

Portraying 150 Years of Exemplary Customer Service in 60 Seconds

The Making of F.W. Webb Brand TV Ads



The Webb stars of "Epic Rain"

It's no secret among employees that F.W. Webb prides itself on going above and beyond for our customers. In fact, most of us don't give it a second thought – it's just the way we regularly do business.

This year – to commemorate our 150th anniversary – we decided to advertise to a wider audience across the region. As official sponsors of the Boston Red Sox since 2006, we've been producing television commercials that run during Red Sox games. However, this new ad campaign would be the first opportunity to tell a company-wide story to a broader base of customers and prospects, far beyond Red Sox Nation.

Honing the Message

With two 30-second ads planned for the television airways across the Northeast, we thought about what differentiates us.

As the largest wholesale distributor of its kind in the Northeast, offering tens of thousands of products and 14 areas of expertise, and with 80+ locations across nine states, including nearly 40 Frank Webb's Bath Center showrooms, it isn't difficult to find great things to say about the company and 'our people.' The challenge was culling 150 years of exemplary customer service into two 30-second ads.

Every company says their service and people are better than the competition, so the ads couldn't hinge on this concept unless we could exemplify it authentically. The marketing team, supported by our ad agency The McCoy Group and Dan Small Productions (producers of our corporate video), sought to capture stories about how Webb employees were indeed different.

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**"We asked:
'What makes the
company different'
and the consensus
was overwhelmingly
'our people.'"**

– Alicia Criniti
Director of Marketing

THE SCOOP by Bob Mucciarone



As I write this, we are in the middle of calculating year-end numbers. While we don't have final numbers yet, one of the negative impacts this year will be the fact there was no inflation in 2015. The kneejerk reaction may be that inflation is a bad thing for the average

person because things cost more to buy. However, when there is no inflation, it effects the profits of companies negatively.

Luckily, since we have grown both through acquisition and organically, it should help negate the lack of inflation. Look for profits to be similar to last year.

Meanwhile, we expect to close the Water Works Supply acquisition on March 1, 2016. We will be ready for the spring season and look forward to growing that business throughout our footprint.

In addition, we have just entered into a Purchase and Sale Agreement to acquire the assets of Stateline Supply in Seabrook, NH. We like the business and especially the location. We think it will work nicely with our plans for Water Works, in addition to our core business.

In the coming weeks and months, look for F.W. Webb to pay special attention to the sales side of the business. Our intention is to build a formidable sales team, from the top down. This includes finding the best technical and skilled talent available. Sales training will be another key component of this initiative. This is not an easy task, but it is one to which we are committed.

Editor's Note: The April issue of Pipeline will have complete details on the acquisition of Water Works Supply.

Did You Know?

*Mrs. Webb and
Mrs. McShane
were sisters.*



See page 11
for more Webb Cam.

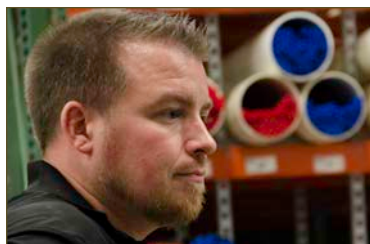
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Marketing Director Alicia Criniti emailed more than 100 members of management and sales across the footprint, asking them to share stories of employees going “above and beyond” for customers. Four phone conferences followed, leading to several notable and impressive stories to support the company’s key differentiator: the passion and dedication of the people who work here. Propelled by remarkable stories of exceptional customer service, the marketing and creative team then visited several locations to meet with management teams for more input.

Watershed Moment

It was on a visit to Cranston, RI, which specializes in PVF, commercial and industrial pumps, high purity process components, and industrial PVF specialties, where the marketing team got especially fired up.



Brian O'Leary, OM, Dover, NH

“We met with six employees in a conference room and heard compelling stories of a Webb employee who drives out of his way one night every week to deliver an order to a customer’s home; of working through the weekend to get hundreds of feet of pipe to a mechanical contractor’s jobsite after receiving his call late on a Friday afternoon. There

were stories of working long into the night, driving miles in private vehicles to pick up parts, of saving customers money by repairing versus replacing malfunctioning pumps. The momentum built over two hours,” said Kelly McCoy, co-owner of The McCoy Group.

“That day we realized the reason we’d never heard these stories in ten years of working with F.W. Webb was because this is routine business at the company,” said Jim McCoy, co-owner of The McCoy Group. “In fact, the group in Cranston was a bit reluctant to share their stories. Finally, one of the managers said: ‘We don’t think of this as extraordinary; this is just how we do business.’”

“Bingo,” summarized Kelly. “Not only were the stories interesting, they were authentic and described a business culture that has survived and thrived for 150 years.”

At a time when service is on the decline in many business and retail sectors, these stories inspired the team. The path was clear: two stories – dubbed “Epic Rain” and “Industrial Emergency” – stood out to best exemplify the F.W. Webb customer service mindset.

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TV Commercial 1: Epic Rain



In the ad called “Epic Rain,” we relay the true story of customers counting on us during a New England flood in 2006. Salem, MA Store Manager Bob “Mav” Matvichuk was called at his home on a Sunday morning (a Mother’s Day) by a desperate plumber trying to help home and business owners with flooding basements. Mav had stocked extra sump pumps and supplies after hearing the forecast the prior week, figuring people would be looking for help on Monday if the storm materialized. When he got the call, he left his home in torrential rain to meet the customer at the store. Before the transaction was done, dozens of other customers arrived. Mav made some calls within Webb to get additional deliveries from CD that Sunday. By the end of the day – as the only resource in the area able to help – Mav had sold more than 600 sump pumps.

Epic Rain Cast & Crew

-
- STORE MANAGER:** Bob Matvichuk
- CUSTOMERS:** Dover, NH crew:
Richard Drouin, Armand Fournier,
Steve Head, Brian O’Leary,
Dan Smith
- VOICE OVER:** Jeff Pope
- SET COORDINATORS:** Ray DiPirro (Rain-Soaked Home)
Brian O’Leary (Dover Warehouse)
- SET DECORATORS:** Dover, NH crew:
Wayne Andeen, Chris Cartier,
Nick Caswell, Richard Drouin,
Ryan Drouin, Armand Fournier,
Steve Head, Dick Knox,
Charlie McCoy, Brian O’Leary,
Mike O’Shea, Chris Rhoades,
Beth Richards, Dave Richards,
Steve Richards, Dwayne Sanger
and Dan Smith

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Making it Personal

To present these stories as authentically as possible, employees were used in as many roles as possible and the ads were shot at locations that are meaningful to the company.

In “Epic Rain,” Salem, MA Store Manager Bob “Mav” Matvichuk plays himself, with several Dover, NH employees acting as contractors in desperate need of sump pumps. Filming was done at the Dover location, as well as Ray DiPirro’s home in Melrose, MA. Ray graciously let the production crew descend on his property, take over his yard and house, and tap the nearby fire hydrant* to produce artificial rain – much to the bewilderment of his neighbors!



Greg Bodlovick, GM of CD, prepares for filming.

