

Pipeline

THE F.W. WEBB EMPLOYEE NEWSLETTER



Volume 13 (amended) – December 2014

COO Outlines Vision for Growth

On the heels of his promotion to Chief Operating Officer, Bob Mucciarone says F.W. Webb is formulating plans to solidify the company's position as the leading wholesale supplier in the Northeast. Bob envisions a great future, built on our accomplishments to date.



"By having the right products and moving them accurately and efficiently to our customers, we have put together a very strong operation. Now we need to build on this formula by substantially enhancing and growing our sales efforts.

"As these plans unfold and progress, we expect to grow both organically and through acquisitions that make sense to our business," he said.

A 30-year veteran of F.W. Webb, Bob was most recently Chief Financial Officer before assuming the newly created and critically important COO role. As announced by President Jeff Pope on October 28, Bob has been an integral part of the growth and success of the company.

Did You Know?

F.W. Webb introduced bar coding in 1985, transforming inventory control.



See page 11 and 12 for more WebbCam photos.



The Christmas tree in the lobby at Corporate is adorned with a sampling of donations from Bedford employees for the Marine Corps "Toys for Tots" Program. Since 1947, Toys for Tots has distributed more than 469 million toys to children in need.

Happy Holidays!

F.W. Webb wishes all its employees across the region a wonderful holiday season and Happy New Year. As we enjoy some well-earned downtime with family and friends, let's reflect on our accomplishments and strive for new personal and professional milestones in 2015. All the best to each of you, and to our loyal customers, manufacturers and business associates as well.

Special thanks to all our employees from every corner of the company who believe giving is the reason for the season. Whether volunteering to serve food at a homeless shelter, making a contribution to your favorite charity, or shoveling out an elderly neighbor, we all gain by giving to those around us in need.



Pipeline extends all associates of F.W. Webb best wishes for a merry holiday season and Happy, Healthy New Year!

Thanks for your loyal readership and submissions this year.

We look forward to keeping the "Pipeline" flowing with fun, interesting stories, company news, tidbits, and photos in 2015!



NASCAR "Race to the Championship" Winner Crowned

by Chip Slattery, Online Marketing Manager, Bedford, MA

For the 2014 NASCAR Sprint Cup Series season, we put our own spin on fantasy racing and offered customers a chance to win a trip to Las Vegas to attend the annual NASCAR Sprint Cup Awards Banquet at the Wynn Hotel & Casino. This is an exclusive event where the champion of the 2014 NASCAR season is crowned, and a chance to get up close to the "who's who" in the sport of professional car racing.

More than 650 customers entered the Race to the Championship challenge, and when the smoke cleared after 10 months and 36 races, John D'Addona from Hart Mechanical of Glastonbury, CT took home the grand prize—winning by a single point! As the first-place winner John and a guest received round trip airfare, two nights' accommodation and tickets to the black-tie awards banquet held on December 5.

Congratulations to John and a huge thank-you to all the F.W. Webb employees who supported this promotion and made it a success!



Solutions for the Hospitality Industry

by Frank Lamparelli, Commercial Sales Manager, Bedford, MA

As part of our company's strategy to continue growing into 2015 and beyond, we are entering a new business platform focused on the

Hospitality Industry. This business is growing rapidly as hotels continue to pop up across many suburbs throughout Webb Country, and many hotels are being renovated.



Frank Lamparelli,
Commercial Sales Manager



Betty Jo Davis,
Hospitality Account Manager

F.W. Webb has numerous products and services hotel customers need – from plumbing, towel bars and accessories to commercial water heating solutions and patio heaters, just to name a few.

We are pleased to announce Betty Jo Davis, formerly of Kohler, has joined our team to handle the hospitality business. I have known Betty Jo for more than 10 years and am very excited to have her on our team. Betty Jo began her career as a licensed Commercial Interior Designer. She moved into Hospitality Industry Sales, where her focus was plumbing, lighting

and custom furniture. She has worked with professionals across the hospitality industry from designers to purchasing agents, ownership and management. Betty Jo's varied experience and understanding of the 'design through the search and procurement process' make her a great partner for our customers.

If you uncover any potential opportunities for hospitality sales, or just want to say welcome and hello, Betty Jo can be reached at sls332@fwwebb.com. For more information, feel free to contact me or Betty Jo, or visit our website: fwwebb.com/hospitality.





HVAC Students Use Products; Discuss Career Options

by Matt Bliven, Store Manager, Allentown, PA



F.W. Webb Allentown hosted the Lehigh Technical and Career Institute for an all-day training event on November 10. More than 30 HVAC technical students packed the training room to hear and learn from numerous industry presenters. The audience ranged from first-year tech students all the way up to seniors about to enter the workforce.

The day began with chemical training from NuCalgon. Students were introduced to a variety of coil cleaning products and their applications, as well as how to properly use the Rx11 Flush Kit. From there, Malco gave students hands-on training with sheet metal, using handheld and power tools to snip and crimp pieces to size. Following a brief discussion on Appion, students then participated in a lively presentation from Milwaukee Tools, where they were able to use and power up everything Milwaukee has to offer.

After a quick lunch, students sat down with Services United, a local HVAC contractor. They covered the current status of the local market and what the future can hold for potential technicians. Lastly, before the students left for the day, Testo presented and answered questions on how to use and what to look for in Thermal Imaging Scanners and Combustion Analyzers.

Overall, it was a great experience for everyone involved. With help from the industry presenters, F.W. Webb was able to open a window of career opportunities for the students in the HVAC business. After such a great response from the class, F.W. Webb Allentown is looking to host similar Voc-Tech events geared towards plumbing, heating and the rest of our trade offerings.



