



The Best Resource We Can Provide You

by Scott Knapp

It requires the input of many great minds to exceed the needs of A.Y. McDonald's boss – our customer. Over the years, A.Y. McDonald has continued to expand and adapt our own people as our growing business has allowed us to set expectations higher in regards to customer satisfaction. As one of the best resources we can provide, the quest to achieve an industry renowned Customer Service Department and sales force has led to the addition of numerous people to the A.Y. McDonald Family. Take a look at the smiling faces of the new hires and promotions/title changes to stem from this team in just the past six months:



Erin Rauen

Promoted to
Director of Customer Service



Jenny Harrington

Promoted to Assistant
Customer Service Manager



Mike McLeod

Hired as Western
Regional Sales Manager



Doug McKinney

Hired as Eastern
Regional Sales Manager



Dustin Moor

Hired as Plumbing
Product Manager



Keith Baca

Hired as National
Plumbing Sales Manager



Paul Pettinger

Title change to
Pump Product Manager



Austin Bradley

Promoted to Customer
Service Representative Level II



Jenifer Pickel

Promoted to Customer
Service Representative Level II



Angel Gaherty

Promoted to Lead
Customer Service Representative



Haley Sparks

Hired as Order
Entry Clerk

Go to A.Y. McDonald website's customer support page at aymcdonald.com/page/customer-support and you might see the last person to help you troubleshoot a pump, order a customized curb box that is up to spec, or inquire about an order status for 6410 meter bars. Obtaining a very knowledgeable and dependable team is one of the most valuable resources we can provide the customer. After all, it takes an army to take care of the boss – an A.Y. McDonald army to be exact. The manner in which we all work together to achieve this goal is living proof that A.Y. McDonald runs on people!

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>

American Gas Assn. (AGA) Trade Show - Nashville, TN	April 29 - May 1	Louisiana Rural Water Expo (LRWA) - Kinder, LA	July 15 - 19
Maryland Rural Water Association - Woodbine MD	May 7 - 8	South Atlantic Well Drillers Jubilee - Myrtle Beach, SC	July 27 - 29
Georgia Rural Water Assn. Annual Conference - Barnesville, GA	May 7 - 9	Rural Water Association of Arizona Annual Fall Conference - Apache Junction, AZ	August 20 - 22
Florida Ground Water Conference; FGWA- Orlando FL	May 17 - 18	IL Potable Water Conference-IPWSOA - Edwardsville, IL	Sept. 10 - 13
Water Work Operator show - York PA	June 7 - 8		
AWWA ACE 19 - Denver, CO	June 9 - 12		

Innovation

ADJUSTABLE HEIGHT METER SETTER
LAUNCHED
JANUARY 2017

INNOVATION CENTER
McDonald

A.Y. McDONALD TRAINING TRUCK
LAUNCHED
APRIL 2017

INNOVATION CENTER
McDonald

TELESCOPING CURB BOX
LAUNCHED
MAY 2017

INNOVATION CENTER
McDonald

FAST CONNECT FITTING
LAUNCHED
JUNE 2017

INNOVATION CENTER
McDonald

E-SERIES DuraMAC BOOSTER PUMP
LAUNCHED
NOVEMBER 2017

INNOVATION CENTER
McDonald

TELESCOPING METER FLANGE
LAUNCHED
NOVEMBER 2017
Patent Pending

INNOVATION CENTER
McDonald

A.Y. McDONALD WEBSITE
LAUNCHED
NOVEMBER 2017
With online ordering capabilities

aymcdonald.com
INNOVATION CENTER
McDonald

ADJUSTABLE METER PIT
LAUNCHED
JUNE 2018

INNOVATION CENTER
McDonald

INTEGRAL CORP/SADDLE
LAUNCHED
JUNE 2018
CAMBRIDGE BRASS

INNOVATION CENTER
McDonald

NO-LEAD SADDLE
LAUNCHED
JULY 2018
Single Lead
Break Band

INNOVATION CENTER
McDonald

Innovation News

Innovation: More Than Just a Buzz Word

Innovation is one of the most overly used words of our time. It's like "tech" or "synergies" or "Fortnite"! At times it becomes merely a buzz word used to generate excitement without anything substantial behind it.



