



# Pipeline

The F.W. Webb Employee Newsletter

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## Did You Know?

*Our new Manhattan location is about a mile from Times Square.*



See page 17 for more WebbCam photos.



Following the acquisition of Palace Plumbing & Heating Supply in October, F.W. Webb now has wholesale store locations in the Bronx and Manhattan. Learn more on page 2.

## THE SCOOP

by Bob Mucciarone



**As I write this, we are in the middle of Webb's busiest time of the year and in the months where we generate our highest sales.**

We have done so many acquisitions and projects over the last couple of years, we thought now through the first of the year it was time to take a breath and assess where we are and what's next in Webb's plan for continued growth.

While our recent Palace acquisition will prove to be a very good one in the coming months and years, there is no doubt that there have

been major hurdles getting acclimated to business in New York City. We are very lucky to have so many loyal F.W. Webb employees spend time at the Palace facilities and help train the Palace employees. It gets better every day. As stated, we are looking for big things in 2019 and beyond with this acquisition. We already have plans in place on how to grow the business there. It's a good one!

As we take that breath, we also are accessing how our recent moves have come into place. Along with that comes taking a hard look at CD Londonderry and how it's operating, what assets it needs going forward, reviewing our A/R (accounts receivable) and inventory – and how all that effects what needs we may have for financing. It's part of growing, and close attention must be paid to all the "little things" in order to grow successfully.

*Continued on page 3*

## Moving into the Big Apple



In October, we finalized the acquisition of the Palace Plumbing & Heating Supply locations in the Bronx and Manhattan.

The new wholesale stores are unlike any other Webb location. They are prominently situated on city blocks. The Manhattan

location is in the Flatiron District, a mixed use neighborhood home to high-rise apartment buildings and offices. It sits directly across from Eataly, a popular marketplace with restaurants and food counters, and is about a mile from Times Square. Comparatively, the Bronx location is about two miles from Yankee Stadium. Moving into such a vital metropolitan region represents a major milestone for our company.

**“New York is a diverse market. Our locations will support small repair plumbers to contractors working on high-rise construction – and everyone in between.”**

**– Don Moody, General Manager of the Bronx and Manhattan**

Like F.W. Webb, Palace was a family-owned company with many long-time employees. It was in business for more than 40 years and became a well-known supplier in the area. Historically, Palace did not get involved in new construction projects like high-rise buildings. Instead, they focused on supplying pipe, valves and fittings for mostly commercial and mechanical customers. Palace also concentrated on having an expansive product mix with enough inventory to service their customers.

“We want to maintain this platform, while seeking opportunities to expand our business,” Don said. “With a wealth of knowledge in all facets of the industry and an extensive inventory, we will strive to be the best supply house in New York City.”

Finalizing the acquisition and transitioning the business was a big undertaking that took multiple months. Throughout the summer and early fall, product and sales managers from across Webb’s disciplines – from Heating and Plumbing to our Industrial Sales Managers – were in and out of the Palace locations. They helped identify product and price inventory.

## All Hands on Deck in NYC



*Derek Bassant, Counter, and Chris Schultz, Management Training Program, Ballston Spa, NY, organize inventory.*



*Pictured L-R: Chris Carboni, Counter, Albany, NY; Navin Mahase, Counter, Bronx, NY; Bruce Bisson, Product Manager, Industrial PVF; Ken Demarco, Inside Sales, Bronx, NY; Derek Bassant, Counter, Bronx, NY; Christopher Schultz, Management Training Program, Ballston Spa, NY.*

## Fun Fact

Back in the 1990s, F.W. Webb first entered the state of New York with the opening of our Albany location. However, it is a big state and our first venture to get closer to the city was in 2013. We acquired Bergen Industrial Supply and began operating out of Elmwood Park, NJ – just across the Hudson River on New York City’s West side. Today, we have a total of 28 locations across New Jersey, New York and Connecticut.



## THE SCOOP

by Bob Mucciarone

*Continued from page 1*

We look forward to the conclusion of a very successful 2018 with what should be greater profits than 2017. As I've said in the past, the trick to it all is to grow sales and gross profit at a rate that is higher than the growth of expenses. We think we have done that in 2018, but there are still two months to go. We will keep you updated.



What's up for 2019? Once we settle down a bit, we expect to take a look at a few more key acquisitions to fill in and broaden our footprint. We will be selective. We will also look at a few of our older facilities and see how we can enhance them either by renovation or moving to another location. We will continue to review our product offerings and we will begin to spend some time enhancing and adding to our private label brand. Lots to do, but you all make it fun and possible.

*Wishing you and your families a happy and healthy holiday season.*

## Frank Webb Home News



Our South Portland, ME showroom is now three times the original size with 6,300 square feet of the latest bath, kitchen and lighting trends to explore.



With personalized bathroom furniture starting to replace the more traditional vanities, Frank Webb Home now carries the James Martin furniture collection. It features bathroom vanities designed for modern living with a number of custom style, storage and plug-in options.



The Newburgh, NY Frank Webb Home showroom has undergone a series of renovations. In addition to freshly painted walls and updated displays, it features a full lighting display and new products from designer-favorite brands including Fleurco, Duravit and Villeroy & Boch. The showroom has also installed a wide selection of DXV products – making them the largest DXV retailer in their area.

## Watch for the new Frank Webb Home Ad

No Place Like  
Home  
BATH • KITCHEN • LIGHTING



Replacing the "Dear Mr. Pope" ad, "No Place Like Frank Webb Home" will run during the holiday season and throughout 2019.

In September, we launched "No Place Like Frank Webb Home" a new 60-second ad that will air on top-rated local news stations, HGTV, the Food Network and Bravo. It will also run during popular programs such as Jeopardy, CBS Sunday Morning, 60 Minutes, the Today Show and Good Morning America. The ad follows a friendly Showroom Consultant as she shows customers the beautiful bathroom and lighting collections that Frank Webb Home offers.

Marketing filmed it at the South Portland showroom in June over a four-day period. A big thanks goes out to the showroom team for helping to make the filming possible.

Check it out on the intranet here: [intranet.fwwebbcorp.fwwebb.com/creative.html](http://intranet.fwwebbcorp.fwwebb.com/creative.html).

## New Roles to Support Commercial Plumbing and Heating Accounts

As a result of the success we've had with our Commercial Quote and Specification teams in Ballston Spa, NY and Methuen, MA, we have created a third group situated at CD. They will support our Western Mass, Rhode Island, Connecticut and New York City locations with estimates and negotiations for commercial plumbing and heating projects. Having a dedicated team for these responsibilities will ensure that customers receive quotes faster and in a more professional format, and it will allow our Sales Reps to focus on providing exceptional customer service.

The Commercial Quote and Specification teams will also help Webb refine and standardize our estimating process across the company. As Webb continues to grow through new investments and acquisitions, this will be important to ensure that all Webb customers have a consistent experience throughout the bidding process.

**"Our new streamlined approach will help us get an edge over our competition by providing professional quotes fast combined with great customer service."**

**– Frank Lamparelli, Commercial Sales Manager**

In addition, we have added a new Commercial Business Development Specialist position that we will fill at a later date. The role will call on developers, mechanical engineers, architects and design specifiers. This will allow us the opportunity to recommend proprietary products, such as PurePro® and brands that we exclusively distribute and partner with, as well as sell our superior operation capabilities during the specification process.

To help Webb get involved in plumbing and heating projects sooner – at the specification stage – the Specialist will be responsible for building strong business relationships with these key project decision makers.

*Sales Reps in Western Mass, Rhode Island, Connecticut and New York City: if you need a professional estimate for your next commercial plumbing or heating project, reach out to [quotes@fwwebb.com](mailto:quotes@fwwebb.com).*

### Meet the Team



**Frank Lamparelli**  
*Commercial Sales Manager*

In this role for the past 8 years, Frank is committed to building relationships with customers by providing value and support, as well as "fair and timely" bids. Before this, he ran the Pipe Group for Webb and was the NH based territory manager for Webb's mechanical and industrial piping business.



**Susan Jarvis**  
*Commercial Document Administrator*

Susan has worked at F.W. Webb for 14 years. Initially as branch office administration for Lowell handling all types of customer and vendor concerns. She also worked closely with the inside and outside sales personnel and quoting department handling submittals and O&M's.



**Dave Keane**  
*Mechanical Buyout Specialist*

Dave has been with F.W. Webb for the past 20 years and he has over 37 years of experience in the industry. He has served as account manager for a number of mechanical contractors and has been estimating bid and spec work throughout his career.



**Walter Kalisz**  
*Commercial Quote Specialist*

Walter joined F.W. Webb 7 years ago after 18 years working for two of NH's leading mechanical contractors. Walt has spent the past 5 years estimating bid and spec projects for Plumbing, Heating, and PVF. In addition, he provides buy outs, submittals, O&M's and tends to the day-to-day needs of the mechanical contractor customers.



