



# Pipeline

The F.W. Webb Employee Newsletter

Volume 38 – Winter 2020

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See page 18 for more Webb Cam photos.



This year's Sales Meeting was full of inspiration, learning, camaraderie and recognition. Read more about it on page 7.

## THE SCOOP

by Bob Mucciarone



As I write this, we are wrapping up the final numbers for 2019. Overall the bottom line profit was down from 2018. There are a few reasons for this and I will try to explain.

While we continue to grow, trying to measure the increase in expenses versus the growth in sales and gross profit is very difficult to navigate. This year, we incurred expenses as we continued to invest in people and new territories. Meanwhile, our sales grew to just shy of 1.4 billion. However, our gross profit from those sales didn't keep pace with the increase in expenses. In addition our inflation in 2019 was not nearly as high as it was in 2018. This impacted our numbers because the higher inflation, the higher the inventory value and the higher the profit number. These are some of the reasons for lower net profit in 2019. Still a great year, still good growth and a great stepping stone for 2020.

Because of the lower profit we lost a week of profit sharing for the 2019 year, five weeks down from six. We decided to still give out two weeks cash and then only three weeks to be put into the profit sharing/401K plan.

The plan for 2020 is to continue to grow organically, through acquisitions and building new locations. We believe we have built the infrastructure within Webb and accumulated many valuable new employees to help accelerate that growth. In fact, we added over

*Continued on page 2*

# Now Selling Leading, UK-Engineered Boiler Brand

Exclusively  
available at  
F.W. Webb



**ideal**

We are the exclusive distributor in the U.S. of the Ideal line of boilers. Ideal is one of the largest boiler manufacturers in Europe. As part of this new partnership, they have developed a unique range of high-efficiency condensing boilers specifically for North America.

The portfolio includes the Exalt and Gallant, which are available in a range of sizes. Both have an industry-leading warranty program with up to six-years parts, three-years labor and 12-years on the heat exchanger.\* They are 95 percent efficient and include an inhibitor to preserve the water quality in the heat exchanger.

Ideal produces over 400,000 boilers per year from their factories in Europe. They are known for their rigorous manufacturing process, which ensures that a product receives over 200 quality checks before leaving the factory. Each boiler is made from the highest-quality material and sourced from top-of-the-line suppliers.

## Two Lines Available:

Line	Function	Sizes
<b>Exalt</b>	Heat Only	110 MBH
	Heat Only	155 MBH
	Heat Only	199 MBH
	Combi	155 MBH
	Combi	199 MBH
<b>Gallant</b>	Heat Only	250 MBH
	Heat Only	299 MBH
	Heat Only	399 MBH

“We are excited to offer heating and plumbing contractors boilers that we believe have one of the lowest failure rates on the market today,” said Mike DelConte, Director of Heating Sales, F.W. Webb. “For more than 100 years, Ideal has been developing quality products. Their unparalleled warranty program speaks to the confidence in their boilers.”

\*This Elite level warranty is offered with registration of the boiler, a submitted combustion analysis and hydronic system treatment. See full warranty details at [idealusa.com](http://idealusa.com).

## THE SCOOP

by Bob Mucciarone

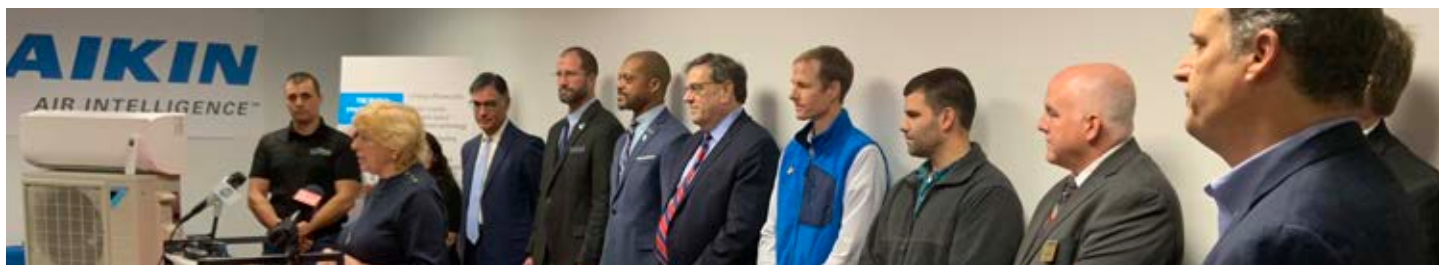
*Continued from page 1*



200 additional employees over the past year. We have and are developing many highly skilled and technical people. They will help in the sales chain to direct sales in Webb's direction. That coupled with the best buildings, the biggest inventory and a very strong distribution network will mean great things in the future for Webb.

Meanwhile, we continue to tweak the vendors we partner with to be sure we have the best products at the best prices. We have severed ties with some long-time vendors, who no longer present value to Webb as a good, transparent partner.

As you've often heard me say, all of you are regarded as Webb's greatest asset. You will be part of the successes in the coming years as we build this family-owned company into a bigger powerhouse, while keeping that same small company feel our customers have come to appreciate.



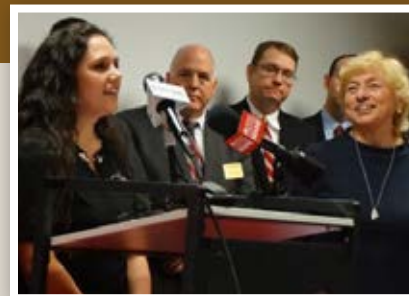
## Augusta, ME Hosts Governor

In January, our Augusta, ME branch hosted a press conference by Maine's Governor on the state's 100,000 heat pump initiative that was signed into legislation over the summer. Shawn Buck, HVAC/R Account Manager, kicked off the event and introduced the first speaker, Gov. Janet Mills.

The Governor announced that Maine will be doubling its rebates to help residents purchase high-performance heat pumps. Then, Efficiency Maine Trust's Executive Director, Michael Stoddard, stepped up to the podium to highlight the cost-saving and energy efficiencies associated with heat pumps. Next, Christie Whitcomb, owner of Hometown Heat Pumps, shared how the initiative has helped grow her small family-owned business. David Daigler, President of the Maine Community College System, spoke about their commitment to modifying technical programs to fit the latest techniques and technologies in the industry.

"Gov. Mills and Efficiency Maine mentioned F.W. Webb many times throughout their speeches. I am extremely proud of everyone who worked hard to pull everything together to make this a tremendous success," said Derek Jones, Operations Manager, Augusta, ME.

"We made some great connections with KVCC community college, the Governor's team and Efficiency Maine. KVCC said they are interested in partnering with us to get the word out on the opportunities in our industry. It was a proud day for F.W. Webb," said Robert Kaiser, Commercial HVAC Supervisor.



*Christie Whitcomb, Home Town Heat Pumps, shared her personal story.*



*Shawn Buck, HVAC/R Account Manager with Gov. Janet Mills.*

## New Daikin HVAC Training Center at South Portland Branch

Over the summer, Maine set an ambitious goal to install 100,000 energy efficient heat pumps by 2025 as part of a surge of clean energy bills passed by Maine lawmakers. Our South Portland, ME branch is helping local contractors participate in this goal with their new state-of-the-art training and presentation room that is now open. It is equipped with working Daikin heat pump displays for live hands-on product training with residential mini splits, sky air and VRV-heat pumps and heat recovery systems. The extensive training programs help contractors get certified and provide information on Maine's heat pump rebate program.

If you have customers in Maine, let them know about our hands-on heat pump training. We offer a number of heat pump trainings throughout the year at our 12 locations in Maine. Our HVAC Technical Trainers are also readily available to help. They can bring our working Daikin heat pump displays to any of our Maine locations or directly to a contractor. Contact the South Portland branch for more information.





## New F.W. Webb PVF location in Pennsylvania



On Jan. 27, we completed our acquisition of the Collins Pipe & Supply Co. location in Aston, PA and welcomed their staff to our team. As Jeff Pope has said, "This is a big deal because it is our second location in Pennsylvania and we built a great relationship with a competitor, which is not something that we usually do."

The Aston, PA site services industrial end users and contractors who support the oil and gas refinery industry and the power and process markets in the greater Philadelphia area.

"We are excited to expand our presence and industrial capabilities in Pennsylvania. We look forward to broadening the product mix, increasing inventory levels and responding quickly to customer's needs through our strong distribution network," said Bob Mucciarone, Chief Operating Officer.

## Sheet Metal Shop Offers New Fabrication Capabilities



*Spiral fittings*

Our Sheet Metal Fabrication Shop, also known as Webb Duct Works, is operating new state-of-the-art machinery for increased capabilities, efficiency and precision. Offering duct work fabrication for rectangular, square, spiral and round pipe, the shop can now fabricate spiral fittings with the newly installed ISM gorelock machine.

