



Enhancing the Customer Experience One Digital Improvement at a Time

by Chip Piekenbrock

As we look back at 2023 as it relates to the customer's question, "Where's My Stuff?" (WMS), A.Y. McDonald's production team did an outstanding job of implementing the plan of hiring/training many new co-workers and installing new work cells. All these efforts have led to a reduction in the company's backlog while improving leads times going forward in 2024.

One thing we hear from you – the Boss – is that we are the best in the industry to provide accurate lead times. It might not be the date requested but, once we acknowledge the shipping date, we meet the commitment and that allows customers to plan accordingly. We have been very transparent and hope this is appreciated. Plumbing and Pump product lines are back to normal lead times while Water Works and Natural Gas lead times still have room for improvement.

One other major project A.Y. McDonald has been working on is to give customers more timely and accurate information by updating the aymcdonald.com website and customer portal. The new website was launched on October 23, 2023. The goal was to give the Boss the same experience as when calling into our customer service department Monday through Friday. Some of the new enhancements to the website include:

- Easier access to digital catalogs.
- Filters based on product attributes.
- Advanced search capabilities.
- Access to submittal drawings, instruction sheets and YouTube videos.

We have also greatly expanded the information available on the customer portal to include:

- Enhanced visibility to pricing and availability.
- View tracking numbers, estimate shipping dates and open and closed lines.
- Added additional security levels.
- View orders, favorites and you can view invoices.
- Expand the function of the shopping cart.

Over 100 customers are in the portal per day and notice how the website transforms once logged in: advanced visibility to invoices, pricing, and the new search capabilities. Overall, the new aymcdonald.com is yet another great tool to make your job easier. Our Boss deserves the best and A.Y. McDonald aims to find the most innovative ways to continue to provide the great customer service we've been known for since 1856!



Click or scan to register or login to the New and improved customer portal.

Tune Into the A.Y. After Hours Podcast

In fall of 2021, A.Y. McDonald launched our very own podcast called A.Y. After Hours, which is hosted by our Vice President of Product Development, Doug Roush, and Innovation Product Manager, Kelly Breitbach. The purpose of the podcast is to highlight and feature the many individuals in our industry that keep water and/or gas flowing. Check out the latest A.Y. After Hours episodes on A.Y. McDonald's YouTube channel. Each new episode is shared publicly via social media and through an email blast (A.Y. Alert).



<https://www.youtube.com/watch?v=Uwj5OncRvAE&list=PLHco7Fjo9eAveDxPitzlFSnTTbCgzCtkq&pp=gAQBIAQB>





