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THE

JULY 2009  
VOL 64, NO. 7

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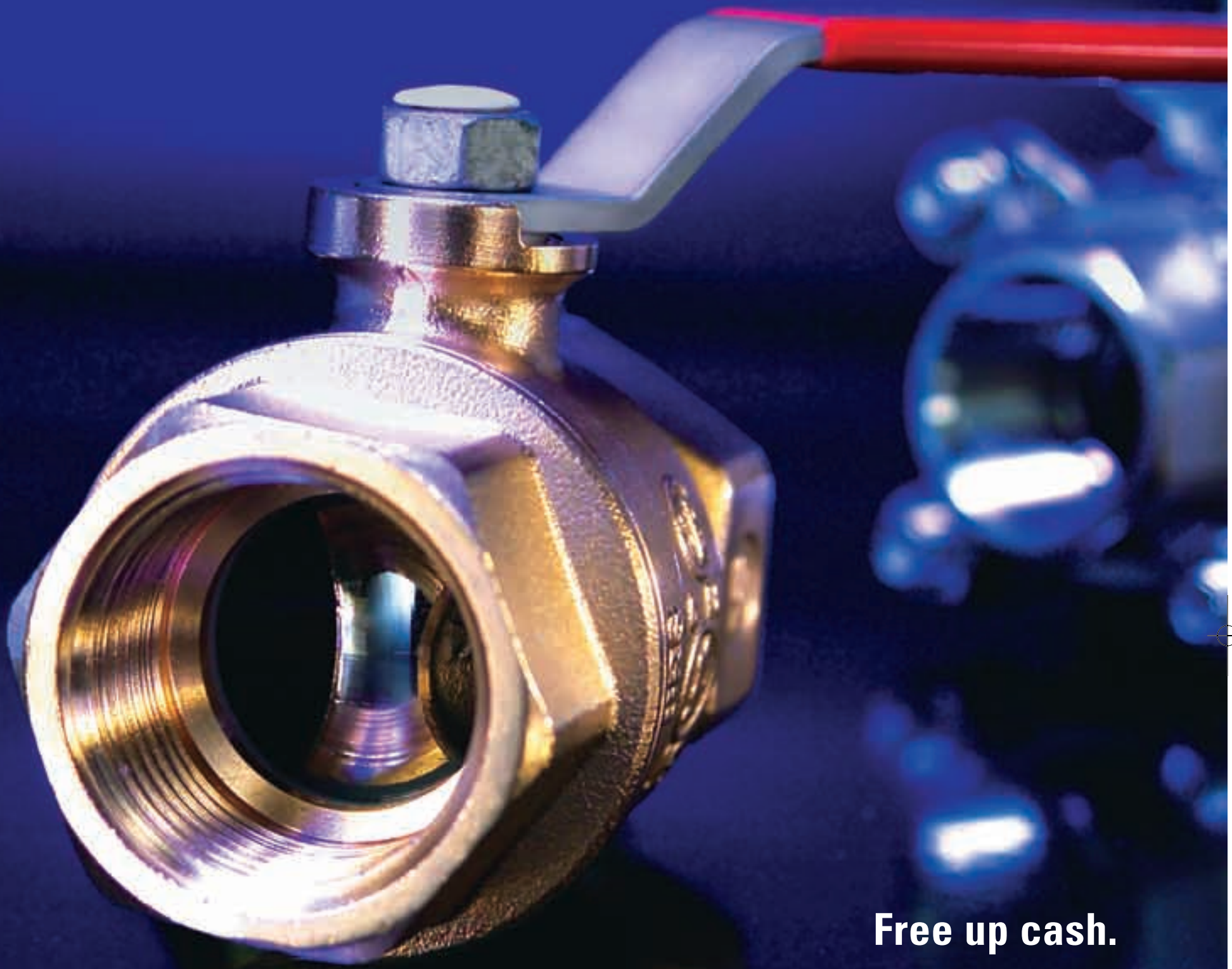
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## Lute Supply to open new mega headquarters facility

PORTSMOUTH, OHIO — Representatives of Clay Township (Ohio) board of trustees, fire department and zoning committee recently toured the future home of Lute Supply, just a few miles north of the Portsmouth city limits.

Lute Supply is a family owned company that began operations in Portsmouth in 1952. The company has grown into one of the top 150 wholesale distributors of plumbing, heating and cooling in the U.S. Lute Supply also offers one of the largest kitchen and bath showroom networks in the Tri-State area.

Brian Hancock, senior vice president, noted that the current headquarters serves branches in Ohio, West Virginia, Kentucky and Indiana and has outgrown its current facilities.

The company has operated two wholesale locations in Portsmouth and will now be able to combine these two locations into one at the new facility in phase one of the project. Phase two will be the renovation and relocation of the company's headquarters and corporate offices.

The new location will be more than 96,000 square feet of buy-it-yourself homeowner products, professional sales/service counters, showrooms, offices and warehouse space.

Lute Supply plans to incorporate a "green" approach to design, construction and operations at the new location. A state-of-the art geothermal heating and cooling system and many other energy-conserving technologies are planned. New customer conven-

ience traffic and parking patterns to facilitate additional traffic are being developed. In addition, four new shipping/receiving docks and two customer loading areas are planned for the facility.

The demolition phase of the project is nearing completion. Chris Lute, CEO of Lute Supply, said, "This location will be incredibly accessible to an increased number of customers. The sheer size of this facility will allow us to present new products and services in a way we just couldn't realize in our current location. I am overwhelmed with the responses we have already received from this community."

President and chief operating offi-



Family owned Lute Supply's new 96,000-square-foot location will offer do-it-yourself products, professional sales/service counters, showrooms, offices and warehouse space; it incorporates a green approach to design, construction and operations.

cer Jason Lute added, "We expect to be making the initial transition from our current locations to this facility as early as August. Phase II of our plans will begin later this year and into 2010."

## Johnstone Supply expands with new Northeast facility

PORTLAND, ORE. — In response to strong sales and demand in the region, Johnstone Supply is moving to a new, larger



parts and equipment Distribution Center serving Johnstone stores in the Northeast. The state-of-the-art facility is based in Lehigh County, Pa., close to the cooperative's current distribution facility in

Allentown.

"We're proud to say that our sales growth in the Northeast has greatly exceeded expectations since we opened the original facility five years ago," said Johnstone vice president-supply chain Ray Kernagis. "We want to make sure that product availability and delivery speed remain at the highest level, and meet capacity requirements over the next 10 years."

Kernagis said the new center will not

only be significantly larger, it is custom-designed for even more efficient, accurate and fast shipping operations. The facility design is based on Johnstone's cutting-edge regional distribution centers recently opened in Las Vegas and Jacksonville.

The new 156,000-square-foot Allentown facility will begin receiving inventory in September 2009, and begin shipping deliveries from the new Johnstone facility in October. Johnstone Supply will conduct operations in both facilities, during the transition, to ensure there are no impacts to product deliveries or customer service.

The new facility will service 83

Johnstone Supply stores in the Northeast, offering next-day delivery and

**"Our sales growth in the Northeast has greatly exceeded expectations since we opened the original facility five years ago... We want to make sure that product availability and delivery speed remain at the highest level..."**

the opportunity to stock a customized line of products especially suited for the region. With the ability to deliver products within 24 hours and enhanced product lines that meet the specific needs of Northeast HVAC contractors, the new center will allow Northeast Johnstone stores to further expand their product offerings and offer improved inventory availability and shipping accuracy.

The new Northeast distribution center marks the third such facility in the last two years; all part of Johnstone Supply's ambitious strategic distribution model covering every region in the country. Completed in 2008, the system of five regional distribution centers has benefited customers and stores nationwide. The distribution network provides faster shipping, including next-day delivery and customized regional product selection.

Johnstone Supply is a leading cooperative wholesale distributor in the HVAC industry, with over \$1 billion in annual sales and 340 independently owned store locations across America. For additional information, visit [www.johnstonesupply.com](http://www.johnstonesupply.com).

## Hornsby steps down as Wolseley CEO; successor appointed

READING, ENGLAND — On June 30, Wolseley PLC announced that Chip Hornsby has stepped down as Group chief executive with immediate effect. Ian Meakins was appointed to succeed Hornsby as Group chief executive effective July 13.

Hornsby has spent over 31 years in the construction materials distribution industry, joining the Wolseley Group through its acquisition of Ferguson in 1983. Since taking over as Wolseley CEO in August 2006, he has led the drive to reduce costs and improve cash flow in response to increasingly challenging trading conditions arising from the global financial crisis.

Meakins, 52, was until recently chief executive of Travelex Holdings Ltd, an international foreign exchange and payments business. He

has considerable international operational experience and was previously CEO of Alliance UniChem plc until its merger with Boots in July 2006. Prior to that he was president, European Major Markets and Global Supply for Diageo plc, between and spent over 12 years with the company in a variety of international management positions. He was also a non-executive director of mm02 plc.

John Whybrow, Wolseley plc chairman, said: "The Board recognizes Chip's significant contribution to the Group throughout a long and distinguished career, including nearly three years as chief executive, during which time Wolseley has faced some extremely difficult market conditions, and we wish him well for the future.

"Ian brings a wealth of operational experience in global business, having

undertaken a number of leadership roles in brand, retail and wholesale distribution operations on an international scale. His track record on improvement of business performance

**"The Board recognizes Chip's significant contribution to the Group throughout a long and distinguished career..."**

is impressive and we are delighted to welcome him as CEO."

Meakins commented: "Wolseley is a company with a proud history and an exciting long term future and I am delighted to be appointed chief executive. I look forward to getting to know the business and working with employees to help manage through the current tough conditions, while further clarifying the strategy and execution to ensure we deliver value to our shareholders."



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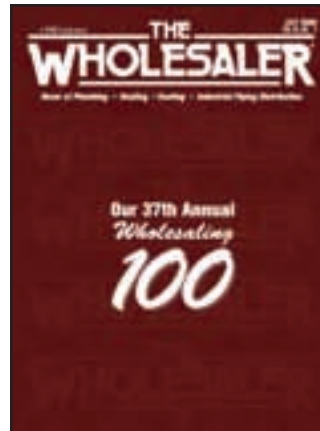
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## The Front Page

This unique, elegant cover signifies the 37th year in a row that we present our Top 100 Wholesalers listing, a valuable resource packed with information about the biggest players in the plumbing, heating, cooling and piping wholesale distribution industry. The listings begin on page 36.



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**Q&A with Howard Coleman****Learn now, lean forever, Part 2**

Last month, we began an interview with Howard Coleman, principal of MCA Associates and a regular contributor to THE WHOLESALER. Coleman graciously shared his thoughts on "Lean management" with editorial director Mary Jo Martin. This is the conclusion of that interview.

**MJM:** How does a wholesaler get started on this lean journey? I call it that because earlier you said it's not a single event, but rather continuous improvement.

**Coleman:** That's right Mary Jo. The most successful companies who take this journey do not just view it as a destination, they are continually looking at their processes — the way they do things. I like to call it "striving for operational excellence." They continually remove successive layers of waste as they are

uncovered — just like peeling an onion.

Looking at it from the top-down, consider what I call "The Seven Wastes." Whether it's product, paperwork, people's attitudes, ergonomics, technology or information flow, every organization encounters these wastes:

- Overproducing — Doing work before it is needed or more than what is required. It surely does not improve efficiency. It consumes resources and may lead to other subsequent "wastes."
- Waiting/Delays — Waiting for people, product, equipment or information. It adds no value to the service or process. It only adds to the queue and the time necessary for work to be done.
- Inappropriate Processing — A complicated process, having to recheck other people's work, re-entering information, etc.
- Unnecessary Inventory — It takes

up space, ties up money, results in potential obsolescence, and can become an issue of safety and damages.

- Unnecessary Motion — Unnecessary leaning, climbing, bending, poor ergonomics, etc., are common examples, not only in warehouses, but in administrative offices, too.
  - Defects — Error-riddled work that needs to be redone or results in a poor quality result.
  - Unnecessary Transport — Having to move product, paperwork, employees or information too far or through unnecessary obstacles.
- In our work with clients we urge them to use these "Seven Wastes" as their starting points, regardless of what functional area they happen to focus on.
- So, as any company decides to examine the potential benefits of Lean Thinking methods, I usually suggest



Howard Coleman,  
principal of  
MCA Associates

that they consider adopting the following views or perspectives:

- Focus on value to the customer and waste — Those areas where additional value can be derived by the customer like better service, more competitive pricing, or providing the opportunity for more capacity in your organization to perform other value-added services without incrementally increasing costs.
- Understand your "value-streams" (Turn to Seven deadly... page 10.)

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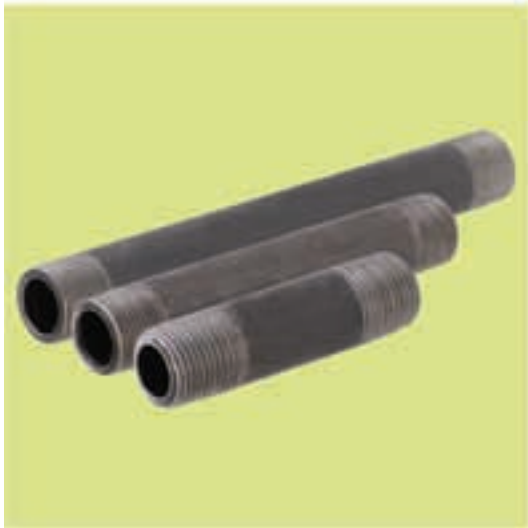
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## Seven deadly wastes impede 'lean' operations

(Continued from page 8.)

— The internal sequence of events, the activities you perform that must be combined to provide the products and services you offer; it also includes your supply chain value-stream, which means understanding your channel-partner's contribution to "value."

- **Inventory & Flow** — Maximize your inventory turns so inventory provides value to the customer while you minimize its cost *and* derive value from it. I like to use the simplistic example of how McDonald's uses burger racks that the counter people pull from. When they take from the rack, it triggers replenishment for an additional burger. This may seem similar, mechanics-wise, to what happens in your current purchasing and inventory control system processes. However, make sure that you are pulling only the inventory required — ideally only what you've sold or as close to it as possible — not "pushing" into inventory more than you need. Your channel-partners are part of this equation.

- **The Pursuit of Operational Excellence** — Admittedly this is a broad perspective description, but it is meant to represent a "mind-set" and often a culture change requirement for many companies. It includes continuous improvement efforts by every worker, manager and, yes, supplier to reduce waste — cost — in your supply chain activities.

**The formation of "Lean Problem-Solving Teams" comprised of employees closest to the work, combined with their lean education and involvement, is a major factor in a successful lean initiative and how well they identify problems and waste, and ultimately develop and implement creative solutions.**

**MJM:** So you are saying that if a wholesaler focuses on these seven wastes and aligns themselves with the perspectives you suggest, they can launch a lean initiative?

**Coleman:** Yes, these steps allow wholesalers to visualize where to start. But there are other steps. We conduct a full-day workshop — "Fuel Your Company by Thinking Lean" — and we find ourselves hard-pressed to fit it all within the time allotted. Every company thinking about making these types of changes needs to be educated first.

Like almost everything in life, there is a process, and some very effective principles, phases, tools and performance measures that can be learned and applied to enhance your approach to lean thinking and your level of success. While we can't get deep into detail here, tools such as "Value-Stream Mapping," "5S," the "5-Whys," "Cause & Effect Diagrams" and "Kaizen" are proven to get past the roadblocks to continuous improvement — allowing companies to understand their current processes, their value-streams and to really get to the "root-causes" of where waste and cost exists. I know these terms might sound a little scary, but they are easy to learn and, if applied effectively, can have a dramatic impact in reducing waste.

Lastly, management's support and tone, as well as providing the resources, is paramount. The formation of "Lean Problem-Solving Teams" comprised of company employees closest to the work, along with their lean education and involvement, is a major factor in identifying problems and waste, and ultimately developing and implementing cre-

ative solutions. So a critical success factor here is to educate your people, let them go at the real work of uncovering the roadblocks to improvement, while management fosters a culture change toward continuous improvement.

**MJM:** Would you be willing to share with us a company that has taken this journey?

**Coleman:** One that immediately comes to mind is Flaghouse Company, with headquarters in New Jersey. They have successfully utilized lean thinking to bring about some significant improvements in the way they do things, which has positively impacted the value they provide their customers. I'm talking upwards of 50% increases in productivity and through-put, error reduction and capacity utilization, as well as citations from their customers for the additional value they provide. Most importantly, they utilized teams of employees educated in lean thinking methods, working with a facilitator, to develop a structured and phased plan. I would like to offer an outline of a structured plan to your readers, if they send me an e-mail request.

**MJM:** I wish we had more time and space. Could you do a wrap-up for us?

**Coleman:** I think the best way to do that is to describe the lean organization:

- High levels of teamwork exist. It is based on a

culture and consensus that there has to be control over business processes that provide value to the customer and also ROI and other benefits to your company, including human capital development.

- Lean isn't limited to specific areas or functions.
- It focuses on elimination of all forms of waste.
- There is a commitment to continuous improvement at all levels, including possessing the knowledge of how to go about it — detecting problems and barriers, developing and implementing solutions, and measuring performance and success.

- There is an understanding that lean is not just a "bag of tools" but a number of elements that can make it sustainable.

- Supply chain collaboration with suppliers is just as important as any internal processes.

Lean does not mean "little," it does not mean starving yourself of inventory, headcount, capital investments or investments in training.

Mary Jo, I mentioned just a moment ago that I would be more willing to share with your readers, with no obligation, our "4-Phase Process to A Successful Lean Thinking Initiative" as well as our recommended "4-Step Problem Solving Process." Yes, we are consultants, but we like to think of ourselves as educators, first. Anyone interested should contact me directly. ■

MCA Associates can be contacted at their corporate office in Connecticut at 203/732-0603, at their Florida Southern Regional Office at 561/989-3221, or by e-mailing [hcoleman@mcaassociates.com](mailto:hcoleman@mcaassociates.com). Visit their website at [www.mcaassociates.com](http://www.mcaassociates.com).

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**The soft sell or the hard sell?****Relationship marketing for tough times**

**I**t is time to take relationship marketing to the next level. Tough times call for tough marketing. The “tough marketing” is being tough on yourself, not on others. Today’s marketplace calls for understanding and empathy on the part of marketers towards prospects and others in your supply team. However, you have to be tougher than ever — on yourself.

The idea of the “hard sell” doesn’t sit well with many people, including this journalist. I don’t like someone “pushing” his or her product, service

**One of the best ways to “sell hard in a soft way” is to pack lots of value into your offer.**

or even ideas off on me. You probably feel the same way. However, I enjoy conversing with people about new ideas and new products which can benefit me and help me do my job better.

See the difference? I like to have a conversation — a relationship — with someone who cares about me and my needs. Hey, if they are selling something that’s fine with me. I’m a die-hard, free market libertarian. I believe everyone is in sales and has the right to — at least initially — present their case. However, if it is not done in the right way and they start pestering me, I also have the right to walk away.

The key for you and me is to up our persuasion skills. Make your products, services and ideas very attractive — even compelling — without using that old 1950s “hard sell”

approach. Besides, the soft sell approach brings in more to the bottom line so even the bean counters like it!

Today’s economic environment calls for a different approach. The world is different today and will never go back to what it was in the 2004-2007 era. We have to change and adapt. Yet, in the midst of that changing and adapting, we embrace time-honored principles that have worked through the centuries.

Following are some specifics to help you in this economic environment.

**Specific steps to implement today**

- **Get a strong dose of empathy.**

This means you’re seeing things from the other person’s point of view. Listen to them. The old saying still applies today: “You have two ears, two eyes and one mouth. That’s the pro-



**BY TERRY BROCK**  
*Technology/marketing specialist*

portion you need to use them.” Really listen and care for the other person and ask probing questions to help with their pain. Only after active listening will you be able to offer better suggestions to solve their problems.

- **Connect through social networking and marketing.** This is where the world not only is going, but is today. The world has changed (yes, again!). Social networking is not just a passing fade. You need to *(Turn to Relationships... page 109.)*

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# Setting the right ground rules

I was listening to the owner of a wholesale business as he described a problem he was having with a salesperson. He was complaining that he couldn't get the sales guy to submit call reports describing the essence of his customer visits. I asked the owner if he paid the salesperson a base wage. He answered, "Yes." I asked if the company paid the salesperson's travel expenses. The owner again answered, "Yes, and I think we pay for a lot more mileage than is associated with his work for us. Given his mileage, I was beginning to think he had a side job as a rural mail carrier but then I remembered that they do drug testing which ruled out that explanation." Finally, I asked if the company paid the salesperson a commission on sales to the customers that he called on. Once again, the answer was, "Yes, we pay commissions for the sales he makes and for a bunch of assigned customers he probably can't even find any more."

I said, "Given this evidence, it is fair to say that the sales calls are fully sponsored by the company and, therefore, the company has a legitimate right to ask for and receive call reports from this salesperson." The owner said, "I know that, he just re-

**In general, our industry is pretty poor in how we promote people into management roles.**

fuses to submit them to us. He's pretty stubborn and set in his ways."

I told the owner that I was reminded of a song that I have heard about closing time at a bar and the refrain is, "You don't have to go home, but you can't stay here."

I told the owner that he needs to get the Karaoke sound track to that song and sing it to the salesperson with some new lyrics: "You don't have to submit call reports, but if you don't, you can't stay here." I think that you always owe employees the opportunity to share their side of the story or situation. Sometimes, to the company's embarrassment, there are some stupid rules that smart employees elect not to follow and the company is better for it. Assuming that this is not the case, in the end, the company decides whether to sing the song to the employee and then the employee can decide whether to stay or go.

I want to give you some additional lyrics so when one of your people is singing the first part of the verse, you can sing the company's refrain: "You don't have to do **blank**, but if you don't, you can't stay here." To save space, I'll abbreviate the last part — "But if you don't, you can't stay here" — with **BIYDYCSH**.

**"You don't have to add freight onto special orders, BIYDYCSH"**

This is one that I have heard so many times I wonder if there is something that I am missing. I have been shown instances over the years,

where the uncharged freight costs exceeded the total gross margin generated by the order. In another company, the unallocated freight account (that's the freight bills eaten by the company because they were not billed to customers) approached the net profits. In one instance, the order-taker took the order and, since it was like a direct, he added only 10% to calculate the sell price. There were at least four problems with the process:

- He probably used markup, not gross margin, in the calculation, which resulted in a true gross margin of only 9%.
- The order was "like a direct" except that the product was shipped to the wholesaler, received into inventory, picked and then delivered so it really had the costs of a stock order.
- The inbound freight was not added to the order when it was taken.
- The customer was not told to expect to pay freight when the freight bill was received.

In effect, the company went through a lot of effort and then *paid* the customer to take the product. The common excuse is, "If I charged for freight, I'd lose the order." (I would suggest, excluding special circumstances, that company policy forbids salespeople from selling any deals that generate negative gross margin — where your costs exceed the selling price. I am not talking about *low* gross margin. I am talking about *negative* gross margin.) I want to explicitly exclude situations where the company messed up and is special ordering product to address the error. Reasonable customers know there will be a freight charge and are willing to pay it. You can estimate the freight using a freight calculator; you can use a standard freight and handling charge designed to cover these situations or you can tell the customer he will be billed when you get the freight bill.

**"You don't have to respect the credit hold flag in our computer systems so you can take that order from your old friend...BIYDYCSH."**

Years ago, I knew a senior manager who would print a list of situations where someone had sold to a customer who the company had coded as "on-hold," then visit or call each branch manager or salesperson who had committed this act. He would get a personal check from each offender to be held by the company until they had been paid in full. The offending party was also told that a second occurrence would result in the



**BY RICH SCHMITT**  
management specialist

manager getting out his pitch pipe to ensure he was in tune when he sang the "you can't stay here" part of the song. (I am not recommending this approach as it may not be consistent with your labor laws but it was very effective in changing behaviors.)

In general, our industry is pretty poor in how we promote people into management roles. Someone is a good player so we promote them to the role of coach/manager. Sometimes the individual hasn't shown any interest or aptitude for the position but is promoted based upon seniority or simply because there isn't a qualified person available. The promotion involves a new title and more money which the promoted individuals all seem to like.

But it also involves different and additional responsibilities. The company should list all of these responsibilities with the clear understanding that it is not a menu where the "promotee" can pick and chose from the selections. Some new managers' orders would sound like this: "I'll have the pay raise, the office, company car and cool title but don't bring me the employee reviews, the reprimands and terminations, the additional work and responsibilities or the added hours required to learn the new job."

**"You don't have to get to work on time, BIYDYCSH."**

There are a lot of real basic expectations that a company should have for its employees with the end of the sentence being **BIYDYCSH**.

**"You don't have to gather competitive data before you drop the price to a customer, BIYDYCSH."**

I hear a lot of excuses as to why a price was reduced to "meet the competition" without even asking who the competition was. My response is, "You just gave the customer \$50. You have a right and obligation to gather information from that customer."

In my book, asking whose price you are meeting is fundamental and the absolute minimum requirement for any price reduction. In fact, I think all of the fancy computer systems should have an option that pops (*Turn to Rules is rules... page 108.*)

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## DISTRIBUTION

### *Avco Supply and Eternal Hybrid*

## Innovation, expertise helps independent distributor thrive in tough times

GARLAND, TEXAS — Warren Buffet, the second-richest man in America according to *Forbes* magazine and viewed by most as an investment guru, was recently interviewed by CNBC for his opinion on the current state of the U.S. economy. Buffet said the unprecedented crisis is akin to “economic Pearl Harbor,” where businesses scramble to deal with the rapidly deteriorating trade condition.

In this unprecedented downturn, companies large and small deal with difficult times either by closing locations or downsizing staff; however, there are those braving the storm head on by staying ahead of the wave. One such case is independently operated Avco Supply in Levittown, Pa.

Founded in 1979 and originally selling oil burner replacement parts to local industrial facilities, Avco has grown over the years to be a full-service HVAC and hydronic heating supply house in eastern Pennsylvania. Wally Nowicke, president of Avco since 1996, believes that staying innovative and providing expert service is the key to not only surviving the crisis, but also opening opportunities for growth.

An example of Avco’s innovative spirit is bringing on a new innovative product in a distressed time. But the adventurous move has paid more than dividends. Jim Firlein, regional sales manager at Eternal Hybrid Water Heater, presented the product to Nowicke. The hybrid heater is a combination unit incorporating the best of both tank and tankless features. The stainless steel heat exchanger has a small integrated storage that buffers against pressure drop, easily installs in recirculation applications and vents with 4-inch PVC.

“We see the Eternal as an ideal solution for retrofit applications where space is a premium,” said Firlein. “The hybrid performance gives contractors confidence to tackle remodeling with multiple baths in a home, or used in a network of multiple units to serve larger jobs like an entire apartment complex. And Uncle Sam’s tax credit up to \$1500 doesn’t hurt either.”

Nowicke brought on the hybrid with cautious optimism. After all, this is the recession that has been called the new Great Depression, and bringing on a new product can be seen as a risky move. But Avco took a leap of faith and tried the new product to see how it worked. Although the beginning of Avco and Eternal’s partnership was humble, both understood the value of supporting the trade.

By consistently investing time in F.A.C.T. (Factory Authorized Contractor Training) classes, the new business is starting to grow. This is a crucial difference that attributes to Avco’s success, as some distributors are prone to just bring-

ing new products in without adequate support behind launching the product. Having the classes afforded Avco chances to open a conversation about jobs the contractors are doing, and actively seeks out opportunities that can utilize the new product.

After seeing what opportunities new technology can bring, Avco fully embraced the idea and has been seeing tremendous results. “We’ve picked up market share where other distributors are no longer covering, and Eternal helps us attract many new customers and jobs,” said Nowicke.

Another winning combination for Avco is the personalized service that can be rare to find nowadays. By staffing every department with veterans of the industry, Avco serves customers with product expertise. Knowledge is power, especially in today’s environment, and having the right tools for the job makes a big difference. Many of Avco’s loyal employees have been with the company 15 years or longer. The stability of the company serves as catalyst to form trusting relationships between the distributor and contractors.

One such veteran is John Thomson, who brings over 16 years of hydronic, domestic water heating and controls experience to Avco’s diverse panels of experts. “You want to be the go-to guy when there’s a problem,” Thomson said.

Youngest of 11 children from a blue-collar working family, Thomson was born and raised in Philadelphia. He firmly believes that the trade can reduce global warming in a positive manner. “Eternal has been a very successful product for Avco by enabling us to provide a cost effective, highly efficient product that has many applications ranging from domestic hot water for a residence, apartment building, supermarket, restaurant, laundry to even doctor’s offices and more,” he said. By educating contractors on the importance of selecting and correctly installing high efficiency products, the trade can help consumers save money and use fewer resources at the same time.

Completing its arsenal, Avco employs a diversity policy where all walks of life and experiences are welcomed. For example, there’s Steve Wieland, who has over 35 years of industry knowledge and is a well-respected hydronic heating specialist. Tom Donnelly has 24 years of Avco history and is a PVF expert. And Bill Graff has specialized in electrical supplies for the last 30 years. The staffs of Avco and Eternal share something in common — passion for plumbing and HVAC. When people of different skills and assets unite

*(Turn to Avco, page 18.)*

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## Murray Supply opens MRO Division

CHARLOTTE, N.C. — Murray Supply Company, a Winston-Salem, N.C.-based wholesale plumbing, HVAC and



industrial distributor recently opened a new branch to serve the multi-family housing maintenance, repair and operations market. Murray Supply distributes from this new location a wide

range of MRO products that extend beyond those typically sold by a traditional plumbing supply house.

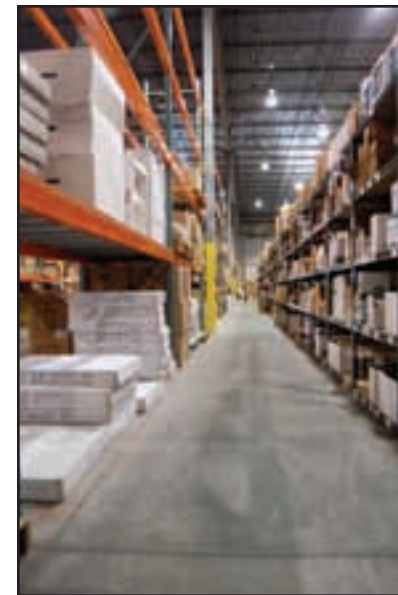
Murray Supply opened a new 25,000-square-foot branch in Charlotte last November to service the multi-family markets, which include apartment and condo complexes, property management companies, institutions (school systems and colleges), and hospitality facilities (motels, restaurants,

hotels, resorts). Murray Supply created a 350-page full-color catalog to support this new division.

CEO Charlie Murray commented, "We believe the MRO market gives us the opportunity to grow our market share and broaden our customer base in this down economy. At a time when many companies are cutting jobs, Murray Supply is expanding our operations and adding new employees. This new

direction for the company is part of our long range strategy to more fully diversify the company."

For additional information, visit [www.murraysupply.com](http://www.murraysupply.com).



The new 25,000-square-foot Murray Supply branch in Charlotte, N.C., serves the multi-family MRO market.

## Avco

(Continued from page 16.)

under the same goal, a lot can be accomplished.

The diversity doesn't just stop at the employees, but extends into the product lines carried by Avco, including boilers, furnaces, controls, radiant heat, water heaters, motors, venting, ducts, grilles,

tanks and parts. Having a complete product line and the right people to take care of jobs, Avco can readily serve all types of customers with solutions to everyday problems.

It is remarkable for any company to weather the recession, but even more so for an independent distributor to gain market share in this tough market. Nowicke is pleased with the results so far since he geared Avco's focus on embracing inno-

vation, expertise and diversity. "Add fantastic factory support from Eternal and you've got a recipe for success; it's in the relationship," he said.

And speaking of relationships, Avco can always be seen at local charity events giving back to the community. It's especially meaningful in times like this. ■

For additional information, visit [www.eternalwaterheater.com](http://www.eternalwaterheater.com).

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# The \$37-million steam trap

Here's to preventative maintenance, a practice often overlooked. When the laws of physics and the laws of economics collide, the laws of economics nearly always win in the short run, and especially in this slow economy. The laws of physics, however, don't care about anyone's budget, or anyone's ignorance. The laws of physics just win in the end. Always.

So even if people are putting off preventative maintenance today to save a buck, they'll pay tomorrow — and through the nose because there's no escaping Mother Nature. She can be vicious and she's forever relentless. And when things go wrong, we blame her instead of ourselves. But I think we're to blame because we're dopey enough to pretend that Mother Nature isn't there. Here's a higher-education example of just that:

Dartmouth College gets about \$37,000 per undergraduate for yearly tuition. Not the most expensive school around, but still dear enough to get your attention.

James Wright, the current president of Dartmouth, lives in an 83-year-old house that has also been home to the past six Dartmouth presidents. It's one of the nice things about being the boss. The place will get some long-overdue renovations this summer, and all to make it ready for president-elect, Jim Yong Kim and his family. They're going to knock down most of the walls and spend six months and about \$2.8 million to fix up the place.

Let that number sink in for a moment.... I read an interview where President Wright explained that when he and his wife, Susan, first moved into the house in 1998, he chose to delay renovations to the heating, water and plumbing systems because it would be "invasiveness." I can understand that, but here we are 11 years later and you can imagine what's gone on in that old house since the Wrights moved in. You don't know "invasive" until you've ignored and upset Mother Nature. She never sleeps.

"We live in a wonderful, historic house," said Wright, "but it is an embarrassment for an institution like Dartmouth to have a house in this condition, so I am pleased the Board is more than willing to go ahead with some of these renovations."

Parents, grab your wallets.

The house is still using its original heating and plumbing systems, and they're going to replace it all. They're switching from steam to hot water because (are you ready?) "The steam system has resulted in significant heat loss, leaks and damage."

Okay, I'll go for the leaks and damage. Steam systems will do that if you ignore them for nearly a century, but I think the heat loss has more to do with the building envelope than with the system itself. But, hey, I'm no Ivy League graduate.

"The current system is not only uncomfortable, it's wasteful," Wright said. "It's not efficient, and Dartmouth should do better. We're going to miss living in the house immensely, but we

certainly won't miss the heating system in the house, and we won't miss the other problems. There is water in the basement oftentimes. There are issues of mold down there, which really can be a health issue, and there is seepage coming in from the foundation."

And he's been living with this since 1988. Go figure.

Dartmouth offers degrees in engineering, up to the stratospheric Ph.D. level. Wouldn't you think that, over all these years, at least one of those students would have checked out the heating system in the president's house? Done a bit of preventative maintenance. Reached out and touched the real stuff. Or is it just me?

And that brings me to the \$37-million steam trap.

On July 18, 2007, it rained here on the Isle of Long and in New York City. Now this wasn't a normal summer rain. This rain would have gotten Noah's attention. I stood at my backdoor and watched the water creep up our concrete patio and nearly enter the house without knocking — something that had never happened in the 30 years Marianne and I have lived here. It was impressive.

Later that day, after the rain had stopped, the corner of Lexington Avenue and 41st in Manhattan exploded in a plume of steam that rose higher than the 1,047-foot Chrysler Building. This happened when a 24-inch, high-pressure steam main, installed in 1924 (about the same time as the Dartmouth president's house) let loose. It left a crater 15-feet deep and 35-feet wide. Asbestos coated everything. A 51-year-old New Jersey woman, who worked a block away, ran from it, had a heart attack and died. A 22-year-old, tow-truck driver was in the middle of the intersection when this ground exploded. It lifted his truck 12 feet in the air and dropped it back down onto the 400° steam. He lived, but spent months afterward in a medically induced coma because of his burns. It was horrible.

"The rain started that," I said to Marianne when I saw it on the news that evening.

"What do you mean?" she asked.

"The rain cooled the steam main and the steam inside the main condensed. When you suddenly have that much water moving at that speed, you're going to get water hammer, and this is what water hammer can do."

We watched the news together. I mumbled more about the power of steam, and about Mother Nature. Marianne puts up with me when I get like this. She's good that way.

The steam mains under New York City streets share the space with a lot of



BY DAN HOLOHAN  
Wet head

other stuff. There are sewers, electrical cables, phone lines, water mains, subways, and more. I can't walk by any New York City excavation site without stopping to stare for a good long while. It looks like a bowl of linguine down there. You have to see it to believe it.

There are manhole covers on just about every corner, and this is where you'll find the steam traps. There's often steam spewing from those manhole covers and we New Yorkers see this as perfectly normal. ConEd, the district steam company, used to have an advertising slogan: Dig We Must.

And they sure do.

The official report came out on December 27, 2007. A contractor had used sealant to repair a leak in a joint, and the excess sealant had gotten into two nearby steam traps and clogged them. No one noticed this. When the rain arrived and cooled the steam pipes, it created lots of condensate, which the traps couldn't drain because they were clogged with sealant. The water gathered and launched itself at Lexington and 41st. It hit with an unbelievable amount of pressure, and that was that.

From a November 12, 2008, ConEd press release:

"The New York State Public Service Commission today approved a \$37-million settlement with Con Edison to resolve the Commission's prudence investigation evaluating the company's actions and practices relating to the Lexington Avenue-East 41st Street steam event. Under the settlement, Con Edison will not seek to recover from customers some \$37 million in costs related to the incident.

"The July 18, 2007 steam incident in midtown Manhattan was a difficult time for many of our customers. Con Edison sincerely regrets the incident and the substantial and profound impacts the incident had on our customers and the public. The company is committed to learning from this experience in order to strengthen the safety and reliability of the steam system and has implemented measures to enhance its system.

"Con Edison has implemented an action plan in conjunction with experts' findings that includes replacement of all 1,654 steam traps on the system with an improved design; enhanced rain re-

(Turn to Holohan, page 111.)

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## LA-CO Industries ~

## Staying true to its roots

BY MARY JO MARTIN  
Editorial director

Listening to the needs of its customers has been at the heart of LA-CO Industries throughout its 75 years in business. Today, the family owned company offers 2,000 unique specialty chemical products for a number of industries, including plumbing and HVAC. It employs 130 and its products are sold through a network of 6,500 distributors in the U.S. and more than 50 countries around the world.

LA-CO traces its roots to 1934, when

LA-CO CEO Dan Kleiman grew up in the company.



Dr. Lester Aronberg founded Lake Chemical Company in Chicago. Dr. Aronberg used his degrees in chemistry — and resulting chemical expertise — as a consultant to the steel industry. Dr. Aronberg was a close relative of current CEO Dan Kleiman. As a child, Kleiman spent many hours with his father, Charles Kleiman, at the LA-CO factory and industry events, getting an early education on the family business. Future LA-CO leaders have always worked their way up through direct contact with customers in field sales and at trade shows.

Dr. Aronberg's first products were solid paint markers, originally called Stick-O-Paint. Marketed under the Markal company brand, they offered "real paint in stick form" for permanently marking hot and cold surfaces ranging from metal to wood, glass, stone, lumber

and more. Stick-O-Paint later evolved into the Markal Paintstik®. The initial targeted market were the many steel mills found in northern Illinois and Indiana. This single ingenious solution eventually found a niche in dozens of industrial applications, even in realms as diverse as artists' studios, television and bowling alleys.

Over time, the company developed three thriving brands — LA-CO®, Markal® and All-Weather®.

Following is a breakdown of the three brands and the markets they serve:

- The LA-CO brand of plumbing chemicals and supplies provides plumbing and HVAC contractors with a complete line of specialty chemical products that include thread sealants, soldering and brazing fluxes, heat barrier spray and paste, epoxy repair sealants, caulk, lubrication oils, hand cleaners and anti-seize products.
- The Markal brand of industrial marking products offers permanent and temporary marking products designed to meet industrial professionals' most difficult marking applications, including solid paint markers, liquid paint markers, felt-tip markers, metal markers and temperature indicators. They are used in the steel industry, auto industry, welding industry, tire industry, lumber industry, metal fabrication, oil & gas industry, shipbuilding, and many others.

- The All-Weather brand of live-



LA-CO's first product, Stick-o-Paint (right), became a popular product for all kinds of industrial marking, while one of its latest products, Cool Gel, is rapidly becoming a favorite among plumbers.

## Key personnel at LA-CO

- Daniel Kleiman, CEO and owner
- John Hardin, president
- Greg Palagi, director of marketing and business development
- Michael Goluszka, technical and operations director
- Doug Bogdal, CFO
- Tony Blaskoski, director of sales-North America
- Benjamin Kleiman, plumbing sales & marketing manager/fourth generation



Above, Lester Aronberg (left) and an assistant confer in LA-CO's laboratory circa 1966; below, LA-CO scientists work in the company's current state-of-the-art lab.



stock identification products provides a full range of paint markers in stick and liquid form to meet the most demanding needs on the farm in addition to a complete assortment of high-quality ear tag markers.

## Corporate reinvestment

LA-CO consistently and extensively invests in product research and development, personnel and sales training. "LA-CO's many milestones over the past 75 years result from providing innovative solutions to multiple industries," said Kleiman. "The success of LA-CO has never hinged on a single product or business segment. Instead, the lifeblood of LA-CO is ideas and the constant search for new needs our products can fill, and ways we can improve and adapt what we do for customers in existing and emerging markets.

LA-CO's diversification with products such as Cool Gel is driving the company forward. "Cool Gel has been an exciting product to watch grow from an unknown technology to becoming a staple item that many plumbers and tradesmen swear by on the job anytime they are using a torch around flammable materials," Kleiman explained. "The key to this product's success has been all the work we have done to demonstrate the product to end users at distributor shows, counter days, national conventions and with a DVD that shows its many applications, in addition to getting samples into the hands of contractors at these industry events and through mailings. It has become one of our fastest-growing products.

"We are also very proud of introducing markers into the plumbing and HVAC distribution channel. While markers are not new, they are a new item for traditional plumbing and HVAC wholesalers to carry. After extensive market (Turn to LA-CO... page 24.)

See contact information on page 114



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## LA-CO relies on traditional products

(Continued from page 22.)

research at the wholesale level, we found there was a need on the part of the plumber and other tradesmen to be able to find the marking products they normally use on the job at the same place where they buy all their other products and materials, instead of having to go to an office supply outlet. By putting the markers in small compact

point-of-purchase display racks and carding the markers, we made it easy for the wholesaler to stock these high-profit-margin products for their customers and ultimately generate a new revenue stream."

### Partners in success

Kleiman sincerely believes wholesalers are LA-CO's key business partners

and gives them a great deal of credit for the company's success: "Without the wholesaler we would not be able to successfully sell our products to the trade professionals that we serve. It's a relationship that works both ways. We supply the wholesaler with quality products at a fair price, maintain a sufficient inventory in our warehouses so we can ship orders quickly and completely. We also provide wholesalers with product literature, a liberal sam-

(Turn to *Paint-in-a-stick...* page 26.)



Chemist Dr. Lester Aronberg founded Lake Chemical Company in Chicago in 1934. Here he is at work in 1966.