Training Strengthens Customer Relations

by Jeremiah Jaeger, Outside Sales, Albany, NY

On September 29 and 30, Pat McCormack of F.W. Webb, Newburgh, NY and I took ten new employees of SRI Fire Sprinkler, our largest fire protection customer, to device training at Victaulic's headquarters in Easton, PA. This training session was exclusively for F.W. Webb and SRI. We spent two days, side-by-side, going over the benefits of the devices, discussing F.W. Webb's fabrication capabilities, Victaulic stock, and how we can tie these all together to better service them and their customers. All in all, these two days were well spent and succeeded in strengthening our relationship with SRI Fire Sprinkler.



F.W. WEBB COMPANY
Fire Protection & Fabrication Division



Taking Care of Customers Online – It's Still All About The People

by Josh Michaud, E-Commerce Business Manager

Success online, like any other business model, comes down to customer satisfaction. Over a decade ago, when I was working at Procter & Gamble, I learned about “*the ultimate moment of truth*.” It’s the instant a customer decides to reward you with future business or referrals as a reflection of his or her experience with your company.

Not surprisingly, delivering an excellent end-to-end customer experience is one of four critical initiatives for the Riverbend Home (RBH) team in 2014. For us, this means:

1. Maintaining an easy, purchase-oriented shopping experience on the website
2. Ensuring customer satisfaction across all sales channels
3. Building our reputation as a trusted online seller

The concept is common sense but getting there is hard work. Our customer satisfaction score is better than 80%, but not good enough. Any negative reviews, including those on social media, are right there for the world to see. With all this transparency, we rely on one thing above all else to build and defend our reputation—OUR PEOPLE.

The personal connection between customers and riverbendhome.com begins at CD, where the RBH call center, warehouse and fulfillment operations, led by **Phil Duncan**, are located.

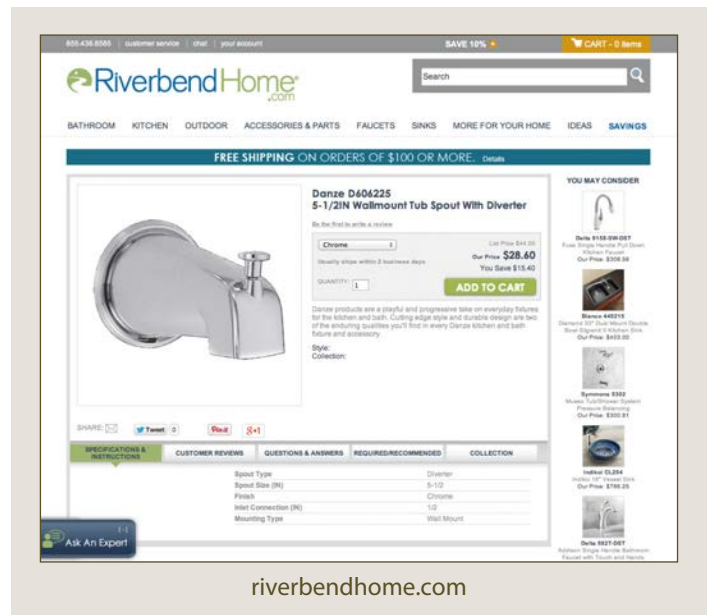
The Call Center is the hub of customer support for RBH. Here are a few of our daily functions:

- Answering calls, email and chat inquiries
- Sourcing items from vendors
- Processing orders
- Addressing and resolving customer issues

The team’s diversity makes all this possible. Phil, along with agents **Mark Daniele** and **Samantha Morin**, boast experience that includes Webb (branches, showrooms, CD Sales) and service giants like American Express.

Many national home improvement chains are investing to get online customers to “self-help” in the hopes of reducing

Riverbend Home is currently hiring for an additional Call Center Representative and Warehouse Associate.



call center volume. Not us – a customer in the hands of Phil, Mark or Sam is more likely to buy and be satisfied. This is how we approach customer e-service.

Here’s a typical Riverbend Home sale scenario:

The customer finds the product they want at a fair price. They type a quick question into chat about the fit and the finish, and they get the answer they need. They check out, receive their order confirmation and tracking email, and are feeling good.

We won, right? Not yet. The “ultimate moment of truth” won’t come until the order is received and the overall experience is processed.

Warehouse Associate **Scott Provencher** is responsible for ensuring fast, professional and cost-effective delivery to every customer, every time. This makes him the last team member to directly impact the transaction, positively or negatively... no pressure!

Circling back, an excellent end-to-end customer experience starts with the riverbendhome.com website and ends with the Riverbend Home team. In other words: *it’s all about the people, even online.*

CD Continues the Healthy Trend in 2014

by Chris Fuery, Operations Manager, CD, Amherst, NH

Nobody takes a sick day when “Nan the Nurse” comes to town. With help from Nan and her colleagues from Sullivan Benefits, CD held a Wellness Day for its 130 staff members on October 15. For everyone’s benefit, a roomful of “Get Healthy” ideas and services were presented.

To begin the session, participants snacked on platters of fruit and veggies while they signed up for events. What an appropriate way to begin a day of health education! From there, participants were offered several interactive health screenings, games, giveaways and more. The screenings offered vital information about a person’s health and well-being, which allowed Nan and her team to recommend individualized preventive health interventions and treatment suggestions.



Nan the Nurse

More than 50 employees braved a temporary “ouch” by receiving a free flu shot. For many, this was a “first step” towards wellness; for others it was a chance to have a famous “Nan Checkup” and prepare to be well for the upcoming winter months.

CD was pleased to have Samantha “Sam” Veratti from F.W. Webb’s Human Resources Department in attendance. Sam fielded questions from many participants and provided helpful answers to all benefit and wellness queries. Sam is an excellent resource for any associate who is enrolled or wants to enroll in the “A Healthy Me” program and website sponsored by Blue Cross and F.W. Webb.

