of water to a dishwasher and washing machine slows down.



Water filtration systems are becoming more popular among households, businesses and restaurants.

Our Water Systems business sells water filtration systems, water conditioning systems and sump and sewage products to residential, commercial and industrial customers. F.W. Webb is the exclusive distributor in the Northeast of WaterSoft products, a leading water filtration and water conditioning company.

One of the biggest opportunities for the business is water filtration. A vast number of households, businesses and restaurants are installing filters. Different types of filters are installed everyday throughout our footprint from point-of-use reverse osmosis filters to simple carbon filters.



F.W. WEBB COMPANY
Water Systems Division

Continued on page 16

DIVISION DOWNLOAD

Benefits of a water filtration system:

- Removes unwanted contaminants like harmful bacteria and high chlorine/mineral levels
- Saves on the cost of bottled water
- Reduces plastic in landfills
- Extends the life of appliances like water heaters, washing machines and dishwashers
- Reduces energy consumption and carbon footprint
- Minimizes aggravation of skin conditions
- Provides softer skin and hair
- Removes soap scum buildup in the bathroom and mineral deposits on laundry
- Saves on soap since minerals in hard water can make soap less effective



The PIONEER Filtration System is a leader in the market.

PIONEER™

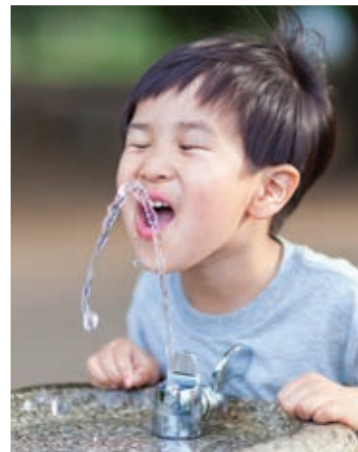
“The best part about the water filtration business is that it is not weather dependent. Water is water and everyone needs clean, safe drinking water,” said Rich Fox, Sales Manager. “Plus, it is another way for F.W. Webb to help our plumbing customers grow their business. Water filtration systems provide reoccurring sales and billable hours for plumbing technicians since they need to be replaced every so many months.”

All F.W. Webb branches have access to water filtration systems and other Water Systems products. Through our manufacturers’ reps, the business offers branches and plumbing contractors training across the Northeast so they can learn about the product, answer technical questions and recommend products for different scenarios. As an added resource, in late spring/summer, the business is planning to launch a call number that contractors and F.W. Webb employees can reach out to for Water Systems expertise.

“As with other F.W. Webb businesses, we pride ourselves in being the most technically-oriented distributor in the industry,” Rich said. “There is not a strong emphasis on this subject at plumbing schools so when a plumber needs to know which filter to use and how to install it, price can go out the window. Instead, what becomes more important is having a partner with the know-how they need and trust.”

Within this market, a key product that the Water Systems business is promoting is called the PIONEER™ Water Filtration System. The company describes it as a, “first of its kind certified whole-house lead, cyst and PFOA/PFOS removal system.” PFOA and PFOS are part of a family of human-made chemicals known as PFAS found in a wide range of products used by consumers and industry. There is evidence that exposure to PFAS can lead to adverse health effects such as cancer. PFAS is a big topic in the water industry and the Environmental Protection Agency (EPA) is currently taking steps for regulation in PFOA and PFOS in drinking water. “We are excited about the PIONEER system because it is the only product on the market proven to drop PFOA/PFOS limits below what the EPA is recommending,” Rich said.

If a branch is not stocking or selling water filtration systems, water softening systems or water testing kits they are missing out on a big opportunity. Contact the Water Systems team for suggested inventory and to schedule a training to boost your sales in this area.



“The best part about our business is that it is not weather dependent.”

– Rich Fox
Water Systems Sales Manager



F.W. Webb Feuds in Rutland

In February, five employees from F.W. Webb and Frank Webb Home in Rutland, VT participated in the 3rd annual “Real Rutland Feud” held at the historic Paramount Theatre.



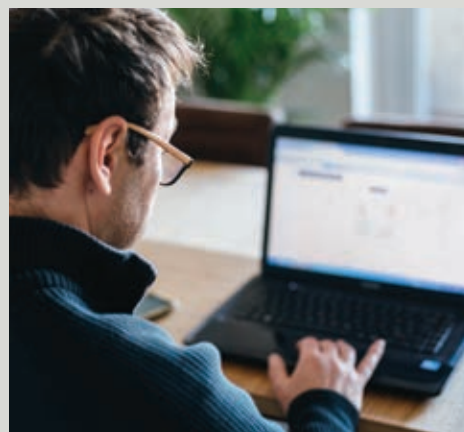
Based on the popular TV game show Family Feud, Real Rutland Feud pits 10 businesses from the Rutland Region Chamber of Commerce against each other as the participants try to guess the most-popular responses to survey questions.