Innovation Products

Innovation Services

Innovation

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>

Michigan Section American Water Works Association (AWWA) 2024 Joint Expo - Lansing, MI	2/5 - 2/7	Texas Rural Water (TRWA) - San Antonio, TX	3/26 - 3/28
North Dakota Water Expo - Fargo, ND	2/06	Kansas Rural Water Association - Wichita, KS	3/26 - 3/28
Evergreen Rural Water of Washington (RWOw) 2024 Annual Conf. & Tradeshow - Centralia, WA	2/6 - 2/8	Florida Water Resource Annual Conference - Kissimmee, FL	4/2 - 4/6
Maryland Delaware Water Well Association - Annapolis, MD	2/7 - 2/9	Idaho Rural Water Assoc. - Boise, ID	4/3 - 4/5
WI Pipeline Safety Seminar - Wisconsin Dells, WI	2/7 - 2/9	Wisconsin Rural Water Show - La Crosse, WI	4/4 - 4/7
2024 Nebraska Water Industries Annual Convention and Trade Show - Kearney, NE	2/13 - 2/15	Indiana American Water Works Association (AWWA) 2024 Annual Conf. - Indianapolis, IN	4/8 - 4/10
Illinois Groundwater Professionals Conference - Peoria, IL	2/15 - 2/16	Texas Water - Fort Worth, TX	4/9 - 4/12
Iowa Rural Water Show - Des Moines, IA	2/19 - 2/21	Virginia Rural Water Association (VRWA) Annual Conference - Roanoke, VA	4/15 - 4/17
Virginia Water Well Association (VWWA) Winter Conference - Richmond, VA	2/21 - 2/22	WaterCon AWWA Conference - Peoria, IL	4/15 - 4/17
Kentucky Rural Water Business Conference - Bowling Green, KY	2/22 - 2/23	Tennessee Gas Association (TGA) Distribution & Operations Conf. - Murfreesboro, TN	4/16 - 4/18
Utah Rural Water Assoc. - St. George, UT	2/26 - 3/1	California Rural Water Show - Stateline, NV	4/22 - 4/24
Delaware Rural Water Conference - Harrington, DE	2/28 - 2/29	KWOWA Annual Show - Owensboro, KY	TBD
Oregon Association of Water Utilities (OAWU) 46th Annual Management & Technical Conference - Sunriver, OR	3/4 - 3/8	AWWA WEA - Hot Springs, AR	4/28 - 5/1
Minnesota Rural Water Technical Conference - St. Cloud, MN	3/05	Seattle AGA Committee Meetings - Seattle, WA	4/28 - 5/2
Nevada Rural Water Show - Sparks, NV	3/5 - 3/7	MEA Gas Ops Roundtable - Indianapolis, IN	4/29 - 5/1
Alabama Rural Water Association Annual Conference - Montgomery, AL	3/10 - 3/13	Western Gas Measurement Short Course - Salt Lake City, UT	4/29 - 5/1
Nebraska Rural Water Association Annual Conference - Kearney, NE	3/11 - 3/13	AWWA Pacific NW 2024 Section Conference - Spokane, WA	5/1 - 5/3
Michigan Ground Water Association 2024 Annual Education Conference - Traverse City, MI	3/12 - 3/13	Maryland Rural Water - Ocean City, MD	5/6 - 5/9
Michigan Rural Water Association 2024 Annual Conference - Mt. Pleasant, MI	3/16 - 3/21	American Public Gas Association (APGA) - Naples, FL	5/07
Southern Gas Association (SGA) - Columbia, SC	3/18 - 3/20	Georgia Rural Water Association Spring Conference - Jekyll Island, GA	5/7 - 5/9
Pennsylvania Rural Water - State College, PA	3/19 - 3/21	AWWA Alaska 2024 Conference - Anchorage, AK	5/7 - 5/9
TAUD Expo - Lebanon, TN	3/20 - 3/21	Mississippi Rural Water Expo (MsRWA) - Biloxi, MS	5/28 - 5/31
Florida Natural Gas Association (FNGA) - Orlando, FL	3/20 - 3/21	Indiana Section American Water Works Association (AWWA) 2024 Water & Wastewater Operator Symposium North - Winchester, IN	6/06
Tennessee Ground Water Show - Gatlinburg, TN	3/20 - 3/22	ACE American Water Works Association Annual Conference - Anaheim, CA	6/10 - 6/13
American Water Works Association (AWWA) Missouri Water Environmental Association Joint Conference - Lake of the Ozarks, MO	3/24 - 3/27	NOLA Enteric Women MEA	6/18 - 6/20
		FNGA - Cape Coral, FL	6/24 - 6/26

Innovation News

by Kelly Breitbach

Field Work Inspires Us to Innovate for People

Each of us at A.Y. McDonald Mfg. Co. play a role in the development and launch of water works, gas, pump, and plumbing products. We take that responsibility very seriously and are proud to be part of something that is so critical to our communities. One of the ways we serve these industries is spending time in the field with the dedicated people who sell and use our products.