**Sylvie Brisson**  
*Commercial Quote Specialist*

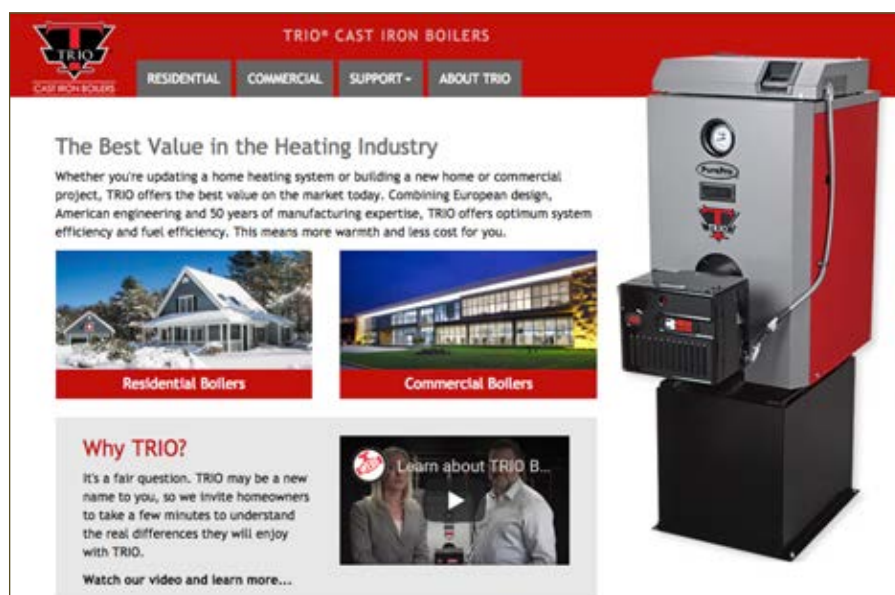
Sylvie has over 20 years of project management and estimation experience from working with a mechanical contractor based in Southern New Hampshire.

## Refreshed TRIO Boiler Website

A new website for F.W. Webb's exclusive line of TRIO cast iron boilers has launched, and it details the reasons TRIO has become a leading line for many residential and commercial contractors. The website also includes an educational video portraying TRIO features and benefits, downloadable brochures, spec sheets, installation manuals and links to information on state rebates. Through the website consumers can also request contact information for experienced TRIO installers.

First introduced in 2007, F.W. Webb's TRIO cast-iron, low-mass, 3-pass boilers celebrated its 10th anniversary last year and recently hit a major milestone. Since first launching the brand, 20,000 units have now been manufactured for distribution in the Northeast.

Let your heating customers know about the newly updated [trioboiler.com](http://trioboiler.com).



## ABX2018 NOVEMBER 28-29, 2018

Frank Webb Home and Frank Webb's Hearth & Home will have booths at the Architecture Boston Expo at the Boston Convention & Exhibition Center. **Tell your designer, architect and builder customers to stop by our booths 737/638 – they'll be side-by-side.**

Frank Webb Home will feature top brands from American Standard and DXV, such as Oak Hill and Modulus bath fixtures. Frank Webb's Hearth & Home will showcase products from R.H. Peterson, including the FireMagic® Outdoor Kitchen and American Fyre Designs.

## SHOUT OUT

### Emergency Pump Repairs Don't Disappoint

On a Saturday morning during the summer, Jim Tordoff, Service Coordinator for our Commercial & Industrial Pumps division, got an emergency call from Electric Boat Facilities, a submarine builder. They were experiencing issues with a sewage pump at a customer site. Jim called F.W. Webb Pump service technician Evan Keighley, to access the situation.

Within an hour of the service call, Evan was at the customer location and saw that the sewage pit was overflowing and a noisy pump was running, but not pumping. After removing the front cover from the pump, Evan discovered that the pump was full of debris. He cleaned the pump, primed it and successfully started it back up. He also talked to the Electric Boat staff about preventative measures to help maintain the pumps.

**"It's nice to know that we can count on F.W. Webb in a pinch. This pump station was serving two submarines and their crews – these are our clients and taking care of them is always our first priority."**

**– Dwayne Britt,**  
*Electric Boat Facilities Supervisor*





## Frank Webb Home Events



### Hartford, CT

The Hartford, CT Frank Webb Home showroom hosted a designer event with Native Trails, a kitchen and bath artisan, and the National Kitchen & Bath Association. Native Trails held a presentation on combining artisan heritage with innovative design. It was a successful event with 40 kitchen and bath designers in attendance.



### Piscataway, NJ

In partnership with East Coast Home + Design Magazine, Frank Webb Home in Piscataway, NJ hosted a Designer Reception. There were many designers and architects in attendance. During the event, a trainer from Lixil shared expert tips on how to design a luxury bathroom.



### Dover, NH

The Dover, NH Frank Webb Home showroom participated in the town's Apple Harvest Day, a popular regional festival that draws more than 50,000 people. The Frank Webb Home team offered raffles and the display toilet bowl full of candy made for a great conversation starter. The team got multiple leads and looks forward to participating again next year.

## Frank Webb Home Happenings



The Frank Webb Home team in Concord, NH were recognized by the NH Home Builders Association for their community service work on a renovation project for a local crisis center.



### What better way to celebrate the start of fall than with mums?

The Frank Webb Home team in Binghamton, NY decorated the showroom with the classic perennials for a trade professional event.

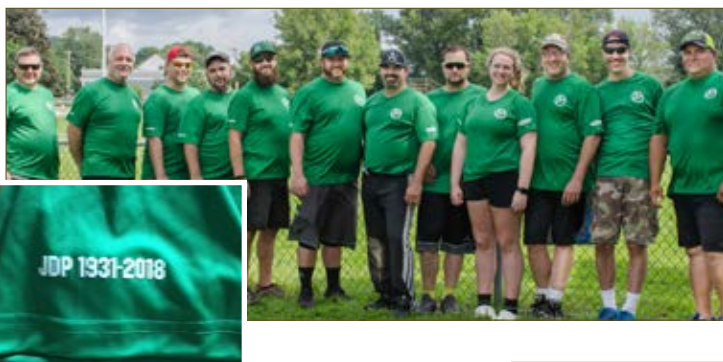






## Seabrook Crowned Webb Champs

This summer, we had our biggest F.W. Webb Softball Tournament yet with 14 teams representing five New England states. It was a fierce double-elimination competition that concluded with our Seabrook, NH location in the top place. The tournament came down to the final game between Seabrook and last year's reigning champs from Haverhill, MA. In the end, Seabrook won 7 to 5 and took home the prized title and trophy.



During the tournament, our Cranston, RI location also stood out. The team sported jerseys that honored the late John D. Pope, our long-time company owner and emeritus President and CEO. The jerseys were green with white lettering for Mr. Pope's alma mater, Dartmouth College, and included a special inscription on the sleeve.

Overall, it was a fun day to see fellow employees outside of the office and meet their families. Thank you to everyone who participated and cheered the teams on. And a big shout out to Pat Casey, who has organized the event for the past seven years.

### The top 5

1. Seabrook
2. Haverhill
3. Bedford
4. Methuen
5. Warwick

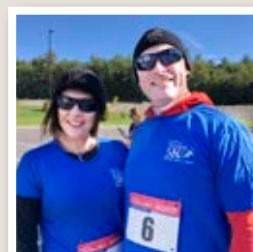
### Runners up

Bangor, CD  
Concord  
Cranston  
Dover  
Hyannis  
Malden  
Portland  
Woburn

## 2nd Annual Fleming 5K Event



In October, more than 150 people participated in the 2nd annual Fleming 5K, held in honor of esteemed colleague, John Fleming who lost his battle with cancer last year. It kicked off with the one-mile kids' race and then moved into the main event – the 5K run/walk. It was a perfect fall day at CD with a lot of activity from the volunteers cheering everyone on to a DJ, balloon animals, bouncy house and food trucks. Brendan Monaghan, SVP of Operations, MC'd the event and Jeff Pope paid tribute to John recalling how he made the lives of all who knew him better. He also spoke of how profoundly Parkinson's disease affected his father, John D. Pope, at the end of his life. All proceeds from the event will benefit the Parkinson's Foundation in memory of John D. Pope who passed away at the beginning of this year.





## Events Across Webb

### Grand Opening – Meriden, CT



In October, the Meriden, CT branch held a ribbon cutting ceremony to officially unveil their new location. F.W. Webb President, Jeff Pope; Webb General Manager, Phil Vultaggio; Meriden Mayor, Kevin Scarpati and President of the Midstate Chamber of Commerce, Sean Moore all spoke at the event.

Afterwards, more than 150 customers attended the branch's "Oktoberfest" themed grand opening celebration complete with food trucks, a beer stand from a local brewery and raffles.



### Summer Sendoff – Binghamton, NY



In September, our Binghamton, NY location hosted a Summer Sendoff customer event. More than 400 guests attended. They enjoyed a Clam Bake, learned about vendor products and had a chance to tour the facility and meet the staff.

### Clam Bake – Waterford, CT



In September, the Waterford, CT branch hosted its third annual Clam Bake. Over 300 customers joined for a fun and relaxing evening catered by Captain Scott's Lobster Dock, a local seafood restaurant. The Clam Bake is the Waterford location's annual trade show and customer appreciation event. Many key vendors supported this event and Webb team members from Pump, Process Control, Thermoplastic, Industrial Hose and Alliance Environmental specialty divisions also attended.

### Northeast Propane Show



Our Propane Gas Equipment & Parts, HVAC, Plumbing and Heating businesses attended one of Webb's largest events of the year - the Northeast Propane show. This year, the team doubled the size of the booth and designed special displays to attract customers. "One of the best parts of the booth was the teamwork that went into the design and build of the display," said Rich Fox, LP/Gas Sales Manager.