## Key milestones in LA-CO history

- Dr. Lester Aronberg founded Lake Chemical Co. in 1934 at 6 E. Lake Street, near the famous Chicago Theater. His first product was Stick-O-Paint.
- Stick-O-Paint evolved into Paintstik, which made its mark on WWII industrial production.
- Paintstik soon found a need as diverse as bowling alleys and filled it with the Bowling Ball Initial Stik.
- In 1945, LA-CO began filling needs on

the farm with the introduction of the All-Weather® Paint-Stik Livestock Marker.

- Paintstik was successfully marketed to young artist viewers of the 1950s TV hit "Ding Dong School" with Miss Frances.
- The success of the Paintstik marker spawned an evolutionary process that led to a tremendous variety of Markal marking products for different applications, including Valve Action® paint markers and Dura-Ink® markers. Another example is Markal expanding to helping welders with the Thermomelt® Temperature Indicator and other products.
- In the early 1950s, LA-CO's steady pace of product innovation continued with

the development of the first safe, water soluble flux. Since its development, LA-CO Regular Soldering Flux Paste has been the industry standard for plumbers across the nation. This momentum carried the company strongly into the early 1970s when Slic-Tite® Premium Thread Sealant with ptfе was unveiled. Slic-Tite was developed for use on multiple services including air, steam, refrigerants, LP and natural gas and many others. In anticipation of the industry moving towards plastic piping, LA-CO provided an added level of value by designing Slic-Tite to work not just on metal, but also on PVF, CPVC and ABS plastic threads.

- LA-CO has always been a strong supporter of the plumbing trade. In 1980, LA-CO president Eva Cooper and Dan Kleiman posed with a "Counterman's Pledge" plaque sent to countermen nationwide in recognition of their key role in the sales of LA-CO chemicals to contractors.
- In 1994, LA-CO set down roots at its current location in Elk Grove Village, Ill.
- In 2009, LA-CO unveiled a new, state-of-the-art solid and liquid paint marker manufacturing facility. At approximately 10,000 square feet, including warehouse space, this facility was added onto existing Elk Grove headquarters.

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## Paint-in-a-stick basis for LA-CO's ongoing success

(Continued from page 24.)

pling program, merchandiser displays, a flyer program to help them sell through our products to the end user, support their open houses and shows, and attend all the major conventions and state shows. We also supply technical support to answer questions concerning applications for our products in many challenging situations.

"In return, the wholesaler maintains an inventory of our products for sale to customers, assumes all responsibilities for accounts receivable and promotes our products to customers. It's a good relationship that we have enjoyed for 75 years and plan to enjoy for another 75 years.

In looking toward the future, Kleiman said he and the company are very bullish about the possibilities. "While the country and the world are going through some tough times now, we are confident that we, the country and the world economy will come

through this and be stronger for it," he noted. "As our population continues to grow, the demand for more housing, cars and all the other things that are consistent with that growth, will spur on industries such as ours in the years to come. To better position us to meet the challenges for more growth in the coming years, we have recently unveiled a new, state-of-the-art solid and liquid paint marker manufacturing facility. At approximately 10,000 square feet, including warehouse space, this facility was added onto the existing Elk Grove headquarters, resulting in a 100,000-square-foot combined facility. We have invested heavily in a state-of-the-art computer system that will improve our manufacturing capabilities as well as improve our service to our customers. We have also completely updated our research lab facilities and hired additional lab personnel to improve our product development and

improvement capabilities.

"During difficult times like this, we believe that companies that are financially strong and stay committed to their game plan can actually benefit from such adversity. We are one of those companies, and we feel we will be in a stronger position when the economy returns to a healthy status once again. We plan to be an active participant in the marketplace and can assure our wholesaler partners that we will still be here when the dust settles and the country gets back to work." ■

For additional information, visit [www.laco.com](http://www.laco.com).

*LA-CO's Markal paint stick (top) played an important part in production during World War II as in this shipyard. LA-CO's soldering fluxes found widespread use beginning in the 1950s; plumbers liked their non-toxic, easy-to-use formulations.*



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**Penco Corporation****Celebrating 60 years in business**

BY PETER SCHOR  
Showroom specialist

This is a great story of a third-generation, family owned plumbing and HVACR wholesaler, headquartered in Seaford, in the heartland of beautiful central Delaware. Each of their six branches is located between 45 minutes and 1 1/2 hours from their corporate headquarters. In October 2007, Penco Corporation opened its new 5,300-square-foot off-site showroom called Elegant Designs — A Showroom of Distinction. Penco Corporation is a member of the American Supply Association, Embassy Group and the DPHA. I was very fortunate to consult with the management of this company for one year from the inception of the showroom to its completion and opening.

**As the leaders go, so does the flock!**

I have often said that the employees of any company are the “heart, soul and backbone” of a successful business. The employees are the extension of its owner’s core values and beliefs. Penco Corporation and its ownership management team are exceptional. They are the second and third generation of Kent Peterson and George Sapna (the father’s) and Jeff Peterson and Scott Sapna (the son’s), and the “now and future” of independent distribution.

This is a company very rich in experienced long-term loyal employees. I can only go by my own personal experience as I had frequent visits to Seaford during the process of building the showroom. The most memorable occurred in early December 2006, when I came out to facilitate a series of all-day training sessions about the showroom and empowerment of the employees to embrace and support the company’s investment. The first session was with the executive management team; then the management team including branch managers, assistant sales managers, and other key staff



Attending the 60th year company-wide anniversary party celebration were (from left) Shannon Sapna, Carol Sapna, Scott Jeff Peterson, Jessica Peterson, Kent Peterson, George Sapna (standing), and Pam Peterson.

from each of the six locations; and then a separate session for the outside salespeople. It was a total success! People sell people products; products and great-looking showrooms don’t sell themselves. It is all of the people of Penco Corporation that are celebrating the company’s 60th year anniversary!

**From small beginnings to a dominating factor in distribution and warehousing**

President George Sapna said, “Penco Corporation was originally started as a partnership between my father, George H. Sapna Sr., and Kent’s father, Oscar E. Peterson Jr. (or ‘Pete’ as everyone called him) on August 3, 1949. They both were working for Seaford Plumbing Supply, which was located on Water Street.”

After six years of operations in the old warehouses on Water Street, Peninsula Plumbing Supply had grown to the point that more office space, warehouse and yard space was needed. In August 1955 a new property was obtained and after extensive renovations, operations started from this new location on January 2,

**The employees are the extension of its owner’s core values and beliefs... this is a company very rich in experienced long-term loyal employees.**

1956. This facility served as company headquarters for almost 30 years.

The company enjoyed steady growth and serviced the lower Peninsula from Dover, Del., to Cape Charles, Va., and St Michaels, Md., to Lewes, Del. To gain more market share in the growing city of Salisbury, Md., the company opened a branch store at Washington and Cross Streets on May 4, 1964. The store had a small plumbing showroom, a counter area and some warehouse space, and a small pipe yard across the street. Jack Lord was the first manager and Gary Moore was the counterman and truck driver.

During the next 15 years, the company acquired additional acreage and constructed four more warehouses bringing the total number of square feet owned to 582,000. The company also operated warehouses and service centers in leased space in Dover, Bridgeville and Blades, Del., as well as Seaford, and they employed over 200 people. With contract warehousing such a significant part of the

overall company business, management felt that the name Peninsula Plumbing Supply was somewhat misleading and not indicative of their total services and products. On June 1, 1971 the company name was officially changed to Penco Corporation.



Penco now owns and operates 582,000 square feet of public warehouse space, six wholesale plumbing and heating outlets covering the entire Delmarva Peninsula and this luxury showroom.

In 1975 Penco Corporation became a distributor for Kohler plumbing products, which proved to be one of the best decisions they ever made. In February 1979, tragedy struck the company with the sudden death of co-founder and company president, Oscar E. Peterson Jr. George Sapna Sr. took over as president. One year later became chairman of the board, and W.M.C. Robertson Jr. became president.

In the mid 1980s, Penco Corporation went in to expansion mode. The “beach market” became very active and in May 1984, Penco opened the Rehoboth branch at a prime location on Route 1. Industry veteran Jerry Scheirer became branch manager and business was very good. A 3,100-square-foot warehouse was soon added to handle the increase in business.

At the same time, it became obvious that wholesale plumbing had outgrown the corporate headquarters on Delaware Avenue. In February 1985, Penco moved in to their new 43,000-square-foot facility on Stein Highway in Seaford. The offices were furnished with new partitions, furniture, phone system and state-of-the-art computer system. The warehouse had six loading docks, indoor pipe storage and crane, 24-foot clear ceiling height filled with pallet racks.

On October 8, 1987 they opened their fourth location in Easton Md. Rhea Shannon, long time Penco veteran, became the first Easton manager.

Seaford headquarters was not only a selling and shipping location for their customers but also acted as a central warehouse transferring products to the three branch locations on a daily basis. In March 1989, a 21,000-square-foot addition was built to help facilitate this effort. Headquarters was now a total of 63,000 square feet.

On April 6, 1992, after developing a substantial customer base in New Castle County, Penco opened a 9,000-

square-foot branch in Sandy Brae Industrial Park, in Newark, Del. Rick Peterson became the first Newark branch manager. After a few years of tremendous growth, an 8,000-square-foot addition was added.

In early 1997, Penco’s lease expired at the Salisbury branch, and after a failed attempt to negotiate a reasonable renewal, they decided to search for a new location. On August 27, 1997 they

moved to a 10,000-square-foot building. This location was easily accessed from all the major highways as well as downtown Salisbury.

Penco Corporation now had storefronts covering most of the Delmarva Peninsula; however there was one area where they were conspicuously absent — Kent County. After an extensive search, they found a prime location on Route 13 in Camden, Del. An existing 3,500-square-foot warehouse was renovated and an addition of 5,000 square feet was added for a total of 8,500 square feet. David Blades became the manager and they opened for business on October 1, 2000. The Camden branch was an immediate success and they soon added another 1440 square feet, and within a few years built another 5,000 square feet.

On the wholesale side, Penco began to realize the full benefit of their network of branches and started to achieve record sales. To facilitate the surge in business, they began the planning process to expand the Seaford headquarters again with a 40,000-square-foot addition. Penco celebrated the grand opening of the new warehouse with a Product Expo and moved in the fall of 2006. Headquarters was now 103,000 square feet and serves as their central delivery and distribution center.

As for future expansion plans, they are focused on growing and developing what they already have in place. At this point, they own and operate 582,000 square feet of public warehouse space, six wholesale plumbing and heating outlets covering the entire Delmarva Peninsula and one luxury showroom.

In celebration of the 60th anniversary, the management and ownership team salute their loyal and devoted employees for their years of hard work contributing to Penco Corporation’s overall success in the marketplace. ■



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## Q&A with Glen and Cal Mosack

# Conbraco triumphs despite recessionary economy

BY MORRIS R. BESCHLOSS  
PVF and economic analyst emeritus

Conbraco Industries Inc., headquartered in Mathews, N.C., has triumphed over the adversity of the ongoing recession with remarkable skill and courage.

As an outstanding charter member of the PVF Hall of Fame in 2002, this 80-year-old family owned PVF industry paragon has continued to grow and flourish at a time when lesser companies would have sought the benefits of a corporate buyout or a merger with a large conglomerate.

But the family team, comprised of president Glenn Mosack and senior executive vice presidents Cal and Carole

Mosack Lee, decided to internally strengthen this manufacturing leader of commercial, residential and industrial ball valves.

What's particularly remarkable is that the buyback of the large share of company stock not held by the family core group came before the financial crisis of September 2008. In spite of this tidal wave of adversity, the Mosack family decided not only to maintain Conbraco as a family controlled enterprise, but moved boldly ahead in continuing their capital expansion and aggressive market development. Conbraco achieved capital expenditures of \$23 million in the past five years, with \$7.8 million spent in capital equipment in the volatile 2008 year alone.

In the past year, Conbraco added immeasurably to its executive strength by bringing into its fold a leading valve industry marketing dynamo, Tony Favilla, as vice president-sales and marketing. His credentials include a multi-year stint at Nibco, after which he headed up Crane Valve's Commercial Division, which included the revival of Stockham Valve.

As one of the largest independently held valve manufacturers, Conbraco has 1,200 employees, a cherished industry brand name in Apollo, an international presence, including Canada



At the helm: senior executive vice presidents Cal Mosack and Carole Mosack Lee, and president Glenn Mosack.

and Great Britain, more than 2,000 authorized stocking distributors and a finished product inventory of up to \$20 million. Conbraco deserves the highest respect as it has continued to expand its dominant industry position.

To help the PVF industry in general and our readers in particular to understand this unprecedented achievement, we were privileged to receive the answers in an exclusive interview with (Turn to Conbraco... page 32.)

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## Conbraco keeps focus on improving brand

(Continued from page 30.)

Glenn and Cal Mosack.

**Beschloss:** *Gentlemen, as you know, I have long been an ardent admirer of Conbraco's achievements. Not only because of your growth to well over \$100 million in revenue annually, but that you have been able to grow stronger internally, while consolidating the family's hold by buying back outstanding stock. This would have been a remarkable achievement in strong economic years, but most incredible in the past nine months. What is the secret to this unparalleled success?*

**Mosacks:** Morrie, we've actually surpassed the \$200-million milestone in annual revenue. We attribute our success to a complete focus on marketing and promoting our core Apollo products to specific markets, including industrial PVF, commercial and mechanical, waterworks, irrigation, fire protection, and power, to name a few. We are blessed to have a dedicated and highly talented work force that truly cares about the viability and success of the company. We are fortunate to have a strong relationship with our lenders to help facilitate the transaction. Our stock buyback was accomplished in May 2006.

**Beschloss:** *While there are still many independent PHCP distributors, family owned manufacturers in our industry are becoming few and far*

**"We're maintaining our focus and commitment to the industrial PVF market place. We are also active in the international industrial PVF business. We believe there are pockets of opportunities in the global industrial base. We must be more creative and run our business smarter than we ever have in our 82-year history."**

*between. Based on your significant revenue stream, you certainly are at the top in size of independent valve manufacturers — and rival even those publicly held. Since you must carry a heavy debt to accomplish both your continued internal growth, as well as paying off the stock buyback, steering the Conbraco ship through these shoals so successfully has been a marvel that has mystified the industry. Could you clarify this incredible accomplishment?*

**Mosacks:** We owe our ability to continue to pay down debt to several factors. The single most important factor has been the tremendous support we've received from our customer base. We're indebted to the mechanical contractor, who specifies Apollo and asks for it by name. We're grateful to the industrial end user, who demands Apollo for numerous applications, including severe service and has a need for exotic alloys that we pour in our Conway foundry. We are also in this fortunate position due to strong and

loyal support from our extensive distribution. We were almost at a zero debt when we took on our new arrangement for the stock buyback. Since the deal was done in late April 2006, we have reduced that debt by 28%. Even in this tough environment, we have reduced our debt another 10% in 2009. Our lean manufacturing environment and commitment to continuous improvements allow us to quickly adjust our cost structure to whatever level of sales we are being blessed with. Late 2008 to the current date are a great example of this.

**Beschloss:** *The Apollo brand name has risen to the top of the heap among architects, engineers, mechanical contractors, OEMs, industrial maintenance engineers and project managers alike. With the rapidly changing turnover of many of these personnel positions, how have you kept your brand name so brightly burnished?*

**Mosacks:** We push the Apollo brand everyday. We focus heavily on presenting our unique story of being a third-generation, family owned and operated business. We wave the "Stars & Stripes" to all markets we serve. And most importantly, we value the relationships with our customer base deeply. Even with personnel changes that occur with some regularity, it's paramount that we maintain a close relationship with whoever occupies positions that are critical to our brand preference.

**Beschloss:** *Could you refresh our readers regarding what aspect comprises Conbraco's major end-use industries, serviced by your massive team of authorized distributors?*

**Mosacks:** The industrial end user base, the E&Cs, A&Es, power are all serviced by our industrial PVF distributors. The mechanical contractor, plumbing contractor and industrial contractor are serviced by both the industrial PVF distributor and the commercial/plumbing wholesaler. We have a massive array of products that we manufacture that are sold through these specific channels. We offer everything from backflow prevention devices to special alloyed top end ball valves. We're not overly dependent on any one market, which has served us well.

**Beschloss:** *With the unparalleled momentum Conbraco has achieved and with the magic of the Apollo name, are you planning to expand your product offerings to take advantage of your overwhelming market position?*

**Mosacks:** We maintain an active R&D group. We are always looking to add complimentary products to all of our core product offerings. We have committed \$2.5 million annually to development and introduction of new products, some of which are coming out as we write this. We are committed to accomplishing this through internal development or through an acquisition.

**Beschloss:** *Despite the judicious guidance through your complex financial problems, have you secured the durable credit lines necessary to see you through the still fragile financial restrictions facing American business?*

**Mosacks:** We actually just refinanced in November 2008 with a five-year arrangement with better terms and rates than our previous arrangement. Our current financing is with Bank of America and RBC Centura. To use their words, "We like your growing financial metrics, your management team, your commitment to grow your business, and your commitment to continuous improvements."

**Beschloss:** *Please give us your outlook for business in the PVF-oriented industry for the rest of 2009 and 2010.*

**Mosacks:** We believe 2009 and 2010 are unprecedented difficult times that do give us opportunities to gain market share. We are the lone industrial ball valve manufacturer that designs, pours, assemblies, tests and ships as a "real" U.S. manufacturing company. There's no one else that can make this statement. A major advantage for us is we have the ability to react quickly to non-planned demand for product. We're not waiting on a slow boat from China or India or anywhere else for that matter. We control our entire industrial ball valve manufacturing process. There are a lot of very slow industrial markets that are spending very little on MRO requirements and have "shelved" capital projects for the near future. However, there are industrial markets that are continuing to expand. We're maintaining our focus and commitment to the industrial PVF market place. We are also active in the international industrial PVF business. We believe there are pockets of opportunities in the global industrial base. We must be more creative and run our business smarter than we ever have in our 82-year history.

We also see significant growth opportunities in our OEM and contract manufacturing. Many folks are looking for U.S. foundries and metalworking capabilities, and we are well positioned from a cost structure to accomplish their goals.

**Beschloss:** *You have proudly resisted going offshore as a cost-effective*



Valve industry marketing dynamo Tony Favilla, Conbraco vice president of sales and marketing.

*basis for even part of your product line. Are you encouraged by the significant swing to buy American, especially when it comes to government-financed stimulus packages?*

**Mosacks:** We are encouraged by the push in the stimulus package to have American-made content in the purchases. We are one of only a few who can accomplish this and with the amount allocated to infrastructure, we are positioned well to capture this business. We just wish, like all others, it would come faster than it appears it will happen.

**Beschloss:** *With such a strong emphasis on multi-generational family ownership, are there future generational young men and women being primed to come into the business?*

**Mosacks:** We have eight children between the three of us and some are already in college, so time will tell if they show interest in becoming our fourth generation in the business. We certainly hope so!

**Beschloss:** *I'm sure you are aware of the thousands of well-wishers who have been concerned about Conbraco's and the Mosack family's good and welfare. Is there any message you would like to share with your customers, admirers and industry well-wishers who have seen in Conbraco the American success story personified.*

**Mosacks:** We are incredibly appreciative and grateful for the support we've experienced, especially since the buyback. We could not have accomplished what we did without the dedication and support of our customer base, reps, suppliers and our world-class group of employees. We will never forget the overwhelming support, letters, e-mails and phone calls. We even received support from some competitors.

With our ability to manufacture the best quality product available, ship 97% within 48 hours (10,000 "H" SKUs), 95% fill rate, our continuous improvement dedication and our development of new products, we are excited about the future of Apollo! ■





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**See contact information on page 114**





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See contact information on page 114

## Missouri Governor visits Watts Radiant, recognizing sustainability

SPRINGFIELD, MO. — The newly-elected Governor of Missouri, Jay Nixon, recently visited the 143,000-square-foot manufacturing and office facility of Watts Radiant in Springfield to support his program of promoting sustainable, Missouri-based manufacturing.

Nixon's tour was guided by John Kolson, Watts Radiant's new vice president and general manager, who captured the Governor's attention with compelling insights into parent company Watts Water Technology's deep involvement with innovative "green" building systems that include zero-waste reverse osmosis, lead-free stainless steel backflow prevention and salt-free anti-scale water treatment requiring no backwash.

Nixon, a Democratic governor, was elected on a platform that consisted of, among other things,



*Freshly-minted Governor Jay Nixon of Missouri discusses his program of promoting sustainable, Missouri-based manufacturing with personnel at Watts Radiant's 143,000-square-foot manufacturing and office facility in Springfield, Mo.*

job creation, support for higher education and development of renewable energy resources. Accompanying the Governor was the new director of the Department of Natural Resources, Mark Templeton, who has close connections to the Obama administration, and is also a strong supporter of renewable manufacturing jobs.

The Governor learned about Watts Radiant's pursuit of zero waste, a program that has resulted in a 90% reduction in waste removal, due chiefly to improved designs, increased reuse of materials and internal and external recycling. An example of this is the firm's manufacturing of bright orange pallet corners from PEX waste, generated when the extrusion line is started. All cardboard, office paper, shrink wrap, pallets and metal are also reused or recycled.

The Governor showed great interest in Watts Radiant's new line of solar thermal pumping stations, and the new solar control for OEM suppliers that monitors and records the actual Btus produced by a solar thermal system. Nixon learned that, from a utility's perspective, the ability to accurately measure and record solar power produced was essential to the proposed new carbon cap and trade programs.

The tour concluded in the training facility where a wide range of innovative radiant heat and cooling technologies were on display. Of particular interest were Watts Radiant's HydroNex panels, which enable contractors to rapidly install pre-engineered and tested control panels that can combine solar, geothermal and biomass sources with radiant delivery systems.

## State Water Heaters furthers its involvement with NASCAR

ASHLAND CITY, TENN. — State Water Heaters and Baker Curb Racing have a sponsorship arrangement for the No. 27 Ford Fusion, driven by Jason Keller, in the 2009 NASCAR Nationwide Series. This sponsorship marks State's fourth consecutive year as a NASCAR team sponsor.

The new relationship with Baker Curb Racing and State Water Heaters unites two Nashville-based companies and brings State back together with Keller. In 1999 and 2000, State was an associate sponsor on PPC Racing's No. 57 Ford driven by Keller. In 2000, Keller finished second in the Busch Series standings.

"The past has proven that NASCAR is a perfect match for State Water Heaters," said David Chisolm, brand manager for State Water Heaters. "Keller can relate to the hard-working plumbing contractors who support our brand, and we look forward to the loyalty that the car and driver will help develop for our products."

Sponsorship in NASCAR racing continues to benefit State Water Heaters at the wholesaler, contractor and end-user levels. New to the program this year, State can now host customers at its plant in Ashland City, Tenn., and then give them a tour of the Baker Curb Racing facility in nearby Nashville.

In addition, State Water Heaters was looking for ways to maximize its involvement in NASCAR and deepen its ties to the sport, which is popular among

its customer base. The company decided to leverage the historical partnership with former NASCAR driver Ward Burton in an effort to generate excitement off the track. Under terms of the deal, Burton will serve as an official spokesperson for State Water Heaters in 2009 and host numerous private events at NASCAR venues around the country for the company's customers and prospects.

"Instead of Ward Burton behind the wheel of a State car, he's taking a more hands-on approach with our customer base by helping drive sales," said State Water Heaters brand manager David Chisolm. "We know from our previous relationship that our customers relate to Ward, so a program like this provides added bang for the buck. Plus, Ward's one-on-one interaction with our key customers and prospects is a powerful way to excite them about our brand."

For more information, visit [www.statewaterheaters.com](http://www.statewaterheaters.com).





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See contact information on page 114



# THE WHOLESALER®

Wholesaling  
100

## 37th Annual Survey

# Wholesaling 100 shows very little movement since last year

Welcome once again to *The Wholesaler's* listing of wholesaling's Top 100 players in the industry. During the course of the past 37 years, we have polled wholesalers across the nation to determine their ranking and to gain information of interest to manufacturers, master distributors, representatives and other wholesalers.

Likely the most eye-opening statistic that continues to come from the annual Wholesaling 100 survey is the absolute dominance over marketshare held by the 10 largest wholesalers. The total sales volume in 2008 for the Wholesaling 100 was just under \$57 billion, while the top 10 accounted for more than \$40 billion of that amount. In other words, 70% of the total sales were controlled by 10% of the reporting companies.

Despite difficult market conditions, total sales volume grew approximately 4% for both the entire Wholesaling 100 and the top 10. This year, 13 companies more than topped the \$1-billion mark in sales; while the largest 64 achieved sales of at least \$100 million.

A newcomer in the top 10 this year was first-time survey participant National Oil-

well Varco; also new to the 100 — or returning to the survey this year after an absence — were Palmer-Donavin Mfg Co. (#38), Deacon Industrial (#81), Eastern Industrial Supplies (#88), Dealers Supply (#97), Security Supply (#98) and Worly Supply (#100).

There was very little movement among survey participants, with most companies staying in the same position as last year or moving one or two slots up or down. However there were a handful of companies that bettered their ranking by five or more positions:

- Industrial Piping Specialists rose from #42 to #32
- C.C. Dickson moved from #42 to #34
- Goodin Company jumped from #50 to #43
- Davis & Warshow rose from #51 to #45
- Macomb Group advanced from #61 to #51
- Central Supply moved from #69 to #61
- Johnson Supply & Equipment went from #67 to #62
- The Portland Group climbed from #70 to #65
- Ameripipe grew from #80 to #67
- Plumb Supply jumped from #76 to #69

• Independent Pipe & Supply moved from #91 to #86

• Puget Sound Pipe & Supply went from #97 to #87

• All-Tex Pipe & Supply climbed from #98 to #89.

This is the 37th annual year that *The Wholesaler* has conducted this value-packed survey. The survey ranks U.S. and Canadian wholesalers of plumbing, industrial PVF and HVACR products in four ways — an overall ranking that encompasses all three product segments, along with the top 50 wholesalers in each of the three categories. The following pages contain comprehensive information about each of the Wholesaling 100 companies, their vendors and markets. Among the information contained are:

- Purchasing decision makers
- Sales breakdowns among product categories
- Customer bases and market sectors served
- Top lines carried
- Management teams
- Contact information.

We thank all the participants for the time they took in completing the survey forms. ■



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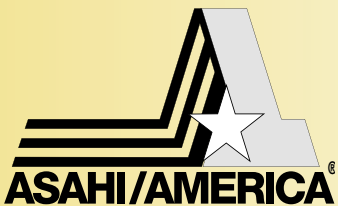
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# 38. TOP 100 WHOLESALERS: RANKING

• THE WHOLESALER® — JULY 2009

Rank	Company	City, State	Outlets	Showrooms	Employees	PVF (%)	P & H	HVAC/R	Other	
GREATER THAN \$1 BILLION	1	FERGUSON ENTERPRISES INC. AND WOLSELEY CANADA	Newport News, VA	1500	325	21800	56	31	10	3
	2	HD SUPPLY	Atlanta, GA	900	—	19000	—	—	—	—
	3	MCJUNKIN RED MAN CORP.	Charleston, WV	210	—	3400	96	—	—	4
	4	WILSON, A BUSINESS UNIT OF SMITH INTERNATIONAL INC.	Houston, TX	250	126	2900	100	—	—	—
	5	WINWHOLESAL, INC.	Dayton, OH	552	130	4092	23	51	12	14
	6	NATIONAL OILWELL VARCO DISTRIBUTION SERVICES	Houston, TX	200	200	2900	—	—	—	—
	7	WATSCO INC.	Miami, FL	417	417	3100	—	—	100	—
	8	EMCO LTD.*	London, Ontario, Canada	230	—	2200	44	47	9	—
	9	HAJOCA CORPORATION*	Ardmore, PA	—	—	—	10	80	10	—
	10	EDGEN MURRAY	Baton Rouge, LA	29	—	500	100	—	—	—
	11	INTERLINE BRANDS	Jacksonville, FL	72	30	3550	—	28	11	61
	12	JOHNSTONE SUPPLY INC.	Portland, OR	341	341	3200	—	16	78	6
\$400,000,000 TO \$999,999,999	13	F.W. WEBB COMPANY	Bedford, MA	71	27	1250	35	35	30	—
	14	MORRISON SUPPLY COMPANY	Fort Worth, TX	74	28	993	10	75	15	—
	15	R.E. MICHEL COMPANY INC.	Glen Burnie, MD	215	—	1530	—	18	79	3
	16	CONSOLIDATED PIPE AND SUPPLY CO. INC.*	Birmingham, AL	16	—	580	75	—	—	25
	17	KELLY PIPE COMPANY	Santa Fe Springs, CA	14	—	204	100	—	—	—
	18	GROUPE DESCHENES INC.	Montreal, Quebec, Canada	61	16	1151	—	—	—	—
\$200,000,000 TO \$399,999,999	19	US AIR CONDITIONING DISTRIBUTION INC. LLC	City of Industry, CA	65	64	700	—	5	95	—
	20	N.B. HANDY COMPANY	Lynchburg, VA	18	—	400	—	—	44	56
	21	KELLER SUPPLY COMPANY	Seattle, WA	63	22	—	10	80	10	—
	22	CHICAGO TUBE AND IRON CO.	Romeoville, IL	9	—	450	74	14	10	2
	23	LOCKE SUPPLY COMPANY	Oklahoma City, OK	163	40	700+	—	33	33	34
	24	COBURN SUPPLY CO. INC.	Beaumont, TX	44	24	800	19	49	29	3
	25	MINGLEDORFF'S INC.	Norcross, GA	23	23	323	—	5	95	—
	26	SOUTHERN PIPE & SUPPLY*	Meridian, MS	90	—	—	—	95	5	—
	27	FAMOUS SUPPLY COMPANY	Akron, OH	27	13	500+	10	45	45	—
	28	FIRST SUPPLY LLC	Madison, WI	27	10	500	36	43	10	11
	29	COLUMBIA PIPE & SUPPLY CO.	Chicago, IL	19	—	372	77	17	6	—
	30	SLAKEY BROTHERS INC.	Sacramento, CA	31	3	414	—	36	64	—
	31	THOS. SOMERVILLE COMPANY	Upper Marlboro, MD	23	8	400	17	74	6	3
	32	INDUSTRIAL PIPING SPECIALISTS*	Tulsa, OK	5	—	—	100	—	—	—
\$100,000,000 TO \$199,999,999	33	BARTLE & GIBSON CO.	Edmonton, Alberta	31	9	370	4	84	—	12
	34	C.C. DICKSON CO.	Rock Hill, SC	113	113	570	—	20	70	10
	35	RUSSELL SIGLER INC.	Tolleson, AZ	10	10	240	—	—	100	—
	36	CRANE SUPPLY, DIV. OF CRANE CANADA*	Toronto, Ontario	33	—	384	60	38	—	2
	37	GUSTAVE A. LARSON COMPANY	Pewaukee, WI	48	46	405	—	10	90	—
	38	PALMER-DONAVIN MFG. CO.	Columbus, OH	8	7	270	—	—	10	90
	39	UNITED PIPE & SUPPLY CO. INC.	Portland OR	32	—	340	80	—	5	15
	40	G.W. BERKHEIMER CO. INC.	Portage, IN	25	—	300	—	—	100	—
	41	BLACKMAN PLUMBING SUPPLY CO. INC.*	Bethpage, NY	—	11	—	2	88	10	—
	42	ETNA SUPPLY	Grand Rapids, MI	16	7	281	46	45	—	9
	43	GOODIN COMPANY	Minneapolis, MN	10	10	370	23	53	20	4
	44	GRANITE GROUP WHOLESALERS LLC	Concord, NH	26	10	400	15	70	10	5
	45	DAVIS & WARSHOW INC.	Maspeth, NY	9	9	260	31	64	—	5
	46	CONSOLIDATED SUPPLY CO.	Portland, OR	17	11	260	25	75	—	—
	47	PEIRCE-PHELPS INC.	Philadelphia, PA	17	1	250	—	3	97	—
	48	STANDARD PLUMBING	Sandy, UT	60	50	238	—	95	5	—
	49	KOCH AIR LLC	Evansville, IN	6	6	185	—	2	98	—
	50	THE MACOMB GROUP	Sterling Heights, MI	14	13	205	95	5	—	—
	51	SID HARVEY INDUSTRIES INC.	Garden City, NY	76	72	345	—	30	60	10
	52	HEATING & COOLING SUPPLY INC.	Chula Vista, CA	25	—	200	—	—	100	—

\* Editors' Estimate

— = No information provided

(Listing continues on page 40.)



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# 40. TOP 100 WHOLESALERS: RANKING

• THE WHOLESALER® — JULY 2009

Rank	Company	City, State	Outlets	Showrooms	Employees	PVF (%)	P & H	HVAC/R	Other
\$100,000,000 TO \$199,999,999	53	DAVIDSON PIPE SUPPLY CO.*	Brooklyn, NY	8	—	210	87	—	13
	54	TRUMBULL INDUSTRIES INC.	Warren, OH	6	4	271	51	48	1
	55	NORTHEASTERN SUPPLY INC.	Baltimore, MD	30	5	305	1	76	5
	56	HIRSCH PIPE & SUPPLY	Van Nuys, CA	13	2	260	—	83	17
	57	AMERICAN REFRIGERATION SUPPLIES INC.	Phoenix, AZ	33	33	220	—	—	100
	58	AUER STEEL & HEATING SUPPLY CO.	Milwaukee, WI	7	—	195	—	15	15
	59	CENTURY HOLDINGS	Houston, TX	23	22	222	—	7	92
	60	CONNOR CO.	Peoria, IL	24	12	225	14	46	35
	61	CENTRAL SUPPLY CO. INC.	Indianapolis, IN	4	3	165	20	44	1
	62	JOHNSON SUPPLY & EQUIPMENT CORP.	Houston, TX	24	24	260	—	—	90
63	IRR SUPPLY CENTERS INC.	No. Tonawanda, NY	28	6	—	—	60	35	
64	EXPRESS PIPE & SUPPLY CO. INC.	Santa Monica, CA	13	3	230	2	98	—	
\$40,000,000 TO \$99,999,999	65	THE PORTLAND GROUP	No. Billerica, MA	13	5	200	3	23	52
	66	REDLON & JOHNSON	Portland, ME	16	5	230	10	75	15
	67	AMERIPIPE SUPPLY INC.	Dallas, TX	10	—	182	100	—	—
	68	WOLFF BROS. SUPPLY & ELECTRICAL INC.	Medina, OH	10	3	256	15	27	3
	69	CRAWFORD SUPPLY CO.	Morton Grove, IL	24	18	215	—	65	25
	70	PLUMB SUPPLY COMPANY	Des Moines, IA	17	11	219	14	57	29
	71	ROBERT JAMES SALES INC.	Tavernier, FL	10	—	130	100	—	—
	72	ROBERTSON HEATING SUPPLY CO.	Alliance, OH	28	5	246	—	55	42
	73	J.H. LARSON COMPANY	Minneapolis, MN	10	6	70	1	15	13
	74	ACES A/C SUPPLY INC.	Houston, TX	14	14	130	—	—	100
	75	SMARDAN-HATCHER CO.	Gardena, CA	6	1	115	65	20	—
	76	THE BEHLER-YOUNG COMPANY	Grand Rapids, MI	16	15	185	—	8	92
	77	ED'S SUPPLY CO. INC.	Nashville, TN	14	13	170	—	—	100
	78	COLONIAL COMMERCIAL CORP.	Hawthorne, NJ	18	6	169	—	58	42
	79	KENNY PIPE & SUPPLY	Nashville, TN	9	2	145	15	85	—
	80	CREGGER CO. INC.	Columbia, SC	20	10	172	2	97	—
	81	DEACON INDUSTRIAL	King of Prussia, PA	2	—	100	85	2	—
	82	HARRY COOPER SUPPLY COMPANY	Springfield, MO	3	2	188	9	31	11
	83	REFRIGERATION SALES CORP.	Valley View, OH	11	11	120	—	5	90
	84	YOUNG SUPPLY COMPANY	Chesterfield Twp, MI	17	17	170	—	10	85
	85	INDEPENDENT PIPE & SUPPLY CORP.	Canton, MA	6	—	96	85	5	10
	86	SW ANDERSON SALES CORP.	Farmingdale, NY	9	—	140	—	5	94
	87	PUGET SOUND PIPE & SUPPLY CO.	Kent, WA	7	—	100	100	—	—
	88	EASTERN INDUSTRIAL SUPPLIES INC.	Greenville, SC	12	—	165	85	15	—
	89	ALL-TEX PIPE & SUPPLY INC.	Dallas, TX	6	—	130	100	—	—
	90	HINKLE METALS & SUPPLY CO.	Birmingham, AL	11	7	110	—	—	89
	91	TEMPERATURE SYSTEMS INC.	Madison, WI	2	2	111	—	12	88
	92	AARON AND COMPANY INC.	Piscataway, NJ	6	3	150	—	76	22
	93	WHOLESALE SUPPLY GROUP INC.	Cleveland, TN	37	35	325	10	75	10
	94	C&L SUPPLY INC.	Vinita, OK	8	4	96	—	15	25
	95	FARNSWORTH WHOLESALE COMPANY	Gilbert, AZ	4	1	83	9	83	8
	96	TORRINGTON SUPPLY CO. INC.	Waterbury, CT	8	4	115	25	68	5
	97	DEALERS SUPPLY COMPANY INC.	Forest Park, GA	17	3	130	—	—	100
	98	SECURITY SUPPLY CORP.	Selkirk, NY	11	7	131	—	86	9
	99	GATEWAY SUPPLY CO. INC.	Columbia, SC	12	7	125	0	70	30
	100	WORLY PLUMBING SUPPLY INC.	Columbus, OH	4	4	85	4	95	1

\* Editors' Estimate

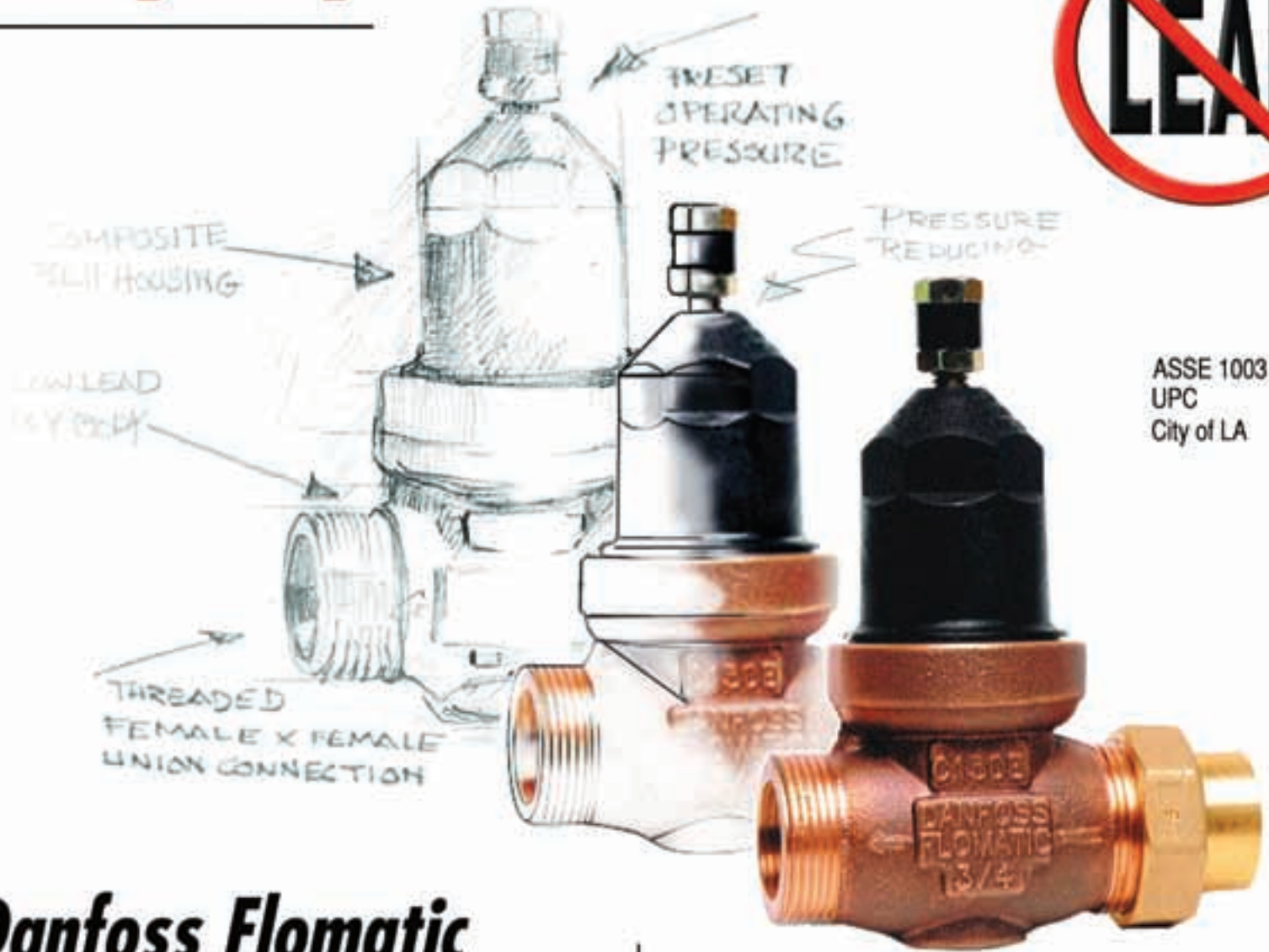
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# 42. ALPHABETICAL INDEX TO THE WHOLESALING 100