"We are excited about our new spiral duct work capabilities because it allows us to fabricate the whole package from pipe to fittings," said Rich Boynton, HVAC/R Director, F.W. Webb.

Located in Haverhill, MA, the shop can support projects across the Northeast. They manufacture commercial ductwork and prefab ductwork to the highest industry standards and also provide HVAC equipment and supplies. Our experienced technicians work with a variety of metals, as well as foam and fiberglass insulation.

## New Brewery Project in New Hampshire

On a very cold December morning F.W. Webb employees from the Madison, NH branch and Representatives from Georg Fisher arrived at the new Hobbs Brewery location now under construction on Route 16 in Ossipee, NH. Brewery owner, Ash Fischbein, had researched and decided to go with the Georg Fisher Cool-Fit products that we sell for his glycol coolant distribution system. All were on site to go over the installation of the system.



(L-R): Dennis Wilson, F.W. Webb Madison Store Manager; Anthony Antonucci, F.W. Webb Account Manager; Ash Fischbein, Owner; Danny Fischbein, General Contractor and Ash's Dad and Nick Bodlovick; Georg Fisher Area Sales Manager.

## The Rewards Continue!

# WEBB Rewards



Nearly 4,500 customers enrolled in Webb Rewards in 2019, and over 500 trips were earned. Remind your customers that they can earn one point for every dollar they spend on qualifying products through Webb Rewards. Plus, new this year, customers can earn two points for every dollar spent on PurePro® products. They can save and redeem those points for exclusive F.W. Webb trips, gift cards or brand-name merchandise from an online catalog.

In January, we announced our 2020 trip options.

### Paradisus Los Cabos San Jose del Cabo, Mexico

All Inclusive  
February 9 – 15, 2021  
360,000 Points

### Haven Riviera Cancun Cancun, Mexico

All Inclusive  
April 10 – 14, 2021 or  
April 14 – 18, 2021  
225,000 Points

Encourage your customers to sign up! The trip registration is open until February 29. Registration for Catalog Rewards is open all year, and customers can earn points for gift cards and brand-name merchandise! The more they buy, the more they get back.

## 2019 Program Highlights

### Trip Earners Enjoy Costa Rica



In mid-January, the first group of customers to earn a trip headed to Dreams Las Mareas in Costa Rica. Over 150 customers enjoyed the all-expenses paid, week vacation full of sun and sand.

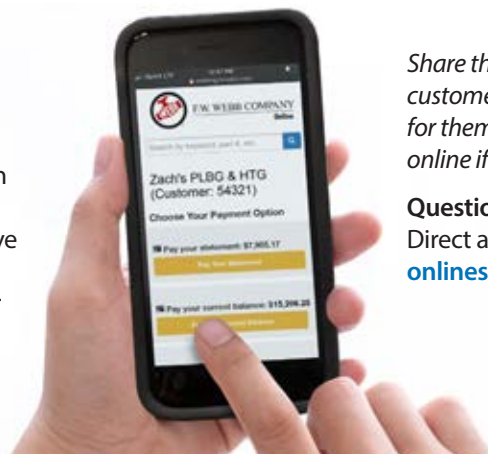


### Most Popular Catalog Items to Redeem

- Gift and debit cards
- Home and Garden items
- Electronics
- Sporting Goods

## Online Bill Pay is Here!

Good news! Customers who are signed up for access to [ordering.fwwebb.com](http://ordering.fwwebb.com) can now pay their bills online. They can safely and easily make a payment from anywhere. We use the latest technology to protect their account details. Plus, they can save on the cost of postage and envelopes. This new feature is located within the Account & History menu. Customers will have four options. They can pay their statement, pay their balance, pay a lump sum or selected invoices. They can also see their outstanding invoices. Plus, with an online login customers can find account information, order online and get account pricing 24/7.



Share the news with your customers! It's one more reason for them to join F.W. Webb online if they haven't already.

### Questions?

Direct any customer questions to [onlinesolutions@fwwebb.com](mailto:onlinesolutions@fwwebb.com).



## F.W. Webb Now Distributes NIRON Pre-insulated Pipe and Fitting System

We have expanded our NIRON PP-RCT pipe and fittings offering and now provide the new Clima All-Pro Pre-insulated Piping System. It is designed for applications that distribute and move hot and cold fluids, and provides excellent thermal insulation for heat loss reduction. The layer of polyurethane insulation is protected by a multi-layer jacket with white Polypropylene (PP-R) that is UV resistant.

### NIRON System Applications:

- Potable water
- Heating
- Chilled water
- Glycol systems
- Compressed air
- Direct bury
- Reclaimed water systems
- Industrial and chemical transport
- In-floor heating

“Nupi is the only manufacturer in our space that has invested in turnkey manufacturing of pre-insulated PP-RCT. Integrated production saves time and money, and also ensures best-in-class quality of a complete system that is guaranteed by the manufacturer’s 30-year warranty,” said Chip Curtis, Product Manager, F.W. Webb.

NIRON is a polypropylene pressure piping system that can be installed in place of copper and steel with less overall cost. It’s lightweight but also durable with a tested lifespan of more than 100 years. We are the exclusive distributor of NIRON pipe, fittings and supplies in the Northeast.

## NIRON Pre-insulated Projects Underway

A large residential repiping project and several universities across the Northeast have elected to use the Niron Clima All-Pro Pre-insulated Piping System because of its energy savings and extended operating life.



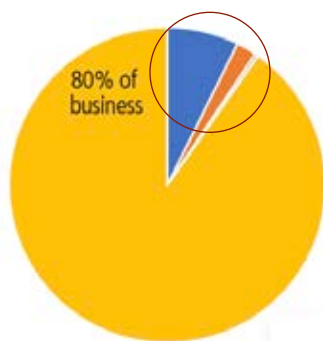
Recently, more than 1,000 feet of the Clima All-Pro was installed underground at a skating rink in Boston. The project manager and contractor were pleased with the speed of installation as the material production took half the time of a typical pre-insulated metal system. They also saved costs by joining the entire system without any leaks. This eliminated the need for thrust blocking and expansion compensation. The piping system is connected to the facility’s HVAC system and will help provide heating and cooling to the facility.



# ELEVATE

## F.W. Webb 2020 Sales Meeting

This year's Sales Meeting focused on outlining tactics and inspiring Sales Representatives to elevate the company in 2020 and beyond. Held at the Boston Marriott in Newton, MA, the day commenced with a general session led by Jeff Pope, F.W. Webb Owner and President. He started the presentation with a picture from 1983 to show how much Webb has grown. Back then there were around 37 Sales Representatives and today there are more than 200, most of whom were in the audience.



80% of F.W. Webb's business comes from 10% of our customers. The yellow represents our opportunity for growth.

Attendees then heard from customers through a series of videos on what they look for from a salesperson and supplier. The resounding message throughout was the importance of speed, quality, availability and communication. Jeff also played customer testimonials that highlighted examples of their Sales Rep going the extra mile and the relationships we build with customers. He then showed a slide with a pie chart and pointed out "a piece of the pie" we are under serving (shown in yellow). To capture this missing market share, he relayed two key objectives for the year. The first is to focus on the small and mid-sized customers and the second is to call on more customers. Jeff also shared the resources available to help everyone succeed,

including a dedicated sales support team, Webb University and Webb Rewards. During his business presentation, Mike Leander said of the 2020 plan, "I'm excited because we have a company-wide initiative and everyone is marching in the same direction to get more of the pie."

To focus on sales strategies, keynote speaker Rob Jolles, a highly sought-after speaker and best-selling author, was invited to the stage. His presentation was about how to change minds and influence customers. He talked about how people don't fix small problems, they usually wait until they become big problems, and offered tips on how to influence their decision process sooner.

Everyone then took a lunch break and regrouped in the afternoon for breakout sessions on topics such as CRM, valve actuation, thermal solutions and more. Come evening, attendees enjoyed a vendor exhibit and cocktail reception that led into the dinner and much-anticipated awards ceremony. It was an agenda-packed day that left attendees feeling re-energized and ready to take on the New Year.



**"Step on the gas pedal and don't slow down. We have to shoot for the moon."**

— Jeff Pope, Owner and President



## 2019 Sales Award Recipients

### 2019 John D. Pope Award



**Norman Fine**  
Methuen, MA

### 2019 President's Award



**Thomas Lane**  
Albany, NY

### 2019 Circle of Excellence Awards



Plumbing:  
**Dave Sills**  
Hartford, CT



Heating:  
**Darin Cook**  
Albany, NY



HVAC:  
**Patrick Devine**  
Hyannis, MA



Propane Gas:  
**Scott Pinkham**  
Rutland, VT



Water Works:  
**Thomas O'Hare**  
Latham, NY

## Bruce Bisson Honored with Lothar Kartanos Award

Each year, we recognize an F.W. Webb industrial salesperson who demonstrates our commitment to customer service. During January's Elevate sales meeting, the 2019 Lothar Kartanos Memorial Industrial Sales Award was presented to Bruce Bisson, Industrial Product Manager. In this role, he works closely with vendors and the industrial sales team, reviews key product lines and identifies new product opportunities.