We have amazing partnerships with distributors, utilities, and municipalities all over the country who allow us to spend time with crews installing and repairing water and gas infrastructure. These are the people who keep water running and gas flowing to our homes and businesses. Think about the importance these people play for all of us. If a water main breaks on Thanksgiving, they leave their kitchen table with family and friends, to go fix it so we can have water. Water to drink, shower, cook, make baby formula, take medicine, and so many more things we may take for granted. The same goes for gas. Think about these people the next time you heat your home or turn on your gas stove to make dinner for your family. Their role in our community is essential and we feel especially grateful for these people, and the fact they allow us to observe their work and learn from them.

The past two years, the Innovation team spent time in the field in Illinois, Oklahoma, Washington, California, Tennessee, Texas, Iowa, Minnesota, and Ohio. We have learned so much and have much more to learn. In the coming year, we will be looking for more opportunities to spend time in the field. These people serve our communities, and we serve them. Thank you to all of you who have let us get a glimpse into your world. We will continue to innovate in ways that make your work safer and easier. You are our everyday heroes!





Industry News

Building the Future: How to Attract Gen Z to the Construction and Utilities Industry

America faces a shortfall in preparing workers for construction/utility careers, with a study revealing 366,000 job openings and 85% of firms struggling to fill positions due to skills gaps and failed drug tests among applicants. To attract Generation Z, the industry emphasizes tech-driven roles but struggles with societal bias toward college education and insufficient investment in trade education.

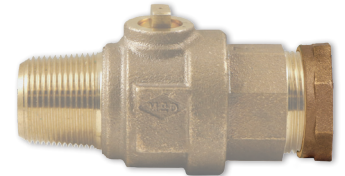
https://www.mswmag.com/online_exclusives/2023/10/building-the-future-how-to-attract-gen-z-to-the-construction-and-utilities-industry?alert_1381

New Products



NEW Compression Endcaps

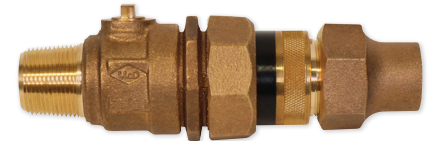
A.Y. McDonald's new compression endcaps seal off threads on corporation stops, valves, and fittings, shielding them from debris during connection changes. They ensure a watertight seal, matching product pressures, and are made from Water Works No-Lead Brass. Featuring an octagonal design for easy tightening, these caps offer a pressure rating identical to the connected valve or fitting. <https://www.aymcdonald.com/en/catalog/search?search=74693>



NEW Insulated Corporation Stop



A.Y. McDonald's new Insulated Corporation Stops effectively combat stray electrical currents in metallic water service lines, preventing hazards and corrosion. These insulated products, featuring high-strength nylon insulators and robust No-Lead Brass, minimize system changes and installation costs while ensuring safety and longevity. Designed with convenience and compliance in mind, they include a 360-degree rotating PTFE coated brass ball and EPDM seals. <https://www.aymcdonald.com/catalog/search?search=insulated+ball+corp>



-  <https://youtu.be/l6c4l3Ly5v0>

Featured Solution

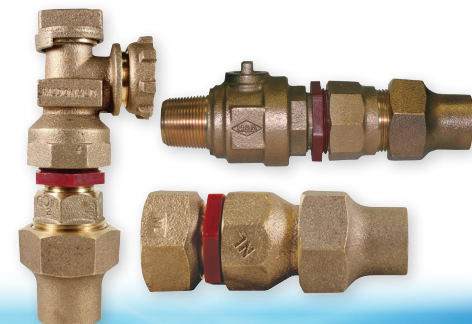
Lead to No-Lead

A.Y. McDonald's historic shift from lead-based to entirely no-lead products address the century-old lead pipes in the country's water infrastructure. Trusted by U.S. cities both then and now, our water works product line includes solutions that focus on upgrading pipes from the corporation stop to the meter, ensuring safer, high-quality drinking water. With an array of fittings and connection options, we offer customizable solutions to eliminate lead from water systems. Collaboratively, cities leveraging their no-lead brass contribute to the ongoing mission of eradicating lead from drinking water, promoting a healthier future for all. <https://aymcdonald.com/v/Water-Works-Catalog/?page=10>

