

# Smaller companies get their props

**R**unning lean and more efficient. You could say that is the motto for most PHC companies surviving in this economy — from the top mechanical firms to the smaller plumbing service and repair shops.

This month, *Phc News* identifies the top 20 PHC companies with

Peekskill, N.Y., took top honors in the “Top 20 Under 20.” The company was founded in 1959 by Frank Calcaterra and Lindy Lindenbaum as a sister service company to their existing installation company. It currently provides residential plumbing, heating and air conditioning service and

the challenge two ways. We increased our customer service and sales training to maximize opportunities. In addition, we combed through our operating costs and reduced them significantly. We reviewed every single line item on our P&L statement. Bottom line is we have had to become more aggressive to drive revenue and manage costs.

**Can you offer some business advice to other contractors?**

Right size your business quickly to the current revenue — hoping sales will return is not a good strategy! Do what you can to drive revenue by upgrading your staff and training and coaching. Consider joining an affinity group (like Nexstar® Network) to gain access to vital business tools and coaches along with the ability to network with other contractors going through similar challenges.

**How do you run lean and more efficient?**

We run lean by keeping our overhead low. We have reduced our staff (office and field) and now have people wearing multiple hats. We have reduced our marketing expense and are focusing primarily on our existing customer base. In addition, we do our best to maximize efficiency through preparation. We work hard to be sure we have everything we need for a job — information and materials — to minimize call backs and jobs that run over.

**What they're saying**

To gauge just how hard contractors are working these days, here are some thoughts from some of the Top 20 Under 20.

• “We are seeing decreased custom homes, more competitive pricing, clients taking longer to pay bills and a decreased work force.” — James Arnold, Arnolds Plumbing and Heating, West Long Branch, NJ.

• “The economy has made it harder to find an HVAC contractor for combined bids.” — James Fye, A-Able Plumbing, Inc., Broadway Va.

• “The economy has caused us to become more efficient. The keys to our success has been treating our employees very well.” — Ralph Burtis, R L Burtis Enterprises, Inc., Lynbrook, N.Y.

• “Our sales are down, but our advertising is up. The keys to our success is knowing numbers and maintaining our service call count.” — Frankey Grayton, Grayton Plumbing, Washington, DC.

• “We have found less quality bidding opportunities. The long-term outlook is our key to success.” — Carl Czerwonka, Carls Plumbing Services Inc., Milwaukee.



Frank & Lindy Plumbing & Heating Service Co. ranks #1 on the Phc News' 2010 Top 20 Under 20 listing.

under 20 employees. It is a nice way for some of the smaller companies across the country to be recognized. The results were compiled based on voluntary results.

Frank & Lindy Home Services,



Exemplifying good customer service practices always wins out.

replacement. In the late 1980s, Lindy's son, Bruce, took over the company. Bill Raymond became a partner in 1995. The company joined the Nexstar® Network in 1996, with Bill Raymond a master trainer with Nexstar® and former chairman of the Board of Directors. *Phc News* recently spoke to Bill Raymond about the company's business.

**How has the economy affected your business?**

The economy has had a significant impact on our business. 2009 was especially challenging. The “new” spending/buying behavior of our customer base has significantly reduced our sales volume. We have attacked

Note: The information for this listing was based on voluntary results. If your company is not listed and you feel it should be, contact editor John Mesenbrink at editor@phcnews.com.

**COMPANY**

**City, State**

\$1 million - \$2 million+	1. Frank & Lindy Plbg. & Htg. Svc. Co. ...Peekskill, NY
	2. Mid City Plumbing Inc. ....Franklin Park, IL
	3. Harkins Mech. Construction Inc.. .Lansdowne, PA
	4. Aqua Plumbing .....Crete, NE
	5. Herrin Plumbing Co. Inc. ....Dacula, GA
	6. Pepe Plbg. & Htg. Co.....Hasbrouck Heights, NJ
	7. Bienvenu Brothers Plumbing.....Metairie, LA
	8. Grayton Plumbing.....Washington, DC
	9. A-Able Plumbing, Inc. ....Broadway, VA
	10. CDJ Electric Plbg. & Htg. ....Britton, SD

**COMPANY**

**City, State**

\$600,000 - \$1 million	11. Frey Heating & Plumbing .....Franklin, NJ
	12. Jon's Plbg. & Htg. Inc. ....Mount Vernon, Ohio
	13. Arnolds Plbg. & Htg. ....West Long Branch, NJ
	14. Climate-Tech Inc. ....North Ridgeville, Ohio
	15. Carls Plumbing Services Inc. ....Milwaukee, WI
	16. Ack-Temp Mech. Svs. ....Lake Zurich, IL
	17. Thomas' Plbg. Svs. ....Commerce Township, MI
	18. K & B Plbg. & Htg. ....Cortland, NY
	19. R L Burtis Enterprises Inc. ....Lynbrook, NY
	20. Park Plbg. and Htg. ....Harrison, NY