The second spot, “Industrial Emergency,” features Stacy Papa, Outside Sales, South Portland, ME, in the role of an Industrial Sales Rep, with CD GM Greg Bodlovick playing himself. Also seen in this ad is Chris DiRienzo, Bedford, MA Counter Sales. It was shot in Bedford, at CD, and in the steam plant at Concord Hospital in Concord, NH – a customer location.

To top it off, Jeff Pope provides the voiceover talent, delivering powerful lines that include, “People don’t do business with companies; people do business with people.” He wraps up the ads with a thank-you to employees for making the company successful. He’ll share this message many times over our 150th anniversary year, a public display of gratitude for the Webb team.

It takes a village to produce ads of this sort. The content was based on original inspiring customer stories and demonstrations of what makes F.W. Webb special, shared by the following employees: Brian Bradley, Ted Brian, Felix Calderon, Brian Clark, Ernie Coutermarsh, Matt Hancur, Sharon Inza, Peter Marshall, Bob Matvichuk, Mike O’Shea, Stacy Papa, Jay Potter, Gary Rose and Chris Sears. See the sidebars for a complete list of F.W. Webb cast and crew. THANK YOU for contributing to the success of this project!

View the Ads

The 150th anniversary commercials will run during local news broadcasts in 18 media markets across the footprint for six weeks in the spring, followed by six more in the fall. The ads will also run on New England Sports Network during Red Sox season.

[Click here to see the two ads.](#) ▶

**With permitting and approval from local officials, of course*

TV Commercial 2: Industrial Emergency



In the “Industrial Emergency” ad, a Webb industrial salesperson (played by Stacy Papa, Outside Sales, South Portland, ME) is on her way to a meeting when she gets a panicked call from a customer. A 12" flanged gate valve has blown and brought a steam generation plant to a standstill. Stacy diverts from her meeting and goes into action to find the large valve several states away at another F.W. Webb location. She coordinates with CD GM Greg Bodlovick to have the valve picked up and delivered to the steam plant within the same day – a feat performed routinely to help Webb industrial customers in emergency and urgent situations.

Industrial Emergency Cast & Crew

INDUSTRIAL SALES REP:	Stacy Papa
CD GENERAL MANAGER:	Greg Bodlovick
PALLET JACK OPERATOR:	Chris DiRienzo
VOICE OVER:	Jeff Pope
SCRIPT SUPERVISOR:	Ernie Coutermarsh
PROP MASTER:	Greg Bodlovick
LOCATION SCOUT AND CUSTOMER COORDINATOR:	Dennis Ford
LOCATION MANAGER AND SET COORDINATOR, CD:	Chris Fuery
FORK LIFT OPERATOR #1, CD:	Randy Gerry
FORK LIFT OPERATOR #2, CD:	Israel Sarazua
TRUCK DRIVER #1, OFF CAMERA:	Michael Monahan
TRUCK DRIVER #2, ON CAMERA:	Roger Crete
SET COORDINATOR (BEDFORD, MA):	Marty Cook
SET DECORATORS (BEDFORD, MA):	Dave Ferreira Ed Litchfield

Celebrating our 150th with a Huge New Customer Giveaway **Ride this one home!**

One lucky F.W. Webb customer will win a 2016 Ford F-150 pickup truck and nine others will win fantastic 150-themed prizes. How about 150 hours in paradise? Or a trip package to Baltimore to see the 150th game of the Red Sox season? It's all part of our big 150th Anniversary WIN BIG prize giveaway. This exciting promotion will run from February 15 through June 14, 2016. Customers will automatically receive one entry into our drawing every time they accumulate \$1500 worth of purchases across participating product lines.

If your role at F. W. Webb involves customer interaction, be sure to share the news of this exciting promotion with every customer. We expect most customers will find this contest appealing, as our wide range of participating brands (see sidebar) reaches across many F.W. Webb disciplines.

The promotional flyer and complete sweepstakes rules will be posted on fwwebb.com on/or after February 11, 2016.

Participating Product Brands

- Advantage
- Aker
- American Standard
- Armstrong
- Bosch
- Bradford White
- Burnham
- Crane
- Daikin
- Goulds
- Grunfos
- Heatcraft
- Honeywell
- Johnson Controls
- Nu-Calgon
- PurePro
- Quality Steel
- Rinnai
- Sporlan
- Taco
- TOTO
- TRIO
- Viega
- Watts Radiant
- WaterSoft
- York



New "Race to Daytona" Customer Contest Underway

For the 2016 NASCAR Sprint Cup Series season, we again have launched our "Race to Daytona" fantasy racing contest. Customers who enter the contest will have a chance to win a VIP trip for two to the 2017 Daytona 500 at the Daytona International Speedway in Florida. This fabulous Grand Prize includes airfare, hotel, race tickets, and race VIP amenities.

At the halfway point of the season, we will award the leader a fun VIP weekend for two in July at the New Hampshire Motor Speedway, including two nights' accommodations, tickets to the F.W. Webb VIP suite, and VIP amenities.

If you have customers who are NASCAR fans or simply wouldn't mind winning a Daytona Beach getaway in the throes of next winter, be sure to inform them about this exciting contest. Registration runs through February 10, 2016.

For more information, visit fwwebb.com/daytona.

WIN BIG!
PRIZE GIVEAWAY
February 15 – June 14, 2016

You could win this ride or any one of 9 other fantastic prizes.

Please see counter or fwwebb.com/promotions for a complete list of prizes and Official Sweepstakes rules.

No purchase necessary. Void where prohibited. Open only to current wholesale customers of F.W. Webb in good credit standing. Other restrictions may apply.

Participating Brands: ADVANTAGE, KER, American Standard, Armstrong, BOSCH, BRADFORD WHITE, CRANE, DAIKIN, GOULDS, GRUNFOS, HEATCRAFT, Honeywell, Johnson Controls, Nu-Calgon, PurePro, QUALITY STEEL, Rinnai, SPORLAN, TACO Comfort Solutions, TOTO, Viega, Watts Radiant, WaterSoft, YORK.

This banner, in size 60" x 45", will hang in all our stores.

Legacy of Leadership Corner

Ancestor #2: Henry McShane

Our Most Chiming Owner

by Lisa Mooradian, Executive Assistant, Bedford, MA



Henry McShane
(1830 – 1889)

Our journey into the history of F.W. Webb continues. We pick it up this time in the year 1888, when Henry McShane of Baltimore, MD purchased Stults & Mansur Plumbing Supply Company on Elm Street in Boston from our founding father, John V.N. Stults.

With the purchase, Henry was able to geographically expand his business, which was headquartered in Baltimore and had additional locations in New York and Washington, DC. He changed

the name of his new Boston branch to the Henry McShane Manufacturing Co. and appointed his brother-in-law, **Frank Webb**, to run it.

Henry McShane's Early Years

In 1847, Henry emigrated to the U.S. at the age of 16 from Dundalk, County Louth, Ireland, settling in Baltimore as an apprentice in a brass foundry. He quickly learned the trade and in 1856, at the age of 25, embarked on his own – establishing a brass and light iron casting foundry, named the Henry McShane Manufacturing Co.