*Bruce Bisson and Ken Powell*

"You'd be hard pressed to find someone more passionate than Bruce Bisson. A true mentor, Bruce has taken it upon himself to be a leader and teacher to the next generation of salespeople joining our industry. A practice that is not only rewarding to watch but also a vital component to our success," said long-time Webb colleague and last year's Lothar Kartanos award recipient, Ken Powell.

Bruce has been in the PVF business for 40 years. He began his career at Kennebec Supply Co. where he worked his way up from the warehouse to Inside Sales. Bruce became an F.W. Webb employee in 1997, following our acquisition of Kennebec

Supply Co. Since joining Webb, he has had the opportunity to work across divisions. First as a Sales Project Manager in Winslow, ME and then as part of Webb's mechanical estimating group. He grew up in Waterville, Maine and after high school he attended a welding trade school.

"Lothar was a special mentor to me and a great teacher to us all in the industrial group. I always looked forward to his trainings. Being a part of this elite group of people who have received this award is really special and I will be forever grateful," Bruce said.

Bruce's wife Alison also works for F.W. Webb. She is an Inside Sales Representative within the Process Controls division. They have two children and four grandchildren, with one more on the way. On the weekends, he loves to fish and spend time with family, especially his grandchildren.

**"Receiving the Lothar Kartanos Award is  
the highlight of my working life."**

**— Bruce Bisson, Industrial Product Manager, PVF**



## Lothar Kartanos Award Winners through the years

The Lothar Kartanos award started back in 2007. Lothar represented us in the industrial marketplace for 25 years and made a significant difference. He truly loved working with customers and was an expert at applying product solutions to each individual customer's processes. Always going the extra mile, Lothar epitomized professionalism and was held in high esteem by his customers and colleagues.



*Pictured above are all Lothar Kartanos award winners to-date. (L-R): Brett Finemore, Sharon Inza, Daryl Schoellkopf, Chuck Osborne, Patrick Zrioka, Jim Davis, Steve Perkins, Bruce Bisson, Michael Volk, Gordon Bailey, Ken Powell, Stacy Papa. Not pictured is Devon Craig, now retired.*

## 2019 Pin Club Awards



At this year's Sales Meeting, we introduced the Pin Club Awards. It recognizes Sales Representatives who achieved an impressive \$2 million or more in sales and a gross profit above the company average of 22%.



### Congratulations to the following winners on a successful year:

Anthony Antonucci	Mike Ridley	Joseph Martin	Patrick Devine
Casey Viel	Grant Herring	Joseph Nguyen	Paul Hambly
Charles Osborne	Hugh Dow	Kurt Warner	Paul Lambert
Charles Shaver	Jason Aptt	Kyle Hughes	Reed Carson
Charles Ward	Jeffrey Baird	Kyle Loten	Ryan Karcher
Christopher Ponte	Jeffrey Cook	Lee Turner	Stanley Neu
Damian Donaldson	Jeffrey Grenier	Mark Yonnick	Timothy Cossette
Daniel Burns	John Allen	Matthew Dansereau	Todd Drury
Darryl Corey	John Blades	Matthew Hancur	Tyler Dickinson
Dennis Moulton	Jonathan Pacheco	Michael Thivierge	Warren Bean
Douglas Lyman	Joseph Catanzariti	Nicholas Allen	William Czarnecki
Edward Washburn			



## Piscataway's HVAC & Refrigeration Show

In November, our Piscataway, NJ branch held their first-ever HVAC & Refrigeration Show to promote their capabilities. As part of the event, they hosted over 100 high school students from several technical schools in the area who are taking

plumbing, HVAC and electrical courses. The students met with HVAC manufacturers and toured the store and showroom. Local contractors attended the show later in the day to network, meet with vendors and explore the Hydronics Mobile Training Station. They also participated in a training on refrigerants.



"In New Jersey, plumbing is usually the first thing that comes to mind when contractors hear F.W. Webb. We held this event to create awareness that we are

in the HVAC discipline and to connect with students, our future employees and future customers," said Mike Kennedy.

**"We got great feedback from everyone involved. The students were really engaged and asking questions. We hope to make this an annual event."**

**Mike Kennedy, General Manager**



## Northern Maine Plumbing & Heating Expo

In December, the Bangor, ME branch held their 4th annual Plumbing & Heating Expo at their local Hollywood Slots casino. It began with a meet and greet where more than 160 customers mingled with over 30 vendors and learned about F.W. Webb, including our commercial HVAC team, heat design team and Alliance Environmental Group. Customers also had the chance to meet with Business Development Manager, Connor Stratford, to learn about our vendor managed inventory and online capabilities while they were there. Following the meet and greet, everyone gathered in the dining hall for a buffet style dinner where prizes were given away.

"We look at this as a year-end customer appreciation event. It gives us an opportunity to get in front of customers to thank them for their business this past year while learning areas where we can improve for them in 2020," said Justin Gelinis, General Manager. "It's great to be able to connect one-on-one with customers in an out of work setting, especially for some of our Inside Sales Reps who talk to many of these customers every day over the phone, but don't often get the chance to connect with them in person."





# DIVISION DOWNLOAD

## Thermal Solutions

Unlike other areas of our business, Thermal Solutions don't fall solely under one division. In this article, we'll share the who, what and how. It might just help you find a potential opportunity with one of your customers!

### CONTACTS:



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Heat Transfer & Steam  
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[steam@fwwebb.com](mailto:steam@fwwebb.com)



At F.W. Webb we offer thermal solutions to customers who use industrial-grade equipment that produces steam to heat, boil, cook, clean, sterilize, manufacture products and generate power. We support a wide range of projects. From replacing a steam-to-water heater at a hospital for continuous hot water throughout the facility to monitoring a steam system at a power plant that powers a turbine. Additional projects can include testing steam traps at a waste management facility to ensure the heating system is working efficiently and designing a steam system at a brewery to maintain water temperatures throughout the brewing cycle.



*F.W. Webb Technician testing a steam trap at a facility.*

We have experts in steam, condensate, hot water and heat transfer products across our F.W. Webb footprint. A number of them are situated in the Process Controls division, which serves as the manufacturer's representative in New England and New York for select Armstrong International hot water and steam specialties, Miura Industrial Steam Boilers and Standard Heat Exchangers.

Account Managers within Process Controls and Account Managers at our industrial branches sell products that support all segments of a steam system. These include boilers, pressure and temperature controls, heat exchangers, coils, boiler feed systems and condensate return products.

When one of their customers need help finding the right product for their application or designing a system, engineering experts Francis Maheno, Heat Transfer & Steam Specialist, and Daryl Schoellkopf, Energy Systems Sales Manager, are brought in to assist. Francis provides technical and troubleshooting support for steam-to-water heaters and builds custom skid mounted systems. While Daryl provides technical and troubleshooting support for industrial boilers, plant steam systems, condensate return systems and steam pressure reducing stations.

*Continued on page 12*



# DIVISION DOWNLOAD

## Thermal Solutions

### Key Customers

- Manufacturing Plants
- Hospitals
- Universities
- Breweries
- Pharmaceuticals
- Life Sciences

### Applications

- Water Heating
- Industrial Process Heating
- Building Heat
- Humidification
- Sterilization

### Services

- Custom Skid Mounted Systems
- Steam Trap Testing
- Thermal Efficiency Audits
- System Troubleshooting

**"F.W. Webb Account Managers know the products, but we know their applications. We act as Consultants, analyze their system and recommend the best solution."**

**– Francis Maheno**  
Heat Transfer & Steam Specialist

Francis works closely with the Engineered Products Group (EPG) team within Process Controls on custom skid mounted systems used for steam-fired applications like domestic water heating, industrial process heating and building heat. These solutions range from a special hydronic heat skid used to cure meat at a food plant to a skid that supplies water to the eyewash stations at a pharmaceutical company. Their systems are designed so specifically to each customer's needs that the team almost never builds two of the same systems.

"A lot of customers and even Webb employees don't always know the extent of services that EPG offers. Our involvement can be as big as providing a complete turnkey solution where we design, procure, fabricate, pressure test, startup and service a system. Or we can simply provide products and send complete mechanical and electrical drawings to assist with the install," Francis said. "We are here to support projects of all sizes."