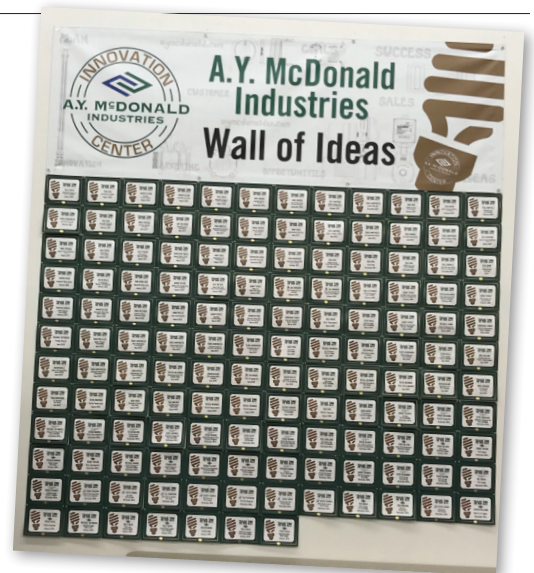
At A.Y. McDonald, we believe one of the keys to becoming an innovative company starts with defining innovation. Once you understand what it means to your organization, you can start to apply it and drive real change. We believe innovation is something new or different that **adds value**. It's that simple. Sometimes the value added is small and other times it can be a game changer for the company or the industry as a whole. Just because something is new or different doesn't make it innovative. The true magic is always in the value.

This is why we rely on our customers to help shape and guide our innovation strategy. They tell us what adds value and we listen. We consult customers when vetting projects and refining concepts in order to ensure that the innovative solutions we provide add value to their lives. Making the lives of our customers and the people who use our products easier is what drives us every single day.

Do you have an innovative idea you would like us to consider? Submit it to innovations@aymcdonald.com!

A.Y. McDonald's Wall of Ideas

While it is no secret that innovative thinking and idea sharing is highly encouraged at A.Y. McDonald, the process doesn't always start at the Innovation Center. In fact, innovative ideas not only stem from customers but they also come from our own co-workers. In order to showcase this, a 'wall of ideas' is located at our Innovation Center, which includes every idea that has come from a co-worker in the past two years – and the wall just keeps growing. Innovation is a part of our culture and all areas of our company submit ideas to the Innovation team!





Industry News

Effluent-Raised Salmon Gets Community Involved in Wastewater Industry

Cities are often trying to think outside the box to order to get their community interested in learning about water and wastewater. Bangor, Maine achieved this by raising salmon in effluent water from their wastewater treatment plant and facilitating tours, which is a tactic that has seen success since 2007!

https://www.mswmag.com/online_exclusives/2018/07/effluent-raised-salmon-gets-community-involved-in-wastewater-industry

New Products



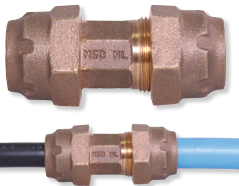
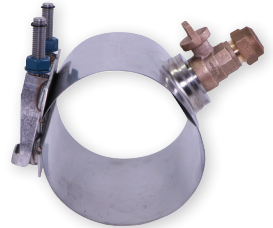
15" & 18" Adjustable Meter Pit

With the ability to be adjusted at the top after the pit has been installed, A.Y. McDonald's patent pending 795 Series Top Adjustable Coil Meter Pit Assembly is unlike any other product on the market today. Experience innovation at play with a product designed to provide up to 18" of adjustability on 15" and 18" diameter PVC due to the addition of a molded poly top onto the PVC pipe. <https://aymcdonald.com/search?query=adjustable+meter+pit&categories>

78423 Series Integral Corp Saddle

Take the guess work out of direct tapping into the water main and how far to thread the corporation stop into the main or saddle to get sufficient seal on the threads. A.Y. McDonald's new 78423 Series Integral Corp Saddle eliminates an extra leak path and also gets the installer out of the ditch quicker than ever. Designed using A.Y. McDonald's new 8403 Stainless Steel Saddles, this product also contains our very popular NL 300 PSI brass body ball valve.

<https://aymcdonald.com/products/water-works/water-works-valves?Subcategory=Saddle+%2F+Corp+Combo>



No-Lead Brass RANGER Fittings - 3/4"

163 years in the business and we still know how to innovate. The unique design of A.Y. McDonald's new patent pending Ranger fitting allows the user to assemble onto multiple ranges of 3/4" nominal pipe diameters from CTS up to PVC. The product itself is made up of a 301 stainless steel grip ring, brass friction ring, and an EPDM rubber gasket. The Ranger fittings currently available are the 74753-11 3/4" RANGER x MNPT, 74754-11 3/4" RANGER x FNPT, and the 74758-11 3/4" RANGER x RANGER.

