

A.Y. McDonald

CONNECT



Summer 2024



Where's My Stuff??

by Chad Huntington

A rallying cry for the A.Y. McDonald team over the last several years has been the oft asked customer question of, "Where's My Stuff?" or rather, 'WMS'. Extremely large order volumes created a burgeoning backlog and excessive lead times, which led to customers desperately needing product. Since June 2021, we have identified our customer need for product as **WMS** and it has continued to remain a North Star of sorts for the company ever since. We have focused all effort over the past three years on WMS and have made tremendous progress. The clear focus for this initiative has included significant co-worker hiring, historic capital equipment additions, continuous productivity improvements and two major building projects; a new foundry in Dickeyville, Wisconsin is underway and a new plant in Bristol, Tennessee will break

WMS

ground by year end. While we are not out of the woods yet, A.Y. McDonald has made tremendous progress in the markets we serve. Backlogs are reducing and lead times are improving.

Water works product backlog hit its peak in July 2022. However, we have been able to reduce that backlog by over 50% from over the past two years by increasing hours and productivity in all plants. Our plants are operating seven days per week to meet the needs of our customers. We have a long way to go to return to normal, which includes having adequate inventory available and in stock for customer needs, but we have made significant progress across all product lines. Plumbing and Pump product lines have largely returned to normal inventory positions and Water Works and Gas products see lead time improvement on a regular basis.

Why do we continue to have this obsessive focus on WMS? It's about the boss and who the boss really is. It's not me and it's not anyone in the A.Y. McDonald organizational chart. There is only one boss and IT'S THE CUSTOMER! We regularly reference "The Customer is the Boss" at A.Y. McDonald. This is not just a tagline or saying that we print on t-shirts and place in marketing materials. This embodies who we are as a company and where our focus needs to be. This reference brings our co-workers together to meet the expectations of our boss, The Customer.



Business decisions can be very simple when you look at each decision through the lens used by the customer. That is how our team approaches every decision and how we prioritize what we are working on. We train our co-workers on who the boss really is, and we ask them to ask themselves, *'Is what I'm doing good for the boss?'* When all the A.Y. McDonald co-workers who support you ask themselves that question, it makes our approach to our tasks, work, and decisions very easy. We work to take care of you. And we never forget who the boss really is – you, The Customer.

Thank you for your continued confidence, trust, and support. We truly appreciate your business.



AYU Links Brought Directly to You

[A.Y. McDonald University \(AYU\)](#) is a free e-learning platform designed to test your knowledge on water works, pump, plumbing, and natural gas product. This resource contains nearly 150 courses that are categorized as introductory, intermediate, and advanced. In 2024, A.Y. McDonald made gaining access to the courses even easier by providing links on each product description page of our [aymcdonald.com](#) website, located on the far right tab. This means that when you simply search for a product, you will find direct links to any relevant AYU course without even having to search for it on [aymcdonald.com](#). Check it out today!





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Share Your Ideas with Our Innovation Team



Kelly Breitbach
Innovation Product Manager
A.Y. McDonald Mfg. Co.

It is no secret that A.Y. McDonald's innovation department was created to make your life easier. Allowing customers to guide our innovation strategy and the projects we tackle also allows A.Y. McDonald to contribute new solutions to the market that truly make a difference. If you have a pain point you want solved or an idea you can see come to life, share them with Kelly Breitbach, our Innovation Product Manager, by emailing innovations@aymcdonald.com. All suggestions are funneled through our process and will be reviewed, ranked, and prioritized!



Watch the Innovation team channel their best Caitlyn Clark and share how you can score big by sharing your ideas!"

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Come See Us in Person at an Upcoming Show!

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

Natural Gas: MEA - Springfield, IL	8/6 - 8/8	Texas Water Utilities (TWUA) - Corpus Christi, TX	9/23 - 9/26
Indiana Section American Water Works Association (AWWA) 2024 Annual Operator Boot Camp - Peru, IN	8/7	Virginia Rural Water Association (VRWA) Fall Expo 2024 - Fishersville, VA	10/21 - 10/23
Tennessee TAUD Business Conference - Gatlinburg, TN	8/7 - 8/9	California Nevada AWWA Fall Conference - Reno, NV	10/21 - 10/14
Michigan Rural Water Association 2024 Outdoor Expo - Brooklyn, MI	8/15	Plumbing Suppliers Council Annual Show - St. Louis, MO	10/22
Natural Gas: WRGC - Tempe, AZ	8/19	Indiana Rural Water Fall Conference - Fort Wayne, IN	10/22 - 10/23
Evergreen Rural Water 2024 Fall Conference & Trade Show - Yakima, WA	8/27 - 8/28	Northern Illinois Rural Water Conference - Rockford, IL	10/22 - 10/23
TriCon (Chesapeake AWWA, Chesapeake WEA, MD DE DC WWOA) - Ocean City, MD	8/27 - 8/30	Natural Gas: APGA Operations Conference - Knoxville, TN	10/22 - 10/24
Minnesota Rural Water Association 15th Annual Operator EXPO - Waconia, MN	8/29	Virginia AWWA Distribution Utility Rodeo 2024	TBD
Natural Gas: CPGA Annual Conference - Greenville, SC	9/8 - 9/11	Federation of Alberta Gas Co-Ops Ltd. Annual Trade Fair Alburtya Gas Coop Conference	12/1 - 12/3
Wisconsin Section AWWA's 103rd Annual Conference - Madison, WI	9/11 - 9/12	Indiana Section American Water Works Association (AWWA) 2024 Water Institute - French Lick, IN	12/3 - 12/5
Virginia Water Environment Association (VWEA) WaterJam24 - Virginia Beach, VA	9/9 - 9/12	Florida Section American Water Works Association (AWWA) State Conference - Champions Gate, FL	12/8 - 12/12
Minnesota AWWA Annual Conference 2024 - Duluth, MN	9/17 - 9/18		
Georgia Association of Groundwater Professionals - TBD	9/19 - 9/21		