Daryl works with a number of different accounts including pulp and paper mills, manufacturing plants, hospitals, breweries, universities and more. His main goals are to ensure that a customer's equipment is installed properly and that it is working as efficiently as possible. Common issues that Daryl helps troubleshoot include customers who are experiencing water hammer in pipes, coils that freeze up and drops in boiler pressure. He also assists customers who are not getting the same production out of a piece of equipment that they used to or who are not getting enough heat in a given space.

"Whenever I visit an account, I ask a series of questions because I don't want to put a band aid on the issue. I want to get to the root of the problem. Often times the decline is over time and not immediate," Daryl said. "The best part of my job is when a customer comes back to me and says their equipment has never worked better. It could be a \$30 or \$30,000 job, it doesn't matter. I love solving customers' problems."



*Hydronic Glycol Heating Skid built to control heating at a life science facility.*



*Steam trap piping designed by Daryl and team for a brewery.*

*Continued on page 13*

## DIVISION DOWNLOAD

### Thermal Solutions

#### Cross-selling tips for Webb Sales Reps

- Are you having any problems with your steam pressure reducing stations? Water heaters? Steam traps? Condensate pumps?
- Are you currently planning any energy savings projects?

#### Key words for cross-selling

- |              |                    |
|--------------|--------------------|
| • Steam      | • Humidification   |
| • Condensate | • Clean Steam      |
| • Energy     | • Condensate Pumps |
| • Hot Water, | • Water Hammer     |
| • Efficiency |                    |

Certified steam experts across our company also offer MRO (Maintenance, Repairs, Operations/Overhaul) services. They perform steam trap surveys, efficiency audits and custom blanket installation. They can size water heaters and offer flow metering, flow data collection to help customers run more efficient steam operations.

Thermal solutions bring a lot of opportunities for collaboration. For example, Thermal Specialists within Process Controls work with the Alliance Environmental Group on thermal solutions for water management to help prevent Legionella, a bacteria that can cause a serious type of pneumonia called Legionnaires' disease. To support custom designed steam systems, Francis and Daryl work with branches that stock PVF, strainers, checks, gauges. They also do a lot of work with the Commercial & Industrial Pumps division.

"Every heating and/or cooling system we sell requires industrial pumps to move the fluids like water, fuel oil or liquid products and PVF to connect the equipment together," said Francis.

Our Thermal Solutions experts work on systems that are highly critical to the day-to-day operations of a facility. They ensure that these systems are working as efficiently and cost-effectively as possible, especially since industrial equipment like boilers and water heaters are meant to last 10+ years. Their engineering capabilities and expertise help further set F.W. Webb apart from other distributors and strengthen the company's position as a one-source supplier.

## New Exclusive Distribution Partnerships

We are now the exclusive distributor for Columbia Boiler, Reimers Electra Steam and Sterling Steam Sterlco products in New England. With these new partnerships, we can offer industrial boilers, as well as a complete solution for all products in the boiler room. This includes steam specialties, water systems and PVF.

For over 80 years, Columbia has been manufacturing natural gas, propane and oil fired boilers and accessories. Since 1908, Reimers Electra Steam, Inc. has been a manufacturer of commercial and industrial electric steam boilers and generators.

The Sterlco brand of Sterling Steam offers a broad range of condensate transfer pumps and boiler feed systems used in boiler rooms, as well as direct and reverse acting cooling valves. Our Commercial & Industrial Pumps team will be a technical resource for Sterlco products and their Rhode Island facility will serve as a stocking location.

**Here is contact info for any questions your customers may have:**

Columbia and Reimers – [boilers@fwwebb.com](mailto:boilers@fwwebb.com)

Sterlco – [pumps@fwwebb.com](mailto:pumps@fwwebb.com)



## 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.*



### Successfully Converting an Account

SIG SAUER Inc. of Portsmouth and Dover, NH, has converted all of their hydraulic hose from Eaton to Gates Hydraulics. Our Industrial PVF Specialties division is a leading distributor of Gates Hydraulic hose and fittings. The hose is an important part of their operations as it conveys hydraulic fluid to the high-powered machinery in the manufacturing plant.

Kyle Loten, an Industrial Account Manager from our Dover branch, was instrumental in facilitating this conversion. Kyle, with the help of Gary Rose, Industrial PVF Specialties, F.W. Webb and Steve Hilbrunner, Manufacturer Rep, Gates relayed the benefits of Gates Hydraulics and the added support that Webb could provide over the competition.

This support includes our crimper and inventory programs that allow customers to crimp hose at their own facility. Crimping is a fabrication technique to modify the size, length and end-connection of the hose to the site's specifications. Gary and Steve conducted training at both SIG SAUER Inc. locations to certify their machine maintenance and repair staff on how to properly crimp Gates hose. Through vendor managed inventory, Kyle will be stocking and re-supplying all of their hydraulic hose needs on site. Our Dover, NH branch will also be stocking hydraulic fittings and hose to supplement SIG Sauer Inc.'s locations.

### Winning HVAC Projects at L.L. Bean

F.W. Webb Regional HVAC Technical Advisor, Victor Soto, recently supported two long-time customers with their HVAC projects at L.L. Bean in Yarmouth, Maine. All combined, it ended up being a \$121.5K job for F.W. Webb. Victor provided post-sale assistance to include unit start-up and commissioning for five replacement York RTUs with Titan Mechanical, Inc. at L.L. Bean's Returns Building.

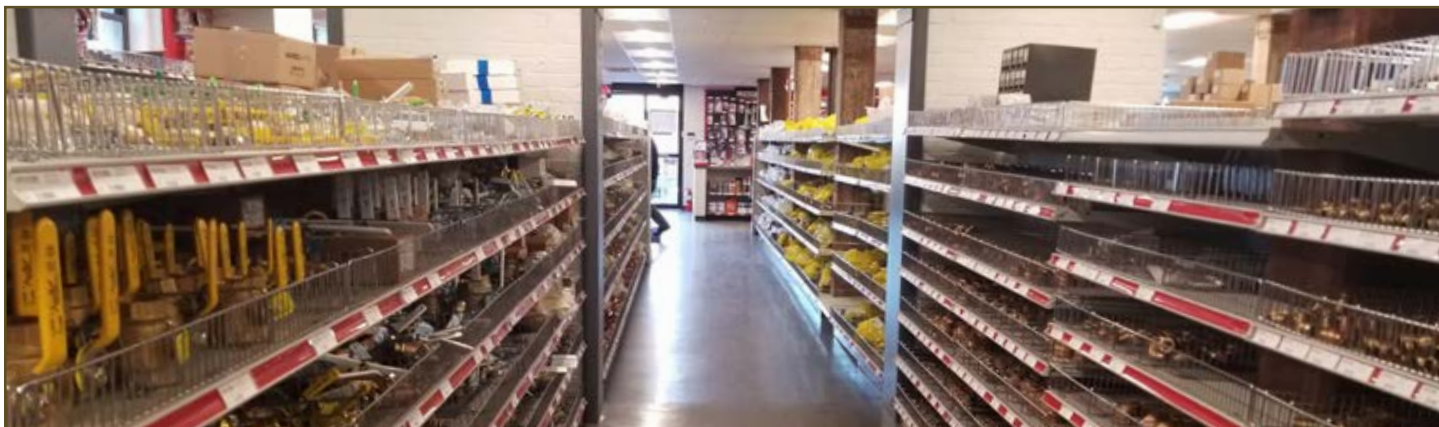
He also assisted AAA Energy Services, Inc. with the replacement of 13 Trane HVAC rooftops with York units for L.L. Bean's Administrative Building. This is significant because L.L. Bean had a 25+ relationship with Trane Co. Victor and the HVAC Sales team were able to convert them over to York, one of the main brands that our HVAC division distributes.

"The importance of this is huge," Victor said. "It means future RTU sales, OEM parts replacements for those new units, additional sundries for PVF, plumbing, heating, institutional supplies and stockroom inventory sales. There is so much more! I know we are on our way to having more opportunities with our mechanical contractors and end user, L.L. Bean."



*Victor Soto's son, Anthony, from Titan Mechanical, commissioning units. Victor was proud to work with his son who is a third generation HVAC tech.*





## Salem, MA Renovation Complete

Over the summer, GreenLeaf Construction started renovations on our Salem, MA location – one of our oldest buildings. Seven months later, they are now complete. What used to be a cramped 400 sq. ft. counter area has expanded



to an open counter layout that spans 5,000 sq. ft. Customers can now easily browse through aisles and pick out the item(s) they need. “For contractors, time is money. We used to have to go to a different floor to get the product they needed. They now have easier and faster access with this new layout,” said Bob Matvichuk, Store Manager. The size of the warehouse has also increased so it can stock more plumbing, heating, HVAC/R product.