Blog

Empowering Safety: Di-Electric Bushings in the Water Industry

A.Y. McDonald prioritizes safety in water works with di-electric bushings, shielding workers from electrical hazards during water service connections. These insulating components, integrated into adapters, prevent shocks and reduce galvanic corrosion. Offering brass adapters with NSF approved nylon construction, A.Y. McDonald ensures compliance with AWWA C800 standards and provides over 13.5 kV voltage protection. <https://www.aymcdonald.com/en/news/2023/October/di-electric-bushings-in-the-water-industry--424>





Industry News



Propelling Forward

Federal incentives and water scarcity are driving the adoption of high-efficiency irrigation systems in the United States. Legislation like the Infrastructure Investment and Jobs Act (IIJA) and the Inflation Reduction Act (IRA) allocate funds to enhance irrigation infrastructure and promote energy-efficient technologies. Smart pumping systems, integrating advanced technology and predictive maintenance, optimize water usage while reducing energy consumption. These initiatives not only ensure economic benefits but also pave the way for a sustainable future in the pumping industry. <https://waterwelljournal.com/propelling-forward/>

Updated Product

NEW New Pressure Tanks

A.Y. McDonald's updated pressure tanks, designed for diverse applications like hydropneumatic and booster systems, feature steel construction with a polypropylene lining and chlorobutyl membrane. Equipped with a bronze air valve sealed to prevent air leakage, these tanks boast polyurethane paint for UV protection. With certifications like NSF 61 and no maintenance needed, these tanks offer a maximum working pressure of 150 PSI and can handle water temperatures up to 194°F.



Blog

NSF/ANSI/CAN 372 as it Applies to Pumps

Compliance to NSF/ANSI/CAN 372 for new manufactured product was required by September 1, 2023. Any pump and pump components that contact water that is intended for human consumption (potable water) now require third party certification to NSF/ANSI/CAN 372. Find out which A.Y. McDonald provided pumps this impacts. <https://www.aymcdonald.com/en/news/2023/September/nsfansican-372-as-it-applies-to-pumps--411>



24000 Series Submersible Pump and Motor

A.Y. McDonald has been a trusted provider of water well pumping solutions since 1856, including our versatile 24000 series submersible pumps. These pumps, available in various sizes and flow rates, are powered by A.Y. McDonald's stainless-steel motors, ensuring reliable access to groundwater for your needs. <https://www.aymcdonald.com/en/news/2023/November/making-waves-with-ay-mcdonalds-24000-series-su--431>



Industry News

Why Trade Jobs Like Plumbing are Safe from A.I. – for Now

In the face of the fourth industrial revolution driven by artificial intelligence (A.I.), trade jobs like plumbing appear safe from automation due to inherent complexities. Despite advancements in robotics and AI, tasks requiring spatial reasoning, nuanced adaptability, and diverse environmental understanding prove challenging for current AI models. The intricacies of trade jobs, like plumbing, demand human-like cognition, making it unlikely for robots to replace such roles in the near future. <https://why.org/segments/why-trade-jobs-like-plumbing-are-safe-from-a-i-for-now/>



New Product



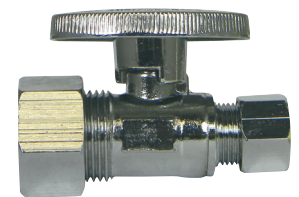
No-Lead Pressure Reducing Valve Repair Kit

A.Y. McDonald's Pressure Reducing Valve (PRV) Repair Kits cater to fixing the 72600T or 72600M PRV, aimed at reducing water pressure in potable water lines to safeguard plumbing components. Available in 3/4" and 1" variants, these kits are straightforward to install and crafted from high-quality materials, ensuring efficient repair for pressure ranges between 25 PSI to 75 PSI. <https://www.aymcdonald.com/en/catalog/search?search=pressure+reducing+valve+repair+kit>