It was an exciting night with tough competition and a large energetic crowd. The team from F.W. Webb held their own but were ultimately beaten out by the Rutland Xfinity

crew. Kate King, Rutland Showroom Manager, was part of the team that competed on behalf of F.W. Webb and said, “The Real Rutland Feud was very entertaining and a lot of fun! Just when you thought you knew the answer, that buzzer got a few of the team members! It was a great event supporting Rutland and we would definitely do it again!”

All the proceeds from that evening went to the Real Rutland Regional Marketing Initiative that aims to bring more people to Rutland.

Home School Challenge



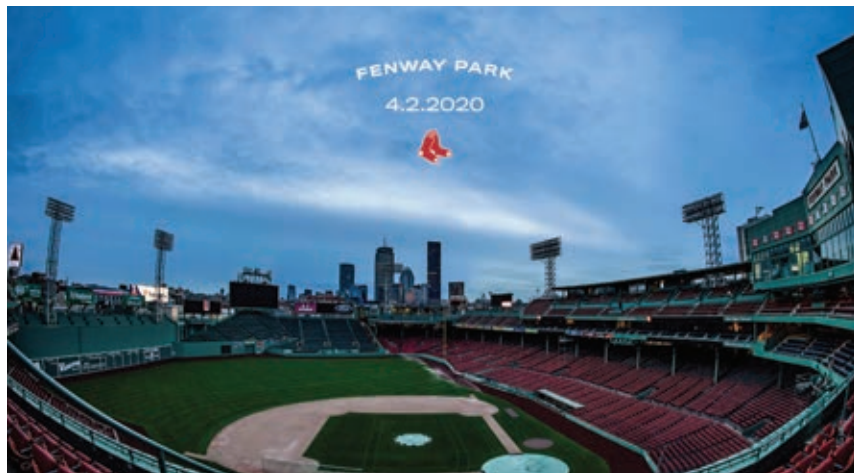
Our kids aren’t the only ones getting home schooled during the pandemic. With extra time on their hands, Industrial Inside and Outside Sales Reps were asked to participate in a voluntary “Home School Challenge” to brush up on their steam, condensate and heat transfer knowledge. As part of the challenge a lesson and test are being sent out each week.

More than 35 Reps have participated so far and the team is adding some fun, friendly competition by posting top scorers on a leadership board after each challenge. Participants have voluntarily taken over 300 online classes to date from Armstrong University and quiz topics range from steam basics to PRV selection and sizing. The average score from the first quiz on steam basics was 93.

“Positioning ourselves as the ‘premier supplier’ for steam specialty equipment remains at the core of our industrial, institutional and mechanical strategy. This has been a good opportunity to catch up on many of the items, such as training, that we forgo during busier times.” said Daryl Schoellkopf, Sales Manager, Energy Systems.

Webb Cam

Fenway Park on April 2, which would have been their 109th Opening Day to kick off the start of the baseball season at home.



We may be apart during these COVID-19 times, but that doesn't mean we can't find new ways to get together. Tristan Lawe from our Oakland, ME branch got a special visit, at a safe social distance, from his daughters, Jenn and Julia.



Even the geese can't wait until our showrooms are open for personal visits again.



Hartford, CT Showroom Manager, Wanda Garay, appeared with Eric Person, CEO of Home Builders & Remodelers Association of CT, in a TV segment on Better CT. They presented the American Standard Acticlean Toilet along with Lixil faucet products.



Falmouth, MA Showroom Manager, Kelley Colon, wrote a special message that brought a smile to her customer's face.

Benefits and Wellness Check

by Stefanie Harrison, Benefits Manager, Bedford, MA

COVID-19 Update & Resources

We are all looking forward to life slowly, but eventually getting back to normal. In the meantime, I want to remind you of the resources available. Here is a quick summary:

Early Intervention Tool to Assess COVID-19 Risk

- Cigna is partnering with Buoy Health (Boston-based), an artificial-intelligence powered navigation platform to provide a free, web-based interactive triage tool that assesses COVID-19 risk.
- Through this tool, you can quickly receive information regarding the severity of your symptoms and recommendations on next steps of care.
- The symptom checker is available on cigna.com, myCigna.com and related myCigna mobile applications.

COVID-19 Testing Site Locator Tool Now Available

- If your doctor recommends that you get testing, this tool can help you find a testing site nearby. [Access it here.](#)

Cigna also has a helpful Coronavirus (COVID-19) Resource Center: cigna.com/coronavirus.