• THE WHOLESALER® — JULY 2009

COMPANY	2005	2006	2007	2008	2009	Page
<b>A</b> Aaron and Co. Inc.	81	80	88	89	92	<b>76</b>
Aces A/C Supply Inc.	80	78	78	74	74	<b>66</b>
All-Tex Pipe & Supply	-	100	100	96	89	<b>76</b>
American Refrigeration Supplies Inc.	62	62	61	56	57	<b>58</b>
Ameripipe Supply Inc.	-	-	82	80	67	<b>62</b>
Auer Steel & Heating Supply Co.	64	61	69	58	58	<b>58</b>
<b>B</b> Bartle & Gibson Co.	39	41	37	34	33	<b>50</b>
Blackman Plumbing Supply Co. Inc.*	-	35	39	39	41	<b>52</b>
<b>C</b> C&L Supply Inc.	96	94	100	98	94	<b>78</b>
C.C. Dickson Co.*	45	46	40	40	34	<b>50</b>
Central Supply Co. Inc.	-	-	71	69	61	<b>60</b>
Century Holdings	68	70	70	62	59	<b>58</b>
Chicago Tube and Iron Co.	31	32	31	25	22	<b>48</b>
Coburn Supply Co. Inc.	-	26	24	23	24	<b>48</b>
Colonial Commercial Corp	-	-	-	78	<b>78</b>	<b>68</b>
Columbia Pipe & Supply Co.	37	36	35	30	29	<b>50</b>
Connor Co.	58	63	68	60	60	<b>58</b>
Consolidated Pipe & Supply Co.*	-	16	17	18	16	<b>46</b>
Consolidated Supply Co.	42	42	38	41	46	<b>55</b>
Crane Supply*	30	34	34	33	37	<b>52</b>
Crawford Supply Co.	49	56	58	61	69	<b>62</b>
Cregger Co. Inc.	84	84	84	81	80	<b>68</b>
<b>D</b> Davidson Pipe Supply Co.*	59	69	59	54	52	<b>56</b>
Davis & Warshow Inc.	63	65	56	51	45	<b>55</b>
Deacon Industrial	-	-	-	-	81	<b>70</b>
Dealers Supply Co. Inc.	99	90	97	100	97	<b>78</b>
<b>E</b> Edgen Murray	-	-	-	12	10	<b>44</b>
ED'S Supply Co. Inc.	85	82	86	77	77	<b>68</b>
EMCO Ltd.*	-	-	8	10	8	<b>44</b>
Etna Supply	-	37	43	43	42	<b>52</b>
Express Pipe & Supply Co. Inc.	-	-	72	63	64	<b>60</b>
<b>F</b> F.W. Webb Co.	15	13	14	13	13	<b>46</b>
Famous Supply Co.	29	31	32	31	27	<b>48</b>
Farnsworth Wholesale Co.	-	81	79	83	95	<b>78</b>
Ferguson Enterprises, Inc.	1	1	1	1	1	<b>44</b>
First Supply LLC	23	25	27	28	28	<b>50</b>
<b>G</b> G.W. Berkheimer Co., Inc.	41	45	44	36	40	<b>52</b>
Gateway Supply Co., Inc.	-	-	93	94	99	<b>78</b>
Goodin Co.	43	50	49	48	43	<b>52</b>
Granite Group Wholesalers LLC	46	54	60	47	44	<b>52</b>
Groupe Deschenes Inc.	18	17	18	16	18	<b>48</b>
Gustave A. Larson Co.	35	38	42	37	36	<b>50</b>
<b>H</b> Hajoca Corp.*	4	4	6	7	9	<b>44</b>
Harry Cooper Supply Co.	-	-	-	82	82	<b>70</b>
HD Supply	-	-	3	2	2	<b>44</b>
Heating & Cooling Supply Inc.	34	39	41	44	53	<b>56</b>
Hinkle Metals & Supply Co.	-	-	-	87	90	<b>76</b>
Hirsch Pipe & Supply	65	68	62	53	56	<b>58</b>
<b>I</b> Independent Pipe & Supply Corp.	91	91	94	91	85	<b>74</b>
Industrial Piping Specialists*	-	-	-	42	32	<b>50</b>

COMPANY	2005	2006	2007	2008	2009	Page
Interline Brands	11	9	10	11	11	<b>46</b>
IRR Supply Centers Inc.	60	66	66	66	63	<b>60</b>
<b>J</b> J.H. Larson	-	-	73	65	73	<b>66</b>
Johnson Supply & Equipment Corp.	48	55	63	67	62	<b>60</b>
Johnstone Supply	9	8	9	8	12	<b>46</b>
<b>K</b> Keller Supply Co.	20	18	19	19	21	<b>48</b>
Kelly Pipe Co.	32	23	23	21	17	<b>46</b>
Kenny Pipe & Supply	-	-	-	73	79	<b>68</b>
Koch Air LLC	-	49	53	49	49	<b>56</b>
<b>L</b> Locke Supply Co.	21	21	20	22	23	<b>48</b>
<b>M</b> McJunkin Red Man Corp.	7	7	5	3	3	<b>44</b>
Mingledorff's Inc.	26	30	29	27	25	<b>48</b>
Morrison Supply Co.	17	14	13	14	14	<b>46</b>
<b>N</b> N.B. Handy Co.	22	22	21	20	20	<b>48</b>
National Oilwell Varco	-	-	-	-	6	<b>44</b>
Northeastern Supply	-	-	-	-	55	<b>48</b>
<b>P</b> Palmer Donavin Mfg. Co.	33	40	45	-	38	<b>52</b>
Peirce-Phelps Inc.	47	52	50	50	47	<b>55</b>
Plumb Supply Company	-	-	-	76	70	<b>62</b>
Puget Sound Pipe & Supply Co.	87	95	98	97	87	<b>76</b>
<b>R</b> R.E. Michel Co. Inc.	14	12	15	15	15	<b>46</b>
Redlon & Johnson	54	60	65	64	66	<b>62</b>
Refrigeration Sales Corp.	77	74	91	86	83	<b>74</b>
Robert James Sales Inc.	-	-	83	57	71	<b>62</b>
Robertson Heating Supply Co.	61	67	75	72	72	<b>66</b>
Russell Sigler Inc.	28	28	28	35	35	<b>50</b>
<b>S</b> Security Supply Corp.	-	-	-	-	98	<b>78</b>
Sid Harvey Industries Inc.	44	51	55	52	51	<b>56</b>
Slakey Brothers Inc.	19	19	22	24	30	<b>50</b>
Smardan-Hatcher Co.	73	77	80	75	75	<b>66</b>
Southern Pipe & Supply*	-	24	25	26	26	<b>48</b>
Standard Plumbing	-	-	46	45	48	<b>55</b>
SW Anderson	-	-	90	85	86	<b>74</b>
<b>T</b> Temperature Systems Inc.	-	76	92	90	91	<b>76</b>
The Behler-Young Co.	53	59	74	71	76	<b>68</b>
The Macomb Group	-	-	76	59	50	<b>56</b>
The Portland Group	-	-	64	70	65	<b>62</b>
Thos. Somerville Co.	25	27	30	32	31	<b>50</b>
Torrington Supply Co. Inc.	-	-	-	99	96	<b>78</b>
Trumbull Industries	-	57	57	55	54	<b>58</b>
<b>U</b> United Pipe & Supply Co. Inc.	36	33	33	29	39	<b>52</b>
US Air Conditioning Distribution Inc.	16	15	16	17	19	<b>48</b>
<b>W</b> Watsco Inc.	5	6	4	6	7	<b>44</b>
Wholesale Supply Group Inc.	86	86	87	84	93	<b>76</b>
Wilson, A Business Unit of Smith International Inc.	6	6	7	5	4	<b>44</b>
WinWholesale Inc.	3	3	2	4	5	<b>44</b>
Wolff Brothers Supply	57	64	67	68	68	<b>62</b>
Worly Plumbing Supply Inc.	-	-	-	-	100	<b>76</b>
<b>Y</b> Young Supply Co.	82	83	95	88	84	<b>74</b>

\*Editor's Estimate



# Who Says It's Not Easy Being Green?

## Summer Relief Rebate

June 1 – July 31, 2009

Consumers directly receive up to \$300 on select systems.



Fujitsu makes it hard not to be green with a Federal Tax Credit of 30% and utility bill savings of up to 50%.

With today's economy in turmoil, green is the "in" color. Most people don't realize that as much as half of the energy used in their home goes to heating and cooling. Fujitsu's energy efficient ductless mini-split heat pumps can save homeowners up to 50% on their heating and cooling bill.\*



Homeowners can claim 30% of the equipment and labor costs (up to a \$1,500 limit) in 2009 and 2010 on qualifying Fujitsu systems: 9RLQ, 12RLQ, 9RLS, 12RLS, 15RLQ.



Fujitsu has the most efficient heat pump in North America — **26-SEER**, plus 10 Fujitsu systems are ENERGY STAR® qualified in 2009.



To find out how you can become a Halcyon Dealer and how being green can make you more green, visit [www.fujitsugeneral.com](http://www.fujitsugeneral.com)



Fujitsu not only manufactures green equipment, but we have reduced our factory's carbon emissions to below 1990 levels while doubling production.



\*Savings may vary based on model selected, hours of operation and geographical location. Example given based on 26-SEER system versus 13-SEER system.

See contact information on page 114



# Wholesaling 100

## 1 Ferguson Enterprises Inc.

12500 Jefferson Avenue  
Newport News, VA 23602-4314  
757-969-4175  
Fax: 757-989-2501  
Email: amanda.wroten@ferguson.com  
www.ferguson.com  
Employees: 21800  
Outside Sales: 1660  
Inside Sales: 2350  
Showrooms: 325  
Total Locations: 1500  
Locations Opened 2008: 72  
Locations to be Opened 2009: 25  
Member Buying Group?: no  
Member Integrated Supply Group?: yes  
Master Distributor?: no  
Territory: 50 States, Mexico, P.R., DC  
**Sales Mix:**  
Industrial PVF: 14  
Plumbing: 30  
Pumps/Private Wtr Systems: 1  
Hydronic Heating: 1  
Industrial M/R/O Supplies: 6  
Municipal Water/Utilities: 15  
HVAC: 10  
Comm./Institutional PVF: 21  
Tools & Equipment: 2

### Sales Volume by Market Sector:

New Construction: 51  
Service, Maintenance & Repair: 11  
Remodel, Renovate, Rebuild & Rehab: 38

### Sales Volume by Type of Customer:

Trade & Builders: 55  
Utilities/Munic.: 15  
Commercial Building Owner/Manager: 1  
Consumers: 6  
Hydronic Heating: 1  
Retailers: 2  
Industrial & Facilities: 20

### Sales Volume by Market:

Residential/Light Comm.: 47  
Comm./Institutional: 32  
Industrial & Facilities: 20

### Sales to the Professional Trade:

Plb. and/or Plb./Htg. Contractor: 53  
Builder: 10  
Bath/ Kitchen Dealer: 1  
Remod Contractor: 11  
HVAC Contractor: 10  
Utility Contractor: 15

### Top 5 HVAC Lines:

Trane, ICP, Goodman, Rheem, Hart & Cooley

### Top 5 PVF Lines:

Mueller, Nibco, Victaulic, Elkhart, Conbraco

### Top 5 Plumbing Lines:

Kohler, Moen, Delta, Jacuzzi, American Standard

### Officers:

John Stegeman, President & CEO  
Kevin Murphy, COO  
Bill Brundage, VP of Finance  
Steven Roznowski, Sr. VP Human Resources

## 2 HD Supply

3100 Cumberland Blvd.  
Atlanta, GA 30339  
770-852-9000  
Email: erica.crosling@hdsupply.com  
www.hdsupply.com  
Employees: 19000  
Total Locations: 900

### Officers:

Joe DeAngelo, EVP HD Supply  
Rick McClure President, HD Supply Utilities  
Jerry Webb, President, HD Supply Waterworks  
Mike Stanwood, President, HD Supply Industrial PVF

\*Editor's Estimate

Anesa Chaibi, President, HD Supply Facilities Main  
Steve Margolius, President, HD Supply Electrical  
Tom Lazzaro, President, CTI & White Cap  
Frank Garcia, President, HD Supply Plumbing/HVAC  
Rich Fiechter, HD Supply Repair & Remodel  
Andrew Lieber, President, Creative Touch Interiors  
Vasken Altounian, President, HD Supply Canada

## 3 McJunkin Red Man Corporation

835 Hillcrest Drive  
Charleston, WV 25311  
304-848-5211  
Fax: 304-348-4922  
Email: jim.underhill@mcjunkinredman.com  
www.mcjunkinredman.com  
Employees: 3400  
Total Locations: 210  
Member Buying Group?: no  
Member Integrated Supply Group?: no  
Territory: All  
**Sales Mix:**  
Industrial PVF: 96  
Other: 4  
**Officers:**  
Andrew Lane, President & CEO  
J.F. Underhill, CFO & EVP  
R.M. Isaac, EVP  
G.A. Ittner, EVP  
S. Lake, General Counsel  
J. Lang, EVP

## 4 Wilson, A Business Unit of Smith International Inc.

1302 Conti St.  
Houston, TX 77002  
713-237-3700  
Fax: 713-237-3777  
Email: mnieto@iwilson.com  
www.iwilson.com  
Employees: 2900  
Showrooms: 126  
Total Locations: 250  
Locations Opened 2008: 8  
Locations to be Opened 2009: 4  
Member Buying Group?: no  
Member Integrated Supply Group?: no  
Territory: all US, Canada, United Kingdom, Russia, & FSU, Africa, UAE

### Sales Mix:

Industrial PVF: 65  
Industrial M/R/O Supplies: 35

### Sales Volume by Market Sector:

New Construction: 35  
Service, Maintenance & Repair: 65

### Sales Volume by Type of Customer:

Utilities/Munic.: 25  
Industrial & Facilities: 60

### Sales Volume by Market:

Industrial & Facilities: 85

### Top 5 PVF Lines:

Carbon Pipe, Stainless PVF, Flanges

### Officers:

John J. Kennedy, President/CEO  
Ken Bourne, VP Finance & Admin.  
Jim Dowhin, VP Sales  
David Gaudenzi, Director Business Development  
Jim Owsley, VP Material Sourcing  
Greg Cain, Director Material Sourcing  
Lynn Perrin, VP Sales/OPS  
Charlie Tresselt, VP Bus. Dev.

## 5 Win Wholesale Inc.

3110 Kettering Blvd.  
Dayton, OH 45439  
937-294-5331  
Fax: 937-294-6921  
Email: sbedwards@winwholesale.com  
www.winwholesale.com  
Employees: 4092  
Showrooms: 130

Total Locations: 552  
Locations Opened 2008: 14  
Member Buying Group?: yes  
Member Integrated Supply Group?: no  
Master Distributor?: no  
Key Buying Influences: VP, Vendor Relations  
Territory: All states except NJ, AK, HI, MT, DE, MI  
**Sales Mix:**  
Industrial PVF: 14  
Plumbing: 51  
Pumps/Private Wtr Systems: 4  
Municipal Water/Utilities: 9  
HVAC: 12  
Electrical: 10  
**Top 5 HVAC Lines:**  
Nordyne, American Standard Intl., Comfort Products, Hart & Cooley, Southwark Metal  
**Top 5 PVF Lines:**  
Nibco, Victaulic, Wheatland, Tyco Fire & Building Products, Anvil  
**Top 5 Plumbing Lines:**  
A.O. Smith, Nibco, Charlotte, Delta, American Standard

### Officers:

Richard Schwartz, President & CEO  
Monte Salsman, COO  
Jack Johnston, CFO  
Steve Coen, Regional VP  
Jack Osenbaugh, President Noland Co.  
Steve Edwards, VP Marketing  
Ron Bohannon, Regional VP  
Michael Souders, Regional VP

## 6 National Oilwell Varco Distribution Services

7909 Parkwood Circle Drive  
Houston, TX 77036  
713-375-3833  
Fax: 713-346-7609  
Email: Kylie.johnson@nov.com  
www.nov.com/supplychain  
Employees: 2900  
Showrooms: 200  
Total Locations: 200  
Locations Opened 2008: 20  
Locations to be Opened 2009: 6  
Member Buying Group?: No  
Member Integrated Supply Group?: Yes  
Key Buying Influences: VP Global Sourcing  
Territory: International Marketplace  
**Sales Volume by Market Sector:**  
Service, Maintenance & Repair: 100  
**Sales Volume by Type of Customer:**  
Industrial & Facilities: 100  
**Sales Volume by Market:**  
Industrial & Facilities: 100  
**Top 5 PVF Lines:**  
KF Ballon, Westbrook Mfg., Bonney Forge, Cameron

### Officers:

Robert Workman, President Distribution Service  
Burk Ellison, Sr. VP Sales & Operations  
Dave Cherechinsky, Sr. VP Finance  
Santosh Matnilalcatn, Sr. VP Mono

## 7 Watsco Inc.

2665 S. Bayshore Drive #901  
Miami, FL 33133  
305-714-4100  
Fax: 305-858-4492  
Email: jbakes@watsco.com/blogan@watsco.com  
www.watsco.com  
Employees: 3100  
Outside Sales: 500  
Inside Sales: 900  
Showrooms: 417  
Total Locations: 417  
Locations Opened 2008: 3  
Member Buying Group?: No  
Member Integrated Supply Group?: No  
Key Buying Influences: Paul Johnston, VP  
Territory: 34 US States  
**Sales Mix:**  
Refrigeration: 15  
HVAC: 85

### Sales Volume by Market Sector:

New Construction: 15  
Service, Maintenance & Repair: 10  
Remodel, Renovate, Rebuild & Rehab: 75

### Sales Volume by Type of Customer:

Trade & Builders: 97  
Other Wholesalers: 3

### Sales Volume by Market:

Residential/Light Comm.: 90  
Comm./Institutional: 10

### Sales to the Professional Trade:

AC/Refrig Cont.: 15  
HVAC Contractor: 85  
**Top 5 HVAC Lines:**  
Rheem, Carrier, Nordyne, Goodman, Manitowoc

### Officers:

Albert Nahmad, CEO  
Paul Johnston, VP  
Barry Logan, SVP  
Ana Menendez, CFO

## 8 EMCO Ltd.\*

1108 Dundas  
London, Ontario N6A 4N7 Canada  
519-453-9600

Fax: 519-453-9432

www.emcoltd.com

Employees: 2200  
Total Locations: 230  
Member Buying Group?: N  
Member Integrated Supply Group?: N  
Territory: Canada

### Sales Mix:

Industrial PVF: 17  
Plumbing: 42  
Hydronic Heating: 5  
Municipal Water/Utilities: 27  
HVAC: 9

### Sales Volume by Market Sector:

New Construction: 60  
Service, Maintenance & Repair: 30  
Remodel, Renovate, Rebuild & Rehab: 10

### Sales Volume by Type of Customer:

Trade & Builders: 60  
Utilities/Munic.: 10  
Retailers: 5  
Industrial & Facilities: 25

### Sales Volume by Market:

Residential/Light Comm.: 40  
Comm./Institutional: 40  
Industrial & Facilities: 20

### Sales to the Professional Trade:

Plb. and/or Plb./Htg. Contractor: 70  
AC/Refrig Cont.: 5

Builder: 1  
Bath/ Kitchen Dealer: 5

Remod Contractor: 5  
HVAC Contractor: 10

Utility Contractor: 5  
Other: 2

### Top 5 HVAC Lines:

Trane/American Std., Ecco Heating, Broan/Venmar, Imperial Mfg., ICP

### Top 5 PVF Lines:

CCTF, Victaulic, MA Stewart, Neuco, Flow Control

### Top 5 Plumbing Lines:

Delta, Kohler, American Standard, Wolverine, Moen

### Officers:

Rick Fantham, President

## 9 Hajoca Corporation\*

127 Coulter Avenue  
Ardmore, PA 19003  
610-649-1430

www.hajoca.com

Territory: 32 states

### Sales Mix:

Industrial PVF: 10  
Plumbing: 80  
HVAC: 10

## 10 Edgen Murray

18444 Highland Road  
Baton Rouge, LA 70809  
225-756-9868



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See contact information on page 114



# Wholesaling 100

**Fax: 225-756-2982**  
**Email: david.laxton@edgenmurray.com**  
**www.edgenmurray.com**  
 Employees: 500  
 Outside Sales: 20  
 Inside Sales: 120  
 Total Locations: 29  
 Locations Opened 2008: 2  
 Locations to be Opened 2009: 3  
 Member Buying Group?: no  
 Member Integrated Supply Group?: no  
 Master Distributor?: no  
 Key Buying Influences: Sr. VP Global Supply Chain, Product Mgr.  
 Territory: All US, Europe, Dubai, Singapore, Australia, Canada, China, Indonesia  
**Sales Mix:**  
 Industrial PVF: 100  
**Sales Volume by Market Sector:**  
 New Construction: 50  
 Service, Maintenance & Repair: 50  
**Sales Volume by Type of Customer:**  
 Other Wholesalers: 10  
 Industrial & Facilities: 90  
**Sales Volume by Market:**  
 Industrial & Facilities: 90  
**Top 5 PVF Lines:**  
 Carbon Pipe, Alloy Plate, Alloy Pipe, High Yield Fittings, Valves  
**Officers:**  
 Dan O'Leary, Pres & CEO  
 David Laxton, EVP, CFO

**11 Interline Brands**  
**801 W. Bay Street**  
**Jacksonville, FL 32204**  
**904-421-1400**  
**Fax: 888-329-1719**  
**Email: pmaxwell@interlinebrands.com**  
**www.interlinebrands.com**  
 Employees: 3550  
 Outside Sales: 600  
 Inside Sales: 400  
 Showrooms: 30  
 Total Locations: 72  
 Member Buying Group?: no  
 Member Integrated Supply Group?: no  
 Master Distributor?: no  
 Territory: all contiguous states  
**Sales Mix:**  
 Plumbing: 28  
 HVAC: 11  
 Electrical: 9  
 Other: 52  
**Sales Volume by Type of Customer:**  
 Trade & Builders: 19  
 Other Wholesalers: 12  
 Industrial & Facilities: 69  
**Sales Volume by Market:**  
 Industrial & Facilities: 49  
**Sales to the Professional Trade: 51**  
**Top 5 HVAC Lines:**  
 Garrison, Honeywell, White Rogers, Goodman, National Refrigeration  
**Top 5 Plumbing Lines:**  
 American Water Heaters, Fluidmaster, Delta, Moen, Sloan  
**Officers:**  
 Michael Grebe, Chairman  
 Ken Sweder, COO  
 Tom Tossavainen, VP/CFO  
 Jim Spahn, VP Distribution  
 Pamela Maxwell, VP Marketing  
 Fred Bravo, VP Sales

**12 Johnstone Supply Inc.**  
**11632 N.E. Ainsworth Circle**  
**Portland, OR 97220**  
**503-419-9100**

\*Editor's Estimate

**Fax: 503-256-3798**  
**Email: linda.ettestad@johnstonesupply.com**  
**www.johnstonesupply.com**  
 Employees: 3200  
 Outside Sales: 341  
 Inside Sales: 800  
 Showrooms: 341  
 Total Locations: 341  
 Locations Opened 2008: 22  
 Locations to be Opened 2009: 6  
 Member Buying Group?: no  
 Member Integrated Supply Group?: no  
 Master Distributor?: yes  
 Master Distr of What?: All lines — to members only  
 Territory: 46 states  
**Sales Mix:**  
 Hydronic Heating: 4  
 Refrigeration: 23  
 HVAC: 55  
 H/C Controls: 12  
 Electrical: 1  
 Tools & Equipment: 5  
**Sales Volume by Market Sector:**  
 New Construction: 5  
 Service, Maintenance & Repair: 70  
 Remodel, Renovate, Rebuild & Rehab: 25  
**Sales Volume by Type of Customer:**  
 Trade & Builders: 70  
 Utilities/Munic.: 2  
 Commercial Building Owner/Manager: 15  
 Hydronic Heating: 3  
 Industrial & Facilities: 10  
**Sales Volume by Market:**  
 Residential/Light Comm.: 70  
 Comm/Institutional: 20  
 Industrial & Facilities: 10  
**Sales to the Professional Trade:**  
 Plb. and/or Plb./Htg. Contractor: 10  
 AC/Refrig Cont.: 20  
 HVAC Contractor: 55  
**Top 5 HVAC Lines:**  
 Goodman Mfg., UPG/Johnson Controls, Honeywell, Emerson Climate Control, Arkema  
**Officers:**  
 Gary M. Daniels, President/CEO  
 Kevin Dier, VP Business Development  
 Rich Jansen, Sr. VP Finance  
 Ray Kernagis, VP Supply Chain  
 Jim Adcox, Sr. VP Membership  
 Janet McCreary, Corp. Sec./VP Corporate Communication  
 Johanna Glode, VP Organization and Dev.  
 Laura Schultz, Director of IT

**13 F.W. Webb Company**  
**160 Middlesex Turnpike**  
**Bedford, MA 01730**  
**781-272-6600**  
**Fax: 781-275-3354**  
**Email: ec@fwwebb.com**  
**www.fwwebb.com**  
 Employees: 1250  
 Outside Sales: 120  
 Inside Sales: 250  
 Showrooms: 27  
 Total Locations: 71  
 Locations Opened 2008: 2  
 Locations to be Opened 2009: 2  
 Member Buying Group?: yes  
 Member Integrated Supply Group?: yes  
 Master Distributor?: yes  
 Master Distr of What?: Valves-Plumbing  
 Territory: New England, Upstate NY  
**Sales Mix:**  
 Industrial PVF: 10  
 Plumbing: 15  
 Hydronic Heating: 20  
 Refrigeration: 5  
 HVAC: 25  
 Comm./Institutional PVF: 25  
**Sales to the Professional Trade:**  
 Plb. and/or Plb./Htg. Contractor: 35  
 AC/Refrig Cont.: 5  
 HVAC Contractor: 25  
**Top 5 HVAC Lines:**  
 York, Peerless, Weil McLain, Buderus, Honeywell  
**Top 5 PVF Lines:**  
 Felker, Harvel, Crane, Wheatland, Victaulic  
**Top 5 Plumbing Lines:**  
 Bradford White, TOTO, American Std.,

Aker, Grohe  
**Officers:**  
 John H. Hester, Chairman  
 Jeffrey S. Pope, President  
 Robert A. Mucciarone, CFO  
 Charles H. Slattery, Sr. VP Purchasing  
 John R. Provencal, Sr. VP Plb. & Htg.  
 Ernest R. Coutermarsh, Sr. VP Industrial  
 John Thomas, VP HVAC

**14 Morrison Supply Company**  
**311 E. Vickery Blvd.**  
**Fort Worth, TX 76104**  
**817-870-2227**  
**Fax: 817-877-4942**  
**817-259-0925**  
**www.morsco.com**  
 Employees: 993  
 Outside Sales: 136  
 Inside Sales: 259  
 Showrooms: 28  
 Total Locations: 74  
 Locations Opened 2008: 3  
 Member Buying Group?: yes  
 Member Integrated Supply Group?: no  
 Territory: TX, OK, NM, LA, KS  
**Sales Mix:**  
 Plumbing: 75  
 Municipal Water/Utilities: 5  
 HVAC: 15  
 Comm./Institutional PVF: 5  
**Sales Volume by Market Sector:**  
 New Construction: 60  
 Service, Maintenance & Repair: 20  
 Remodel, Renovate, Rebuild & Rehab: 20  
**Sales Volume by Type of Customer:**  
 Trade & Builders: 90  
 Utilities/ Munic.: 5  
 Industrial & Facilities: 5  
**Sales Volume by Market:**  
 Residential/Light Comm.: 40  
 Comm/Institutional: 55  
 Industrial & Facilities: 5  
**Sales to the Professional Trade:**  
 Plb. and/or Plb./Htg. Contractor: 71  
 AC/Refrig Cont.: 3  
 Builder: 5  
 Remod Contractor: 1  
 HVAC Contractor: 20  
 Utility Contractor: 5  
**Top 5 HVAC Lines:**  
 ICP, Selkirk, Diaken, Honeywell, Owens Corning  
**Top 5 PVF Lines:**  
 Nibco, Textube, Weldbend, Anvil, Weatland  
**Top 5 Plumbing Lines:**  
 Charlotte, Moen, Kohler, Delta, Cerro  
**Officers:**  
 Scott R. Sangalli, Chairman/CEO  
 Darrell R. Hawkins, President/COO  
 Charles Allen, VP/CFO  
 Bill Luce, VP  
 Mike Roberts, VP  
 Kevin Moore, VP

**15 R.E. Michel Company Inc.**  
**One R.E. Michel Drive**  
**Glen Burnie, MD 21060**  
**410-760-4000**  
**Fax: 410-761-3703**  
**Email: mike.michel@remichel.com**  
**www.remichel.com**  
 Employees: 1530  
 Outside Sales: 175  
 Inside Sales: 605  
 Total Locations: 215  
 Locations Opened 2008: 4  
 Member Buying Group?: no  
 Member Integrated Supply Group?: no  
 Master Distributor?: no  
 Key Buying Influences: VP Marketing, Director of Purchasing  
 Territory: AL, CT, DE, FL, GA, IN, IA, KY, LA, MD, MA, MS, NJ, NY, NC, OH, PA, RI, SC, TN, TX, VT, VA, WV  
**Sales Mix:**  
 Plumbing: 3  
 Hydronic Heating: 9  
 Refrigeration: 5

HVAC: 74  
 H/C Controls: 6  
 Electrical: 2  
 Other: 1  
**Sales Volume by Market Sector:**  
 New Construction: 22  
 Service, Maintenance & Repair: 40  
 Remodel, Renovate, Rebuild & Rehab: 35  
**Sales Volume by Type of Customer:**  
 Trade & Builders: 82  
 Utilities/ Munic.: 5  
 Hydronic Heating: 9  
 Industrial & Facilities: 4  
**Sales Volume by Market:**  
 Residential/Light Comm.: 90  
 Comm/Institutional: 7  
 Industrial & Facilities: 3  
**Sales to the Professional Trade:**  
 Plb. and/or Plb./Htg. Contractor: 12  
 AC/Refrig Cont.: 11  
 HVAC Contractor: 75  
 Other: 2  
**Top 5 HVAC Lines:**  
 Ducane, Honeywell, Armstrong Air, American Standard, ICP  
**Top 5 PVF Lines:**  
 Mueller Industries  
**Top 5 Plumbing Lines:**  
 Bradford White, Rinnai, Bock, Triangle Tube  
**Officers:**  
 John W. H. Michel, President  
 Ronald D. Miller, Exec. VP  
 Glen K. Baker, VP of Sales  
 John V. Michel, Jr., VP of Marketing  
 Gene A. Winters, VP of Branch Operations

**16 Consolidated Pipe and Supply Co. Inc.\***  
**1205 Hilltop Pkwy**  
**Birmingham, AL 35204**  
**205-323-7261**  
**Fax: 205-458-3907**  
**www.consolidatedpipe.com**  
 Employees: 580  
 Outside Sales: 120  
 Inside Sales: 130  
 Total Locations: 16  
 Member Buying Group?: yes  
 Member Integrated Supply Group?: no  
 Master Distributor?: yes  
 Territory: AL, TN, MS, NC, IN, AR, NC, SC, FL, VA, TX, GA, KY  
**Sales Mix:**  
 Industrial PVF: 25  
 Industrial M/R/O Supplies: 25  
 Municipal Water/Utilities: 25  
 Other: 25  
**Officers:**  
 Howard Kerr, President  
 Robert Kerr, EVP

**17 Kelly Pipe Company**  
**11680 Bloomfield Avenue**  
**Santa Fe Springs, CA 90670**  
**562-868-0456**  
**Fax: 562-863-4695**  
**Email: ecohen@kellypipe.com**  
**www.kellypipe.com**  
 Employees: 204  
 Outside Sales: 27  
 Inside Sales: 30  
 Total Locations: 14  
 Member Buying Group?: Yes  
 Member Integrated Supply Group?: No  
 Master Distributor?: Yes  
 Master Distr of What?: PVF  
 Territory: CA, AZ, UT, CO, TX, ID, IL, NV, WY, NM, WA  
**Sales Mix:**  
 Industrial PVF: 100  
**Sales Volume by Type of Customer:**  
 Utilities/Munic.: 10  
 Other Wholesalers: 8  
 Consumers: 10  
 Retailers: 10  
 Industrial & Facilities: 27  
**Sales Volume by Market:**  
 Industrial & Facilities: 65



Phone: 1-800-882-7783

Fax: 1-800-882-9765

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You'll love us for our Quality, Service...and Price!**

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**TOILET REPAIRS**



**SPECIALTIES**



See contact information on page 114



# Wholesaling 100

## Top 5 PVF Lines:

US Steel, CSI, Tenaris, Wheatland Tube, Nova, Hut

## Officers:

Earle Cohen, President/CEO  
John Wolfson, VP  
Leo Mann, CFO  
Leonard Gross, COO  
Steve Livingston, VP

## 18 Groupe Deschenes Inc.

3901 Jarry Street East  
Suite 250  
Montreal (Quebec), CANADA  
H1Z 2G1  
514-253-3110

Fax: 514-253-3666

Email: [nboivin@groupe-deschenes.com](mailto:nboivin@groupe-deschenes.com)  
[www.groupe-deschenes.com](http://www.groupe-deschenes.com)

Employees: 1151  
Outside Sales: 120  
Inside Sales: 226  
Showrooms: 16  
Total Locations: 61  
Locations to be Opened 2009: 1  
Member Buying Group?: yes  
Member Integrated Supply Group?: no  
Key Buying Influences: VP Procurement  
Territory: Canada- Quebec, Ontario  
**Officers:**  
Martin Deschenes, President/CEO  
Guy Tremblay, VP, Procurement  
Benoit Berthelot, VP HR  
Lapierre Marc, VP Finance and Administration  
Jacques Deschenes, Chairman of the Board  
Senese Joseph, VP Operations (Ontario)

## 19 US Air Conditioning Distribution Inc., LLC

16950 Chestnut Street  
City of Industry, CA 91748  
626-854-4500

Fax: 626-854-4509

Email: [j.scarsi@us-ac.com](mailto:j.scarsi@us-ac.com)  
[www.us-ac.com](http://www.us-ac.com)

Employees: 700  
Outside Sales: 150  
Inside Sales: 175  
Showrooms: 64  
Total Locations: 65  
Locations Opened 2008: 3  
Locations to be Opened 2009: 5  
Member Buying Group?: no  
Member Integrated Supply Group?: no  
Master Distributor?: No  
Territory: CA, NV, ID, AZ, UT

## Sales Mix:

Refrigeration: 10

HVAC: 85

H/C Controls: 5

## Sales Volume by Market Sector:

New Construction: 15

Service, Maintenance & Repair: 10

Remodel, Renovate, Rebuild & Rehab: 75

## Sales Volume by Type of Customer:

Trade & Builders: 100

## Sales Volume by Market:

Residential/Light Comm.: 45

Comm./Institutional: 55

## Sales to the Professional Trade:

AC/Refrig Cont.: 10

HVAC Contractor: 90

## Top 5 HVAC Lines:

York, Luxaire, Coleman, Guardian, Source One

## Officers:

John Staples, President/CEO  
John Scarsi, Exec. VP/CFO  
Ned Broadstreet, VP Controller  
Jack Scarsi, VP of Operations  
Robert S. Smith, Dir. Of Procurement

\*Editor's Estimate

## 20 N.B. Handy Company

P.O. Box 11258  
Lynchburg, VA 24506-1258  
434-847-4495

Fax: 434-847-2404

Email: [tmills@nbhandy.com](mailto:tmills@nbhandy.com)  
[www.nbhandy.com](http://www.nbhandy.com)

Employees: 400  
Outside Sales: 60  
Inside Sales: 50  
Total Locations: 18  
Member Buying Group?: yes  
Member Integrated Supply Group?: no  
Key Buying Influences: Quality, Price & Supply  
Territory: PA, MD, VA, WV, TN, NC, SC, GA,  
AL, FL, DE, KY

## Sales Mix:

HVAC: 44

Tools & Equipment: 3

Other: 53

## Sales Volume by Market Sector:

New Construction: 60

Remodel, Renovate, Rebuild & Rehab: 40

## Sales Volume by Type of Customer:

Trade & Builders: 100

## Sales Volume by Market:

Residential/Light Comm.: 50

Comm./Institutional: 45

Industrial & Facilities: 5

## Sales to the Professional Trade:

Builder: 10

HVAC Contractor: 45

Other: 45

## Top 5 HVAC Lines:

Nordyne, Ductmate, Quietflex Heating & Cooling Products, Hart & Cooley

## Officers:

Michael Christian, Chairman  
Mitchell Reaves, President/CEO  
Tom Mills, EVP & CFO  
Sam Meeks, VP Sales HVAC  
Bruce Christian, VP HR  
Joe Caragher, Controller  
Dennis Craven, VP Reg. Mgr.  
Joe Tyree, VP Operations

## 21 Keller Supply Company

3209 17th Avenue West  
Seattle, WA 98119  
206-285-3300

Fax: 206-283-8668

Email: [nkeller@wolfenst.com](mailto:nkeller@wolfenst.com)  
[www.kellersupply.com](http://www.kellersupply.com)

Showrooms: 22  
Total Locations: 63  
Member Buying Group?: Yes  
Territory: WA, OR, CA, AL, ID, MT, UT, NV

## Sales Mix:

Industrial PVF: 10

Plumbing: 80

HVAC: 10

## Officers:

Nick Keller, CEO  
Michael Murphy, President  
Mick Betsch, VP  
Jerry Cullen, VP  
Scott Davidson, AVP  
Tim Stumpf, AVP  
Dave Warner, VP  
Bob Brennan, VP Sales  
Jim Matthews, VP Purchasing  
George DeBell, CFO

## 22 Chicago Tube and Iron Company

One Chicago Tube Drive  
Romeoville, IL 60446  
815-834-2500

Fax: 815-588-3958

Email: [ctichgo@chicagotube.com](mailto:ctichgo@chicagotube.com)  
[www.chicagotube.com](http://www.chicagotube.com)

Employees: 450  
Outside Sales: 30  
Inside Sales: 30  
Total Locations: 9  
Locations to be Opened 2009: 1  
Member Buying Group?: yes  
Member Integrated Supply Group?: no  
Master Distributor?: No

Key Buying Influences: Larry Soehrman, VP  
Materials Management  
Territory: IL, WI, MN, IN, LA, MI, OH, KY, NC,  
NE, ND, SD, KS

## Sales Mix:

Industrial PVF: 40

Plumbing: 14

Industrial M/R/O Supplies: 15

Municipal Water/Utilities: 7

HVAC: 10

Comm./Institutional PVF: 12

## Sales Volume by Market Sector:

New Construction: 30

Service, Maintenance & Repair: 5

Remodel, Renovate, Rebuild & Rehab: 5

## Sales Volume by Type of Customer:

Utilities/ Munic.: 25

Other Wholesalers: 15

Industrial & Facilities: 45

## Sales Volume by Market:

Residential/Light Comm.: 10

Industrial & Facilities: 75

## Sales to the Professional Trade:

Plb. and/or Plb./Htg. Contractor: 45

HVAC Contractor: 10

Utility Contractor: 5

## Top 5 HVAC Lines:

Weldbend, Capitol, Apollo, Vitaulic, Nibco

## Top 5 PVF Lines:

Wheatland, Ipsco, Weldbend, USX, Edwards

## Top 5 Plumbing Lines:

Anvil, Ward, Phoenix, Nibco, Mueller

## Officers:

Robert B. Haigh, Chairman/CEO  
Donald R. McNeeley, President/COO  
Michael DiNanno, VP/CFO  
Susan Hamilton, VP Admin.  
Larry Soehrman, VP Materials Mgmt.

