A.Y. McDonald CONNECTION

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Less About US, More about YOU

by Scott Knapp

In the middle of the information/communication age where we are all being asked to join, connect, link, etc., I can't help but notice that the people that bombard us daily with their requests want us to follow **their** agenda; as if **they** know us better than we know ourselves. However, nobody knows **you** better than **you!** At A.Y. McDonald, we've listened. You've told us what you want and need and we've delivered. Our goal is to provide you with the tools you need to make your lives, your jobs, and your interactions with A.Y. McDonald easier. In short, we want to give you the tools to make YOU a better YOU. To that end, our most recent tool released is the customer portal at AYMcDonald.com.

On the new online portal, customers may log in with their personal credentials, thus gaining access to e-commerce capabilities. This means that with just a few clicks of a button, you can designate favorite products and put together an entire order via the shopping cart feature. From there, you can place your order and also check the order status. In addition, the user can select custom freight shipping methods, check order history, leave comments, and find shipments with carrier information easily. Watch our video tutorial to see exactly how it's done: https://youtu.be/fDrFxH5SzfM.

We were told loud and clear that we live in a 24/7 world and while our customer service number 800-AY-CARES is second to none, there are times when a self-service option is both convenient and necessary after hours. You need access to your orders and your information. You even want to be able to place your own order. We've listened, we've responded, and it is live for every one of our customers because you're the Boss! Give it a shot. I think you'll love it as much as we love providing you with this new service.

A.Y. McDonald doesn't want to simply connect with the companies that buy our products; we want to connect with the people who work at the companies who buy our products. This has become more of a reality with recently added tools such as the online portal, Innovation Center, blog, A.Y. McDonald University (AYU), various social media platforms (Twitter, Facebook, LinkedIn, Pinterest, Instagram), and the A.Y. McDonald Training Truck. With a commitment to connecting with you since 1856, I can't wait for you to see what else we have in store for 2018!

Introducing Chip Piekenbrock as the New Vice President of Sales

We are happy to announce the addition of Chip Piekenbrock as A.Y. McDonald's Vice President of Sales. With over three decades of sales and leadership experience on his side, we have the utmost confidence in his ability to enhance all sales functions. In addition, Scott Knapp will continue in his role as A.Y. McDonald's Senior Vice President of Marketing, overseeing the Marketing, Product Management, Customer Service, and Innovation Departments.

We hope you get a chance to meet Chip soon. Please don't hesitate to reach out and contact him at 563-663-2314 Ext. 5220 or CPiekenbrock@aymcdonald.com.

Come See Us In Person at an Upcoming Show!

A.Y. McDonald may be coming to a town near you. Below is a list of upcoming conferences our experts will be attending from all over the country. Visit the trade shows section of our website to view a frequently updated list of events. https://aymcdonald.com/post/ay-mcdonald-tradeshows

Rural Water Con - Austin, TX	Apr. 4 - 6
New York Section AWWA Expo - Saratoga Springs, NY	Apr. 10 - 12
Texas Water Expo - Austin, TX	Apr. 24 - 26
Florida Groundwater Assn - Orlando, FL	May 10 - 12
Georgia Rural Water - Jekyll Island, GA	May 15 - 17
AWWA ACE 18 - Las Vegas, NV	June 11 - 14

Innovation News

2017 Was a Banner Year for Innovation!

In the Innovation Center, when a new innovation product or service is launched, we hang a banner. Much like championship banners hanging in a school, these banners are a point of pride for A.Y. McDonald. We talk about them when customers come to visit and they provide the Innovation team with extra motivation by being able to see all that has been accomplished that year. Here is a full list of the products and services that came out of the Innovation Center in 2017:

- Adjustable Height Meter Setter
- Fast Connect Fitting
- Online ordering via the website
- Telescoping Meter Flange
- Telescoping Curb Box
- Training Truck
- Setter Express Meter Sets
- E-Series DuraMAC™ Water Pressure Booster System

Giving Our Customers a Megaphone!