Industry News

Report Examines Water Utility Residential Customer Satisfaction

A J.D. Power report on water utility residential customer satisfaction reveals increasing concerns over water safety. The combined water and sewer bill for U.S. households has risen by 4.1% annually. However, only 59% of customers believe their unfiltered tap water is safe to drink. Proactive communication about infrastructure improvements can significantly boost customer satisfaction, but only 87% of utilities are effectively communicating these efforts.

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New Products



COMING SOON! TITAN™ Swing Connect Saddle

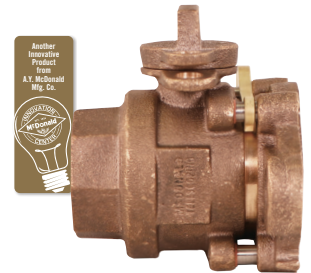
A.Y. McDonald's new innovative TITAN™ Swing Connect Saddle features a pre-attached pivoting TITAN™ bolt with an integrated plastic breakaway head, ensuring perfect alignment and preventing over-torquing. The saddle's machined slot facilitates quick and easy installation. Available for Hinge Saddles (4", 6", 8") with 3/4" and 1" taps, this system eliminates common issues like lost or damaged bolts.

Featured Product

Telescoping Meter Flange

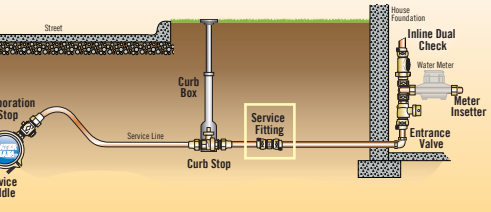
A.Y. McDonald's patented Telescoping Meter Flange contains a movable meter flange where an extra 1/4" of space becomes available, making meter installation and replacement easier than ever! This solution contains two internal EPDM O-rings that seal the telescoping flange to the body and four 304 stainless steel shoulder bolts that retain the flange at full extension, which also guides the telescoping action and contributes to the robust design.

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Blog



Exploring the Role of Service Fittings in the Water Service Lateral

Service fittings are responsible for connecting service lines and components. A.Y. McDonald offers a range of service fittings, including couplings, elbows, and tees, meeting AWWA C800 standards. They accommodate various pipe materials like copper, PVC, and PEX, ensuring safe water distribution.

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Get the Lead Out

As the U.S. EPA launches a plan to replace all 9.2 million lead service lines, cities seek efficient solutions. A.Y. McDonald offers a comprehensive water works product line. Specializing in upgrading pipes from the corporation stop to the meter, our customizable solutions contribute to the mission of eliminating lead from drinking water, ensuring a healthier future for all.

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Trust in the No-Lead Experts





Industry News



Andrew Higley / UC Marketing + Brand

UC, EPA Researchers to Study PFAS in Local Groundwater

Researchers from the University of Cincinnati and the EPA are studying groundwater at the Great Miami River observatory to understand the behavior of PFAS (polyfluoroalkyl substances), or “forever chemicals,” in the Great Miami Aquifer.

This aquifer supplies drinking water to over 2 million people. The study, involving monitoring wells and core samples, aims to predict long-term impacts of chemical contaminants and microbial activity on groundwater quality.

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Featured Product

DuraMAC™ Vertical Multistage Variable Speed Simplex Booster System

A.Y. McDonald’s DuraMAC™ Vertical Multistage Variable Speed Simplex Booster System has the capability of pumping up to 140 PSI and 40 gallons per minute. With an easy set-up installation, 1-year warranty, and stainless-steel pump and base, the 1 1/2 to 3 HP Vertical Multistage Variable Simplex Booster is the total package.

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Blog



Tank Talk

Water pressure in buildings rely on components like pressure tanks, switches, and pumps. A.Y. McDonald pressure tanks, featuring butyl membranes and stainless-steel connections, ensure efficient water flow, peak demand reserves, and reduced maintenance. Their durability, certified quality, and factory testing enhance system longevity and performance.

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Tips and Tricks to A.Y. McDonald Jet Pump Troubleshooting

Jet pumps are popular for private wells and irrigation in high water table areas. A.Y. McDonald offers various models for different needs. Regular maintenance is crucial, and common troubleshooting includes startup issues and low water delivery.