As business grew, he then opened the McShane Bell Foundry, manufacturer of church bells, chimes and fire alarms. Known worldwide for its excellent craftsmanship, McShane bells were used widely to summon people to church and to alert people to flee fires or rally to fight them. At the 1876 Philadelphia Centennial, McShane exhibited the "Great Chime," consisting of 13 bells representing the 13 original colonies. It weighed over 21,000 lbs. Now that's a lot of brass!

As indoor plumbing began taking hold, the Henry McShane Mfg. Co. manufactured a variety of brass items used in the plumbing industry at the time. He also expanded his offerings with enameled bath tubs and found a good business in fittings and valves for locomotives. This latter business expanded during the Civil War, when so many railcars fell victim to marauders.

McShane the Man

Henry married Catherine Denny in 1856 and together had ten children, although several died in infancy. They lived in the Mt. Washington area of Baltimore in a beautiful residence, called "Haberdale." Henry was well regarded and occupied many positions of trust and honor, such as director in the Baltimore and Ohio Railroad Co. and several banking institutions.

Sadly, he died at his home at age 59 in 1889, a year after purchasing Stults & Mansur. More than 1,000 men, many of them his employees, marched in unison from his plant to the cathedral where the Bishop of Baltimore celebrated his funeral mass.

When the railroad followed the McShane foundry to the area in 1895, it needed a name for the stop. Henry's son William, the firm's vice president at the time, gave it the name Dundalk in honor of his father's birthplace. Dundalk, Maryland, population 65,000, lies just southeast of the city of Baltimore.

In the 1990s, John Pope had the pleasure of corresponding with Mollie McShane Fenger, Henry's great granddaughter. She was writing a book about Henry, contacted John, and shared historical data on Henry, his business, and his family.

McShane's Legacy

After his death, Henry's sons Julian and William took charge of the Henry McShane Manufacturing Co., including the Boston branch with Frank Webb at the helm. Ten years later, in 1899, Frank and others purchased the Boston location from the McShane's, with several of Henry's children as stockowners.

Although his presence in Boston was brief, Henry left an indelible imprint by continuing the company's legacy of quality plumbing solutions and customer service, and for bringing Frank Webb up from Baltimore to Boston (and the rest, they say, is history!). Henry was a notable leader for the entire brass and iron industry worldwide.

Although no longer owned by the McShane family, the McShane Bell Foundry is still headquartered in Baltimore and its long legacy endures. The company continues to produce some of the world's most beautiful, finely crafted, and acoustically perfect bells ever made. And that's worth chiming about!



Mollie McShane Fenger, great granddaughter of Henry McShane, with a McShane Bell in Dundalk, MD in 1979. Mollie passed away in February 2011.



Installers easily lift the lightweight 8" NIRON pipe into place.

First Major NIRON Pipe Installation

F.W. Webb mechanical contractor customer, Smart, LLC, is installing the innovative new NIRON PP-RCT Pipe and Fittings System in two IPG Photonics locations. IPG is the world's leading manufacturer of high-power fiber lasers.

"Watching 8" NIRON pipe go up into the ceiling easily by hand demonstrated how light NIRON is. If this was steel – NO WAY!"

– Jeff Young,
J&K Sales Associates
the manufacturers' rep
for NIRON in the region

The first application of NIRON pipe and fittings in IPG's Marlborough, MA facility is for chilled water piping and for the cooling towers. The second application is at the IPG headquarters in Oxford, MA, also for the cooling tower system. In both locations, Smart is utilizing 8" NIRON pipe for the main lines and 6", 4" and 2" for the branches – approx. 4,000 feet of pipe.

The main lines are being joined with butt welding, forming a permanent leak-proof bond without the need for couplings. Other joining methods being used in these installations are

socket fusion and electrofusion. The NIRON system offers four joining methods, none requiring traditional arc welding, and all considerably faster than arc welding.

Smart selected the NIRON system for the IPG project because NIRON pipe is significantly lighter and easier and faster to install. NIRON also requires less or no insulation than standard metal piping. These advantages, along with many others, result in lower overall installation costs for IPG, while delivering a superior piping system that is energy efficient, extremely stable, virtually maintenance free, and can last 100 or more years.

F.W. Webb Team on the IPG Project

John Dodge, Manager, Thermoplastic Piping Division, Methuen, MA

Steve McGlynn, Outside Sales, Thermoplastic Piping, Methuen, MA

Dave Prunier, Outside Sales, Methuen, MA



Butt welding, a combination of heat and pressure, joins the 8" NIRON pipe on the IPG worksite.



Completed ceiling installation.

Niron Expert Onboard



Offering in-depth product and applications expertise with polypropylene piping, **Chip Curtis** has joined F.W. Webb in collaboration with NUPI Americas to help establish the NIRON PP-RCT

thermoplastic pipe and fitting system in the Webb footprint. With extensive industry experience and contacts, Chip is serving as an ambassador for NIRON with prospects across the region. Chip founded and was president of Nextgen Energy Solutions for the past eight years, the last five of which he has focused intently on pioneering polypropylene random copolymer (PPR) into the marketplace. He led unrestricted state Plumbing Board Approval of the first PPR piping system in Massachusetts, as well as co-authored and taught state plumbing inspector and licensee continuing education for PPR with the MA Plumbing Board and the International Association of Plumbing and Mechanical Officials (IAPMO).

Contact Chip with NIRON opportunities or questions at chip.curtis@fwwebb.com.



Jack's Abby Brewery Expansion

by Phyllis Laorenza, Pipeline Editor, Marketing Dept.

When Jack's Abby Brewing needed to boost production in response to growing demand for its craft lagers, the Framingham, MA microbrewery turned to F.W. Webb for specialized processing products and equipment.

Plans to increase manufacturing capacity to expand the 12,000 sq. foot brewery operations began to coalesce in 2014. The goal was to build a significantly larger brewery with an integrated tasting room and restaurant. F.W. Webb, with its breadth of products and expertise to support craft brewers (and similar facilities producing beverages, food, pharmaceuticals and nutraceuticals), supplied products (see sidebar) and expertise.

Specialty Divisions involved:

- High Purity Process
- Commercial & Industrial Pumps
- Industrial PVF Specialties
- Thermoplastic Piping
- Process Controls



Rubber Fab Hose connects to GF COOL-FIT Piping System.

With assistance from F.W. Webb, the ambitious vision for the family-owned Jack's Abby Brewing has become a reality. The new facility is now a 67,000 sq. foot brewery with state-of-the-art brewing equipment and a glass-enclosed 5,000 sq. foot tasting room and restaurant with expansive views of the massive production floor. Lagers are flowing at double the production rate, business is great and growing, and the line at the restaurant starts early each Saturday night.