## Trainings & Presentations Across Webb

### NIRON Presentation



Chip Curtis, Product Manager, presents NIRON, a polypropylene piping system that can be installed in place of copper and steel, to Engineering and Project Manager teams at MIT. Chip was joined by Jeff Young from J&K Sales and Chris Ziu of Nupi North America.

### Continental Hose Training



As of September, F.W. Webb is now a distributor of Continental Hose, formerly known as Good Year. Industrial PVF Specialties Product Manager, Gary Rose, recently held an internal training to help Webb Sales Reps from across the company learn about the new product line. For additional information, contact Gary in Cranston, RI.

### Legionella Training



More than 50 engineers in Albany, NY attended a *Legionella* training presented by Felix Perriello, President of the Alliance Environmental Group (AEG). See page 15 to learn more about *Legionella* and AEG.

### Lochinvar Station Training



In October, more than 50 contractors attended a Lochinvar station training hosted by the Webb Hyannis, MA branch. Contractors learned about the new Knight boilers and the Noble combi boiler/hot water heater.

## Looking forward to 2019

Congratulations to the 12 winners of the 2018 F.W. Webb Calendar Photo Contest, which was open to employees, family members, customers and suppliers.

Each winning photographer received \$200.

This has been an F.W. Webb tradition since 1981!



Nubble Lighthouse – York, ME  
by **German Goldus**, Concord, NH

### 2019 Calendar Photo Contest Winners:

**Carol Rosinski**, Graphic Designer, Bedford, MA

**Bill Dennis**, Inside Sales, Pleasantville, NJ

**John Jamerson**, Warehouse, Lowell, MA

**Rebecca Merrikin**, General Accountant, Bedford, MA

**Vince Criniti** (son of Marketing Director, Alicia Criniti),  
Bedford, MA

**Barbara Phillips**, Showroom, Bedford, MA

**Denise Pallotta**, Showroom, Syracuse, NY

**Rodney Chase**, Inside Sales, Brattleboro, VT

**Dan DiPirro**, Store Manager, Portsmouth, NH

**Tatiana Dzevenskaya**, Web Developer, Bedford, MA

**Bob Mullen**, Credit Manager, Bedford, MA

*Calendars are being shipped to all locations  
the week of November 5.*

## Webb IQ Contest Results

### Thank you to everyone who participated!

The following employees answered all  
11 questions correctly.

**Jessica Garvey**, Inside Sales, Syracuse, NY

**Kelton Sumner**, Inside Sales, Rutland, VT

**Andrew Cupan**, Accountant, Bedford, MA

**Sharon Budge**, Receptionist, Bangor, ME

**Patti Lawrence**, Office Manager, Bangor, ME

**Joe Conroy**, Water Works Specialist, Williston, VT

**Jane LaPlante**, Showroom Consultant, Oakland, ME

**Ashley Reis**, General Clerk, Warwick, RI

*Three were randomly selected for a  
\$50 Visa gift card.*

### Still stumped? Here are the answers:

1. What does HVAC stand for? **Heating, Ventilation, & Air Conditioning**
2. Which of these items do we NOT sell? **Ice Fishing Hand Augers**
3. Which F.W. Webb Division focuses on Water Quality? **Water Systems**
4. Goulds is a brand of what? **Submersible Pumps**
5. What is a butterfly valve used for? **To regulate the flow of a liquid**
6. What is potable water? **Drinking water**
7. Which of the below represents our furthest North and furthest South locations? **Caribou and Pleasantville**
8. In 1921 Webb Company posted it's first loss since 1903 due to what? **A Boston Plumber's strike that lasted six months**
9. What is the difference between a water heater and a boiler? **Both heat water, but the boiler can also heat a home**
10. What does the TL in TL-Pro stand for? **Tank-Less**
11. Which bathroom accessory was actually sold by F.W. Webb in the early 1900s? **A bathtub cigar rest**



## DIVISION DOWNLOAD

## HEATING

## Q&amp;A

*Mike DelConte, Director of Heating Sales, shares an overview of the heating business and his plans for future growth.*

**Q: How has the heating industry changed?**

**A:** The industry has changed quite a bit over the last decade. Boilers have become smaller, more eco-friendly and energy-efficient. Then, manufacturers are offering combi-boilers, which provide heat and hot water within one unit, at a competitive price.

Next, there have been significant advances in technology from smart thermostats that can be adjusted with the click of your phone to Wi-Fi connected condensing boilers that send text alerts.

Today, our customers are facing a new challenge – fewer people are entering the trade. Every contractor we talk to struggles with a shortage of skilled labor. This puts a stronger emphasis on the need for the training of their people.

**Q: How does the business adapt to these changes?**

**A:** We collaborate with manufacturers, reps and attend the ASHRAE (American Society of Heating, Refrigerating and Air-Conditioning Engineers) tradeshow each year to see new and upcoming products and trends. We are heavily involved with OESP (Oil & Energy Service Providers) and PHCC (Plumbing, Heating, Cooling contractors coalition) to stay in tune with our customer's needs and concerns and market trends.

Additionally, we have a broad portfolio with the latest technological advancements.

For example, our private label Deriva IntelliSync™ Thermostat can be managed from a smartphone. We stock a boiler from Lochinvar® that is Wi-Fi compatible through a downloadable app called Con-X-Us. Also, we sell a Wi-Fi enabled Snow Melting Control that operates equipment used to melt snow or ice from roads and walkway surfaces. It is important for us to be ahead of the curve on both market demands and technological advancements.

To help customers keep up with these trends and increase the skill sets of their less-experienced or newer employees, our business offers thousands of trainings and continuous education classes a year. The more we train, the more we can help our customers grow, which helps us grow.



**Meet the Team**



**Mike DelConte**

Director of Heating Sales

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**Todd Hallock**

Heating Sales Specialist

[todd.hallock@fwwebb.com](mailto:todd.hallock@fwwebb.com)



**Scott Keen**

Heating Sales Specialist

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## Heating Q&A *continued*

### **Q: What areas of the business are especially growing?**

**A:** The combi-boiler has exploded in many markets across our footprint. It is a high efficiency space heating boiler with domestic water combined in one unit to help save space and money. This means that it can heat a home or building and also provide hot water. These are now available in wall mount and floor mount.

I am excited about the continued growth of our private label TRIO® and Advantage™ boilers. The more contractors that become educated about the PurePro® boiler offering, the more loyal they become to the brand and its many features and benefits.

Over the last five years, water quality in hydronic heating systems has become more of a concern. PH levels in condensing boilers need to be closely monitored to protect the heat exchanger. We have a number of customers who rely on our products and expertise to help improve water quality and boost their system's performance. And of course we work with Phil Gent, Water Systems Sales Manager, who has vast knowledge of water chemistry.



*Burnham  
K2 Combi-boiler*

### **Key Products**

Residential and commercial boilers, burners, radiant, oil tanks and accessories, boiler trim and trim kits

### **Key Brands**

**ADVANTAGE**  
CAST IRON BOILERS

 **BOSCH**  
Invented for life

**Burnham**  
by **U.S. Boiler Company**

**Honeywell**

 **Lochinvar**  
HIGH EFFICIENCY BOILERS & WATER HEATERS

**NAVIENT**  
The Leader in Condensing Technology

 **Taco**  
Comfort Solutions  
A Taco Family Company

 **TRIO**  
CAST IRON BOILERS

 **WEIL-McLAIN**

### **Q: What differentiates you from competitors?**

**A:** Our heating business has a very extensive line card, we have the best people in the business and we are the exclusive distributor of TRIO and Advantage Boilers and PurePro indirect water heaters. Plus, the trainings we provide are a competitive advantage that our customers find beneficial. We can organize a product training with any Rep or vendor, at any location and any time.



*Radiant heating solution*

We always look for opportunities to showcase our expertise. For example, we have special teams in place in Bangor, ME and Manchester, NH to design and build customized solutions for local contractors – from snow melt to radiant heating designs. Design build support from our branches has been important because it makes us an added resource for the contractor and a major value add in the market place.

### **Q: How does the heating business cross collaborate with other divisions?**

**A:** We have a natural cross collaboration with the Plumbing and HVAC businesses because many customers are blended and focus on multiple trades. We've been doing a lot of work with the Propane Gas Equipment & Parts division because they also sell to fuel dealers, whom happen to be big boiler installers. Rich Fox, LP Gas Sales Manager, has been helpful in expanding our mission with these customers. Open communication with other sales managers and directors is imperative to maximizing the market share in our industry.



## Heating Q&A *continued*

### *Q: What are you looking forward to the most this year?*

**A:** In June, we launched a new pilot dealer program for customers who buy our private label TRIO and/or Advantage boilers. It's available in three locations and is designed to help target customers market and advertise these brands so they in turn grow their business. So far, it has been a loyalty program and a sales conversion tool. We will continue to see how it performs and from there decide if it is rolled out to other areas.

In 2019, we will launch a mobile hydronic heating training vehicle. This will be an 18 foot Isuzu box truck, detailed with exterior graphics, showcasing our priority boiler lines, both condensing and non-condensing with all the pertinent accessories. It will travel to customer locations, trade shows, grand opening events, expos, etc. Our team will be able to promote and train on key products anytime and anywhere. This will be a game changer as up until now only manufacturers have had these types of vehicles.