The Wellness Day is another way F.W. Webb continues to take care of its employees. We all get busy, especially during this time of the year in the plumbing and heating season, and it’s easy to overlook our health. By bringing these reminders directly into the workplace, it allows us to focus a little more on making sure we are doing the right things to stay healthy.



Chris Fuery, OM and Greg Bodlovick, GM



Jeff Wilwol, Receiver, CD



John Plaza, Call Center



Concord, NH Health Fair, October 21, 2014

Left to right: Woody Burbank, Inventory Control; George Ashford, Operations Manager; Matt Viger, Warehouse Supervisor; Alex Steenberg, Warehouse





Last stop of the day in Intervale, NH at the scenic turnout

Customers from Maine Treated to Thank-you Ride and Lunch

By: Charlie Haskell, Store Manager, Windham, ME

On September 19, I invited a group of seven contractors from the Windham, ME area for a motorcycle outing and complimentary lunch to thank them for their business. We met in Naples, Maine, where the temperature was a brisk 38 degrees. From there we rode to Errol, New Hampshire where it warmed up to 42. We enjoyed the spectacular scenery of the White Mountains as temps rose into the 50s. All total, we covered about 300 miles and had a memorable day.

Left to right:

Matt Stone, Stone Plumbing, Raymond, ME
Mike Collins, Collins Plumbing, Bridgton, ME
Phil Latini, MJ Company, Portland, ME
John Lemieux, Downeast Energy, Windham, ME
Craig Elliot, North Country Heating, Windham, ME
Brian Aaskov, Aaskov Plumbing, Portland, ME
Jon Richter, The Plumbing Works, Gray, ME



Everything Must Go

by Josh Stumbaugh, Operations Manager, Albany, NY

F.W. Webb Albany hosted a Scratch-and-Dent Tent Sale on October 2. We sold over \$10,000 in dented product and served lunch to about 70 customers. Air conditioning condensers and water heaters were the big movers of this sale. Greg Welch (CIP Coordinator) and Steve Lawless (Returns Inventory) diligently worked to prep material and set up the sale, while Greg Burnham (Counter) and Steve Belfiore (Water Systems) handled the food preparation. The sale was a success and I want to thank everyone who was involved.

CD Tidbit



Fleet Breakdown:

- 18 Piggybacks (10 Wheelers)
- 18 Pickup Trucks
- 40 Racks
- 135 Box Trucks 33 Tractors
- 37 Trailers
- 470 fleet truck drivers, including backup drivers
- 75,000 gallons of fuel usage over 10-month time frame



Left to right: Fleet supervisor David Balch and driver Jim Phannenstiel

F.W. Webb Responds to Evolving Energy Industry Needs

by W. Daryl Schoellkopf, General Manager, Process Controls Division



Coal will provide 41% of the nation's power this year, compared with 27% for natural gas and 12% for renewable energy, according to estimates published this year in the U.S. Energy Information Administration's Annual Energy Outlook. The agency predicts natural gas will surpass coal as the country's largest source of electricity generation in 20 years.

The Engineered Products Group (EPG) within the Process Controls Division recently completed a job for a major OEM customer to the power industry. Our customer, in preparation for the anticipated future of power generation from coal to natural gas, is revamping its business to stay competitive.

Working closely with this customer, EPG turned their concept into reality. Specifically, we met their needs by fabricating two Pressure Reducing Skids, two Igniter Skids, eight Elevation Skids, 32 Main Gas Skids, and 32 Igniter Skids. Some other stats:

- 800 man-hours were expended over an eight-month period
- 1600 welds were completed and examined under X-ray to assure high quality
- Our weld failure rate was less than 1% (the industry average is 5%)

With Apollo Valve as an integral supplier on the project, we assembled and tested automated valve packages in these configurations: 64 - 6," 32 - 2½," 64 - 1½" and 32 - ¾."

A project of this size cannot come together and be completed successfully without highly skilled personnel. Apollo made sure EPG knew how much they appreciated the opportunity to partner with us. What a cake and barbeque we had!



F.W. WEBB COMPANY
Process Controls Division

Boston Bath Center Finalist for Innovation Award

by Suzanne Brady, Showroom Sales Manager



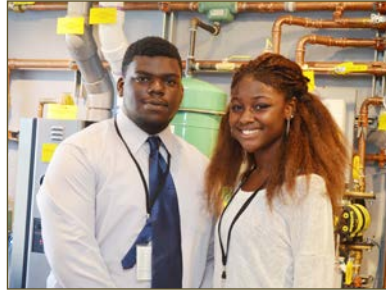
The votes from the "People's Choice" have been tabulated and the Frank Webb's Bath Center in South Boston is a finalist for a Kitchen & Bath Industry Show (KBIS) Innovative Showroom award. We were nominated by our vendor partner, Moen. Showrooms across the country were eligible to place in one of six categories, with the top three per category selected to move to the next round of this inaugural award program.

We came in Second Place in the Medium Multi Location Retail category and are among the top 18 finalists from a field of 127 showrooms.

The initial voting took place on Facebook between November 10-14. Thanks to everyone in the company and your family and friends who participated.



From here, the Frank Webb's Bath Center in South Boston will be judged by a juried panel of industry representatives in the kitchen, bath and display design segments. The final winner in each category along with a top overall winner, crowned "Innovative Retail Showroom," will be announced at the KBIS NeXT show in Las Vegas on January 21, 2015.