Salem serves as a special place in our F.W. Webb history. We opened our first branch on Endicott Street in 1944. Shortly after, we moved it to 295 Bridge Street when the state seized the Endicott Street facility for a railroad station. A staple in Salem for more than 70 years, it is one of the city’s landmark buildings.



*Our Salem branch in the 1950s*



*The branch today*



## Taste of Bellingham

In partnership with the Bellingham Business Association, our Bellingham, MA branch hosted their 12th annual event. Guests could sample food, beer and wine from more than 20 local restaurants, while admiring our showroom product displays. A DJ was onsite and My FM 101.3 radio station aired live from the event to spotlight the local businesses.

*You've heard about the different services from our Alliance Environmental Group (AEG), but now you can see them in action. In each issue of Pipeline, we'll highlight an AEG project. Below is one of the many different scenarios that AEG supports. Their work can take them anywhere from a commercial building to survey asbestos to wetlands for ecological permitting.*

### AEG Project Spotlight:

## Assessing Air Emissions and Pollution Control Equipment at a Manufacturing Plant



*An AEG engineer is lifted to evaluate the air emissions from the stack discharge at the facility.*

Many manufacturing processes involve heating raw materials to transform them into more useful forms. The process itself can release pollutants into the air. AEG was recently contracted by a manufacturing company to assess their air emissions system and ensure that exhaust air is treated effectively as it leaves the building to avoid the discharge of pollutants. It was also important to assess the air emission capture systems within the plant.

AEG worked with the customer 13 years ago to design the original air pollution control treatment system and secure the needed permitting. "It is important to evaluate air emissions and pollution control systems at manufacturing plants every few years because of mechanical wear and tear. Think in terms of trying to drive your car without changing the oil," said Tom Hevner, P.E., LSP, Vice President of Engineering, AEG.

Following the facility audit, AEG presented recommendations to improve emission capture during manufacturing operations, to incorporate energy and cost saving initiatives and to optimize the facility's permit status with local regulators. AEG is currently working with the customer to develop a schedule for the improvements.

**Alliance**  
Environmental Group  
An F.W. Webb Company



## Giving Back to Our Communities

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

*Thank you to everyone who helps make a difference!*

### 12 Days of Christmas

The eighth annual West Bath, ME “12 Days of Christmas” event faced a number of obstacles this year. First, they lost their overflow parking, which meant that the event couldn’t be held in the store’s warehouse like it usually is. Then the winter’s first big snowstorm fell on the same day of the event. The West Bath team persevered and didn’t let this get in the way of supporting a cause close to them, the Toys for Tots of Central Maine. Despite the inclement weather, 33 vendors participated and around 40 customers attended the event, which was held at the Maine Maritime Museum. Seven full Toy’s-for-Tots boxes and 40 bikes were collected. Every toy donation earned a raffle ticket and a bike donation earned four tickets. The day was full of holiday cheer, F.W. Webb swag and raffle giveaways.

“We’ve been doing the toy drive for so many years we are emotionally invested in it. Each year, our vendors and customers ask us about it and want to partner with us. Luckily, everything fell into place and the show went on,” said Mike Blagdon, Store Manager.



*Best Business Donated Tree: Snow Tub, donated by our Concord, NH showroom*

### Bektash Festival of Trees

The Concord, NH showroom participated in their 2nd Bektash Festival of Trees, a week-long, charity event hosted by the Bektash Shrine Center. During the popular event, 10,000 to 12,000 visitors stop by to see Christmas trees that are decorated in creative themes by local businesses and families. Attendees can purchase raffle tickets and walk around placing tickets near their tree of choice. They will then have a chance to win the tree, along with the donated decorations and gifts surrounding it.

This year, our Concord showroom had a snowman theme and thanks to the generosity of vendors they donated a bathtub and \$8,500 worth of gifts. For the 2nd year in a row, they were also voted Best Tree donated by a business.

The funds raised through this year’s event will help support the Bektash Shrine Center. The Shriners support 22 Shriners Hospitals for Children which provides pediatric, orthopedic and burn care. All care and services are provided regardless of the patient’s ability to pay.



## Webb Cam



Sunset at our corporate office captured by Shawn Dasans from the Bedford showroom.

### Best Wishes to Ernie!

Ernie's friends from branch 62 and 63 in Winslow, ME wished him well on his retirement. Ernie retired in January, concluding his 50-year career at F.W. Webb.



### Boilers & Brews

In January, our Elmwood Park, NJ location held a "Boilers & Brews" event at Midland Brew House. Customers enjoyed delicious food and drinks and learned about the latest Navien tankless water heaters with our co-hosts Maloney & Curcio.



Our Salem, MA branch is enjoying their newly renovated digs.

## Benefits and Wellness Check

by Stefanie Harrison, Benefits Manager, Bedford, MA

Welcome to the New Year! With it comes new hopes and resolutions. Remember that F.W. Webb has several resources available 24/7 to help you achieve your goals, stay healthy and happy.



### Health Resources:

#### ► Coach by Cigna app

**mycigna.com • 1-800-244-6224**

Cigna offers free preventive care visits and screenings. The Cigna Coach app connects you with a personal coach who will help you reach your goals.

#### ► Delta Dental

**deltadentalma.com • 1-800-872-0500**

Through Delta Dental you receive two free cleanings and preventive exams.

#### ► KGA

**kgreer.com • 1-800-648-9557**

KGA offers free confidential referrals and half hour free consults for legal advice, financial planning, parenting issues and health and wellness among others.

#### ► Webb Wellness Team

The Webb Wellness Team, including Nan The Nurse, is always available to come out to your location to educate employees on certain topics, bring a chair massage therapist and/or fitness consultant.

### Financial Resources:

#### ► Kraematon/Axial Financial

Our retirement consultants now offer individual consulting sessions even outside their regular semi-annual branch visits. Please contact Stefanie Harrison in HR to get connected or contact Matt Metraw directly at 888-408-6937.

#### ► John Hancock

**mylife.jhrps.com • 1-800-294-3575**

John Hancock offers many tools to help you navigate the financial maze of prioritizing demands. Their new Emergency Savings and College Savings Tools guide you through filling these important buckets. John Hancock also has tutorials and tools to help with many other different categories.

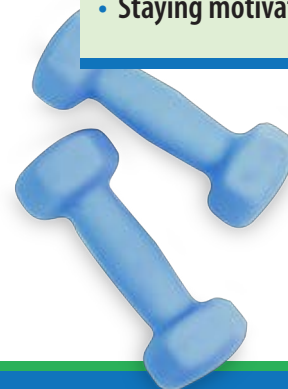
#### ► Working Advantage

**workingadvantage.com**

Through Working Advantage you have access to discounted movie tickets, theme parks, hotels, Broadway and Vegas shows and much more.

### Common New Year's Resolutions

- Actually doing my New Year's resolution
- Trying something new
- Losing weight/diet
- Exercising more
- Paying off debt
- Being healthier
- Upgrading my technology
- Staying motivated



  
**Webb Wellness**  
 Achieving a healthier lifestyle.

**We have great benefits. Let's make sure we use them.  
 We hope everyone has a happy and healthy 2020.**



## Achieving a healthier lifestyle.



**Josh Michaud** is the Ecommerce Business Manager for F.W. Webb. This past summer, he made a commitment to start working new healthy habits into his routine. As a guy with a reputation for loving food (2016 F.W. Webb Hot Dog Eating Contest Champion), Josh had struggled with maintaining a sustainable health plan in the past. In August, he found a plan that was right for him and since then, he has lost about 25 pounds and says he feels more energetic than he has in years.

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

A: I knew I wanted to lose some weight and focus on my health, but I also knew I'm not the kind of guy who can eat three salads a day. So I decided to try intermittent fasting. That means most days I don't eat anything from the time I wake up early in the morning until mid-afternoon when I'm free to eat whatever I want (within reason). As I incorporated exercise while fasting, *what* I was eating (not just when) became more important. I am learning to treat most meals as fuel so I can afford a couple of "cheats" per week in moderation.

### Q: Why did you decide to make this change?

A: Over the summer, one of my lifelong friends was diagnosed with an incurable cancer. He was always a very healthy and active guy who did everything right, so that diagnosis came totally out of the blue. If that kind of thing can happen to just anyone, then why would I take even more risks with my own health? I have three young kids and I want to be as healthy as I can for them.

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

A: Aside from the weight loss, I feel better than I have in the last 10 years. I have more energy, positivity, focus and even confidence. I'm more inclined to exercise now and it seems like these good habits feed off each other.

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

A: If you are looking to make a healthy and positive change, it's important to put together a plan that you can actually execute. You need to know yourself and pick the right combo of diet and exercise that will work for you. If your health plan leaves you feeling unsatisfied and restricted, it's not sustainable and you will probably fail. Go with something that you can live with. Experiment.