### *Q: What is something that customers would be surprised to learn about you business?*

**A:** Many of our customers are surprised about how many trainings we offer each year and the convenience of the programming. We can literally customize any training to fit specific needs and concerns of contractors. We've trained on topics this year ranging from combustion analysis, install best practices, water quality, social media marketing, hiring and retaining employees, primary/secondary piping, circulator and buffer tank sizing, etc. The list goes on and on. If a customer needs a training of any kind, anywhere... we'll make it happen!



### *Q: What are your goals for the heating business over the next five years?*

**A:** I want us to continue to take market share from our competition. I'm excited about our presence in NJ, Long Island and NYC. These are strong markets and I know we will be successful with the team and leadership we put in place. I'm glad I can be a part of it. To help optimize our sales across our more than 90 locations, and put additional focus on our outside sales and customers, I'm adding three regional specialists to the team who will be assigned to support specific states.



**"It is important for us to be ahead of the curve on both market demands and technological advancements."**

**– Mike DelConte,  
Director of Heating Sales**

### Customers

- Residential contractors  
(i.e. replace boilers for homeowners)
- 
- Commercial mechanical contractors
- 
- Institutional facility managers
- 
- Industrial purchasing agents
- 
- Multi-family contractors  
(i.e. work on high-rise condos)
- 
- Oil and energy dealers

### Buzz Words

Hydronic, Radiant,  
Heating Systems, Boilers,  
Burners, Trim Kits,  
Controls

## F.W. Webb Provides Piping to NY Brewery

About 10 years ago, we got into the craft brewery market – an increasingly popular and growing segment today. We have worked with such top brands as Harpoon, Wachusett and Long Trail. Our latest project is in Schenectady, New York at the newly



opened Frog Alley Brewing Company. It is part of the development known as the Mill Artisan District, one of several efforts underway to redevelop the area that was once plagued with crime and full of run-down and abandoned buildings. The brewery is in the lower level of a multi-use building that will also house office space, loft apartments and restaurants.

As the largest distributor of Georg Fischer (+GF+) engineered piping systems in the Northeast, our Thermoplastic Piping division supplied the brewery project with 1,400 feet of +GF+ COOL-FIT piping, which uses a glycol cooling system to keep the beer cold. We also provided a Parker Hannifin Transair® aluminum pipe system to serve the brewery as lines for nitrogen and CO<sub>2</sub> (carbon dioxide). Together with our manufacturers, we spent time at the site to train the facility's contractors on how to install the COOL-FIT piping and Transair system. The rest of the multi-use building is still in development and Jim Matthews, Industrial Plastics Product Manager, and Bob Hulsebosch, Outside Sales, Albany, NY are working closely with the Mill Artisan District in hopes to win additional business throughout the building.

**"It has been exciting to work on a project that will help turn the city around. Mixed-use buildings offer a lot of opportunity and are good business for Webb today, tomorrow and in the future."**

**– Jim Matthews, Industrial Plastics Manager**

Frog Alley will make 4,000 barrels of its own beers each year, and has the capacity to produce up to 10,000 barrels of beer annually under contracts with other companies. The brewery also includes a tasting area and will hold craft brewing classes that are credited at the nearby Schenectady County Community College.

### Fun Fact

The brewery is named after the Frog Alley baseball team whose members lived and worked near the Mill Artisan District. The team made news headlines after being arrested in 1903 for playing baseball on a Sunday, an act that went against the blue laws at that time.



### Products Supplied



*+GF+ COOL-FIT piping lines the brewery*



*Parker Hannifin Transair aluminum pipe system serve the brewery as lines for nitrogen and CO<sub>2</sub>*



To learn more about our capabilities in this space, download the [Brewery Brochure](#).



## Attacking *Legionella* from All Angles

Throughout the year, our Alliance Environmental Group (AEG), has been working with several businesses across Webb to prepare *Legionella* Water Management Plans for several healthcare facilities. *Legionella pneumophila*, is a bacterium that can most commonly be found on surfaces exposed to warm water within building piping systems. When small, airborne droplets of water that contain the bacteria are inhaled, it can cause *Legionnaires'* disease, a pneumonia-like illness.



### Here is how AEG cross-collaborated across Webb to provide customers with fast and effective solutions:

- When *Legionella pneumophila* serogroup 1, the most harmful strain, was found in several plumbing features, including showers and sinks, AEG leveraged F.W. Webb's vast supplier network to obtain special *Legionella* control showerheads for the facility in less than 18 hours. This helped AEG quickly address the problem and minimize the potential for spread of infection.
- Following the testing of a facility's domestic water supply, AEG detected water hardness, which can exacerbate *Legionella* growth. AEG collaborated with our Water Systems division to design water softener treatment systems to help reduce this risk.
- Since many of the healthcare facilities had the infrastructure capable of sustaining temperatures required for thermal eradication, AEG worked with Process Controls' Thermal Solutions Group to implement thermal treatment as a first step toward *Legionella* control and management.

## Queensbury, NY Team More Than Doubles PVF Order



Gore Mountain Ski Resort in North Creek, NY has been a longtime customer of our Queensbury, NY location. Brett Finemore, Outside Sales, usually supplies them with PVF for snow making. Offering four peaks of alpine terrain and more than 100 trails, Gore

Mountain relies on snow making to augment natural snowfall and extend their ski season.

Needing to make major upgrades to their snow making operation, Gore Mountain sent a quote request to F.W. Webb Queensbury and other competitors during their off-season. When Brett saw that they needed specialty valves and flow meters in addition to pipe, he brought in Jim Davis, Process Controls Outside Sales Rep and Bruce Bisson, Industrial PVF Product Manager to strengthen the quote. Together with the Queensbury Inside Sales team, they collaborated and prepared a 46-page quote for Gore Mountain.

Based on the quote, their longstanding relationship with Webb and the convenience of having a one-source supplier, the mountain decided to go with us. They placed a \$530,000 order consisting of 12 truckloads of specialty pipe, two Krohne flow meters and a number of butterfly, ball and check valves.

"We usually sell about \$30,000 worth of PVF to Gore Mountain a year. If we hadn't identified all of the products and services we could offer the customer, we'd have missed out on some major business," Brett said. "Working across disciplines can definitely be a win for you and for Webb."



## F.W. Webb Sponsors Yankees' World Series Replica Trophy



As a perk of our New York Yankees sponsorship, F.W. Webb sponsored a 1998 World Championship Replica Trophy. The first 10,000 guests to pass through the gates for the August 17 Yankees vs. Toronto Blue Jays game received the trophy as part of the team's 20th anniversary celebration of the 1998 World Series win.

"F.W. Webb is prominently displayed on the replica trophy and the decorative box to thousands of fans. This giveaway helps Webb build brand awareness as we continue to grow our footprint across the tri-state area," said Alicia Criniti, Director of Marketing.



During the pre-game ceremony, the Yankees recognized us as the sponsor by introducing Tom Santer, Vice President of Sales and Mike Bifano, Albany General Manager on the field. We had a strong showing at the game with a luxury suite to entertain customers. Two hundred tickets were also given to select customers from our Newburgh, Albany, Piscataway and Elmwood Park, NY locations.



## Fenway Customer Luncheon

Our Bangor, ME location invited 12 customers to a special lunch and behind-the-scenes tour of Fenway. While there, the group took pictures with the 2004 World Series trophy, had a batting practice and toured the ballpark's dugouts, Green Monster and press boxes. "Overall, it was a great day and great relationship builder for us. Something everyone involved in will remember for a very long time," said Justin Gelinas, Bangor, ME, General Manager.



## First Pitch at Fenway

Over the summer, our Portland, ME location invited a group of customers to a Red Sox game at Fenway Park. As part of our sponsorship, one lucky customer – a big Red Sox fan – was chosen to throw the first pitch of the game. It was a fun, memorable day for all!



*Congratulations to the 2018 World Series Champion Boston Red Sox!*





## Webb Cam



Needless to say, Chris Broome, Accounting, Bedford, MA, was not happy that the Sox beat the Yanks in Game 1 of the ALDS at Fenway. His reaction was captured live on TV and it didn't change much during the World Series.

Nikki LaFontaine, Technical Support Analyst, ran the Boston Athletic Association half marathon, which is presented by the Dana-Farber Cancer Institute and the Jimmy Fund. Nikki finished the race at 2:17.



The Frank Webb Home showroom in South Portland, ME is the proud sponsor of the Westbrook, ME youth football team for the 2018-2021 seasons.



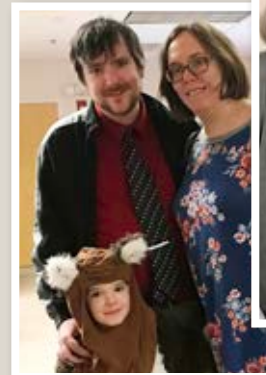
Our Dedham, MA store got a special treat from the daughter of a long-time customer. Shout out to 12-year old Elizabeth Stanley, who was inspired by the Webb logo on her dad's t-shirt and wanted to test out the baking skills she learned at camp.



## Halloween Happenings



Williston, VT counter team gets in the spirit.



Trick or Treating at our corporate office.