Ok, so we aren't literally giving anyone a megaphone but what we are doing is assembling a team of customers called the Innovation Circle. The intent with this group is to ensure we are really listening to our customers, and that we continue to deliver innovative solutions that solve industry challenges or create new opportunities for our customers. This customer team is a power house and they are enthusiastic about influencing future products and services in the market. They will be weighing in on early stage concepts and help shape and guide A.Y. McDonald's innovation strategy.

Interested in sharing your knowledge of the industry with the A.Y. McDonald team? Have an idea or challenge to share? Contact the innovation team at innovations@aymcdonald.com.

A.Y. McDonald Sweepstakes

Follow. Connect. Learn. Win. Sweepstakes

Thanks to A.Y. McDonald's Follow. Connect. Learn. Win. sweepstakes, from March 20 to July 31, all customers, current social media followers, and industry peers have the opportunity to participate in drawings for $162, $250, and $1,000 prizes. For more information about how you can help us reach a digital following that better reflects our 162-year-old company, visit https://aymcdonald.com/post/follow-connect-learn-win.

EST. 1856 McDonald

Follow. Connect. Learn. Win.

Industry News

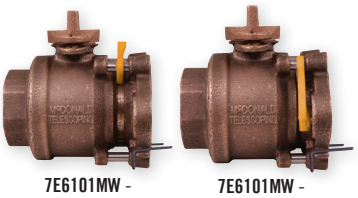
Leak Detection from Outer Space Becomes a Reality

Thanks to the use of satellites that orbit the earth, entire distribution systems can now be viewed from outer space, allowing for priority water leaks to be targeted quickly. This technology can be used regardless of weather conditions and time of day, thus processing images that cover up to 1,300 square miles. https://www.mswmag.com/online_exclusives/2017/10/leak_detection_from_outer_space_highlights_utilis_exhibit_at_weftec?alert_1381

New Products

Telescoping Meter Flange

Innovation is to thank for the clever design of A.Y. McDonald's new patent pending Telescoping Meter Flange. With a retractable flange that allows for an extra 1/4" of room, this product makes meter installation and replacement easier than ever. While available in 2" straight and angle FNPT x Flange ball valves, the Telescoping Meter Flange also contains two EPDM o-rings that seal the flange to the valve body and four 304 stainless steel shoulder screws that contribute to the robust design. https://aymcdonald.com/search?query=telescoping+meter+flange

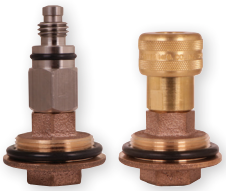


7E6101MW - Expanded

7E6101MW - Collapsed

Repair/Cut-In Curb Stops

Are you in the midst of a job where the removal of the existing curb stop caused the replacement gap to be longer than the standard curb stop? Consider A.Y. McDonald's new Repair/Cut-In Curb Stop to eliminate the joint when replacing an existing curb stop and connection when additional length is required. https://aymcdonald.com/products/water-works/water-works-valves



Sampling Station Quick Connects

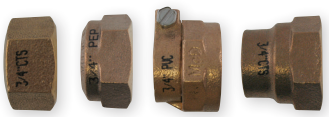
A.Y. McDonald's Sampling Station Quick Connects now allow for vertical NPT inlet connections when connecting the sampling rod. The new Stainless Steel Quick Thread and the Brass Quick Connect outlet connection options can be incorporated on a meter resetter. When the sampling rod is not engaged, these Quick Connects offer positive water shut off. The 76101W incorporates a ball valve with lockwing for a lockout option. https://aymcdonald.com/search?query=sampling+station&page=1

Longer Telescoping Curb Box

A.Y. McDonald has released an additional length to the innovative Telescoping Curb Box. With an adjustable range that now reaches a full 30" (from 48" to 78"), this product is the ideal choice for nearly any cold climate. Choose the Telescoping Curb Box for its lightweight composite material and easy conversion from Minneapolis to Arch base. https://aymcdonald.com/search?query=telescoping+curb+box