These products from F.W. Webb perform essential process functions at Jack's Abby:

- **Parker Hannifin Transair** aluminum pipe system for compressed air, vacuum and inert gas applications. Serving the brewery as lines for nitrogen and CO2 (carbon dioxide)
- **Georg Fischer COOL-FIT** to keep the beer cold (glycol cooling system)
- For magnetic flow metering, **Endress+Hauser** flow meters and instrumentation
- **Ampco** rotary lube pumps
- **Wilden** air-operated diaphragm pumps
- **Alfa Laval Gamajet** tank cleaning equipment
- **Gates LOL Plus** Lock-On Hose, high-performance push-on rubber hose, and LOL Plus Lock-On Fittings
- **Dixon** butterfly valves and fittings
- **Alfa Laval** clamps and fittings
- **Rubber Fab** hose and fittings in a multitude of sizes, fabricated by F.W. Webb

F.W. Webb Team on the Jack's Abby Project

Kinda Almon, Account Manager, High Purity Process Division

Mark Braatz, Account Manager, Process Controls Division

Dave Buckless, Account Manager, Industrial & Commercial Pump Division

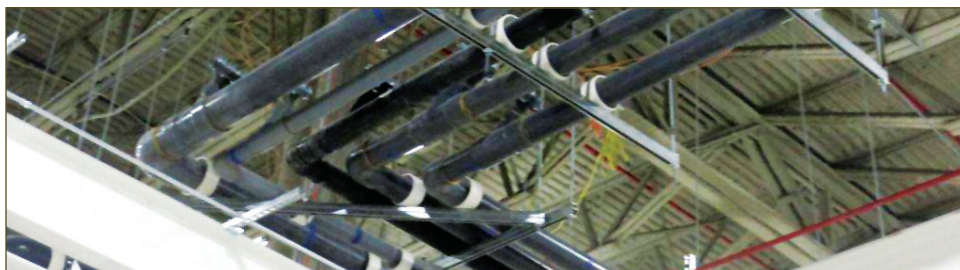
John Dodge, Manager, Thermoplastic Piping Division

Peter Marshall, Hose Expert, Industrial PVF Specialties

Steve McGlynn, Outside Sales, Thermoplastic Piping Division

Gary Rose, Product Manager, Industrial PVF Specialties

Numerous dedicated **Inside Sales Reps** from each division



Tackling a Million-Square-Foot Project

F.W. Webb Gets Foothold into Buffalo

by Phyllis Laorenza, Pipeline Editor, Marketing Dept.

F.W. Webb is working with Mollenberg-Betz Inc., a mechanical contractor firm in Buffalo, NY, to help build the largest solar panel manufacturing plant in the Western Hemisphere. The SolarCity facility is under construction in a sprawling new commerce park called Riverbend. This is the first major business foray for F.W. Webb in the Buffalo-Niagara region, where a huge construction boom is underway.



(L-R): Mollenberg-Betz Purchasing Manager Brenda McGinnis and President and CEO Van Mollenberg

F.W. Webb is providing engineered process piping solutions from Georg Fischer (GF). These piping lines will process pure water, waste liquids and other liquids during manufacturing. Webb is a full-line distributor in the Northeast for GF engineered piping solutions. As Mollenberg-Betz can attest, however, we do more than deliver essential inventory.

Finding the right partner

When Mollenberg-Betz was selected by the project's general contractor (LP Ciminelli) to install all the PVF for the high purity, water, chemical, waste, and general purpose process lines in the SolarCity facility, one of the first and biggest challenges was finding a capable distributor.

"Mollenberg-Betz has been in business for over 100 years and we have diverse expertise and depth. We seek out smart vendors to form cohesive, strategic partnerships with us for the benefit of our customers," said Van Mollenberg, president and CEO of Mollenberg-Betz.

Enter F.W. Webb

"Finding a PVF supplier in the region who could handle our extensive needs for the SolarCity installation was a top priority," said Brenda McGinnis, purchasing manager at Mollenberg-Betz. "With F.W. Webb we found a partner with the right solutions and customer service approach to execute this complex project successfully."

Georg Fischer Engineered Piping Systems from F.W. Webb for SolarCity

1. Polyvinylidene Fluoride (PVDF) Pressure Piping System
Application: DI Water for High Purity Processing
2. Polypropylene (PP) Pressure Piping System
Applications: DI Pre-Treatment and Return Process Lines
3. Polyethylene (PE)
Applications: Industrial Waste Drain Lines; Process Cooling Lines
4. Double-See™ Chlorinated Polyvinylchloride (CPVC) Double Containment
Application: Chemical Lines
5. Polyvinylchloride (PVC)
Application: General Purpose Process Piping



(L-R): Mollenberg-Betz Foreman Justin Takas inspects a delivery of GF PVC Pipe with F.W. Webb's Jim Matthews.

F.W. Webb Team on SolarCity Project

Project Manager: Jim Matthews, Industrial Plastics Product Manager

General Manager: Ed Robicheau, Syracuse, NY

Inside Sales: Jessica Garvey, Syracuse, NY

Outside Sales: Steve Perkins, Syracuse, NY

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F.W. Webb Gets Foothold in Buffalo

By the Numbers

- 1M** Square footage of SolarCity facility
- 17** Size of facility in football fields
- 900M** Cost of total construction
- 5** Lines of GF specialty pipe being installed
- 30** Percentage of GF pipe installed to date (Jan. 2016)
- 49** Branch supplying inventory and support (Syracuse, NY)
- 150** Times/hr. air refreshes in cleanroom where high purity lines are fabricated
- 85** Mollenberg-Betz personnel assigned to SolarCity Project
- 40** Typical number of contractor firms onsite daily at SolarCity
- 8** Large-scale commercial projects in the region
- 1B** Value of major construction projects underway
- 106** Years in business for Mollenberg-Betz
- 150** Years in business for F.W. Webb
- 10K** Daily output of solar panels SolarCity expects at full production



Mollenberg-Betz Journey Pipefitter Ryan Smith works in the Class 1000 cleanroom to fabricate GF high-purity pipe.

“F.W. Webb went the extra mile with product and installation training, and even further by simplifying certain requirements, and helping us establish a cleanroom to fabricate high-purity lines,” Brenda said.

“F.W. Webb has brought all its resources to bear on this large, unprecedented project,” Van Mollenberg said. “We have been thoroughly impressed with the company’s depth of expertise and ability and commitment to support us every step of the way.”

“We couldn’t have executed this project without F.W. Webb,” Brenda added. “As long as I’m in this job, we’ll be doing business with F.W. Webb.”

Upcoming Trade Shows and Events:

February 8-10, 2016

– **Maine Water Utilities Assoc. (MWUA)**
Holiday Inn by the Bay, Portland, ME

February 11, 2016

– **HVAC Dealers Annual Meeting (Invitation Only)**
Foxwoods Resort, Mashantucket, CT

March 5, 2016

– **PHCC of Massachusetts Annual Show**
Royal Plaza, Marlborough, MA

March 17, 2016

– **St. Patrick Counter Days for Customers**
F.W. Webb Stores throughout Region

March 29, 2016

– **Blood Drive**
F.W. Webb, Concord, NH

March 30-31

– **New England Water Works Assoc. (NEWWA)**
DCU Center, Worcester, MA

April 12, 2016

– **ISA Niagara Frontier Tech Expo**
Buffalo Marriott, Amherst, NY



Webb Adds Viega PEX

F.W. Webb is now offering the easy-to-install, customer-friendly Viega PEX Press system. It provides a total plumbing and radiant heating solution for our residential, commercial and industrial contractors. With the PEX introduction, F.W. Webb becomes an official full line distributor of Viega systems, which includes everything Viega offers.

