



Pipeline

The F.W. Webb Employee Newsletter

Volume 36 – Summer 2019

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Did You Know?

In 1972, we acquired Atlantic Pipe & Supply and entered the Fire Protection industry. According to the F.W. Webb history book, it was described as the ugliest building F.W. Webb ever bought.



See page 15 for more WebbCam photos.



See page 17 for more garden photos.

It's summer! Let's all stop and smell the roses – and dahlias, peonies ...

"The hot orange from our Azalea is what is blooming now! The fountain and pond are a bonus. My husband, Rich Wilson, Inside Sales, built it out of old clay pipe and copper tubing."

Marge Wilson, Store Manager, Rochester, NY

THE SCOOP

by Bob Mucciarone



As I write this today, we are walking away from an acquisition deal that we've been looking into over the past several months. This isn't the first time and it certainly won't be the last. It's too bad that it didn't work out, but in my experience some of the deals we have not done have been just the right thing not to do and worked out in our favor. When it comes to acquisitions, we always look at a company's product lines, profitability, technical staff and most importantly how we can make them grow.

We have a couple of deals in process now that meet those requirements. You all are aware of our acquisition of Martisco, a Water Works company in Liverpool, NY. We expect to complete that transaction in September or October. In addition we will be able to announce another acquisition in a week or two which should be another good one.

Meanwhile, there are lots of good things happening. We have picked up a number of product lines which we think will be game changers for

us. On top of that list is the Uponor line which should be welcomed with open arms by most of our plumbing and heating customers and should also attract those who are not doing much business with Webb. Over the past few years we have restructured our product offerings. This will be very beneficial to the growth of Webb in the coming years. Tweaking our product lines is a constant endeavor to keep us ahead of the competition.

Continued on page 2

THE SCOOP

by Bob Mucciarone

Continued from page 1



On the showroom front we think we have finally found a person to head up all of our facilities. We feel that this is a good first step in refreshing all of our showrooms and bringing them to the next level in selling, growth and customer service experience. We believe that gaining the confidence of the contractor to direct their customers into the showrooms is an essential component in the success of the showrooms.

Finally, seven months into the year, we are tracking to have another good year similar to 2018. There is less inflation so that may impact the bottom line a bit because the higher inflation, the more profit we make. But overall this is a good profitable year that keeps pace with all of the investments we are making. We are still very cautious about 2020, and are well prepared should a downturn develop. Having a good stable customer base

is essential in riding out any downturn. That is why we are emphasizing **EXCEPTIONAL SERVICE** all the time. We want to be known for that. We want to be known for having the product when and where the customer needs it and for having the technical expertise to solve customer challenges. You all are our biggest assets and we depend on you to create that great customer service experience.

F.W. Webb Wins Best of Brands Award

This past March, Johnson Controls (JCI), a Fortune Global 500 company and a long time manufacturing partner of F.W. Webb, recognized us with a 2018 Best of Brands award for our work with SOURCE 1, JCI's HVAC service parts division.

Every year, JCI honors a supplier affiliated with each of the 19 brands under its corporate umbrella. Rich Boynton, Director of HVAC/R Sales, Chuck Fiorino, Director of Business Development and Wally Sferrazza, HVAC Product Manager, attended the annual awards ceremony in San Francisco and accepted the award on behalf of F.W. Webb.



Wally, Rich, Chuck and their wives at the awards ceremony.

"We are pleased to be recognized by such a large player in the industry. We have worked with Johnson Controls on a number of projects over the years and this award validates the value we provide through our dedicated customer service."

– Rich Boynton
Director of HVAC/R Sales



Customer Satisfaction Survey

In June, we launched our first ever comprehensive Customer Satisfaction Survey. It is designed to find out how customers view us based on their experience with our stores, delivery service and sales teams. The survey was targeted toward residential and light commercial contractors and included 33 multiple-choice questions based on the above categories. At the end of the survey, customers were invited to share any additional comments on their experience with F.W. Webb.

The survey was promoted through targeted emails, the outside sales team and flyers posted at our stores. Nearly 2,400 surveys were completed. In the coming weeks, individual location results and the F.W. Webb overall results will be shared with each branch and Store Manager. They will help us focus on areas of improvement so we can provide customers with the best possible experience. To ensure that we are continuously improving and meeting customer expectations, the survey will be repeated every June with the 2019 survey serving as our baseline for future comparison.

87% of respondents are very or extremely satisfied with F.W. Webb.

Customer Feedback

Over 800 customers wrote comments. Here is some of the feedback we received:

"The employees at Webb always seem to be friendly and helpful, they even go out of their way to get things done if I mess up. They know what is needed for certain items so if I forget something, they call me and ask if I want to add that to the PO."

"Make a mobile app for ordering and product lookup."

"I think with so much emphasis on speed it creates problems with accuracy. There are still a lot of orders that get pulled wrong for one reason or another."

Lebanon and Auburn Get New Address



Lebanon: In June, Jeff Pope cut the ribbon on our new home in Lebanon, NH. Located across the street from our former building, the Lebanon store is now twice the size with over 3,000 more SKU's on the shelf. Following the ribbon cutting, customers enjoyed a grand opening celebration featuring food trucks and product demonstrations in our new Hydronics Mobile Training Station.



Auburn: Business in Auburn, MA has grown and we are moving our branch down the road to a larger building on 33 Sword Street in September. The new store will be 80,000 square feet and add 2,500 more SKUs.

Ernie Coutermarsh Inducted into PVF Hall of Fame

This summer, SVP of Industrial Business Development, Ernie Coutermarsh, celebrates a major feat that is almost unheard of in the workplace today – his 50th anniversary at F.W. Webb. In line with this momentous milestone, Ernie has been honored with the 2019 PVF Hall of Fame Award by *The Wholesaler Magazine*, a major trade publication in our industry. Each year, the publication presents this award to an individual who personifies integrity, talent, ability and mentorship in the PVF industry.

During the spring, Affiliated Distributors (AD), an organization of independent suppliers and manufacturing partners, also recognized his outstanding contributions. Ernie has been an instrumental member of the group. He helped grow AD's PVF segment and served on various AD boards and committees, most notably as chairman and delegate to the PVF division.

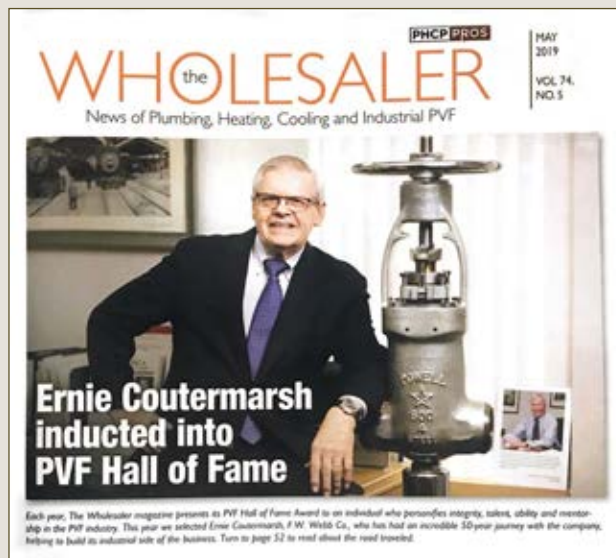


Affiliated Distributors recognized Ernie's career achievements at the annual Spring Network meeting in Las Vegas. (L to R: Gary Jackson, VP of AD's PVF division, Ernie, Jeffrey Beall, President of AD's PHCP divisions)

With countless friends in the industry, as well as those he has mentored and left a mark on, there is no doubt that this is just the beginning of accolades as Ernie prepares to wind down his career at F.W. Webb. At the January Sales Meeting, it was announced that Ernie will be retiring in January. An industry icon and forever proponent of F.W. Webb, his departure will certainly mark the end of an era.