Blog

How A.Y. McDonald Brings Interchangeability to Our Compression Ends



Are you sick of stocking three different valves and/or fittings because the types of compression ends used are different from customer to customer? Opt for A.Y. McDonald's T-Series, MacPac, McQuik, and McGrip compression systems to bring more flexibility and changeability to your inventory. https://aymcdonald.com/post/how-ay-mcdonald-brings-interchangeability-to-our-compression-ends

Industry News

The Past, Present, and Future of the Pump Industry

The concept of a pump has been around since as far back as 2000 BC. Fast forward to today and this invention is considered one of the greatest of all time – largely thanks to the development of technology. Get a full breakdown of the past, present, and future of the pump industry. http://www.worldpumps.com/general-processing/features/the-pump-industry-past-present-and-future

New Products

E-Series DuraMAC™ Water Pressure Booster System

Originated straight from our Innovation Center, A.Y. McDonald's new E-Series DuraMAC™ Water Pressure Booster System is ideal for residential use. This pump comes complete with easy set-up instructions, all metal connections, a half-gallon pressure tank, and the inclusion of a check valve. In addition, experience a quiet operation due to the TEFC single phase motor, along with extra security because the electronics are separated and sealed from the waterway. https://aymcdonald.com/search?query=e-series+booster+pump

For a more detailed explanation of all the features surrounding the E-Series DuraMAC™ Water Pressure Booster System, watch our YouTube video: https://youtu.be/LPDcHK9MSFc

SubDrive Utility – UT2W

Experience consistent water pressure throughout the chosen location no matter how many fixtures are open at one time with the SubDrive Utility UT2W. This new product is designed to convert conventional Franklin Electric 2-wire submersible pumping systems ranging from 1/2 hp up to 1-1/2 hp into constant water pressure systems. Provided in a small and robust package, the user can take advantage of its retrofit design and simple setup. https://aymcdonald.com/series/27615

Blog

Factors That Influence Booster Pump Sizing

Water pressure results from several variables and so does the size of the booster pump. In order to achieve the ideal water pressure there are a number of factors that need to be considered. https://aymcdonald.com/post/factors-that-influence-booster-pump-sizing

The Customer is the Boss: Blaum Bros. Distilling Co.

BLAUM BROS DISTILLING CO.

When Blaum Bros. Distilling Co. of Galena, IL was looking for a more efficient distilling process in 2015, A.Y. McDonald provided a solution with one our Variable Speed Booster pumps. Find out how A.Y. McDonald pumps make water (and spirits) work, thus eliminating the 'tug and pull' of water in-between distilling columns and offering consistent water pressure. https://aymcdonald.com/post/the-customer-is-the-boss-blaum-bros-distilling-co

Industry News

The Benefits of Blogging for Service Companies

Building trust with customers should be a top priority for any business – plumbing companies included. Blogging can be a quick and technological way of achieving such a goal. This article points out how a company's brand and reputation can also potentially improve by digitally sharing their knowledge and expertise in the process. http://www.plumbermag.com/how-to-articles/marketing_sales_small_general/the_benefits_of_blogging

New Products

Stainless Steel Threaded Fittings and Pipe Nipples

For a connection that is not only long lasting but also versatile, A.Y. McDonald Stainless Steel Threaded Fittings and Pipe Nipples are the right accessories for the job. These new products are rated to 150 PSI and manufactured from 304 stainless steel. Get your choice of caps, plugs, couplings, and reducing couplings. https://aymcdonald.com/products/plumbing/threaded-fittings