The Viega PEX Press system includes easy press fittings in lead-free bronze or high performance polymer, flexible tubing with options for both potable water and radiant heating, and an innovative manifold system, called ManaBloc. In sizes from 3/8" to 2", the Viega PEX press system is compatible with previously installed metal piping systems.

The ManaBloc manifold system equips each fixture in a house or building with its own individual line for direct water on demand. By delivering hot water faster to the calling fixture, wait time, water use, and end-user cost is reduced. With ManaBloc, multiple faucets and showerheads can operate simultaneously without dramatic pressure drop or change in water temperature.

Game 2 F.W. WEBB Trivia Game

Take a Chance at Winning a \$50 Visa Gift Card

Correct entries received by the deadline will be put into a “hat,” from which five winners will be randomly drawn.

Where was Henry McShane born?

- A** Boston, MA
- B** Baltimore, MD
- C** Dundalk, Ireland

What new business is F.W. Webb planning to acquire next month?

- A** Water Coolers
- B** Water Works
- C** Irrigation

What relation was Frank Webb to Henry McShane?

- A** Son-in-law
- B** Brother-in-law
- C** Nephew

What year did Henry McShane purchase Stults & Mansur Co.?

- A** 1888
- B** 1889
- C** 1890

What type of brass item did McShane Manufacturing Co. NOT manufacture?

- A** Church Bells
- B** Plumbing Products
- C** Trumpets



Winners will be notified and listed in the next issue of *Pipeline*, along with the answers and the next set of questions.

[Click here to play Game 2](#)

Game 2: Deadline February 29, 2016

Name: _____

Branch #: _____

How to participate:

Preview the multiple choice trivia questions presented on this page.

Online

Click “[Game 2](#)” to take the survey online. Respond by the deadline.

By Mail

If you don’t have computer access, make a copy of these questions, fill in your name and branch #, circle your answers, and send by the deadline to: Lisa Mooradian, Corporate Office, Bedford, MA.

Employees are allowed one entry per game. *Good Luck!*

Winners of Game 1 of the F.W. Webb History Trivia Contest

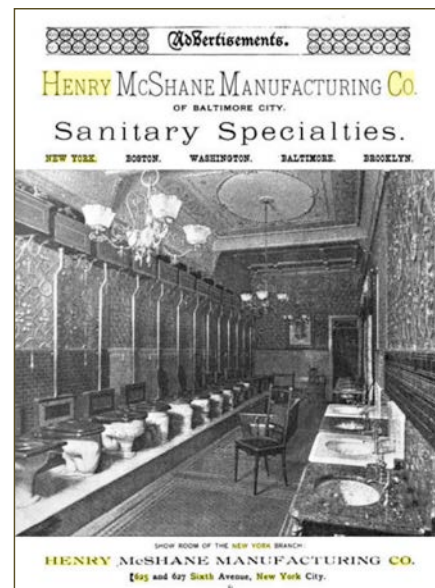
Congratulations to the five winners of the inaugural F.W. Webb Trivia Contest from *Pipeline*, December 2015. Each received a \$50 Visa Gift Card. They are:

- **Bonni DiCarlo**, Showroom Sales Associate, Northampton, MA
- **Marlene Gebeyan**, Accounts Payable, Watertown, MA
- **David Guinard**, Former Store Manager, Barre, VT
- **Diane Hyland**, Showroom Manager, Gloucester, MA
- **John Pelich**, Inside Sales, Methuen, MA

They were randomly selected from the batch of correct entries.

Game 1 Questions and Correct Answers:

1. Who was the original founder of the company in 1866? **John V.N. Stults**
2. What street in Boston was the first F.W. Webb building located? **Elm Street**
3. What was the name of the company when it first opened? **Stults & Co**
4. What type of bathroom facilities did most people have in their home in America in the early 1860’s? **Outhouse**
5. What is the most recent location that F.W. Webb acquired? **North Brunswick, NJ**



An advertisement for the Henry McShane Manufacturing Co. Showroom in New York City, circa 1892

Webb Cam



(L-R): Kyle Manni, Inside Sales, & Paul Hambly, Outside Sales, were winners of an "Ugly Christmas Sweater Contest" at the Hyannis, MA branch. Each won a knitted F.W. Webb pom-pom hat.



(L-R): Benjamin Rafla, son of Therese Rafla, Credit Clerk, Bedford, MA, and Chantheary Sok, Credit Clerk/Bedford, with Toys for Tots donations in lobby of corporate office.



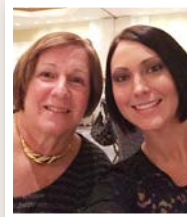
Pam & the real Tom Brady



Carol Morris & Nikki LaFontaine



(Clockwise L-R): Alicia & Fred Criniti, Linda & Mike Leander, Diane & Ernie Coutermarsh, Marina & Joe Ruggiero, Lynda & Tim O'Connell at the Greater Boston area Holiday Party.



Diane Salerno & Sheri Bertrand

On the set of filming our new TV Ads



Ray DiPirro's house, featured in the "Epic Rain" ad, is readied for rain and filming.



(L-R): The director oversees prop set-up by Dave Ferreira, Inventory Control, and Chris DiRienzo, Counter Sales, Bedford, MA, for the "Industrial Emergency" ad.



(L-R) David Balch, CD Fleet Supervisor, with retired driver Hank Ouellette

Hank Ouellette Hangs Up his Keys after 1M Miles

by Chris Fuery, Operations Manager, CD

CD Management and F.W. Webb are happy (for him) and sad (for us) to announce that CD Fleet Driver Hank Ouellette retired on January 8, 2016. After nearly 14 years behind the wheel for F.W. Webb, Hank has driven off the lot here at CD as an employee for the last time.

Hank leaves the company with a stellar driving record. With over one million miles of driving for F.W. Webb, he had zero at-fault accidents. Here are some other Fun Facts about Hank:

- Hank enjoys riding his Harley Davidson in the warm weather months.
- Hank drove for Clean Harbors and Shaw's Supermarket before joining Webb.
- Hank has a 45' boat he has been restoring the last few years and plans to live on it in Portland, ME.
- Hank remains close with several current and former CD drivers, and plans to keep in touch as often as possible.

Pipeline congratulates Hank Ouellette on his impressive and successful driving career and wishes him blue skies and happy trails on all the roads ahead.



Customers Impressed by Boilers and Furnaces in the Making

By Matt Bliven, Store Manager, Allentown, PA

For a close-up look at how the F.W. Webb TRIO boiler is meticulously constructed, we took a small, hand-selected group of Allentown customers to the Boyertown Furnace Company in Boyertown, PA. The TRIO boiler line is assembled there to our quality specifications.



During the tour we were able to see the assembly of the TRIO boiler, as well as allow the customers to get 'hands on' to test the quality of the boiler jacket. We also observed the assembly of Regal Furnaces, along with testing equipment used by Boyertown to ensure quality of both the TRIO and Regal.