F.W. Webb Equips “E-Houses” for Tech Students

by John Blades, Outside Sales, Hartford, CT

F.W. Webb is working with the Connecticut Technical High School System (CTHSS) to outfit “E-Houses,” where students are learning about green construction and infrastructure. Built entirely by tech HS students, these first-of-their-kind-in-the-nation learning laboratories are fitted with hydronic and air equipment as well as pipe, valves,

fittings and other products – all sold by F.W. Webb.

Each E-House incorporates some of these products and systems:

- Weatherization and Energy Efficiency
- Solar Photovoltaic
- Solar Thermal System – Bosch, HTP or Solar US
- Watts Radiant Smart Track
- Watts Radiant Snow Melt
- Boiler System – Rinnai, Bosch or HTP
- Legend VersaTherm Radiant Heat and Snow Melt
- Daikin High Efficient Mini Split
- Daikin Altherma
- Ecobee Thermostat

The company worked with the schools and students throughout the entire process – from selecting energy efficient equipment through construction. Jason Bushey, Hartford Inside Sales, was instrumental in getting the materials together for each site. So far, six of the 17 schools within the CTHSS have an E-House. In partnership with Energize Connecticut, the CTHSS plans to have an E-House at all 17 schools by the end of 2015.

F.W. Webb signage is displayed prominently on each of the E-Houses and will remain there indefinitely. We are staying connected to these “future customers” by providing product training to the students as part of their E-House curriculum. We also have been able to showcase our green systems and equipment in these real-world settings to other customers – which is another practical benefit. We look forward to continuing our partnership with the CTHSS on the construction of the remaining planned E-Houses.

Five Wintertime Energy Saving Tips

By: Joseph Ruggiero, Heating Products Manager

This winter you can lower your heating bills by taking these steps to reduce the amount of energy you use:

- 1 Programmable thermostats automatically adjust your home’s temperature settings, allowing you to save energy while you’re away or sleeping, and are more accurate and convenient than manual thermostats.
- 2 Set the thermostat to 68 degrees or lower when you’re home. You’ll save up to 5 percent on heating costs for every degree you lower the setting in the 60-70 degree range.
- 3 Lower the thermostat to 60 degrees at night or when leaving home for an extended time to enjoy savings of 5-20 percent.
- 4 Seal energy leaks. Caulk or weather strip around windows and doors. Look for places where pipes, vents or electrical conduits go through a wall, ceiling or floor. Check the bathroom, underneath the kitchen sink, pipes inside a closet, etc. If you find a gap, seal it up.
- 5 Schedule annual furnace or boiler checkup/tune-up. Replace or clean furnace filters as recommended. Dirty filters restrict airflow and increase energy use. Keeping your heating system clean and properly adjusted will reduce energy use by up to 5 percent – and keep working when you need it most.



Consider a programmable thermostat to save energy this winter.

Welcome Aboard Watertown Supply

by Marianne Tragakis, Marketing Manager, Bedford, MA

We welcome our new colleagues to the F.W. Webb team (see accompanying list). While busy learning new systems, everyone at Watertown Supply is excited to be here and ready to assist with any of the following:

- Repair parts, kits and tools
- Manufacturers and OEM components
- Hard-to-find discontinued parts
- Custom orders

We have great depth of knowledge in these individuals as well:

- **Lisa Butler** is “Jill of all trades,” having worn many hats, including purchasing manager and warehouse manager
- **Caino** is an encyclopedia of repair parts
- **Tiffany Robideau** is a font of knowledge for residential and commercial repairs
- **Vyto Sablevicius** is an expert for biotech and industrial
- **Walter Schuster** is the go-to person for contractor sales
- **Jim Tragakis** knows the division inside and out as former president of Watertown Supply

Feel free to email or call any of them. You will also find Caino and Walter at the counter in Watertown.

In case you’re wondering, Alan Cummins, previous operations manager for Watertown Supply, has moved into a new role in Malden. As reported in the October issue, Boston General Manager Tom Blades will oversee Watertown Supply and Reed Brown is now the store manager.

Be sure to check out the newly updated website: watertownsupply.com. Search inventory, place orders, find contact information, and more.

Explore the website, visit the counter, pick up the phone – our colleagues at Watertown Supply are ready to serve!



*Tom Blades,
General Manager,
Watertown Supply*

Watertown Supply officially became a division of F.W. Webb on November 3

Watertown Supply Employees Join Our Team

- **Tiffany Robideau** – Inside Sales
- **Vyto Sablevicius** – Inside Sales
- **Dan Corrigan** – Account Manager
- **Tracy Tinkham** – Account Manager
- **Jim Tragakis** – Account Manager
- **Marlene Gebeyan** – Accounts Receivable and Payable
- **Vivien Kalpakidis** – Reception
- **Jim Walker** – Warehouse
- **Jim “Caino” Cain** – Counter Sales
- **Walter Schuster** – Counter Sales
- **Lisa Butler** – Purchasing Expeditor
- **Alan Cummins** – Inside Sales in Malden, MA
- **Marianne Tragakis** – Marketing Manager in Bedford, MA

WATERTOWN SUPPLY

A Division of F.W. Webb Company

Customers Enjoy UMaine Game

by Kevin Hewes, Operations Manager, Bangor, Maine

The Bangor branch held a promotion during the month of September in which customers were able to earn tickets to a University of Maine football game on October 4 by purchasing selected boilers, furnaces or mini splits. We hosted more than 60 customers for a pregame and halftime tailgate party. Everyone had a great time, despite the rain, and we hope to make this an annual event for our customers.



Bangor General Manager, Tim Largay serving customers at the pregame tailgate party.

RiverbendHomeBlog

Ecobee 3 Programmable Wi-Fi Smart Thermostat

by Casey Makovich, Copywriter, Riverbend Home



From the makers of the world's first Wi-Fi smart thermostat comes the latest in smart home technology: the Ecobee 3 programmable Wi-Fi smart thermostat.