KGA's Updated COVID-19 Resources

KGA, your Employee Assistance Program, is also available to assist you and your loved ones. They provide supportive resources for managing anxiety, fear, stress and improving resiliency. To access their resource page, log on to My.KGALifeServices.com with company code "webb." The site offers:

- The Daily Break: Daily live stretch breaks (15 minutes) and meditation sessions (10 minutes).
- Videos, guides and links related to self-care and support for children and the elderly.

We know this can be a challenging time and want you to know that you are not alone. If at any point you wish to speak to a counselor, contact KGA at 800-648-9557, My.KGALifeServices.com or email info@kgreer.com. All assistance is confidential and available through phone, video and text/message platforms.

Additional Support

- F.W. Webb is waiving cost-sharing for:
 - COVID-19 diagnostic test when recommended by a health care professional
 - office visits related to COVID-19 testing
 - telehealth screenings for COVID-19
- We are making it easier for you to be treated virtually by your own physicians through CIGNA's tele-health services.
- A 24-hour COVID-19 toll-free help line (**1.866.912.1687**) is available to the general public to speak with behavioral health clinicians who can provide one-on-one support.


Achieving a healthier lifestyle.



Achieving a healthier lifestyle.

Webb Wellness



Mike Johnson is the Lead Receiver in the warehouse at F.W. Webb in South Portland, ME. Nearly a year ago he had a series of “self-realization” moments that led him to make some significant lifestyle changes in favor of better health. As an ex-athlete Mike knew that he was a long way from the physical shape he was once in, and while he might never get back to how he looked in high school, some self-discipline around food and exercise might be a step in the right direction. Since then, Mike has lost over 80 lbs. and says he feels better than he has in years.

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

A: The changes I made were simple but effective. I started by just doing a couple of push-ups. I remember being able to do countless push-ups when I played sports, but a year ago I could only do about eight at once. I kept at it, adding more and more every day and doing multiple sets every day and pushing myself. Now I try to do a set of push-ups every hour on the hour while I’m at work and can currently do up to 35! I also decided to cut back on the beers during the week and focus on eating healthier foods.

Q: Why did you decide to make this change?

A: I saw a picture that had recently been taken of me with some friends and just thought... wow I look bigger than I thought I did. On top of that, my dad had a quadruple bypass about four years ago. He was always a bigger guy and told me that he wishes that he had lost weight when he was my age because it gets harder and harder as you get older.

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

A: I’m really happy with the results I’ve achieved. I have the energy to be more active at work and at home. I’ve been sleeping better. I experience much less back pain than I used to and just feel better in general. Not to mention, as a single guy, I feel like I get a little more attention from the ladies than I once did.

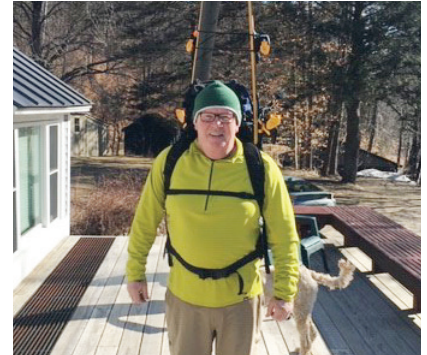
Q What advice would you have for anybody else at Webb with similar goals?

A: To make a significant change, you have to want it. It won’t be easy, but anything worth doing is going to be tough. But at the same time don’t be too hard on yourself, it’s okay to cheat once in a while as long as you keep moving toward your goal. Oh, and cook for yourself!



Nan the Nurse is wishing all Webb employees and their loved ones well during this crazy time! A great time for all to focus on healthy eating and staying active! If you have a story you’d like to share, please contact Nan by email at nan@nanthenurse.com.

Staying Active During “Social Distancing”



“Keeping a safe social space, I climbed Killington Bear Mountain with my lifelong friend and skiing side kick.”
Jim Matthews, Bedford, MA



“Our youngest learning how to ride a bike.”
Tarad Nadeau, Cranston, RI



“This is how we spend our free time. A little nerf action.”
Luis Cabrera, Elmwood Park, NJ

On the Move

Chris Sears, the General Manager of our High Purity Process, Commercial & Industrial Pumps and Industrial PVF Specialties divisions in Cranston, RI, loves a challenge.



His role has been expanded to now include *General Manager* of the Cranston PVF branch. He has worked at our Cranston, RI location for the past 15 years.

He is excited to manage a profitable operation, while growing our sales across the footprint. Committed to customer service and continuous improvement, he looks forward to finding new ways to provide customers even better service. Chris' background is in providing technical and operational solutions to the High Purity market. He received his Bachelor of Science degree at Plymouth State University and he is currently an ISPE Boston Chapter member, an industrial organization dedicated to the pharma and bio-pharma industry. This summer, he and his wife Stacey, who was his high school sweetheart, will celebrate their 25th wedding anniversary. They have two kids, Colby, 25, and Gabriella, 21.