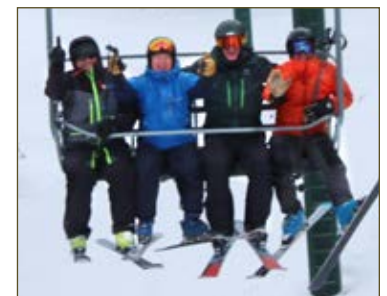
*Note: As always, do not start any diet program without consulting your doctor.*



**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](mailto:nan@nanthenurse.com)!

## Customer Appreciation Ski Event

On January 8, we rented out Pico Mountain in Killington, VT for a customer appreciation event. Our Rutland, Queensbury, Albany, Lebanon and Portland branches invited key customers to come ski and snowboard for the day. With a whole mountain to themselves, everyone felt like celebrities. The conditions were perfect with snow the night before and throughout the day. Many skiers and riders continued taking runs until the lifts shut down late in the afternoon. Afterwards, customers enjoyed Après ski beverages and mingled in the lodge where our event sponsors, Honeywell, Taco and Lochinvar had tables set up.



**PiCo**  
MOUNTAIN  
VERMONT



## Webb Spotlight

### Jim Harrington

*John Pope used to call him "Hairy"*



#### Webb Vitals

**Title:** Inside Sales

**Location:** Rutland, VT

**Years worked at F.W. Webb:**  
27 years

#### What was one of your greatest experiences working for F.W. Webb?

In 2004, I went on a Buderus factory trip to Germany with customers. We got to visit several German towns to see the sights (the most breathtaking castles) and we toured the Buderus factory's new cast iron plant and learned about the manufacturer's history.

#### What is your favorite advice?

"You will get all you want in life if you help enough other people get what they want." – Zig Ziglar

#### Can you share something about yourself that would surprise us?

I have been an avid motorcycle rider for 40 years with a bucket list to ride in all 50 states. I have 13 remaining states that I hope and plan to achieve in 2020 and 2021.

#### What is your favorite hobby?

Deer hunting is my favorite hobby. Success at it has been an ever learning/evolving challenge. My first buck was after many years of trying and it was as if it took that first to get things going my way. Now most years, good Lord willing, I have success and now hunt at least two states annually with plans of many more.

#### If you could have lunch with a celebrity, who would it be? Why?

Ted Nugent in hopes of him sharing stories of both his rock and roll career and his Whitetail deer hunts.

## F.W. WEBB CELEBRITY LOOK-ALIKE



**Tom Segura**  
Comedian



**Adam Brunswell**  
Warehouse, Plymouth, MA

Submitted by:  
Stephanie Kelley, Accounts Payable, Hingham, MA

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

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



### Know a F.W. Webb Celebrity Look-Alike?

Send in the name of the F.W. Webb employee and their celebrity look-alike to [pipeline@fwwebb.com](mailto:pipeline@fwwebb.com) by March 30, 2020.

If chosen, both of you will win a pair of movie gift cards!



## On the Move



*L.P. Gas Sales Manager*, **Rich Fox** has an expanded role. In addition to Propane Gas responsibilities, he will oversee and help grow our Water Systems discipline. As part of our water systems offering, we sell residential and light commercial water filtration softening systems, well and sewage systems. Rich has been with F.W. Webb for nearly four years and has established strong relationships with our GMs, sales team and customers. Prior to joining F.W. Webb, Rich worked as a mechanical contractor and a rep at Weil McLain and Davenport Associates.



**Corey Post** has been appointed *Division Manager* within Process Controls. In this role, he will take advantage of his Process Control skills to manage the Engineered Products Group and services such as valve actuation, valve repair and steam trap testing. He will build strong relationships with key manufacturers and work closely with the Process Controls sales team to grow business. Corey has been with F.W. Webb since 2008 and he has held a number of Process Controls roles. He has a Bachelor's degree in Mechanical and Engineering Technology from Wentworth Institute of Technology.



After three years in our Management Training program, **Rob Coloutti** has become the *Operations Manager* in Rutland, VT. During his time with F.W. Webb, he has helped with several acquisitions and played a key role with the opening of our new Lebanon, NH store. Rob got his Bachelor's degree in Business with a concentration in Management at Castleton University. Outside of the office, he coaches basketball and enjoys giving back to the local community.



Our Nashua, NH branch has a new *Operations Manager*. **Billy Pentland** is excited to take on this role and provide seamless operations and excellent customer service. He has worked at the Nashua branch for 16 years. He started in the warehouse, moved to Counter Sales and worked for several years in Inside Sales. On the weekends, Billy likes to travel around New England and explore historic sites. His favorite place to visit is Portland Head Lighthouse in Cape Elizabeth, Maine.



**Leo Pollander** has been promoted to *Operations Manager* of our Williston, VT branch. Leo has been with F.W. Webb for 15 years and has held numerous roles including driver, warehouse associate, inventory control and inside sales. For the past five years, he worked as the Store Manager of the St. Johnsbury, VT store. Before joining F.W. Webb, he had his own business installing flooring. During the nice weather, he and wife, Sara, and their two daughters like to go camping in Vermont.



Retired Account Manager, Greg Reed, is enjoying the simple things in life. He retired last February after 36 years with the Albany branch.

## In Memory



**Pat Berrett**

In January, Pat Berrett, a member of our Credit Department in the Bedford office, passed away due to a sudden illness. She worked at F.W. Webb for over 32 years. All who knew Pat would describe her as a happy and friendly person who never had a bad word to say about anyone and never openly complained about anything. Our thoughts and prayers go out to her family.

## On the Move



*General Manager* **Nick Pelletier** will now head the Winslow, ME industrial branch and the Process Controls division. He will also still perform his current responsibilities as the GM of our Augusta, ME branch. Nick's extensive knowledge of the power industry paired with his strong business background, makes him the perfect fit for this new endeavor. He plans to leverage our many branches and vast footprint to grow awareness of our Industrial and Process Controls capabilities. A 14-year veteran at F.W. Webb, he started in our Management Training program. Nick got his Bachelor of Science degree in Marine Engineering Operations at Maine Maritime Academy.



**Nate Luther** is the *Store Manager* of our St. Johnsbury, VT branch. He joined F.W. Webb in 2014 after retiring from a 22-year career in the Marine Corps. He was hired as a Warehouse Associate and Truck Driver and later worked in Inventory Control, Purchasing and Warranty. While on active duty, Nate completed his Associate's Degree in Information Technology from Central Texas College. He lives in his hometown of Hardwick, VT with his wife Melissa, and their two daughters, Tessa and Ella.

## Additional Promotions

**Shawn Barth** from Receiver to Counter, Windham, ME

**Bernard Buttles** from Outside Sales to Comm HVAC Estimator, Ballston Spa, NY

**Michael Canfield** from Counter to Inside Sales, Binghamton, NY

**Chris Carboni** from Counter to Outside Sales Trainee, Albany, NY

**Ryan Gilsdorf** from Driver to Shipping Supervisor, Hyannis, MA

**Ben Kenausis** from Counter to Inside Sales, Salem, MA

**Brandon Murdie** from Shipper to Inside Sales, Albany, NY

**William Pentland** from Inside Sales to Operations Manager, Nashua, NH

**Melissa Pidgeon** from Office Admin to Office Manager, Springfield, MA

**Aaron Robinson** from Driver to Warehouse Supervisor, Ellsworth, ME

**Jason Rodriguez** from Counter to Warehouse Supervisor, New Haven, CT

**Marc Rousseau** from Driver to Counter, Brockton, MA

**Scott Ryan** from Inventory Control to Inside Sales, Rutland, VT

**James Sheafe** from Counter to Inside Sales, Newburgh, NY

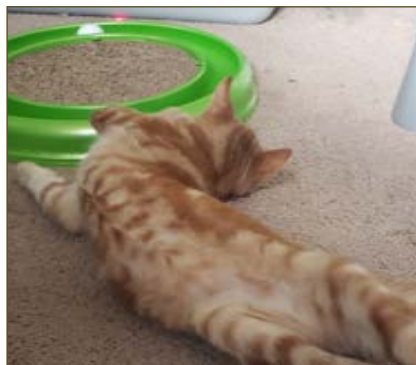
**Cynthia Sproul** from Receptionist to A/P Clerk, Augusta, ME

**Lori Tombari** from Inside Sales to Commercial Coordinator, Ballston Spa, NY

**Ashley Wilson** from General Clerk to Inside Sales Associate, Warwick, RI

**Jay Vitale** from Inside Sales to Outside Sales, Methuen, MA

**Adriano Zanon** from Receiving Supervisor to Warehouse Manager, Piscataway, NJ



## Lost Cat Finds New Home

In October, a malnourished kitten was found at the Brockton, MA F.W. Webb warehouse. Inside Sales Rep, Brian Allen, took him in and named him Rupert. When Brian took him to the vet he only weighed 2lbs 3oz. Today, Rupert is thriving and a special part of Brian's family.