Featured Product

Supply Stops

Experience quick access to the water shutoff for a fixture with A.Y. McDonald's Supply Stops. This solution was created with high quality material, long lasting results, and many different end connections to choose from (expansion PEX, push-fit, compression, press fit, sweat, FNPT, CPVC, PEX, slip joint). Each supply stop is fully certified to all applicable standards and designed with a durable chrome plated brass handle. The ball valve design also allows for ease of operation and positive shut-off, making the product ideal for residential and commercial applications. <https://www.aymcdonald.com/en/catalog/search?search=supply+stop>



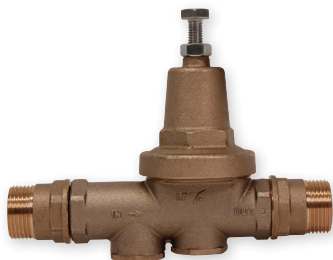
<https://go.bluevolt.com/AYM/s/coursedetail/416272/supply-stops>

Blog

The Pressure Reducing Valve and Water Conservation Connection

A pressure reducing valve (PRV) can help with water conservation by efficiently controlling and reducing the water pressure within a plumbing system. When water pressure is too high, it can lead to inefficient water use, increased wear and tear on pipes, and even cause appliances to consume more water than necessary.

<https://www.aymcdonald.com/en/news/2023/August/the-pressure-reducing-valve-and-water-conservatio--405>





Industry News

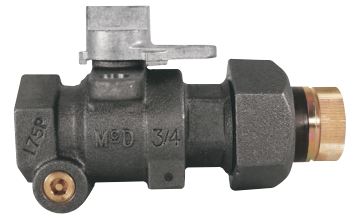
A Sustainable Future Includes Natural Gas

Natural gas serves as a vital component in a sustainable future, as renewables currently lack the capacity to power entire economies. A shift from coal to natural gas, alongside increased renewable utilization, led to a 2.1% decline in greenhouse gas emissions from 2018 to 2019. Notably, natural gas emits lower levels of carbon dioxide compared to other fossil fuels, making it a sustainable choice for America's energy future. <https://digital.apogee-mg.com/publication/frame.php?i=802366&p=&pn=&ver=html5> PAGE 26

New Product

1 1/4" Inline Bypass Ball Valve

A.Y. McDonald's Inline Bypass Ball Valves offer precision and versatility in natural gas applications. These valves come in 3/4" and 1" sizes with a 1 1/4" soon to be offered. With variations like the 861 and 8277 series, they facilitate efficient pressure regulation, maintenance, and bypass capabilities within gas meter sets. A.Y. McDonald's Inline Bypass Ball Valves ensure safe and reliable gas flow control in diverse utility scenarios. <https://www.aymcdonald.com/en/catalog/search?search=Inline+Bypass+Ball+Valve>



Blog

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

Previous **The Evolution of A.Y. McDonald Zinc Coatings** **Next**

- Over the years, A.Y. McDonald's coating options for natural gas products have included zinc applications. This would include the following:

Hot Dip Galvanized Electroplated Zinc ArmorGalv® Thermal-Diffusion Zinc

- As previously mentioned, A.Y. McDonald's current coating offering is ArmorGalv® thermal-diffusion zinc

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. <https://www.aymcdonald.com/en/news/2023/November/the-evolution-of-ay-mcdonald-zinc-coatings--436>



<https://go.bluevolt.com/aym/s/coursedetail/440233/coating-options-for-natural-gas-products>

Tap Options on Natural Gas Valves

Natural gas meter sets involve various components like valves and fittings. Lowering gas pressure from over 60 PSI to a fraction needed by appliances is crucial in this process. Some valves include taps, enabling utilities to check pressure or perform tasks like installing gauges before or after regulators. A.Y. McDonald offers valve series with tap options, providing flexibility for utility-driven specifications, enhancing safety and efficiency in natural gas applications. <https://www.aymcdonald.com/en/news/2023/May/tap-options-on-natural-gas-valves--14>

