

Walking the Walk While We Talk the Talk!

by Scott Knapp



How many times has a company or a person let you down by over-promising and under-delivering? Anyone who works with A.Y. McDonald knows that we pride ourselves in listening to our boss – the customer. And not only do we make note of these conversations, we follow-up by actually bringing them to life. That being said, the boss has spoken and they are requesting more training opportunities for themselves and their co-workers.

Saying there is a lot of knowledge within the industries A.Y. McDonald serves would be a definite understatement. While the tribal knowledge is rarely written down and not easily accessible, A.Y. McDonald has made a commitment and long-term goal to provide further education and training to our customers. Such opportunities now come in the form of a training truck and a free e-learning platform called A.Y. McDonald University (AYU).

Training Truck



Mike Spriggs

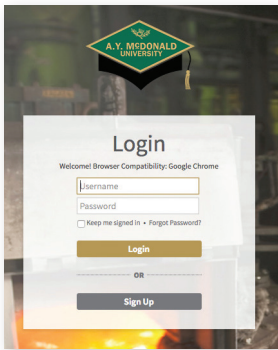
Since hitting the road in April, the A.Y. McDonald Training truck has been driving from location to location, providing hands-on presentations on the different topics that are most important to you. The driver behind the wheel, Mike Spriggs, holds over thirty years of experience in the water industry, working with the city of Columbus, Ohio Division of Water and as an active member of the national tapping team at AWWA. As our Product Training Coordinator, he has thus far performed over 100 presentations in 28 states in front of over 1,000 industry peers.



A.Y. McDonald University

Housed at aymcdonald.com, AYU is a free mobile friendly platform with access to education right at your fingertips. Each AYU course contains insight into the knowledge that can be found in the water works, pump, plumbing, and high pressure gas industries. Since its launch in May, AYU has gained nearly 500 users with over 40 courses currently available. Content is updated on an ongoing basis as courses are continually added to the portal.

Since A.Y. McDonald is just one source of water and gas industry expertise, we must all work together to keep such knowledge alive. And with numerous long-serving industry professionals soon to retire, there is no better time to organize and transfer their knowledge to the newcomers that will take their place. Whether you're a manufacturer, utility, municipality, or distributor, making water or gas work is so much more than providing a great product or service; it's also about teaching others how to use it. We are all in this together!



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. <http://www.aymcdonald.com/en-US/Events.html>

Iowa Rural Water Conference - Dubuque, IA	Oct. 10 - 11	Indiana Rural Water Assn. - Zionsville, IN	Dec. 4 - 6
Intermountain AWWA Expo - West Jordan, UT	Oct. 11 - 13	National Ground Water Assn. (NGWA) - Nashville, TN	Dec. 4 - 7
Alliance of Indiana Rural Water Expo - Franklin, IN	Oct. 18 - 19	2018	
IRWA Northern Conference - Taylorville, IL	Oct. 24 - 25	Rural Water Assn. of Utah Trade Show - St. George, UT	Feb. 27 - Mar. 3
Florida Section AWWA - Conference 2017 - Orlando, FL	Nov. 26 - 30	Watercon Expo - Springfield, IL	Mar. 19 - 23



Innovation News

What Powers Innovation at A.Y. McDonald?

If Innovation is an engine that drives new product and service development, then the fuel that makes that engine run is PEOPLE. Our process is the guardrail that keeps us on track and focused on what best serves our customers. Technology is the accelerator that allows us to reach distance and speeds that we couldn't in the past. Both are critical to what we do in Innovation. However, it is the PEOPLE who make all the difference.

People Power Innovation.

From the person with the initial idea...to the innovation team listening and turning that idea into a concept...engineers collaborating and prototyping...the quality team testing...the marketing crew giving it exposure...sales introducing it to customers...the product teams supporting it...and to our customers embracing the new product or service and incorporating it into their business.

Customers also provide feedback on early stage concepts. Those insights allow us to provide more value when we go to market with a new product or service.