50 Years of Service

As part of his PVF Hall of Fame award, *The Wholesaler* wrote a [story](#) to commemorate Ernie's remarkable career.



PVF Roundtable Event

Paying tribute to his 50+ years, *The Wholesaler* celebrated Ernie's commitment to the PVF space with industry peers, friends and family during May's PVF Roundtable Networking event held in Houston, TX.



L to R: Ernie's children, Eva and Patrick, and wife Diane

Business Highlights

Uponor Pex-a Tubing Coming Soon

In September, our counter stores will stock Uponor Pex-a products, including pipe and fittings for potable water and hydronic heating applications. Uponor PEX-a is a leading brand in the industry. Watch for more details.



F.W. Webb Adds Pump Repair Shop in Watertown, MA

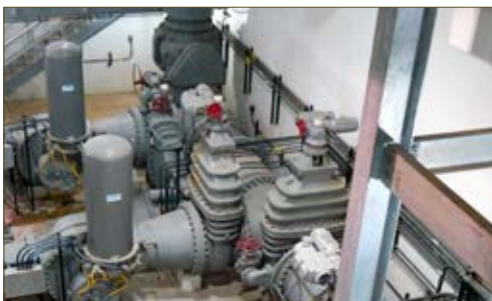
To better meet the needs of customers in the greater Boston area, our F.W. Webb Commercial & Industrial Pumps division has opened a pump repair shop in Watertown, MA. This is in addition to their pump sales and service facility in Cranston, RI.

Staffed by a full-time service technician, the Watertown repair shop provides services to repair, test and refurbish pumps. The shop's capabilities include full pump repair evaluation, repairing the actual pump/motor, machining components, sand blasting and painting, as well as troubleshooting and laser alignment services. In addition to the two pump repair shops, the division offers 24/7 field service, which includes on-site troubleshooting and pump removal.



Thermoplastic Piping Stocks ChlorFIT

ChlorFIT by Georg Fischer is a robust piping system ideal for commercial potable water applications. Constructed with high performance CPVC Corzan® material, it is designed to handle operating temperatures from 32 to 160°F, making it suitable for both hot and cold water lines. And unlike thinner walled solutions, ChlorFIT uses schedule 80 dimensions providing decades of high performance and protection from the corrosive effects of chlorinated water. It comes complete with pipe, valves and fittings and offers a cemented system with an option of a grooved mechanical joining system for certain applications.



Water Works Adds Waste Water Treatment Plant Team

Over the next 20 years, more than 66 billion dollars is required to upgrade the current waste water infrastructure in the Northeast alone. Given this large area of opportunity, a handful of Water Works sales staff have been re-tasked to focus on the Waste Water Treatment Plant business.

Events Across Webb



Summer *Boston Home* Breakfast

In May, *Boston Home* Magazine invited industry insiders to Frank Webb Home in South Boston to celebrate the launch of their Summer 2019 issue. *Boston Home* Editor, Andrea Timpano, shared insights from the new issue and guest speaker, Kelly Rogers, of Kelly Rogers Interiors, presented details on a home renovation project featured in the magazine. Guests supported the non-profit beneficiary Boston Building Resources through generous donations. Their Reuse Center accepts donations of new and gently used materials for resale, helping people repair and improve their homes, while also sparing the environment from needless waste.



Plymouth Showroom's Grand Opening Celebration

The beautiful new Frank Webb Home Showroom in Plymouth, MA recently celebrated its grand opening. Over 100 contractors, homeowners and other local business people showed up to explore the showroom, meet its staff, enjoy refreshments and listen to live music provided by The Natural Born Fools, led by local contractor, Peter Eldridge of Eldridge Plumbing. The town's Chamber of Commerce also came out to show their support. They helped in facilitating an official ribbon cutting ceremony and publicizing the event.

Plymouth Showroom Manager, Julie Borjeson, was encouraged by guests' reactions, "People kept coming up to me and complementing the new space. They were very impressed with our extensive lighting displays and loved all the working sinks and showerheads. With such a great turnout at our grand opening, I'm sure we can expect to see many of the same faces return when they are ready for their next home remodel."



Piscataway Round Table Event

In partnership with *Design + Decor* Magazine, the Piscataway, NJ showroom hosted a roundtable discussion featuring a panel of local architects, builders and interior designers. It was an interesting conversation comparing millennials and boomers. A key and surprising takeaway was that the two generational groups have similar wants and needs when it comes to home design and amenities. The panelists also highlighted popular design trends among both age groups such as open living plans, walk in showers, outdoor entertainment areas and smart home technology. Overall, it was a successful event that allowed top industry leaders in the area to see our showroom and the breadth of our bathroom, kitchen and lighting collections.

See a full story on the event at: dd-mag.com/digital-editions.html.



Malden's 6th Annual Product Fair

By Jeff Armington, Store Manager, Malden MA

In June, F. W. Webb Boston, Malden and Watertown put on their 6th annual Product Fair at the Malden location. A total of 45 vendors were in attendance highlighting their latest product advancements, and F.W. Webb specialty divisions also shared information on their products and services. Proceeding the event, manufacturers FIA and Lochinvar provided training to over 40 customers on their newest Lochinvar equipment. In keeping with F. W. Webb's family oriented atmosphere, this year's Product Fair included a petting zoo, pony rides, face painting, Wally the Green Monster and the 2018 World Series Trophy. Dinner was provided for all who attended by our neighbors, 621 Tavern. An abundance of raffle items were given away, some of which included products from our vendors, as well as a grand prize weekend getaway in Boston that included hotel rooms and tickets to a Red Sox game.



We would like to extend our gratitude to our specialty divisions for participating and thank Marianne Tragakis, Marketing, and all the F.W. Webb employees involved who helped make this such a success.

Stay tuned for next year's flyer. We are always looking to grow this event and provide our customers with an even more memorable experience.

Lewiston Flag Day Event

Our Lewiston, ME branch celebrated with a catered barbecue, vendors, employees and customers. They have been celebrating Flag Day for three decades and their customers look forward to it every year!



Join us for the 2019 F.W. Webb Softball Tournament

8AM • Saturday, August 17 • Riverside Park, Haverhill MA

To date, 10 teams are signed up. There's still time to create a team and join!

- ▶ Contact Pat Casey at patc@fwwebb.com or Jay Vitale at jav@fwwebb.com
- ▶ Send photos from the event to pipeline@fwwebb.com



Who will be this year's champion?

HVAC Night for West Bath Store



During the spring, our West Bath, ME store hosted a customer informational dinner to promote our Dealer Programs with Daikin, York and Honeywell. HVAC/R Sales Director, Rich Boynton, and Dealer Development Manager, Laura Herlehy, attended to assist with the presentation. Laura gave a program overview for all three lines, identifying specific areas of interest to customers which include:

- Access to valuable F.W. Webb resources such as our pre-season consumer promotions
- E-business solutions like customizable sales materials and business analysis tools
- Powerful suite of marketing and business tools to drive sales growth, profits and more

“I think customers appreciate that we take the time to inform them of the Dealer Programs. Most companies are solely interested in selling products but here’s F.W. Webb explaining all the free services and benefits of doing business with us and our select vendors,” said Mike Blagdon, West Bath Store Manager.

Laura is available to train F.W. Webb sales staff on these programs and to share program information with your customers. Contact her at laura.herlehy@fwwebb.com or 978-987-5590.

In a nutshell, what is the HVAC Dealer Program?

Our HVAC Dealer Marketing Programs provide contractors with tools to help market their business. They offer financing, extended warranties, training, lead generation, co-op funds for advertising and more.

Why should I promote this with my HVAC customers?

The Dealer Programs create brand loyalty and further develop the relationships we hold with customers.

What is the cost to contractors for the dealer programs?

York, Daikin and Honeywell all offer free programs to contractors. Additionally, York has two paid dealer-level programs featuring more than the standard free offering.