## 23 Locke Supply Company

1300 Southeast 82nd, Box 26128  
Oklahoma City, OK 73126  
405-631-9701

Fax: 405-631-0585

Employees: 700+  
Showrooms: 40  
Total Locations: 163  
Locations Opened 2008: 3  
Member Buying Group?: no  
Member Integrated Supply Group?: no  
Territory: OK, TX, KS, AR, MO

## Sales Mix:

Plumbing: 33

HVAC: 33

Electrical: 33

## Officers:

Carter Marsh, CEO  
Jack Anderson, CFO  
Tammi Bryant, VP  
Louie Sevier, VP  
Chuck Cross, VP

## 24 Coburn Supply Co. Inc.

P.O. Box 2177  
Beaumont, TX 77704  
409-838-6363

Fax: 409-838-4159

Email: [dmaloney@coburns.com](mailto:dmaloney@coburns.com)  
[www.coburns.com](http://www.coburns.com)

Employees: 800  
Outside Sales: 84  
Inside Sales: 118  
Showrooms: 24  
Total Locations: 44  
Locations Opened 2008: 5  
Locations to be Opened 2009: 2  
Key Buying Influences: Buyers, General Managers  
Territory: LA, East TX, Southern MS  
**Sales Mix:**  
Plumbing: 49  
Municipal Water/Utilities: 17  
Refrigeration: 2  
HVAC: 27  
Electrical: 2  
Comm./Institutional PVF: 2  
Tools & Equipment: 1  
Other: 2  
**Top 5 HVAC Lines:**  
Ruud A/C, Nordyne Prod., Genetron/Honeywell, Atco, Selkirk

## Top 5 PVF Lines:

Nibco, Charlotte, Cerro, M&H, Wheatland

## Top 5 Plumbing Lines:

American Standard, State, Delta, Aqua Glass, Lasco

## Officers:

Don Maloney, President  
A.J. Maloney, Exec. VP  
Jim Dinser, VP & GM  
Clo Romero, VP & GM  
George Soileau, VP & GM  
Danny St. Pierre, VP & GM  
Trey Berlin, VP & GM  
Bill Geysler, VP & GM  
Pam M. Mouton, VP  
Jim Fuller, VP

## 25 Mingleorff's Inc.

6675 Jones Mill Court  
Norcross, GA 30092  
770-446-6311

Fax: 770-239-2200

Email: [mranstead@mingleorffs.com](mailto:mranstead@mingleorffs.com)  
[www.mingleorffs.com](http://www.mingleorffs.com)

Employees: 323  
Outside Sales: 55  
Inside Sales: 90  
Showrooms: 23  
Total Locations: 23  
Locations Opened 2008: 2  
Member Buying Group?: yes  
Member Integrated Supply Group?: no  
Master Distributor?: Yes  
Master Distr of What?: Munter's Residential  
Territory: GA, SC, AL

## Sales Mix:

Refrigeration: 3

HVAC: 92

H/C Controls: 5

## Sales Volume by Market Sector:

New Construction: 40

Remodel, Renovate, Rebuild & Rehab: 100

## Sales Volume by Type of Customer:

Trade & Builders: 100

## Sales Volume by Market:

Residential/Light Comm.: 62

Comm./Institutional: 38

## Sales to the Professional Trade:

HVAC Contractor: 100

## Top 5 HVAC Lines:

Carrier, Bryant, Payne, Bard, Greenheck

## Officers:

Bud Mingleorff, Chairman  
David Kesterton, CEO  
Matt Ranstead, VP CFO, Secretary  
Walter Schwarz, VP  
Robert Massey, VP

## 26 Southern Pipe & Supply\*

4330 Hwy 39N  
Meridian, MS 39302  
601-693-2911

Fax: 601-485-0074

Email: [info@southernpipe.com](mailto:info@southernpipe.com)  
[www.southernpipe.com](http://www.southernpipe.com)

Total Locations: 90  
Territory: AL, AR, GA, LA, MS, FL, TN

## Sales Mix:

Plumbing: 95

HVAC: 5

## Officers:

Marty Davidson, Chairman

Jay Davidson, President

## 27 Famous Supply Company

109 N. Union St.  
Akron, OH 44309  
330-762-9621

Fax: 330-762-8722

Email: [mblaushild@famous-supply.com](mailto:mblaushild@famous-supply.com)  
[www.famous-supply.com](http://www.famous-supply.com)

Employees: 500+  
Showrooms: 13  
Total Locations: 27  
Member Buying Group?: yes  
Member Integrated Supply Group?: yes  
Territory: OH, W. PA, W. VA  
**Sales Mix:**  
Industrial PVF: 10  
Plumbing: 45



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See contact information on page 114

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# Wholesaling 100

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•THE WHOLESALER®— JULY 2009

HVAC: 45  
**Officers:**  
 Jay Blaushild, Chairman  
 Marc Blaushild, President  
 John Palermo, Dir. Of Sales  
 Bryan Huntley, Dir. Of Purchasing  
 Tom Krejci, Dir of Mktg.  
 Dave Figuly, Dir of Credit & Collections  
 Tanja Kozul, Dir. Of Dist.  
 Curt Brown, CFO  
 Larry Geist, Dir. of HR  
 Del Landin, Dir. Of Operations

## 28 First Supply LLC

6800 Gisholt Drive  
 PO Box 8124  
 Madison, WI 53708-8124  
 608-222-7799  
 Fax: 608-223-6621  
 Email: trestel@1supply.com  
 www.1supply.com

Employees: 500  
 Showrooms: 10  
 Total Locations: 27  
 Locations Opened 2008: 2  
 Member Buying Group?: yes  
 Member Integrated Supply Group?: no  
 Master Distributor?: No  
 Key Buying Influences: Vice President Purchasing  
 Territory: WI, MN, N. IL, N. MI, IA  
**Sales Mix:**  
 Industrial PVF: 27  
 Plumbing: 35  
 Pumps/Private Wtr Systems: 9  
 Hydronic Heating: 8  
 Municipal Water/Utilities: 9  
 HVAC: 10  
 Other: 2

**Top 5 HVAC Lines:**  
 Int'l Comfort Products, Uponor, B&G, Triangle Tube, Snappy

**Top 5 PVF Lines:**  
 Cambridge Lee, Nibco Inc., US Pipe, Charlotte Pipe, Wheatland Tube

**Top 5 Plumbing Lines:**  
 Kohler Company, AO Smith, Moen Inc., Delta Faucet, Mansfield

**Officers:**  
 Joe Poehling, Chairman & CEO  
 Todd Restel, Director of Finance  
 David Prahrer, VP & Secretary  
 Robert Bernier, VP Operations  
 Elliot Collier, Executive Vice President  
 Mike Hickok, Executive Vice President  
 Mike Broadway, VP Purchasing  
 Brian Donarski, VP Controller

## 29 Columbia Pipe & Supply Co.

1120 W. Pershing Road  
 Chicago, IL 60609  
 773-927-6600  
 Fax: 773-927-8415  
 Email: barenberg@columbiapipe.com  
 www.columbiapipe.com

Employees: 372  
 Outside Sales: 39  
 Inside Sales: 83  
 Total Locations: 19  
 Locations to be Opened 2009: 1  
 Member Buying Group?: yes  
 Member Integrated Supply Group?: yes  
 Master Distributor?: no  
 Territory: IL, IN, WI, MI  
**Sales Mix:**  
 Industrial PVF: 28  
 Plumbing: 12  
 Hydronic Heating: 5  
 HVAC: 6  
 Comm./Institutional PVF: 49

**Top 5 HVAC Lines:**  
 ICP, Spirax Sarco, Weil McLain, Lochinvar,

\*Editor's Estimate

Gary Metal Mfg.  
**Top 5 PVF Lines:**  
 Wheatland, Mueller, Victaulic, Charlotte, Nibco  
**Top 5 Plumbing Lines:**  
 AO Smith, Elkay, American Standard, Sloan, Chicago Faucet  
**Officers:**  
 Bill Arenberg, CEO/Chairman  
 Tim Arenberg, President  
 T.J. Arenberg, VP Operations  
 Dan Arenberg, VP Sales  
 Mike Moore, CFO

## 30 Slakey Brothers Inc.

PO Box 15647  
 Sacramento, CA 95852-1647  
 916-478-2000  
 Fax: 916-478-2030  
 Email: lletson@slakey.com  
 Employees: 414  
 Outside Sales: 35  
 Inside Sales: 141  
 Showrooms: 3  
 Total Locations: 31  
 Member Buying Group?: yes  
 Member Integrated Supply Group?: no  
 Territory: CA, NV, OR, WA

**Sales Mix:**  
 Plumbing: 36  
 HVAC: 64  
**Sales to the Professional Trade:**  
 Plb. and/or Plb./Htg. Contractor: 36  
 HVAC Contractor: 64  
**Top 5 HVAC Lines:**  
 Bryant, Atco, I.C.P., Simpson Duravent, Noli/Norwesco  
**Top 5 Plumbing Lines:**  
 Kohler, Sterling, State Industries, Moen, Noritz  
**Officers:**  
 Frank Nisonger, President/CEO  
 Karen Fonseca, VP/CFO  
 Doug Petersen, Sr. VP/COO  
 Del McCann, VP Inventory Management & Plumbing Manager  
 Doug Peyret, VP HVAC Sales & Marketing

## 31 Thos. Somerville Company

16155 Trade Zone Avenue  
 Upper Marlboro, MD 20774-8733  
 301-390-9575  
 Fax: 301-390-1108  
 Email: pmcgowan@tsomerville.com  
 www.tsomerville.com

Employees: 400  
 Outside Sales: 38  
 Inside Sales: 89  
 Showrooms: 8  
 Total Locations: 23  
 Member Buying Group?: yes  
 Member Integrated Supply Group?: yes  
 Master Distributor?: no  
 Key Buying Influences: VP Sales, VP Materials Mgt.  
 Territory: DC, MD, VA, WV, PA, DE, NJ

**Sales Mix:**  
 Plumbing: 62  
 Pumps/Private Wtr Systems: 3  
 Hydronic Heating: 12  
 HVAC: 6  
 Comm./Institutional PVF: 17  
**Sales Volume by Market Sector:**  
 New Construction: 30  
 Service, Maintenance & Repair: 21  
 Remodel, Renovate, Rebuild & Rehab: 24  
**Sales Volume by Type of Customer:**  
 Trade & Builders: 73  
 Utilities/Munic.: 4  
 Consumers: 10  
 Hydronic Heating: 12

**Sales Volume by Market:**  
 Residential/Light Comm.: 84  
 Comm./Institutional: 15  
**Sales to the Professional Trade:**  
 Plb. and/or Plb./Htg. Contractor: 84  
 Builder: 2  
 Bath/ Kitchen Dealer: 2  
 Remod Contractor: 9  
 HVAC Contractor: 3  
**Top 5 HVAC Lines:**  
 Weil McLain, Luxaire, Burnham, HB Smith,

AO Smith  
**Top 5 PVF Lines:**  
 Charlotte, Stockham, Elkhart, Cerro  
**Top 5 Plumbing Lines:**  
 Kohler, Gerber, Moen, Delta, Aqueous  
**Officers:**  
 Michael J. McInerney, Chairman  
 Patrick J. McGowan, President  
 Scott Weir, VP Purchasing  
 Dan Kelly, VP Sales South  
 Pete Misciewicz, VP EDP  
 Doug Riley, VP Sales North  
 Bruce Livingston, VP Finance

## 32 Industrial Piping Specialists\*

606 N. 145th East Ave.  
 Tulsa, OK 74116  
 918-437-9100  
 Fax: 918-437-9125  
 Total Locations: 5  
**Sales Mix:**  
 Industrial PVF: 100

## 33 Bartle & Gibson Co.

13475 Fort Road  
 Edmonton, Alberta T5A 1C6 Canada  
 780-472-2850  
 Fax: 780-476-6686  
 Email: john@bartlegibson.com  
 www.bartlegibson.com

Employees: 370  
 Showrooms: 9  
 Total Locations: 31  
 Locations Opened 2008: 1  
 Member Buying Group?: yes  
 Territory: Alberta, BC, NWT  
**Sales Mix:**  
 Industrial PVF: 1  
 Plumbing: 75  
 Pumps/Private Wtr Systems: 1  
 Hydronic Heating: 9  
 Electrical: 11  
 Comm./Institutional PVF: 3  
**Sales Volume by Market Sector:**  
 New Construction: 72  
 Service, Maintenance & Repair: 10  
 Remodel, Renovate, Rebuild & Rehab: 15

**Sales Volume by Type of Customer:**  
 Trade & Builders: 77  
 Utilities/ Munic.: 3  
 Consumers: 5  
 Retailers: 4  
 Industrial & Facilities: 2  
**Sales Volume by Market:**  
 Residential/Light Comm.: 60  
 Comm./Institutional: 38  
 Industrial & Facilities: 2  
**Sales to the Professional Trade:**  
 Plb. and/or Plb./Htg. Contractor: 90  
 Builder: 2  
 Bath/Kitchen Dealer: 2  
 Remod Contractor: 4  
 Utility Contractor: 2

**Top 5 HVAC Lines:**  
 Weil McLain, Slant/Fin, Honeywell, Watts, Allied Eng.

**Top 5 PVF Lines:**  
 Red-White, Kitz, Canvil  
**Top 5 Plumbing Lines:**  
 American Standard, Crane, KIL, Delta, Moen  
**Officers:**  
 Robert Whitty, President  
 John Kendall, Director

## 34 C.C. Dickson Co.

456 Lakeshore Pkwy  
 Rock Hill, SC 29730  
 803-980-8000  
 Fax: 803-328-9869  
 Email: bob.riley@ccdickson.com  
 www.ccdickson.com

Employees: 570  
 Outside Sales: 48  
 Showrooms: 113  
 Total Locations: 113  
 Locations Opened 2008: 1  
 Locations to be Opened 2009: 2  
 Member Buying Group?: yes

Member Integrated Supply Group?: no  
 Territory: AL, FL, GA, KY, MS, NC, SC, TN, VA  
**Sales Mix:**  
 Refrigeration: 30  
 HVAC: 40  
 H/C Controls: 20

**Sales Volume by Market Sector:**  
 New Construction: 10  
 Service, Maintenance & Repair: 50  
 Remodel, Renovate, Rebuild & Rehab: 40  
**Sales Volume by Type of Customer:**  
 Trade & Builders: 80  
 Utilities/ Munic.: 10  
 Industrial & Facilities: 10  
**Sales Volume by Market:**  
 Residential/Light Comm.: 70  
 Comm./Institutional: 20  
 Industrial & Facilities: 10  
**Sales to the Professional Trade:**  
 AC/Refrig Cont.: 30  
 HVAC Contractor: 70  
**Top 5 HVAC Lines:**  
 Honeywell, Allied Air, Mueller, Hart & Cooley, Emerson Climate Tech

**Officers:**  
 Clyde C. Dickson Jr., Chairman  
 Jon Perry, President  
 Harold King, VP  
 Darrell Durham, VP

## 35 Russell Sigler Inc.

9702 W. Tonto St.  
 Tolleson, AZ 85353  
 623-388-5100  
 Fax: 623-388-5200  
 Email: rosborne@siglers.com

Employees: 240  
 Outside Sales: 68  
 Inside Sales: 57  
 Showrooms: 10  
 Total Locations: 10  
 Member Buying Group?: yes  
 Member Integrated Supply Group?: no  
 Master Distributor?: No  
 Territory: AZ, NV, NM, TX  
**Sales Mix:**  
 HVAC: 100

**Sales Volume by Market Sector:**  
 New Construction: 25  
 Service, Maintenance & Repair: 55  
 Remodel, Renovate, Rebuild & Rehab: 20  
**Sales Volume by Type of Customer:**  
 Trade & Builders: 90  
 Utilities/Munic.: 5  
 Commercial Building Owner/ Manager: 5  
**Sales Volume by Market:**  
 Residential/Light Comm.: 70  
 Comm./Institutional: 5  
 Industrial & Facilities: 25

**Sales to the Professional Trade:**  
 AC/Refrig Cont.: 5  
 Remod Contractor: 5  
 HVAC Contractor: 90  
**Top 5 HVAC Lines:**  
 Carrier, Bryant, Adobe, J&J, Metal-Fab  
**Officers:**  
 Russell Sigler, Chairman  
 John Sigler, President  
 Robert Osborne, Treasurer  
 Rod Martin, VP Sales (residential)  
 Don Reeves, VP Sales (commercial)

## 36 Gustave A. Larson Co.

W 233 N 2869 Roundy Circle West  
 Pewaukee, WI 53072  
 262-542-0200  
 Fax: 262-542-1400  
 Email: cathy.stone@galarson.com  
 www.galarson.com

Employees: 405  
 Outside Sales: 80  
 Inside Sales: 110  
 Showrooms: 46  
 Total Locations: 48  
 Locations Opened 2008: 2  
 Locations to be Opened 2009: 3  
 Member Buying Group?: yes  
 Member Integrated Supply Group?: no  
 Master Distributor?: no  
 Key Buying Influences: Sr. VP Inventory

>



HVAC/Industrial



Fire Protection



Mining



Energy

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800-301-2701

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800-451-4414

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800-572-0051

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See contact information on page 114



# Wholesaling 100

Management, Dir. Of Marketing  
Territory: WI, MN, IL, IN, ND, SD, IA, CO, UT,  
NE, ID, KS

**Sales Mix:**  
Hydronic Heating: 5  
Refrigeration: 40  
HVAC: 50  
H/C Controls: 5

**Sales Volume by Market Sector:**  
New Construction: 15  
Service, Maintenance & Repair: 85  
**Sales Volume by Type of Customer:**  
Trade & Builders: 95  
Hydronic Heating: 5

**Sales Volume by Market:**  
Residential/Light Comm.: 65  
Comm/Institutional: 35  
**Sales to the Professional Trade:**  
AC/Refrig Cont.: 45  
HVAC Contractor: 55

**Top 5 HVAC Lines:**  
Trane, Copeland, American Standard, DuPont,  
Heatcraft

**Top 5 PVF Lines:**  
Mueller

**Officers:**  
Andrew Larson, CEO  
Scott Larson, President/COO  
Sue Sinclair, Sr. VP, CIMO  
Frank Mirocha, Sr. VP, CIO  
Greg Toler, VP Logistics/Distribution

## 37 Crane Supply, Div. Of Crane Canada

615 Dixon Road  
Toronto, Ontario M9W 1H9 Canada  
416-244-5351

Fax: 416-240-8750  
www.cranessupply.com

Employees: 384  
Outside Sales: 50%  
Inside Sales: 50%  
Total Locations: 33  
Master Distributor?: no  
Territory: All provinces

**Sales Mix:**  
Industrial PVF: 60  
Plumbing: 32  
Hydronic Heating: 6  
Other: 2

**Sales Volume by Market Sector:**  
New Construction: 53  
Service, Maintenance & Repair: 26  
Remodel, Renovate, Rebuild & Rehab: 21

**Sales Volume by Type of Customer:**  
Hydronic Heating: 6

**Top 5 HVAC Lines:**  
Viessman, Watts, Hydrotherm

**Top 5 PVF Lines:**  
ERW Steel Pipe, SMIS Pipe, Crane Valve, CS  
BW Flanges, CS Flanges

**Top 5 Plumbing Lines:**  
Gerber, Crane, Moen, Delta

**Officers:**  
Tom Frazer, President, Crane Supply  
Kaydee Ali, CFO  
Roy Byrne, Procurement

## 38 Palmer-Donavin Mfg. Co.

1200 Steelwood Road  
Columbus, OH 43212  
614-486-9657

Fax: 614-486-5037  
Email: scott.mueller@palmerdonavin.com  
www.palmerdonavin.com

Employees: 270  
Outside Sales: 38  
Inside Sales: 37  
Showrooms: 7  
Total Locations: 8

\*Editor's Estimate

Member Buying Group?: yes  
Member Integrated Supply Group?: no  
Master Distributor?: no  
Territory: OH, IN, W. PA, N. KY, S. MI, WV  
**Sales Mix:**  
HVAC: 10  
Other: 90

**Sales Volume by Market Sector:**  
New Construction: 30  
Remodel, Renovate, Rebuild & Rehab: 70

**Sales Volume by Type of Customer:**  
Trade & Builders: 20  
Retailers: 80

**Sales Volume by Market:**  
Residential/Light Comm.: 95  
Other: 5

**Sales to the Professional Trade:**  
HVAC Contractor: 20  
Other: 80

**Top 5 HVAC Lines:**  
Rheem, Armstrong, Honeywell, April Aire,  
Weather King

**Officers:**  
Ron Calhoun, President/CEO  
Robyn Pollina, CFO  
Scott Mueller, General Manager HVAC

## 39 United Pipe & Supply Co., Inc.

7600 S.E. Johnson Creek Blvd.  
Portland OR 97206

503-788-8813  
Fax: 503-777-5066  
Email: dtotson@unitedpipe.com or  
ekolasinski@unitedpipe.com  
www.unitedpipe.com

Employees: 340  
Outside Sales: 70  
Inside Sales: 80  
Total Locations: 32

Member Buying Group?: no  
Member Integrated Supply Group?: no  
Territory: OR, WA, ID, MT, CA, AK

**Sales Mix:**  
Industrial PVF: 15  
Pumps/Private Wtr Systems: 15  
Municipal Water/Utilities: 45  
HVAC: 5

Comm./Institutional PVF: 20  
**Sales Volume by Market Sector:**  
New Construction: 40  
Service, Maintenance & Repair: 30  
Remodel, Renovate, Rebuild & Rehab: 30

**Sales Volume by Type of Customer:**  
Trade & Builders: 70  
Utilities/Munic.: 15  
Other Wholesalers: 2  
Retailers: 10

Industrial & Facilities: 3  
**Sales Volume by Market:**  
Residential/Light Comm.: 25  
Comm/Institutional: 40  
Industrial & Facilities: 33

**Sales to the Professional Trade:**  
Plb. and/or Plb./Htg. Contractor: 5  
Builder: 10

Remod Contractor: 5  
HVAC Contractor: 10  
Utility Contractor: 35  
Other: 35

**Top 5 HVAC Lines:**  
Amana, Northwest Metals, Atco, Enertec,  
True-Flex

**Top 5 PVF Lines:**  
JM Eagle, McWane, Wilkins, Romac, Tyler  
**Officers:**  
Ed Kolasinski, CFO  
Wayne Miller, Chairman  
Terry Dotson, COO

## 40 G.W. Berkheimer Co. Inc.

6000 Southport Road  
Portage, IN 46368

219-764-5200  
Fax: 219-764-5203  
Email: brian.cobble@gwberkheimer.com  
www.gwberkheimer.com

Employees: 300  
Total Locations: 25  
Locations Opened 2008: 3  
Member Buying Group?: yes

Member Integrated Supply Group?: no  
**Sales Mix:**  
HVAC: 100  
**Sales Volume by Market:**  
Residential/Light Comm.: 100  
**Sales to the Professional Trade:**  
AC/Refrig Cont.: 50  
HVAC Contractor: 50

## 41 Blackman Plumbing Supply Co. Inc.\*

120 Hicksville Road  
Bethpage, NY 11714

516-579-2000  
Email: info@blackman.com  
www.blackman.com

Showrooms: 11  
Territory: NY  
**Sales Mix:**  
Plumbing: 50

Hydronic Heating: 38  
Municipal Water/Utilities: 2  
HVAC: 10

## 42 Etna Supply

3175 Union Street  
Grand Rapids, MI 49548

616-514-5208  
Fax: 616-514-6208  
Email: msierawski@etnasupply.com  
www.etnasupply.com

Employees: 281  
Outside Sales: 34  
Inside Sales: 37  
Showrooms: 7

Total Locations: 16  
Locations Opened 2008: 2  
Member Buying Group?: Yes  
Member Integrated Supply Group?: No

Master Distributor?: no  
Key Buying Influences: Purchasing Managers,  
Sales Managers  
Territory: MI, IN, OH

**Sales Mix:**  
Plumbing: 44  
Hydronic Heating: 1  
Municipal Water/Utilities: 46

**Sales Volume by Market Sector:**  
New Construction: 85  
Service, Maintenance & Repair: 5  
Remodel, Renovate, Rebuild & Rehab: 10

**Sales Volume by Type of Customer:**  
Trade & Builders: 85  
Utilities/Munic.: 9  
Hydronic Heating: 1

Industrial & Facilities: 4  
**Sales Volume by Market:**  
Residential/Light Comm.: 24  
Comm/Institutional: 26  
Industrial & Facilities: 4

**Sales to the Professional Trade:**  
Plb. and/or Plb./Htg. Contractor: 44  
Utility Contractor: 37  
Other: 19

**Top 5 HVAC Lines:**  
Zurn, Quest, Burnham Boilers

**Top 5 PVF Lines:**  
Wheatland Tube, Nibco, Conbraco, Tyler, Watts

**Top 5 Plumbing Lines:**  
Cerro, Lochinvar, American Standard, Charlotte

**Officers:**  
R. David Potgeter, President  
Russell Visner, CEO  
David L. Potgeter, VP  
Mark Potgeter, VP

## 43 Goodin Company

PO Box 9326  
Minneapolis, MN 55440  
612-588-7811

Fax: 612-297-1183  
Email: steve.kelly@goodinco.com  
www.goodinco.com

Employees: 370  
Outside Sales: 66  
Inside Sales: 65  
Showrooms: 10  
Total Locations: 10

Locations to be Opened 2009: 1  
Member Buying Group?: yes  
Member Integrated Supply Group?: no  
Master Distributor?: no  
Territory: MN, ND, SD, WI, IA, NE

**Sales Mix:**  
Industrial PVF: 23  
Plumbing: 38  
Pumps/Private Wtr Systems: 4  
Hydronic Heating: 15  
HVAC: 20

**Sales Volume by Market Sector:**  
New Construction: 60  
Service, Maintenance & Repair: 15  
Remodel, Renovate, Rebuild & Rehab: 25

**Sales Volume by Type of Customer:**  
Trade & Builders: 60  
Utilities/Munic.: 5  
Commercial Building Owner/Manager: 5

Hydronic Heating: 15  
Industrial & Facilities: 10  
**Sales Volume by Market:**  
Residential/Light Comm.: 45  
Comm/Institutional: 40

Industrial & Facilities: 10  
**Sales to the Professional Trade:**  
Plb. and/or Plb./Htg. Contractor: 65  
AC/Refrig Cont.: 10

HVAC Contractor: 25  
**Top 5 HVAC Lines:**  
Ruud, Comfort Maker, Slant/Fin, Buderus, Reznor

**Top 5 PVF Lines:**  
Milwaukee Valves, Mueller, Charlotte Pipe,  
Victaulic, Wheatland Tube

**Top 5 Plumbing Lines:**  
American Standard, A.O. Smith, Warm Rain,  
Delta, Elkay

**Officers:**  
Greg Skagerberg, Chairman/CEO  
Gerard Melgaard, Sr. VP  
Steve Kelly, President  
Joel Skagerberg, Secretary  
Brian Sand, Treasurer

## 44 Granite Group Wholesalers LLC

6 Storrs St.  
Concord, NH 03301  
603-224-1901

Fax: 603-224-6821  
Email: rgagne@thegranitegroup.com  
www.thegranitegroup.com

Employees: 400  
Outside Sales: 28  
Inside Sales: 75  
Showrooms: 10

Total Locations: 26  
Locations Opened 2008: 1  
Territory: CT, MA, ME, NH, VT, RI

**Sales Mix:**  
Industrial PVF: 5  
Plumbing: 50  
Pumps/Private Wtr Systems: 5

Hydronic Heating: 20  
HVAC: 10  
Comm./Institutional PVF: 10

**Sales Volume by Market Sector:**  
New Construction: 60  
Service, Maintenance & Repair: 20  
Remodel, Renovate, Rebuild & Rehab: 20

**Sales Volume by Type of Customer:**  
Trade & Builders: 65  
Consumers: 10  
Hydronic Heating: 20

Industrial & Facilities: 5  
**Sales Volume by Market:**  
Residential/Light Comm.: 85  
Comm/Institutional: 10  
Industrial & Facilities: 5

**Sales to the Professional Trade:**  
Plb. and/or Plb./Htg. Contractor: 50  
Builder: 10  
Remod Contractor: 30

HVAC Contractor: 10  
**Top 5 HVAC Lines:**  
Weil McLain, Wirsbo, Smith, Peerless, Taco

**Top 5 PVF Lines:**  
Charlotte, Tyler, Cambridge, Wheatland, Nibco

**Top 5 Plumbing Lines:**  
Kohler, State, Lasco, Moen, Delta

**Officers:**  
P. Kevin Condron, Chairman





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Pittsburgh, PA 15230  
412-782-4300

# Tapco

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See contact information on page 114

William T. Hilfinger, CEO  
Joseph W. Goff, Treasurer  
Paul Martino, VP Inventory  
Russ Gagne, CFO

## 45 Davis & Warshaw Inc.

57-22 49th Street, Box 39  
Maspeth, NY 11378  
718-937-9500

Fax: 718-786-9771

Email: [ffinkel@dwny.com](mailto:ffinkel@dwny.com)  
[www.daviswarshaw.com](http://www.daviswarshaw.com)

Employees: 260  
Outside Sales: 1  
Inside Sales: 31  
Showrooms: 9  
Total Locations: 9  
Locations Opened 2008: 2  
Member Buying Group?: yes  
Territory: Metro NY, NJ, CT

### Sales Mix:

Industrial PVF: 20  
Plumbing: 55  
Hydronic Heating: 9  
Comm./Institutional PVF: 11  
Tools & Equipment: 4  
Other: 1

### Sales Volume by Market Sector:

### Sales Volume by Type of Customer:

Trade & Builders: 65  
Utilities/Munic.: 4  
Commercial Building Owner/Manager: 2  
Consumers: 18  
Hydronic Heating: 9  
Retailers: 2  
Industrial & Facilities: 4

### Sales Volume by Market:

Residential/Light Comm.: 10  
Comm/Institutional: 40  
Industrial & Facilities: 4

### Sales to the Professional Trade:

Plb. and/or Plb./Htg. Contractor: 48  
Builder: 1

Bath/ Kitchen Dealer: 2

Remod Contractor: 15

HVAC Contractor: 10

### Top 5 HVAC Lines:

A.O. Smith, Weil McLain, Burnham

### Top 5 PVF Lines:

Wheatland, Anvil, Stockham, WKM, Hammond

### Top 5 Plumbing Lines:

Kohler, Crane, Gerber, Grohe

### Officers:

Irving Finkel, Chairman  
Frank Finkel, President  
David Finkel, EVP  
Andrew Atlas, EVP Purch.  
Alan Colen, VP Sales

## 46 Consolidated Supply Co.

P.O. Box 5788  
Portland, OR 97228-5788  
503-684-5904

Fax: 503-620-9833

Email: [brurob@consolidatedsupply.com](mailto:brurob@consolidatedsupply.com)  
[www.consolidatedsupply.com](http://www.consolidatedsupply.com)

Employees: 260  
Outside Sales: 28  
Inside Sales: 75  
Showrooms: 11  
Total Locations: 17  
Locations Opened 2008: 1  
Member Buying Group?: yes  
Member Integrated Supply Group?: no  
Master Distributor?: no  
Key Buying Influences: Sr. VP of Purchasing, Sr. VP of Sales  
Territory: OR, WA, ID, HI

### Sales Mix:

Plumbing: 69  
Hydronic Heating: 6  
Municipal Water/Utilities: 25  
**Sales Volume by Market Sector:**  
New Construction: 65  
Service, Maintenance & Repair: 12  
Remodel, Renovate, Rebuild & Rehab: 23

### Sales Volume by Type of Customer:

Trade & Builders: 61  
Utilities/Munic.: 30  
Other Wholesalers: 1  
Consumers: 1

# Wholesaling 100

Hydronic Heating: 6

Retailers: 1

### Sales Volume by Market:

Residential/Light Comm.: 40

Comm/Institutional: 25

Other: 35

### Sales to the Professional Trade:

Plb. and/or Plb./Htg. Contractor: 54

Builder: 1

Remod Contractor: 2

HVAC Contractor: 1

Utility Contractor: 26

### Top 5 Plumbing Lines:

American Standard, Bradford White, Aqua Glass, Moen, Wirsbo

### Officers:

Karla Neupert Hockley, President  
Jeff Konen, Sr. VP Purchasing  
Bob Bruce, Sr. VP/CFO  
Kevin Neupert, Sr. VP Sales  
Tom Bedell, VP Business Development  
Karolyn Neupert, Chairman

## 47 Peirce-Phelps Inc.

2000 North 59th Street  
Philadelphia, PA 19131  
215-879-7000

Fax: 215-879-7268

Email: [gdn@peirce.com](mailto:gdn@peirce.com)

[www.peirce.com](http://www.peirce.com)

Employees: 250

Showrooms: 1

Total Locations: 17

Locations Opened 2008: 1

Member Buying Group?: Yes

Member Integrated Supply Group?: No

Territory: PA, DE, NJ, MD, WV, VA, NY

### Sales Mix:

Refrigeration: 2

HVAC: 95

H/C Controls: 3

### Top 5 HVAC Lines:

Carrier, Bryant, Payne, Mitsubishi, ICP

### Officers:

Brian G. Peirce, CEO  
Dana L. Peirce, VP Residential Sales  
Robin J. Peirce, VP HVAC Sales  
Bruce McConnell, VP Commercial Sales  
Robert Subranni, CFO  
Dennis Egan, VP Home & Hearth

## 48 Standard Plumbing

9180 South 300 West  
Sandy, UT 84107  
801-255-4175

Fax: 801-255-7100

Email: [rreese@standardplumbing.com](mailto:rreese@standardplumbing.com)

[www.standardplumbing.com](http://www.standardplumbing.com)

Employees: 238

Showrooms: 50

Total Locations: 60

Locations Opened 2008: 2

Locations to be Opened 2009: 2

Territory: UT, ID, WY, AZ, CA, OR, CO, NV

### Sales Mix:

Plumbing: 95

HVAC: 5

### Sales Volume by Market Sector:

New Construction: 30

Remodel, Renovate, Rebuild, & Rehab: 70

### Sales Volume by Type of Customer:

Trade & Builders: 70

Consumers: 30

### Sales Volume by Market:

Residential/Light Comm.: 80

Comm/Institutional: 20

### Top 5 HVAC Lines:

Ruud

### Top 5 Plumbing Lines:

TOTO, American Standard, Rheem, Moen

### Officers:

Richard N. Reese, President

David Freeman, VP Gen. Mgr.

Blair Tucker, VP Heating Sales

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**Case**  
**Central Brass**  
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**Crane Current/Obsolete**  
**Curtin Valve**  
**Danze**  
**Delta Current/Commercial**  
**Eljer Current/Obsolete**  
**Elkay/Water Cooler Parts**  
**Fisher**  
**Fluidmaster**  
**Franke**  
**Gerber**  
**Grohe Current/Obsolete**  
**Halsey Taylor**  
**Hamat**  
**Hansa**  
**Hansgrohe**  
**Harcraft**  
**Huntington Brass**  
**Indiana Brass Current/Obsolete**  
**Kohler**  
**KWC**  
**Leonard**  
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**Phoenix**  
**Porcher**  
**Powers**  
**Price Pfister**  
**Rohl**  
**Royal Brass Current/Obsolete**  
**Santec**  
**Savoy**  
**Sayco**  
**Speakman Current/Obsolete**  
**Sterling**  
**Streamway**  
**Symmons**  
**Trim Kits**  
**T&S Brass**  
**Union Brass**  
**Universal-Rundle Parts/Ballcocks**  
**Valley Current/Obsolete**  
**WaterSaver**  
**Zurn (Commercial)/Flush Valves**

P.O. Box 2812 Pittsburgh, PA 15230 412-782-4300

See contact information on page 114



# Wholesaling 100

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•THE WHOLESALER®— JULY 2009

## 49 Koch Air LLC

PO Box 1167  
Evansville, IN 47706-1167  
877-456-2422  
Fax: 812-962-5313  
Email: [jmuehlbauer@kochair.com](mailto:jmuehlbauer@kochair.com)  
[www.kochair.com](http://www.kochair.com)  
Employees: 185  
Outside Sales: 49  
Inside Sales: 51  
Showrooms: 6  
Total Locations: 6  
Locations to be Opened 2009: 1  
Member Buying Group?: no  
Master Distributor?: no  
Key Buying Influences: VP of Operations, Dir. Of Purchasing  
Territory: IN, KY, IL, MO  
**Sales Mix:**  
HVAC: 98  
H/C Controls: 2  
**Sales Volume by Market Sector:**  
New Construction: 40  
Service, Maintenance & Repair: 10  
Remodel, Renovate, Rebuild & Rehab: 50

**Sales Volume by Type of Customer:**  
Trade & Builders: 97  
Utilities/Munic.: 1  
Commercial Building Owner/Manager: 1  
Industrial & Facilities: 1  
**Sales Volume by Market:**  
Residential/Light Comm.: 63  
Comm/Institutional: 1  
Industrial & Facilities: 35  
**Sales to the Professional Trade:**  
AC/Refrig Cont.: 5  
HVAC Contractor: 90  
Other: 5  
**Top 5 HVAC Lines:**  
Carrier, Honeywell, LG Research Products, Emerson  
**Officers:**  
Cindy Mitchell, Treasurer  
James Muehlbauer, President  
Brad Muehlbauer, VP Operations  
David Koch, VP Residential Sales  
Mike Freeman, VP Comm Sales

## 50 The Macomb Group

34400 Mound Road  
Sterling Heights, MI 48310  
586-274-4100  
Fax: 586-274-4125  
Email: [rheck@macombgroup.com](mailto:rheck@macombgroup.com)  
[www.macombgroup.com](http://www.macombgroup.com)  
Employees: 205  
Outside Sales: 33  
Inside Sales: 40  
Showrooms: 13  
Total Locations: 14

Locations Opened 2008: 3  
Locations to be Opened 2009: 2  
Member Buying Group?: no  
Member Integrated Supply Group?: no  
Master Distributor?: yes  
Key Buying Influences: President/Vice President/Purchasing Agents  
Territory: MI, IN, OH, PA, KY  
**Sales Mix:**  
Industrial PVF: 95  
Plumbing: 5  
**Sales Volume by Market Sector:**  
New Construction: 65  
Service, Maintenance & Repair: 20  
Remodel, Renovate, Rebuild & Rehab: 15  
**Sales Volume by Type of Customer:**  
Trade & Builders: 65  
Utilities/Munic.: 15  
Commercial Building Owner/Manager: 1  
Other Wholesalers: 1  
Hydronic Heating: 3  
Industrial & Facilities: 15  
**Sales Volume by Market:**  
Residential/Light Comm.: 5  
Comm/Institutional: 20  
Industrial & Facilities: 74  
**Sales to the Professional Trade:**  
Plb. and/or Plb./Htg. Contractor: 20  
AC/Refrig Cont.: 2  
HVAC Contractor: 5  
Utility Contractor: 10  
**Top 5 HVAC Lines:**  
Lochinvar, Modine  
**Top 5 PVF Lines:**  
Victaulic, Wheatland, Nibco, Apollo, Weldbend  
**Top 5 Plumbing Lines:**  
Tyler, Eljer, Sloan, Jay R. Smith, Crane  
**Officers:**  
Keith Schatko, Exec. VP  
David Margolis, CFO  
Bill McGivern, Pres./CEO  
Chuck Raymond, National Sales Mgr.  
Dick Dixon, VP  
Brandon Perilli, Purchasing  
Steve Dixon, VP  
Gary Stabile, Quotations Mgr.  
Jim Tucker, VP

HVAC Contractor: 40  
**Top 5 HVAC Lines:**  
DuPont, Emerson/Copeland, Honeywell, International Comfort Products, Peerless  
**Officers:**  
Jack DeCotiis, SVP  
Dave Harvey, EVP  
Sid Harvey, President  
Jim Otto, SVP  
John Rynecki, SVP  
Russ TumSuden, SVP  
Rich Carbonaro, VP  
Grace Kling, Controller

## 52 Davidson Pipe Supply Co.\*

5002 Second Avenue  
Brooklyn, NY 11232  
718-439-6300  
Fax: 718-439-8078  
Email: [peter@davidsonpipe.com](mailto:peter@davidsonpipe.com)  
[www.davidsonpipe.com](http://www.davidsonpipe.com)  
Employees: 210  
Outside Sales: 10  
Inside Sales: 25  
Total Locations: 8  
Territory: ME, VT, NH, MA, CT, NY, NJ, DE  
**Sales Mix:**  
Industrial PVF: 7  
Comm./Institutional PVF: 80  
Other: 13  
**Sales Volume by Market Sector:**  
New Construction: 60  
Remodel, Renovate, Rebuild & Rehab: 40  
**Sales Volume by Type of Customer:**  
Trade & Builders: 80  
Other: 20  
**Sales Volume by Market:**  
Comm/Institutional: 87  
Industrial & Facilities: 7  
Other: 13  
**Sales to the Professional Trade:**  
Plb. and/or Plb./Htg. Contractor: 15  
HVAC Contractor: 70  
Utility Contractor: 5  
Other: 10  
**Officers:**  
Peter Daudson, CEO  
Stuart Krueger, President

## 51 Sid Harvey Industries, Inc.

605 Locust Street  
Garden City, NY 11530  
516-745-9200  
Fax: 516-222-9027  
Email: [sharvey@sidharvey.com](mailto:sharvey@sidharvey.com)  
[www.sidharvey.com](http://www.sidharvey.com)  
Employees: 345  
Outside Sales: 50  
Inside Sales: 210  
Showrooms: 72  
Total Locations: 76  
Locations Opened 2008: 1  
Locations to be Opened 2009: 2  
Member Buying Group?: yes  
Member Integrated Supply Group?: no  
Master Distributor?: Yes  
Master Distr. of What?: Sid Harvey's Manufacturing Division Products  
Territory: CO, CT, DE, IL, ME, MD, MA, MI, MN, NH, NJ, NY, OH, PA, RI, VT, WI, WV, WY  
**Sales Mix:**  
Hydronic Heating: 15  
Refrigeration: 25  
HVAC: 35  
H/C Controls: 15  
Electrical: 5  
Tools & Equipment: 5  
**Sales Volume by Market Sector:**  
New Construction: 5  
Service, Maintenance & Repair: 55  
Remodel, Renovate, Rebuild & Rehab: 40  
**Sales Volume by Type of Customer:**  
Trade & Builders: 80  
Utilities/Munic.: 5  
Hydronic Heating: 10  
Industrial & Facilities: 5  
**Sales Volume by Market:**  
Residential/Light Comm.: 79  
Comm/Institutional: 15  
Industrial & Facilities: 5  
**Sales to the Professional Trade:**  
Plb. and/or Plb./Htg. Contractor: 20  
AC/Refrig Cont.: 40

## 53 Heating & Cooling Supply Inc.

1669 Brandywine Ave. Suite A  
Chula Vista, CA 92119  
619-262-8885  
Fax: 619-421-0830  
Email: [phomen@hvacgroup.com](mailto:phomen@hvacgroup.com)  
[www.heatingandcooling.com](http://www.heatingandcooling.com)  
Employees: 200  
Outside Sales: 28  
Inside Sales: 30  
Total Locations: 25  
Territory: CA, AZ, NV  
**Sales Mix:**  
HVAC: 100  
**Sales Volume by Market Sector:**  
New Construction: 40  
Service, Maintenance & Repair: 60  
**Sales Volume by Type of Customer:**  
Trade & Builders: 98  
Industrial & Facilities: 2  
**Sales Volume by Market:**  
Residential/Light Comm.: 95  
Comm/Institutional: 5  
**Sales to the Professional Trade:**  
AC/Refrig Cont.: 5  
HVAC Contractor: 95  
**Top 5 HVAC Lines:**  
Rheem Comfortmaker  
**Top 5 PVF Lines:**  
**Top 5 Plumbing Lines:**  
**Officers:**  
Marc Greer, President  
Penny Homen, CFO

## 54 Trumbull Industries, Inc.

400 Dietz Road, PO Box 30  
Warren, OH 44482  
330-393-6624  
Fax: 330-399-4421  
Email: [jlehman@trumbull.com](mailto:jlehman@trumbull.com)

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600 Old Willets Path  
Hempstead, NY 11788  
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Tel: 800-794-0224 • Fax: 800-794-0208 • Email: [terry@centurysalesmfg.com](mailto:terry@centurysalesmfg.com)

See contact information on page 114

\*Editor's Estimate

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3. Order must be marked "VISA card promotion" and include a name and address to send to.
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5. Cannot use with any other offers or promotions.
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# Wholesaling 100

**www.trumbull.com**

Employees: 271  
Outside Sales: 38  
Inside Sales: 73  
Showrooms: 4  
Total Locations: 6  
Member Buying Group?: yes  
Member Integrated Supply Group?: no  
Territory: OH, PA, NY

**Sales Mix:**

Industrial PVF: 12  
Plumbing: 48  
Industrial M/R/O Supplies: 15  
Municipal Water/Utilities: 24  
Tools & Equipment: 1

**Sales Volume by Market Sector:**

New Construction: 65  
Service, Maintenance & Repair: 10  
Remodel, Renovate, Rebuild & Rehab: 25

**Sales Volume by Type of Customer:**

Trade & Builders: 18  
Utilities/Munic.: 25  
Commercial Building Owner/Manager: 8  
Other Wholesalers: 3  
Consumers: 6  
Retailers: 21  
Industrial & Facilities: 14

**Sales to the Professional Trade:**

Plb. and/or Plb./Htg. Contractor: 34  
Builder: 11  
Bath/ Kitchen Dealer: 3  
Remod Contractor: 22  
HVAC Contractor: 3  
Utility Contractor: 7  
Other: 20

**Top 5 HVAC Lines:**

Nibco, Wheatland, Combraco, Victaulic, Weld-bend

**Top 5 Plumbing Lines:**

American Std., Jacuzzi, Delta, Moen, A.O. Smith

**Officers:**

Murray Miller, President  
Sam M. Miller, VP  
Sam H. Miller, VP  
Ken Miller, Secretary, VP Purchasing  
Julian Lehman, Treasurer, Controller

## 55 Northeastern Supply Inc.

8323 Pulaski Hwy.  
Baltimore, MD 21237  
410-574-0010

Fax: 410-574-3315

Email: [scoo@northeastern.com](mailto:scoo@northeastern.com)  
[www.northeastern.com](http://www.northeastern.com)

Employees: 305  
Outside Sales: 25  
Inside Sales: 3  
Showrooms: 5  
Total Locations: 30  
Locations Opened 2008: 1  
Locations to be Opened 2009: 1  
Member Buying Group?: yes  
Member Integrated Supply Group?: no  
Key Buying Influences: Dir. Of Supply Chain  
Territory: MD, DE, PA, VA, WV, DC

**Sales Mix:**

Plumbing: 71  
Pumps/Private Wtr Systems: 3  
Hydronic Heating: 4  
Municipal Water/Utilities: 0.5  
Refrigeration: 0.5  
HVAC: 18  
H/C Controls: 1