## Giving Back to Our Communities

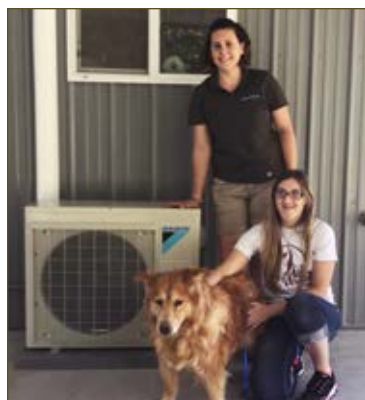
Throughout the year, Webb branches and employees from MA to PA volunteer their time and donate materials to local causes in the communities where they work and live.

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



### Contributing to Wildlife Conservation

Our Falmouth, MA location donated a well water tank to the Falmouth Rod & Gun Club, an organization that promotes responsible hunting, fishing and wildlife conservation. It will supply water to the club's flowering meadow fields. The fields were created to provide a habitat for pollinators, like bees and butterflies, which play an important role in our ecosystem.



### Supporting NY Animal Shelter

When the Webb Albany, NY location learned that the Animal Shelter of Schoharie Valley was in need of some new air conditioning, the team donated a Daikin Mini-Split. It helped keep Mr. Nibbles, pictured, and his four-legged pals stay nice and cool during this unusually humid summer.



### 2018 Pan Mass Challenge

For the past three years, our Northampton, MA location has been a proud sponsor of their customer, Grodsky Plumbing and Heating Contractors' Pan-Mass challenge. Grodsky competes every year to raise money to support cancer research and treatment at Dana-Farber Cancer Institute. It is a cause close to the hearts of the Grodsky team as a colleague of theirs is currently being treated at Dana-Farber.



## Winter Coat Call

*Donations will be accepted until January 4, 2019.*

Donna Longo, Accounts Payable, out of the Bedford, MA office, is collecting warm coats for those in need. Last year, 360 coats were collected thanks to the generous donations from Webb employees and the Woburn Middlesex Lions Club, a non-profit community organization. Let's see how many more we can collect this year!

#### Instructions:

- Donations from any branch across the company are welcome, as long as the coats are in good condition
- If you're local, drop off your donation anytime at the corporate office during business hours. Otherwise, collect as a branch and ship via CD to Donna's attention in the corporate office.
- No need to clean the coats – they will be dry cleaned for free by Anton's Cleaners

#### Accepted:

- Warm winter coats for children and adults
- New or gently used
- Good quality
- All sizes needed (especially XL and for ages newborn – 4 years old)

#### Not accepted:

- Coats with rips, tears, broken zippers or permanent stains
- Sweatshirts
- Vests
- Spring coats

If you have any questions, email Donna at [DML@fwwebb.com](mailto:DML@fwwebb.com).



## Benefits and Wellness Check

by Stefanie Harrison, Benefits Manager, Bedford, MA



### Open Enrollment Changes

Changes made during open enrollment in September have been effective as of October 1, 2018. This includes Smoker/Non-Smoker rates, addition and cancellations as well as the new eligibility for dependents to be covered until age 26 on your dental plan. It is important that you check your pay statement and Kronos account regularly to make sure all deductions are reflected correctly.

### FSA Open Enrollment

Open Enrollment for the Flexible Spending Accounts will start Monday, November 12, 2018 for the 2019 calendar year. The enrollment for the medical and dependent care accounts will be online through your Benefit Strategies Account. We will send an announcement and reminder later this month.

### New Wellness Budget

We are also planning our Wellness initiatives for next year. If you are interested in any wellness programs for your branch this year or next, please contact me at [stefanie@fwwebb.com](mailto:stefanie@fwwebb.com) or call me at 781-761-7301. We will help you coordinate and plan any wellness related activities that you think would be successful for your team.

### Wellness Topic Preventive Care

This last quarter of 2018, we are focusing on preventive care. F.W. Webb does a lot already to help you stay healthy; from decreased health premiums for those who get a preventive exam every year and are non-tobacco users to getting a day off for your preventive colonoscopy and free onsite flu shots.

*Which brings us to...*

### FLU CLINICS

We strongly encourage you to get a flu shot to protect yourself and others from getting and spreading the flu virus. During September and October, Nan the Nurse and a CVS representative visited

most of our locations. For those working at a branch at which we were unable to coordinate an on-site clinic, please visit your local Minute Clinic or provider's office to receive the flu shot. It is completely free and only takes a minute.



### Proud to Wear Pink

In support of October's Breast Cancer Awareness Month, corporate employees got out their pink and donated more than \$800 to the American Cancer Society for breast cancer research. F.W. Webb matched the donation, making it a total of \$1,600.



## Webb Spotlight



### Tommy Jenkins

#### Webb Vitals

**F.W. Webb location:**  
Piscataway, NJ

**How long at F.W. Webb:**  
3½ years

**Your role at F.W. Webb:**  
Will Call Associate

#### What is the best piece of advice you've ever received?

My father always told me in anything you do, give it your best or don't do it at all. Also, he told me you've simply got to play the hand the good Lord dealt you. He was a very insightful man who would always do what was right, no matter what.

#### In 3 words or less, how would you describe yourself?

Loyal, dedicated and caring

#### What is your most prized possession? Why?

My family, the ones with whom I share the same DNA and the family whom I have chosen. These are the people in my life who were and always will be there for me at all times. Having never married or had any children I embrace those closest to me in a true and loving way.

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

I'm actually legally blind, but that will never stop me! So often people will ask where my glasses are when I struggle to see or read things. I tell them I have no glasses and explain why, and often they are surprised. Some of my customers at my Will Call area see my zoom text (talking computer screen). It makes for interesting conversation, and it actually makes for better rapport with the customers I serve.

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

Several! Having the opportunity to officiate five weddings, especially the wedding of my beautiful niece. Also, being a member of the board of trustees at my condo complex, as well as being on my church council. I am also proud to be a regular guest speaker to the students of the Joseph Kohn Training Center for the blind and visually impaired.

## Holiday Gift Ideas

### From F.W. Webb

Need stocking stuffers that won't break the bank and that your friends and family can use in their day-to-day lives?

*Look no further than our PurePro® brand!*

#### Acid Brushes



#### Anchor Kit



#### Thread Seal Tape



#### 9 Inch Torpedo Level with Magnet



#### Anti-Bacterial Hand Cleaner Wipes



#### Tape Measure



#### Digital Thermostat



#### Utility Knife



**PurePro®**



## In recognition of Veteran's Day, F.W. Webb thanks all employees who have served or are currently serving our country:



### Connecticut

**Billy Abbott** – US Marine Corp, New Haven  
**Justin Bednarz** – US Army, Waterford  
**Jamal Buck** – US Navy, Waterford  
**Leonard Capone** – US Marine Corp, Waterbury  
**Darren Juan** – US Army, Hartford  
**Raymond Kallas** – US Army, New Haven  
**Thomas Kowalcky** – US Air Force, Hartford  
**David Lapointe** – US Air Force, Hartford  
**Michael Lombard** – US Marine Corp, Waterbury  
**David Monahan** – US Army, Waterbury  
**George Murdoch** – US Air Force, Hartford  
**Carroll Quesnel** – US Army, New Haven  
**Robert Westbrook** – US Navy, New Haven

### Maine

**Vernon Bond** – US Air Force, Ellsworth  
**Jeffrey Cook** – Army, Navy & Airforce, Windham  
**Arthur Freeman** – US Air Force & Air Guard, Winslow  
**Dale Hansen** – US Navy, Portland  
**Kendall Hill** – US Army, Augusta  
**Gary Jackson** – US Army, Winslow  
**Bruce Jordan** – Army National Guard, Portland  
**Richard McIntyre** – US Navy, Biddeford  
**John Mills** – US Navy, Portland  
**Jeffrey Paye** – Army Reserve, Bangor  
**Aaron Robinson** – US Marine Corp, Ellsworth  
**Thomas Rucevice** – US Air Force, Rockland  
**Kathleen Santos** – US Navy, Portland  
**Lawrence Santos** – US Navy & Air Guard, Windham  
**Patrick Zrioka** – US Navy, Winslow

### Massachusetts

**Mark Beaulieu** – US Navy, Auburn  
**Brian Berghaus** – US Coast Guard, Bedford  
**Paul Bruno** – US Marine Corp, Woburn  
**Frederick Bryant** – US Army, Canton  
**James Cain** – US Army, Watertown  
**Joseph Coffey** – US Army & National Guard, Brockton  
**Peter Collins** – US Marine Corp, Bedford  
**Brandon Comeau** – US Marine Corp, Bedford  
**Andrew Cordisco** – US Marine Corp, Malden  
**Ernest Coutermarsh** – US Marine Corp, Bedford  
**Stephen Davis** – US Army, Bellingham  
**David Dipirro** – Army Reserve, Salem  
**Michael DiPirro** – Army National Guard, Malden  
**Maximino Fernandez** – US Navy, Boston  
**James Forzese** – US Navy, Methuen  
**Kevin Healey** – US Army, Canton  
**Norman Israelson** – US Army, Auburn  
**Keith Laing** – US Army, Greenfield