Steve Knapp is the new *Operations Manager* in Albany, NY. He joined F.W. Webb in 2015 as a trainee in the Management Training Program. During this time, he helped



facilitate multiple acquisitions, audits and operational improvements throughout Webb locations in the New York area. Steve got his Bachelor's

degree in Management Science at St. Bonaventure University in Western New York. In his spare time he enjoys golfing, skiing, wakeboarding and horse racing.

Sean Mannion is filling a brand new role at F.W. Webb, *Refrigeration Sales Manager*. He will be responsible for launching new products, facilitating customer trainings



and building strong manufacturer relationships. He has been with F.W. Webb since 2013, working as an Inside Sales Rep and Regional Sales Manager in New Hampshire. With nearly

30 years of experience in the industry and a handful of trade certifications, Sean has been a HVAC/Refrigeration Service Manager, Sales Associate and a Shop Instructor at Greater Lawrence Technical High School. In addition to building a successful career, one of his greatest achievements is his family. He and his wife of 26 years have six daughters and four grandsons.

A home décor enthusiast and self-described "Martha Stewart wanna-be" **Teri Breguet** has been promoted to *Showroom Manager* at our Northampton, MA location. She has worked at Frank Webb Home since



2017, and she loves helping customers make their homes more comfortable and beautiful. In her new role, she looks forward to working with the team to help the showroom realize

its true potential. Before joining F.W. Webb and getting into the home improvement industry, she spent the first part of her career as a news reporter. First for her local NBC affiliate in Chicopee and then at the Springfield Diocese television program, "Real to Reel." She and her husband, John, have two grown children, Alyssa and David, and a granddaughter, Piper Margaret. She enjoys the outdoors – gardening, biking, horseback riding and hiking.



Location News

We have expanded our presence in New Jersey. In February, we opened a second F.W. Webb location in Elmwood Park. The 65,000 square-foot facility offers plumbing, heating, HVAC and refrigeration equipment and supplies. A Frank Webb Home retail showroom is slated to open later in the year. The other location at 30 Stefanic Ave. continues to serve PVF and industrial professionals.

Our Bangor, ME location also moved to a new building in Hampden, ME. It has almost twice the space and inventory. They mainly stock plumbing, heating, HVAC, refrigeration, PVF and Water Works supplies. The Frank Webb Home showroom remains at 1156 Hammond St. in Bangor.



Welcome Aboard



Matt DiPirro has joined our Alliance Environmental Group as *Principal Scientist*. He will be responsible for regulatory air emissions permitting and compliance, due-diligence, hazardous waste site assessment and climate modeling. Before joining F.W. Webb, Matt was a Meteorologist at the ABC affiliate in Lawton, Oklahoma, KSWO-TV. He was their lead storm chaser for several years and in 2018, he was promoted to Chief Meteorologist. Always interested in meteorology, Matt got his Bachelor of Science degree in atmospheric science at Northern Vermont University. Now that he is back in New England, he looks forward to exploring the area with his wife, Angela, and their son, Jameson.



Our Dover, NH branch has a new *General Manager*. **Jason Moselsky** joins us from the Granite Group where he worked for 15 years. He has experience with hydronic and HVAC systems and is always interested in learning about new products and their technical applications. He got a degree in Business Administration at Central Connecticut State University. His hobbies include golfing, fishing and hiking, and he and his wife like to travel as much as possible.



With nearly 20 years of experience selling, leading and building teams, **Levi Smith** joins F.W. Webb as the new *General Manager* of our Concord, NH branch. He comes from VP Supply Corp, a plumbing, HVAC and industrial wholesale company, where he worked as Vice President of Sales. He received his Bachelor of Arts degree at Point Loma Nazarene in San Diego, CA and a MBA at Southern New Hampshire University. After living in New York for his previous position, he is excited to be back in New Hampshire with his wife, two sons and two labs. Levi loves the outdoors and extreme sports. Last year, he completed the Ohio Ironman 70.3 and is training to complete a full ironman.



Brian Bartlett is the new *Store Manager* at our Trenton, NJ branch. He is a proven leader with over 20 years of experience in the retail home improvement and wholesale building materials business. Brian will work with the team to capture market share with a strategic focus on the HVAC and plumbing trade customer. He spent the bulk of his career at Lowe's in various management positions and he most recently worked at Alside Building Supply as a Branch Manager. Originally from North Carolina, he lives in NJ with his wife, their two kids and three retrievers. On the weekends, you will find Brian outside fishing, hiking or manning his grill or smoker.