DIVISION DOWNLOAD

Location/Phone

152 Will Drive, Canton, MA 02021
781-828-5559, fire@fwwebb.com

Key Products

- Sprinkler heads
- Grooved, threaded and welded fittings – i.e. the end connection on the pipe
- Backflow preventors – prevents water backflow into the town water supply
- Hangers and supports – holds the pipe in place
- Wet, dry, deluge and pre-action products

Key Brands

- | | |
|------------------|-------------------|
| • Victaulic | • WARD Fittings |
| • Watts/Ames | • Smith-Cooper |
| • Apollo | • Spears Plastics |
| • Wheatland Tube | • NOVA Tube |
| • Potter | • FPPI |
| • TOLCO | |

Who do we sell to?

- Fire Sprinkler Contractors
- Mechanical Contractors
- Sprinkler Service Providers
- Fire Protection Engineers
- Facility Managers

Fire Protection & Fabrication



The Fire Protection industry is dedicated to protecting property and saving lives. Fire sprinklers are one of the main preventative measures used to help control fires and they are a mandatory safety requirement for most commercial buildings, factories and multi-tenant residential occupancies. Even some towns are starting to require sprinklers in single-family homes. Worldwide over 40 million sprinkler heads are fitted each year. In buildings protected by properly designed and maintained fire sprinklers, over 99 percent of fires were controlled by fire sprinklers alone.^{1,2}

Fire Sprinkler Contractors and Fire Protection Engineers are at the frontline of installing and designing these types of systems. With no room for error, it is no surprise that they need high-quality pipe and a trusted partner. At F.W. Webb, we have been offering sprinkler materials and pipe fabrication services for the Fire Protection industry since 1972, when F.W. Webb acquired Atlantic Pipe & Supply.

Fire Sprinkler Systems

When it comes to fire sprinklers, it is a common misconception that if one sprinkler goes off, every sprinkler goes off. In reality, water is usually contained to a specific location and it is done so through various types of sprinkler systems. There are wet and dry pipe systems to deluge and pre-action systems. The type of sprinkler system needed typically depends on the site's environmental conditions and the nature of the space being protected.



F.W. WEBB COMPANY
Fire Protection & Fabrication Division

^{1,2}"Fire Sprinkler Market 2019: Global Industry Insights by Global Players, Regional Segmentation, Growth, Applications, Major Drivers, Value and Foreseen till 2025." MarketWatch. 21 May 2019. 22 July 2019 <<https://www.marketwatch.com/press-release/fire-sprinkler-market-2019-global-industry-insights-by-global-players-regional-segmentation-growth-applications-major-drivers-value-and-foreseen-till-2025-2019-05-21>>.

DIVISION DOWNLOAD

What are buzzwords to watch out for?

- Victaulic
- Steel Pipe
- UL / FM Valves
- Hangers
- CPVC
- Backflow Preventers
- Fabrication
- Dry Valves and Riser Modules
- Cast Iron Fittings
- Flow Switches
- Cuts, Grooves, Threads

“Customers like that we can put the whole package together. They can work with F.W. Webb as a single-source supplier instead of having to hire and manage three or even four – different vendors.”

– Randy Beatrice
General Manager, Fire Protection
& Fabrication Division

Wet and Dry

The wet pipe sprinkler system is the most common and is typically the easiest to design, install and maintain. Wet pipe systems contain water under pressure in the overhead piping at all times and utilize a series of closed sprinklers. When a fire occurs and produces a sufficient amount of heat to activate one or more sprinkler heads, water immediately discharges from the affected sprinkler(s).



Dry pipe systems are only used when the piping network will be exposed to temperatures below 40°F. These systems are more complex as the piping is usually charged with air. They use a dry-pipe valve to hold back the water supply. When a fire occurs and a sufficient amount of heat is generated, one or more sprinklers operate, causing the air in the piping to escape and the air pressure to drop. Once the air pressure falls below a pre-determined level, the dry-pipe valve opens, allowing water to flow through the system to the open sprinkler(s).

Deluge and Pre-action

Deluge and pre-action systems are also used for very specific applications. A deluge system is a dry fire protection system. It delivers large quantities of water in a relatively short period of time. A deluge system is generally used when an entire area needs to be protected immediately. They are mostly used in facilities where significant amounts of highly combustible materials are present, such as a chemical or processing plant.

A pre-action system is a hybrid dry/wet fire protection system. In this type of system, the pipes are filled with compressed air, the sprinkler heads are closed and water is held back from the piping by a pre-action valve. This protects specific areas of the building from unnecessary water damage and is ideal for museums, art galleries, libraries, etc.



Once our customers – Fire Sprinkler Contractors and Fire Protection Engineers – identify and design the right fire protection system for their project they come to us for sprinkler materials and pipe fabrication services.



Pipe Fabrication

This is where our fabrication shop comes in. Located in Canton, MA, our 50,000-square-foot state-of-the-art facility can cut the pipe to customer specifications and fabricate the specified end connections (threaded or grooved ends that connect the pipe together).

Our certified technicians can cut and groove up to 24-inch pipe and thread up to 8-inch pipe. Last year, to provide even more efficient turnaround, the division invested in industry-leading welding machines. With the new equipment, the shop can weld ½" to 2-1/2" outlets on pipe sizes from 1-1/4" to 8." Once the pipe is fabricated to the customer specifications, the team then bundles it with necessary labeling so that it can easily be assembled on-site.



While a lot of companies offer pipe fabrication, what makes us stand out is our ability to fabricate pipe and offer a large inventory of "loose material," i.e. parts that fit the pipe together. These include Victaulic grooved fittings and sprinkler heads, backflow preventers, flanged fittings, system valves, hangers and fittings. Although, there are supply houses that offer some of these products, very few have the complete line of services we provide.

Not to mention, we can complement our pipe fabrication with services from our Water Works and Commercial & Industrial Pumps divisions. For example, we can supply the underground PVF required to get water into the building through our Water Works division. Then, the Commercial & Industrial Pumps division can provide a fire pump package if the available water pressure doesn't meet the sprinkler system demand. Lastly, we provide the fabricated Fire Protection PVF to deliver water to the sprinkler heads.

Another differentiator between us and the competition is the quality of our fabrication. "We test every weld that is made and pride ourselves on the quality of welds that we produce," Randy said. "This is important because a leak can cost thousands of dollars in flooding damages."



The fabrication shop runs two shifts allowing the shop to meet requests for fast turnaround. Often times, they can fabricate hundreds of feet of pipe for customers in 48 hours or less. They can also deliver and unload the pipe at project sites across the Northeast with their service trucks equipped with piggybacks (i.e. forklifts). Smaller Fire Protection items that a customer might end up needing after the start of a project are also stocked and readily available at select F.W. Webb counter stores across the Northeast.

Do you have sprinkler work involved in your next project?

Find out who the sprinkler contract has been awarded to and reach out to the Canton branch.



Fire Protection Expertise Saves Customer Time and Costs

The F.W. Webb Fire Protection & Fabrication division recently completed a project at the Peerless Clothing Warehouse in St. Albans, VT with contractor, Firetech Sprinkler Corp. The 90,000 square foot facility consisted of five levels of rack storage and required 450,000 square feet of sprinkler protection.

Pre-bid and post award, Fire Protection Outside Sales Rep, Tim Christie, NICET LEVEL III, met with Firetech to review the layout and provide value engineering and consultation. The proposed sprinkler head layout in the original bid documents outlined standard 21'-0" lengths of pipe. Since this would have required considerable labor in the field to sort out the thousands of pieces of pipe, Tim recommended a more cost-effective approach.

He worked with a pipe mill to custom order lengths of 20' pipe that the Fire Protection team could fabricate in our Canton, MA facility. In addition to saving Firetech time and costs, the custom piping fabrication also offered flexibility during the construction phase. "The way the pipe was cut made it easy for the contractor to move from one area to another, especially since the construction schedule changed a few times," Tim said.