Comm./Institutional PVF: 1  
Tools & Equipment: 1.0

**Sales Volume by Market Sector:**

New Construction: 55  
Service, Maintenance & Repair: 34  
Remodel, Renovate, Rebuild & Rehab: 11

**Sales Volume by Type of Customer:**

Trade & Builders: 93  
Utilities/Munic.: 1  
Commercial Building Owner/Manager: 4  
Consumers: 1  
Hydronic Heating: 4  
Industrial & Facilities: 1

**Sales Volume by Market:**

Residential/Light Comm.: 70  
Comm/Institutional: 28  
Industrial & Facilities: 2

**Sales to the Professional Trade:**

Plb. and/or Plb./Htg. Contractor: 72  
AC/Refrig Cont.: 1  
Builder: 1  
Bath/ Kitchen Dealer: 1  
Remod Contractor: 4  
HVAC Contractor: 19  
Utility Contractor: 2

**Officers:**

Steve Cook, President/CEO  
Steve Coppage, VP Business Dev.  
Rick Tomaschefskey, VP Sales - Residential  
Mike Cornbrooks, VP Operations  
Russ Everson, VP Sales - HVAC  
Mike Tagliaferri, Commercial Sales Mgr.  
Ton Goncalves, Dir. Of Supply Chain Management

## 56 Hirsch Pipe & Supply

15025 Oxnard Street Suite 200  
Van Nuys, CA 91411

818-756-0900

Fax: 818-756-0910

Email: [jrking@hirsch.com](mailto:jrking@hirsch.com)

[www.hirsch.com](http://www.hirsch.com)

Employees: 260  
Outside Sales: 3  
Inside Sales: 50  
Showrooms: 2  
Total Locations: 13  
Locations Opened 2008: 1  
Member Buying Group?: yes  
Member Integrated Supply Group?: no  
Master Distributor?: yes  
Master Distr of What?: Chicago Faucets, Sloan Valve

Territory: USA, Orient, Middle East, S. CA

**Sales Mix:**

Plumbing: 80  
H/C Controls: 3

**Sales Volume by Market Sector:**

New Construction: 5  
Service, Maintenance & Repair: 40  
Remodel, Renovate, Rebuild & Rehab: 40

**Sales Volume by Type of Customer:**

Trade & Builders: 83  
Utilities/Munic.: 2  
Other Wholesalers: 5  
Retailers: 5

**Sales Volume by Market:**

Residential/Light Comm.: 90

**Sales to the Professional Trade:**

Plb. and/or Plb./Htg. Contractor: 90  
Remod Contractor: 10

**Top 5 HVAC Lines:**

Nibco, Honeywell, Red-White, Watts, Wilkins

**Top 5 Plumbing Lines:**

Chicago Faucet, Delta, American Std., American Water Heater, Toto-Kiki

**Officers:**

William D. Glockner, President/CEO  
Daniel J. Mariscal, Chairman  
Doug Evans, Director of Business Development  
Bob Berumen, Marketing  
Fred Laube, Purchasing  
Jiro Akasaka, Branch Operations  
Joseph King, Director of Finance

## 57 American Refrigeration Supplies Inc.

2632 E. Chambers Street  
Phoenix, AZ 85036

602-243-2792

Fax: 602-243-2893

Email: [smartin@arsnet.com](mailto:smartin@arsnet.com)

[www.arsnet.com](http://www.arsnet.com)

Employees: 220

Outside Sales: 15  
Inside Sales: 119  
Showrooms: 33  
Total Locations: 33  
Member Buying Group?: yes  
Member Integrated Supply Group?: no  
Master Distributor?: no  
Key Buying Influences: Director of Sales, Officers  
Territory: CA, NV, AZ, NM, TX, VA

**Sales Mix:**

Refrigeration: 60  
HVAC: 40

**Sales to the Professional Trade:**

AC/Refrig Cont.: 90  
Other: 10

**Top 5 HVAC Lines:**

American Std. Copeland Dupont Larkin Mitsubishi

**Officers:**

Stephen Martin, President  
Joe Ward, VP  
Paul Sykes, President, VA Division

## 58 Auer Steel & Heating Supply Co.

2935 W. Silver Spring Drive  
Milwaukee, WI 53209

414-463-1234

Fax: 414-463-6803

Email: [dave.leicht@auersteel.com](mailto:dave.leicht@auersteel.com)

[www.auersteel.com](http://www.auersteel.com)

Employees: 195  
Outside Sales: 26  
Inside Sales: 53  
Total Locations: 7  
Member Buying Group?: yes  
Member Integrated Supply Group?: no  
Master Distributor?: no  
Territory: WI, MN, ND, N. MI

**Sales Mix:**

Plumbing: 4  
Hydronic Heating: 7  
HVAC: 70  
H/C Controls: 4

**Top 5 HVAC Lines:**

Carrier, Bryant, Reznor, Burnham, Payne

**Officers:**

Don M. Curtes, President  
Arthur Curtes, VP

## 59 Century Holdings

10510 West Sam Houston Pkwy. S.  
Houston, TX 77099

281-530-2859

Fax: 281-530-8071

Email: [jvetter@centuryac.com](mailto:jvetter@centuryac.com)

[www.centuryac.com](http://www.centuryac.com)

Employees: 222  
Outside Sales: 40  
Inside Sales: 87  
Showrooms: 22  
Total Locations: 23  
Locations Opened 2008: 1  
Member Buying Group?: yes  
Member Integrated Supply Group?: no  
Master Distributor?: No  
Territory: TX, NE, IA, MN, SD, MO

**Sales Mix:**

Plumbing: 2  
Refrigeration: 2  
HVAC: 90  
H/C Controls: 5  
Tools & Equipment: 1

**Sales Volume by Market Sector:**

New Construction: 15  
Remodel, Renovate, Rebuild & Rehab: 85

**Sales Volume by Type of Customer:**

Trade & Builders: 83  
Commercial Building Owner/Manager: 12  
Other Wholesalers: 5

**Sales Volume by Market:**

Residential/Light Comm.: 95

**Sales to the Professional Trade:**

Plb. and/or Plb./Htg. Contractor: 1  
AC/Refrig Cont.: 4  
HVAC Contractor: 95

**Top 5 HVAC Lines:**

Rheem, Nordyne, Fasco, Tecumseh, First Company

**Top 5 Plumbing Lines:**

State Water Heaters, Wirsbo, Eljer, Tools, Delta Faucet, Crestline Plastic

**Officers:**

Rick Luke, President  
Billy Griffin, VP Sales  
Steve Fair, VP Purchasing  
Ken Schreiber, VP IT  
Jim Vetter, CFO  
Bill Hall, VP COO

## 60 Connor Co.

2800 NE Adams  
Peoria, IL 61603

309-688-1068

Fax: 309-688-4120

Email: [rcurry@connorco.com](mailto:rcurry@connorco.com)

[www.connorco.com](http://www.connorco.com)

Employees: 225  
Outside Sales: 34  
Inside Sales: 23  
Showrooms: 12  
Total Locations: 24  
Member Buying Group?: yes  
Member Integrated Supply Group?: no  
Master Distributor?: no  
Key Buying Influences: Director of Purchasing  
Territory: IL, IA, IN, MO, WI

**Sales Mix:**

Industrial PVF: 7  
Plumbing: 31  
Hydronic Heating: 10  
Municipal Water/Utilities: 5  
HVAC: 35  
H/C Controls: 5  
Comm./Institutional PVF: 2  
Other: 5

**Sales Volume by Market Sector:**

New Construction: 60  
Service, Maintenance & Repair: 20  
Remodel, Renovate, Rebuild & Rehab: 20

**Sales Volume by Type of Customer:**

Trade & Builders: 70  
Utilities/Munic.: 2  
Commercial Building Owner/Manager: 2  
Consumers: 4  
Hydronic Heating: 10  
Retailers: 2  
Industrial & Facilities: 9

**Sales Volume by Market:**

Residential/Light Comm.: 55  
Comm/Institutional: 20  
Industrial & Facilities: 24

**Sales to the Professional Trade:**

Plb. and/or Plb./Htg. Contractor: 43  
AC/Refrig Cont.: 5  
Builder: 5

**Remod Contractor:**

HVAC Contractor: 35

**Utility Contractor:**

2

**Top 5 HVAC Lines:**

Rheem, ICP, Weil McLain, Uponor, Climatemaster

**Top 5 PVF Lines:**

Nibco, Cerro, Flow Products, Anvil, Milwaukee Valve, Wheatland

**Top 5 Plumbing Lines:**

Oasis, Kohler, A.O. Smith, Delta, Charlotte Pipe & Foundry

**Officers:**

Stan Collins, President  
Martha Collins, Secretary  
Susan Collins, Chairwoman of Board  
Dawn Edwards, Dir. Of Employee Relations  
Tim Urban, Dir. Of Purchasing  
Julie Driscoll, IT Mgr.  
Ryan Curry, Controller

## 61 Central Supply Co. Inc.

P.O. Box 1982  
Indianapolis, IN 46206-1982

317-898-2411

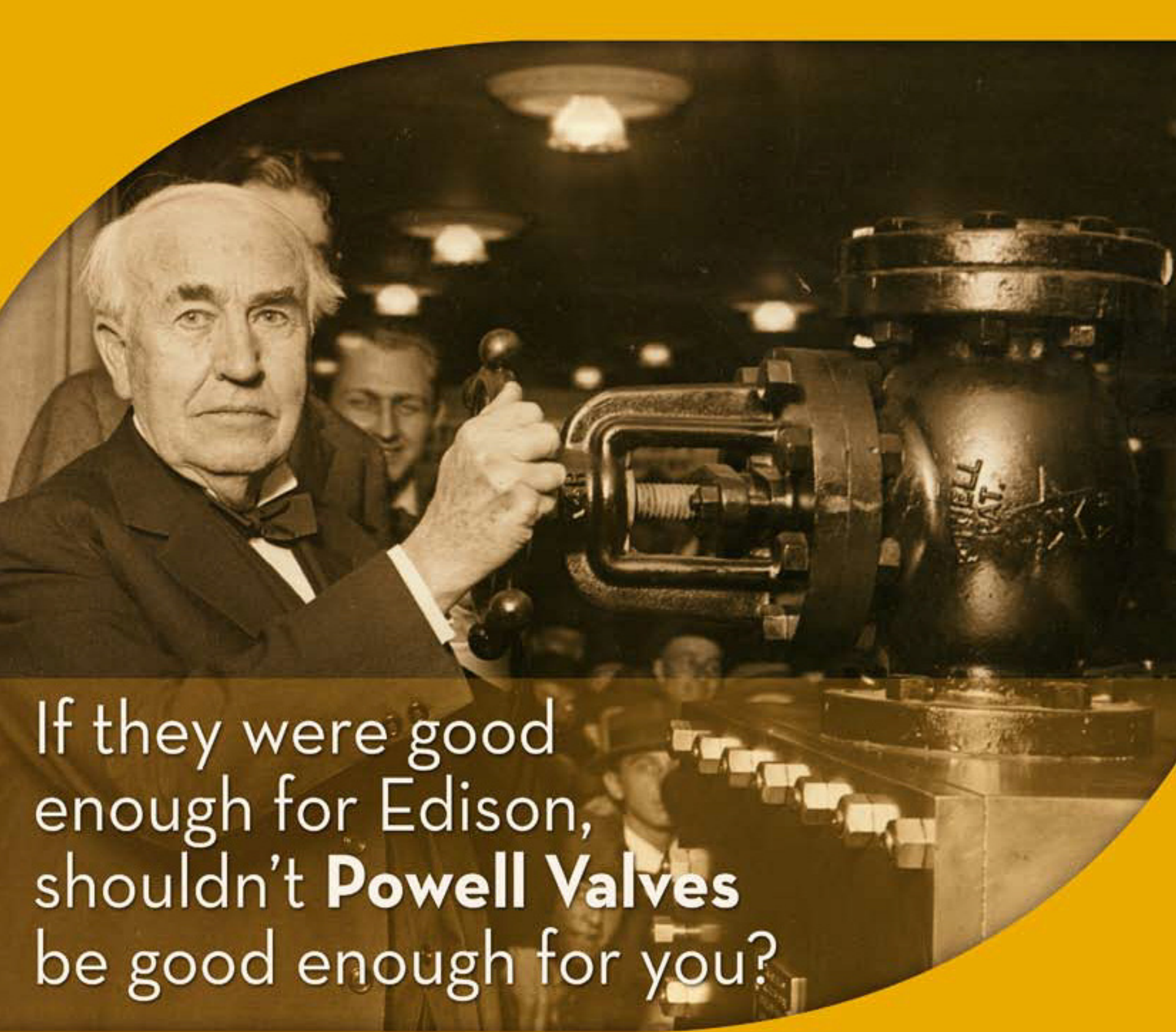
Fax: 317-899-6421

**Email:**

[dhughes@centralsupplycompany.com](mailto:dhughes@centralsupplycompany.com)

Employees: 165  
Outside Sales: 16  
Inside Sales: 25  
Showrooms: 3  
Total Locations: 4





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See contact information on page 114





# Wholesaling 100

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•THE WHOLESALER®— JULY 2009

Member Buying Group?: yes  
 Member Integrated Supply Group?: no  
 Master Distributor?: no  
 Territory: IN, NW OH, S. MI  
**Sales Mix:**  
 Plumbing: 44  
 Pumps/Private Wtr Systems: 2  
 HVAC: 1  
 Electrical: 33  
 Comm./Institutional PVF: 20  
**Sales Volume by Market Sector:**  
 New Construction: 90  
 Service, Maintenance & Repair: 5  
 Remodel, Renovate, Rebuild & Rehab: 5  
**Sales Volume by Type of Customer:**  
 Trade & Builders: 95  
 Utilities/Munic.: 1  
 Consumers: 1  
 Industrial & Facilities: 2  
**Sales Volume by Market:**  
 Residential/Light Comm.: 30  
 Comm./Institutional: 70  
**Sales to the Professional Trade:**  
 Plb. and/or Plb./Htg. Contractor: 65  
 Other: 35  
**Top 5 PVF Lines:**  
 Nibco, Victaulic  
**Top 5 Plumbing Lines:**  
 A.O. Smith, American Standard, Zurn, Elkay

**Officers:**  
 Gene Burt, Chairman of the Board  
 David Hughes, Exec. VP/Treasurer  
 Keith Gilbert, VP Sales  
 Doyle McCauley, VP General Manager  
 Ted Ashcraft, VP Sales  
 Randy Strong, VP General Manager

## 62 Johnson Supply & Equipment Corp.

10151 Stella Link  
 Houston, TX 77025  
 713-830-2300  
 Fax: 713-661-3684  
 Email: info@johnsonsupply.com  
 www.johnsonsupply.com  
 Employees: 260  
 Outside Sales: 30  
 Inside Sales: 95  
 Showrooms: 24  
 Total Locations: 24  
 Member Buying Group?: yes  
 Member Integrated Supply Group?: no  
 Key Buying Influences: Purchasing Manager,  
 Product Managers  
 Territory: TX, SE LA  
**Sales Mix:**  
 Refrigeration: 10  
 HVAC: 80  
**Sales Volume by Market Sector:**  
 New Construction: 10  
 Service, Maintenance & Repair: 90  
**Sales Volume by Type of Customer:**  
 Trade & Builders: 70  
 Commercial Building Owner/Manager: 10  
 Industrial & Facilities: 20  
**Sales Volume by Market:**  
 Residential/Light Comm.: 70

Comm/Institutional: 15  
 Industrial & Facilities: 15  
**Sales to the Professional Trade:**  
 HVAC Contractor: 100  
**Top 5 HVAC Lines:**  
 York, DuPont, Bard, Sporland, Honeywell  
**Officers:**  
 Carl I Johnson Jr., Chairman & CEO  
 Richard W. Cook, President & COO  
 Darrell J. Simoneaux, VP Logistics  
 James B. Cook, Business Development  
 Donald K. Wile, VP & CFO  
 Sonia Mendiola VP Sales & Marketing  
 Douglas Domgard, VP Branch Operations

## 63 IRR Supply Centers Inc.

908 Niagra Falls Blvd.  
 No. Tonawanda, NY 14120  
 716-692-1600  
 Fax: 716-692-1611  
 Email: mjstetter@irrsupply.com  
 www.irrsupply.com  
 Showrooms: 6  
 Total Locations: 28  
 Member Buying Group?: yes  
 Member Integrated Supply Group?: no  
 Master Distributor?: no  
 Territory: NY, N.W. PA  
**Sales Mix:**  
 Plumbing: 35  
 Pumps/Private Wtr Systems: 5  
 Hydronic Heating: 20  
 Refrigeration: 10  
 HVAC: 25  
 H/C Controls: 5  
**Sales Volume by Market Sector:**  
 New Construction: 25

Service, Maintenance & Repair: 20  
 Remodel, Renovate, Rebuild & Rehab: 55  
**Sales Volume by Type of Customer:**  
 Trade & Builders: 65  
 Commercial Building Owner/Manager: 4  
 Consumers: 1  
 Hydronic Heating: 25  
 Industrial & Facilities: 5  
**Sales Volume by Market:**  
 Residential/Light Comm.: 65  
 Comm/Institutional: 25  
 Industrial & Facilities: 10  
**Sales to the Professional Trade:**  
 Plb. and/or Plb./Htg. Contractor: 50  
 AC/Refrig Cont.: 10  
 Bath/Kitchen Dealer: 2  
 Remod Contractor: 5  
 HVAC Contractor: 30  
**Top 5 HVAC Lines:**  
 ICP, Weil McLain, ECR/ Dunkirk, Wirsbo,  
 Bohn/Heatcraft  
**Top 5 PVF Lines:**  
 Nibco, Cerro, Charlotte steel pipe  
**Top 5 Plumbing Lines:**  
 AO Smith, Kohler, Delta, Lasco, Bradford  
 White  
**Officers:**  
 Michael Stetter, CEO  
 Michael Duffy, President

## 64 Express Pipe & Supply Co., Inc.

2644 30th St. Suite 102  
 Santa Monica, CA 90405  
 310-204-7238  
 Fax: 310-204-7288  
 Email: bshapiro@expresspipe.com  
 www.expresspipe.com  
 Employees: 230  
 Outside Sales: 13  
 Inside Sales: 42  
 Showrooms: 3  
 Total Locations: 13  
 Locations Opened 2008: 1  
 Locations to be Opened 2009: 1  
 Member Buying Group?: yes  
 Member Integrated Supply Group?: yes  
 Master Distributor?: Yes  
 Master Distr of What?: TOTO  
 Key Buying Influences: Embassy Group  
 Territory: Southern CA  
**Sales Mix:**  
 Industrial PVF: 2  
 Plumbing: 98  
**Sales Volume by Market Sector:**  
 New Construction: 3  
 Service, Maintenance & Repair: 50  
 Remodel, Renovate, Rebuild & Rehab: 47  
**Sales Volume by Type of Customer:**  
 Trade & Builders: 98  
 Commercial Building Owner/Manager: 1  
 Other Wholesalers: 1  
**Sales Volume by Market:**  
 Residential/Light Comm.: 98  
 Industrial & Facilities: 1  
**Top 5 PVF Lines:**  
 Nibco, Cerro, Grinnell, Anvil International  
**Top 5 Plumbing Lines:**  
 TOTO, American Standard, A.O. Smith, Nibco,  
 Noritz  
**Officers:**  
 Alan Shapiro, CEO  
 Greg Boiko, President  
 Laura Houston, Controller  
 Trish Dougherty, Corporate Secretary  
 Bob Riggs, GM  
 Brooke Shapiro, PR Mngr.

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**BUCKAROOS, Inc.**  
 800.969.3113 www.buckaroos.com fax 317.899.0775

**MCAA**  
 Manufacturing/Supplier Council  
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See contact information on page 114





# Wholesaling 100

Locations to be Opened 2009: 1  
Member Buying Group?: yes  
Member Integrated Supply Group?: no  
Territory: MA, NH, RI, ME

**Sales Mix:**  
Industrial PVF: 3  
Hydronic Heating: 20  
Refrigeration: 2  
HVAC: 20  
H/C Controls: 3  
Tools & Equipment: 3  
**Sales Volume by Market Sector:**  
New Construction: 40  
Remodel, Renovate, Rebuild & Rehab: 40  
**Sales Volume by Type of Customer:**  
Trade & Builders: 90  
Utilities/Munic.: 1  
Commercial Building Owner/Manager: 1  
Consumers: 5  
Hydronic Heating: 20  
Industrial & Facilities: 1  
**Sales to the Professional Trade:**  
HVAC Contractor: 30  
Other: 70  
**Top 5 HVAC Lines:**  
Burnham, Weil, Allied Air, Nordyne, A.O. Smith  
**Top 5 Plumbing Lines:**  
Kohler, Lasco, Symmons, Grohe, Baines, Ultra  
**Officers:**  
Howard E. Rose, President  
Richard E. Fox, Treasurer  
Joe Phillips, VP  
Barry Novoson, VP

## 66 Redlon & Johnson

172-174 St. John St.  
Portland, ME 04102  
207-773-4755  
Fax: 207-828-1704  
Email: [tmullen@redlon-johnson.com](mailto:tmullen@redlon-johnson.com)  
[www.redlon-johnson.com](http://www.redlon-johnson.com)  
Employees: 230  
Outside Sales: 28  
Inside Sales: 100  
Showrooms: 5  
Total Locations: 16  
Locations Opened 2008: 1  
Locations to be Opened 2009: 1  
Member Buying Group?: yes  
Key Buying Influences: President, Branch Mgrs., Dir. of Purchasing  
Territory: NH, MA, VT, PA, MD, OH  
**Sales Mix:**  
Industrial PVF: 5  
Plumbing: 35  
Pumps/Private Wtr Systems: 15  
Hydronic Heating: 40  
Industrial M/R/O Supplies: 5  
**Sales Volume by Market Sector:**  
New Construction: 25  
Service, Maintenance & Repair: 25  
Remodel, Renovate, Rebuild & Rehab: 40  
**Sales Volume by Type of Customer:**  
Trade & Builders: 80  
Utilities/Munic.: 5  
Hydronic Heating: 40  
Industrial & Facilities: 15  
**Sales Volume by Market:**  
Residential/Light Comm.: 15  
Industrial & Facilities: 15  
**Sales to the Professional Trade:**  
Plb. and/or Plb./Htg. Contractor: 70  
Builder: 5  
Remod Contractor: 10  
HVAC Contractor: 10  
Utility Contractor: 5  
**Top 5 HVAC Lines:**  
Burnham, Wirsbo/Uponor, Taco, Slant/Fin, Amtrol  
**Top 5 PVF Lines:**  
Elkhart, Charlotte, Watts, Conbraco, Cambridge Lee

**Top 5 Plumbing Lines:**  
Kohler, Rheem, Lasco, Aker, Mansfield  
**Officers:**  
Thomas Mullen, President/CEO  
Patrick Chute, VP Treasurer, CFO  
Steve Wilson, Credit Manager  
Frank Arsenault, Dir. Of Purchasing  
Mark Stone, Dir. Of Information Systems

## 67 Ameripipe Supply Inc.

11430 Denton Drive  
Dallas, TX, 75229  
972-241-1666  
Fax: 972-241-3990  
Email: [jjames@ameripipe.com](mailto:jjames@ameripipe.com)  
[www.ameripipe.com](http://www.ameripipe.com)  
Employees: 182  
Outside Sales: 26  
Inside Sales: 22  
Total Locations: 10  
Locations Opened 2008: 1  
Locations to be Opened 2009: 1  
Member Buying Group?: yes  
Member Integrated Supply Group?: no  
Master Distributor?: no  
Key Buying Influences: Purchasing Manager & Operation Manager  
Territory: TX, NM, OK, KS, AR, LA  
**Sales Mix:**  
Industrial PVF: 30  
Comm./Institutional PVF: 70  
**Sales Volume by Market Sector:**  
New Construction: 80  
Service, Maintenance & Repair: 15  
Remodel, Renovate, Rebuild & Rehab: 5  
**Sales Volume by Type of Customer:**  
Trade & Builders: 80  
Utilities/Munic.: 5  
Commercial Building Owner/Manager: 2  
Industrial & Facilities: 10  
**Sales Volume by Market:**  
Residential/Light Comm.: 2  
Comm./Institutional: 85  
Industrial & Facilities: 10  
**Sales to the Professional Trade:**  
Plb. and/or Plb./Htg. Contractor: 10  
HVAC Contractor: 10  
Other: 80  
**Top 5 PVF Lines:**  
Tex Tube, Nibco, Tyco, Victaulic, Bull Moose Tube  
**Officers:**  
Jerome James, President  
Marvin Kunkel, EVP  
Blair Franklin, VP Sales  
Chris James, VP Finance  
Randy Ensich, VP Operations

## 68 Wolff Bros. Supply & Electrical Inc.

6078 Wolff Road  
Medina, OH 44256  
330-725-3451  
Fax: 330-223-7992  
Email: [hwolff@wolffbros.com](mailto:hwolff@wolffbros.com)  
[www.wolffbros.com](http://www.wolffbros.com)  
Employees: 256  
Outside Sales: 32  
Inside Sales: 62  
Showrooms: 3  
Total Locations: 10  
Locations Opened 2008: 1  
Locations to be Opened 2009: 1  
Member Buying Group?: yes  
Member Integrated Supply Group?: no  
Territory: Northern Ohio  
**Sales Mix:**  
Industrial PVF: 2  
Plumbing: 25  
Pumps/Private Wtr Systems: 1  
Hydronic Heating: 1  
Industrial M/R/O Supplies: 9  
HVAC: 3  
H/C Controls: 1  
Electrical: 50  
Comm./Institutional PVF: 4  
Tools & Equipment: 3  
**Sales Volume by Market Sector:**  
New Construction: 60  
Service, Maintenance & Repair: 20

Remodel, Renovate, Rebuild & Rehab: 20  
**Sales Volume by Type of Customer:**  
Trade & Builders: 70  
Utilities/Munic.: 4  
Commercial Building Owner/Manager: 10  
Hydronic Heating: 1  
Retailers: 4  
Industrial & Facilities: 10  
**Sales Volume by Market:**  
Residential/Light Comm.: 70  
Comm./Institutional: 20  
Industrial & Facilities: 10  
**Sales to the Professional Trade:**  
Plb. and/or Plb./Htg. Contractor: 29  
Builder: 5  
Bath/ Kitchen Dealer: 4  
Remod Contractor: 9  
HVAC Contractor: 15  
Other: 38  
**Top 5 HVAC Lines:**  
American Standard, Snappy, H&C, Cambridge Lee, Burnham  
**Top 5 PVF Lines:**  
Mueller, Ward, Wheatland, V M Mfg., Bristol  
**Top 5 Plumbing Lines:**  
Kohler, Moen, Maax, A.O. Smith, Mansfield  
**Officers:**  
Howard Wolff, President  
George Wolff, VP Sales  
Ken Wolff, VP Purchasing  
Jeff Wolff, VP A/R  
Mike Huttering, VP Wooster Branch Manager  
Irene Hill, Secretary/Treasurer  
Ted Wolff, VP Operations

## 69 Crawford Supply Co.

8150 N. Lehigh  
Morton Grove, IL 60053  
847-967-1414  
Fax: 847-967-2183  
Employees: 215  
Outside Sales: 30  
Inside Sales: 40  
Showrooms: 18  
Total Locations: 24  
Locations to be Opened 2009: 1  
**Sales Mix:**  
Plumbing: 60  
Pumps/Private Wtr Systems: 10  
Hydronic Heating: 5  
HVAC: 25  
**Sales Volume by Type of Customer:**  
Hydronic Heating: 5  
**Top 5 HVAC Lines:**  
Nordyne, Hart & Cooley  
**Top 5 Plumbing Lines:**  
Kohler, Moen, Delta, American Standard, Grohe  
**Officers:**  
Sig Feiger, President  
Steven Feiger, VP

## 70 Plumb Supply Company

1622 N.E. 51st Avenue, P.O. Box 4558  
Des Moines, IA 50306  
515-262-9511  
Fax: 515-262-5893  
Email: [adarnielle@plumbsupply.com](mailto:adarnielle@plumbsupply.com)  
[www.plumbsupply.com](http://www.plumbsupply.com)  
Employees: 219  
Outside Sales: 28  
Inside Sales: 66  
Showrooms: 11  
Total Locations: 17  
Member Buying Group?: Yes  
Member Integrated Supply Group?: No  
Master Distributor?: No  
Territory: IA  
**Sales Mix:**  
Industrial PVF: 14  
Plumbing: 43  
Hydronic Heating: 14  
HVAC: 29  
**Sales Volume by Market Sector:**  
New Construction: 40  
Service, Maintenance & Repair: 20  
Remodel, Renovate, Rebuild & Rehab: 40  
**Sales Volume by Type of Customer:**  
Trade & Builders: 93  
Utilities/Munic.: 3

Retailers: 1  
Industrial & Facilities: 2  
**Sales Volume by Market:**  
Residential/Light Comm.: 40  
Comm/Institutional: 10  
Industrial & Facilities: 3  
**Sales to the Professional Trade:**  
Plb. and/or Plb./Htg. Contractor: 75  
AC/Refrig Cont.: 10  
Remod Contractor: 2  
HVAC Contractor: 15  
**Top 5 HVAC Lines:**  
Rheem Mfg, Champion Furnace Corp., Wirsbo Corp., Weil McLain, Hydron Module  
**Top 5 PVF Lines:**  
AB & I, Cerro Flow, Cresline Plastic, Nibco Inc., Mueller, Streamline  
**Top 5 Plumbing Lines:**  
Ruud Water Heaters, Kohler, Delta, Lasco Bathware, Gerber Plumbing  
**Officers:**  
Scott Anshutz, President  
Jim Foth, Secretary & VP Information Systems  
John Petersen, VP Operations  
John Templeton, VP Sales & Marketing

## 71 Robert James Sales Inc.

P.O. Box 1144  
Tavernier, FL 33070  
305-852-1694  
Fax: 305-852-5091  
Email: [jabok@aol.com](mailto:jabok@aol.com)  
[www.rjsales.com](http://www.rjsales.com)  
Employees: 130  
Outside Sales: 29  
Inside Sales: 30  
Total Locations: 10  
Locations Opened 2008: 1  
Member Buying Group?: no  
Member Integrated Supply Group?: no  
Master Distributor?: yes  
Master Distr of What?: 2205 Duplex  
Territory: ME, MA, CN, UT, NH, NY, NJ, DE, MD, VA, NC, SC, OH, MI, IN, KY, IL, WI, MN, ND, SD, ID, NE, MO, AR, VT, WV, WI, TN  
**Sales Mix:**  
Industrial PVF: 100  
**Sales Volume by Market Sector:**  
New Construction: 65  
Service, Maintenance & Repair: 35  
**Sales Volume by Type of Customer:**  
Utilities/Munic.: 9  
Commercial Building Owner/Manager: 4  
Industrial & Facilities: 84  
**Sales Volume by Market:**  
Industrial & Facilities: 97  
**Sales to the Professional Trade:**  
Plb. and/or Plb./Htg. Contractor: 65  
HVAC Contractor: 10  
**Top 5 PVF Lines:**  
Taylor Forge, MAASS Core, Felker Bros., Bristol Metals  
**Officers:**  
Jim Bokor Sr, Chairman  
Bob Glidden Jr., Co-Owner  
Jim Bokor Jr., President  
Jeff Parrish, National Sales Manager  
Bob Baldauff, Corp. P.A.  
Joe McIntosh, VP Finance

## 72 Robertson Heating Supply Co.

2155 W. Main Street  
Alliance, OH 44601  
330-821-9180  
Fax: 330-821-8251  
Email: [daveroberts@rhsonline.net](mailto:daveroberts@rhsonline.net)  
[www.rhs1.com](http://www.rhs1.com)  
Employees: 246  
Outside Sales: 35  
Inside Sales: 20  
Showrooms: 5  
Total Locations: 28  
Member Buying Group?: yes  
Member Integrated Supply Group?: no  
Master Distributor?: no  
Key Buying Influences: Dir. Of Mktg., Product Mgr.  
Territory: OH, W.PA, W.VA, MI  
**Sales Mix:**  
Plumbing: 50

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# Wholesaling 100

Hydronic Heating: 5  
 HVAC: 42  
 Other: 3  
**Sales Volume by Market Sector:**  
 New Construction: 35  
 Service, Maintenance & Repair: 63  
 Other: 2  
**Sales Volume by Type of Customer:**  
 Trade & Builders: 93  
 Other Wholesalers: 2  
 Hydronic Heating: 5  
**Sales Volume by Market:**  
 Residential/Light Comm.: 85  
 Comm/Institutional: 15  
**Sales to the Professional Trade:**  
 Plb. and/or Plb./Htg. Contractor: 20  
 Builder: 5  
 HVAC Contractor: 45  
**Top 5 HVAC Lines:**  
 Rheem, Lukjan, Tempstar, Majestic Steel, Honeywell  
**Top 5 PVF Lines:**  
 Mueller, Charlotte, Cerro North American, Bristol, Zurn  
**Top 5 Plumbing Lines:**  
 Rheem, American Standard, Weil McLain, Aker/Maax, Delta

**Officers:**  
 Scott Robertson, President  
 Ed Robertson, Exec. VP  
 David Roberts, Director of Marketing  
 Bruce Bourne, VP Operations  
 Don Lemley, VP Branch Operations  
 Geoff Alpert, Director of Sales  
 Susan Robertson Neil, Director of HR

**73 J. H. Larson Company**  
 10200 51st Ave. N Suite A  
 Minneapolis, MN 55442-4505  
 763-545-1717  
 Fax: 763-525-5884  
 Email: [echesen@jhlarson.com](mailto:echesen@jhlarson.com)  
[www.JHLarson.com](http://www.JHLarson.com)  
 Employees: 70  
 Outside Sales: 13  
 Inside Sales: 15  
 Showrooms: 6  
 Total Locations: 10  
 Locations Opened 2008: 1  
 Member Buying Group?: yes  
 Member Integrated Supply Group?: no  
 Master Distributor?: yes  
 Master Distr of What?: Nordyne  
 Key Buying Influences: Corporate Mgr., Plg & HVAC  
 Territory: MN, WI, SD, IA  
**Sales Mix:**  
 Industrial PVF: 1  
 Plumbing: 13  
 Hydronic Heating: 2  
 HVAC: 13  
 Electrical: 70

Tools & Equipment: 1  
**Sales Volume by Market Sector:**  
 New Construction: 80  
 Service, Maintenance & Repair: 10  
 Remodel, Renovate, Rebuild & Rehab: 10  
**Sales Volume by Type of Customer:**  
 Trade & Builders: 82  
 Utilities/Munic.: 2  
 Commercial Building Owner/Manager: 3  
 Consumers: 1  
 Hydronic Heating: 2  
 Retailers: 1  
 Industrial & Facilities: 10  
**Sales Volume by Market:**  
 Residential/Light Comm.: 90  
 Comm/Institutional: 5  
 Industrial & Facilities: 5  
**Sales to the Professional Trade:**  
 Plb. and/or Plb./Htg. Contractor: 17  
 Bath/ Kitchen Dealer: 1  
 Remod Contractor: 8  
 HVAC Contractor: 15  
 Utility Contractor: 1  
**Top 5 HVAC Lines:**  
 Nordyne, Snappy, Hart & Cooley, Titeflex, Rehaw  
**Top 5 PVF Lines:**  
 Cerro, Charlotte, Elkhart, Cresline, Jomar  
**Top 5 Plumbing Lines:**  
 Bradford White, Great Lakes Plastics, Moen, Toto, Delta  
**Officers:**  
 Greg Pahl, President/CEO  
 Edward Chesen, VP, GM  
 Chuck Pahl, Chairman of Board

Plumbing: 20  
 Municipal Water/Utilities: 15  
 Comm./Institutional PVF: 15  
 Tools & Equipment: 5  
**Sales Volume by Market Sector:**  
 New Construction: 40  
 Service, Maintenance & Repair: 15  
 Remodel, Renovate, Rebuild & Rehab: 25  
**Sales Volume by Type of Customer:**  
 Trade & Builders: 70  
 Utilities/Munic.: 10  
 Industrial & Facilities: 10  
**Sales Volume by Market:**  
 Residential/Light Comm.: 20  
 Comm/Institutional: 30  
 Industrial & Facilities: 40  
**Sales to the Professional Trade:**  
 Plb. and/or Plb./Htg. Contractor: 80  
 Bath/ Kitchen Dealer: 5  
 Remod Contractor: 15  
**Top 5 HVAC Lines:**  
 Williams  
**Top 5 PVF Lines:**  
 Nibco, Matco, Brasscraft, Ward, Braukman  
**Top 5 Plumbing Lines:**  
 American Std., Toto, Nibco, Chicago, Delta  
**Officers:**  
 Rick Leoff, President  
 Sam Benton, Chairman  
 Randy Benton, VB CEO

**76 The Behler-Young Company**  
 4900 Clyde Park, S.W.  
 Grand Rapids, MI 49509  
 616-531-3400  
 Fax: 616-531-6740  
 Email: [dry@behler-young.com](mailto:dry@behler-young.com)  
[www.behler-young.com](http://www.behler-young.com)  
 Employees: 185  
 Outside Sales: 15  
 Inside Sales: 56  
 Showrooms: 15  
 Total Locations: 16  
 Member Buying Group?: yes  
 Member Integrated Supply Group?: no  
 Master Distributor?: no  
 Territory: MI  
**Sales Mix:**  
 Hydronic Heating: 3  
 Refrigeration: 5  
 HVAC: 89  
 H/C Controls: 5  
**Sales Volume by Market Sector:**  
 New Construction: 20  
 Service, Maintenance & Repair: 30  
 Remodel, Renovate, Rebuild & Rehab: 50  
**Sales Volume by Type of Customer:**  
 Trade & Builders: 100  
**Sales Volume by Market:**  
 Residential/Light Comm.: 65  
 Comm/Institutional: 20  
 Industrial & Facilities: 15  
**Sales to the Professional Trade:**  
 Plb. and/or Plb./Htg. Contractor: 5  
 AC/Refrig Cont.: 5  
 HVAC Contractor: 90  
**Top 5 HVAC Lines:**  
 Bryant, Payne, Hart & Cooley Htg & Clg Products, Honeywell  
**Top 5 Plumbing Lines:**  
 Brandford White  
**Officers:**  
 Douglas R. Young, CEO  
 Richard W. Young, Chairman

**74 Aces A/C Supply Inc.**  
 PO Box 330130  
 Houston, TX 77233-0130  
 713-738-3800  
 Fax: 713-738-3855  
 Email: [bdavenport@acesupply.com](mailto:bdavenport@acesupply.com)  
 Employees: 130  
 Outside Sales: 25  
 Inside Sales: 36  
 Showrooms: 14  
 Total Locations: 14  
 Member Buying Group?: no  
 Member Integrated Supply Group?: no  
 Master Distributor?: no  
 Key Buying Influences: Product Managers  
 Territory: TX, OK, LA  
**Sales Mix:**  
 HVAC: 100  
**Sales Volume by Market Sector:**  
 New Construction: 5  
 Remodel, Renovate, Rebuild & Rehab: 95  
**Sales Volume by Type of Customer:**  
 Trade & Builders: 100  
**Sales Volume by Market:**  
 Residential/Light Comm.: 100  
**Sales to the Professional Trade:**  
 HVAC Contractor: 100  
**Top 5 HVAC Lines:**  
 American Std., Aspen, Fujitsu, Climate Master, Mortex  
**Officers:**  
 Mike Davenport, President, South Div.  
 Michelle Shearer Rodriguez, President, North Div.  
 David Collins, VP  
 Dan Davenport, VP  
 Rick Wedow, VP  
 Tim Davidson, VP

**75 Swardan-Hatcher Company**  
 14009 Halldale Ave.  
 Gardena, CA 93103  
 310-532-5260  
 Fax: 310-532-2567  
 Email: [sbenton@swardan.com](mailto:sbenton@swardan.com)  
 Employees: 115  
 Outside Sales: 5  
 Inside Sales: 48  
 Showrooms: 1  
 Total Locations: 6  
 Member Buying Group?: yes  
 Master Distributor?: no  
 Territory: CA, HI, Guam  
**Sales Mix:**  
 Industrial PVF: 35

**77 ED'S Supply Co. Inc.**  
 711 6th Avenue S  
 Nashville, TN 37203  
 615-244-2600  
 Fax: 615-259-3319  
 Email: [sbyram@edssupply.com](mailto:sbyram@edssupply.com)  
 Employees: 170  
 Showrooms: 13  
 Total Locations: 14  
 Locations Opened 2008: 2  
 Locations to be Opened 2009: 1  
 Member Buying Group?: yes  
 Member Integrated Supply Group?: no  
 Master Distributor?: no  
 Territory: TN, AR, GA

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# Wholesaling 100

**Sales Mix:**  
Refrigeration: 15  
HVAC: 85  
**Sales Volume by Market Sector:**  
New Construction: 15  
Service, Maintenance, & Repair: 45  
Remodel, Renovate, Rebuild & Rehab: 40  
**Sales Volume by Type of Customer:**  
Trade & Builders: 90  
Utilities/Munic.: 5  
Industrial & Facilities: 5  
**Sales Volume by Market:**  
Residential/Light Comm.: 95  
Industrial & Facilities: 5  
**Sales to the Professional Trade:**  
AC/Refrig Cont.: 15  
HVAC Contractor: 85  
**Top 5 HVAC Lines:**  
Rheem, Copeland, Honeywell, Sporlan, Mueller  
**Officers:**  
James H. Byram, CEO  
James S. Byram, President  
Lincoln E. Lakoff, Secretary  
John L. Hall, VP

**78 Colonial Commercial Corp.**  
275 Wagaraw Road  
Hawthorne, NJ 07506  
973-427-3320

**Fax: 973-427-6981**  
**Email: rrusso@usginc.om**  
**www.colonialcomm.com**  
Employees: 169  
Outside Sales: 30  
Inside Sales: 44  
Showrooms: 6  
Total Locations: 18  
Member Buying Group?: yes  
Member Integrated Supply Group?: yes  
Master Distributor?: no  
Territory: NJ, NY, PA, MA  
**Sales Mix:**  
Plumbing: 5  
Hydronic Heating: 39  
HVAC: 42  
H/C Controls: 14  
**Sales Volume by Market Sector:**  
New Construction: 5  
Service, Maintenance & Repair: 75  
Remodel, Renovate, Rebuild & Rehab: 20  
**Sales Volume by Type of Customer:**  
Trade & Builders: 92  
Other Wholesalers: 5  
Consumers: 3  
**Sales Volume by Market:**  
Residential/Light Comm.: 80  
Comm/Institutional: 15  
**Sales to the Professional Trade:**  
Plb. and/or Plb./Htg. Contractor: 45  
HVAC Contractor: 55  
**Top 5 HVAC Lines:**  
Goodman Mfg., Amana, Fujitsu, Spacepak, Fraser-Johnston  
**Top 5 PVF Lines:**  
Watts, Matco-Norca, Charlotte  
**Top 5 Plumbing Lines:**  
Kohler, Delta, Gerber, Ultra Tub, Swan

**Officers:**  
William Pagano, Chief Executive Officer  
William Salek, Chief Financial Officer  
Charlie Milich, President - RAL Supply  
Rick Hennig, President -A/U Supply  
Pete Gasiewicz- VP Sales

**79 Kenny Pipe & Supply**  
**One Vantage Way, Suite E-100**  
**Nashville, TN 37228**  
**615-255-4810**  
**Fax: 615-255-5925**  
**Email: tjguzik@kennypipe.com**  
**www.kennypipe.com**  
Employees: 145  
Outside Sales: 27  
Inside Sales: 17  
Showrooms: 2  
Total Locations: 9  
Locations Opened 2008: TBD  
Member Buying Group?: yes  
Member Integrated Supply Group?: no  
Territory: TN, AL, KY, NC  
**Sales Mix:**  
Industrial PVF: 15  
Plumbing: 85  
**Sales Volume by Market:**  
Residential/Light Comm.: 40  
**Top 5 PVF Lines:**  
Crane, Apollo, Anvil, Weldbend, Newmans  
**Top 5 Plumbing Lines:**  
American Std., Delta, Bradford White, Charlotte Pipe, Zurn  
**Officers:**  
William H. Kenny Jr., President  
Debra Kenny, Secretary  
Thomas J. Guzik Jr., Treasurer

**80 Cregger Co. Inc.**  
**P.O. Box 2197**  
**Columbia, SC 29202**  
**803-791-5195**  
**Fax: 803-794-8375**  
**Email:**  
**morriscregger@creggercompany.com**  
Employees: 172  
Outside Sales: 14  
Inside Sales: 32  
Showrooms: 10  
Total Locations: 20  
Locations Opened 2008: 1  
Locations to be Opened 2009: 2  
Member Buying Group?: yes  
Member Integrated Supply Group?: no  
Master Distributor?: no  
Key Buying Influences: Purchasing Manager  
Territory: SC, NC, VA, GA, TN, MO, IL, KY, MS  
**Sales Mix:**  
Industrial PVF: 2  
Plumbing: 97  
Pumps / Private Wtr Systems: 1  
**Sales Volume by Market Sector:**  
New Construction: 80  
Service, Maintenance, & Repair: 10  
Remodel, Renovate, Rebuild, & Rehab: 10  
**Sales Volume by Type of Customer:**  
Trade & Builders: 77  
Utilities/ Munic.: 3  
Commercial Building Owner/ Manager: 1  
Consumers: 14  
Retailers: 2  
Industrial & Facilities: 1  
**Sales Volume by Market:**  
Residential/Light Comm.: 60  
Comm/Institutional: 35  
Industrial & Facilities: 4  
**Sales to the Professional Trade:**  
Plb. and/or Plb./Htg. Contractor: 90  
Builder: 4  
Bath/ Kitchen Dealer: 3  
Remod Contractor: 1  
HVAC Contractor: 1  
Utility Contractor: 1  
**Top 5 HVAC Lines:**  
Nordyne, Gray Metal, Diversitech, Atoc Rubber, Cambridge Lee Line Sets  
**Top 5 PVF Lines:**  
Charlotte, Cambridge-Lee, Conbraco, Vanguard/Viega, North American Pipe  
**Top 5 Plumbing Lines:**  
American Standard, Georgia Bathware, Moen, Sterling, American Water Heaters  
**Officers:**  
Morris M. Cregger, CEO  
John Skeppstrom, VP of Sales  
Sheila Cregger, Sec/Treasurer  
Terry Catoe, Controller  
Brendan Donohue, VP of Procurement  
Vince Guillory, VP of HVAC  
Jeff Merritt, General Credit Mgr.