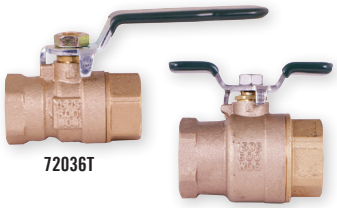
2230SS

Stainless Steel Supply Hoses

A.Y. McDonald quality braided stainless steel water flex lines are the ideal choice for connecting the faucet, toilet, or appliance to the supply stop. Constructed with a durable material with nylon-reinforced vinyl tubing inside, these supply lines are also certified to NSF-61, NSF372, ASME A112.18.6-2009, and CSA B125.6-09. https://aymcdonald.com/products/plumbing/plbg-specialty-accessories?Subcategory=Stainless+Steel+Supply+Hose

72036T and 72036TX Bronze Body Full Port No-Lead Ball Valve

As a relatively new product to A.Y. McDonald's plumbing line, the 72036T and 72036TX Bronze Body Full Port No-Lead Ball Valve was created with your needs in mind. This product comes complete with a lever handle and stainless steel tee handle with a stainless steel nut. https://aymcdonald.com/search?query=72036T



72036T

72036TX

Blog

The Importance of Modern Day Plumbing Played Out Through History

Did you know that back in the mid 19th century, portions of the U.S. had outlawed bathing except by medical directive? Or that, in London, water disposal used to consist of dumping raw sewage and animal waste into open pits called cesspools? One very noticeable side effect to the introduction of modern day plumbing is the decline or eradication of certain diseases throughout the years. By paying attention to these real-life examples, find out how the importance of modern day plumbing continues to be played out through history. https://aymcdonald.com/post/the-importance-of-modern-day-plumbing-played-out-through-history

Industry News

Cleaning the Air on Natural Gas

Natural gas is a reliable, readily available, and affordable resource. While some policymakers seem to favor the expansion of more renewable energy sources, organizations such as the American Gas Association continue to vouch for natural gas' advantage over its competition. http://www.washingtonexaminer.com/clearing-the-air-on-natural-gas/article/2628625

Ten Reasons the Oil and Gas Industry Needs to be on Social Media

Education, recruitment, and branding. These are just a number of the ways members of the oil and gas industry can benefit from holding an active social media presence. In fact, oil and gas contribute to the energy necessary for phones and computers to even exist in the first place! http://viralinnature.com/10-reasons-the-oil-gas-industry-needs-to-be-on-social-media

New Product

Portable Bypass Kit

Experience safety and convenience when bypassing a meter for inspection, maintenance, or meter change outs with A.Y. McDonald's new Portable Bypass Kit. Staying true to its name, this durable and lightweight kit can be used with our angled body valves and also our bypass bars, allowing continuous service to the customer. This means no reschedules, no loss of pilot lights, and no interruption of service. With optional adapter valve sizes of 1/4" or 3/8" and optional regulator sizes, the user also experiences flexibility in the meter sets they are servicing. https://aymcdonald.com/products/high-pressure-gas/portable-bypass-kits

Featured Videos

Bypass Your Troubles

Removing and replacing a gas meter in the field may seem like a simple process but scenarios such as a no show, pilot re-light, personal claims, and technician safety can complicate the process. Watch how these obstacles and risks can become a thing of the past with A.Y. McDonald's bypass technology! https://youtu.be/w3AZM7FKtYQ

McDonald Minute – Meter Adapters

When considering the number of meter connection options available on the same meter class size, you can just imagine that, over time, some utilities find themselves warehousing multiple meter connection sizes. In order to minimize the need to keep inventory of multiple versions of the same size meter, meter adapters are available to convert a meter from one connection size to another, allowing you to utilize the existing meter set. https://youtu.be/2Sgr5NjHh-4

Blog

Simplify Your Multi Manifold Gas Meter Assembly

There are two ways in which to complete a multi manifold gas meter assembly: through the use of loose components or a pre-assembled meter bar. While both methods offer the same end results, the pre-assembled meter bar route can lead to time savings, a less complex assembly, and less potential leak paths. Learn how A.Y. McDonald can help you simplify your multi manifold gas meter assembly. https://aymcdonald.com/post/simplify-your-multi-manifold-gas-meter-assembly