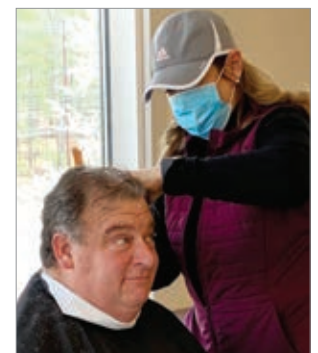
An industrial PVF veteran, **VJ Jacono Jr.** has joined the F.W. Webb team following our acquisition of the Collins Pipe & Supply Co. branch in Aston, PA. He has served as the *Store Manager* of the Aston branch since 2017, and he will continue in this role. VJ is entering 40 years in the Philadelphia PVF market. His father was in the business for almost 50 years and VJ started following in his footsteps as early as high school when he went to work in a pipe yard. VJ lives six miles from where he grew up in Southeastern PA with his wife of 31 years, and they have two sons who are recently out of college. He keeps busy as a volunteer firefighter, this year marks his 40th year of service, and working on anything mechanical in his barn.



We have the best customers! This is a special treat that a customer sent to our St. Albans, VT branch.



Our Webb swag is being put to good use! Shout out to the customer who made masks for Bob and Lisa Matvichuk. Bob is our Salem Store Manager and Lisa is a member of our Corporate Accounts Payable team.



With everything – and everyone – getting hairier because of this pandemic, our Corporate office brought in a hairdresser at the end of April.

Shown above, our SVP of Operations, Brendan Monaghan, getting his first haircut in a while.



Promotions

- **Shelton Burnett** from Warehouse to Counter, Bronx, NY
- **Ryan Couture** from Inside Sales to Outside Sales, Keene, NH
- **Ned Davis** from Warehouse to Counter, St. Johnsbury, VT
- **Lynette Donahue** from Receptionist to General Clerk, Londonderry, NH
- **Gaddiel Fantauzzi** from Receiver to Inventory Control, Londonderry, NH
- **Xavier Fernandez** from Counter to Inside Sales, Plymouth, MA
- **Patrick Ford** from Warehouse to Counter, Ellsworth, ME
- **Alicia Griffis** from Counter to Accounts Receivable, Rutland, VT
- **Justin Hawkins** from Counter to Inside Sales, Williston, VT
- **Gabriel Joao** from Inside Sales to Outside Sales, Springfield, MA
- **Rich Lanoue** from Inside Sales to Outside Sales, Albany, NY
- **Shane Lear** from Warehouse to Inventory Control, Rutland, VT
- **Rich, Mazur** from Inside Sales to Outside Sales, Hartford, CT
- **Scott McLaughlin** from Warehouse to Warranty/Credit Clerk, Hampden, ME
- **Troy Melvin** from Counter to Inside Sales, Ellsworth, ME
- **Sean Meehan** from Driver to Counter, Utica, NY
- **Thomas O'Grady** from Counter to Inside Sales, Bellingham, MA
- **Jeff Osborne** from Warehouse to Warehouse Lead, Hampden, ME
- **Allen Quinones** from Counter to Inside Sales, Hartford, CT
- **Chris Rhoades** from Will Call to Counter, Woburn, MA
- **Bryan Schmidt** from Warehouse to Warehouse Lead, Canton, MA
- **Nick Stoltz** from Warehouse to Counter, Queensbury, NY
- **Mikko Tagole** from Counter to Inside Sales, Pittsfield, MA
- **Eric Williams** from Warehouse to Warehouse Supervisor, Nashua, NH



New Clow Hydrant Installed in Vermont

In March, our Rutland, VT branch sold the first Clow I Hydrant. Our Water Works division is a stocking distributor of Clow Valve Company in New England and New York. "We have sold other Clow Valve hydrants, but this is a brand new design that meets a specific code," said Brian Bradley, General Manager, Rutland.

F.W. WEBB CELEBRITY LOOK-ALIKE



Ryan Couture
Outside Sales, Keene, NH



Fred Durst
Singer, Limp Bizkit

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

Send your nomination to pipeline@fwwebb.com for consideration in a future issue.