**Michael Leander** – US Army & National Guard, Bedford  
**Franklin Levoy** – US Army, Woburn  
**Richard Marciniszyn** – US Army, Malden  
**Dominic Minghella** – US Army, Falmouth  
**Stephen Murphy** – US Army, Auburn  
**Michael Nastek** – US Army, Methuen  
**Michael Norton** – US Army, Woburn  
**Louis Ottino** – US Marine Corp, Plymouth  
**Kenneth Pelletier** – US Marine Corp, Fitchburg  
**Joseph Tesauro** – US Navy, Hingham  
**James Tragakis** – US Navy, Boston  
**David Sanborn** – US Air Force, Bedford  
**Thomas Sanders** – US Army, Woburn  
**Scott Smith** – US Air Force, Bedford  
**James Squires** – US Army, Bedford  
**Justin Paschal** – US Army, Bedford  
**John Veino** – US Army, Lowell  
**Vincent Villani** – US Marine Corp, Malden  
**James Welsh** – Army National Guard, Malden  
**Christopher Wilson** – US Army, Watertown

### New Hampshire

**Wayne Andeen** – US Air Force, Dover  
**Dennis Barry** – US Marine Corp, CD  
**Jeremiah Berube** – US Army, CD  
**Jarid Bond** – US Army, Concord  
**Richard Booth** – US Army, Manchester  
**Derwin Brown** – US Army, Lebanon  
**John Consentino** – US Army, Nashua  
**Jay Daniels** – US Air Force, Concord  
**Bradley Demma** – US Army, CD  
**Timothy Finch** – US Marine Corp, CD  
**Matthew Gray** – US Army, CD  
**Winston Greene** – US Army, Manchester  
**James Johnson** – US Army, Exeter  
**Jody Luciw** – US Navy, Lebanon  
**Keith McNutt** – US Marine Corp, Gilford  
**Richard Palacios** – US Army, CD  
**Ronald Paquin** – Army National Guard, Manchester  
**Gordon Paul** – US Army, CD  
**Charles Savage** – US Army, Lebanon  
**Alan S. Wagoner** – US Army, CD

### New Jersey

**Richard Maher** – US Army, Vernon  
**John Ruhle** – US Navy, Elmwood Park  
**Benjamin Smaldino** – US Marines & US Army, Vernon  
**Michael Volk** – US Air Force, Elmwood Park  
**Christopher Zambito** – US Marine Corp, Elmwood Park

### New York

**Richard Ahern** – US Navy, Ballston Spa  
**John Barth** – US Army, Albany  
**Darin Cook** – US Air Force, Albany  
**Andrew Debell** – US Marines & US Army, Albany  
**Jeffery Eames** – US Air Force, Albany  
**David Eynon** – US Army, Binghamton  
**Henry Finney** – US Marine Corp, Mamaroneck  
**Richard Fox** – US Air Force, Albany  
**Paul Frontera** – US Marine Corp, Binghamton  
**Howard Geisel** – US Navy, Albany  
**Keith Hanchett** – US Navy, Queensbury  
**Timothy Holliday** – US Army, Utica  
**Jesse Jones** – US Army, Riverhead  
**Jacob Kuss** – US Navy, Syracuse  
**Thomas Lane** – US Navy, Albany  
**Martin Mann** – US Air Force, Syracuse  
**Frederick Marchaland** – US Marine Corp, Queensbury  
**Brett Moran** – US Army, Riverhead  
**Dennis Moulton** – US Air Force, Binghamton  
**Kenneth Powell** – US Marine Corp, Ballston Spa  
**Lynne Rawson** – US Navy, Queensbury  
**Michael Reed** – US Navy, Cazenovia  
**Jason Smith** – US Navy and Army Guard, Newburgh  
**Nicholas Stoltz** – US Marine Corp, Queensbury  
**Steven Sweetland** – US Air Force, Binghamton  
**Fred Vivencio** – US Air Force, Syracuse

### Pennsylvania

**Jim Martin** – Army, Allentown  
**Jim Tobiasen** – Army, Allentown

### Rhode Island

**Shane Bennett** – US Air Force, Warwick  
**Charles Bursey** – US Navy, Warwick  
**Gary Dame** – US Air Force, Cranston  
**James Stevens** – US Navy, Warwick

### Vermont

**Idris Atwood** – US Marine Corp, Rutland  
**Richard Breault** – Army National Guard, St. Albans  
**Jeffrey Coates** – US Army, Barre  
**James Harrington** – US Army, Rutland  
**Paul Hewson** – US Army, Bennington  
**Nathan Luther** – US Marine Corp, St. Johnsbury  
**Wilfred Morin** – US Army, Springfield  
**David Paquette** – Army National Guard, St. Albans  
**Frederick Perry** – US Navy, Rutland  
**Leo Pollander** – US Marine Corp, St. Johnsbury  
**Scott Ryan** – US Navy, Rutland  
**Mark Safford** – US Navy, Barre  
**Rickey Snow** – US Coast Guard, Brattleboro

*If you've served in the armed forces and are not listed, please send an email to [hrdept@fwwebb.com](mailto:hrdept@fwwebb.com)*

## On the Move



**Scott Brown** has transitioned out of his role as General Manager of the Waterbury, CT location and is now the *General Manager* of Long Island. After graduating from the University of Connecticut, Scott joined the F.W. Webb management training program and has since been with the company for more than 10 years. In his new assignment, Scott will help position F.W. Webb for growth and success in Long Island. To stay current with the industry, he was active with associations across CT and looks forward to participating in a handful in Long Island.



**Todd Hallock** has been appointed *Heating Sales Specialist* for Northern New England. In this role, he will support heating customers in Maine, Vermont and New Hampshire. Todd will act as a Rep for F.W. Webb's private label Advantage® Boilers and contribute to the overall growth of the PurePro® heating product line by attending customer meetings, visiting branches and working closely with Webb Sales Reps. Todd has had a long and successful career at F.W. Webb. He started 27 years ago as a truck driver and moved into Counter Sales, Outside Sales and Operations Management.



As the new *Store Manager* of our Bedford, MA location, **Jose Franqui** is focused on exceeding customer expectations. He has worked in retail management for more than 20 years. His most recent role was as Store Manager at Lowe's. Jose grew up in Brooklyn, NY and had the opportunity to work in some great areas of NYC, including the original World Trade Center where he managed a Gap store. He and his wife Kathy moved to New England in 2001, and later welcomed twins who are now 11 years old.



A long-time F.W. Webb employee with strong business relationships in the NY market, **Scott Keen** has moved into a new role as *Heating Sales Specialist* for the NY, NJ and PA territory. His main responsibility will be to help grow our private label and priority line equipment sales. He will be available to ride with outside sales reps to help identify and close on heating opportunities, conduct sales and technical trainings and work with the management team to support heating contractors. Scott's experience in the heating industry dates back to when he was a kid. He grew up in the family oil heating business.



**Mike Wagner** is the new *Store Manager* of Nashua, NH. Before joining F.W. Webb, he worked for Guardian Building Products and the Home Depot. Mike was born in Albany NY, grew up in northern New Jersey and lived most of his life in Allentown, PA. A New Yorker at heart, he roots for the Yankees and Giants and vacations at the Jersey Shore. Mike is an avid fisherman and skilled woodworker, although his four daughters also keep him busy.

## Branch Happenings



A banner hangs in the Portland, ME Webb office for Accounts Receivable Clerk, Kathy Santos' husband, Larry Santos Jr., who works in the Windham, ME counter/warehouse.

He will be deployed in January for six months, and will take it with him to proudly pose with the banner at each of his Army bases.

"It's very comforting knowing that no matter which locations we both are working at we are part of the Webb family and they have our backs," Kathy said.



In August, our Concord, NH branch held their 14th annual golf tournament. 75 customers participated and played alongside Webb employees across NH.

They were even joined by four Webb retirees from the Concord branch who didn't want to miss out on the fun. The team also held a raffle and the money raised was donated to Operation Santa Clause, a local charity that donates gifts to children in need.



## Supporting Vets



The Windham, ME branch held their fifth annual motorcycle ride. The group of 17 rode about 250 miles from Maine to Northern New Hampshire.

Everyone who attended made a donation for the Windham Maine Veterans Center. More than \$200 was raised and given to Jeff Cook, Outside Sales, who is a 2nd Vice Commander at the organization.



A portion of the funds will be used to purchase wreaths that will be placed on veteran's graves this year.

## Welcome Aboard



Our new Manhattan *Store Manager* **Billy Kantor**, is looking forward to integrating F.W. Webb's growing business into the hustle and bustle of the NYC market. Billy has been selling plumbing supplies for 40 years. He started at Simplex Plumbing & Heating Supply and most recently worked at Palace P&H Supply for 14 years. Growing up in Queens, NY, Billy decided to move away for school at the University of Wisconsin at Madison.

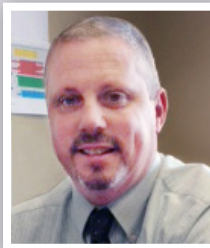
After receiving his Bachelor's degree, he came back to his home state and raised four sons with his wife of 32 years, Joan.



**Scott Fitzgerald** joins our Water Works business as the *Water Meter Sales Manager*. In this role, he will help implement and oversee sales of our new AMR & AMI water meter product line from Kamstrup LLC. Before joining F.W. Webb, Scott worked at Stiles Company, a waterworks distributor, for 21 years. During this time, he served as Sales Manager and most recently Vice President. He is Badger Meter AMR/AMI Certified and

an active member of a handful of waterworks associations in MA, including past-president of the MA Water Works Association (MWWA). This year, he is being awarded the State Leadership Award for MA by the New England Waterworks Association (NEWWA). With two grown kids, he and his wife are currently enjoying life as empty nesters in Lunenburg, MA.