Supplying over 10 miles of fabricated pipe and thousands of products, Fire Protection made multiple deliveries from Canton to the jobsite throughout the project. Additionally, the team packaged the materials and sprinkler heads together to minimize handling and optimize buying power for Firetech.

Services and Product Provided:

- Fabrication of over 10 miles of pipe
- Welded over 5,000 outlets of various sizes on the pipe
- Performed thousands of pipe cuts, grooves, threads and fitting make-ons
- Supplied over 5,000 Victaulic sprinkler heads, couplings and fittings
- Supplied all the required riser equipment for the multiple sprinkler systems in the facility

"F.W. Webb was a true partner on this project. They advised us during the design phase so that we could maximize head spacing, minimize pipe cuts and standardize pieces in order to make fabrication and installation as efficient as possible."

– Debbie Winters, Owner, Firetech Sprinkler Corp.



Contractor Adopts NIRON after Training and Trial

Accustomed to steel piping, mechanical contractor and F.W. Webb customer, Piping Systems Inc., was at first skeptical about using the NIRON PP-RCT Pipe and Fitting System. After passing on a couple of projects that the material was being requested on, they decided to look more into the benefits of NIRON. Reaching out to Jonathan Pacheco, Outside Sales, New Bedford, MA, they requested a demonstration on the larger size piping. Satisfied with what they saw, Piping Systems Inc. decided to try NIRON on a project requiring underground piping for a condenser water application.

“This project shows the power of educating customers on the latest product advancements. Going above and beyond by offering trainings and our product expertise certainly pays off.”

– Jonathan Pacheco
Outside Sales, New Bedford, MA

“Jonathan and Chip Curtis from F.W. Webb were extremely helpful in making us comfortable enough to give this product a chance. We have completed multiple projects at this point with ZERO failures, and our customers have been pleased with the finished product,” said Jason Taylor, VP of Operations at Piping Systems, Inc.



The company ended up installing more than 200 feet of 10" NIRON pipe that was connected to a cooling tower for a fraction of the price it would have taken to install other material. Impressed by the material savings, along with the longevity of the pipe and faster install time, Piping Systems, Inc. is now bidding two more jobs with the NIRON piping system.



Salem Manager, Bob “Mav” Matvichuk

Construction Starts at our Salem Store

Our 43,950 square foot masonry building in Salem, MA is currently being renovated to include a new office space, larger warehouse and an open concept wholesale customer area. The building holds a special place in F.W. Webb history opening over 70 years ago. With such deep seated roots, it is also one of the city’s landmark buildings.

“The renovated store will have additional counter space for customer transactions, as well as a new five-story stair connecting the warehouse and office space. Additionally, use of exterior space will be optimized with a new parking lot, accessible entrance ramp and sliding entry door,” said Green Leaf Construction Project Manager, Nicole LaCroix.

The construction is expected to be completed in November.

Giving Back to Our Communities



Williston Branch Walks for Relay For Life

Once again this year, Team One Candle, organized by Inside Sales Rep, Kevin Lusignan, Williston, VT, participated in the American Cancer Society's annual Relay For Life walk in June. This amazing team of co-workers, friends and family raised \$6,880 this year. Over the past four years, Team One Candle has raised over \$20,000 for the American Cancer Society. "We all know someone who has been affected by this horrible disease," says the team, "and we want to thank everyone who has supported us and the American Cancer Society to find a cure. One team, one dream!"

Product Donation for Family in Need

When a service line pipe broke and flooded in front of a Niskayuna, NY resident's house, she was told by the town that it was her responsibility to foot the bill for repairs. According to the town's code, if a break isn't repaired the water may be shut off. The town may then fix it, but would charge the owner and keep the water switched off until it was paid.

Unable to pay the thousands of dollars it would take, the homeowner reached out to her local newspaper for help. A national emergency home repair foundation called HomeServe Cares heard the call and offered to do the work for free through a local contractor. Wanting to help, our Latham, NY location then volunteered to donate parts. The pipe is now repaired and the homeowner is working to change the law so that others don't have to go through a similar experience.



Jimmy Fund Donations

Each year we team up with the Jimmy Fund and the Boston Red Sox to shut out cancer. During Red Sox Opening Day celebrations, our Bedford, MA employees raised more than \$1,000 for the cause, which will be matched by F.W. Webb. The donations are given to the Dana-Farber Cancer Institute to support patients and new life-saving cancer research. Thank you to everyone who participated!



Webb Cam

In honor of Memorial Day, our Albany location proudly showed off our Red, White and Blue.



Our Queensbury, NY branch organized a fishing trip out of Gloucester, MA with customers and Viega. One of the boats they chartered, the FV-Tuna, was featured on National Geographic's popular show, "Wicked Tuna."



In May, customers from our Malden, MA Water Works and Auburn, MA branches lived out an experience they'll never forget – playing softball at America's most beloved and oldest ballpark, Fenway Park.

This was a big birthday year for Lenetta Ruggiero, Accounts Payable, Bedford, MA.

Happy birthday!



50 looks good on you, Ernie! In July, we celebrated Ernie Coutermarsh's 50th work anniversary at the Corporate office. Thank you for all the contributions you've made to Webb and the industry.



SHOUT OUTS

At F.W. Webb we make sure that every customer interaction counts. Here are two examples of Webb employees offering superior customer service and building strong customer relationships.



Ben Ardnt Saves the Day

With a shortage of drivers and in jeopardy of missing a pipe delivery that a customer needed ASAP, Ben Ardnt, out of our Cranston, RI PVF location, stepped up to save the day. Currently in Inside Sales, Ben used to be a truck driver and still carries a CDL license. With no questions asked, he drove 40 miles to the customer site and delivered a full truck of pipe by 6 a.m. to meet the customer's project schedule.



Terry Fisher Lends a Helping Hand

When Albany, NY, Inside Sales Manager Greg Welch's RV broke down on a family road trip to Lake George over Memorial Day weekend, he called the nearest Webb location, in this case Queensbury, for help. Not too long after that, Queensbury Warehouse Manager Terry Fisher was on the scene with his wife as they happened to be close by. Unable to make the needed repairs, Terry went the extra mile – 58 miles one way to be exact – and gave Greg and his family a ride home even though it was out of his way. The next day Greg drove back and was able to get the RV running, but he'll never forget Terry's generosity. "I want to give Terry a shout out for exemplifying the 'Webb Family' mentality when we were in need," Greg said.

Congrats to Lynn Tennant

Lynn Tennant, an *Office Manager and Safety Supervisor* out of our Syracuse, NY branch, recently reached her long-time goal of becoming a certified Safety Management Specialist. To achieve this designation, she studied for four months for the rigorous four and a half hour long Board of Certified Safety Professionals exam. Lynn looks forward to using this knowledge as a member of our Corporate Safety Committee. A group that helps prevent injury and illness on the job, increase awareness of health and safety issues among employees and develop strategies to make the work environment safe and healthy.



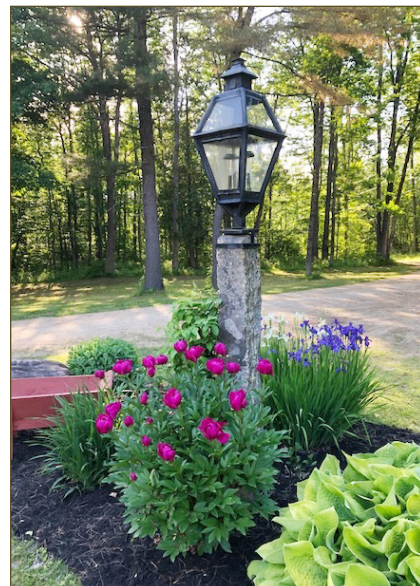
What does your garden grow?

In June, we put a call out to all Webb home and community gardeners to show off their green thumbs. Here is a glimpse at their gardens and their favorite plants to grow.