The Ecobee 3 takes comfortable living to a whole new level with its standalone sensors that can be placed in all the rooms in your home to detect temperature and occupancy and ensure seamless comfort throughout your home. When you're ready to head out for the day, enjoy live weather reports and forecasts on the Ecobee 3's sleek, LED display screen.

The Ecobee 3 is designed for easy do-it-yourself installation with auto-detection technology that makes it easy to identify your current heating and cooling system's particular set up.

Ecobee 3 smart technology adjusts to your presence or absence to maximize your home's heating and cooling efficiency. By conserving energy when you're not home, the Ecobee 3 smart thermostat averages a savings of about 23% per household annually.

With its programmable interface, users can set their schedule and preferences on the intuitive touch screen or from anywhere on a smartphone, tablet or computer. Users can also schedule when they'll be away and set up reminders and alerts for ease of mind when they're away from home.

Click to read more [Riverbend Home blog](http://riverbendhome.com) posts or go to riverbendhome.com.



Third Annual F.W. Webb Hyannis Golf Tournament

by Richard Boynton, General Manager, Hyannis, MA

With 80 players, the Hyannis, MA branch had a record turnout and lots of fun at its third annual golf tournament at the Hyannis Country Club on October 10. Members from our corporate staff, Brockton Webb and several vendors enjoyed a great day of golf, a buffet dinner, and the best Mother Nature has to offer—a perfect sunny fall day on Cape Cod!

We had prizes for best team score, closest to the pin, and longest drive. Everyone received a golf polo shirt with our F. W. Webb logo and a sleeve of golf balls.

The event was a huge success. Many thanks to the Hyannis Sales staff who helped organize the event and Rebecca Maderios who ran the registration table and also did a great job taking all the group photos.



Rocky Webb, a native NH flying squirrel, jumped from an overpass into Tim Nepveu's open window of his CD truck and onto his seat for a joyride to Augusta, ME. Tim then released Rocky in the forest near his home in Hooksett, NH.

Halloween WebbCam

Bedford dresses up for Halloween



Left to right: Keri O'Connell, Claudia Gillis and Megan Cronin, Frank Webb Showroom



Lynda Jemson, Riverbend Home, and her dog Chance



Stacey Perras and Peter Collins, Bedford, MA



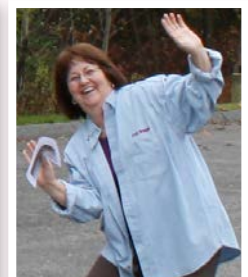
2nd Annual Breast Cancer Awareness Day

F.W. Webb's Corporate and Bedford, MA employees collected a total of \$675 for the Susan G. Komen Breast Cancer organization. F.W. Webb matched the amount collected to make a \$1,350 donation.

Thank you all for your support!



*Rick Ruggiero,
Chief Technology Officer*



*Donna Longo,
Data Entry Clerk*



The Augusta Chicken Truck visits Bedford

Halloween WebbCam



Springfield, MA: Cruella de Vil and her pups



Propane and Natural Gas Division



*Commercial and Industrial Pump Division
Disco Day*



*Matt Bliven, Store Manager,
Allentown, PA*



*Ed Robicheau, GM,
Syracuse, NY*



CD, Amherst, NH



Syracuse, NY



Springfield, MA



Allentown Halloween Counter Day

*Jeff Lutz, Warehouse,
Allentown, PA*



PVF Affiliate of the Year

F.W. Webb was named “PVF Affiliate of the Year” by Affiliated Distributors (AD) at the annual AD North American meeting in Dallas on Nov. 11.

In announcing the award, Tim Arenberg, President of Columbia Pipe, shared a heartfelt tribute to Ernie Coutermarsh for the influence he has had on so many people in the industry. Arenberg acknowledged Ernie’s “tremendous knowledge, loyalty, desire to help, and concern for others.”

Meanwhile, Gary Jackson, AD’s Vice President for the PVF Division, said having Ernie and Ed Welch – two military veterans – on the stage accepting the award together “was a moving tribute on Veterans Day. Their combined 85 years of industry experience is quite a story, too. My hats off to Ernie and Ed for their service to the country and to F.W. Webb.”

Affiliated Distributors is the largest industrial and construction products buying and marketing group in North America. They have more than 540 independently owned members, spanning seven industries and three countries.



*Left to right: Jeffrey Beall, President, PHCP Division, Affiliated Distributors
Ernie Coutermarsh, Senior Vice President of Industrial Development, F.W. Webb
Ed Welch, Senior Vice President of Purchasing, F.W. Webb
Gary Jackson, Vice President, PVF Division, Affiliated Distributors*

Showroom Managers Event

Showroom managers from across our region gather at Corporate for meetings and camaraderie on November 3-4.



After a day full of meetings, showroom managers were taken to Action Kitchen in the Seaport area of Boston for an exclusive event sponsored by Danze and Blanco.



Warm Up Your Winter with a Dimplex Celeste Electric Stove



Makes a Great Gift

TDS8515TC, Cream

Reminiscent of old-world craftsmanship, this elegant gloss finish stove design harkens back to a less complicated era for a soothing, finishing touch in any room.

- Patented, life-like flame effect
- Purifire® air treatment system filters airborne allergens and particulates
- On-demand heat with thermostat control warms a room or area of up to 400 sq. ft.
- Flame operates with or without heat
- 120 Volts / 1,500 Watts / 5,120 BTU
- 29-5/8" wide, 17-15/16" deep, 27" tall
- Plugs into standard outlet

Retail Price: \$599

F.W. Webb Employee Price:

\$350

December only!
(free shipping)



TDS8515TB, Black

Frank Webb's
HEARTH & HOME
Your F.W. Webb Showroom

Contact Karen Rand to place your order, 978-373-7222

Webb Spotlight

Ardel Robinson

Webb Vitals

- How long you've worked at F.W. Webb: 9 years
- Your role at F.W. Webb: Driver for Central Distribution
- F.W. Webb location where you work: CD, Amherst, NH

What's on your iPod right now?