## F.W. WEBB CELEBRITY LOOK-ALIKE



**George Ashford**  
Operations Manager  
Concord, NH



**Ladd Drummond**  
Husband of Ree Drummond,  
star of the 'Pioneer Woman'  
on The Food Network

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.

Submitted by: Meredith Mazerolle, Showroom Consultant, Frank Webb Home Nashua, NH

## New Employees: August – September 2018

**Kuwan Adams**  
Driver, Bronx, NY

**William Aitchison**  
Driver,  
Hartford, CT

**Carmen Alvarado**  
Warehouse,  
Londonderry, NH

**Colton Baillargeon**  
Warehouse,  
Londonderry, NH

**Kent Banks**  
Driver,  
Bronx, NY

**Lewis Bascom**  
Warehouse,  
Syracuse, NY

**Kassim (Derek) Bassant**  
Counter, Bronx, NY

**Arthur Batalogianis**  
Warehouse,  
Woburn, MA

**Russell Beebie**  
Warehouse,  
Londonderry, NH

**Rodney Bell**  
Showroom Sales  
Representative,  
Portland, ME

**Jeremiah Berube**  
Warehouse,  
Londonderry, NH

**Kateela Booth**  
Warehouse,  
Williston, VT

**Michael Bouchard**  
Warehouse,  
Warwick, RI

**Sylvie Brisson-Pouliot**  
Commercial Quote  
Specialist,  
Londonderry, NH

**William Brooks**  
Counter,  
Manhattan, NY

**Robert Brostek**  
Warehouse,  
Londonderry, NH

**Brian Burkhardt**  
Inventory Control Clerk,  
Hartford, CT

**Sheldon Burnett**  
Warehouse, Bronx, NY

**Kelly Buteyn**  
Intern, Bellingham, MA

**Hector Cabrera Marte**  
Warehouse,  
Methuen, MA

**Timothy Cahill**  
Outside Sales,  
Bangor, ME

**Chris Cain**  
Counter,  
Woburn, MA

**Jennifer Calouro**  
Event/Travel/Sales  
Coordinator,  
Bedford, MA

**Miguel Cardona**  
Driver,  
Waterbury, CT

**Corey Catanzariti**  
Counter,  
Manchester, NH

**Gajendranauth (Ver) Cheedie**  
Driver, Bronx, NY

**Hunter Cheney**  
Warehouse,  
Portland, ME

**Heather Chiasson**  
Receiver,  
Londonderry, NH

**Albert Cifarelli**  
Counter,  
New Haven, CT

**Nicholas Cochran**  
Warehouse,  
Fitchburg, MA

**Garrett Colbath**  
Valve Mechanic Trainee,  
Winslow, ME

**Travis Colby**  
Warehouse,  
Gilford, NH

**Raymond Collier**  
Valve Mechanic Trainee,  
Winslow, ME

**Cindy Collings**  
Showroom Sales  
Representative,  
Hyannis, MA

**Fernando Colmenar**  
Warehouse,  
Hyannis, MA

**John Consentino**  
Warehouse, Nashua, NH

**Derek Contarino**  
Warehouse, Gilford, NH

**Jeffrey Cordeiro**  
Tractor Trailer Driver,  
Londonderry, NH

**Albert Cote**  
Warehouse,  
Londonderry, NH

**Michael Coulanges**  
Commercial HVAC  
Estimator, Woburn, MA

**Jill Courchene**  
General Clerk,  
Portland, ME

**Marc Daine**  
Inside Sales,  
Haverhill, MA

**Joseph D'Amore**  
Mechanical Specialist,  
Elmwood Park, NJ

**Sara Davidson**  
General Clerk,  
Falmouth, MA

**Ryan Davis**  
Warehouse,  
Waterbury, CT

**Christopher DeMarco**  
Warehouse Manager,  
Bronx, NY

**Kenneth DeMarco**  
Inside Sales, Bronx, NY

**Steven DeRenzis**  
Warehouse,  
Mamaroneck, NY

**Kathleen Devlin**  
Showroom Sales  
Representative,  
Ellsworth, ME

**Richard Donnelly**  
Driver,  
Brockton, MA

**Douglas Drake**  
Credit Collection  
Analyst, Bedford, MA

**Jason Dubay**  
Warehouse,  
Woburn, MA

**William Duffy**  
Receiver,  
Londonderry, NH

**Jeremy Dul**  
Sheet Metal Shop  
Laborer, Haverhill, MA

**JoAnna Edmondson**  
General Clerk,  
Canton, MA

**Christopher Ely**  
Inside Sales,  
Albany, NY

**Peter Fabbuzzi**  
Driver,  
Elmwood Park, NJ

**Danny Favreau**  
Warehouse,  
Rockland, ME

**Jared Felch**  
Inside Sales, Barre, VT

**Charles Ferrera**  
Inside Sales,  
Woburn, MA

**Henry Finney**  
Showroom Sales  
Representative,  
Mamaroneck, NY

**Aaron Fish**  
Warehouse,  
Ellsworth, ME

**Scott Fitzgerald**  
Water Meters Sales  
Manager,  
Bedford, MA

**Jeffrey Fortier**  
Driver,  
West Bath, ME

**Jose Franqui**  
Store Manager,  
Bedford, MA

**Bethany Gaudette**  
Receiver,  
Londonderry, NH

**Timothy Gaumond**  
Tractor Trailer Driver,  
Londonderry, NH

**Anthony Gautieri**  
Warehouse,  
Londonderry, NH

**Daniel Giles**  
Inside Sales,  
Plattsburgh, NY

**Jeffrey Gimplin**  
Counter,  
Riverhead, NY

**Joshua Gomez**  
Receiver,  
Londonderry, NH

**Santos Gonzalez**  
Warehouse, Bronx, NY

**Tania Gosselin**  
Receiver,  
Londonderry, NH

**Tiffany Grandmaison**  
Warehouse,  
Londonderry, NH

**Peter Grendal**  
Outside Sales, Warwick, RI

**Pierre Guzman**  
Warehouse,  
Bronx, NY

**Meghan Hammond**  
Receiver,  
Albany, NY

**Cindy Hannula**  
Data Management  
Specialist, Bedford, MA

**William Havard**  
Outside Sales,  
Piscataway, NJ

**Ian Hawke**  
Commercial HVAC  
Estimator,  
Piscataway, NJ

**Cameron Heffernan**  
Warehouse,  
Methuen, MA

**Darren Henderson**  
Counter, Salem, MA

**Michele Henderson**  
Office Administrator,  
Bangor, ME

**Dorrell Henderson**  
Warehouse,  
Piscataway, NJ

**Dennis Hewitt**  
Trade Specialist,  
Elmwood Park, NJ

**Heather Holmes**  
Inside Sales Associate,  
Concord, NH

**Desmond Hynds**  
Warehouse, Bronx, NY

**Gianna Irons**  
Accounts Payable,  
Londonderry, NH

**Breanna Jacques**  
Warehouse,  
New Bedford, MA

**James Johnson**  
Warehouse, Exeter, NH

**Jesse Jones**  
Driver, Riverhead, NY

*Continued on page 26*





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## New Employees: August – September 2018

**William Kantor**
Store Manager,  
Manhattan, NY
**Andrew Kellogg**

Driver, Plymouth, MA

**Steven Keough**
Warehouse,  
Williston, VT
**Steven Kurelko**
Warehouse,  
Londonderry, NH
**Theodore Lambert**

Driver, West Bath, ME

**Brian Landry**
Warehouse,  
Londonderry, NH
**Steven Levine**
Inside Sales Manager,  
Bronx, NY
**Daniel Libby**
Warehouse,  
Portland, ME
**Anthony Long**
Warehouse,  
Methuen, MA
**Seeta Looknarain**
General Clerk,  
Bronx, NY
**Cory Macarelli**
Commercial Sales  
Specialist,  
Concord, NH
**Luis Maciel**
Warehouse,  
Londonderry, NH
**William Macy**
Outside Sales,  
Binghamton, NY
**Ishwar (Navin) Mahase**
Counter,  
Bronx, NY
**Tyler Maneggia**

Selector, Hartford, CT

**Michael Marino**
Inside Sales,  
Riverhead, NY
**Brian Martinez**
Warehouse,  
Elmwood Park, NJ
**Jennifer Mazzarella**
Outside Sales,  
Binghamton, NY
**Jason McGlaughlin**
Warehouse,  
Londonderry, NH
**Scott McHugh**
Sheet Metal Shop Laborer,  
Haverhill, MA
**Kevin McMahon**
Counter,  
Keene, NH
**Sheila McMahon**
General Clerk,  
Bedford, MA
**Barry McPhail**

CIP, Bronx, NY

**Colby Meserve**

Driver, Portland, ME

**Stephen Metivier**
Inside Sales,  
Windham, ME
**Brian Meyer**
Warehouse,  
Warwick, RI
**Emily Minor**
Warehouse,  
Greenfield, MA
**Miguel Monegro**
Warehouse,  
Methuen, MA
**Daniel Murdie**