Employees support and contribute to innovation at A.Y. McDonald. When the Innovation Center turned one year old, we set up a booth at the employee luncheon for each shift to thank employees for their ideas and encourage them to continue being engaged in the innovation process. We brought samples to demonstrate how we prototype. And cookies, because people like cookies.

Celebrating Success!

We celebrate success by shining a light on the products and services that have originated from the Innovation Center.

Look for this sticker on products that have originated in the Innovation Center.



These banners hang proudly in the Innovation Center and display ideas that made it to market as new offerings to our customers. These are a constant reminder of what is possible. We strive to someday have a full wall of banners!

Do you have an idea you would like to share or a pain point you would like us to solve? Send your idea or challenge to innovations@aymcdonald.com!





Industry News

Lead Abatement: Treat the Water or Replace the Pipes?

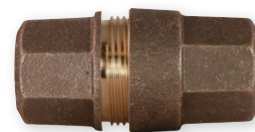
The water infrastructure consisted primarily of lead-based service lines just a century ago, which is exactly how old many of our country's underground pipes currently are. In light of the water-quality issues in Flint, MI, the challenges of managing 100+ year old water systems have found their way to the mainstream spotlight. While water works manufacturers such as A.Y. McDonald already provide the [no-lead underground parts](#) necessary in order to get us one step closer to a lead-free infrastructure, read about how some cities are taking action. http://www.tpomag.com/online_exclusives/2016/02/lead_abatement_treat_the_water_or_replace_the_pipes

New Products



Fast Connect Fitting

Experience a leak free joint and a quick installation with A.Y. McDonald's new Fast Connect Fitting, which comes in sizes 3/4", 3/4" x 1", and 1". Behaving like a standard three part coupling but with one-third the amount of rotations required, the secret to this innovative patent pending product lies within the assembly itself and its dual thread design. <http://www.aymcdonald.com/en-US/No-lead-service-fittings-and-insert-stiffeners-Miscellaneous.html>



Installs in 1/3 the time!



3/4" and 1" ASTM D2239 SIDR 9 PEP Compression System

A.Y. McDonald's new 3/4" and 1" ASTM D2239 SIDR 9 PEP Compression System allows for a watertight seal with sufficient pull out resistance on ASTM D2239 SIDR 9 polyethylene. With no other manufacturer currently offering this type of compression system for this size polyethylene, we are happy to provide the solution. <http://www.aymcdonald.com/en-US/NL-Flare-gasket-and-compression-nut-assemblies.html>

1" Inline Dual Check Reduced Port

A.Y. McDonald is happy to announce the addition of a 1" Inline Dual Check Reduced Port to our 711X3 series Dual Check Valves. While one size smaller than the full port option, this product still meets ASSE 1024 maximum pressure loss requirements for a 1" device. In addition, the 1" Inline Dual Check Reduced Port is competitively priced with imports but domestically made! <http://www.aymcdonald.com/en-US/No-lead-Inline-dual-check-valves-711-series.html>



Inline Y Pattern Cascading Dual Check



As an integral part of a meter installation, A.Y. McDonald's new Y Pattern Cascading Dual Check Valve provides backflow prevention to a service line. This full port dual check while intended for service use as stipulated by ASSE 1024, its corrosion resistant material and lead-free cast brass help create a product that's designed to last. The user can also rely on the fact that the water pressure head loss through the full port checks is lower than the maximum by ASSE, ensuring adequate pressure. <http://www.aymcdonald.com/en-US/inline-y-pattern-cascading-dual-check.html>

Blog

Why (not) a Meter Setter, Meter Pit, or Meter Box?