2" Full Port Blow-Off Ball Valves

Ideally installed at the end of a water main, A.Y. McDonald's new 2" Full Port Blow-Off Ball Valves can be used to flush sediment, relieve pressure, or vent excess air. The valve is rated to 300 PSI working pressure, has full 360 tee-head rotation, and is available in multiple inlet and outlet connections. In addition, this solution is available with an optional drain feature that allows water to drain when the valve is turned to the off position in order to help prevent freezing during extreme cold temperatures. <https://aymcdonald.com/search?query=76109BCAP>



Blog

The Importance of an Insert Stiffener

The efficiency that insert stiffeners bring to polyethylene, polybutylene, and PEX piping helps plumbers and utilities make the most of these flexible plastic connections. Find out what can happen when this device is and isn't utilized in the field, along with its different parts and types. <https://aymcdonald.com/post/the-importance-of-an-insert-stiffener>





Industry News



Road Salt's Impact on Groundwater and Well Water

Road salt is traditionally used to treat roadways before winter weather approaches as it keeps roads from getting too slippery and creates a slightly safer commute. However, the salt can also seep into the ground, effecting groundwater and well water. Learn how this sequence of events can end up also effecting a homeowner and their appliances. <https://www.virginiafirst.com/news/local-news/road-salt-and-its-impacts-on-groundwater-and-well-water/1741149745>

New Products

A.Y. McDonald Submersible Motors

The start of 2019 brought with it a new and improved A.Y. McDonald Submersible Pump Motor. Available in 4", 6", 8", and 10", these motors are manufactured in Italy to A.Y. McDonald's specifications in a facility that has been manufacturing encapsulated submersible pump motors for over twenty-five years. This offering also includes A.Y. McDonald control boxes. The launch of the new motors allows us to deliver our best-in-class customer service, offer a competitive world class submersible motor, and provide a warranty from a company you both know and trust. <https://aymcdonald.com/products/pump-systems/submersible-pumps?Subcategory=Motors>



You Spoke and We Listened.

Featured Products



8300 E-Series Jet Pump

With A.Y. McDonald's trusted 8300 E-Series Jet Pump, users can rely on an easy switch between 115V and 230V while also making the most of its reliable, robust, and tested motor. The E-Series Jet Pump contains a GPM range up to 32 GPM and horsepower options of 1/2, 3/4, 1, and 1 1/2. In addition, the pump consists of a 1 1/4" inlet and 1" outlet. <https://aymcdonald.com/search?query=83+jet+pump>

Blog

The Secret to an A.Y. McDonald Customer Success Story

When an apartment building's VFD pump became flooded due to a water main break, A.Y. McDonald not only offered a better lead time than the competition but we provided solutions for obstacles along the way. Read about what made this particular job stand out and what happens when a superb product meets A.Y. McDonald's great customer service team. <https://aymcdonald.com/post/the-secret-to-an-ay-mcdonald-customer-success-story>





Industry News

Minneapolis Imposes a Fats, Oils, and Grease Ordinance

Putting oils and grease down the drain can wreak a lot of havoc on a structure's pipes. Therefore, several cities have started to charge residents for sewer repairs if they put fats, oils, and grease (FOG) down the drain. Minneapolis recently implemented the FOG ordinance because the city has spent \$1 million since 2012 unclogging fat-blocked sewers. <https://bringmethenews.com/minnesota-news/minneapolis-will-charge-residents-for-sewer-repairs-if-they-put-fat-down-the-drain>

How Do Google Local Service Ads Affect Clicks for Plumbers?

Google's Local Search Ads (LSAs) have rolled out for plumbers and HVAC contractors in over seventy markets, but they are still relatively new to the scene. This new feature allows businesses to receive more attention on Google, letting them see firsthand how they rate with their competition. If LSAs are available in your area, the results say that it's worth experimenting with them because people are clicking. <https://www.plumbermag.com/how-to-articles/marketing-business-strategy/what-googles-expanding-local-search-ads-feature-means-for-plumbers>



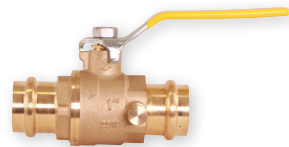
Plumbing Manufacturers Take Advantage of a Wi-Fi Connected World

From leak detection to water heater monitoring, the connectivity options available to contractors and homeowners are expanding. Many manufacturers continue to find more ways to stay relevant in our technology driven world by creating products that can be controlled through smartphones, home computers, or even Google Home and Alexa. <https://www.plumbermag.com/how-to-articles/air-taco-conditioning-expo/plumbing-manufacturers-take-advantage-of-a-wi-fi-connected-world>