**81 Deacon Industrial**  
**165 Boro Line Rd.**  
**King of Prussia, PA 19406**  
**610-265-5322**  
**Fax: 610-265-6470**  
**Email: jfries@deaconind.com**  
**www.deaconind.com**  
Employees: 100  
Outside Sales: 10  
Inside Sales: 14  
Total Locations: 2  
Member Buying Group?: yes  
Master Distributor?: no  
Key Buying Influences: Director of Purchasing  
Territory: PA, DE, NJ, MD  
**Sales Mix:**  
Industrial PVF: 85  
Hydronic Heating: 2  
**Sales Volume by Market Sector:**  
New Construction: 50  
Service, Maintenance & Repair: 50  
**Sales Volume by Type of Customer:**  
Trade & Builders: 50  
Hydronic Heating: 2  
Industrial & Facilities: 48  
**Sales Volume by Market:**  
Comm/Institutional: 50



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# Wholesaling 100

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•THE WHOLESALER®— JULY 2009

Industrial & Facilities: 50  
**Sales to the Professional Trade:**  
 Plb. and/or Plb./Htg. Contractor: 50  
 HVAC Contractor: 50  
**Top 5 HVAC Lines:**  
 Weil McLain, A.O. Smith  
**Top 5 PVF Lines:**  
 Victaulic, Nibco, Wheatland, Sarco,  
 Jamesbury

**Officers:**  
 William S. Vail, Owner/CEO  
 John J. Fries, President  
 Amy Marotta, CFO  
 Chuck Bhl, VP Ind. Sales

**82 Harry Cooper  
 Supply Company**  
 605 Sherman Parkway  
 Springfield, MO 65801  
 417-865-8392  
 Fax: 417-865-8946  
 Email: [larry.mcmullin@harrycooper.com](mailto:larry.mcmullin@harrycooper.com)  
[www.harrycooper.com](http://www.harrycooper.com)  
 Employees: 188  
 Outside Sales: 16  
 Inside Sales: 40  
 Showrooms: 2

Total Locations: 3  
 Territory: MO, AR, KS, OK  
**Sales Mix:**  
 Industrial PVF: 5  
 Plumbing: 29  
 Pumps/Private Wtr Systems: 5  
 Hydronic Heating: 1  
 Municipal Water/Utilities: 4  
 Refrigeration: 1  
 HVAC: 10  
 H/C Controls: 1  
 Electrical: 40  
 Tools & Equipment: 2  
**Sales Volume by Market Sector:**  
 New Construction: 30  
 Service, Maintenance & Repair: 5  
 Remodel, Renovate, Rebuild & Rehab: 5  
**Sales Volume by Type of Customer:**

Trade & Builders: 60  
 Utilities/Munic.: 15  
 Consumers: 5  
 Hydronic Heating: 1  
 Retailers: 10  
 Industrial & Facilities: 5  
**Sales Volume by Market:**  
 Residential/Light Comm.: 55  
 Comm/Institutional: 35  
 Industrial & Facilities: 5  
**Sales to the Professional Trade:**  
 Plb. and/or Plb./Htg. Contractor: 70  
 AC/Refrig Cont.: 5  
 Builder: 2  
 Bath/Kitchen Dealer: 1  
 Remod Contractor: 5  
 HVAC Contractor: 15  
 Utility Contractor: 2  
**Top 5 HVAC Lines:**  
 Arcoaire, Modine, Midwest Duct, Hart & Cooley, Honeywell  
**Top 5 PVF Lines:**  
 Hammond, Apollo, Wheatland, Anvil, Mueller  
**Top 5 Plumbing Lines:**  
 American Standard, Crane, Elkay, Moen, Toto  
**Officers:**  
 Harry Cooper, President  
 Steve Reagan, CEO/VP  
 John Cooper, VP  
 Butch Cruzan, GM  
 Ron Hall, BM  
 John Chelesnik, SM  
 JC Metzeltin, PM  
 Larry McMullin, Controller

**83 Refrigeration  
 Sales Corp.**  
 9450 Allen Drive  
 Valley View, OH 44145  
 216-525-8200  
 Fax: 216-525-8299  
 Email: [wilsonm@refrigerationsales.net](mailto:wilsonm@refrigerationsales.net)  
[www.refrigerationsales.net](http://www.refrigerationsales.net)  
 Employees: 120  
 Showrooms: 11  
 Total Locations: 11  
 Locations Opened 2008: 1  
 Locations to be Opened 2009: 1  
 Member Buying Group?: yes  
 Member Integrated Supply Group?: no  
 Master Distributor?: no  
 Territory: OH  
**Sales Mix:**  
 Refrigeration: 20  
 HVAC: 70  
 H/C Controls: 5  
 Electrical: 5  
**Sales Volume by Market Sector:**  
 New Construction: 20  
 Service, Maintenance & Repair: 40  
 Remodel, Renovate, Rebuild & Rehab: 40  
**Sales Volume by Type of Customer:**  
 Trade & Builders: 91  
 Commercial Building Owner/Manager: 3  
 Retailers: 3  
 Industrial & Facilities: 3  
**Sales Volume by Market:**  
 Residential/Light Comm.: 50  
 Comm/Institutional: 35  
 Industrial & Facilities: 10  
**Sales to the Professional Trade:**  
 Plb. and/or Plb./Htg. Contractor: 5  
 AC/Refrig Cont.: 25  
 HVAC Contractor: 65  
**Top 5 HVAC Lines:**  
 Carrier, Bryant, Payne, Heil  
**Officers:**  
 Warren Farr, President

**84 Young Supply  
 Company**  
 52000 Sierra Drive  
 Chesterfield Twp, MI 48047  
 586-421-2400  
 Fax: 586-421-1111  
 Email: [arv@youngsupply.com](mailto:arv@youngsupply.com)  
[www.youngsupply.com](http://www.youngsupply.com)  
 Employees: 170  
 Outside Sales: 22  
 Inside Sales: 65  
 Showrooms: 17  
 Total Locations: 17

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- 1 Complete Line.** We have one of the most complete lines of plumbing chemicals in the industry.
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- 3 Excellent Service.** We focus on providing top-notch customer service. You'll know you're appreciated when you do business with us.
- 4 Customized Programs.** We'll work hard to put together the perfect program for you. We'll get the right mix of price, terms, guarantees, freight, and whatever else it takes to make your program work.
- 5 Owner Contact.** You'll deal directly with the owner, not a regional sales manager that might not care as much about your business.
- 6 Free Smiles.** We're good for a smile or two - no extra charge.

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**800.252.5796**  
[www.blackswanmfg.com](http://www.blackswanmfg.com)

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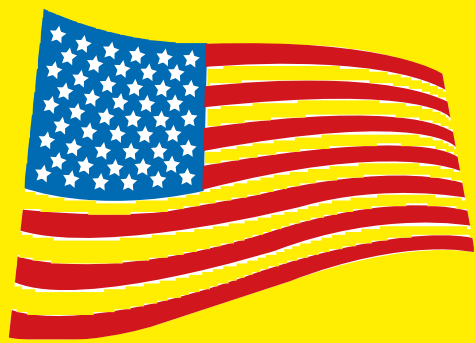
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nois and on the internet at [www.weldbend.com](http://www.weldbend.com).**



# Wholesaling 100

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• THE WHOLESALER® — JULY 2009

Locations to be Opened 2009: 1  
Member Buying Group?: yes  
Territory: MI, OH  
**Sales Mix:**  
Hydronic Heating: 2  
Refrigeration: 50  
HVAC: 35  
H/C Controls: 8  
Tools & Equipment: 5  
**Sales Volume by Market Sector:**  
New Construction: 5  
Service, Maintenance & Repair: 65  
Remodel, Renovate, Rebuild & Rehab: 30  
**Sales Volume by Type of Customer:**  
Trade & Builders: 70  
Utilities/Munic.: 5  
Hydronic Heating: 2  
Industrial & Facilities: 20  
**Sales Volume by Market:**  
Residential/Light Comm.: 65  
Comm/Institutional: 15  
Industrial & Facilities: 20  
**Sales to the Professional Trade:**  
Plb. and/or Plb./Htg. Contractor: 10  
AC/Refrig Cont.: 50  
Builder: 5  
HVAC Contractor: 30  
Utility Contractor: 5  
**Top 5 HVAC Lines:**  
Emerson, Climate Tech, Arcoaire, American

## Top 5 Plumbing Lines:

Noritz  
**Officers:**  
Ronald Vallan, President/CEO  
Anthony Vallan, VP  
Ron Vandermeulen, VP  
Jim Falletich, VP  
Dave Cornett, CFO  
Louis Vallan, Exec. VP  
Ronald D. Vallan, VP

## 85 Independent Pipe & Supply Corp.

Whitman Road  
Canton, MA 02021  
781-828-8500  
Fax: 781-821-8895  
Email: [snierman@indpipe.com](mailto:snierman@indpipe.com)  
[www.indpipe.com](http://www.indpipe.com)  
Employees: 96  
Outside Sales: 15  
Inside Sales: 19  
Total Locations: 6  
Member Buying Group?: yes  
Member Integrated Supply Group?: no  
Master Distributor?: no  
Key Buying Influences: EVP, CFO, SLS MGR  
Territory: MA, RI, CT, VT, NH, ME, Upper NY St  
**Sales Mix:**  
Industrial PVF: 75  
Hydronic Heating: 5  
Industrial M/R/O Supplies: 10  
Refrigeration: 10  
**Sales Volume by Market Sector:**  
New Construction: 75  
Service, Maintenance & Repair: 15  
Remodel, Renovate, Rebuild & Rehab: 10  
**Sales Volume by Type of Customer:**

Trade & Builders: 60  
Utilities/Munic.: 10  
Hydronic Heating: 5  
Industrial & Facilities: 25  
**Sales Volume by Market:**  
Comm/Institutional: 10  
Industrial & Facilities: 90  
**Sales to the Professional Trade:**  
Plb. and/or Plb./Htg. Contractor: 95  
AC/Refrig Cont.: 5  
**Top 5 HVAC Lines:**  
Smith Boiler, Hydro Therm, RBI, Lochinvar  
**Top 5 PVF Lines:**  
Victaulic, Milwaukee Valve, Wheatland Tube, Weldbend Corp, Viega  
**Officers:**  
Edward J. Nierman, COB  
Sheldon M. Nierman, COB/CFO  
Alan H. Mirson, Exec. VP  
Jeffrey H. Nierman, Pres/CEO  
Eric A. Kessler, VP  
Lawrence Pengel, Corp. Sales Mgr.  
Sharon A. Norton, Treasurer

## 86 SW Anderson Sales Corp.

63 Daniel St.  
Farmingdale, NY 11735  
631-293-4007  
Fax: 631-293-6652  
Email: [gboos@swanderson.com](mailto:gboos@swanderson.com)  
[www.swanderson.com](http://www.swanderson.com)  
Employees: 140  
Outside Sales: 8  
Inside Sales: 21  
Total Locations: 9  
Locations to be Opened 2009: 1  
Member Buying Group?: no

Member Integrated Supply Group?: no  
Master Distributor?: No  
Key Buying Influences: Purchasing Manager - Bob Colligan  
Territory: NY, NJ, PA  
**Sales Mix:**  
Plumbing: 2  
Hydronic Heating: 2  
Refrigeration: 2  
HVAC: 92  
H/C Controls: 1  
**Sales Volume by Market Sector:**  
New Construction: 45  
Service, Maintenance & Repair: 20  
Remodel, Renovate, Rebuild & Rehab: 35  
**Sales Volume by Type of Customer:**  
Trade & Builders: 93  
Utilities/Munic.: 1  
Commercial Building Owner/Manager: 1  
Other Wholesalers: 2  
Consumers: 1  
Hydronic Heating: 2  
**Sales Volume by Market:**  
Residential/Light Comm.: 96  
Comm/Institutional: 1  
Industrial & Facilities: 1  
**Sales to the Professional Trade:**  
Plb. and/or Plb./Htg. Contractor: 5  
AC/Refrig Cont.: 45  
Builder: 5  
Remod Contractor: 10  
HVAC Contractor: 30  
Utility Contractor: 5  
**Top 5 HVAC Lines:**  
Goodman, Metalaire, Metal-Fab, Thermaflex Heating & Cooling  
**Top 5 Plumbing Lines:**  
A.O. Smith, Taco, Raven, Solaia, Techtanium  
**Officers:**  
Sig Anderson, President  
Mike Anderson, VP  
Gene Boos, Sr. VP



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09-TW1P006

See contact information on page 114

## 87 Puget Sound Pipe & Supply Co.

7816 S 202nd Street  
Kent, WA 98032  
253-796-9350  
Fax: 253-796-9355  
Email: [gstratiner@aol.com](mailto:gstratiner@aol.com)  
[gstratiner@pspipe.com](mailto:gstratiner@pspipe.com)  
[www.pspipe.com](http://www.pspipe.com)  
Employees: 100  
Outside Sales: 15  
Inside Sales: 20  
Total Locations: 7  
Locations Opened 2008: 1  
Locations to be Opened 2009: 1  
Member Buying Group?: yes  
Member Integrated Supply Group?: yes  
Master Distributor?: No  
Key Buying Influences: Purchasing Manager  
Territory: WA, OR, AL, ID, HI  
**Sales Mix:**  
Industrial PVF: 100  
**Sales Volume by Market Sector:**  
New Construction: 50  
Service, Maintenance, & Repair: 50  
**Top 5 PVF Lines:**  
Milwaukee Valve, Anvil, Bonney Forge, DSI/PBV, JAG FLO  
**Officers:**  
Gary Stratiner, President/CEO  
Steve Lewis, CFO  
Neil Weinstein, Comptroller  
Pat Manning, VP Quality  
Jerry Hendriks, VP Alaska  
Steve Weber, VP PNW  
Kevin Collier, Purchasing Manager  
Matt Stratiner, Purchasing

## 88 Eastern Industrial Supplies Inc.

11 Caledon Court, Suite A  
Greenville, SC 29615  
864-451-5285  
Fax: 864-288-8826  
Email: [kip.miller@easternfirst.com](mailto:kip.miller@easternfirst.com)  
[www.easternfirst.com](http://www.easternfirst.com)  
Employees: 165  
Outside Sales: 26  
Inside Sales: 26

>



## STOP PIPES FROM BANGING



Water hammer is not only noisy, it can damage pipes, fittings and fixtures. It can also result in expensive water damage. Water hammer arresters are slowly but surely being added to the Plumbing Code in a number of areas.

Does that mean that you will soon have to fabricate arrester tee assemblies, in addition to installing new stops, on service calls? Not if you use Dahl Supply Stops with integral Water Hammer Arrester. A water hammer arrester is built right into the valve.

Applications include supply stops, washing machine valves and in-line stops. Available for Copper, F1807 PEX, Iron, Kitec®, CPVC and Hose.



**dahl** Visit [www.dahlvalve.com](http://www.dahlvalve.com) or call 1-800-268-2363

## NO TOOLS. NO LEAKS. IN NO TIME.

Introducing QUICK-GRIP™. A new Dahl mini-ball™ valve pipe connection that simply pushes on. With no special tools. In next to no time.

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- Hundreds of models available for a variety of applications - tees, supply stops, stops with integral Water Hammer Arrester, icemaker/ Humidifier, Dishwasher hookup kits and more!
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- Certified to IAPMO ICC157



**dahl** Visit [www.dahlvalve.com](http://www.dahlvalve.com) or call 1-800-268-2363

## THE VALVE YOU NEED - WHEN YOU NEED IT!



Your time is valuable. You never know what you'll find on a service call. Having a dahl-in-one™ Emergency Valve Kit means that you can assemble the 1/4 turn valve that you need... when you need it.

Quickly and easily assemble supply stops, in-line stops, retrofit stops, dual outlet valves, hose valves and stops with integral water hammer arrester. Pipe connector sizes from 1/8 NPT to 5/8 OD Comp including:

- Copper Compression & Solder
- Female Compression Retrofit
- F1807 PEX Crimp & Compression
- Retrau PEX
- Iron
- CPVC
- Garden Hose
- Wirsbo PEX
- Kitec® Crimp & Compression



**dahl** Visit [www.dahlvalve.com](http://www.dahlvalve.com) or call 1-800-268-2363

## KITCHEN HOOK-UPS MADE EASY!

The new QUICK-GRIP™ Universal Tee enables you to quickly assemble your own dual shut-off stops using any manufacturer's 5/8 OD Comp stops. Simply discard the 5/8 comp nut & sleeve and connect to the female comp (reverse comp) outlets on the QUICK-GRIP™ Universal Tee. Since Dahl's QUICK-GRIP™ connection works on 1/2" Copper, PEX or CPVC, you are ready for a huge number of installations with just 2 tests.



supply from floor



supply from wall



Create dual shut-off stops for dishwashers, icemakers, instant hot units, water filters and more. Combine 2 angle stops, 2 straight stops or 1 straight stop & 1 angle stop to suit your application. The female swivel nut means you can swivel the outlet of angle stops to the most convenient position - no more kinked connectors on retrofit installations. Connecting tees also available for multiple fixture installations.



**dahl** Visit [www.dahlvalve.com](http://www.dahlvalve.com) or call 1-800-268-2363

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# FINISHING

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See contact information on page 114



# Wholesaling 100

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•THE WHOLESALER®— JULY 2009

Total Locations: 12  
Locations Opened 2008: 1  
Member Buying Group?: Yes  
Member Integrated Supply Group?: Yes  
Master Distributor?: No  
Territory: NC, SC, GA, FL, AL  
**Sales Mix:**  
Industrial PVF: 79  
Plumbing: 15  
Industrial M/R/O Supplies: 6  
**Sales Volume by Market Sector:**  
New Construction: 60  
Service, Maintenance & Repair: 15  
Remodel, Renovate, Rebuild & Rehab: 25  
**Sales Volume by Type of Customer:**  
Trade & Builders: 65  
Utilities/Munic.: 3  
Commercial Building Owner/Manager: 1  
Other Wholesalers: 1  
Industrial & Facilities: 30  
**Sales Volume by Market:**  
Comm/Institutional: 1  
Industrial & Facilities: 30  
Other: 68  
**Sales to the Professional Trade:**  
Plb. and/or Plb./Htg. Contractor: 65  
Utility Contractor: 3  
Other: 32  
**Top 5 PVF Lines:**  
Bell-O-Seal Valves, SMC Solenoids, Apollo, Milwaukee, Matco-Norca  
**Top 5 Plumbing Lines:**  
American Standard, T&S Brass, Elkay, J.R. Smith, Moen  
**Officers:**  
Richy Milligan, VP Sales & Marketing  
Alyn Judkin, VP Procurement  
Kim Miller, Executive VP  
Kip Miller, President/CEP

## 89 All-Tex Pipe & Supply Inc.

9743 Brockbank  
Dallas, TX 75354  
214-389-2204  
Fax: 214-350-8988  
Email: donnat@alltexsupply.com  
www.alltexsupply.com  
Employees: 130  
Outside Sales: 14  
Inside Sales: 26  
Total Locations: 6  
Locations Opened 2008: 2  
Member Buying Group?: yes  
Member Integrated Supply Group?: no  
Master Distributor?: no  
Key Buying Influences: VP Purchasing  
Territory: TX  
**Sales Mix:**  
Comm./Institutional PVF: 100  
**Sales Volume by Market Sector:**  
New Construction: 75  
Service, Maintenance & Repair: 10  
Remodel, Renovate, Rebuild & Rehab: 15  
**Sales Volume by Type of Customer:**  
Trade & Builders: 82  
Commercial Building Owner/Manager: 1  
Other Wholesalers: 5  
Industrial & Facilities: 8  
Other: 4  
**Sales Volume by Market:**  
Residential/Light Comm.: 2  
Comm/Institutional: 82  
Industrial & Facilities: 8  
Other: 4  
**Sales to the Professional Trade:**  
Plb. and/or Plb./Htg. Contractor: 7  
AC/Refrig Cont.: 1  
Other: 92  
**Top 5 PVF Lines:**  
Cast Iron, Copper, Steel, Valves, Hangers  
**Officers:**  
Jill Brock Hurd, President/CEO  
Dale Hurd, EVP/CFO

Mike Coltharp, Senior VP Sales  
Larry Caffey, VP Operations  
Brian Harrigan, VP Purchasing  
Bob Arison, Senior VP/COO

## 90 Hinkle Metals & Supply Co.

3300 11th Avenue North  
Birmingham, AL 35234  
205-326-3300  
Fax: 205-322-3724  
Email: tpate@hinklemetals.com  
Employees: 110  
Outside Sales: 12  
Inside Sales: 30  
Showrooms: 7  
Total Locations: 11  
Locations Opened 2008: 1  
Member Buying Group?: No  
Member Integrated Supply Group?: No  
Territory: AL, MS, TN, FL, GA  
**Sales Mix:**  
HVAC: 89  
Electrical: 2  
Tools & Equipment: 1  
Other: 8  
**Sales Volume by Market Sector:**  
New Construction: 30  
Remodel, Renovate, Rebuild & Rehab: 70  
**Sales Volume by Type of Customer:**  
Trade & Builders: 70  
Commercial Building Owner/Manager: 30  
**Sales Volume by Market:**  
Residential/Light Comm.: 70  
Comm/Institutional: 30  
**Sales to the Professional Trade:**  
HVAC Contractor: 70  
**Top 5 HVAC Lines:**  
Goodman Mfg., Majestic Steel, Owens Corning, Royal Metals, Atco Rubber Products  
**Officers:**  
Hunter Hinkle, President  
Phillip Hinkle, V.P.

## 91 Temperature Systems Inc.

5001 Voges Road  
Madison, WI 53718  
608-271-7500  
Fax: 608-274-1609  
Email: triker@tsihvac.com or mkrueger@tsihvac.com  
www.tsihvac.com  
Employees: 111  
Outside Sales: 22  
Inside Sales: 12  
Showrooms: 2  
Total Locations: 2  
Member Buying Group?: yes  
Member Integrated Supply Group?: no  
Master Distributor?: no  
Key Buying Influences: Sales Manager & President  
Territory: WI, Northern IL, Upper MI, Northeast IA  
**Sales Mix:**  
Hydronic Heating: 6  
Refrigeration: 5  
HVAC: 83  
H/C Controls: 6  
**Sales Volume by Market Sector:**  
New Construction: 30  
Service, Maintenance, & Repair: 10  
Remodel, Renovate, Rebuild & Rehab: 60  
**Sales Volume by Type of Customer:**  
Trade & Builders: 72  
Commercial Building Owner/Manager: 16  
Hydronic Heating: 7  
Industrial & Facilities: 5  
**Sales Volume by Market:**  
Residential/Light Comm.: 70  
Comm/Institutional: 30  
**Sales to the Professional Trade:**  
Plb. and/or Plb./Htg. Contractor: 5  
AC/Refrig Cont.: 5  
HVAC Contractor: 90  
**Top 5 HVAC Lines:**  
Carrier, Bryant, Tempstar, Sterling  
**Officers:**  
Steve Vaughn, CEO  
Terry Riker, President  
Mark Krueger, CFO

## 92 Aaron and Company Inc.

30 Turner Place, PO Box 8310  
Piscataway, NJ 08855  
732-752-8200  
Fax: 732-752-8221  
Email: bportnoy@aaronco.com  
www.aaronco.com  
Employees: 150  
Outside Sales: 5  
Inside Sales: 34  
Showrooms: 3  
Total Locations: 6  
Member Buying Group?: yes  
Member Integrated Supply Group?: no  
Master Distributor?: no  
Key Buying Influences: Purchasing Mgr., VP/Treasurer/HVAC Div./President  
Territory: NJ, NY, PA  
**Sales Mix:**  
Plumbing: 68  
Hydronic Heating: 8  
HVAC: 22  
Other: 2  
**Sales Volume by Market:**  
Residential/Light Comm.: 98  
**Sales to the Professional Trade:**  
Plb. and/or Plb./Htg. Contractor: 54  
Builder: 4  
Remod Contractor: 15  
HVAC Contractor: 18  
**Top 5 HVAC Lines:**  
Nordyne, Burnham, New Yorker, Honeywell, Quiet Flex  
**Top 5 PVF Lines:**  
Nibco, Cambridge Lee, Charlotte Pipe, North American Pipe, Viega  
**Top 5 Plumbing Lines:**  
Bradford White, American Standard, Moen, Delta, TOTO  
**Officers:**  
Barry Portnoy, President  
Richard Laudino, VP/ Treasure  
Frank Laudino Jr., VP Secretary  
Kevin Manning, Director of Business Development  
Tony Panko, Operations Manager  
Steve Rush, Purchasing Manager  
John Provenzano, HVAC Division Manager  
Victor De Rosa, Controller

## 93 Wholesale Supply Group Inc.

P.O. Box 4080  
Cleveland, TN 37320-4080  
423-479-5997  
Fax: 423-479-2644  
Email: reggie.bishop@wsginc.com  
wsginc.com  
Employees: 325  
Outside Sales: 15  
Inside Sales: 150  
Showrooms: 35  
Total Locations: 37  
Locations Opened 2008: 2  
Member Buying Group?: no  
Member Integrated Supply Group?: no  
Master Distributor?: Yes  
Master Distr of What?: Progressive Lighting  
Territory: TN, GA, NC, AL, KY, VA  
**Sales Mix:**  
Industrial PVF: 5  
Plumbing: 75  
HVAC: 10  
Comm./Institutional PVF: 5  
Tools & Equipment: 5  
**Sales Volume by Market Sector:**  
New Construction: 60  
Service, Maintenance & Repair: 30  
Remodel, Renovate, Rebuild & Rehab: 10  
**Sales Volume by Type of Customer:**  
Trade & Builders: 75  
Utilities/Munic.: 10  
Consumers: 10  
Industrial & Facilities: 5  
**Sales Volume by Market:**  
Residential/Light Comm.: 80  
Comm/Institutional: 10  
Industrial & Facilities: 10  
**Sales to the Professional Trade:**  
Plb. and/or Plb./Htg. Contractor: 50  
Builder: 40

HVAC Contractor: 10  
**Top 5 HVAC Lines:**  
Luxaire, Atco, Certainteed, Honeywell, Vanguard  
**Top 5 PVF Lines:**  
Charlotte, Elkhart, Lasco, RedWhite, Crestline  
**Top 5 Plumbing Lines:**  
Delta, Kohler, Mansfield, Aquaglass, American Water Heater  
**Officers:**  
Lloyd D. Rogers, President  
Reggie Bishop, VP Treasurer  
Troy Weathers, VP  
Gary Millaway, VP  
Steve Rapiet, Secretary  
Larry Brackett, VP  
Jeff Rogers, Exec. VP  
Alan Nix, VP

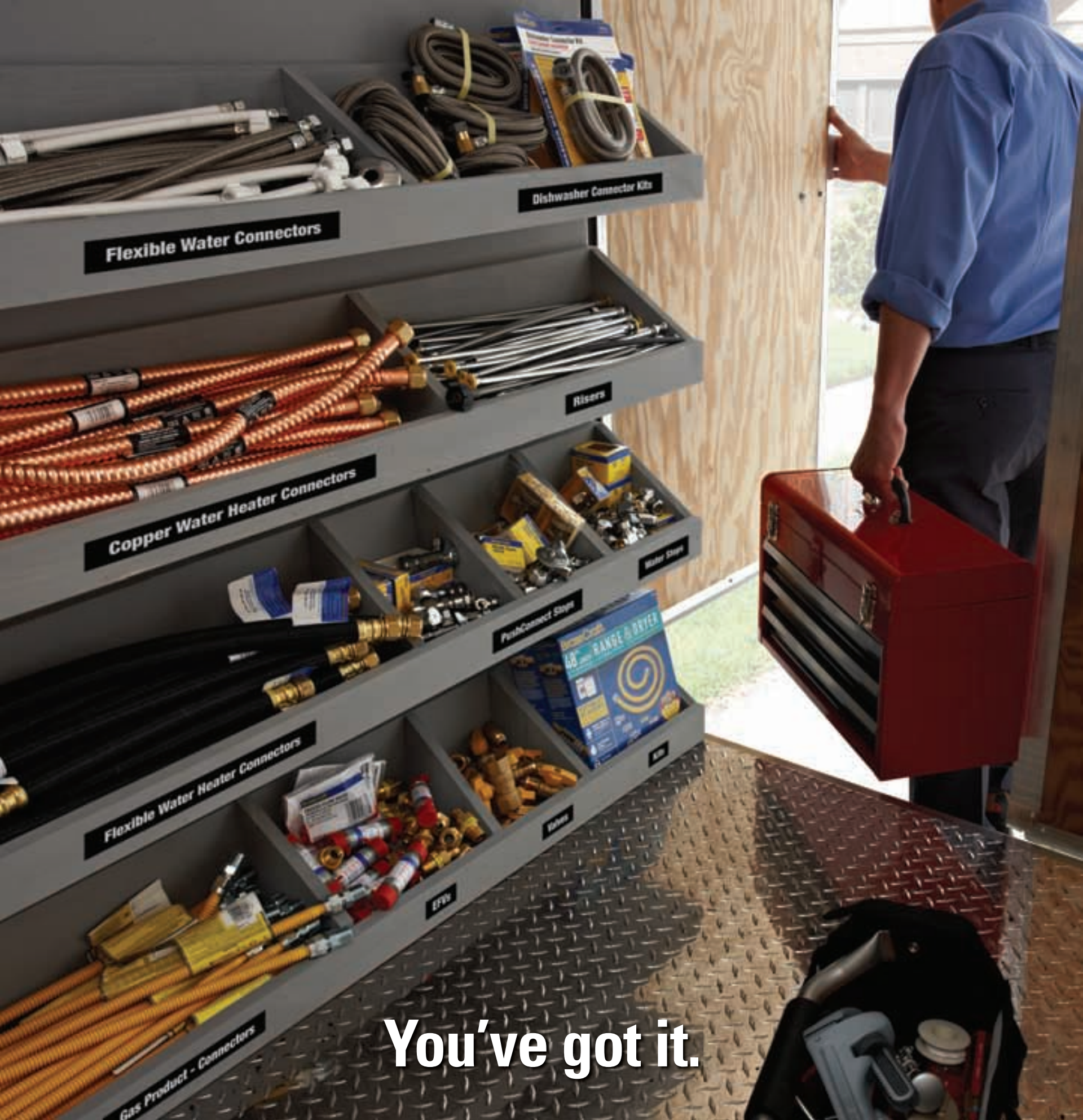
## 94 C & L Supply Inc.

P.O. Box 578  
Vinita, OK 74301  
918-256-6411  
Fax: 918-256-3836  
Email: mkidd@clsupplyinc.com  
www.clsupplyinc.com  
Employees: 96  
Outside Sales: 13  
Inside Sales: 24  
Showrooms: 4  
Total Locations: 8  
Key Buying Influences: WIT Crosley  
Territory: OK, AR, LA, MS, TN, MO, KS  
**Sales Mix:**  
Plumbing: 15  
HVAC: 25  
Other: 60  
**Sales Volume by Market Sector:**  
New Construction: 60  
Service, Maintenance & Repair: 10  
Remodel, Renovate, Rebuild & Rehab: 30  
**Sales Volume by Type of Customer:**  
Trade & Builders: 60  
Utilities/ Munic.: 5  
Retailers: 30  
**Sales Volume by Market:**  
Residential/Light Comm.: 85  
Comm/Institutional: 10  
**Sales to the Professional Trade:**  
Plb. and/or Plb./Htg. Contractor: 30  
AC/Refrig Cont.: 5  
Builder: 10  
Bath/Kitchen Dealer: 5  
Remod Contractor: 10  
HVAC Contractor: 40  
**Top 5 HVAC Lines:**  
Rheem, Selkirk, Barrington, Atco, Certainteed  
**Top 5 PVF Lines:**  
Mueller, Silver Line, Omega, Upono, Lasco  
**Top 5 Plumbing Lines:**  
Kohler, Delta, Lasco, Rheem, Sterling  
**Officers:**  
Fred Kidd, President  
Jesse Hale, VP  
Kathy Kidd, Secretary  
Ken Kidd, VP  
Mark Kidd, COO

## 95 Farnsworth Wholesale Co.

27 West Baseline Road  
Gilbert, AZ 85233  
480-497-2222  
Fax: 480-282-4987  
Email: jstapley@fwcaz.com  
www.fwcaz.com  
Employees: 83  
Outside Sales: 4  
Inside Sales: 9  
Showrooms: 1  
Total Locations: 4  
Locations Opened 2008: 1  
Key Buying Influences: Dir. Of Purch., Pres., VP  
Territory: AZ  
**Sales Mix:**  
Plumbing: 83  
Municipal Water/Utilities: 9  
HVAC: 8  
**Sales Volume by Market Sector:**  
New Construction: 89  
Service, Maintenance, & Repair: 9  
Remodel, Renovate, Rebuild, & Rehab: 2





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**Sales Volume by Type of Customer:**

Trade & Builders: 100  
**Sales Volume by Market:**  
 Residential/Light Comm.: 50  
 Comm./Institutional: 50  
**Sales to the Professional Trade:**  
 Plb. and/or Plb./Htg. Contractor: 80  
 HVAC Contractor: 10  
 Utility Contractor: 10  
**Top 5 HVAC Lines:**  
 Maytag, Westinghouse, Comfort-Aire, Honeywell, Emerson  
**Top 5 Plumbing Lines:**  
 American Standard, Rheem, Crane, Nibco, Toto  
**Officers:**  
 Mark Shill, President  
 Jack Stapley, VP  
 Mike Wood, Controller  
 Paul Beagley, Dir. Of Purch.

**96 Torrington Supply Co., Inc.**

100 No. Elm Street, Box 2838  
 Waterbury, CT 06723-2838  
 203-756-3641  
 Fax: 203-753-4317  
 Email: jbecker@tsct.com  
 www.torringtonsupply.com  
 Employees: 115  
 Outside Sales: 8  
 Inside Sales: 40  
 Showrooms: 4  
 Total Locations: 8  
 Member Buying Group?: yes  
 Member Integrated Supply Group?: no  
 Territory: CT, MA, RI, NY  
**SalesMix:**  
 Industrial PVF: 15  
 Plumbing: 40  
 Pumps / Private Wtr Systems: 5  
 Hydronic Heating: 26  
 HVAC: 5  
 H/C Controls: 2  
 Comm. /Institutional PVF: 10  
 Tools & Equipment: 1

**Sales Volume by Market Sector:**

New Construction: 20  
 Service, Maintenance, & Repair: 60  
 Remodel, Renovate, Rebuild, & Rehab: 20  
**Sales Volume by Type of Customer:**  
 Trade & Builders: 60  
 Utilities/ Munic.: 7  
 Other Wholesalers: 1  
 Consumers: 2  
 Hydronic Heating: 26  
 Industrial & Facilities: 25  
**Sales Volume by Market:**  
 Residential/Light Comm.: 45  
 Comm./Institutional: 25  
 Industrial & Facilities: 15  
**Sales to the Professional Trade:**  
 Plb. and/or Plb./Htg. Contractor: 50  
 AC/Refrig Cont.: 1  
 Builder: 2  
 Bath/ Kitchen Dealer: 1  
 Remod Contractor: 10  
 HVAC Contractor: 15  
 Utility Contractor: 2  
**Top 5 HVAC Lines:**  
 Burnham, Tappan, Honeywell, Taco, Dunkirk  
**Top 5 PVF Lines:**  
 Hammond Valve, Wheatland Tube, Anvil, J.R. Smith, Enfield  
**Top 5 Plumbing Lines:**  
 American Std., A.O. Smith, Moen, TOTO, Elkay  
**Officers:**  
 Joel Becker, CEO  
 David Petitti, CFO  
 Nancy Becker, VP  
 Mitchel Miller, Dir. Of Operations  
 Fred Ginsberg, Purchasing Agent  
 Chris Fasano, Sales Manager  
 Barry Wolff, President/COO  
 Manny Salinas, Dir. Of Marketing

**97 Dealers Supply Company, Inc.**

82 Kennedy Drive  
 Forest Park, GA 30297  
 404-361-6800  
 Fax: 404-361-2852  
 Email: richardlaurens@dealerssupply.net  
 www.dealerssupply.net  
 Employees: 130  
 Outside Sales: 24  
 Inside Sales: 5  
 Showrooms: 3  
 Total Locations: 17  
 Locations Opened 2008: 5  
 Locations to be Opened 2009: 1  
 Member Buying Group?: yes

Master Distributor?: no  
 Key Buying Influences: Purch. Mgr., Logistics Manager, & VP Sales  
 Territory: GA, AL, NC, SC  
**SalesMix:**  
 HVAC: 100  
**Sales Volume by Market Sector:**  
 New Construction: 50  
 Service, Maintenance, & Repair: 5  
 Remodel, Renovate, Rebuild, & Rehab: 45  
**Sales Volume by Type of Customer:**  
 Trade & Builders: 98  
 Utilities/ Munic.: 1  
 Industrial & Facilities: 0.75  
**Sales Volume by Market:**  
 Residential/Light Comm.: 99  
**Sales to the Professional Trade:**  
 HVAC Contractor: 100  
**Top 5 HVAC Lines:**  
 Ruud, Weather King, A.D.P., Atco, Mueller  
**Officers:**  
 Richard Laurens, President, CEO  
 Bill McNabb, Chairman  
 Rob Pierce, VP IS  
 Mark Fields, VP Sales

**98 Security Supply Corp.**

PO Box 7  
 Selkirk, NY 12158  
 518-767-2226  
 Fax: 518-767-2065  
 Email: brianf@secsupply.com  
 www.secsupply.com  
 Employees: 131  
 Outside Sales: 18  
 Inside Sales: 45  
 Showrooms: 7  
 Total Locations: 11  
 Member Buying Group?: Yes  
 Master Distributor?: No  
 Key Buying Influences: VP Purchasing, VP Sales & Marketing  
 Territory: Eastern N.Y., West Mass., West Vermont  
**SalesMix:**  
 Plumbing: 54  
 Pumps / Private Wtr Systems: 3  
 Hydronic Heating: 30  
 HVAC: 9  
 H/C Controls: 2  
 Tools & Equipment: 2  
**Sales Volume by Market Sector:**  
 New Construction: 25  
 Service, Maintenance, & Repair: 5  
 Remodel, Renovate, Rebuild, & Rehab: 65  
 Other: 5  
**Sales Volume by Type of Customer:**  
 Trade & Builders: 55  
 Commercial Building Owner/ Manager: 5  
 Consumers: 5  
 Hydronic Heating: 25  
 Retailers: 5  
 Industrial & Facilities: 5  
**Sales Volume by Market:**  
 Residential/Light Comm.: 65  
 Comm./Institutional: 25  
 Industrial & Facilities: 5  
**Sales to the Professional Trade:**  
 Plb. and/or Plb./Htg. Contractor: 40  
 Builder: 15  
 Bath/ Kitchen Dealer: 5  
 Remod Contractor: 25  
 HVAC Contractor: 15  
**Top 5 HVAC Lines:**  
 Weil McLain, Air Ease, Uponor, Utica  
**Top 5 PVF Lines:**  
 Charlotte, Cambridge Lee, Elkhart, Mueller, Cresline  
**Top 5 Plumbing Lines:**  
 Kohler, A.O. Smith, Maax, Delta, Moen  
**Officers:**  
 Keith Bennett, President  
 Kevin Williams, Tres./VP Technology  
 Kim Willey, Secretary/VP Operations  
 Brain Fowler, VP Sales & Mktg.