After Boyertown, the tour went next door to A.W. Mercer, Inc., a sheet metal fabrication facility that creates the boiler jackets for TRIO. We watched Mercer's new laser-guided fabrication machine in action and visited their powder coating paint room.

The customers were vaguely familiar with the TRIO before the tour and blown away afterwards. They were genuinely engaged throughout the visits, with one customer emailing the branch for quotes before we were done with lunch!



The **TRIO boiler** by PurePro® comes in a number of residential and commercial models. All offer high efficiencies, convenient serviceability, and low mass European 3-Pass Technology. TRIO boilers are constructed of GG20-rated cast iron for Thermal Shock Protection and durability. Models are available for oil, gas or propane. Several of the residential models are energy-star rated, while the commercial TRIO for businesses and multi-unit buildings comes in seven models, ranging from 240 to 629 MBH.

From the Extremely Happy Customer Files:

Process Controls Customer Delighted by Customized Control Cabinets

TRC Solutions, a premier engineering company for the electrical power and distribution industry, recently ordered custom-built relay and control cabinets from the F.W. Webb Process Controls Division. The cabinets (pictured) are an important component of a simulated utility substation at TRC's new Testing and Commissioning Training Lab in Lancaster, PA.



The simulation lab is used to train TRC employees who install, start-up, service and upgrade actual substations for TRC electrical utility power customers. According to Brian Moores, chief engineer, Testing & Commissioning Services at TRC, the lab allows TRC technicians and engineers to learn and train in the relative safety of a controlled environment. "When they get into the field, these professionals will be working in high-risk situations on or near energized equipment; there is no room for mistakes," he emphasized.

Moores called the customized control cabinets he received from F.W. Webb "a work of art." His long list of compliments for the Process Controls Division also covered customer service that goes "above and beyond" and included other praise such as "solutions provider, reputation for quality," and "responsive, friendly and attentive" people.

"The cabinets exceeded our expectations and we truly appreciate your outstanding customer service and commitment to quality. Job well done!" he said. "Not only is the lab providing training benefits to our employees, but we are also showing it to existing and potential clients, and we do not hesitate to let them know who built the cabinets."

People On The Move



Patrick Casey has been transferred from Operations Manager of Methuen, MA to Store Manager of Woburn, MA. Patrick joined F.W. Webb in the CIP program in January 2008. He worked initially out of Woburn, while working closely with the Haverhill, MA location and CD.

He became OM in Methuen in October 2011. With a focus on inventory, operations and customer service, he hopes to expand and diversify the product offering in Woburn to attract and grow new and existing customers in the area. Patrick holds a Bachelor's degree in Human Resource Management from UMass Dartmouth and worked as a Building Operations Manager in college.



There's a new sheriff in town. **Anthony Dineen** has been promoted from Inside Sales to Store Manager in Falmouth, MA. Anthony joined the company in 2008 in the warehouse and as a driver. From there he went to Inventory Control for a couple years, followed by counter sales, and then Inside

Sales. Anthony was born on an Army Base in Fort Knox, KY and subsequently lived in five other states. He attended Cape Cod Community College for one year before entering the HVAC trade. Prior to F.W. Webb, he was an HVAC installer for five years. "Our store is only a couple years old and has room for growth," he said. "We have a great team of people and I look forward to building sales." In 2012, Anthony was sworn in as a Deputy Sheriff for Plymouth County, a part-time job he does on nights and weekends.



Serving until recently as the Refrigeration Products Manager, **Chuck Fiorino** is now Director of Trade Sales for F.W. Webb. In addition to refrigeration sales, Chuck is now responsible for overseeing the trade sales effort of Webb's core Plumbing and Heating businesses, as well as wholesale

merchandising management. Based in Bedford, MA, Chuck will maintain his active travel schedule throughout the region, working closely with General Managers, Product Managers and Outside Sales to "create a team effort around the common goal of satisfying our customers." Chuck has been with the company since 2002.



The new Store Manager in Dedham, MA is **Patrick Fitzsimmons**. Patrick has been in the CIP Program for the past three years, based out of Brockton, MA. During a time of transition, Patrick has been lending a helping hand over the past year and a half in both the Bellingham, MA and Dedham

stores. In his new role, Patrick said he is "looking forward to working with the great team in place to further expand product lines and improve operational procedures and customer satisfaction." He holds two degrees from UMass Dartmouth – a Bachelor's degree in Operations Management and an MBA.



Joe Jaskal has moved from Operations Manager of Woburn, MA – a position he held since joining the company in 2013 – to Operations Manager of Methuen, MA. Joe says he will lean on his past business experiences to improve operational performance, while continuing to learn

from the talented Methuen team. Prior to coming to F.W. Webb, Joe was the Director of Distribution and Supply Chain for a nutritional supplement distributor, where he ran high-volume distribution centers. Joe is from Manchester, NH and attended Keene State College in Keene, NH.



Vermont native **Jeff Mason** is the new Operations Manager in Rutland, VT. Jeff was promoted from Inside Sales. Since joining F.W. Webb in 2002, he has worked in several positions, starting with driver/warehouse, order puller, counter, and defective/warranty returns/inventory.

As the new OM, improving customer service and satisfaction by having the right products on the shelf when customers need them is a top priority. He holds a Bachelor's degree from the College of St. Joseph in Rutland and was a national call center supervisor for The Home Service Store and an assistant Guest Service manager for Killington Ski Resort before joining Webb.

Continued on page 14

People On The Move



Liquid Propane Gas (LPG) expert **Rich Harvey** has been promoted from Training Coordinator to LPG Product Manager. Charged with helping to build the propane products business throughout the footprint, Rich, an 18-year veteran of the company, will continue to be based out of Hartford, CT. With the acquisition of Victor Manufacturing in 1998, Rich joined F.W. Webb as an Inside Sales Rep and has served as LPG trainer for the past four years. He was with Victor in various capacities for five years and started his career as an LPG bulk plant installer for ProChem/Diversco where he quickly moved up to lead installer/field service supervisor. Rich attended the Indiana Institute of Technology. Contact Rich at rlh@fwwebb.com to discuss LPG applications and opportunities.

Dean Stefanski Appointed to Favarh Fundraising Committee



Hartford, CT employee Dean Stefanski was recently named to the Fundraising Committee of the Favarh organization. Dean's father, Dick Stefanski, Inside Sales, Hartford, is on the Board of Directors of this local non-profit. Dean has been involved with Favarh for the past 15+ years as a Special Olympian and in after-

school activities. Favarh helps people with intellectual and developmental disabilities live as independently as possible, experience continual growth, and live the lives they want to lead.

Working part-time in the warehouse, Dean has been a happy and proud employee of F.W. Webb since 2008. "His friendliness, earnestness, and zest for people and life bring great joy to all his colleagues and everyone who has the pleasure of knowing him," said Ruth Martin, VP of Human Resources. "You can't help but smile and be happy in Dean's presence."

"Dean is a special part of our team and we are so fortunate to have him," said Hartford GM Phil Vultaggio. "He is truly loved by so many, whether they be employees, customers or vendors."