Bianka Kibler, Showroom Consultant, Lewiston, ME

My garden is in honor of our veteran's and the good ole USA.



**Raymone Wentworth
Inside Sales, Winslow, ME**

Peonies! I transplanted them from my mother-in-law's garden and they are most likely from a plant that's been there for hundreds of years. The granite post in the middle used to be an actual hitching post at my mother-in-law's 200-year-old house.



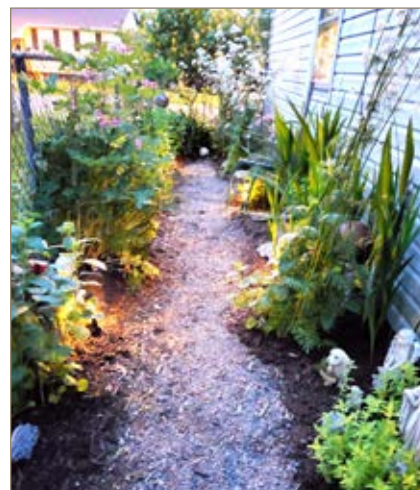
**Alicia Criniti
Vice President of Marketing,
Bedford, MA**

Tomatoes, eggplant, cucumbers... and more!



**Bob Matvichuk, Store Manager,
Salem, MA**

**Lisa Matvichuk, Accounts Payable,
Bedford, MA**
Perennials!



**Denise Pollota
Showroom Consultant, Syracuse NY**

Perennials so everything comes back each year and blooms from spring to fall.



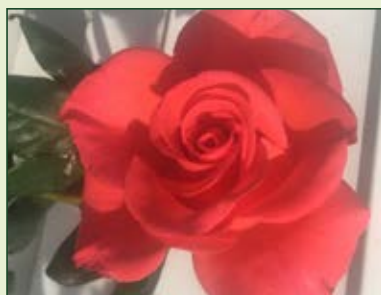
Laurie Fenalson
Office Manager, Winslow, ME

Lupines have always been a favorite of mine! I first got some seeds from my father, who harvested them from his garden. Then his sister, my aunt, also harvested some of her seeds to add in a few years later. Both have since passed, so these flowers have a special meaning for me.



John Keeshan
Inside Sales, Newburgh, NY

The fire and ice lily my wife grew.



Sharon Fleming
*Showroom Consultant,
Waterford, CT*

I love to grow roses!



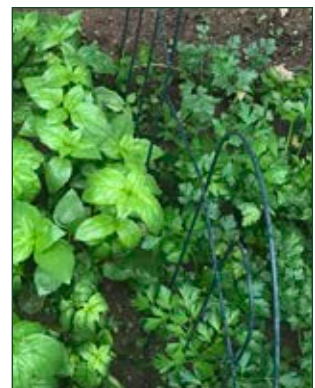
Michelle French
Showroom Manager, Concord, NH
Cosmos and sunflowers!



Kristin McAdams
Accounts Payable, Woburn, MA
Dahlias and Irises



Dave Sills
Outside Sales, Hartford CT
Tomatoes, basil and parsley



Kathy Howard
*Graphic Designer,
Bedford, MA*

I started zucchini and other vegetables from seed indoors in April.

Beware of Balance Billing by Medical Providers

by Stefanie Harrison, Benefits Manager, Bedford, MA



It's easy to lose track in the very confusing world of medical bills. You go to the doctor, you get a bill and you pay the bill. But these bills can contain "errors," either intentional or accidental.

Therefore, it is important, to compare each medical bill you receive from your doctor's office with the explanation of benefits that you receive from Cigna (or whichever health insurance you carry) after your visit.

Let's take a step back and re-visit the process of medical billing:

1. You go to the doctor and they take your health insurance information.
2. After the visit, the doctor's office sends the claim to your health insurance, let's say Cigna. They send the claim using medical codes (or CPT codes) for each procedure, test or service of your visit.
3. Cigna reviews the codes and confirms whether the doctor (provider) is in-network or not. If the provider is in-network, he or she has agreed to specific rates that can be charged for each of the CPT codes.
4. Cigna pays the claim based on the contracted rates and sends payment to the doctor's office.
5. Cigna sends you the Explanation of Benefits, which tells you:
 - a) what the rate is that the doctor charges
 - b) what the rate is that Cigna negotiated
 - c) how much Cigna paid
 - d) how much you will need to pay
6. The doctor's office will send you a bill for the amount you owe. This amount must match the amount on the Explanation of Benefits you received from Cigna. If it doesn't, contact Cigna (or me if you have insurance through F.W. Webb) to find out why it doesn't.

Claim detail										
CIGNA received this claim on June 20, 2018 and processed it on August 25, 2018.										
Service dates	Type of service	Amount billed	Discount	Amount not covered	Allowed amount	Copay	Deductible	What your plan paid	% paid	See notes
I WELLBEING MD, Claim # 999999999999										
05/29/18	SURGERY	500.00	0.00	0.00	500.00	0.00	300.00	140.00	70	60.00
05/29/18	SURGERY	400.00	0.00	400.00	0.00	0.00	0.00	0.00	0	0.00
Total		\$900.00	\$0.00	\$400.00	\$500.00	\$0.00	\$300.00	\$140.00		\$60.00

What is balance billing?

Balance billing is one of the reasons why your Explanation of Benefits and invoice from the doctor may not match. In this case the doctor charges you for the amount you need to pay based on the Explanation of Benefits, PLUS the difference between what they normally charge and the rate negotiated with Cigna. In-network providers are not allowed to balance bill(s). It is important that we know about this practice and that Cigna reaches out to the provider to educate them.

Please note that out-of-network providers are allowed to balance bill(s). That is why it is always better to seek care with an in-network doctor, when possible.

Open Enrollment Starts August 26

Watch out for communications through email or your manager, and to your home.

This is the only time you can make changes to your existing benefits, enroll or cancel plans, unless you have a qualifying event during the benefits year.

If you have questions or concerns, call Cathy Thompson or Stefanie Harrison at 781-727-6600.

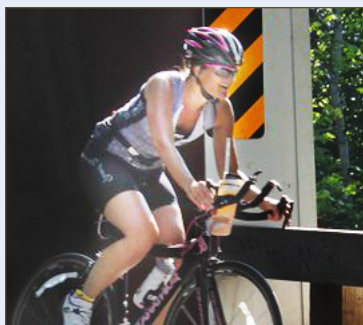

Achieving a healthier lifestyle.

Achieving a healthier lifestyle.



Webb Wellness

STORIES



Kim Thurber, our Albany, NY Showroom Manager, had never been much of an athlete or gym-goer. But, that all changed when she decided to take up running. Little by little she built her way up from short jogs on the treadmill to running full marathons. Kim was kind enough to spend a few minutes telling us about her journey and what keeps her lacing up her running shoes every day.

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

A: Years ago, I was a mom, a full-time worker and a part-time student, and I never took the time to exercise. I was ready to make a change and slowly built my way up from an infrequent jogger to a marathoner, spin instructor and triathlete.

Q: Why did you decide to make this change?

A: Back then, I was so busy with life, I felt like I wasn't doing anything for myself. I found running and exercise to be a great way to put everything else on pause for an hour while I worked out. I got up early, left my phone behind and just did something that made me feel better.

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

A: Becoming a more active person has had a huge impact on my life in more ways than one. Not only do I physically feel healthier, but working out is mentally refreshing. I have made so many new friends through my gym and running clubs, and I feel like I'm also a positive role model for my kids.

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

A: Start by making small commitments and sticking with them. Any progress is good progress. Finding a friend or family member to work out with is great too. Think about downloading a workout app to help get you started or even just take 20 mins a day to get in some physical activity!