Fax: 803-376-5600  
 Email: info@gatewaysupply.net  
 www.gatewaysupply.net  
 Employees: 125  
 Outside Sales: 20  
 Inside Sales: 30  
 Showrooms: 7  
 Total Locations: 12  
 Locations Opened 2008: 1  
 Locations to be Opened 2009: 1  
 Member Buying Group?: Yes  
 Territory: SC - South Carolina  
**SalesMix:**  
 Plumbing: 70  
 HVAC: 30  
**Sales Volume by Market Sector:**  
 New Construction: 60  
 Service, Maintenance, & Repair: 10  
 Remodel, Renovate, Rebuild, & Rehab: 30  
**Sales Volume by Type of Customer:**  
 Trade & Builders: 90  
 Consumers: 5  
 Retailers: 5  
**Sales Volume by Market:**  
 Residential/Light Comm.: 40  
 Comm./Institutional: 60  
**Sales to the Professional Trade:**  
 Plb. and/or Plb./Htg. Contractor: 60  
 Builder: 5  
 Remod Contractor: 5  
 HVAC Contractor: 30  
**Top 5 HVAC Lines:**  
 Heil, J&J Mfg., Lukjan Metals, Fast Parts, Diversitech Corp.  
**Top 5 PVF Lines:**  
 Wheatland Tube, Weldbend, Nibco, Erico, Watts  
**Top 5 Plumbing Lines:**  
 Kohler, Tyler Pipe, Moen, Cerro, Rheem  
**Officers:**  
 Sam P. Williams, Jr., Chairman  
 Chris Williams, President  
 David Williams, VP HVAC Div.  
 Leonard Moore, VP Corp. Purchasing  
 Katherine W. Holmes, Controller

**100 Worly Plumbing Supply, Inc.**

400 Greenlawn Ave.  
 Columbus, OH 43223  
 614-445-1000  
 Fax: 614-445-4902  
 Email: jayworly@worly.com  
 www.worly.com  
 Employees: 85  
 Showrooms: 4  
 Total Locations: 4  
 Member Buying Group?: yes  
 Member Integrated Supply Group?: no  
 Master Distributor?: no  
 Territory: OH, N.KY  
**SalesMix:**  
 Plumbing: 95  
 HVAC: 1  
 Comm. /Institutional PVF: 4  
**Sales Volume by Market Sector:**  
**Sales Volume by Type of Customer:**  
 Residential/Light Comm.: 30  
 Comm./Institutional: 70  
**Sales to the Professional Trade:**  
 Plb. and/or Plb./Htg. Contractor: 95  
 Remod Contractor: 5  
**Top 5 HVAC Lines:**  
**Top 5 PVF Lines:**  
 Nibco Watts Tyco  
**Top 5 Plumbing Lines:**  
 American Std., AO Smith, Charlotte, Cerro, Elkay  
**Officers:**  
 Jay Worly, President  
 Jeff Worly, VP  
 Rick Taylor, Controller  
 Ginger Armstrong, Dir. H.R.  
 Jeff Howell, Purchasing Mgr.



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See contact information on page 114

**99 Gateway Supply Co., Inc.**  
 1312 Hamrick Street  
 Columbia, SC 29201  
 803-771-7160

**Top 50 Listings  
begin on page 80**



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- F-5 A182 F5 5CR-1/2MO
- 347SS A182 F347SS
- Inconel / A494 GR CY40
- ASTM A217-WC6
- F-9 A182 F9 9 CR-1/2 MO
- 316L / A744 GR CF3M
- 347/A744 GR CF8C
- ASTM A352-LCB
- 304 / A182 F304SS+F304L
- Alloy 20 / A744 GR N7M
- Zirconium
- 304 / A744 GR CF8
- Incoloy 800H-A494-CT15C
- ASTM A217-WC9
- F11 A182 1-1/4 CR-1/2 MO
- 304L / A744 GR CF3
- Nickel / A494 GR CZ10
- ASTM A352-LCC
- 316 / A182 F316SS+F316L
- Monel / A494 GR M35-1
- Titanium / B367-69 GR C3
- Bronze • Alloy-20 / B462-NO8020
- ASTM A217-C5
- F22 A182 F22 2-1/4CR-1/2 MO
- 316 / A744 GR CF8M
- 317 / A744 GR CG8M
- ASTM A352-C12
- LF2 A350 LF2
- Hastelloy B/A494 GR N12MV
- Duplex / A744 CD4MCU
- Iron
- AVESTA-254SMO / A351 CK3MCUN

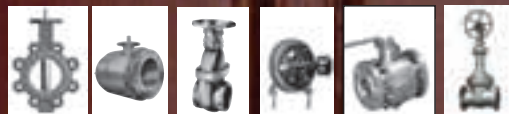
Common alloys shown – others available on special order.



Kitz Bonney Walworth Powell Edward Cooper Crane



AIL Vogt Aloyco Flowseal Centerline Duo-Chek TBV



Stockham KF Lunkenheimer Roto Hammer SCV SWI



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**AIV, L.P. – Pennsylvania**  
3344 Market St. Aston, PA 19014  
Phone: 610.546.4585  
Fax: 610.497.2183





# TOP 50 HVAC/R, PVF, P&H DISTRIBUTORS

Rank	HVAC/R	Page
1	Watsco Inc. ....	44
2	Ferguson Enterprises Inc. ....	44
3	Johnstone Supply Inc. ....	46
4	R.E. Michel Company Inc. ....	46
5	US Air Conditioning Distribution Inc. LLC ....	48
6	WinWholesale Inc. ....	44
7	Mingledorff's Inc. ....	48
8	F.W. Webb Company ....	46
9	Russell Sigler Inc. ....	50
10	G.W. Berkheimer Co. Inc. ....	52
11	Gustave A. Larson Company ....	52
12	Hajoca Corporation ....	44
13	N.B. Handy Company ....	48
14	Peirce-Phelps Inc. ....	55
15	EMCO Ltd. ....	44
16	Slakey Brothers Inc. ....	50
17	Koch Air LLC ....	56
18	Interline Brands.....	46
19	C. C. Dickson Co. ....	50
20	Heating & Cooling Supply Inc. ....	56
21	American Refrigeration Supplies Inc. ....	58
22	Century Holdings ....	58
23	Famous Supply Company ....	48
24	Locke Supply Company.....	48
25	Aces A/C Supply Inc. ....	66
26	Johnson Supply & Equipment Corp. ....	60
27	Morrison Supply Company ....	46
28	ED'S Supply Co. Inc. ....	68
29	The Behler-Young Company ....	68
30	Auer Steel & Heating Supply Co. ....	58
31	Coburn Supply Co. Inc. ....	48
32	Sid Harvey Industries Inc. ....	56
33	SW Anderson Sales Corp. ....	74
34	Refrigeration Sales Corp. ....	74
35	Young Supply Company ....	74
36	Hinkle Metals & Supply Co. ....	76
37	Temperature Systems Inc. ....	76
38	Dealers Supply Company Inc. ....	78
39	Robertson Heating Supply Co. ....	66
40	Connor Co. ....	58
41	Associated Equipment Co. Inc. ....	82
42	Colonial Commercial Corp. ....	68
43	IRR Supply Centers Inc. ....	60
44	Goodin Company ....	52
45	Keller Supply Company ....	48
46	Chicago Tube and Iron Company.....	48
47	Plumb Supply Company.....	62
48	National Excelsior Company ....	82
49	Crawford Supply Co. ....	62
50	First Supply LLC.....	50

Rank	PVF	Page
1	Ferguson Enterprises, Inc. ....	44
2	McJunkin Red Man Corp.....	44
3	Wilson, A Business Unit of Smith Int'l, Inc. ....	44
4	Edgen Murray.....	44
5	EMCO Ltd. ....	44
6	WinWholesale Inc. ....	44
7	Kelly Pipe Company ....	46
8	Consolidated Pipe and Supply Co. Inc. ....	46
9	F.W. Webb Company ....	46
10	Chicago Tube and Iron Co. ....	48
11	Industrial Piping Specialists ....	50
12	Columbia Pipe & Supply Co. ....	50
13	Hajoca Corporation ....	46
14	United Pipe & Supply Co. Inc. ....	52
15	The Macomb Group ....	56
16	Crane Supply.....	52
17	Davidson Pipe Supply Co. ....	56
18	Ameripipe Supply Inc. ....	62
19	Robert James Sales Inc. ....	62
20	First Supply LLC.....	50
21	Etna Supply ....	52
22	Puget Sound Pipe & Supply Co. ....	76
23	All-Tex Pipe & Supply Inc. ....	76
24	Deacon Industrial ....	70
25	Trumbull Industries Inc. ....	58
26	Morrison Supply Company ....	46
27	Smardan-Hatcher Co. ....	66
28	Independent Pipe & Supply Corp. ....	74
29	Eastern Industrial Supplies Inc. ....	84
30	Coburn Supply Co. Inc. ....	48
31	Davis & Warshow Inc. ....	55
32	Consolidated Supply Co. ....	55
33	Goodin Company ....	52
34	Thos. Somerville Company ....	50
35	JABO Supply Corp. ....	84
36	Keller Supply Company ....	48
37	Lehman Pipe & Plumbing Supply Inc. ....	84
38	Bergen Industrial Supply Co. Inc. ....	86
39	Famous Supply Company ....	48
40	Granite Group Wholesalers LLC.....	52
41	Central Supply Co., Inc. ....	60
42	Connor Co. ....	58
43	Wolff Bros. Supply & Electrical Inc. ....	62
44	Plumb Supply Company.....	62
45	Torrington Supply Co. Inc. ....	78
46	Kenny Pipe & Supply ....	68
47	Redlon & Johnson ....	62
48	Bartle & Gibson Co. ....	50
49	Harry Cooper Supply Co. ....	70
50	Wholesale Supply Group, Inc. ....	86

Rank	P&H	Page
1	Ferguson Enterprises Inc. ....	44
2	Hajoca Corporation ....	46
3	WinWholesale, Inc. ....	44
4	EMCO Ltd. ....	44
5	Morrison Supply Company.....	46
6	Interline Brands.....	46
7	Keller Supply Company ....	48
8	F.W. Webb Company ....	46
9	Southern Pipe & Supply.....	50
10	Johnstone Supply Inc. ....	46
11	Bartle & Gibson Co. ....	50
12	Blackman Plumbing Supply Co. Inc. ....	52
13	Thos. Somerville Company ....	50
14	Standard Plumbing ....	56
15	Coburn Supply Co., Inc. ....	48
16	Consolidated Supply Co. ....	55
17	Granite Group Wholesalers LLC ....	52
18	Famous Supply Company.....	48
19	R.E. Michel Company Inc. ....	46
20	Express Pipe & Supply Co. Inc. ....	60
21	Hirsch Pipe & Supply ....	58
22	Locke Supply Company.....	48
23	First Supply LLC.....	50
24	Davis & Warshow Inc. ....	55
25	Northeastern Supply Inc. ....	48
26	Goodin Company.....	52
27	Cregger Co. Inc. ....	68
28	Slakey Brothers Inc. ....	50
29	Redlon & Johnson ....	62
30	Etna Supply ....	52
31	Kenny Pipe & Supply.....	68
32	Crane Supply.....	52
33	Crawford Supply Co. ....	62
34	IRR Supply Centers Inc. ....	60
35	Trumbull Industries Inc. ....	58
36	Plumb Supply Company.....	62
37	Robertson Heating Supply ....	66
38	Colonial Commercial Corp. ....	68
39	Connor Co. ....	58
40	Aaron and Company Inc. ....	76
41	Farnsworth Wholesale Company.....	78
42	Wholesale Supply Group, Inc. ....	90
43	Worly Plumbing Supply Inc. ....	76
44	Central Supply Co., Inc. ....	60
45	Wool Plumbing Supply.....	90
46	Security Supply Corp. ....	76
47	Chicago Tube and Iron Company.....	48
48	Sid Harvey Industries Inc. ....	56
49	Columbia Pipe & Supply Co. ....	50
50	C. C. Dickson Co. ....	50

Only those wholesalers who provided a breakdown by product categories are included in this listing.





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 3908 Westhollow Pkwy  
 Houston, TX. 77082  
 Phone: 281-606-1990 Fax: 281-606-1993  
 Email: info@NewAgeCasting.com

**WEST COAST BRANCH**  
 12020 Rivera Rd.  
 Santa Fe Springs, CA 90670  
 Phone: 562-945-6200 Fax: 562-945-6222  
 Email: info@NewAgeCasting.com





To avoid repetition, Top 50 Distributors already listed in the Top 100 are presented here with their page numbers for quick reference.

<b>Company</b>	<b>Page</b>
1 Watsco Inc.....	44
2 Ferguson Enterprises Inc.....	44
3 Johnstone Supply Inc.....	46
4 R.E. Michel Company Inc.....	
5 US Air Conditioning Distribution Inc. LLC.....	48
6 WinWholesale Inc.....	44
7 Mingledorff's Inc.....	48
8 F.W. Webb Company.....	46
9 Russell Sigler Inc.....	50
10 G.W. Berkheimer Co. Inc.....	52
11 Gustave A. Larson Company.....	52
12 Hajoca Corporation.....	44
13 N.B. Handy Company.....	48
14 Peirce-Phelps Inc.....	55
15 EMCO Ltd.....	44
16 Slakey Brothers Inc.....	50
17 Koch Air LLC.....	56
18 Interline Brands.....	46
19 C. C. Dickson Co.....	50
20 Heating & Cooling Supply Inc.....	56
21 American Refrigeration Supplies Inc.....	58
22 Century Holdings.....	58
23 Famous Supply Company.....	48
24 Locke Supply Company.....	48
25 Aces A/C Supply Inc.....	66
26 Johnson Supply & Equipment Corp.....	60
27 Morrison Supply Company.....	46
28 ED'S Supply Co. Inc.....	68
29 The Behler-Young Company.....	68
30 Auer Steel & Heating Supply Co.....	58
31 Coburn Supply Co. Inc.....	48
32 Sid Harvey Industries Inc.....	56
33 SW Anderson Sales Corp.....	74
34 Refrigeration Sales Corp.....	74
35 Young Supply Company.....	74
36 Hinkle Metals & Supply Co.....	76
37 Temperature Systems Inc.....	76
38 Dealers Supply Company Inc.....	78
39 Robertson Heating Supply Co.....	66
40 Connor Co.....	58

## 41 Associated Equipment Co., Inc.

1922 Elm Tree Dr.  
Nashville, TN 37210  
615-885-2131  
Fax: 615-885-2295  
[www.associatedequipment.net](http://www.associatedequipment.net)  
Employees: 60  
Outside Sales: 13  
Inside Sales: 9  
Showrooms: 4  
Total Locations: 9  
Locations Opened 2008: 0  
Locations to be Opened 2009: 0  
Member Buying Group?: no  
Member Integrated Supply Group?: no  
Master Distributor?: no  
Key Buying Influences: Operations Manager/Product Manager  
Territory: AL, TN, KY, MS, FL, VA, GA  
**Sales Mix:**  
HVAC: 90  
Electrical: 5  
Other: 5  
**Sales Volume by Market Sector:**  
New Construction: 10  
Remodel, Renovate, Rebuild & Rehab: 90  
**Sales Volume by Type of Customer:**  
Other Wholesalers: 5  
Retailers: 95  
**Sales Volume by Market:**  
Residential/Light Comm.: 95  
**Sales to the Professional Trade:**  
HVAC Contractor: 100  
Other: 0  
**Top 5 HVAC Lines:**  
Amana, Goodman  
**Officers:**  
Luther Clemons, President  
Steve Craze, VP  
James Claude, Product Mgr.  
Carol Elmore, Operations Mgr.

42 Colonial Commercial Corp.....	68
43 IRR Supply Centers Inc.....	60
44 Goodin Company.....	52
45 Keller Supply Company.....	48
46 Chicago Tube and Iron Co.....	48
47 Plumb Supply Company.....	62

## 48 National Excelsior Company

1999 North Ruby St.  
Melrose Park, IL 60160  
708-344-1801  
[www.excelsiorhvac.com](http://www.excelsiorhvac.com)  
Employees: 100  
Outside Sales: 13  
Inside Sales: 12  
Showrooms: 9  
Total Locations: 11  
Locations Opened 2008: 1  
Locations to be Opened 2009: 2  
Member Integrated Supply Group?: no  
Master Distributor?: no  
Territory: IL, IN, MN, KS, MO, MI, WI  
**Sales Mix:**  
Hydronic Heating: 5  
HVAC: 85  
H/C Controls: 5  
Electrical: 1  
Tools & Equipment: 4  
**Sales Volume by Market Sector:**  
New Construction: 60  
Service, Maintenance & Repair: 20  
Remodel, Renovate, Rebuild & Rehab: 20  
**Sales Volume by Type of Customer:**  
Trade & Builders: 85  
Other Wholesalers: 2  
Hydronic Heating: 10  
Industrial & Facilities: 3  
**Sales Volume by Market:**  
Residential/Light Comm.: 98  
**Sales to the Professional Trade:**  
Plb. and/or Plb./Htg. Contractor: 10  
HVAC Contractor: 90  
Other: 0  
**Top 5 HVAC Lines:**  
Day & Night Furnaces, Day & Night air conditioner duct, Excelsior Fittings, Vents  
**Top 5 Plumbing Lines:**  
ECR, Bradford White, Taco, Uponor, Watts Regulator  
**Officers:**  
Denis Marino, President  
Marc Berlow, VP  
Jack Forbes, GM Manufactur  
Heather Buchicchio, Marketing Manager  
Ken Stehlik, GM North Region  
Kathy Butzen, Director of Purchasing  
Jim Todd, GM South Region

49 Crawford Supply Co.....	62
50 First Supply, LLC.....	50

Top 50 PVF Wholesaler listings appear on page 84.





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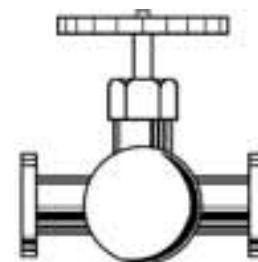
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8 Consolidated Pipe and Supply Co. Inc. ....	46
9 F.W. Webb Company .....	46
10 Chicago Tube and Iron Company .....	48
11 Industrial Piping Specialists .....	50
12 Columbia Pipe & Supply Co. ....	50
13 Hajoca Corporation .....	46
14 United Pipe & Supply Co. Inc. ....	52
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16 Crane Supply .....	52
17 Davidson Pipe Supply Co. ....	56
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20 First Supply LLC .....	50
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24 Deacon Industrial .....	70
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26 Morrison Supply Co. ....	46
27 Smardan-Hatcher Co. ....	66
28 Independent Pipe & Supply Corp. ....	74

**29 Eastern Industrial Supplies, Inc.**  
 700 Scott Street  
 Wilkes Barre, PA 18705  
 717-823-1181  
 Fax: 717-824-2514

**Email:**  
 gconyngham@easternpenn.com  
 www.easternpenn.com

Employees: 105  
 Outside Sales: 12  
 Inside Sales: 21  
 Showrooms: 5  
 Total Locations: 10  
 Locations Opened 2008: 0  
 Locations to be Opened 2009: 0  
 Member Buying Group?: yes  
 Member Integrated Supply Group?: no  
 Master Distributor?: no  
 Key Buying Influences: Pres., VP Operations, Inv. Ctrl Mgr, Mkt. Mgr, P/A

Territory: PA  
**Sales Mix:**  
 Industrial PVF: 3  
 Plumbing: 29  
 Pumps/Private Wtr Systems: 14  
 Hydronic Heating: 15  
 Industrial M/R/O Supplies: 1  
 Municipal Water/Utilities: 2  
 HVAC: 5  
 Electrical: 20  
 Comm./Institutional PVF: 5  
 Tools & Equipment: 2

**Sales Volume by Market Sector:**  
 New Construction: 15  
 Service, Maintenance & Repair: 10  
 Remodel, Renovate, Rebuild & Rehab: 75

**Sales Volume by Type of Customer:**  
 Trade & Builders: 65  
 Utilities/Munic.: 5  
 Commercial Building Owner/Manager: 5  
 Consumers: 16  
 Hydronic Heating: 17  
 Industrial & Facilities: 11

**Sales Volume by Market:**  
 Residential/Light Comm.: 79  
 Comm./Institutional: 10  
 Industrial & Facilities: 10

**Sales to the Professional Trade:**  
 Plb. and/or Plb./Htg. Contractor: 35  
 Builder: 10  
 Remod Contractor: 15  
 HVAC Contractor: 15  
 Utility Contractor: 10  
 Other: 0

**Top 5 HVAC Lines:**  
 Burnham, ICP, Triangle Tube, New Yorker, Noritz

**Top 5 PVF Lines:**  
 Nibco, Viega, Cresline, Cambridge Lee, Cerro

**Top 5 Plumbing Lines:**  
 Goulds Pumps, A.O. Smith, Moen, American Standard, Lasco

**Officers:**  
 George G. Conyngham Jr., President  
 Ren Schuler, VP Operations  
 Don Conyngham, VP Sales/Marketing  
 Joseph Kerestes, CFO, VP Finance  
 Gary Jones, Marketing Manager  
 David Haines, Inventory Mgr.

30 Coburn Supply Co. Inc. ....48

31 Davis & Warshow Inc. ....55

32 Consolidated Supply Co....55

33 Goodin Company .....

34 Thos. Somerville Co.....50

**35 JABO Supply Corp.**

5164 Braley Street, P.O. Box 238  
 Huntington, WV 25707

304-736-8333

Fax: 304-736-8551

Email: cdrown@jabosupply.com

www.jabosupply.com

Employees: 74  
 Outside Sales: 7  
 Inside Sales: 15  
 Showrooms: 0  
 Total Locations: 3  
 Locations Opened 2008: 0  
 Locations to be Opened 2009: 0  
 Member Buying Group?: yes  
 Territory: WV, Southern OH, Eastern KY, SW PA, SW VA

**Sales Mix:**  
 Industrial PVF: 60  
 Plumbing: 2  
 Municipal Water/Utilities: 18  
 Comm./Institutional PVF: 20

**Sales Volume by Market Sector:**  
 New Construction: 25  
 Service, Maintenance & Repair: 65  
 Remodel, Renovate, Rebuild & Rehab: 10

**Sales Volume by Type of Customer:**  
 Utilities/Munic.: 20  
 Commercial Building Owner/Manager: 10  
 Other Wholesalers: 30  
 Industrial & Facilities: 40

**Sales Volume by Market:**  
 Comm/Institutional: 30  
 Industrial & Facilities: 60

**Sales to the Professional Trade:**  
 Plb. and/or Plb./Htg. Contractor: 10  
 HVAC Contractor: 30  
 Utility Contractor: 5  
 Other: 0

**Top 5 HVAC Lines:**  
**Top 5 PVF Lines:**  
 Poly Pipe, Victaulic, Metso/Jamesbury, Powell Valves, Wheatland

**Officers:**  
 Jack G. Bazemore, President  
 Joseph T. Holley, Exec. VP  
 Curtis F. Drown, VP Sales/Marketing  
 Patrick A. Hughes, VP Purchasing  
 Kevin Roach, Operations Manager  
 George Porter, Controller, MIS Mgr.  
 Jay Bazemore, VP

36 Keller Supply Company ....48

**37 Lehman Pipe & Plumbing Supply Inc.**

230 NW 29th Street  
 Miami, FL 33137

305-576-3054

Fax: 305-576-3066

Email: dennis@lehmanpipe.com

www.lehmanpipe.com

Employees: 49  
 Outside Sales: 6  
 Inside Sales: 7  
 Showrooms: 0  
 Total Locations: 1

See contact information on page 114

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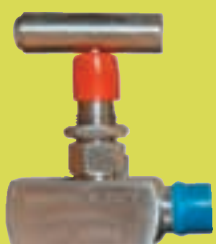
Series CK



Series FS-3



Accessories



Series NV-10000



Series 790



Series FSD-525



Series G



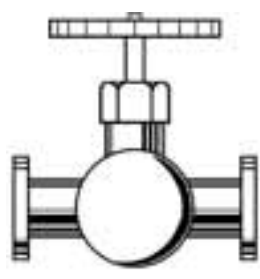
Series FSD-61

See contact information on page 114

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Locations Opened 2008: 0  
 Locations to be Opened 2009: 0  
 Member Buying Group?: yes  
 Master Distributor?: no  
 Territory: S. FL, Bahamas, Caribbean,  
 Central/South America

**Sales Mix:**  
 Industrial PVF: 85  
 Plumbing: 10  
 Municipal Water/Utilities: 5

**Sales Volume by Market Sector:**  
 New Construction: 75  
 Service, Maintenance & Repair: 25

**Sales Volume by Type of Customer:**  
 Trade & Builders: 90  
 Utilities/ Munic.: 10

**Sales Volume by Market:**  
 Comm/Institutional: 95  
**Sales to the Professional Trade:**  
 Plb. and/or Plb./Htg. Contractor: 80  
 AC/Refrig Cont.: 10  
 Utility Contractor: 10  
 Other: 0

**Top 5 PVF Lines:**  
 Weldbend, Victaulic, Watts, Wheatland,  
 Ward Mfg.

**Top 5 Plumbing Lines:**  
 Charlotte, Elkhart Brass, Craft, Howell  
 Metals, Nibco

**Officers:**  
 Dennis Lehman, President

**38 Bergen Industrial Supply Co. Inc.**  
 30 Stefanic Avenue, P.O. Box 604  
 Elmwood Park, NJ 07407-0604  
 201-796-2600  
 Fax: 201-414-9147  
 Email: [petes@bergenindustrial.com](mailto:petes@bergenindustrial.com)  
[www.bergenindustrial.com](http://www.bergenindustrial.com)

Employees: 61  
 Outside Sales: 6  
 Inside Sales: 11  
 Showrooms: 0  
 Total Locations: 1  
 Locations Opened 2008: 0  
 Locations to be Opened 2009: 0  
 Member Buying Group?: no  
 Member Integrated Supply Group?: no  
 Master Distributor?: yes  
 Master Distr of What?: Aflex Hose, Crane  
 Saunders, Crane Resistoflex, SVF  
 Territory: NJ, NY, PA

**Sales Mix:**  
 Industrial PVF: 50  
 Plumbing: 10  
 Industrial M/R/O Supplies: 10  
 Comm./Institutional PVF: 30  
**Sales Volume by Market Sector:**  
 New Construction: 35  
 Service, Maintenance & Repair: 65  
**Sales Volume by Type of Customer:**

Trade & Builders: 38  
 Other Wholesalers: 2  
 Industrial & Facilities: 60  
**Sales Volume by Market:**  
 Comm/Institutional: 30  
 Industrial & Facilities: 68

**Sales to the Professional Trade:**  
 Plb. and/or Plb./Htg. Contractor: 10  
 Other: 0

**Top 5 HVAC Lines:**  
 Bell & Gossett, McDonald Miller, Hoff-  
 man, Watts Regulator

**Top 5 PVF Lines:**  
 Spirax Sarco, Cerro, Alfa Laval, Milwau-  
 kee Valve, Crane Quarter Turn

**Top 5 Plumbing Lines:**  
 Watts Regulator, Grinnell, Cerro, Mueller,  
 Viega

**Officers:**  
 James LaPorte, President  
 James J. LaPorte, Secretary, Treasurer  
 Thomas Calandriello, VP Admin.  
 Michael La Porte, VP Purchasing  
 Peter Stenzi, Sr., VP Sales

**39 Famous Supply Company..48**

**40 Granite Group Wholesalers LLC.....52**

**41 Central Supply Co. Inc. ....60**

**42 Connor Co. ....58**

**43 Wolff Bros. Supply & Electrical Inc. ....62**

**44 Plumb Supply Company....62**

**45 Torrington Supply Co. Inc. ....78**

**46 Kenny Pipe & Supply .....68**

**47 Redlon & Johnson .....62**

**48 Bartle & Gibson Co. ....50**

**49 Harry Cooper Supply Company .....70**

**50 Wholesale Supply Group, Inc.**  
 2080 Exchange Drive  
 St. Charles, MO 63303  
 636-916-4430  
 Fax: 636-917-0772  
 Email: [tditchfield@wpsco.com](mailto:tditchfield@wpsco.com)  
[www.wpsco.com](http://www.wpsco.com)

Employees: 75  
 Outside Sales: 7  
 Inside Sales: 11  
 Showrooms: 6  
 Total Locations: 8  
 Locations Opened 2008: 1  
 Territory: MO, S. IL

**Sales Mix:**  
 Plumbing: 98  
 Pumps/Private Wtr Systems: 2  
**Sales Volume by Market Sector:**  
 New Construction: 40  
 Service, Maintenance & Repair: 15  
 Remodel, Renovate, Rebuild & Rehab:  
 10

**Sales Volume by Type of Customer:**  
 Trade & Builders: 95  
 Retailers: 3

**Sales Volume by Market:**  
 Residential/Light Comm.: 65  
 Comm/Institutional: 30

**Sales to the Professional Trade:**  
 Plb. and/or Plb./Htg. Contractor: 85  
 Bath/ Kitchen Dealer: 2  
 Remod Contractor: 10  
 Other: 0

**Top 5 Plumbing Lines:**  
 Kohler, Aqua Glas, Bradford White, Delta,  
 Moen

**Officers:**  
 Gerald R. D' Angelo, President  
 Thomas H. Ditchfield, VP  
 Trisha A Weir, Secy

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**SEPTEMBER 2009**

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See contact information on page 114

*Top 50 P&H  
 Wholesaler listings  
 begin on page 89.*

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Duplex	A995	(4A)	CF8M
	A351	(CD4MCuN)	CF3M
	A351	(CD3MN)	
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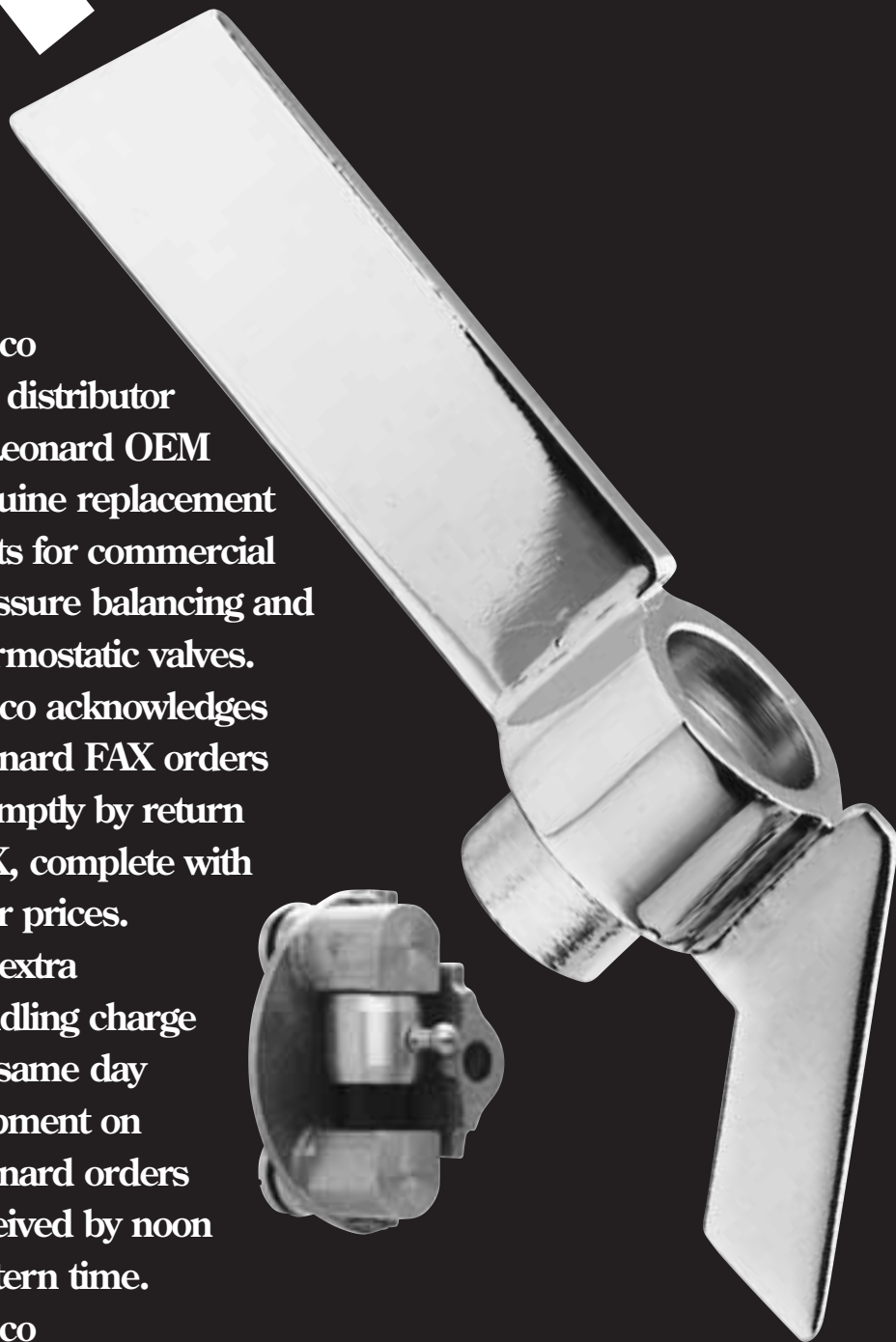
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See contact information on page 114



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8 F.W. Webb Company .....	46
9 Southern Pipe & Supply .....	50
10 Johnstone Supply Inc. ....	46
11 Bartle & Gibson Co. ....	50
12 Blackman Plumbing Supply Co. Inc. ....	52

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16 Consolidated Supply Co.	
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18 Famous Supply Company.....	48
19 R.E. Michel Company Inc. ...	46
20 Express Pipe & Supply Co. Inc.....	60
21 Hirsch Pipe & Supply .....	58
22 Locke Supply Company .....	48
23 First Supply LLC .....	50
24 Davis & Warshow Inc. ....	55
25 Northeastern Supply Inc.....	48
26 Goodin Company .....	52

27 Cregger Co. Inc. ....	68
28 Slakey Brothers Inc. ....	50
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40 Aaron and Company Inc. ....	76
41 Farnsworth Wholesale Company .....	78

*(Top 50 P&H continues on page 90.)*

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 E-mail: [webmaster@bootz.com](mailto:webmaster@bootz.com)





## 42 Wholesale Supply Group Inc.

2080 Exchange Drive  
St. Charles, MO 63303  
636-916-4430  
Fax: 636-917-0772  
Email: [tditchfield@wpsco.com](mailto:tditchfield@wpsco.com)  
[www.wpsco.com](http://www.wpsco.com)

Employees: 75  
Outside Sales: 7  
Inside Sales: 11  
Showrooms: 6  
Total Locations: 8  
Locations Opened 2008: 1  
Territory: MO, S. IL  
**Sales Mix:**  
Plumbing: 98  
Pumps / Private Wtr Systems: 2  
**Sales Volume by Market Sector:**  
New Construction: 40  
Service, Maintenance & Repair: 15  
Remodel, Renovate, Rebuild & Rehab: 10  
**Sales Volume by Type of Customer:**  
Trade & Builders: 95  
Retailers: 3  
**Sales Volume by Market:**  
Residential/Light Comm.: 65  
Comm/Institutional: 30  
**Sales to the Professional Trade:**

Plb. and/or Plb./Htg. Contractor: 85  
Bath/Kitchen Dealer: 2  
Remod Contractor: 10  
Other: 0

**Top 5 Plumbing Lines:**  
Kohler, Aqua Glas, Bradford White, Delta, Moen  
**Officers:**  
Gerald R. D' Angelo, President  
Thomas H. Ditchfield, VP  
Trisha A Weir, Secy

**43 Worly Plumbing Supply Inc. ....76**

**44 Central Supply Co. Inc. ....60**

## 45 Wool Plumbing Supply

13950 Northwest 8th Street  
Sunrise, FL 33325  
954-846-8578  
Email: [rsw7111@aol.com](mailto:rsw7111@aol.com)  
[www.woolsupply.com](http://www.woolsupply.com)  
Employees: 117  
Outside Sales: 3

Inside Sales: 27  
Showrooms: 7  
Total Locations: 7  
Locations Opened 2008: 0  
Locations to be Opened 2009: 0  
Member Buying Group?: yes  
Member Integrated Supply Group?: no  
Master Distributor?: no  
Territory: FL

**Sales Mix:**  
Plumbing: 100  
**Sales Volume by Market Sector:**  
New Construction: 25  
Service, Maintenance & Repair: 20  
Remodel, Renovate, Rebuild & Rehab: 55

**Sales Volume by Type of Customer:**  
Trade & Builders: 75  
Consumers: 20  
Retailers: 5

**Sales Volume by Market:**  
Residential/Light Comm.: 85  
Comm/Institutional: 15

**Sales to the Professional Trade:**  
Plb. and/or Plb./Htg. Contractor: 55  
Builder: 10  
Bath/Kitchen Dealer: 10  
Remod Contractor: 15  
Other: 0

**Top 5 Plumbing Lines:**  
Rheem, ISE, Moen, Grohe, Kohler

**Officers:**  
Randy Wool, President/CEO  
Calvin Palmer, Operations Mgr.  
Jeff Wool, Manager  
Angel Hermida, Branch Mgr.  
Michael Newcomer, Branch Mgr.  
Peter Rodriques, Branch Mgr.

**46 Security Supply Corp. ....76**

**47 Chicago Tube and Iron Company ..48**

**48 Sid Harvey Industries Inc.....56**

**49 Columbia Pipe & Supply Co. ....50**

**50 C. C. Dickson Co....50**

•••••  
*Our thanks to all the Distributors who participated in the 37th Annual Top 100 Wholesalers issue!*

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## Emerson acquires Vilter Manufacturing

ST. LOUIS — Emerson Climate Technologies has acquired Vilter Manufacturing LLC, a privately held compressor manufacturer based in Cudahy, Wis. Vilter compressors are used in a wide range of industrial refrigeration systems. Financial terms were not disclosed.

Vilter will become a part of Emerson Climate Technologies' Refrigeration Division, which provides commercial refrigeration products and solutions. Vilter produces a complete line of compressors for industrial refrigeration and gas compression applications including reciprocating and single screw compressors. Their products are sold globally through 72 U.S. and 31 international distribution locations.

"Vilter has a well respected brand that will enhance our presence in the food processing and cold storage segments of the refrigeration industry," said Ed Purvis, executive vice president and business leader of Emerson Climate Technologies. "This acquisition will allow us to expand our existing industry-best product offering and strengthen our position in the refrigeration industry."

Ram Krishnan, president of the Refrigeration Division of Emerson Climate Technologies, added, "Vilter is a technology leader in energy-efficient, environmentally-conscious solutions in its industry. We see great growth opportunities for both organizations as Vilter joins the Emerson team."

For more information, visit [www.emersonclimate.com](http://www.emersonclimate.com).



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\*Ranking is based on the 2008 CLEARreport by Clear Seas Research. Please visit [www.clearseasresearch.com](http://www.clearseasresearch.com) for additional information. ©2009, Bradford White Corporation. All rights reserved.



## Q&A with Scott Robertson

# Robertson Heating Supply honors heritage while charting future path

BY MARY JO MARTIN  
Editorial director

If Scott Robertson hadn't gone into his family's wholesaling business, he would have made a phenomenal coach. Any team would have been inspired by his enthusiasm, leadership and

Three generations of Robertsons (l-r): accounts payable clerk Linda Robertson Woner; HR director and corporate secretary Sue Robertson Neil; executive vice president Ed Robertson; Virginia Robertson, wife of the founder; president Scott Robertson; and accounts payable director Lori Robertson Keller.



communication skills. As it is, Robertson does lead quite a successful team — the 245 employees of Robertson Heating Supply Co. Its 28 branches and five showrooms distribute plumbing, heat-

ing and kitchen cabinetry throughout Ohio, Michigan, western Pennsylvania and West Virginia. He is only the third president in the 75-year history of the company, and one of four third-generation members of the Robertson family to be involved in the business.

Founded by his grandfather John Robertson in 1934, the company continues to be based in Alliance, Ohio. Robertson originally set up shop with three employees in a two-car garage, selling coal stoker furnaces out of the back of a coal truck to heating contractors. Over time, he expanded into parts, materials, heating equipment and plumbing. John Robertson was an incredible visionary and industry leader, which readers will see during the interview presented below.



John Robertson founded the company in 1934 with three employees in a two-car garage, selling coal stoker furnaces out of the back of a coal truck.

He would no doubt be extraordinarily proud of the way Scott Robertson has led the company since his appointment as president in 1991, and of the tremendous growth and success Robertson Heating Supply has experienced. And most certainly he would approve of the continued emphasis that Robertson places on its relationships with vendors and customers, along with its pursuit of achieving even greater operational efficiencies.



Scott Robertson

Scott Robertson was so enthusiastic and eloquent during my interview with him that I felt it more meaningful to let his words speak for themselves.

**MJM:** Congratulations on this milestone 75th anniversary, Scott! You must have felt so many emotions at your recent Trade Show celebrating this occasion. Could you describe what was going through your head that day?

**Robertson:** I felt a tremendous sense of pride and honor. It was a remarkable tribute to John Robertson and to our company's roots and history. Our Trade Show was a tremendous success; it was very well done and as I saw it unfold and then participated in it that day, I felt a great sense of pride in where our company had been and where we are at today.

These are challenging times in our region and for most of the country. It is not as bad as the national press describes, but business isn't as good as it was a few years ago. Being in that type of environment, we were concerned about how well our customers would turn out for a buying show. But they really supported us; out of the 900 guests, 575 were customers. They came and they bought. In fact, we exceeded our sales expectations by almost 40% that day.

**MJM:** It's quite remarkable that your company now has members of the fourth generation of Robertsons affiliated with it. What has made keeping it within the family so attractive to you?

**Robertson:** We have a strong com-  
(Turn to *With an eye...* page 94.)

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## With an eye to its history, Robertson Heating Supply looks to the future

(Continued from page 92.)

mitment to remaining family owned and independent. We emphasize that message to our employees and we also share that commitment and our managers' meetings with our key staff a couple of times a year. We're proud of the fact that in addition to building a successful business, we've had a lot of fun along the way.

We opened a 287,000-square-foot distribution center and corporate office building five years ago in Alliance. You're not going to take on that type of investment if you are thinking about selling your company in the near term — there wouldn't be much of a market for this type of building in Alliance!

My dad (executive vice president Ed Robertson), my three sisters (HR director and corporate secretary Sue Robertson Neil; accounts payable director Lori Robertson Keller; and accounts payable clerk Linda Robertson Wonner) and I are actively involved in the business on a daily basis. There are 10 fourth generation family members, four of whom are currently with us part time. I don't know if all of them will eventually be interested; we will leave that up to them.