According to Dick, the Fundraising Committee has an important undertaking as it tries to raise money for two new Favarh buildings to better serve its clientele. For more information on this terrific organization, visit favarh.org.

Congratulations and successful fundraising to Dean!



Budding Pitcher Spends Off-Season 'Training' at F.W. Webb



F.W. Webb employee Ben Libuda (Auburn, MA) is pursuing a goal he has had since he was four years old – to make the big leagues. Ben pitched at Auburn HS and for Worcester State University before

he was drafted by the Atlanta Braves in the 26th round of the amateur draft last June. He spent most of last summer pitching in the Braves farm system.

"I have known Ben Libuda all his life and he has been chasing his dream of being a major league pitcher since childhood. This off-season I was able to hire him to work in Auburn until he gets the call to return to spring training," said Jim O'Connor, Operations Manager, Auburn.

"The Braves want him to add some bulk and muscle to his 6'7" frame. I thought the best way to do this was to handle and stack pipe all day," Jim said. "Being a 6'7" left-handed pitcher who throws mid 90's is pretty intimidating!"

Pipeline wishes Ben Libuda best of luck in his baseball career and lots of pipe to load and handle for F.W. Webb in the meantime!

The Places F.W. Webb has called “Home”

We’ve been learning with great interest about the leaders of F.W. Webb, beginning at the company’s inception 150 years ago as Stults & Company Plumbing Supply. As part of our historic journey this 150th anniversary year, we’re also going to visit the places we call home.



Interestingly, for a company that spans a century and a half, we’ve only relocated our headquarters three times, preferring instead to settle in, and only moving when business conditions warranted. And, we’ve always selected Boston and the Boston metro area as our home base.

Tracing our roots back to Stults & Co. in 1866, our first headquarters

was located on 50-60 Elm Street in Boston, what is now the Government Center area. John Stults ran his business there – the second plumbing supply house established in the Boston area – for seven years before partnering with Henry Mansur. The new company, Stults and Mansur, operated in the same location in the heart of Boston for another 15 years.

Henry McShane and his sons followed, with McShane’s brother-in-law Frank Webb running the Boston branch of McShane’s Baltimore-headquartered company. The Elm Street location was a fixture in the Boston area – home to the eventual F.W. Webb Manufacturing Company. Our initial headquarters was a mainstay – where we put down roots the longest – for 66 years.



Boston map from 1864 shows Elm Street, not far from the area now known as Quincy Market, a popular tourist destination.

F.W. WEBB CELEBRITY LOOK-ALIKE



Christian Slater
American Film
Actor



Marty Cook
Store Manager
Bedford, MA

Submitted by: Phyllis Laorenza, Bedford, 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 by March 11, 2016 for the April Celebrity Look-Alike Contest.

Georg Fischer Kudos for F.W. Webb

F.W. Webb was featured prominently in an employee magazine published and distributed globally by Georg Fischer (GF), one of our premier manufacturers of thermoplastic piping systems. The four-page article, titled “Strong Partners,” lauds the close relationship the two companies have forged over the past five years, calling it ideal. “F.W. Webb has proven to be a very dependable

partner,” said Ryan Warner, Northern Regional Director of GF Piping Systems North America. “The company has many customers who are well served by our partnership.”

Turn to page 9 of *Pipeline* to read about the engineered piping solutions from GF going into the SolarCity project in Buffalo.



(L-R): John Dodge and
Ernie Coutermarsh

[Click here to see the GF article.](#) ▶

Webb Spotlight

Cullen Walker



Webb Vitals

**How long you've worked
at F.W. Webb:**
8 years

Your role at F.W. Webb:
I manage the store warehouse; I'm
responsible for shipping, receiving and
coordinating trucking out of our store.

Your F.W. Webb location:
West Bath, Maine

Describe one of your greatest experiences working for F.W. Webb.

One of the best times of the year is the Twelve Days of Christmas Expo/Party for customers at our store. I'm responsible for preparing the warehouse for setup and decorations. An important part of the event is to collect for the Marines' Toys for Tots drive. This past year we collected nine tall boxes of toys and seven bicycles. I'm proud to be a part of this!

Tell us something about yourself that would surprise us.

Many years ago, I was diagnosed with kidney disease, a hereditary condition. Eventually I entered end stage renal failure and started dialysis treatments three nights a week while continuing to work full time at Webb. I became eligible for a kidney transplant and received the call from Maine Medical Center on December 2, 2013 – the day my life changed for the better! I still receive follow-up care but am able to enjoy life without restriction.

Where is the most interesting place you have visited?

In 2001, my wife Christine gave me a trip to Alaska to see the 1,049-mile dogsled race, the Iditarod. I saw the start of the race and met several of the popular mushers and their dogs. I also visited the Alaska Zoo, Wolf Song of Alaska, and more. It was amazing and a highlight of my life!

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

Five years ago, while undergoing dialysis and awaiting a transplant, I was inspired by the patients I met at the Maine Medical Center. Many of them travel far to receive ongoing care and need basic supports. So, my wife and I were determined to help. We started a "Golfing FORE! Kidneys" tournament to raise funds while educating others about kidney health and kidney disease, and promote organ donation. Over the five years of tournaments, we have raised about \$35,000 for the Maine Transplant Program's Patient Assistance Fund.

I can't go a day without [fill in the blank]:

Family. I look forward to coming home every day to see my wife and daughter Gabby, and even our pets, too! I love hearing about Gabby's school day and helping coach her softball team (she's a great pitcher!). We like to fish, spend time at the beach, and hang with friends.

Our New Website is Up and Running

Have you explored the new fwwebb.com? As reported in the December 2015 issue, the new site is a totally redesigned, customer- and mobile-friendly online destination for product and solutions information. We've achieved an integrated "one-company" look and feel in a smart, streamlined and content-rich format.

We hope you are using the new Events and Training calendar to list your local customer activities. Every location has an Event Administrator who can submit your events to be published on the site, at any time. For more details on the calendar and the website in general, refer to page 3 of the [December issue](#).

Your input on the new website is welcome. Send your comments to marketing@fwwebb.com.



