

# Customer Service Team - Manufacturer Assignments

## Team Water Heaters

Sherri King  
Tommy McAuliffe

- American Water Heaters
- Centrotherm
- State Water Heaters
- State Water Heater Parts
- Takagi Water Heaters

[waterheaters@pepcosales.com](mailto:waterheaters@pepcosales.com)

## Team Fixtures

John Dunlap  
Sean Tobin  
Kayla Martin

- Aquarius
- Avora
- Eliminator
- Fisher Manufacturing
- Florestone
- Halo Water Systems
- Hamilton
- Haws
- Pfister Faucets
- PlumbTech

[fixtures@pepcosales.com](mailto:fixtures@pepcosales.com)

## Team Plumbing 1

Jay Donaldson  
Jeremy Moore

- Apollo Backflow Products
- Arrowhead Brass
- Caleffi
- Flex-Hose
- Kitz
- McElroy
- Mifab
- Phyn
- Stone Tools
- Tigre
- Uponor
- Walraven

[plumbing1@pepcosales.com](mailto:plumbing1@pepcosales.com)

## Team Plumbing 2

Anthony Razo  
John Valero

- Black Swan
- Boss Products
- Charman
- Dallas Specialty
- Elkhart
- Gastite
- GT Water Products
- K-Flex Plumbing
- LSP Products
- Normac
- UEi Test Instruments
- Woody Butts

[plumbing2@pepcosales.com](mailto:plumbing2@pepcosales.com)

## Team HVAC

Marti McRae  
Kenny Baird

- ACE
- Atco Rubber Products
- Avery-Dennison/Fasson
- Big Goose
- Braeburn
- Caliber Steel
- C&S Air Products
- ElectroAire/Five Seasons
- Famco
- HaVaCo
- In-O-Vate (Dryer Box)
- K-Flex HVAC
- Linesets, Inc
- Marvair/Eubank
- Mortex
- Packard
- PerfectAire
- Pro Grille
- Pro Products

[hvac@pepcosales.com](mailto:hvac@pepcosales.com)

## Additional Information

**Customer Service Hours:** M-F 7am - 6pm CT  
[customerservice@pepcosales.com](mailto:customerservice@pepcosales.com)

**Chris Roberts:** *Customer Service Manager*  
[croberts@pepcosales.com](mailto:croberts@pepcosales.com)

**Quotations:** [quotations@pepcosales.com](mailto:quotations@pepcosales.com)

- Project Quotes
- Project Take Offs

**Accounting:** [accounting@pepcosales.com](mailto:accounting@pepcosales.com)

- Pepco Invoices
- Pepco Credits/Debits

**Orders:** [orders@pepcosales.com](mailto:orders@pepcosales.com)

**CORPORATE OFFICE**  
11310 Gemini Lane  
Dallas, TX 75229  
877.737.2699 • FAX: 972.823.8715



**HOUSTON DC**  
10515 Okanella, Suite 600  
Houston, TX 77041  
713.466.4080 • FAX: 281.447.0510

## Shipping Terms

### Pepco Orders

All LTL and UPS/Parcel orders received by 3pm will ship the following business day.

### Will Call

Orders are available for pickup within 30 minutes after order confirmation has been sent from Pepco.

### Pepco Truck

Orders received by Noon the day prior to a scheduled Truck Run will be placed on the truck.

### Same Day Orders

All orders qualified as Same Day Orders that are received by 2pm will ship the same day.

### Pepco Truck Run

Effective May 1, 2021

**Fort Worth**  
**Every other Monday**

(Tarrant County: Mid-Cities and Fort Worth)

**East Texas**  
**Every other Tuesday**

**West Texas**  
**Every other Tuesday**

(Weatherford, Abilene, 377 corridor  
from Granbury to Brownwood)

**Dallas and points North**  
**Every Wednesday**

(From Sherman to Denton to North Dallas)

**Central Texas to Austin**  
**Every Thursday**

Contact [marketing@pepcosales.com](mailto:marketing@pepcosales.com)  
for a **Truck Run Wall Calendar**

### Customer Service Menu Options

**COMING SOON**