- 1. Frank & Lindy Home Services**  
Bill Raymond, Vice President  
2 John Walsh Blvd  
Peekskill, NY 10566  
www.frankandlindy.com  
Employees — 16
- 2. Mid City Plumbing Inc.**  
Mario Morrone, President  
321 S County Line Road  
Franklin Park, IL 60131-1022  
www.midcityplumbinginc.com  
Employees — 18
- 3. Harkins Mech. Construction Inc.**  
John Harkins, President  
130 E. Baltimore Ave.  
Landsdowne, PA 19050-0206  
484-461-3000  
Employees — 3
- 4. Aqua Plumbing**  
Mitch Martin, President  
1025 W 10th Street  
Crete, NE 68333-2631  
402-826-2101  
Employees — 6
- 5. Herrin Plumbing Co. Inc.**  
Jimmy Herrin, President  
360 Franklin Drive  
Dacula, GA 30019-3434  
www.herrinplumbing.com  
Employees — 15

- 6. Pepe Plumbing & Heating**  
Garrett Pepe, Owner  
171 Boulevard  
Hasbrouck Heights, NJ 07604  
www.pepeplumbinginc.com  
Employees — 12
- 7. Bienvenu Brothers Plumbing**  
Louis Bienvenu, President  
212 Elmeer Ave.  
Metairie, LA 70005-3328  
504-835-7783  
Employees — 14
- 8. Grayton Plumbing**  
Frankey Grayton  
15 O St SW.  
Washington, DC 20024-4105  
www.graytonplumbing.com  
Employees — 15
- 9. A-Able Plumbing, Inc.**  
James Fye, Owner  
320 Shenandoah Ave.  
Broadway, VA 22815  
www.aableplumbinginc.com  
Employees — 9
- 10. CDJ Electric Plg. & Htg.**  
Craig Teveldal, Owner  
11059 SD Highway 27  
Britton, SD 57430-5720  
Employees — 6

- 11. Frey Heating & Plumbing**  
Richard Russinko, Owner  
418 State Rt 23 Ste A  
Franklin, NJ 07416-2129  
www.freyheatingndplumbing.com  
Employees — 7
- 12. Jon's Plbg. & Htg. Inc.**  
Jon Sells, President  
14580 Wooster Rd.  
Mount Vernon, Ohio 43050-9774  
Employees — 7
- 13. Arnolds Plumbing & Heating**  
James Arnold, Owner  
8 Wall Street  
West Long Branch, NJ 07764  
732-222-6232  
Employees — 4
- 14. Climate-Tech Inc.**  
John Dubecky, Owner  
7900 Root Rd. Ste A  
North Ridgeville, Ohio 44039-4086  
www.climate-tech.com  
Employees — 9
- 15. Carls Plumbing Services Inc.**  
Carl Czerwonka, President  
1756 S 56th St.  
Milwaukee, WI 53214-5281  
www.carlsplumbing.com  
Employees — 6

- 16. Ack-Temp Mech. Service**  
Russell Ackerman, Owner  
805 Oakwood Rd. Ste B  
Lake Zurich, IL 60047-1551  
www.acktemp.com  
Employees — 4
- 17. Thomas' Plumbing Services**  
Thomas Bargone, President  
3050 Union Lake Rd. #8F  
Commerce Township, MI 48382  
www.thomasplumbing.biz  
Employees — 3
- 18. K & B Plumbing & Heating**  
Mark Baranello, Owner  
62 Madison St.  
Cortland, NY 13045-1702  
607-756-7077  
Employees — 4
- 19. R L Burtis Enterprises Inc.**  
Ralph Burtis, President  
PO Box 485  
Lynbrook, NY 11563-0485  
516-872-4250  
Employees — 4
- 20. Park Plumbing & Heating**  
Anthony Filice, President  
PO Box 126  
Harrison, NY 10528-0126  
Employees — 3

### Revenue spent by category

*Based on voluntary responses*

Rank	Plumbing	Revenue
1.	Frank & Lindy Services	.....\$1,500,000
2.	Herrin Plumbing Company Inc.	.....\$1,420,000
3.	Bienvenu Brothers Plumbing	.....\$1,318,467
4.	Grayton Plumbing	.....\$1,082,000
5.	Pepe Plumbing & Heating Co.	.....\$1,000,000

Rank	Hydronics	Revenue
1.	Frank & Lindy Services	.....\$600,000
1.	Aqua Plumbing	.....\$600,000
3.	Pepe Plumbing & Heating Co.	.....\$300,000
4.	R L Burtis Enterprises Inc.	.....\$241,598
5.	CDJ Electric Plumbing & Heating	.....\$150,000

Rank	Piping	Revenue
1.	Harkins Mech. Construction Inc.	.....\$2,300,000
2.	A-Able Plumbing, Inc.	.....\$500,000
3.	Pepe Plumbing & Heating Co.	.....\$100,000
4.	Grayton Plumbing	.....\$93,000