As the means of holding homeowners responsible for their own water use, a water meter is a very important aspect to the water service lateral. Therefore, it's also important for a utility or municipality to understand the purpose of a meter setter, meter pit, and meter box. Read about what these parts bring to the water service lateral. <http://myaym.com/why-not-a-meter-setter-meter-pit-or-meter-box/>



Industry News

Understanding Challenges Facing the Wastewater Industry

Every industry faces challenges and the wastewater industry is no exception. In the quest to create pumps and pumping systems that are as efficient as possible, there are still some factors that get in the way no matter what. Learn what these obstacles are and their possible affect on a community's ability to pump wastewater. http://empoweringpumps.com/ksb-wastewater-challenges-part1/?utm_campaign=Global%20Wastewater%20Challenge

New Products



8300 E-Series Jet Pump

A.Y. McDonald recently added yet another high quality pump to our existing product line. Recognized as the 8300 E-Series Jet Pump, users can rely on an easy switch between 115V and 230V while trusting in 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. <http://www.aymcdonald.com/en-US/E-Series-Jet-Pumps.html>

89000 E-Series Sprinkler Pump

Looking for a quick and easy way to keep the lawn clean and landscaping watered? Experience this with A.Y. McDonald's new 89000 E-Series Sprinkler Pump as this product allows for a GPM range up to 85 GPM and horsepower options of 1, 1 1/2, and 2. With an inlet and outlet of 1 1/4", the pump's motor shaft consists of 304 stainless steel with a wrench flat for easy service of the pump. 304 stainless steel is also used for the volts connecting the pump end to the motor. <http://www.aymcdonald.com/en-US/E-Series-Jet-Pumps.html>



Product Update



DuraMAC™ Vertical Multistage Variable Speed Pumps are Certified

Earlier this year, A.Y. McDonald announced that the DuraMAC™ Vertical Multistage Variable Speed Simplex and Duplex Booster pump systems are certified to NSF/ANSI 61 Section 8-2016 and NSF/ANSI 372-2016. The following link contains a list of models under this certification listing. <http://www.truesdail.com/truercertificateadmin/pdf/certificate/certificate1.php?id=499>

Blog

Power Outage? No Problem

Thunderstorms bring with them the threat of power outages and floods. This sequence of events may interfere with the effectiveness of a home's sump pump since most sump pumps rely on the electrical system in order to perform. For better peace of mind and a flood-free basement, an A.Y. McDonald Guardian Pump can be installed in addition to the sump pump. Find out how these two pumps work together to provide the ideal solution for the homeowner. <http://myaym.com/power-outage-no-problem/>



Industry News

California Plumber Uses Old Ambulances to Make a Name for His Company

When it comes to providing plumbing services, it can be hard to stand out from the competition. Read about how the ‘Plumbing Doctor’ stays true to its name by utilizing old ambulances as their service vehicles – because sometimes the solution simply involves an eye-catching truck. http://www.plumbermag.com/how-to-articles/machines_inspection_cleaning_sewer/california_plumber_uses_old_ambulances_to_make_a_name_for_his_company

Plumbing Contractor Expects Technicians to Educate Customers

One of the best ways to build rapport with a customer is to share your knowledge with them. Zeitler Plumbing of northeast Wisconsin thrives on an emphasis in customer education, a mantra that has seen success for three generations and counting. http://www.plumbermag.com/how-to-articles/ridgid_categories_cameras_cleaning/plumbing_contractor_expects_technicians_to_educate_customers

All-Women Plumbing Company Teaches Female Homeowners How to Make Minor Repairs

The Small Jobs plumbing company, located in Lower Sackville, Nova Scotia, Canada, is known for more than the fact that they are the only women-owned and operated plumbing company on Canada’s East Coast. By also specializing in teaching monthly courses to homeowners, single mothers in particular, they show that they’re a staple to their community. http://www.plumbermag.com/how-to-articles/plumbing_marketing_small_residential/all_woman_plumbing_company_teaches_female_homeowners_how_to_make_minor_repa