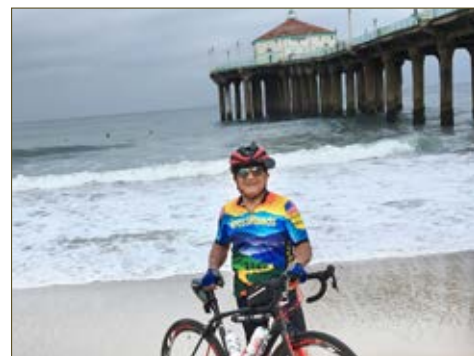


Nan the Nurse regularly travels around the F.W. Webb footprint visiting different locations and advising employees on health and wellness issues. If you have a story you'd like to share, please contact Nan by email at nan@nanthenurse.com!

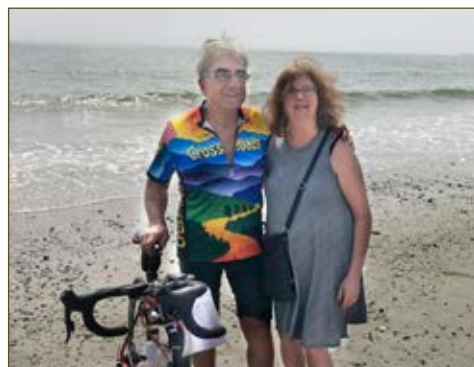
A Successful Cross-Country Journey

On June 28, recently retired Sohrab Omidbakhsh, Outside Sales, Process Controls, successfully completed his 49-day, 3,440 mile cross-country trek with CrossRoads Cycling Adventures. It started in Manhattan Beach, CA and ended in Revere, MA. Sohrab rode to benefit the Make-A-Wish Foundation, an organization that continues to provide loving support for one of his grandsons.

Reflecting on his journey Sohrab said, "The ride was much better than I had dreamed. Hard work but very rewarding. There has been no other event in my life that has been so humbling. Seeing the country from one end to the next on a bicycle is very unique and has made me more content and thankful for all the things that have made my life so wonderful and interesting."



Start: Manhattan Beach, CA



Finish: Revere, MA

Webb Spotlight

Mike Blagdon



Webb Vitals

F.W. Webb location: West Bath, Maine
How long at F.W. Webb: 19½ years
Your role at F.W. Webb: Store Manager

Can you describe a memorable experience working at F.W. Webb?

From upscale Dine-&-Learns and promoting Van Inventory Systems, to managing our annual Twelve Days of Christmas Expo, the most unique experience I've had was designing and constructing the F.W. Webb Company Trade Show Booth. The booth has been displayed at the 2018 PGANE and 2019 PHCC shows (MA & ME). From the initial design concepts to the actual construction, finishing and merchandising, it's been a great opportunity. I'll always take every opportunity I have to promote the F.W. Webb Company.

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

"Work hard in silence, let your success be your noise." Bob Mucciarone shared the quote from Frank Ocean at the Fall '18 Store Managers Meeting.

What's the best book you've read, and why?

"Make Your Bed: Little Things That Can Change Your Life... And Maybe the World," by retired United States Navy admiral William McRaven.

I take my job at F.W. Webb Company very seriously, and each and every day I challenge myself to bring my very best to the job. Along those same lines, my wife Michelle and I do our very best to instill the value of hard work and being humble in our children, and I've read this particular book with them. Part of developing success and winning is paying attention to the details. Managing the small stuff along with the big stuff in life is important... along with saying please and thank you!

Before working at F.W. Webb, what was the most unusual or interesting job you ever had?

While attending the University of Maine I worked for the Town of Wiscasset Highway Department during the summer. After the first season I was promoted, and I was in charge of several college students. Part of the regular duties of this job, aside from leaning on shovels and brooms, included performing perpetual care to the local cemeteries. I mowed graveyards, did a good deal of lot clearing and performed tree arborist duties.

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

The Hawaiian Islands. My wife and I never had a Honeymoon. Life took over, and one thing lead to another. One obvious site I would want to see is the Pearl Harbor Memorial. Life would be good enjoying the beaches and taking in all the islands have to offer. I'd probably do some scuba diving, fishing and certainly some jet skiing.



In May, Ernie Coutermarsh and his wife Diane traveled across the pond and watched the Red Sox and Yankees play in a whole new territory, London Stadium.

Welcome Aboard



Scott Groleau is the new *Regional HVAC/R Sales Manager* for the NYC, NJ and PA markets. Based out of NJ, he will work with branch management and sales to evaluate and meet customers' HVAC needs. Scott has honed in on his extensive sales experience completing sales management courses with Sandler Training and Johnson Controls. He has also held sales leadership roles at Daikin and ABCO Refrigeration. Scott's affiliations include ACCA (Air Conditioning Contractors of America), PHCC (Plumbing, Heating, Cooling Contractors) and MACC (Metropolitan Air Conditioning Contractors of New York). Outside of work, he enjoys spending time at his lake house in the Poconos.



Dave Hulse has joined F.W. Webb as a *Commercial Plumbing Manager* responsible for the Brockton/Southern MA market. With more than 20 years of experience, he has spent the bulk of his career at Ferguson Enterprises where he held many roles across three states, from Warehouse and Counter to Acquisitions Lead and Branch Manager. He got involved in the industry early taking plumbing and heating classes at his vocational high school and then went on to participate in a training program at a supply house in NJ. Outside of work, he enjoys traveling with his wife and daughter. They recently vacationed in Iceland and Costa Rica.



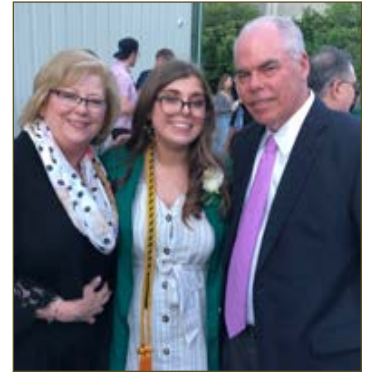
New *Plumbing Sales Manager* **Nick Snell** brings a unique perspective to F.W. Webb. He spent over 10 years working as a Manufacturer's Representative for Urell Inc. He now looks forward to being on the wholesale side and building strong business relationships with F.W. Webb manufacturers and rep firms. With in-depth industry expertise and a dedication to customer service, Nick will support customers by providing the latest product innovations and highest quality plumbing lines in the industry. He lives in Southern Maine with his wife and three sons.



As the new *Store Manager* of our Manhattan location, **Jack Duffield's** day-to-day consists of two things: maintaining efficient operations and providing the best customer service possible. Before F.W. Webb, Jack worked at Hajoca, a plumbing, heating and industrial supplies wholesale company. Originally from Michigan, Jack received a Bachelor of Science degree at Michigan State University. Beware of challenging him to a game of pool – he was once on his college's billiards team.



New Haven, CT *Store Manager* **Matthew Marshall** is no stranger to the plumbing, heating, HVAC/R wholesale industry. Prior to joining Webb earlier this year, he worked as Operations Manager/Inside Sales at Winsupply Inc. and a Store Manager at Sid Harvey Industries. A Connecticut native, Matthew roots for both NY and Boston teams – the NY Giants/Mets and Boston Celtics/Bruins. An avid sports fan, he loves coaching his kid's softball and baseball teams.



IAPD Scholarship

Congrats to Shannon Murphy, daughter of Webb employee Michael Murphy from our Salem, MA branch. She has been awarded a scholarship from the International Association of Plastics Distribution (IAPD). Shannon will be attending Northeastern University come fall, where she will major in international business.

As members of the IAPD, Webb employees and their children are eligible to apply for the annual scholarship program. Of the 112 total scholarship applications IAPD received this year, nine were from F.W. Webb employees. Last year, Webb Inside Salesman, Scott Varney's, son received the IAPD scholarship. HR will send out a notification once it becomes available again.



iapd
international association
of plastics distribution



F.W. WEBB CELEBRITY LOOK-ALIKE



Yuri Gagarin

First man in space and
to orbit the earth



Jon Stevens

Operation Manager
Binghamton, NY

Submitted by: Kevin Keenan, Inside Sales HVAC, Syracuse, NY

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.