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Industry News

Key Considerations for Sustainable Building Practices

Sustainable building practices in plumbing address issues like rising energy costs and water quality. Key factors in plumbing material sustainability include embodied energy, longevity, and recyclability. CPVC is noted for its low embodied energy and resistance to chlorinated water, while copper is highly recyclable. Design choices, such as hot water recirculating systems and manifold systems, also impact sustainability. Tools like LCAs (Life Cycle Assessments) and certifications aid in selecting sustainable materials without compromising performance.

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New Products



NEW Resilite Combination Air Valve VALMATIC

Val-Matic Resilite Combination Air Valves lead in pipeline efficiency. These valves, which have been designed to meet the performance requirements of AWWA Standard C512, serve dual functions of air release and air/vacuum, ensuring smooth water flow and preventing pipe failure. Crafted for durability, easy installation, and efficient operation, these valves optimize performance in water systems, backed by rigorous testing and NSF 61 Certification.



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NEW Rigid Riser CHICAGO FITTINGS

A.Y. McDonald's Chicago Fittings Rigid Riser ensures safety and reliability in plumbing, HVAC systems, and gas utilities. With features like a double O-ring seal and heavy wall thread, it promises durability and leak prevention. Meeting ASTM qualifications and offering traceability, it's a trusted choice for professionals and users alike.

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A.Y. McDonald Blog

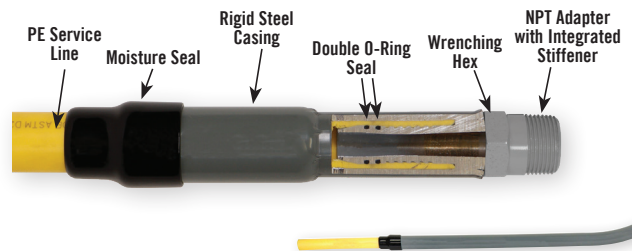


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AYU Course



For more information, please scan this QR code.

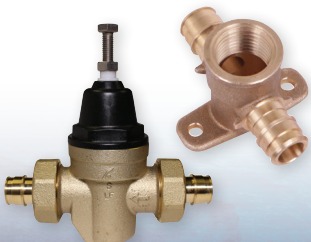


Blog

Expand Your Inventory with Expansion PEX Solutions

Expansion PEX provide flexibility, affordability, and resistance to corrosion. A.Y. McDonald expansion PEX fittings and valves cater to residential and commercial water systems. They conform to ASTM F1960 and encompass various products like ball valves, couplings, and tees. A.Y. McDonald aims to simplify plumbing needs, offering comprehensive expansion PEX solutions for diverse applications.

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Industry News

Strategic Foresight and Investment: Ensuring Energy Reliability in the Face of Record Natural Gas Demand

The U.S. Energy Information Administration reported a record-high demand for natural gas on January 16, 2024, emphasizing the importance of natural gas for energy needs and the necessity of early planning, especially during extreme weather. The Natural Gas Supply Association (NGSA) highlights the benefits of gas storage and proactive measures to ensure reliability, such as pre-positioning personnel and using advanced monitoring systems. Expanding infrastructure and strategic planning are crucial for maintaining dependable natural gas supplies.



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New Products/Features:



Regulated Hose Kit to Support the 1 1/4" Inline Bypass Ball Valve

A.Y. McDonald's Regulated Hose Kit is now available to support the larger size (1 1/4") inline bypass ball valve. This durable and lightweight kit provides technicians with a safe and easy transport option without the need of an external source of gas to the job site when bypassing a meter set for inspection, maintenance, meter change out, regulator, riser valve, or sample testing. The Regulated Hose Kit can be used with our angle body valves and inline bypass ball valves, allowing continuous service to the customer.

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Featured Video

Meet the Inline Bypass Valve



See why the experts trust A.Y. McDonald's inline bypass valve! Engineered for efficiency, it serves as a shutoff valve while also enabling easy pressure monitoring. And with compatibility with our Regulated Hose Kit, meter maintenance becomes a breeze.



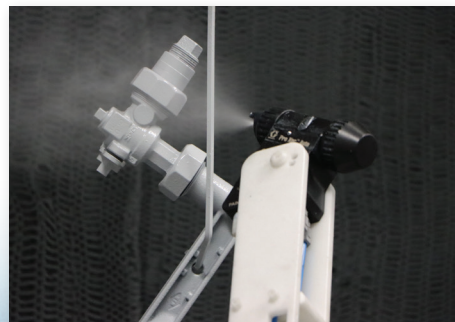
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Blog

The Evolution of A.Y. McDonald's Zinc Coatings for Natural Gas Products

A.Y. McDonald's journey in zinc coating evolution for natural gas products began in the 1960s, progressing from Hot Dip Galvanized to Electroplated Zinc, and ultimately to the advanced ArmorGalv® Thermal-Diffusion Zinc in 2020. As industry technology evolved, coatings improved to resist corrosion. A salt spray test confirmed ArmorGalv®'s superiority, showcasing its ability to bond with iron, coat internal and external surfaces, and offer unparalleled protection in corrosive environments compared to prior coatings.

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