Submitted by: Lacey Peltó, Receptionist, Keene, NH



New Employees: January – March 2020

Robert Agin
Inside Sales
Springfield, MA

Matthew Anctil
Sr. Unix/Linux Admin
Bedford, MA

Rebecca Andre
General Clerk
Canton, MA

Nathan Arsenault
Warehouse
Fitchburg, MA

Bradley Augur
Counter
New Haven, CT

Justin Bartlett
Warehouse
Hampden, ME

Matthew Belouin
Counter
Pittsfield, MA

Rachelle Blais
Warehouse
Auburn, MA

Richard Braconnier
Driver
Haverhill, MA

Stephen Braunstein
CIP
Bronx, NY

Timothy Budgell
Warehouse
Auburn, MA

Michael Cartieri
Tractor Trailer Driver
Aston, PA

Jesse Cheyney
Outside Sales
Aston, PA

Steve Chivallatti
Will Call
Auburn, MA

David Cisneros
Intern
New Bedford, MA

Ronald Clark
Plastics Fabrication
Manager
Lowell, MA

Dustin Clements
Driver
Augusta, ME

Joshua Correia
Warehouse
Warwick, RI

Hunter Corson
Network Administrator
Bedford, MA

Justin Craig
Inside Sales
Ellsworth, ME

Nicole DeSimone
Real Estate Accountant
Bedford, MA

Matthew DiPirro
Principal Scientist
Alliance
Warwick, RI

Raymond Dowaliby
Showroom Sales
Representative
Warwick, RI

Andrew Dunn
Warehouse
Canton, MA

Corinne Englehart
Showroom Sales
Representative
Auburn, MA

Michael Escalante
Inside Sales
Greenfield, MA

Tanner Fishburn
Warehouse
Ellsworth, ME

Mary Fortunata
Accounts Receivable
Clerk
Bedford, MA

Elijah Franklin
Warehouse
Boston, MA

Adam Friedrich
Inside Sales
Springfield, MA

Juan Giraldo
Driver
Piscataway, NJ

Joseph Graves
Warehouse
Springfield, MA

Tyler Hache
Warehouse
Watertown, MA

Charles Hall
Driver
Hampden, ME

Ramrattan Harrinaraine
Warehouse
Bronx, NY

Jared Heatwole
Inside Sales
Aston, PA

Peter Hill
Counter
Salem, MA

Hector Jimenez
Warehouse
Londonderry, NH

Mykle Kennard
Warehouse
Aston, PA

Albert Kennard
Warehouse Manager
Aston, PA

Timothy Kerl
Counter
Lebanon, NH

Terry King
Warehouse
Aston, PA

Katie Koehler
Receptionist
Londonderry, NH

Rogelio Lewis
Driver
Trenton, NJ

Nicole Losieniecki
Warehouse
Portland, ME

Donna Macaron
Inside Sales
Aston, PA

Ryan Macdonald
Driver
Nashua, NH

Aaron MacMunn
Intern
Bedford, MA

Bruce Martin
Driver
Allentown, PA

Wayne McGraw
Driver
Brockton, MA

Adam Mead
Outside Sales
Springfield, MA

Greg Mikowski
Counter
Elmwood Park, NJ

Alyssa Miner
Receptionist
Augusta, ME

Philip Morgan
Maintenance Associate
Bedford, MA

Jason Moselsky
General Manager
Dover, NH

John Murphy
Driver
Brockton, MA

Nicholas Olivari
Warehouse
Centereach, NY

Dustin Owens
Showroom Sales
Representative
Portland, ME

Douglas Penney
Warehouse
Winslow, ME

Samuel Perriello
Counter
Dedham, MA

Nicole Pienkos
Warehouse
Hingham, MA

Fabio Montoya Pineda
Driver
Elmwood Park, NJ

Daniel Polutchko
Intern
Boston, MA

Lovell Porsche
Warehouse
Springfield, MA

Ayn Powell
Freight Specialist
Aston, PA

Kenneth Preble
Welder
Winslow, ME

Nicholas Provost
Warehouse
Plattsburgh, NY

Charles Reger
Outside Sales
Elmwood Park, NJ

Jason Riley
Counter
Brockton, MA

Alexis Rivera
Warehouse
Springfield, MA

Tyler Robinson
Driver
Hingham, MA

Devin Rodriguez
Driver
New Haven, CT

Levi Smith
General Manager
Concord, NH

Brittney Soucy
Business Development
Representative
Londonderry, NH

Brian Trebra
Counter
Hartford, CT

Antron Turner
Warehouse
Elmwood Park, NJ

Jae-lee Vanidestine
Showroom Sales
Representative
Ellsworth, ME

Sean Whalen
Warehouse
Auburn, MA

Nicholas York
CIP
Woburn, MA

Carl Zingarelli
Inside Sales
Springfield, MA

Baseball might be on hold, but we're still finding ways to get into the spirit.

Here's an adaptation of Ernest Lawrence Thayer's Casey at the Bat by Felix Perriello, President, Alliance Environmental Group.



Monaghan at the Bat

The outlook wasn't brilliant for the
Webbville nine that day;

The score stood four to two with
but one inning more to play.

When the Iceman, Thompson, drove one
into the gap, and Michaud did the same,

A deep-throated roar rose high from
the patrons of the game.

Although a few had already
left in despair, The rest...

