

# 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**                      **Sean Tobin**  
**John Dunlap**

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

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

## Team Plumbing

**Ashlee Miller**  
**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
- Norgas
- Normac

**Reggie Neely**  
**Matt Lofland**

- PHD Manufacturing
- ShurJoint
- Stone Tools
- Tigre
- UEi Test Instruments
- Uponor
- Walraven
- Woody Butts

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

## Team HVAC

**Marti McRae**                      **Kristina Holloway**  
**Kenny Baird**

- ACE
- Avery-Dennison/Fasson
- Braeburn
- Caliber Steel
- C&S Air Products
- ElectroAire/Five Seasons
- Famco
- Field Controls
- Hisense
- In-O-Vate (Dryer Box)

- K-Flex HVAC
- MANN+HUMMEL
- Marvair/Eubank
- Mortex
- Parker/ZoomLock
- Pro Grille
- Pro Products
- Python
- Superior Radiant Products

[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 2 business days prior to the scheduled Truck Run day are guaranteed delivery on the scheduled day.

## Pepco Truck Run

### CENTRAL TEXAS SCHEDULE:

**Austin**  
Every **Monday** and Every Other **Wednesday**

**San Antonio**  
Every **Thursday**

**College Station/Brenham**  
Every Other **Tuesday**

**Laredo**  
Every other **Friday**

**Corpus Christi/Victoria**  
Every Other **Tuesday**

**Rio Grande Valley**  
**3rd Friday**

**Hill Country**  
Every Other **Wednesday**

### NORTH TEXAS SCHEDULE:

**Fort Worth**  
Every **Monday**  
(Tarrant County: Mid-Cities and Fort Worth)

**Dallas**  
**and points North**  
Every **Wednesday**  
(from Sherman to Denton  
to North Dallas)

**East Texas**  
Every Other **Tuesday**

**Waco / Temple**  
Every **Thursday**

**West Texas**  
Every Other **Tuesday**  
(Weatherford, Abilene, 377 corridor  
from Granbury to Brownwood)

**Oklahoma**  
Every Other **Friday**

**Louisiana**  
Every Other **Friday**