F.W. Webb Welcomes the Following New Employees

- **Keith Ackerman** – Outside Sales, Nashua, NH
- **Bradley Auwarter** – Commercial HVAC Estimator, Binghamton, NY
- **Kevin Benoit** – Warehouse, St. Johnsbury, VT
- **Danielle Bohm** – Inside Sales, Elmwood Park, NJ
- **Ryan Casey** – Technical Assembler, Cranston, RI
- **Lisa Daviau** – Counter, Auburn, MA
- **Veniamin Gavriluk** – Warehouse, Springfield, MA
- **Stanley Gregorowicz** – Outside Sales, Elmwood Park, NJ
- **David Harvey** – Inside Sales, South Portland, ME
- **Matthew Kane** – Inside Sales, Canton, MA
- **Cara Klucky** – Office Administrator, Concord, NH
- **Benjamin Libuda** – Warehouse, Auburn, MA
- **Ryan Lindley** – Counter, Gloucester, MA
- **Heather Marston** – Office Administrator, Manchester, NH
- **Enrique Martinez** – Driver, New Haven, CT
- **Brian Mayhew** – Warehouse Supervisor, Williston, VT
- **Jacob Mellin** – Warehouse, Methuen, MA
- **Kevin Mitchell** – Counter, St. Johnsbury, VT
- **Jillian Moore** – Receptionist, Boston, MA
- **Steven Morgan** – Driver, Bedford, MA
- **James Murray** – Inventory Control Clerk, Canton, MA
- **David Page** – Inside Sales, Nashua, NH
- **Jeffrey Rock** – Warehouse, Watertown, MA
- **Maitland Root** – Warehouse, Plattsburgh, NY
- **Ismael Salinas** – Warehouse, Newburgh, NY
- **Matthew Schoener** – Senior Accountant, Bedford, MA
- **Paul Sears** – Driver, Methuen, MA
- **Robert Shedd** – CIP, Williston, VT
- **Deborah Sullivan** – Showroom Sales, Bellingham, MA
- **Gareth Thomson** – Warehouse, Williston, VT
- **Joshua Torrey** – Driver, Binghamton, NY
- **Jhon Velasquez** – Warehouse, Newburgh, NY
- **Robert White** – Outside Sales, Hartford, CT
- **Corey Whitman** – Warehouse, Hingham, MA

New General Manager in New Jersey



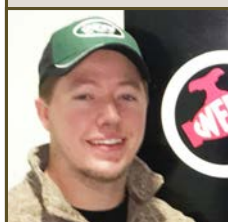
Sean Kelly is the new General Manager of the North Brunswick and Pleasantville, NJ locations. Prior to joining F.W. Webb in January, Sean was a market manager for the Northern NJ region for Grainger. He previously was a regional manager for the Brickman Group, landscape architects and contractors, in NJ, Southern NY, and CT. A native of NJ, Sean graduated

from Rutgers University with a Bachelor of Science in Landscape Architecture. He is also a certified EMT and firefighter in the state of NJ. His goals as GM are to continue assimilating the Grant Supply organization into the F.W. Webb family, grow brand recognition of F.W. Webb in the NJ marketplace, and provide a positive and consistent leadership presence for the NJ team and customers.

SHOUT OUT

New Employee Earns a Shout-out

One of our newest employees in Queensbury, NY, was loading up a customer's vehicle on a recent afternoon when he spotted a wad of money blowing around the parking lot. Once the customer was serviced properly and on his way, **Taylor Weaver** chased down the money and immediately brought the cash, in the



precise amount of \$601, to his colleague in the warehouse, long-time employee Mike Bennett. The found cash then made its way to Warehouse Supervisor Terry Fisher and GM Chad Bliss, who was able to go

through video footage of the parking lot that day. Chad spotted the customer dropping the money just one step away from being out of view of the camera. When the customer was reached and asked him how much he had lost, he answered \$601.

As a reward for finding the customer's money, Taylor was taken out to lunch by Terry, Chad and OM John Crispino. "It's great to know we were able to find and return it all," Chad said. "It's also wonderful to know we have such great stand-up employees, who returned all of the money without any thought of doing otherwise."

Congratulations Taylor and welcome aboard!

February is Heart Month

Heart disease is the leading cause of death for men and women in the U.S. Every year, 1 in 4 deaths are caused by heart disease. Making healthy choices can lower the risk of developing heart disease. Controlling and preventing risk factors is also important for people who already have heart disease.

American Heart Association Recommendations:

- Watch your weight
- Quit smoking and stay away from secondhand smoke
- Control your cholesterol and blood pressure
- If you drink alcohol, drink only in moderation
- Get active and eat healthy



December 2015 & January 2016

Work Anniversaries

5 Years

Andrew Belanger
Amherst, NH

Danielly Calo
Amherst, NH

Michael Canfield
Binghamton, NY

Walter Chamberlain
Amherst, NH

Jeffrey Claffin
South Portland, ME

Kraig Clark
Waterbury, CT

Mark Gigliotti
Nashua, NH

Jeffrey Gobbi
Dover, NH

James Jenson
Winslow, ME

Derek Jones
Augusta, ME

5 Years *(continued)*

Evan Keighley
Cranston, RI

Shaun Leblanc
Amherst, NH

Stephen McColgan
Brockton, MA

James Paulhus
Cranston, RI

Kieran Roddy
Syracuse, NY

James Root
Binghamton, NY

Jayson Schneider
Manasquan, NJ

Joshua Stumbaugh
Albany, NY

William Werden
Brattleboro, VT

10 Years

Matthew Anderson
Greenfield, MA

Melissa Barney
Cranston, RI

Michael Bifano
Albany, NY

Barton Charland
Plattsburgh, NY

Leopoldo Hiraldo
Amherst, NH

Nicholas Pelletier
Augusta, ME

Dana Rand
Biddeford, ME

David Richards
Dover, NH

Carol Rosinski
Bedford, MA

15 Years

David Andrew
Boston, MA

Ramon Arcila
Amherst, NH

Christopher Bennett
Lewiston, ME

Greg Burnham
Albany, NY

Robert Guilfoyle
Woburn, MA

Jason Hillis
Woburn, MA

Ronald Paquin
Manchester, NH

Timothy Marchand
Cranston, RI

David McGlynn
Methuen, MA

15 Years *(continued)*

Ian Power
Methuen, MA

William Stapinski
Sturbridge, MA

Dee Dee Whiting
Bedford, MA

25 Years

Richard Collier
Syracuse, NY

Jude Corso
Haverhill, MA

30 Years

Jay Collins
Concord, NH

Retirees

- **Donald Bergeron**, Inside Sales, Concord, NH after 10 years
- **Frank Janieck**, Counter, Bergen, NJ after 3 years
- **John O'Coin**, Inside Sales, Winslow, ME after 18 years
- **Henry Ouellette**, Driver, Amherst, NH after 14 years

Births

- **Walter DiPirro** born November 30, 2015, son of Chris and Mary DiPirro, Malden, MA
- **Nora Forget** born November 30, 2015, daughter of Joshua and Emilie Forget, Bellingham, MA
- **Ariana Demma** born December 18, 2015, daughter of Brad and Alison Demma, Amherst, NH
- **William Sramowicz** born December 31, 2015, son of Peter and Samantha Sramowicz, North Brunswick, NJ

Promotions

- **Michael Burton**, Inside Sales to HVAC Estimator, Ballston Spa, NY
- **Tyler Dickinson**, Counter to Inside Sales, Lebanon, NH
- **David Harvey**, Counter to Inside Sales, South Portland, ME
- **Nathan Luther**, Warehouse to Inside Sales, St. Johnsbury, VT
- **Chris Murray**, Counter to Inside Sales, Pittsfield, MA
- **Chris Souza**, Counter to Inside Sales, Hyannis, MA
- **Dale Swartz**, Warehouse to Counter, Hyannis, MA

Pipeline is the employee newsletter of the F.W. Webb Company. It is published bimonthly in February, April, June, August, October and December by the F.W. Webb Marketing Department. Employee submissions – news tips, articles and photos – are welcome and encouraged at pipeline@fwwebb.com. Current and back issues are posted on the company intranet.

Pipeline is an internal publication for employees only.