

# Customer Service Team - Manufacturer Assignments

## Team Water Heaters

**Sherri King**  
**Jeremy Moore**  
**Brandon Fain**

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

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

## Team Fixtures

**Roy Johnson**  
**John Dunlap**  
**Sean Tobin**

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

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

## Team Plumbing

**Anthony Razo**  
**Tommy Toon**

- "Apollo" Valves
- Arrowhead Brass
- Black Swan
- Boss Products
- Charman
- Dallas Specialty
- Dura Plastics
- Elkhart
- Flex-Hose
- Gastite
- GT Water Products
- K-Flex Plumbing
- LSP Products
- McElroy

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

**Naomi Montez**  
**Ashlee Miller**

- Norgas
- Normac
- Phyn
- ShurJoint
- Stone Tools
- Tigre
- UEi Test Instruments
- Uponor
- Walraven
- Woody Butts

## Team HVAC

**Marti McRae**  
**Kenny Baird**  
**Michael Nuzzi**

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

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

## Additional Information

**Kayla Martin** Customer Service Manager  
[kmartin@pepcosales.com](mailto:kmartin@pepcosales.com)  
**Tommy McAuliffe** Customer Service Assistant Manager  
[tmcauliffe@pepcosales.com](mailto:tmcauliffe@pepcosales.com)

**Mayra Castillo** [mcastillo@pepcosales.com](mailto:mcastillo@pepcosales.com)

**Customer Service Hours:** M-F 7am - 5pm CT  
[customerservice@pepcosales.com](mailto:customerservice@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)

## Shipping Terms

### Pepco Orders

All LTL and UPS/Parcel orders received by 2pm 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.

## Pepco Truck Run

### 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 [marketing1@pepcosales.com](mailto:marketing1@pepcosales.com)  
for a **Truck Run Wall Calendar**