Inside Sales, Albany, NY

**Karen Nappa**
Showroom Sales  
Representative,  
Malden, MA
**Timothy Nevins**
Sr Principal Scientist,  
Alliance Environmental
**Joseph Nguyen**
Outside Sales,  
Portland, ME
**Hugo Ortiz**
Warehouse,  
Londonderry, NH
**Scott Paine**
Call Center  
Representative,  
Londonderry, NH
**Matthew Parolisi**
Warranty/Credit Clerk,  
Woburn, MA
**Randy Paul**

Driver, Fitchburg, MA

**Arthur Peck**
Inside Sales,  
Dover, NH
**Kenneth Pelletier**
Warranty/Credit Clerk,  
Fitchburg, MA
**Salvador Perez**
Warehouse,  
Boston, MA
**Ruber Perez**
Warehouse,  
Newburgh, NY
**Owen Perkins**
Driver,  
Waterford, CT
**Carolyn Phipps**
Showroom Sales  
Representative,  
Nashua, NH
**Manuel Pinho**
Warehouse,  
Allentown, PA
**Kadia Pryce**
Showroom Sales  
Representative,  
Hyannis, MA
**Joshua Raadmae**
Receiver,  
Londonderry, NH
**Allen Raymond**
Warehouse,  
Falmouth, MA
**Eduardo Reyes**
Warehouse,  
Boston, MA
**Chris Rhoades**
Counter,  
Woburn, MA
**Brian Rogers**
Counter,  
Manhattan, NY
**Ramon Roig**
Driver,  
New Haven, CT
**Timothy Rose**
Outside Sales,  
Ballston Spa, NY
**Ronald Routhier**

Counter, Nashua, NH

**Edward Roy**
Receiver,  
Londonderry, NH
**Eric Sales**
Commercial HVAC  
Estimator,  
Augusta, ME
**Edwin Sanchez**
Inside Sales,  
Bronx, NY
**Rosario Sarazua**
Warehouse,  
Londonderry, NH
**Volodymyr Savynets**
Warehouse,  
Londonderry, NH
**Rebeca Scordo**
Call Center Agent,  
Londonderry, NH
**Sarah Scribner**
Showroom Sales  
Representative,  
Bangor, ME
**Hansraj (Jerry)**
**Seebarran**  
Counter,  
Bronx, NY
**Javere Shaw**
Warehouse,  
Portland, ME
**Daniel Shaw**
Counter,  
Auburn, MA
**David Sickorez**
Driver,  
Hyannis, MA
**Thomas Soriano**
Vendor Managed  
Inventory Coordinator,  
Elmwood Park, NJ
**Anthony Soucier**
Outside Sales,  
Caribou, ME
**James Squires**
Warehouse,  
Bedford, MA
**Christopher Stanko**
Counter,  
Greenfield, MA
**Cameron Steele**

Driver, Hyannis, MA

**Frederick Steneck**

Inside Sales, Bronx, NY

**Lisa Stewart**
Showroom Manager,  
Auburn, MA
**Nicholas Stoltz**
Warehouse,  
Queensbury, NY
**Stephen Swaney**
Inside Sales,  
Portland, ME
**Ranya Szwed**
Showroom Manager,  
Bedford, MA
**Amanda Taschereau**
Call Center Agent,  
Londonderry, NH
**Edward Taylor**
Outside Sales,  
Hartford, CT
**Robert "Bobby"**
**Torain**
Warehouse,  
Bronx, NY
**Robert "Robby"**
**Torain, Jr.**
Warehouse,  
Manhattan, NY
**Carlos Torres**
Counter,  
Bronx, NY
**Robert Volk**

CIP, Newburgh, NY

**Michael Wagner**
Store Manager,  
Nashua, NH
**Michael Welcome**
Receiver,  
Londonderry, NH
**Jason White**
Counter,  
Nashua, NH
**Lynton White**
Counter,  
Manhattan, NY
**Rodane Williams**
Warehouse,  
Falmouth, MA
**Seth Willis**
Warehouse,  
Dover, NH
**Susan Willson**
General Clerk,  
Londonderry, NH
**Robert Younker**
Warehouse,  
Seabrook, NH

## Anniversaries: July – September 2018

### 5 YEARS:

**Richard Ahern**  
Ballston Spa

**John Allen**  
Waterbury CT

**Jason Aptt**  
Gloucester MA

**Amanda Ashford**  
Dover NH

**Michael Backus**  
Piscataway NJ

**Brandon Beckman**  
Queensbury NY

**Derek Blondin**  
Augusta ME

**George Broderick**  
Boston MA

**Chris Campbell**  
Cranston RI

**Leonard Capone**  
Waterbury CT

**Scott Clark**  
Keene NH

**James Covey**  
Concord MA

**Thomas Denué**  
Albany NY

**Seth Howard**  
Waterbury CT

**Lawrence Files**  
Syracuse NY

**Tim Gillis**  
Boston MA

**James Kehoe**  
Newburgh NY (CD)

**Kyle Koban**  
Londonderry NH

**Daniel Macie**  
Albany NY

**Robert McHugh**  
Concord NH

**Sean Mannion**  
Concord NH

**Joshua Michaud**  
Bedford MA

**Chris Murray**  
Pittsfield MA

**Nick Ottino**  
Hingham MA

**Bryan Parrott**  
Hartford CT

**Amarildo Perez**  
Boston MA

**Christian Reis**  
Cranston RI

**Robert Reppucci**  
Malden MA

**Fred Setterberg**  
Syracuse NY

**Jason Smith**  
Newburgh NY

**Eric Stockmeier**  
Newburgh NY

**Matthew Swiemski**  
Lowell MA

**Megan Tufts**  
Needham MA

**Mark Yonnick**  
Syracuse NY

**Jacob Viel**  
Keene NH

### 10 YEARS:

**Dan Desilets**  
Process Controls  
Bellingham MA

**David Eynon**  
Binghamton NY

**Armand Fournier**  
Dover NH

**Matt Fraize**  
Bennington VT

**Chris Goodridge**  
Warwick, RI

**Sean Harnedy**  
Londonderry NH

**Jaqueline Markow**  
Bedford MA

**Dean Stefanski**  
Hartford CT

**David Swett**  
Keene NH

**Alan W Wagoner**  
Londonderry NH

### 15 YEARS:

**Wayne Andeen**  
Dover NH

**Richard Beals**  
Brockton MA

**Mark S Bryan**  
Albany NY

**Daniel Burns**  
Hartford CT

**William Follett**  
Warwick RI

**Jeff Gillis**  
Methuen MA

**Eduardo Gutierrez**  
Londonderry NH

**Joshua Madden**  
Hartford CT

**Wayne Nadeau**  
Winslow, ME (Webb Pump)

**Stacy Papa**  
Portland ME

**David Paquette**  
St. Albans VT

**Heather Powell**  
Queensbury NY

**Carroll Quesnel**  
New Haven CT

**Robert Young**  
Syracuse NY

### 20 YEARS:

**Richard Frye**  
Madison NJ

**Mathew Hare**  
Sturbridge MA

**John Normandin**  
Keene NH

**James Shea**  
Cranston RI

### 25 YEARS:

**William Czarnecki**  
Rutland VT

**Norm Isrealson**  
Auburn MA

### 30 YEARS:

**Joe Hale**  
Madison NH

**Robert Moore**  
Methuen MA

**Christine Wear**  
Methuen MA

### 35 YEARS:

**David Dyer**  
Portland ME

**Tim Largay**  
Ellsworth ME

### 40 YEARS:

**Larry Brewster**  
Rutland VT

## Promotions

**James Kelleher** – Warehouse to CIP,  
Brockton MA

**Paul Olson** – Receiver to Inventory  
Control, Londonderry NH

**Robert Savage** – Selector to Warehouse  
Lead, Londonderry NH

## Births

**Victoria Cepeda** born 9-25-18. Daughter  
of Jose Cepeda, Warwick RI

**Callie Castro** born 8-14-18. Daughter of  
Lilian Castro, Hartford CT

**Sawyer James Crean** born 10-10-18.  
Daughter of Kyle Crean, Riverhead, NY

**Sadie Colon** born 6-22-18. Daughter of  
Dan Colon, Plymouth MA

**Mackenzie Desmarais** born 7-3-18.  
Daughter of Tim Desmarais, Canton MA

**Cash and Cooper Herringshaw** born  
8-14-18. Sons of Josh Herringshaw,  
Queensbury NY

**Jackson Hillis** born 9-4-18. Son of Jason  
Hillis, Woburn MA

**Skylar Hughes** born 9-9-18. Daughter of  
Kyle Hughes, Springfield MA

**Dominic Maheno** born 6-30-18. Son of  
Francis Maheno, Bellingham MA

**Santino Murphy** born 8-30-18. Son of  
Stephen Murphy, Auburn MA

**Amina Pichardo** born 10-7-18. Daughter  
of Tasha Colon-Pichardo, New Haven CT

**Ellie Rosen** born 8-10-18. Daughter of  
Samuel Rosen, St Johnsbury VT

**Branson Whittle** born 9-23-18. Son of  
Kyle Whittle, Caribou ME

**Lucas VanGuilder** born 9-3-18. Son of  
Alicia Griffis, Rutland VT



*In August,  
Jim Tordoff  
from branch 50  
welcomed his  
first grandchild,  
Adaline Joy  
Sherman.*

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