Volleyball Competition

In July, CD held their first annual volleyball tournament. The competition was fierce with management competing against three different employee teams. Congrats to the following employees who beat management 22 to 20: John Diaz, Eric Williams, Ariel Rodriguez, Chantele Wallace, Justin Chudworth, Ben Cecnas.

New Showroom Managers



Kimberly Pena is the new *Showroom Manager* of our Seabrook, NH Frank Webb Home location, which just opened in July. She looks forward to utilizing her previous HR, Sales and Design experience in this role and introducing the Seabrook community to Frank Webb Home's top brands. Kimberly started with F.W. Webb in the Bedford, MA showroom in 2014, and then went on to work at our Exeter, NH showroom. In her spare time she loves to travel and is always looking for her next adventure.



Kathleen Windward is the *Showroom Manager* of the Frank Webb Home showroom in Auburn, MA, which is moving to a larger location in November. She and her team are busy getting the new and improved showroom space ready. Prior to F.W. Webb, she worked at Harrington Hospital as a Cardiac Technician and on the weekends she taught restorative yoga classes at Boston Children's hospital to the parents of children staying on the oncology/hematology floor for treatment. Kathleen is excited to get back to her Interior Design roots, a concentration she studied at Newbury College. She has three sons that she describes as her "Magnum Opus," greatest masterpiece.



A number of locations are enjoying Fruity Tuesdays again this summer.

On the Move



General Manager **James Turbide** has transferred from the Springfield, MA branch to our location in the Bronx. James has been working at F.W. Webb since he graduated with a Bachelor's degree in Business Management from Roger Williams University. He joined the company in 2011, as a Management Trainee. For the past five years, he worked as an Operations Manager in Hartford, CT and then as the GM in Springfield, MA. In his new role, he looks forward to building strong relationships in the NY market.



Reed Brown is taking over for James Turbide as the new *General Manager* of our Springfield, MA branch. Serving as a hub to multiple branches and stores across CT, MA, VT and NY, Reed will oversee all sales and operations within his footprint. Along with his team, he'll work to eliminate wait times, reduce stock-outs and raise customer service levels. Reed got his Bachelor of Science degree at the University of Connecticut and MBA at Lasell College. He joined Webb's Management Training Program in 2010.



As the new *Store Manager* of Falmouth, MA, **Mike Baggan** looks forward to building great relationships with our customers throughout the Cape. He has been with Webb for nearly two years after joining our Management Training Program. Prior to this, Mike studied Business Management at the University of Massachusetts Dartmouth. He lives in his hometown of Plymouth, MA and enjoys golfing and fishing on the weekends.



Webb Represents in Canada

A long-time Technical Assembler with the Commercial & Industrial Pumps division, Marty Ludvigsen enjoys some free time by playing in an over 40 men's hockey league. Every year the team participates in a big tourney, and this year it was held in Canada. Our Pump division stepped up to sponsor the team, which included F.W. Webb branding on the team's hockey shirts. Congrats to Marty and the team for bringing home the gold as the first place champions.

Additional Promotions

- **Alice Carreira** from General Clerk to Purchasing Clerk, Elmwood Park NJ
- **Cynthia Cole** from General Clerk to Office Manager, Portland ME
- **Marc Connolly** from Warehouse to Inventory Control, Springfield MA
- **Ken Decoteau** from Replenishment to Warehouse Lead, Londonderry NH
- **Justin Fish** from Warehouse to Inside Sales Trainee, Bangor ME
- **Phil Greene** from Receiver to Warehouse Manager, Hyannis MA
- **Keith Hagins** from Receiver to Inventory Control, Elmwood Park NJ
- **Ryan Ibbetson** from Warehouse to Inventory Control Clerk, Newburgh NY
- **Peter Kelley** from Warehouse to Inventory Control, Augusta ME
- **Shane Kelly** from Warehouse to Warehouse Supervisor, Hyannis MA
- **Kyle Koban** from Warehouse Lead to Warehouse Supervisor, Londonderry NH
- **Steven Lopez** from Warehouse to Warehouse Manager, Waterbury CT
- **Craig Nash** from Warehouse to Inside Sales, Albany NY
- **Tim Nason** from Counter to Outside Sales Trainee, Bangor ME
- **Ruber Perez** from Warehouse to Warehouse Supervisor, Newburgh NY
- **Kristin Pharr** from Receptionist to Showroom Expeditor, Manchester NH
- **Erica Rowell** from Receptionist to Showroom Sales Consultant, Manchester NH
- **Jose Salvatierra** from Inside Sales to Inside Sales Supervisor, Piscataway NJ

New Employees: May – June 2019

Michael Anger Counter Exeter NH	Jesse Burke Counter Barre VT	Michael Cory Sr. Unix/Linux Admin Bedford MA	Todd Drury Outside Sales Pittsfield MA	Justin Hawkins Counter Williston VT	Joshua Mandravelis Warehouse Londonderry NH
Kyle Armstrong Warehouse Augusta ME	Steven Carpenter Inside Sales Fitchburg MA	Patrick Covey Commercial Quote Specialist Londonderry NH	Randall Edwards Warehouse Rutland VT	Robert Herrmann Driver New Haven CT	Katelyn Mercado Receptionist Allentown PA
Gene Avelar Warehouse Methuen MA	Manuel Carreiro Inside Sales New Bedford MA	Reimi Cruz Turbi Warehouse Methuen MA	William Flaherty Counter Dedham MA	Anthony Hersey Inside Sales Dover NH	Edgardo Molina Warehouse Londonderry NH
Nichlas Ballard Warehouse Rochester NY	Michael Casatelli Inside Sales Albany NY	Philip Czajkowski Intern Brockton MA	Patrick Flouton Johnson Warehouse Ballston Spa NY	Benjamin Hevner Warehouse Bellingham MA	Alexandra Montalvo Commercial P&H Estimator Piscataway NJ
Rachel Bartholomew Intern Rutland VT	Morgan Chadwick Showroom Sales Consultant Ballston Spa NY	Brady Davis-Babb Inventory Control Clerk Lewiston ME	Patrick Ford Warehouse Ellsworth ME	Charles Johnson Inside Sales Augusta ME	Samantha Murgio Warehouse Woburn MA
David Bauchiero CIP Piscataway NJ	Evan Cherry Driver Latham NY	Patrick Dempsey Technical Support Analyst Bedford MA	Anthony Foster Junior Programmer Bedford MA	Matthew Johnson Counter Oakland ME	Jonathan Murphy Driver Black River NY
Valerie Baum General Clerk Augusta ME	Sean Christoun Showroom Sales Consultant Bedford MA	Johnny DePalma Warehouse Winslow ME	Thomas Gaffey Outside Sales Piscataway NJ	John Knorr Warehouse Rutland VT	Ntumba Mutombo CIP Augusta ME
Justin Bearce Electrical Engineer Winslow ME	Todd Clark Inside Sales Haverhill MA	Caleb Desmarais Warehouse Cranston RI	Ryan Gendreau Showroom Sales Consultant Methuen MA	Sydney Lamoureux Inventory Control Clerk Hyannis MA	Dale Nicholson Driver Pittsfield MA
Gary Berezuk Inside Sales Centereach NY	Stephanie Cobb Showroom Sales Consultant Auburn MA	James DiPirro Warehouse Malden MA	Christian Geyer Driver Portland ME	Andrew LaPick CIP Newburgh NY	Charles Nolan General Clerk Hingham MA
Robert Bleau Counter Auburn MA	Larissa Consolagio Outside Sales Queensbury NY	Daniel Donahue Warehouse Londonderry NH	Adam Gould Warehouse Methuen MA	Emily Lawn General Clerk Bedford MA	John OBrien Counter Centereach NY
Diana Boisvert Selector Londonderry NH	Tia Cordeiro Warehouse Londonderry NH	Liam Donahue Warehouse Londonderry NH	Jordan Greene Showroom Sales Consultant Exeter NH	Anthony Linkkila Warehouse Gilford NH	Robert O'Hearn Warehouse Bedford MA
Todd Brackett Assistant Warehouse Supervisor Portland ME	Davi Correa Shipping Supervisor Piscataway NJ	Xeni Dovlentis General Clerk Methuen MA	Ernest Guarino Regional HVAC Tech Service Rep Woburn MA	Jonathan Luciano Segarra Counter Manhattan NY	Christopher Parsons Warehouse Queensbury NY
Travis Brown Warehouse Sturbridge MA		Scott Drown Warehouse Londonderry NH	William Hall Outside Sales Lebanon NH	Robert Mancini Driver Springfield MA	