New Products



Domestic Threaded Fittings and Pipe Nipples

You asked and we listened. As of recent months, A.Y. McDonald announced the release of Domestic Threaded Fittings and Domestic Pipe Nipples. Not only are these products made in the U.S. but they are also NSF approved and are stocked from 1/2” through 4” diameters. <http://www.aymcdonald.com/en-US/Component.Display.html?RefId=0bd38f5b-70ea-4e60-adad-44f657956fc3>



Product Update

72014P Has Switched to the 72014PWF

Are you stocking up on A.Y. McDonald’s Angle Sillcocks? As a reminder, please note that the 72014P model is now obsolete and will be switched to the 72014PWF. Going forward, if an order is sent with the 72014P, it will automatically be switched to the 72014PWF. <http://www.aymcdonald.com/en-US/No-lead-angle-sillcocks.html>



Blog

Push-Fit Fittings: Pushing the Industry Forward



When one utilizes Push-Fit Fittings, they are committing to a permanent connection that is established in seconds but also an easy disassemble due to its sleek disconnect clip. As a relatively new design for connecting fittings to copper, CPVC, or PEX piping, the plumbing industry got an upgrade when this product was introduced. Learn more about the convenience that accompanies Push-Fit Fittings and exactly how they work. <http://myaym.com/push-fit-fittings-pushing-the-industry-forward/>



Industry News

Is Natural Gas in the Midst of a Boom-Bust Cycle?

After six decades of relying on outside sources, the U.S. is predicted to become a consistent net exporter of natural gas. As the country continues to rely more and more on the fossil fuel, this potential shift couldn't come at a more opportune time. <http://oilprice.com/Energy/Energy-General/Is-Natural-Gas-In-The-Midst-Of-A-Boom-Bust-Cycle.html>

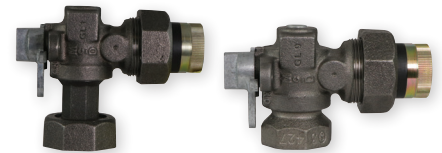
How Japan Combines Natural Gas with Innovation

As the largest importer of LNG on the planet, Japan makes the most of what this resource has to offer by simultaneously producing electricity and hot water using city gas. Conversion is completed with a residential-use fuel system called ENE-FARM. <http://www.cnbc.com/2017/05/18/in-japan-natural-gas-and-innovation-are-changing-the-way-homes-are-powered.html>

Featured Products

837 and 857 Series Angled Gas Ball Valves

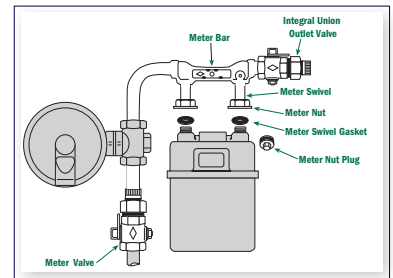
The gas distribution industry has seen a vast increase in the use of bypass parts as of recent years. Knowing this, A.Y. McDonald offers iron body angled gas ball valves that come complete with a bypass option. Rated to 5 PSIG and a tamper-resistant design, both the 837 and 857 series comply with the latest revision of ANSI/ASME B16.33. For added security, both valves are created with a lockwing design that accommodates standard barrel locks. <http://www.aymcdonald.com/en-US/Meter-outlet-valves-with-a-by-pass-option.html>



Featured Video

A.Y. McDonald Gas: Where We Live

As the final step to delivering natural gas to the consumer, natural gas distribution can be a broad term. Whether you're new to A.Y. McDonald's gas product line or in need of a refresher, the following video highlights all our gas product options and where they land in relation to the meter. <https://www.youtube.com/watch?v=s1KMXp0igj8>



Blog

How We Get That Gas Tight Seal

Safety and security are a top priority for the gas distribution industry. One way in which this is achieved is by properly maintaining gas maintenance (plug) and non-maintenance (ball) valves. Read about how these two valves compare to one another and how, why, and when to purge or re-lubricate. <http://myaym.com/how-we-get-that-gas-tight-seal/>