Bob Marley, Al Green, Jay-Z

Describe yourself in three words or less.

Honest, hard working, easygoing

What is your most prized possession?

My family

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

The birth of my children

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

Dubai. I've always wanted to go

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

Working around the house

The best TV show of all time is...

The Fresh Prince of Bel-Air

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

Don't worry over things you can't control



"Winter Fun" by Chuck Osborne

2015 F.W. Webb Calendar

by Lisa Mooradian, Executive Admin Assistant, Corporate, Bedford, MA

By far one of the most rewarding aspects of my job is assisting in the production of the F.W. Webb calendar. I am fortunate to see all the photo submissions and organize them for the Pope family to view. This year we truly received some spectacular photos and as always it is difficult to choose just 12. I truly enjoy each and every entry because I get to see the beauty all around the greater Northeast region and witness the artistic ability of so many colleagues. This year we are printing and distributing over 13,000 calendars and the number continues to grow as we add more locations. Congratulations to this year's winners:

January: Chuck Osborne (Bangor, ME), "Winter Fun" – Mt. Katahdin, ME

February: Ed Bonenfant (Portland, ME), "Calm after the Ice Storm" – ME

March: Pam Walkiewicz (Hyannis, MA), "Piping Plover Hatching" – Orleans, MA

April: Dave Vitale (Methuen, MA), "Fenway Sunset" – Boston, MA

May: Dan Rondeau (Waterford, CT), "Butterfly Kisses" – Glendale, RI

June: Keith Boyer (customer), "Peaceful Streams" – Rt. 196, ME

July: Megan Tufts (Bedford, MA), "Flag Fest at Salem Square" – Salem, MA

August: Ted Haley Sr. (Cranston, RI), "Summer Sailing by Rose Island" – Newport, RI

September: Amanda McGuire (Rutland, VT), "Red Barn Beauty" – Tinmouth, VT

October: Bill Ryan (Lebanon, NH), "45 Cents a Pound" – NH

November: John Jamerson (Methuen, MA), "Veteran Sand Sculpture" – Revere, MA

December: Joanna Young (Syracuse, NY), "Starry Night" – Old Forge, NY

October & November 2014

Work Anniversaries

5 Years

Anthony Abilheira, Webb Pump, Cranston, RI
 Jason Cox, Brockton, MA
 Timothy Crow, Nashua, NH
 David Diviesti, Newburgh, NY
 James Driscoll, Newburgh, NY
 John Keeshan, Newburgh, NY
 Yvonne King, Exeter, NH
 Brian Macdonald, Dedham, MA
 Matthew Newtown, Plattsburgh, NY
 William Richards, Portland, ME
 Marianne Riviere, Newburgh, NY
 Ed Williams, Newburgh, NY

10 Years

Richard Boynton, Hyannis, MA
 Donald Brooks, Greenfield, MA
 Luann Fallon, Corporate, Bedford, MA
 Barry Gould, Springfield, MA
 Bruce Michaud, Warwick, RI
 Mitchell Olsen, Lebanon, NH
 Jason Pentland, Newburgh, NY
 Candace Piche, Williston, VT
 Arthur Ricard, Brockton, MA
 Paul Souza, New Bedford, MA

15 Years

Michael Blagdon, West Bath, ME
 Richard Chisholm, Malden, MA
 Michael Collins, Boston, MA
 William Mosher, Queensbury, NY
 Michael Pietraroia, Hartford, CT
 John Vitale, Methuen, MA
 Steven Willows, Building Controls, Woburn, MA

20 Years

Sheila Alexander, Rutland, VT
 Rita Carrk, Albany, NY
 Joe Gattermann, Dover, NH
 Jodi Langella, Corporate, Bedford, MA
 James Langenfeld, Building Controls, Woburn, MA
 Kyle Manni, Hyannis, MA
 Charles Pickett, Brockton, MA
 Eric Smith, Lebanon, NH

25 Years

Jeff Thompson, Methuen, MA

People On The Move

- **Adam Stocker:** CIP Trainee to Store Manager, Gloucester, MA
- **Sean Mannion:** Counter to Inside Sales, Nashua, NH
- **James Robinson:** Inside Sales to Outside Sales, Ballston Spa, NY
- **Tim Crow:** Inside Sales to Outside Sales, Nashua, NH
- **David Bruno:** Counter to Purchasing Expeditor, Exeter, NH
- **Mike Desrochers:** Call Center Rep to Inside Sales Trainee, Dover, NH
- **Nicole Linee:** Counter to Inside Sales, Auburn, MA
- **Anthony Dineen:** Counter to Inside Sales, Hyannis MA

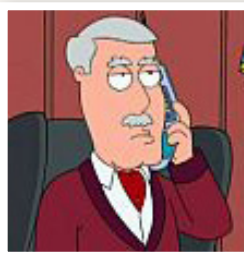
Retirees

- **Maureen McMahon:** General Clerk, Warwick, RI after 12 years
- **Dennis Morrissey:** Outside Sales, Concord, NH after 19 years
- **Richard Bernard:** Warehouse, Manchester, NH after 22 years
- **Mack Babin:** Shipper, Propane & Natural Gas Division, Hartford, CT after 16 years
- **Jim Hughes:** Inside Sales, Syracuse, NY after 7 years
- **Michael "Pete" Larrivee:** Inside Sales, Cranston, RI after 17 years

WEBB CELEBRITY LOOK-ALIKE



Larry MacCall
System Manager
Corporate, Bedford, MA



Carter Pewterschmidt
Family Guy



Submit your nomination for a Webb Employee Celebrity Look-Alike. If chosen, both of you will win a pair of Loew's movie tickets.