Continued on page 26

Continued from page 25

New Employees: May – June 2019

Colby Perkins
Outside Sales
Brockton MA

Caleb Plourde
Warehouse
Londonderry NH

Christopher Ponte
Outside Sales
New Bedford MA

Joseph Porter
Tractor Trailer
Driver
Canton MA

Sarah Quinlan
Intern
Bedford MA

Kyle Ray-DeSantis
Warehouse
Newburgh NY

Anthony Reikow
Heat Tech
Support Trainer
Allentown PA

Brian Rench
Driver
West Bath ME

Coby Resendes
Driver
Plymouth MA

Nicole Roberts
Digital Graphic
Designer
Bedford MA

**Zulehira Roman
Serrano**
Warehouse
Haverhill MA

Justin Santer
Intern
Bedford MA

Andre Sims
Driver
Biddeford ME

Ryan Sinclair
Counter
Bangor ME

**Frederick
Sliwinski**
Driver
Exeter NH

Edward Soto
Driver
Mamaroneck NY

Brett Spano
Warehouse
Hingham MA

James Spina
Driver
Centereach NY

Brian St. Germain
Selector
Cranston RI

John Stack
Inventory Control
Clerk
Centereach NY

Deborah Stack
Office
Administrator
Centereach NY

Laurie Thibodeau
Receptionist
Biddeford ME

Emma Thompson
General Clerk
Bedford MA

Maria Torres
Warehouse
Allentown PA

Steven Trava
Counter
Centereach NY

Scott Vadino
Regional HVAC
Tech Service Rep
Piscataway NJ

Lee Vaughn
Driver
Bronx NY

Peter Vieira
Driver
Seabrook NH

Jeffrey Viel
Outside Sales
Winslow ME

Sean Volk
Outside Sales
Elmwood Park NJ

Steven Zannini
Maintenance
Technician
Londonderry NH

Adriano Zanon
Receiving
Supervisor
Piscataway NJ



Webb Employee to Bike the Colorado Rockies

Good luck to Patrick Coutermarsh, Inside Sales, Methuen, MA. On Aug. 10, he'll be participating in the Leadville 100-mile mountain bike race in Denver, Colorado. Nestled in the extreme terrain of the Colorado Rockies, the course reaches high-altitudes that start at 10,152 feet and climb to 12,424 feet. The Leadville 100-mile bike race turned into a national event after Lance Armstrong competed in it in 2008. Since then it has become so popular that race organizers have established a lottery and qualification system to participate.



Anniversaries: July – September 2019

5 Years:

Josh Alward
Haverhill MA

Emily Blacker
Needham MA

Stephen Bombardier
Lebanon NH

Tim Christie
Canton MA

Mike Cravin
Bangor ME

Megan Cronin
Bedford MA

Elizabeth Davis
Hartford CT

Tim Finnegan
Winslow ME

Robert Gautreau
Dover NH

Zachary Gearing
Ballston Spa NY

Chris Grenier
Waterford CT

Kevin Gwinn
Albany NY

Joshua Herringshaw
Queensbury NY

Laura Herlehy
Bedford MA

David Housman
Auburn MA

Ty Huynh
Canton MA

Anthony Pagucci
Bellingham MA

Mark Long
Allentown PA

Jaan Luikmil
Concord NH

Chris Martineau
Haverhill MA

Tim Meisel
Nashua NH

Suzette Morell
Hartford CT

Sammy Musameh
Bedford MA

Brian O'Connor
Salem MA

Kevin Otis
Barre VT

Eric Parker
Methuen MA

Devin Pascoe
Bedford MA

William Rackliff
Winslow ME

Dan Roper
Hyannis MA

Eric Rowley
Lewiston ME

Josh Siemons
Lebanon NH

Sam St. Pierre
Auburn MA

Jason Upham
Rockland ME

Joe Walkup
Queensbury NY

Kyle Whittle
Caribou ME

Nick Woodward
Williston VT

10 Years:

Martha Osgood-Kelly
Brockton MA

15 Years:

Jody Avery
Cazenovia NY

Mark Bryan
Ballston Spa NY

Dan Burke
Dover NH

Jason Collins
Fitchburg MA

Dan Demelo
New Bedford MA

Phil Duncan
Londonderry NH

Lisa Effler
Portland ME

John Ferrelli
Methuen MA

Bruce Finethy
Woburn MA

Brian Lamb
Dedham MA

Guy Mestieri
Hyannis MA

Jonathan Pacheco
New Bedford MA

Leo Pollander
St. Johnsbury VT

Darrell Read
St. Albans VT

Fred Vivencio
Syracuse NY

James Wood
Auburn MA

20 Years:

Cheryl Forbes
Malden MA

Dennis Ford
Bedford MA

Joe Foti
Londonderry NH

Dan Gilbert
Williston VT

Stephen Head
Dover NH

Shane Lear
Rutland VT

David Lundergan
Bedford MA

Sandra Stanton
Queensbury NY

25 Years:

Brian Domanico
Hartford CT

Ryan Karcher
Dover NH

James Mansfield
Londonderry NH

Candice Shumski
Barre VT

Jesse Plourde
Londonderry NH

Mike Ryan
Cazenovia NY

Chip Slattery
Bedford MA

30 Years:

Jennifer Blake
St. Albans VT

Armand Rocheleau
Nashua NH

35 Years:

Bob Mucciarone
Bedford MA

Brian Wheeler
St. Johnsbury VT

50 Years:

Ernie Coutermarsh
Bedford MA

Robert Tracey
New Bedford MA

Births

Hunter Budds born 6-8-19. Son of Rory Budds, Bedford MA

Adeline Burkhard born 4-11-19. Daughter of Brian Burkhard, Hartford CT

Andrea Casado born 6-28-19. Daughter of Andres Casado, Elmwood Park NJ

Kylie Sarahi Maquez Flores born 4-16-19. Daughter of Harold Marquez, Boston MA

Sebastian Hewitt born 5-18-19. Son of Dennis Hewitt, Elmwood Park NJ

Mila Joao born 4-12-19. Daughter of Gabriel Joao, Springfield MA

Rosalie Landi born 3-28-19. Daughter of Andrea Landi, Exeter NH

Matthew Allan Nicholson born 7-13-19. Son of Matt Nicholson Sr., Bedford, MA

Mila Timmons born 7-13-19. Daughter of Keven Timmons, Centereach, NY

Adelynn Vanier born 5-11-19. Daughter of Jeremy Vanier, Queensbury NY

Retirees

Manius Andre after 34 years, Canton MA

Mike Brown after 2 years, Black River NY

Nick Derosa after 13 years, Dedham MA

Scott Hynes after 23 years, Woburn MA

Rachel Lombard after 22 years, Augusta, ME

Susan Mitton after 22 years, Augusta ME

Sohrab Omidbakhsh after 13 years, Winslow ME

Joanne Perry after 12 years, Auburn MA

Carroll Quesnel after 15 years, New Haven CT

Howard Schneider after 7 years, Manasquan NY

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.