## New Showroom Managers



**Kelley Givani** is the *Showroom Manager* of our Frank Webb Home Showroom in Auburn, MA., which has opened in a new remodeled building. She is excited to share the showroom's new offerings and get out into the community to meet prospective customers. Before joining F.W. Webb, she was a kitchen designer for 16 years, mostly working for her family's showroom business. She didn't always plan to go into interior design. When she was little she wanted to be a comedian and later on an elementary school teacher; skills that she still uses today.



*Showroom Manager* **Amanda James** has big plans for the new Elmwood Park, NJ Frank Webb Home! She is working on new displays and brainstorming new ways to grow brand awareness and provide personalized customer service. Amanda graduated from Penn State with a Bachelor's degree in Marketing. After college, she worked at Ferguson for three years. Amanda grew up as a self-described military brat and has lived in a number of different states and even lived in Europe, Italy and Germany. She has now lived in NJ for four years making it the longest place she's ever lived in.



The Lebanon, NH Frank Webb Home welcomes new *Showroom Manager*, **Melissa Perry**. She and her team are focused on providing exemplary customer service and are looking forward to opening a newly renovated showroom later in the year. She comes from Oakes Bros Inc. where she was the Manager of the Kitchen and Bath department. She enjoys sunshine and the beach, hiking and picnics and is a proud Mimi to three grandsons.



New Nashua, NH *Showroom Manager* **Alex Vera** is looking forward to achieving stellar sales goals each month and creating a supportive culture at the showroom. Before joining F.W. Webb in November, she worked at Salem Plumbing Supply and Designer Bath. Alex attended Boston University where she received her Bachelors of Science degree in Business Administration with a concentration in Marketing. Alex loves to bake her families' Czech recipes passed down from generation-to-generation. She also enjoys traveling, she has been to 10 countries and is ready to plan her next big adventure.



**Maya Wilson** is the new *Showroom Manager* of our Waterbury, CT Frank Webb Home. She comes from Bender Plumbing where she worked as a Showroom Sales Rep. Maya got her Bachelor's degree in Fashion Merchandising and Retail Marketing at Johnson & Wales University. She later went on to get her MBA. Some of her hobbies include event planning and travelling, but mostly on the weekends she looks forward to relaxing.

## Designer Dream Bath Competition

This year, we partnered with Duravit USA on their Designer Dream Bath Competition. In November, our South Boston Showroom hosted an event to celebrate the Dream Bath competition submissions and new Duravit collections on display.

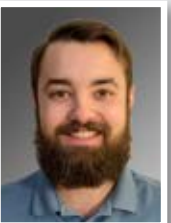


## New Employees: October – December 2019

### Welcome Aboard



**John L. Meyer, LEP, LSP** joins our Alliance Environmental Group as a Senior Principal Scientist. He will be responsible for regulatory environmental permitting and compliance, due-diligence, hazardous waste site assessment, remediation and ecological analysis. He has over 30 years of experience in the environmental industry and has provided services to private and public sector clients on Brownfields Sites as well as industrial, institutional, commercial and residential facilities. Prior to joining AEG, John held leadership positions in environmental permitting and consulting firms where he served as LSP-of-Record, LEP-of-Record, Principal-In-Charge and Group Leader for high-profile environmental restoration projects. He is a Licensed Environmental Professional in Connecticut and a Licensed Site Professional in Massachusetts. In his spare time, John enjoys racing sailboats. He has crewed on a number of offshore races including the Marblehead-Halifax Race and the Newport-Bermuda Race.



New Store Manager **AJ Edgecomb** oversees the day-to-day operations at our Caribou, ME counter store. He comes to F.W. Webb from wholesaler Sid Harvey Industries, where he worked in Outside Sales. AJ majored in Physical Education with a minor in Political Science and Business at the University of Maine. One of the proudest and most humbling experiences in his life was being elected as the youngest member in the Maine House of Representatives in 2014.