**MJM:** Describe some of your early

memories as a child of the company, and what drove you to make it your career?

**Robertson:** I started with company officially at age 14, working summers in the warehouse. I probably did more harm than good those first couple of summers — I wasn't the most accurate and made my share of mistakes! I continued working at the company during vacations from high school and college, and had the opportunity to learn almost every position here. It taught me about the various departments within the company and helped me build respect among our associates. I've always felt that was important. To this day, it's helped me have a good understanding and appreciation for what everybody is doing throughout the company.

In high school, there were only two things I ever thought about doing — working in the family business and sports broadcasting. But as fun as I felt the latter would be, it was always just a secondary thought. I always knew I'd be in this business. I went to college at University of Akron and studied business management.

**MJM:** You've been president for a long time. How did you feel taking on such a huge responsibility as a young



From humble beginnings in an old garage, Robertson Supply has grown to occupy this 287,000-square-foot distribution center and corporate office building, opened on faith in the company's strength in 2004.



man?

**Robertson:** I became president in 1991, when Ez Fogle, who was with the company for 38 years, stepped down. He and my grandfather really built and ran this company. They shaped me and guided me during my early years of involvement. Ez gave the company a two-year notice that he would retire, and I spent that time working closely with him to learn everything possible. By the time I became president, I was ready for the challenge.

And Grandpa was still involved with the company at the time. He didn't stop working until his death in 1995. Even when he was in Florida for the winter, he wrote us long letters full of his thoughts and ideas on legal pads. The ink would bleed through, which could make them challenging to read, and there would often be 10 pages — five sheets written on both sides!

My job the last 15 years has been to build on the great foundation my grandfather and Ez built. I want to keep us from getting stagnant or living off past successes. I emphasize to our people that we're continuing to move forward, we're growing and becoming more efficient.

**MJM:** It sounds like your grandfather was a gifted man with a great vision. What are some of your favorite memories of him, and some of his major accomplishments?

**Robertson:** He made quite an impact on me as a young person. Grandpa really was the company to a large extent. He gets all the credit for taking the risks and having the vision and foresight necessary to build the foundation for this company.

His accomplishments are many and he was honored as Wholesaler of the Quarter Century by *Supply House Times* in 1983. Grandpa was one of the first in the industry to put in a computer system for billing and inventory. He is credited with inventing the twig concept in the 1960s, which is a one-man facility in a small town that receives deliveries from one of our branches. And back in 1947 Grandpa installed a printing press to produce our price book and other mailers. We still do that today. Every time there is a price change, we re-print the price book and send it out to over 700 customers who are subscribers.

**MJM:** What were some of the major turning points in the company's history that led to growth opportunities?

**Robertson:** Probably the most significant turning point occurred in 2004 when we started construction of our new DC/office building. We left the comfort and security of a building that was half the size and totally paid for to move a mile and a half down the road into an industrial park that was much larger and not paid for.

You can sort of coast and make do if you want a feeling of security, or you can take the tougher road that involves some risk to gain greater efficiency and chart a course for future growth and success. This new facility allows us to grow, expand, have room for more employees, service more branches, operate more shifts, have more loading docks — 33 now versus just nine at our previous location — and provides significantly more space for inventory with 38-foot ceilings here compared to the mix of 16- and 24-foot ceilings at the old building.

Other big opportunities came as a result of the four acquisitions we've made:

- In 1984, we bought Anchor Supply, a company that had a similar background to ours, in southern Pittsburgh. That allowed us to get into Pittsburgh (Turn to Robertson... page 97.)

We went down the wrong road and disappointed many of you, but we are making the necessary changes and coming back stronger and better than before. We are one of America's oldest manufacturers and we are ready to re-enter the market with a focus on the things that matter the most, quality and our customers. We are changing for the better and working to be the best.  
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## Viega honors outstanding salespeople with Top Gun Awards

WICHITA, KAN. — At Viega's National Sales Meeting each year, the company recognizes and honors those salespeople who have ventured beyond traditional boundaries to drive results. This year, nine sales individuals were recognized for their leadership and sales performance at a Viega Top Gun Awards dinner.

More than 200 Viega employees from across America, Canada and Mexico attended the awards dinner. Viega's vice president-sales Dave Garlow presented the awards. "I am so proud of the quality of salespeople we have at Viega," he said. "Their commitment and hard work makes it difficult to only select nine recipients of a Top Gun award, but these nine Top Gun recipients have really went above and beyond my expectations."

2008 Top Gun recipients are:

- Olivier Roberge, Canada
- Darrell Markley, Inside Sales
- Josh Dimacchia, Northeast Territory
- Wendy Toth, National Accounts
- Ted Atkinson, West Territory
- Jon Miller, Southeast Territory
- Bill Sloan, Industrial Accounts
- Dennis Harvey, Central Territory

Tara Kemen, National Accounts representative, received the highest award of the evening — the National Top Gun award. Kemen has worked at

Viega for four years. "This may have been a year full of challenges, but more importantly, a year of accomplishments," Garlow said. "Tara's focus on customer service and motivation to drive sales never wavered during these times of economic challenges. I can't think of anyone more deserving of this honor."

For 110 years, Viega has been manufacturing and supplying high-quality plumbing and heating products. For details, visit [www.viega.com](http://www.viega.com).



The 2008 Viega Top Gun recipients (left to right) Dave Garlow, Wendy Toth, Ted Atkinson, Darrell Markley, Tara Kemen, Dennis Harvey, Bill Sloan, Josh Dimacchia and Jon Miller. Not pictured: Olivier Roberge.

## FAMILY BUSINESS

### Robertson Supply charts course for growth

(Continued from page 94.)

in a big way.

- In 1994, we bought the Rheem factory branch in Cleveland, which helped us make inroads into that market.
- We acquired K& Supply in Lima, Ohio, in 1998, which served western Ohio.
- We got into Michigan in 2005 when we bought Rheem factory branches near Detroit and Grand Rapids. We have since opened another branch in Livonia.

And another huge move for us was to transition from Eljer to American Standard in 2001. That was a big product move and allowed us to really grow not only our showroom business but also our commercial business. New construction is down about 40% in our area, so being in commercial has really helped us. We do approximately 55% of business

in plumbing/hydronics; 40% in HVAC; and 5% in kitchen cabinets. In addition, we have a split of about 85% residential and 15% commercial. Anytime you can diversify your business, it gives you some protection from market fluctuations.

**MJM:** Do you buy through centralized purchasing or does each branch have some purchasing autonomy?

**Robertson:** We use the centralized method. We actually employ the equivalent of five product managers. They are in charge of promoting, developing, pricing, product selection and purchasing. These individuals really own these lines and are responsible for all decisions regarding their lines.

About 75% of our annual sales are brought in through the DC; the other 25% is shipped direct to the branches. If a branch is able to take a direct shipment from a vendor with our normal ordering formula, that is our first choice. If they can't, then the product will come to them through the DC. We deliver to our branches five nights a week. Our night shift handles and works orders that are sent by the branches each day. They are pulled, put on pallets and shrink wrapped.

The drivers come in at midnight, pick up their pallets and then usually deliver to about four branches from each semi. These drivers are our employees and they have access to the branches so they can drop the pallets inside. When the branches open in the morning, the pallets are transfer onto their local delivery trucks and customers receive the orders as if it came from their local branch. It's a

(Turn to Family-owned... page 98.)



A group of Robertson employees helps celebrate the company's 75th anniversary this year.

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## Family owned and independent Robertson Supply

(Continued from page 97.)

very efficient process. Our DC is open 21 hours out of 24, and we have a crew of about 12 who work the night shift.

**MJM:** Can you describe the leadership philosophy at Robertson, such as accessibility to customers and employees, and hands-on activity by the owners?

**Robertson:** I am a hands-on owner/president. Three words that probably best describe me are passionate, committed and competitive. I'm very involved in all facets of the company. I believe in being very accessible to customers and employees.

Even though our company has 28 branches and approximately 1,000 active accounts, I still personally know many of our accounts and I take pride in that.

We have three partners in our business — our employees, our vendors and our customers. Alliance, where we are based, is a small city with Midwestern values. We have a straightforward,

down-to-earth relationship with customers and vendors. We're not fancy and we're not hard to understand; what we say is what we mean. Our trading partners know that and they see the passion we have for our business.

We are also very committed to industry associations such as ASA and HARDI, and to our Embassy marketing group. In fact, Robertson was the first company to have had two executives serve as president of ASA (John Robertson and Ez Fogle). I am now on the boards of HARDI and NCWA. We are very supportive of and committed to this industry, and continue to send multiple people from our staff to the trade shows.

**MJM:** Do you have any near-term plans you're comfortable sharing with us?

**Robertson:** We have a very active and keen eye on some potential smaller acquisitions, which we define as a distributor with two or three branches. If that doesn't present itself, we still have

goals to open additional branches of our own.

Our focus as a management team is getting sales and gross profit dollars back to growing levels. Lots of people can manage a company when things are growing and life is good. Not as many can do it as well and make the right decisions in a down economy. This isn't a position I've had to worry about much in the past; until about 16 months ago, we had grown every year.

Robertson's management team has a good balance of experience plus lot of drive and energy left. We also have 66 employees who have been here at least 20 years. This business is a lot like a football game, except it lasts more than four quarters. It takes teamwork and it's a competitive game. We're focused, we're intense and we're driving to do well. ■

For additional information, visit [www.rhs1.com](http://www.rhs1.com).



Robertson Supply holds customer events such as this "whack a car" in the parking lot (above) and trade shows in its new facility (below); it's a great means of meeting customers and gauging their wants and needs.



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See contact information on page 114



## Low Energy Systems to build solar thermal training facility

DENVER — Low Energy Systems has begun construction on a 3,000-square-foot mezzanine addition to their current facility at 5350 Joliet Street here. The addition will provide classrooms for the technical training and support of solar thermal installers. Solar thermal is a method of using sunlight — via solar panels and other equipment — to provide space heating and hot water for any structure. Construction will end by early fall 2009.

Recognizing the need to reduce damaging carbon emissions, Low Energy Systems has stepped forward as a leader in solar thermal energy in Colorado. “Our main concern is Colorado, and the best way for our company to participate [in reducing carbon emissions locally] is to ensure that solar thermal equipment is installed and maintained properly,” said Neil Greenzweig, CEO of Low Energy Systems.

The new facility addresses the need for a high level of solar thermal training, tech support and expertise in Colorado as many new solar thermal installers enter the industry. Training will include time in the classroom, hands-on experience with the prod-

ucts, and access to a solar thermal installation on the roof of the Low Energy Systems facility.

Federal, state and local tax credits and rebates provide great incentives to reduce carbon emissions and energy usage. “Space heating and domestic water heating are the largest portions of all energy bills, and therefore energy usage,” noted Greenzweig. “Solar thermal greatly reduces both of these bills. While the installation of a solar thermal system is more complicated than the installation of a solar electric system; the potential for cost savings and energy conservation is far greater.”

With over 32 years in business as a Colorado company, Low Energy Systems has been a leader in tankless, hydronic and solar thermal technology both in Colorado and the nation, and recently reached an agreement with SunEarth of Fontana, Calif., to become a distributor of flat plate solar thermal collectors under the brand name WaiWela.

For information, call 720/407-8581 or log on to [www.tanklesswaterheaters.com](http://www.tanklesswaterheaters.com).

## Meier Supply supports Relay for Life

JOHNSON CITY, N.Y. — This year, for the third year in a row, employees from Meier Supply Company Inc. kept the coffee flowing for participants of the American Cancer Society’s Binghamton Relay for Life recently. The volunteer staff members ran the coffee booth at the event, with two to three volunteers covering every shift. Volunteer staffing is coordinated by the company’s ESOP committee.

Coffee is no trivial matter to event participants who often stay up for the length of the entire event. “We stay pretty busy all night, especially if there’s a bit of a chill in the air,” said Meier Supply ESOP chair JoAnn Casiuk. “It’s something we do as a team to give back to the community and it’s fun.” Proceeds from coffee sales support the American Cancer Society.

Relay for Life events are held throughout the area to raise funds for the American Cancer Society. Partic-

ipants set up tents, often decorated with themes, and run or walk around the track for the full 17-hours.

Meier Supply Company is a wholesale distributor of HVACR products with more than 100 employees and 17 locations in New York and Pennsylvania. Their executive offices and 45,600-square-foot distribution center are located on Brown Street in Johnson City, N.Y. This year the company established a wellness competition for employees and their families, and also created a progressive training program called “Meier Core Development” to ensure that promising employees received the training and guidance necessary for possible leadership roles in the future. Meier Supply is currently managed by the third generation of the Meier family and employs several members of the fourth generation. For information visit [www.meiersupply.com](http://www.meiersupply.com).



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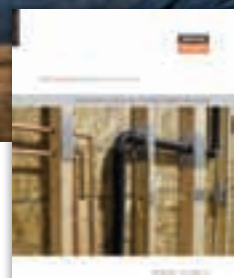
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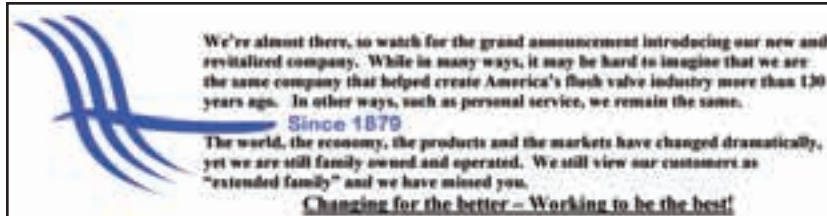
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### Eco-friendly faucets

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- Double





**Waterless toilet**

The BioLet 20 deluxe waterless toilet combines nature's sustainability with the convenience of technology. Complete self-contained composting system features a thermostat, fan, automatic mixer and automated liquid controls. Rated at three people full-time use and four people part-time use; is an excellent choice for anyplace that larger volumes are not needed. **BioLet.**

[www.biolet.com](http://www.biolet.com)

**Filter systems**

Body Glove filter systems are now carried by this master distributor. Manufactured by 3M, the system of-



fers 50% more flow and up to 0.2-micron water filtration through a patent-engineered carbon-block technology. Its genuine recyclable filter cartridge contrasts with fused aluminum and plastic compositions that cannot be feasibly recycled. **Body Glove by Water Inc.**

[www.bodyglove.com](http://www.bodyglove.com)

**Ventilation system**

With the SmartSense® ventilation system, homeowners have an automatic, affordable, energy-efficient so-



lution to improve a home's IAQ and increase energy savings. This ventilation solution minimizes the presence of moisture and mold in the home. SmartSense control is connected to ENERGY-STAR-rated Ultra Silent Fans that use INSTEON technology to continuously distribute fresh air throughout the home while digitally communicating with the master fan. **Broan**

[www.broan.com](http://www.broan.com)



**Portable hot tubs**

Called the I-Mac of hot tubs, The Spa Berry's bright hues and "plug 'n' play" portable ease make it the home appliance for the 21st century. User-friendly; a garden hose fills the spa while a regular 110v outlet powers it. The 2-seat spa features soothing massage jets, a waterfall, molded drink holders and colorful LED lighting as well as a biodegradable water cleaning system. Available in shades like StrawBerry and CanaryBerry, this lifestyle accessory has an economical starting price. **Dimension One Spas.**

[www.thespaberry.com](http://www.thespaberry.com)



**Smart toilet**

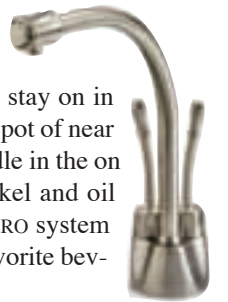
The technologically advanced Fountainhead toilet has industry-leading functionality, from a heat-adjustable seat to an integrated LED light. Combines aesthetic beauty with performance. Tankless design utilizes Power Lite™ technology – a quiet electric pump fully enclosed within the toilet bowl that provides a strong, powerful flush utilizing just 1.28 gpf. **Kohler.**

[www.kohler.com](http://www.kohler.com)

**Arched faucet**

EverHot® distinctive series LVH1200 faucets, with its gracefully arched spout, provides the ideal accent and functionality at a kitchen or bar sink. A significant benefit is they stay on in the locked position; allows users the freedom to fill a large pot of near boiling hot water without the necessity of holding the handle in the on position. Comes in 3 popular finishes: chrome, satin nickel and oil rubbed bronze. Couple with a high-quality water filter or RO system and you've got a really hot bottle-quality water to make favorite beverages. **Water Inc.**

[www.waterinc.com](http://www.waterinc.com)



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See contact information on page 114



**Shower pan**

Stainless steel shower pan and matching ceiling panel are offered in any variety of shapes and sizes — custom projects/dimensions welcome. The company offers a complete line of stainless steel, copper and patina copper bathtubs, countertop lavatories, pedestal lavatories, shower bases and walls, and outdoor spas. Has display programs for upscale product-selling showrooms. **Diamond Spas.**

[www.diamondspas.com](http://www.diamondspas.com)

... wall construction





### Composite stone baths

These luxury composite stone tubs and basins are multiple award winners. Inspired by Italian design, the tubs can be found in the U.S., Europe, Mauritius, Africa and Dubai. Available in a rainbow of colors including Limestone White, Kalahari Sands, Balinese Brown, Terra Red, Zen Black and more. Also available in a host of metallic finishes such as Bronze, Copper and Aluminum. **Palazzo Baths.**

[www.palazzobaths.com](http://www.palazzobaths.com)



### Concrete countertops, sinks

EarthCrete™ is an environmentally sustainable concrete and NuCrete is a stain-free concrete that is lighter weight yet even stronger than traditional forms of concrete. See exquisite countertops, sinks, tiles, pavers & much more in beautiful colors at their website. These concrete countertops and sinks are handcrafted and found in many fine homes, hotels and restaurants. Designs range from whimsical to the breath-taking. **Sonoma Cast Stone.**

[www.sonomastone.com](http://www.sonomastone.com)

### Post-shower drying

The Body Dryer offers a unique drying experience that is energy efficient and environmentally friendly. This Green product will pamper hotel guests after a shower and make a fun and innovative addition to any pool and spa area. Eliminates or minimizes the need for towels, resulting in lower energy and water consumption costs. The reduction of laundry will have the housekeeping staff wondering where all the towels went. **Kingston.**



[www.kingstonproducts.com](http://www.kingstonproducts.com)

### Lighted vanity mirror

Through the use of the latest LED technology, this attractive minimalist design may be applied to a lighted vanity mirror with 3x magnification. In addition to being aesthetically appealing, the LED technology projects better light and makes it virtually maintenance free. Each of its 32 LEDs lasts more than 50,000 hours and uses only a fraction of the power that traditional bulbs do. This environmentally conscious mirror is available in chrome and brushed nickel finishes. **Kimball & Young.**



[www.kimballyoung.com](http://www.kimballyoung.com)

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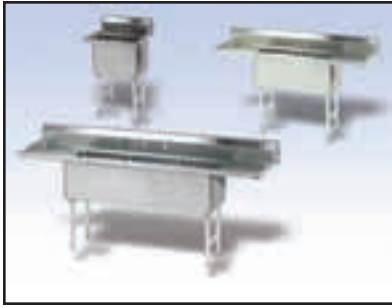
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See contact information on page 114



### Fabricated sinks

This company has added FS SPEC-LINE series fabricated sinks to its line. Constructed from 14 Ga, 304 material with a one-piece front skirt and are NSF approved. Stainless steel legs, gussets and cross-bracing are all standard. **Advance Tabco.**

[www.advancetabco.com](http://www.advancetabco.com)

### Smart pump solution

For residential or commercial applications, the Qwik Jon Ultima is a smart solution for all sewage removal needs when gravity flow is a problem. Grinder pump tank can be installed free-standing or behind a wall, with no breaking or build up of floors necessary. Ideal for bathrooms, basements, cabins, tool sheds or vacation homes. **Zoeller Pump.**

[www.zoeller.com](http://www.zoeller.com)



### High-efficiency water heaters

The high-efficiency ARMOR water heater line includes 3 new commercial models with inputs ranging from 150,000 to 800,000 Btuh. Stainless steel heat exchanger, 5:1 modulating turn-down and SMART SYSTEM™ operating control. Install with a separate storage tank. Protects against the harmful effects of lime scale buildup. **Lochinvar Corp.**

[www.lochinvar.com](http://www.lochinvar.com)



### Low NO<sub>x</sub> boiler

Benchmark 2.0 Low is a 2-million Btuh condensing boiler that has been re-engineered to deliver a smaller footprint and reduced electrical consumption while maintaining a 20:1 turndown to maximize seasonal fuel savings. Measures just 79"Hx28"Wx36"D; occupies a mere 7 sq ft of floor space. Requires 120v of electrical power and 4" gas pressure to operate. **AERCO.**

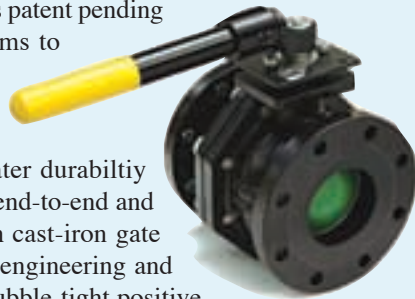
[www.aerco.com](http://www.aerco.com)



### Valve features Teflon-fused ball

Quality Certified Valve Company's patent pending Hardball C8000 Ball Valve conforms to ANSI Standard B16.10 to replace gate and eccentric plug valves. Its Teflon-fused ductile iron ball provides smooth operation and greater durability than standard cast-iron balls. The end-to-end and flanged dimensions exactly match cast-iron gate valves and plug valves. Precision engineering and superior design features Class 6 bubble-tight positive shutoff. Gate and plug valves, which have been known to leak upon installation, achieve only Class 4 non-positive shutoff. **CD Sales.**

[www.qcvalve.com](http://www.qcvalve.com)



### Boiler temperature control

AquaSmart advanced boiler temperature control is designed for use on residential and light commercial boiler systems. Available in both 120VAC oil and 24VAC gas versions. Universal programmability and design make it ideal to stock on the contractor's truck. All models include the option of HeatManager™ dynamic temperature reset that provides 10% to 20% fuel consumption savings. Control includes a backlit LCD digital display with a touch pad to easily program temperature limits, differentials and other advanced options. **R.W. Beckett Corp.**

[www.beckettcorp.com](http://www.beckettcorp.com)



### Twist-to-fit fittings

Twist-to-fit fittings for all types of tube need no tools, glues or soldering. Certified for permanent use behind walls. Easy removal and re-use for



repairs, renovations or additions. Secure and locked connection guaranteed with visual color bar. Simply push & twist to install and remove. Recyclable, lead free, meet NSF, ASTM, ASSE and IAPMO specifications and standards. **JMF.**

[www.jmfcompany.com](http://www.jmfcompany.com)

### Sink-topped toilet

The Profile Smart with an integrated sink is a high efficiency dual flush toilet that averages just 0.9 gallons per flush. This clever system directs



fresh water through the integrated faucet for hand washing. This water then drains into the tank for the next flush. The Profile Smart features 1.28 gallons per flush for solid waste and 0.8 gallons per flush for liquid and paper waste, WaterSense labeling, and the large trapway virtually eliminates blockages. **Caroma.**

[www.caromausa.com](http://www.caromausa.com)

### Aluminum-safe anti-freeze

Aluminum-100 Antifreeze is compatible with the new aluminum efficient boilers. Compatible with all metals commonly found in hydronic heating systems. Water compatible, and can be used in place of water where freezing can cause damage or interfere with the functioning of the system. For hydronic heating systems, radiant in-floor heating, solar heating, cooling towers, refrigeration systems, water based heat extraction systems, industrial heat transfer, etc. Available in 1 gal., 5 gal. pails, 55 gal. drums, 5000 gal. tank trucks. **SOS Products Co. Inc.**

[www.sos-prod.com](http://www.sos-prod.com)



### Solar therm system upgrades

This company's solar thermal systems now feature a heat transfer unit and controller panel; upgraded turn-



key system reduces installation time and makes dynamic energy production tracking possible. The monitoring panel, U.S.-made by Watts Radiant, comes preassembled along with the other system components; will monitor the system's flow rate and energy output. Is a true "plug and play" device. **Apricus.**

[www.apricus.com](http://www.apricus.com)

### Commercial electric water heaters

Gold Series DRE commercial electric water heaters incorporate standard features including Goldenrod® elements. This patented element resists scale build-up up to 5 times that of a



standard element. The benefit is longer and more dependable element life in a variety of water conditions. Redesigned control access door allows easier access to all interior components and elements. **A.O. Smith Water Products.**

[www.hotwater.com](http://www.hotwater.com)



### Light commercial tankless unit

A light commercial version of the popular T-K3, called the T-K3-Pro, is now available. In addition to the features of the T-K3, the new model uses commercial-grade quality materials so it can withstand light commercial conditions. Its heat exchanger is made with HRS35 copper alloy; this heat-resistant copper alloy is stronger and harder than standard copper making the unit much more resilient against erosions and leaks. Features a thermal rating of 84% for liquid propane and 82% for natural gas; starts heating water at 0.5 gpm but can generate an unlimited supply of hot water at a maximum flow rate of 7.0 gpm. Can connect up to 4 units together without the need for a system controller. **Takagi**.

[www.takagi.com](http://www.takagi.com)



### Shut-off valve

Avoid leaking water heater emergencies with the "Wags" (water and gas shut-off) valve, a simple, inexpensive, reliable way to guard against disastrous water damage when water heaters leak. Totally mechanical, can be installed with or without an electric harness. If a leak occurs, an internal water-soluble fiber element dissolves, releasing a spring-loaded piston that closes flow of water. With a wiring harness for gas-fired appliances, also breaks a fuse to shut off the water heater's gas supply. **Taco**.

[www.taco-hvac.com](http://www.taco-hvac.com)



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### High output gas water heaters

Both the M-1 60-gal and M-4 60-gal high output residential gas water heater models offer a 40,000 Btuh

input with a 90-gal first hour delivery. These high-volume conventional vent products provide more hot water and are available in both natural and LP gas models. Feature the Defender Safety System® with Screen Lok® Technology for a reliable and maintenance-free FVIR system. Patented flame-arrestor plate design produces a vector effect that prevents flames from traveling outside the combustion chamber. **Bradford White Corporation**.

[www.bradfordwhite.com](http://www.bradfordwhite.com)



### Flexible rubber couplings

Durable flexible rubber couplings for pipe connections can be used in irrigation applications, subsoil repair



jobs, storm water systems, residential drainage systems and new installations. Strong and leak proof; comply with ASTM C-1173, CSA B602. Are UPC NSF 61-9 approved. Come with corrosion resistant and rustproof stainless steel bands; available in sizes from 1/4" to 6". Designed to fit DWV pipe materials; trap and drain connectors. Install quickly without glue, soldering or special tools. **Matco-Norca**.

[www.matco-norca.com](http://www.matco-norca.com)

# Jones Stephens Corp.



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# Rules are rules; be sure everyone in your organization knows and follows them

(Continued from page 14.)

up a screen whenever the system's price is overridden. It should prompt the salesperson with the following question: Reason for change? If the reason is mc (Meet Competition), additional questions must be answered:

- Which competitor?
- What was the competitor's price?
- How was this verified: flier, in-voice, verbal?

It is important to teach your people to handle this situation properly rather than allowing them to concoct their own version. (For a reprint on dealing with price objections, e-mail me at rich@go-spi.com)

Just like most songs, you don't start out singing the refrain. On many topics, there are several verses leading up to the **BIYDYCSH**. Personally, I like a progressive process where an individual gets several

chances to get on board. Using a process like this, there are several advantages:

- Problem people find it tougher to claim their dismissal was a surprise
- Managers can feel that they have given an individual several chances to change making a difficult decision a little more palatable
- Other employees will see the consistency and fairness in the process, even when they like the individual and dislike the result.

The outline of a four-step, progressive process follows:

- Meeting 1 — We need you to do \_\_\_\_ as a part of your job. (Sometimes people don't know what they are supposed to be doing, so the first step is always to ensure a clear understanding of the requirement.)
- Meeting 2 — We talked about the need for you to do \_\_\_\_ as a part of your job and you are not doing

\_\_\_\_. This is an important part of your job. How will you ensure that you are doing this important task? (Makes the individual responsible for his compliance.) How will the company be able to observe your

**Personally, I like a progressive process where an individual gets several chances to get on board.**

progress? (Asks the employee to suggest the measure. Obviously, the company can reject the recommendation and suggest an alternative.) How soon will we be able to see progress? (Attaches a timeframe to the process. I like to see change in days and weeks because months and years allow the same behaviors to continue.)

• Meeting 3 — This is our third conversation about your not doing \_\_\_\_\_. Do you understand that doing \_\_\_\_\_ is required as a part of your continued employment here? (You don't have to do \_\_\_\_\_, **BIYDYCSH**.) What will you do to ensure that you are doing this important task? How will the company be able to observe your progress? How soon will we be able to see progress?

• Meeting 4 — We've spoken three times about the need to do \_\_\_\_\_ as a part of your continued employment at this company. You are not doing \_\_\_\_\_, so you can't stay here.

#### Important notes

1. There are a lot of labor laws that must be followed as you sing this simple refrain to a member of your team. Talk to your labor attorney about the processes in your area.

2. The timing of any action should always be at the company's convenience. If you have endured a problem for years and the person can add value in the next three months of your busy season, it may be prudent to wait. If the person is detrimental to the morale of your team, sooner may be better. (This does not apply to any kind of dangerous acts, violence, harassment, substance abuse or similar problems where, with your attorney, you should take the most immediate action possible.)

3. If possible, I think each conversation should be documented with a copy provided to the individual and, ideally, having the employee sign the notes from steps 2 and 3.

Of course, these are only a few of the performance issues I have heard over the years. You should add your own lyrics to my list so the next time you hear a member of your team singing their tune, you can loudly and clearly sing your refrain: "You don't have to do it the company way, but if you don't, you can't stay here." For a reprint of our column on identifying "Mosquitoes" (unproductive, annoying, blood-suckers) in your company, e-mail me at rich@go-spi.com. ■

## Quietside receives acceptance from Energy Star

RANCHO SANTA FE, CALIF. — Quietside Corporation is pleased to announce the acceptance of their PVC vented on demand and dual purpose tankless water heaters into Energy Star USA and Energy Star Canada.

Energy Star has set the standard for qualification at an energy factor of .82 and with energy factors over .92. Quietside ODW and DPW models have exceeded these specifications.

## New From General

### Gen-Eye POD™

Lightweight, Economical Inspection System

The Gen-Eye POD™ camera system combines camera, reel, and monitor into an all-in-one package. You just grab it and go.

- Feature a 5.6" LCD monitor in a padded case with sunscreen.
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**The toughest tools down the line.™**

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See contact information on page 114



## Relationships: Your hardest sell but return best value

(Continued from page 12.)

get familiar with services like Facebook, Twitter, LinkedIn and a few others. Find the two or three “must-have” social networks where you can connect with people as people. Don’t be a Twitter-Snob and ask everyone to follow you without reciprocity. Be part of the community and don’t just push your stuff. Soft sell in relationship marketing means you listen to them and offer your services only where appropriate and not with every post. Be hard on yourself with this. Be soft on others by caring for them.

• **Make your offer fact-based packed with value.** One of the best ways to “sell hard in a soft way” is to pack lots of value into your offer. Demonstrate exactly why your product is superior to the competition. Don’t just use vague generalities. Cite specific benefits of your product. Show testimonials of those who’ve

used your service and liked it. Be hard on yourself in creating the copy and make it easy (soft) for prospects to get involved with you. Start them in a small way and gradually build the relationship. Listen to their needs and tailor your demo in a way that answers their questions, not just what you think is nifty and groovy. After all, *you* are not the one buying your product — they are! The one buying the product is the one that matters most in any selling relationship.

• **Get with the program — use video for crying out loud!** Welcome to the 21st Century! If you’re not using video in some way to promote, you’re already behind. Video is *not* the “wave of the future.” It is *now*. Demonstrating customer-valued benefits on video is an excellent way to “sell hard” while being soft on the prospect. Be hard on yourself to do a good job with good production quality, graphics, subtitles, cuts and more.

If you can’t do it yourself, get help from someone else. This is why God invented high school kids! Video on the ‘Net and/or over a delivered DVD gives you a competitive advantage to show specific, real-world benefits of your product. Leverage it and use it. You can check out some examples at my website, [www.TerryBrock.com](http://www.TerryBrock.com), and see how you could creatively blend these ideas into your own products and services.

• **Think “hard sell” in a soft way.** Emphasize the relationship and be there as more than just another pesky salesperson. Listen more carefully than ever to their need. Use software like CardScan. I’m using CardScan for my Mac now — still use it on my Windows-based systems for my staff — and it is marvelous. CardScan is not just about getting business cards. It is about building quality relationships in business. ([www.CardScan.com](http://www.CardScan.com) —

about \$250 for their best version)

Stay in touch with people and learn how you can “feel their pain” to borrow from a well-known politician. Sincerely listen to where they are hurting then find ways you can solve the pain or bring in others from your network who can.

Being hard on yourself and soft on others is a time-honored principle that works. It is now time to move relationship marketing to the next level and these steps can help begin that process. ■

*Terry Brock is an international marketing coach and professional speaker who helps businesses generate profitable results. He can be reached at 407/363-0505, by e-mail at [terry@terrybrock.com](mailto:terry@terrybrock.com) or through his website at [www.terrybrock.com](http://www.terrybrock.com). Join the Twitter adventure with Brock through his Twitter address: TerryBrock.*

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(Continued from page 114.)

once in their lives. Fred Keenan was chairman, John McDonald III was president, David Corcoran was on deck, and the industry was jumping. Anyone who was also around that year will remember the cocktail party snafu on the trade show floor in Las Vegas when there were approximately three bars set to serve about 10,000 people!

I had interviewed with Peter Schwartz, the then-executive vice president, to be his executive assistant. I remember thinking how remarkable it was that his desk was completely free of all paper, and I thought, "This job must be pretty easy." He hired me that day. The next day he said, "You've got to get those Board Books out ASAP!" What the heck is a Board Book? I wondered. I quickly discovered where all the paper was.

**MJM:** What were some of your positions and responsibilities at ASA over the years?

**Inge:** I think I've done just about every job there is in the association, save for the accounting and technology specialties. Thanks to the opportunities I was given by Peter, and the help of some great co-workers, I eventually learned how to do everything from trade show management to magazine publishing to representing the association at public functions as well as at the negotiating table. I was promoted to director of administration, then to executive director and when Peter left in early 1995, I became the executive vice president.

Unfortunately, after 12 years at the helm, I got a case of "burnout" and wanted to leave. I was asked to stay and take over the Education Foundation, which was just beginning to benefit from the fruits of the Endowment funding. But now, two years later, things have become very challenging in the face of what's happening with the economy. I felt that maybe it was time for me to

move on, after all.

**MJM:** What are some of your favorite memories of your time in the industry?

**Inge:** One of the great characteristics of people in this industry is that even when times are tough, they remain grounded and know when and how to relax. Some of the best times I've had were on the road, at regional conventions and other meetings, when free time on the schedule allowed me to spend "downtime" with the ASA presidents and their spouses. We'd take in some sights, have casual lunches or just generally spend time getting to know one another. I'm very lucky in that several of these couples remain very close friends whom I continue to see and travel with on a regular basis. I enjoyed so many things during my time with ASA, and was able to travel across the country and see a lot of sights. It's been absolutely wonderful and I will miss those opportunities.

**MJM:** I wouldn't ask you to name

all your favorite people, because those names wouldn't even all fit on a page, but I would like to ask who some of your mentors have been over the years?

**Inge:** You're absolutely right about the space problem you'd have if I started to list all my favorite folks. But I would like to mention a few that stand out from the rest. First, there's Ed Felten, former chairman of First Supply in Wisconsin. I never met anyone who was so compassionate about people and such an overall positive person. He set the bar for me in terms of wanting to be a better person, which I try to remember every day. Then there's Dottie Ramsey of Modern Supply Company in Knoxville. Through her friendship and fine example, I learned how to navigate successfully in a male-dominated industry, all without losing my sense of humor. Lastly, I need to credit the late Karl Neupert of Consolidated Supply in Portland, and "father" of the Education Foundation's

## S-Line Series On-Demand Water Heater

Available capacities: 99,000 / 120,000 / 180,000 / 199,000 BTU



### About the ODW

Quietside's ODW Energy Star approved water heater provides on demand water heating with exceptional efficiency due to the innovative use of the S line heat exchangers. With the simple twist of a faucet this unit can provide from 0.7 to over 7 plus GPM (45°F temperature rise) of controlled hot water delivered at exactly the temperature required for the perfect shower.

The S line heat exchangers allow the unit to operate at above 90% efficiency, easily surpassing the minimum standard for IRS tax rebates and allowing the use of PVC venting materials due to the extremely low flue gas temperature. A self diagnostic microprocessor controls unit operation to provide a stable delivered water temperature, and the easy to use keypad control allows the user to select from a wide temperature range to exactly match their requirements.

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- Energy Star approved
- Delivered Water Temperature Control within 2°F
- Sealed Combustion, Vents with Schedule 40 PVC
- Simple to Install
- Isolation Valve Kit included
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Endowment Fund, for whom it's now named. Karl taught me how to have courage in the face of adversity and how to stick to my guns when my heart told me to do so. I'll never forget these extraordinary influencers on my life, nor the many others who helped me along the way.

**MJM:** *What are some of the major changes you've seen in the industry over your career?*

**Inge:** Gosh, where do I start? When I joined ASA, the industry was buzzing about the new force on the street called Home Depot, and how it was going to put our wholesalers out of business. Well, I guess it did change the landscape, but the big shift to DIY marketing didn't necessarily result in the feared doomsday consequences. But around the same time, as the first string of distributors who'd started their businesses after WWII began to retire, we started to see wholesaler consolidation. And over a period of about 15 to 20 years, it picked up pace, creating some mergers and partnerships that were previously unimaginable (especially given certain personalities involved!).

In 1985, there were more than 1,100 independent wholesalers in ASA and 13 regional associations. There are now about 375 wholesalers and six regional associations.

It's been really interesting to also see the shifting bases of power among the industry's players, and how that shifting, like much in life, is cyclical. Each segment of the channel has a chance to flex its muscle. At the heart of it all is one of the most complex set of trade practices that I've

ever seen. While just about everyone can understand a pricing model that fluctuates based on the price of raw materials, you practically need a degree in advanced calculus to understand how business in this industry is done. I suspect that has changed very little over the years, except maybe to become even more complex.

**MJM:** *What are your hopes for Chapter Two of your life?*

**Inge:** I think I'll spend a couple of weeks just chilling...not going anywhere or doing much of anything. After that, I'm hoping to find a job that'll let me use what's in my head without sacrificing anything that's in my heart. And if I can exercise my sense of humor along the way, so much the better!

That's probably a roundabout way of saying, "I don't know yet," but I've been very lucky in my life thus far, and I think I'll probably find something that'll be a good fit. After all, I didn't know what I was getting into when I became the executive assistant at ASA 24 years ago, and that turned out pretty well, don't you think? Ideas and job offers should be referred to me at [ingecalderson@comcast.net](mailto:ingecalderson@comcast.net).

Thank you, Inge, for the inspiration, the laughs, the guidance and the friendship you've given to me and so many others in the distribution channel. I'm not going to say goodbye, just "Till we meet again." ■

*Mary Jo Martin is editorial director of THE WHOLESALER. She can be reached at [editor@thewholesaler.com](mailto:editor@thewholesaler.com) or 507/206-3747.*

## Holohan

*(Continued from page 20.)*

*sponse procedures to include physical inspection of manholes in flood or vapor-prone areas; new repair oversight protocols; remote monitoring; research and development on steam trap design, as well as new steam trap inspection and testing procedures.*

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A steam incident. I like that.

And okay, there were two traps, so the actual cost per trap was only \$18.5 million, not \$37 million. A bargain! ■

*Dan Holohan began his love affair with heating systems in 1970 by going to work for a New York-based manufacturers representative that was deeply involved in the steam and hot-water heating business. He studied hard, prowled many basements and attics with seasoned old-timers, and paid close attention to what they had to say. Today, Holohan operates the popular website, [www.HeatingHelp.com](http://www.HeatingHelp.com). He has written hundreds of columns for a number of trade magazines, as well as 15 books on subjects ranging from steam and hot water heating, to teaching technicians. His degree is in Sociology, which Holohan believes is the perfect preparation for a career in heating. Holohan has taught over 200,000 people at his seminars. He is well known for his entertaining, anecdotal style of speaking. Holohan lives on Long Island with his wife, The Lovely Marianne. They have four incredible daughters, all out in the world and doing wonderful things.*

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# A personal thank you to a true gem



BY MARY JO MARTIN  
Editorial director

Many people have had an influence on my career. But there are a precious few who have had a profound impact on me both personally and professionally. One of those is Inge Calderon, who recently announced her resignation from the American Supply Association. Inge had served ASA since 1985, most recently as executive director of its Education Foundation.

I'll never forget the first time I met Inge, about 15 years ago. I had just started as an assistant editor at *Supply House Times* and was assigned to cover a press conference hosted by ASA, CIPH and PHCC to announce the formation of NEX, a joint trade show. As I took my seat I couldn't help but notice a very attractive woman barely older than me who was clearly in control of the room. She was so competent, so together and so at ease with everyone. As a newcomer — and a woman in a fairly male-dominated industry — I was incredibly grateful at the warm way she greeted me and offered to share her expertise and resources.

Over the next few years, I looked forward to seeing her at regional and national events. She always took time out of her busy schedule to connect with me and share some insight.

Then came a big turning point. Inge offered me the position as chief editor of *ASA News*, which at the time was a glossy bi-monthly tabloid publication owned by the association. While Inge trusted my judgment and allowed me to have a significant voice in the magazine's direction, she took her role as a mentor very seriously and recognized the importance of me finding a foothold in this industry. So she sent me across the country visiting wholesalers and manufacturers at the grassroots level, learning about their businesses, developing relationships and attending numerous conventions and trade shows. Those opportunities have proven invaluable for my career.

When *ASA News* was sold, one of the things I missed the most was working with Inge. She was a true class act when it came to treating all of her staff with fairness and respect, and really pushing us to be our best. But fortunately, despite the years and the miles, our professional relationship and personal friendship has remained.

When Inge e-mailed to tell me of her resignation, I asked if I could do an interview with her for our next issue. I thought it was only fitting to give her a forum to share some of her favorite experiences with our readers. So here is Inge, in her own words:

**MJM:** *Would you share with us your first exposure to this industry?*

**Inge:** I joined the ASA staff a few weeks before the annual convention and expo in 1985. I'd just returned to Chicago from Los Angeles, where a job that was "too good to be true" was. I guess everyone learns that lesson at least *(Please turn forward to Conversation With Inge, page 110.)*

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