Send your nomination to pipeline@fwwebb.com by January 15 for the February Celebrity Look-Alike Contest.



The F.W. Webb Family Welcomes...

Eliana Lopez
born October 3, 2014
Daughter of Luis and Gloribelmarie Lopez, CD, Amherst, NH

Submitted by Marc Friedman, Web Developer, Corporate, Bedford, MA

F.W. Webb would like to thank all of our employees who have served our country:



Connecticut

- **Ken Hutchinson** – US Army, Hartford
- **Tom Kowalczyk** – US Air Force, Hartford
- **Pete Dwyer** – US Navy, Propane & Natural Gas Division, Hartford
- **Darren Juan** – US Army, Propane & Natural Gas Division, Hartford
- **George Murdoch** – US Air Force, Propane & Natural Gas Division, Hartford
- **Carroll Quesnel** – US Army, New Haven
- **Bob Westbrook** – US Navy, New Haven
- **Ray Kallas** – US Army, Waterbury
- **Justin Bednarz** – US Air Force, Waterford

Maine

- **Barry Austin** – US Air Force, Augusta
- **Dick McIntyre** – US Navy, Biddeford
- **Henry (Skip) Doughty** – Air National Guard, Portland
- **John Dwyer** – US Coast Guard, Portland
- **Dale Hansen** – US Navy, Portland
- **Bruce Jordan** – Army National Guard, Portland
- **John Mills** – US Navy, Portland
- **Mike Rogers** – US Air Force, Portland
- **Tom Rucevice** – US Air Force, Rockland
- **Jeff Cook** – Army, Navy & Air Force, Windham
- **Art Freeman** – US Air Force & Air Guard, Process Control, Winslow
- **Gary Jackson** – US Army, Process Control, Winslow
- **Alan Senecal** – US Army, Process Control, Winslow

Massachusetts

- **Mark Beaulieu** – US Navy, Auburn
- **Norm Israelson** – US Army, Auburn
- **Dave Tetreault** – US Air Force, Auburn
- **Peter Collins** – US Marine Corp, Bedford
- **Brion Berghaus** – US Coast Guard, Corporate, Bedford
- **Ernie Coutermarsh** – US Marine Corp, Corporate, Bedford
- **Mike Leander** – US Army, Corporate, Bedford
- **Lawrence MacCall** – US Navy, Corporate, Bedford
- **John Pope** – US Navy, Corporate, Bedford
- **Scott Smith** – US Air Force, Corporate, Bedford

- **Ed Welch** – US Army, Corporate, Bedford
- **Stephen Davis** – US Army, Bellingham
- **Maximino (Cisco) Fernandez** – US Navy, Boston
- **Jim Tragakis** – US Navy, Boston
- **Jason Cox** – US Marine Corp, Brockton
- **Roger Claypool** – US Navy, Canton
- **Norm Guertin** – US Air Force, Fitchburg
- **Dave Dipirro** – Army Reserve, Gloucester
- **Joe Tesauro** – US Navy, Hingham
- **Joe Horne** – US Navy, Lowell
- **John Veino** – US Air Force, Lowell
- **Barry Meuse** – US Navy, Malden
- **Tom Barrett** – US Navy, Methuen
- **Joe Coffey** – US Army & National Guard, Methuen
- **Kathleen Santos** – US Navy, New Bedford
- **Larry Santos** – US Navy & Air Guard, New Bedford
- **Lou Ottino** – US Marine Corp, Plymouth
- **Jim "Caino" Cain** – US Army, Watertown
- **Andrew Cordisco** – US Marine Corp, Watertown
- **Winston Greene** – US Army, Commercial Sales, Woburn
- **Mike Nastek** – US Army, Commercial Sales, Woburn
- **Mike Norton** – US Army, Woburn
- **Tom Sanders** – US Army, Woburn
- **Ken Tufts** – US Navy, Woburn

New Hampshire

- **Dennis Barry** – US Marine Corp, CD, Amherst
- **Al Eaton** – US Air Force, CD, Amherst
- **Ryan Fuller** – US Army, CD, Amherst
- **Matt Gray** – US Army, CD, Amherst
- **Mike Lewis** – US Navy, Cd, Amherst
- **Doug Machain** – US Air Force, CD, Amherst
- **Bill Morrison** – US Navy, CD, Amherst
- **Chuck Savage** – US Army, CD, Amherst
- **Al Wagoner** – US Army, CD, Amherst
- **Jarid Bond** – US Army, Concord
- **Don Bergeron** – US Air Force, Concord
- **Wayne Andeen** – US Air Force, Dover
- **Keith McNutt** – US Marine Corp, Gilford
- **Derwin Brown** – US Army, Lebanon

- **Jody Luciw** – US Air Force, Lebanon
- **Jeff Tevis** – US Air Force, Lebanon
- **Mike Williams** – US Army, Lebanon

New Jersey

- **Frank Janicek** – US Navy, Elmwood Park
- **James LaPorte Sr.** – US Army, Elmwood Park

New York

- **John Barth** – US Army, Albany
- **Ken Powell** – US Marine Corp, Ballston Spa
- **Dan Blair** – Army National Guard, Binghamton
- **Dennis Moulton** – US Air Force, Binghamton
- **Harry Barker** – US Navy, Queensbury
- **Keith Hanchett** – US Navy, Queensbury
- **Fred Marchaland** – US Marine Corp, Queensbury
- **Bob Perry** – US Air Force, Queensbury
- **Lynn Rawson** – US Navy, Queensbury
- **Marty Mann** – US Air Force, Syracuse
- **Fred Vivenzio** – US Air Force, Syracuse