New Products

72028PFD Forged Brass Body Full Port Ball Valves with Press Ends and Drain

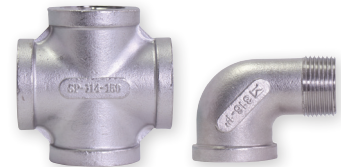
Bring any plumbing system to life with A.Y. McDonald's new 72028PFD Forged Brass Body Full Port Ball Valves with press ends and drain. While available in sizes 1/2", 3/4", 1", 1 1/4", and 1 1/2", this product is constructed of heavy duty no-lead brass and can be used with a full range of liquids and gases for commercial, industrial, and residential applications. In addition, the 72028PFD Forged Brass Body Full Port Ball Valves allow for minimum pressure drop. <https://aymcdonald.com/series/27827>



Featured Products

Stainless Steel Fittings and Nipples

As the solution for your everyday needs, A.Y. McDonald's Stainless Steel Fittings and Nipples were created with high quality material, long lasting results, and many options to choose from. This product is 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>



Blog

A closer Look at Oetiker PEX Clamps

While PEX tubing is a common piping method, the effectiveness of the piping itself is also dependent upon the insert fitting and clamps used to connect the tubing together. Oetiker PEX clamps allow plumbers to create an even quicker installation and tighter hold. Find out what makes this product stand out. <https://aymcdonald.com/post/a-closer-look-at-oetiker-pex-clamps>





Industry News

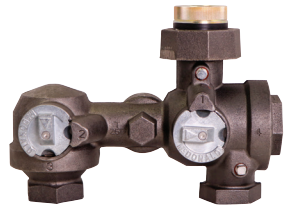
Main Energy Source in 2040

According to the projections made by BP, natural gas could overtake oil as the world's primary energy source around the year 2040. As a prediction that also takes into account biomethane and biogas, see what else went into this calculation and how our economy will react. <https://www.reuters.com/article/us-bp-gas/bp-expects-gas-to-overtake-oil-as-main-energy-source-in-2040-idUSKBN1FK2FJ>



New Products

6282 Series Meter Bar



As a new addition to A.Y. McDonald's natural gas product line, the 6282 Series multiple meter bypass meter bar provides even more options to get the job done. This meter bar contains a rear center horizontal inlet and vertical outlet, is rated at 5 PSIG, and comes complete with a high security lock design. Coating options include black iron, zinc coated with clear chromate finish iron, paint coated, and zinc and painted.

Featured Products

Swivels, Nuts, and Gaskets

The quest of getting natural gas from the meter to the household or building includes the assistance of various accessories along the way. Such solutions would include swivels, nut, and gaskets, which are all provided by A.Y. McDonald:



Meter swivels are used with meter nuts to connect to the gas meter. A.Y. McDonald zinc Insulated Swivel options include straight and offset in a variety of sizes. Our Non-Insulated Swivel options are manufactured per ANSI B109.1 and come in black and galvanized in a variety of sizes.

Insulated: <https://aymcdonald.com/products/natural-gas/natural-gas-accessories?Subcategory=Meter+Nut>

Non Insulated: <https://aymcdonald.com/products/natural-gas/natural-gas-accessories?Subcategory=Swivel+Non+Insulated>

Meter nuts are used to connect straight and/or offset swivel gas fittings to the gas meter and are all manufactured per ANSI B109.1. <https://aymcdonald.com/products/natural-gas/natural-gas-accessories?Subcategory=Meter+Nut>

Gaskets are used to seal malleable iron offset or straight fittings on the face of the gas meter when tightening the swivel nut on meter thread or meter nut plug. A.Y. McDonald rubber gaskets are made of Buna-N or neoprene and are also resistant to the action of natural and manufactured gas. The inside diameter is intended to lightly grip the pilot O.D. of the fitting to minimize problems during assembly of the swivel nut to the meter. <https://aymcdonald.com/search?query=gasket&categories%5B%5D=Natural+Gas+Accessories>

Blog

A Behind the Scenes Look at Natural Gas Demand Calculation

As contractors and utilities account for the growth in natural gas demand, they must determine the proper amount of natural gas to be provided to the structure. In order to understand the process, one should first grasp the concept of heat load, BTUs, and gas meter classifications. <https://aymcdonald.com/post/a-behind-the-scenes-look-at-natural-gas-demand-calculation>