Clung to that hope which springs
eternal in the human breast;

They thought if only **Monaghan** could
but get a whack at that—

We'd put up even money now with
Monaghan at the bat.

But Pope preceded **Monaghan**,
as did also the Mucc,

And the former hit with grace and
the latter was no pooch;

So upon that stricken multitude
grim melancholy sat,

For there seemed but little chance of
Monaghan's getting to the bat.

But **Pope** let drive a single, to the
wonderment of all,

And **Mucc**, the much beloved,
tore the cover off the ball;

And when the dust had lifted,
and men saw what had occurred,

The score was tied with **Mucc** safe at
second and **Pope** a-hugging third.

Then from 5,000 vendors and
more there rose a lusty yell;

It rumbled through all of Webb's
competition, it rattled in the dell;

It knocked upon the mountain and
recoiled upon the flat,

For **Monaghan**, mighty **Monaghan**,
was advancing to the bat.

There was ease in **Monaghan's** manner
as he stepped into his place;

There was pride in **Monaghan's** bearing
and a smile on **Monaghan's** face.

And when, responding to the cheers,
he lightly doffed his hat,

No stranger in the crowd could doubt
'twas **Monaghan** at the bat.

And now the leather-covered sphere
came hurtling through the air,

And **Monaghan** stood a-watching it
in haughty grandeur there.

Close by the sturdy batsman the ball
unheeded sped—

"That ain't my style," said **Monaghan**.
"Strike one," the umpire said.

With a smile of Christian charity great
Monaghan's visage shone;

He stilled the rising tumult;
he bade the game go on;

He signaled to the pitcher,
and once more the spheroid flew;

But **Monaghan** still ignored it,
and the umpire said, "Strike two."

The sneer is gone from **Monaghan's** lip,
his teeth are clinched in hate;

He pounds with cruel violence
his bat upon the plate.

And now the pitcher holds the ball,
and now he lets it go,

And now the air is shattered by
the force of **Monaghan's** blow.

Oh, somewhere in this favored land
the sun is shining bright;

The band is playing somewhere,
and somewhere hearts are light,

And somewhere men are laughing,
and somewhere children shout;

But the greatest joy is Webbville—
mighty **Monaghan** has hit it out!