Pennsylvania

- **Jim Tobiassen** – US Army, Allentown
- **Jim Martin** – US Army, Allentown

Rhode Island

- **Gary Dame** – US Air Force, Cranston
- **Michael "Pete" Larrivee** – US Air Force, Cranston
- **Tom Pray** – Army National Guard, Cranston
- **Charlie Bursey** – US Navy, Warwick
- **Jim Stevens** – US Navy, Warwick

Vermont:

- **Leo Pollander** – US Marine Corp, Barre
- **Randy Swan** – US Marine Corp, Barre
- **Rick Snow** – US Coast Guard, Brattleboro
- **Wil Morin** – US Army, Springfield
- **Jim Harrington** – US Army, Rutland
- **Fred Perry** – US Navy, Rutland
- **Scott Ryan** – US Navy, Rutland
- **Dave Paquette** – Army National Guard, Williston

If you are a veteran and not listed, please send an email to hrdept@fwwebb.com

F.W. Webb Company would like to welcome the following new employees:

- **Jason Alex** – Warehouse, Brattleboro, VT
- **Frank Antonelli** – Warehouse, Hingham, MA
- **John Aranzullo** – Warehouse, Newburgh, NY
- **Craig Bridges** – Driver, Concord, NH
- **Nicholas Caswell** – Warehouse, Portsmouth, NH
- **Marcos Cruz** – Driver, Methuen, MA
- **Brenden D'Amours** – Warehouse, Hartford, CT
- **Duong Dao** – Machine Operator, Pipe Shop, Canton, MA
- **John Daveta II** – Warehouse, Methuen, MA
- **Betty Jo Davis** – Hospitality Account Manager, Commercial Sales/Quoting
- **Mark Finney** – Driver, Sheet Metal Shop, Haverhill, MA
- **Thomas Fontaine** – Warehouse, Pipe Depot, Sturbridge, MA
- **Paul Frontera** – Warehouse, Binghamton, NY
- **Zachary Gearing** – Outside Sales, Ballston Spa, NY
- **Claudia Gillis** – General Clerk, Bedford, MA
- **Kevin Gwinn** – Inventory Control Clerk, Albany, NY
- **Laura Herlehy** – Outside Sales, Sheet Metal Shop, Haverhill, MA
- **Robert Hersh** – Driver, Waterford, CT
- **Tony Hoang** – Machine Operator, Pipe Shop, Canton, MA
- **Lucas Hoheusle** – Driver, Newburgh, NY
- **Matthew Hughes** – Inventory Control Clerk, Hyannis, MA
- **Sharon Johnson** – General Clerk, Springfield, VT
- **Ryan Kubli** – Counter, Pittsfield, MA
- **Phyllis Laorenza Linnehan** – Marketing Communications & PR Manager, Corporate, Bedford, MA
- **Kenneth Lolio** – Warehouse, Cranston, RI
- **Nathan Luther** – Warehouse, St. Johnsbury, VT
- **David MacCombie Jr.** – Warehouse, Syracuse, NY
- **Thomas McCarty** – Outside Sales, Building Controls
- **Richard McGeough** – Driver, New Haven, CT
- **Guang Mei** – Machine Operator, Pipe Shop, Canton, MA
- **Timothy Meisel** – Warehouse Supervisor, Nashua, NH
- **Nicola Modugno** – Warehouse, Hartford, CT
- **Michael Morales** – Warehouse, Syracuse, NY
- **Stephen Nason** – Warehouse, Lowell, MA
- **Ho Nguyen** – Layout, Pipe Shop, Canton, MA
- **Joseph Ortiz** – Driver, Springfield, MA
- **Charles Osborne III** – Warehouse, Portland, ME
- **Levi Parker** – Warehouse, Springfield, VT
- **Hung Phan** – Machine Operator, Pipe Shop, Canton, MA
- **William Rackliff** – Valve Maintenance Mechanic, Process Controls, Winslow, ME
- **Ramesh Ramrattan** – Warehouse, Newburgh, NY
- **Terry Randall** – Outside Sales, Springfield, MA
- **Joseph Rigon** – Showroom Sales Representative, Methuen, MA
- **Ashley Robinson** – Showroom Sales Representative, Rutland, VT
- **Ryan Rondeau** – Warehouse, Methuen, MA
- **Mitchell Swierczynski** – Outside Sales, Waterford, CT
- **Judy True** – Showroom Sales Representative, Manchester, NH
- **Craig VanWie** – Inside Sales, Queensbury, NY
- **Alison White** – Showroom Sales Representative, Williston, VT
- **Lynne White** – Showroom Sales Representative, Methuen, MA
- **Kyle Whittle** – Driver, Caribou, ME

Who is F.W. Webb?



Grab your seats, buckle up, and get ready for an energetic ride through the world of F.W. Webb!

Per Jeff Pope's recent announcement to all employees, and "hot out of the editing room," we have an exciting new five-minute video that provides an interesting, informative and high level overview of our business and its far-reaching impact.

This attention grabbing corporate video showcases our 14 areas of expertise. And, it demonstrates how deeply integral we are to the construction, repair, maintenance, infrastructure and daily operations of commercial, residential, industrial and institutional properties in our region.

You may know F.W. Webb a lot or a little — but whatever your perspective, you're bound to see the company in a whole new light.



Play Video ▶

Click [Play Video](#) or go to the Webb Intranet: intranet.fwwebbcorp.fwwebb.com/creative.html

Take a look and let us know what you think. Send your comments to pipeline@fwwebb.com. We'll publish a sampling of your feedback in the February issue and tell you a bit more about how this new video will be used.