**Aleksa Adames**  
Warehouse  
Methuen, MA

**Richard Ahern**  
Inside Sales  
Albany, NY

**Justin Anderson**  
Warehouse  
Woburn, MA

**Rachel Aprea**  
Showroom Expeditior  
Bedford, MA

**Robert Austin**  
Driver  
Waterford, CT

**Bryan Bergeron**  
Outside Sales  
Williston, VT

**Michael Berube**  
Fleet Truck Manager  
Londonderry, NH

**Henry Bicknell**  
Warehouse  
Lebanon, NH

**Stephen Bilodeau**  
Warehouse  
Malden, MA

**Amanda Black**  
General Clerk  
Northampton, MA

**Christopher Brangi**  
Outside Sales  
Waterbury, CT

**Theresa Brink**  
A/R Clerk  
Bedford, MA

**Nicholas Bryant**  
Will Call  
Portland, ME

**Andrew Buiko**  
Warehouse  
Piscataway, NJ

**Brian Burgess**  
Warehouse  
Lebanon, NH

**David Burke**  
Counter  
Plymouth, MA

**Penny Burlingame-Singer**  
Lighting Specialist  
Binghamton, NY

**Luis Cabrera**  
Inside Sales  
Elmwood Park, NJ

**Joshua Cady**  
Warehouse  
Binghamton, NY

**Brandon Cambria**  
Shipper  
Albany, NY

**Cortney Chadurjian**  
Office Administrator  
Rutland, VT

**Animesh Chattri**  
Staff Accountant  
Bedford, MA

**Nicholas Ciolfi**  
Selector  
Cranston, RI

**Tyler Clark**  
Warehouse  
Bedford, MA

**Darnell Collier**  
Warehouse  
Hartford, CT

**Joseph Corrado**  
Warehouse  
Dedham, MA

**Michael Currier**  
Inside Sales  
Madison, NH

**Timothy D'Armiento**  
Inside Sales  
Piscataway, NJ

**Ned Davis**  
Counter  
St. Johnsbury, VT

**Christine Delanoy**  
Showroom Sales Representative  
Binghamton, NY

**Janet DeLaurentis**  
Showroom Sales Representative  
Waterbury, CT

**Dennis Delisle**  
Counter  
Fitchburg, MA

**Paul Dellaripa**  
Meter Specialist  
Bedford, MA

**Ryan Denoncourt**  
Technical Support Analyst  
Bedford, MA

**Brittany Deuring**  
Receptionist  
Rockland, ME

**Mornique Dicey**  
Replenishment  
Londonderry, NH

**Lynette Donahue**  
Receptionist  
Londonderry, NH

**Sarah Dougherty**  
Purchasing Specialist  
Londonderry, NH

**Thomas Durgin**  
Inventory Control Clerk  
Hingham, MA

**George Duru**  
Warehouse  
Hartford, CT

**Pierce Eynon**  
Warehouse  
Binghamton, NY

**Willard Fleming**  
Inside Sales  
Waterbury, CT

**Jonathan Fortes**  
Receiver  
Brockton, MA

**Brendan Forsy**  
Showroom Sales Representative  
Springfield, MA

*Continued on page 26*



## New Employees: October – December 2019

**David Gamache**  
Driver  
Cranston, RI

**Jissel Garcia Pichardo**  
Warehouse  
Methuen, MA

**Joshua Gardner**  
Outside Sales  
Woburn, MA

**Richard Gasner**  
Driver  
Nashua, NH

**Julia Gaughran**  
Warehouse  
Bellingham, MA

**Elaine Gelineau**  
Receptionist  
Methuen, MA

**Kilian Griffith**  
Inside Sales  
Portland, ME

**Patricia Guilbeault**  
Shipper  
Albany, NY

**Ibrahim Guzman**  
Inside Sales  
Elmwood Park, NJ

**Thomas Hartery**  
Threader  
Canton, MA

**Adam Hatch**  
Warehouse  
Portland, ME

**Jeffrey Higgins**  
Driver  
Oakland, ME

**Kirsten Hollis**  
Showroom Sales  
Representative  
Exeter, NH

**Aimen Imtiaz**  
Showroom Sales  
Representative  
Elmwood Park, NJ

**Michael Jorgensen**  
Warehouse Manager  
Manchester, NH

**Jason Kell**  
Warehouse  
Needham, MA

**Kenneth Lacourse**  
Regional HVAC Technical  
Service Rep  
Woburn, MA

**Bryan Lafond**  
Warehouse  
Dover, NH

**Clayton Lande**  
Inside Sales  
Bronx, NY

**Mathew Lease**  
Inside Sales  
Pleasantville, NJ

**Michael Liberti**  
Warehouse  
Piscataway, NJ

**Matthew Luippold**  
Warehouse  
Greenfield, MA

**Bray Lund Pritzker**  
Counter  
Salem, MA

**Christopher Lupien**  
Warehouse  
Methuen, MA

**Penny Mackisey**  
Purchasing Clerk  
Cranston, RI

**Michael Manning**  
Outside Sales  
Vernon, NJ

**Nikolaus Markopolsky**  
Warehouse Manager  
Liverpool, NY

**Kimberly Markopolsky**  
Accounting Clerk  
Liverpool, NY

**Raleigh Martin**  
Warehouse  
Dover, NH

**Carl Mason**  
Shipper  
Albany, NY

**Hendry Mendez**  
Warehouse  
Methuen, MA

**Lisa Merrill**  
Warranty/Credit Clerk  
Exeter, NH

**David Meyer**  
Outside Sales  
Allentown, PA

**Jovani Morales**  
Warehouse  
Woburn, MA

**Paul Morey**  
Warehouse  
Lebanon, NH

**Edward Morley**  
Driver  
St. Johnsbury, VT

**Alan Morrill**  
Replenishment  
Londonderry, NH

**Odenis Nunez Morel**  
Replenishment  
Londonderry, NH

**Samantha O'Brien**  
Data Analyst  
Bedford, MA

**Leilany Ortiz**  
General Clerk  
Springfield, MA

**Morgan Osborn**  
Office Administrator  
Pleasantville, NJ

**Gabrielle Paul**  
Office Administrator  
Bronx, NY

**Jordi Perez**  
Warehouse  
Bronx, NY

**Walter Piecuch**  
Counter  
Seabrook, NH

**Jeffrey Plumb**  
Inside Sales  
Liverpool, NY

**Darian Ponder**  
Machine Operator  
Canton, MA

**Andres Quintero**  
Warehouse  
Malden, MA

**Salvador Raymundo**  
Warehouse  
Londonderry, NH

**Zachary Ricard**  
Warehouse  
Hingham, MA

**Leah Robinson**  
General Clerk  
Ballston Spa, NY

**Fabian Rosa**  
Warehouse  
Hartford, CT

**Sean Ruedt Von Collenberg**  
Outside Sales  
Woburn, MA

**Christopher Ryan**  
Outside Sales  
Fitchburg, MA

**Armando Santiago Cintron**  
Inside Sales  
Bronx, NY

**Ryan Sebesta**  
Warehouse  
Newburgh, NY

**Jill Seifried**  
Data Analyst  
Bedford, MA

**Kevin Shaughnessy**  
Will Call  
Malden, MA

**Paul Smith**  
Driver  
Salem, MA

**Kyle Smith**  
Driver  
Waterford, CT

**Melanie Sotera**  
Email & Customer  
Marketing Manager  
Bedford, MA

**Alex Souza**  
Inventory Control Clerk  
Malden, MA

**Donald Stillwell**  
Inside Sales  
Liverpool, NY

**Joshua Stillwell**  
Counter  
Liverpool, NY

**Theron Sweet**  
Outside Sales  
Cazenovia, NY

**Lindsay Swenson**  
Receptionist  
Concord, NH

**Scott Tavares**  
Warehouse  
Boston, MA

**Vince Thorp**  
Driver  
Binghamton, NY

**Jake Troyan**  
Warehouse  
Newburgh, NY

**Francesco Urbano**  
Outside Sales  
Bronx, NY

**John Vitale**  
Warehouse  
Gloucester, MA

**Thomas Wakem**  
Counter  
Portland, ME

**Lynne White**  
Office Administrator  
Water Works  
Malden, MA

**Jennifer Wolfe**  
Receptionist  
Liverpool, NY

**Craig Wood**  
Inside Sales  
Dover, NH

**James Yandow**  
Outside Sales  
Williston, VT

**Bryan York**  
Warehouse  
Sturbridge, MA

**David Zelias**  
Driver  
Liverpool, NY



## Anniversaries: October – December 2019

### 5 Years:

**Jeff Armington**  
Malden, MA

**Shawn Bagley**  
Ellsworth, ME

**Wayne Bennet**  
Methuen, MA

**Kyle Binette**  
Portland, ME

**Julio Carias**  
Newburgh, NY

**Joel Duncan**  
Portland, ME

**Tim Finch**  
Londonderry, NH

**Adam Fitscher**  
Plattsburgh, NY

**William Gannon**  
Woburn, MA

**Russ Gonyer**  
Northampton, MA

**Paul Gurski**  
Oakland, ME

**Kaylie Hall**  
Williston, VT

**Paul Hartz Sr**  
Trenton, NJ

**Dale Hettrich**  
Ballston Spa, NY

**Steven Knapp**  
Ballston Spa, NY

**Jacob Kuss**  
Syracuse, NY

**Michelle Manchester**  
New Bedford, MA

**Ryan Milliken**  
Auburn, MA

**Brittany Pajak**  
Plattsburgh, NY

**Gary Pillow**  
August, ME

**Robert Sayball**  
Londonderry, NH

**Heather Smith**  
Rutland, VT

**Peter Sramowicz**  
Piscataway, NJ

**James Sheafe**  
Newburgh, NY

**Patrick Thorne**  
Oakland, ME

**Cathy Thompson**  
Bedford, MA

**Robert Valente**  
Londonderry, NH

**Laurie Willis**  
Bedford, MA

**Chris Wilson**  
Watertown, MA

**Joe Zelano**  
Cranston, RI

### 10 Years:

**Rachelle Boland**  
Binghamton, NY

**Charles Goodrow**  
Dover, NH

**Ruth Lenweaver**  
Syracuse, NY

**Brian MacDonald**  
New Bedford, MA

**John McGhee**  
Hyannis, MA

**William Richards**  
Portland, ME

**Edward Williams**  
Newburgh, NY

### 15 Years:

**Thomas Beagan**  
Cranston, RI

**John Binette**  
Biddeford, ME

**Sharon Budge**  
Bangor, ME

**Richard Casadonte**  
Williston, VT

**John Chillemi**  
Bedford, MA

**John Corsetti**  
Londonderry, NH

**Susan Greenwood**  
St Johnsbury, VT

**Susan Jarvis**  
Londonderry, NH

**Richard McAllister**  
Fitchburg, MA

**Mitchell Olsen**  
Lebanon, NH

**Candace Piche**  
Williston, VT

**Alan S Wagoner**  
Londonderry, NH

### 20 Years:

**Bonnie Ayers**  
Williston, VT

**Michael Blagdon**  
West Bath, ME

**Richard Chisholm**  
Malden, MA

**Ronald David**  
Gloucester, MA

**Jason Hillis**  
Woburn, MA

**Ricky Howard**  
Bangor, ME

**Jay Krans**  
Williston, VT

**William Mosher**  
Queensbury, NY

**Christine Pascall**  
Bedford, MA

**David Renkowic**  
Springfield, MA

**Robert Root**  
Williston, VT

### 25 Years:

**Trent Batalogianis**  
Woburn, MA

**Rita Carrk**  
Albany, NY

**Cynthia Hull**  
Londonderry, NH

**Jodi Langella**  
Bedford, MA

**Kyle Manni**  
Hyannis, MA

**Fred Perry**  
Ballston Spa, NY

**Michael Russo**  
Cranston, RI

### 30 Years:

**Scott Pullen**  
Winslow, ME

### 35 Years:

**Gino Martin**  
Caribou, ME

**Mike O'Shea**  
Dover, NH

### 40 Years:

**Sue McHardy**  
Bedford, MA

## Births

**Austin Fitzsimmons** born 12-14-19. Son of Pat Fitzsimmons, Brockton, MA

**Francis Henderson** born 11-3-19. Son of Darren Henderson, Salem, MA

**Sydney Labonte** born 10-8-19. Daughter of Phil Labonte, New Haven, CT

**Eloise Lanham** born 11-29-19. Daughter of Shelton Lanham, Bangor, ME

**Kaysen and Kingslee Leborn** born 11-20-19. Children of Rich Leborn, Methuen, MA

**Emilia Medeiros** born 12-9-19. Daughter of Manuel Medeiros, New Bedford, MA

**Davina Twohig** born 11-15-19. Daughter of Josh Twohig, Methuen, MA

**Everleigh Winter** born 9-24-19. Daughter of Andrew Winter, Syracuse, NY

**Jaxson Zanon** born 1-4-20. Son of Amanda and Adriano Zanon, Piscataway, NJ

## Retirees

**Charles Pickett** 24 years, Brockton, MA

**Jeff Peters** 21 years, Winslow, ME

**Joe Tesauro** 8 years, Hingham, MA

**Ernie Coutermarsh** 50 years, Bedford, MA

**Brenda Follansbee** 15 years,  
Londonderry, NH

**Gerald Kenney** 13 years, Greenfield, MA



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