Anniversaries: January – March 2020

5 Years:

Stephen Alonzo
Piscataway, NJ

Brian Armitstead
Londonderry, NH

Christine Armstrong
Piscataway, NJ

Shane Bennett
Warwick, RI

Michael Baskakow
Piscataway, NJ

Bryan Breese
Piscataway, NJ

Oleg Buiko
Piscataway, NJ

Natalia Buiko
Piscataway, NJ

David Burns
Pleasantville, NJ

Patrick Butterfield
Piscataway, NJ

Chris Carboni
Albany, NY

Mike Cipullo
Allentown, PA

Darin Cook
Albany, NY

Aaron Coopersmith
Pittsfield, MA

Max Culbreath
Piscataway, NJ

Tyler Davis
Bangor, ME

William Dennis
Pleasantville, NJ

John Dodge
Methuen, MA

Rich Drouin
Dover, NH

Jenifer Dunn Coen
Gloucester, MA

Dylan Dwyer
Nashua, NH

Jeff Eames
Albany, NY

Michael Edwards
Dover, NH

Michael Emberger
Nashua, NH

Stephen Essman
Methuen, MA

Michael George
Piscataway, NJ

Andrew Gholston
Pleasantville, NJ

Alexandre Gorlov
Piscataway, NJ

Phil Greene
Hyannis, MA

Ryan Hawk
Elmwood Park, NJ

Grant Herring
Piscataway, NJ

Patrice Herring
Piscataway, NJ

Jeff Hammond
Falmouth, MA

Michal Kacmar
Piscataway, NJ

Michael Kirchner
Newburgh, NY

Matt Kline
Syracuse, NY

Ben Kniaz
Bedford, MA

Phil Lewis
Pleasantville, NJ

Stephen Little
Piscataway, NJ

Rich Lukacs
Piscataway, NJ

Matt Mason
Biddeford, ME

Dianne, Matta
Needham, MA

Gloria McFadden
Syracuse, NY

Dianna McNierney
Pleasantville, NJ

Quan Nguyen
Canton, MA

Joe O'Donoghue
Haverhill, MA

Steven Pavlik
Newburgh, NY

Lacey Pelto
Keene, NH

Steve Philbrook
Bangor, ME

Melissa Powers
Plymouth, MA

Carolyn Primiano
Piscataway, NJ

Rich Racine
Manchester, NH

Angel Rivera
Londonderry, NH

Pablo Ortiz Rodriguez
Londonderry, NH

John Roglieri
Piscataway, NJ

Steven Rubalcaba
Barre, VT

Michele Safford
Barre, VT

Rich Scalea
Piscataway, NJ

Ivan Singleton
Pleasantville, NJ

Joe Stachowski
Trenton, NJ

Daniel Trainito
Lebanon, NH

Kim Trisciani
Manchester, NH

Jeremy Vanier
Queensbury, NY

Johnyel Vazquez
Springfield, MA

Tim Weir
Pleasantville, NJ

Branden White
Pleasantville, NJ

Warren White
Pleasantville, NJ

Vincent Williams
Piscataway, NJ

Michael Wood
Rockland, ME

10 Years:

Jason Burbank
Londonderry, NH

Phil Labonte
Waterbury, CT

Michael Marsh
Rockland, ME

Paul McDonough
Londonderry, NH

Andrew Mucciarone
Seabrook, NH

Hugo Ortiz
Londonderry, NH

Lee Papp
Concord, NH

Alexander Rivera
Hartford, CT

Glen Stewart
Springfield, MA

Brian Wolford
Syracuse, NY

15 Years:

Justin Bednarz
Waterford, CT

Jhon Carmona
Londonderry, NH

Thomas Davis
Brattleboro, VT

Michael Grenier
Winslow, ME

William Licata
Londonderry, NH

Layla Macy
Brockton, MA

Ardel Robinson
Londonderry, NH

Tracy Walton
Syracuse, NY

Neal West
Londonderry, NH

20 Years:

John Bushway
Canton, MA

Patrick Hoey
Methuen, MA

David Holcomb
Syracuse, NY

Abner Lebrun
Canton, MA

Robert McGee
Boston, MA

Brian Moccia
Exeter, NH

Ron Olivera
Methuen, MA

Scott Pinkham
Rutland, VT

Chris Rogers
Williston, VT

Shawn Somma
Hartford, CT

25 Years:

Brian Blacker
Albany, NY

Steven Landry
Londonderry, NH

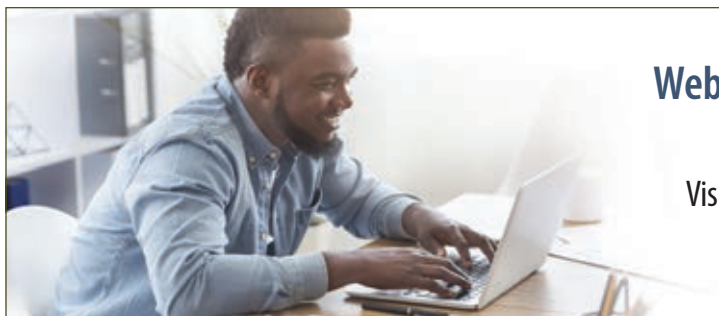
Stephen Porter
Londonderry, NH

Edward J Ryan
Williston, VT

35 Years:

Scott Langworthy
Queensbury, NY

Brent Townsend
Biddeford, ME



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Congratulations!



Our Ballston Spa, NY branch held a “surprise” Baby Shower for Store Manager, Mark Bryan. Grace decided to come a month early so she and her mom, Sally, were able to attend and surprise dad.

Births

- **Margaret Antonucci** born 1-23-20, daughter of Anthony Antonucci, Madison, NH
- **Grace Bryan** born 2-6-20, daughter of Mark Bryan, Ballston Spa, NY
- **Aaliyah Peters** born 3-2-20, daughter of Nathan Peters, Canton, MA
- **Willow Higgins** born 1-11-20, daughter of Jeff Higgins, Oakland, ME



Pipeline is the employee newsletter of the F.W. Webb Company. It is published quarterly in February, May, August, and November by the F.W. Webb Marketing Department.

Employee submissions – news, tips, articles and photos – are welcome and encouraged at pipeline@fwwebb.com.

Current and back issues are posted on the company intranet.

Pipeline is an internal publication for employees only.

Retirees

- **Vernon Bond** 8 years, Ellsworth, ME
- **Rich Chown** 34 years, Auburn, MA
- **John Goddard** 38 years, Londonderry, NH
- **Larry Hedges** 31 years, Barre, VT
- **Tim Largay** 36 years, Ellsworth, ME
- **Robert Maclaren** 16 years, Canton, MA
- **John Millis** 18 years, Portland, ME
- **Kevin Milroy** 3 years, Trenton, NJ
- **Howard Moore** 16 years, Londonderry, NH
- **Lynne Park** 22 years, Concord, NH
- **Michael Russo** 22 years, Cranston, RI
- **Steven Silverman** 22 years, Auburn, MA
- **Kathy Warren** 6 years, Portland, ME
- **Robert Zieschang** 8 years, Syracuse, NY

After 32 years at the Barre, VT branch long-time F.W. Webb employee, Larry Hedges, retired in February.

