

LET'S GO CARDS!

On Tuesday, April 17, we had perfect weather for our first party suite at the Cardinals game. 38 people attended and brought home a winner in extra innings! Our special thanks to Oatey who sponsored the event.



Branch of the Quarter

Congrats to our Carondelet Branch who received our "Branch of the Quarter" award for Q1 of 2012! The award is based on store appearance and counter performance. Keep up the great work Jeff, Dan & Mike!



Contact Us Today at one of our 8 locations or visit our website at www.gtplumberssupply.com



THE PIPELINE



PLUMBING HAUS



Quarterly Newsletter | Q1 - 5.01.12

A Note from the President

Well, it's been about 25 years or so since Plumbers Supply sent out its last newsletter and a lot has certainly changed since then! Below we have some snippets from a newsletter that was written to celebrate 5 year anniversaries of PSC employees that have been with us now for 30 years! While we wish we could catch everyone up on all that's happened since then, we thought it might be easier to just pick it up in 2012.

We plan to send out a quarterly newsletter to keep our customers and employees informed of important news and events happening at Plumbers Supply as well as in the industry. We hope you enjoy it and we look forward to seeing you in the pages of this newsletter soon!

John Dubuque, Jr.
President, Plumbers Supply Company

Check Out These Excerpts From PSC Newsletter Circa 1983

VOL. I, NO. 1
PAGE - 1 -
July 5, 1983

PLUMBERS SUPPLY COMPANY

NEW INVESTMENTS
For Our Future

New Copier
"A picture is worth a thousand words." Our new copier is worth 2 thousand, and so are the benefits. Plain Paper - Our copy cost is cut in half and our printing will be FIRST CLASS.

Computer Equipment
The ground work has been laid on our 1983 computer modernization. By late August we should have Counter Computer Terminals and Computer Printers for better service, better employee productivity and faster order response. Plumbers Supply is the FIRST in our local industry to take this bold step. Our customers will love the additional advantage over our competition.

The Sales Department
.....is not the whole company
.....but the whole company is
The Sales Department

October 11, 1983

PLUMBERS SUPPLY

Our New Company Logo.

Plumbers Supply will be 60 years old next year. While we are the oldest, we are also the youngest, freshest, and most eager company. Our company's fine traditions and principals have brought to us all a good living. Our new logo looks forward for 60 more years.

NEWS

Rex, Gary, & Jeff

All three of these valuable employees have just established milestones with our company. We are all looking forward to golden anniversaries.

Rex	7 years
Gary	5 years
Jeff	4 years

This is Gary Franklin and Jeff Johnson who are still with the company!!



Company Milestones

Plumbers Supply Company recognizes that exceptional customer service and "best in class" company performance is only possible with commitment from our team of hard-working and loyal employees. Here at Plumbers Supply, we have 25 employees with over 10 years of service. We are proud to recognize the significant milestones of the following employees:

- Richard "Ricky" Franklin celebrating 30 years (Horton Branch)
- Jeff Falk celebrating 25 years (O'Fallon, MO Branch)
- Lance Payne celebrating 15 years (Horton Warehouse)
- Bill Riley celebrating 25 years (Washington Branch)

New Additions



Hadley Jeannine Walsh
(Cardinal Princess)
Daughter of Shawn Walsh (Purchasing)
Born Feb. 2, 2012



Colton Thomas Riley
Grandson of Bill Riley (Branch 7)
Born Feb. 27, 2012



Evan Crescenzo Dawe
Son of Eric Dawe
(Commercial Projects Director)
Born Sept. 10, 2011

Plumbers Supply Co. Annual Customer Satisfaction and Continual Improvement Survey

Many companies took part in Plumbers Supply 2012 Annual Improvement Survey. We sent over 300 surveys to various customers and received over 100 completed surveys. Thank you so much to those who took the time to complete the survey as your input is critical our ability to fulfill key customer expectations. We gave all participants an opportunity to rate our services on a scale of 1 to 10 wherein 1 = poor and 10 = excellent. There were 10 questions and the responses indicated an overall average

of 9.704! We also gave respondents an opportunity to include comments on any other products or services that Plumbers Supply could add or improve. We received many helpful comments and ideas and are currently in the process of addressing each of these one at a time. We are very proud of what we do here at Plumbers Supply, but mostly we are very proud of our great customer base and all of our employees who work so hard to support our customers.

New Faces

Sandy Tinkham was hired January 9, 2012 as Executive Assistant. Sandy helps keep the office organized, the website updated, various human resource tasks, compiling weekly/ monthly/ quarterly reports along with many other duties that help the office run smoothly and efficiently.

Wayne Schnurbusch began working at our Meyer Supply location in Cape Girardeau, MO February 10, 2012.

Eric Dawe was hired March 5, 2012 and is our Commercial Projects Director. Eric is a graduate of the University of Missouri and worked almost 7 years with Ferguson Enterprises before joining Plumbers Supply.

Josh Wagener and Roy Gall joined the Plumbers Supply Co. team in March. They are currently training at our Horton warehouse.

PEU Classes

by Mark Witte

PSC has held fourteen PEU classes since the beginning of 2012. There has been an average attendance rate of twenty-one across ten different subjects between five branches. We have covered water hammer arresters, basic water heaters, residential power vent heaters, basic water conditioning, back flow devices, disposers, flush valves, grease traps, pumps and pex piping. The following classes are scheduled: May 2nd (Washerless Faucets) at Carondelet, May 8th (Garbage Disposers) at Horton, and May 8th (CSST Piping) at O'Fallon, MO and May 15 (Water Restoration) at Manchester Road location. These classes are always posted on our website (www.gtplumberssupply.com). We are still setting dates for classes in June and they will pick back up in the Fall. If you have ideas for new classes, please pass them on to any PSC associate.

Reelfoot Lake Fishing Trip

by Mark Witte

At the crack of dawn on March 18th ten brave souls headed south to Reelfoot Lake in Tennessee. Temperatures ranged from the upper 70s to low 80s; it was sunny with a breeze. We checked in and raced to get those boats out on the water. All was good, except for the 25 to 40 mph winds blowing across the lake. We caught fish, but it was a slow process. Some of the highlights during our stay included the hours of time Ron and Joe spent fine-tuning their boat, the fishing tips by Jeff, the boil and fish fry by Vernon, Ray and Mark (yes, we caught enough fish for a fry!), Steve picking up after everyone, Rich and Mark double-teaming Steve on how the plumbing industry REALLY works, Vernon making sure there were no living bugs in the house by turning on the oven and filling 100% of the house with very heavy smoke (it also helped get Jeff out of bed earlier than he planned on that day), and, as always, the fatherly advice from Uncle Don. Everyone had a good time and got home safely. Thanks to Moen for sponsoring this event!

