

Directory for US / Canada Distributors

VERTICAL TURBINE PRODUCT

CUSTOMER SERVICE MANAGEMENT

Function	Name	E-mail	Phone
Customer Service Manager * / ***	Mark Butler	Mark.Butler@xylem.com	704.930.9635
Application Engineering Manager * / ****	Michael Onwuama	Michael.Onwuama@xylem.com	847.787.7420

REGIONAL APPLICATION ENGINEERING

Eastern Region

Regional Inbox - Quote Requests		TTO-EasternRegion@xylem.com	
Application Engineer	Jennifer Tran	Jennifer.Tran@xylem.com	704.604.8019
Application Engineer	Jennifer DeLong	Jennifer.Delong@xylem.com	979.383.4570
Application Engineer	Joy Hutchinson	Joy.Hutchinson@xylem.com	979.446.6858
Associate Application Engineer	Jonathan Stitzel	Jonathan.Stitzel@xylem.com	806.891.7858

Central Region

Regional Inbox - Quote Requests		TTO-CentralRegion@xylem.com	
Application Engineer - Region Supervisor	Anthony Bonelli	Anthony.Bonelli@xylem.com	979.329.9269
Application Engineer	Shabaree Jadhav	Shabaree.Jadhav@xylem.com	214.629.4571
Application Engineer	Adam Sawaf	Karim.Sawaf@xylem.com	214.476.7987

Western Region

Regional Inbox - Quote Requests		TTO-WesternRegion@xylem.com	
Application Engineer - Region Supervisor	Preston Weaver	Preston.Weaver@xylem.com	806.463.8226
Application Engineer	Taylor Hood	Taylor.Hood@xylem.com	979.219.4201
Application Engineer	Michael Kheir	Michael.Kheir@xylem.com	925.786.7027
Application Engineer	Jerry Esteban	Jerry.Esteban@xylem.com	806.778.0498
Associate Application Engineer	Sarah Moberley	Sarah.Moberley@xylem.com	806.893.1099

International Region

Regional Inbox - Quote Requests		TTO-InternationalRegion@xylem.com	
Application Engineer - Region Supervisor	Luis Briceno	Luis.Briceno@xylem.com	806.787.3263
Application Engineer	Michael Adair	Michael.Adair@xylem.com	806.724.6144
Application Engineer	Jordan Quint	Jordan.Quint@xylem.com	806.893.8296
Application Engineer	Leighton Baker	Leighton.Baker@xylem.com	806.598.0967
Associate Application Engineer	Jared Henderson	Jared.Henderson@xylem.com	979.436.4238

CUSTOMER SERVICE

Function	Name	E-mail	Phone
Order Entry Mailbox		Goulds.Lubbock@xylem.com	
Sr. Customer Service Representative	Christine Turner	Christine.Turner@xylem.com	806.763.7867
Customer Service Representative	Sarah Davis	Sarah.Davis@xylem.com	806.763.7867
Customer Service Representative	Brandi Randolph	Brandi.Randolph@xylem.com	806.763.7867
Customer Service Representative	Rachel Garcia	Rachel.Garcia@xylem.com	806.763.7867
Customer Service Representative	Doug Lambo	Frank.Lambo@xylem.com	806.763.7867
Customer Service Representative	Megan Escalon	Megan.Escalon@xylem.com	806.763.7867
Turbine Applications	Frank Raines	Frank.Raines@xylem.com	407.829.7724

PROJECT MANAGEMENT **

Project Manager	Lamar Scott	Lamar.Scott@xylem.com	806.477.8209
Project Manager	Heath Sutlive	Heath.Sutlive@xylem.com	806.474.8495

OTHER CONTACTS

Export Compliance	Angela Lopez	Angela.Lopez@xylem.com	806.416.5035
Product Compliance	Keith Kornafel	Keith.Kornafel@xylem.com	847.983.5702
Field Service & Support	Justin DuBois	Justin.DuBois@xylem.com	806.673.3641

PRODUCT MANAGEMENT

Global Product Manager	Sean Helmbrecht	Sean.Helmbrecht@xylem.com	980.445.8797
Assistant Product Manager	Dillon Fernando	Dillon.Fernando@xylem.com	704.280.1292

OPERATIONS MANAGEMENT

Operations Director	Brandon Pung	Brandon.Pung@xylem.com	806.549.4066
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CUSTOMER DISTRIBUTION CENTERS

Fresno, CA			
Customer Support Specialist	Jeremy Dunn	Jeremy.Dunn@xylem.com	559.691.6703
Customer Support Specialist	Roberto Urbano	Roberto.Urbano@xylem.com	559.767.0380
Sr. Application Engineer	Matt Renn	Matt.Renn@xylem.com	559.691.6705
Guelph, Ontario, CA			
Applications Engineer	Jeffrey VanEenoo	Jeffrey.VanEenoo@xylem.com	519.212.6017

RESOURCES

Name	Web / Email Address	Uses
Vertical Turbine Webpage	https://goulds.com/turbine-pumps/	Manuals, Specifications, Brochures
Turbine Catalog	https://www.xylem.com/en-us/brands/goulds-water-technology/resources-tools/turbine-pump-catalog/	Detailed Product Information
Distributor Portal (PW Required)	https://ecom.xylem.com/	News, Order Status, Sales Tools, Pricebooks
Pump Selector	https://selector.xylem.com/	Electronic Pump Selection
Pump Configurator / Quoting Tool (PW Required)	https://myaccess.xylem.com/	Complete Pump Configuration & Quote Management
E-Learning	https://goulds.com/e-learning/e-learningcourse-descriptions/	Videos for a variety of Installation Topics
Installation videos (YouTube)	https://www.youtube.com/user/GouldsWaterT ech/videos	Videos for a variety of Installation Topics
Warranty Claims Mailbox	TTOClaims@xylem.com	Email-based Warranty Claim submission

GENERAL CONTACTS

Phone	Fax
(877) 833-2872 (Toll Free)	(800) 453-4749 (Toll Free)
(806) 763-7867 (Auto Attend.)	(806) 743-5730 (Main)

NOTES

Roles and Responsibilities

Application Engineers	Customer Service Representatives
Pre-Bid Design Assistance	Order Entry Support
Product Selection Assistance	Parts Requests / Quotations / Order Status Updates
Quotations	Pre- Engineered Pump Requests / Quotations / Order Status Updates
Front-End Design Calculations	Post Shipment Correspondance
Submittal Support	Customer Claims (Warranty, Credits, Shipping Errors)
Distributor Training	
Configured Pump Order Status Updates	

* Requests for standard equipment (defined as being configurable using the XOL tool and/or published price list) should be completed by the Sales Manager, the Distributor, or OEM. If this cannot be done, then the standard opportunities should be routed to one of the Customer Distribution Centers.

**Project Managers are assigned to certain orders based on a specific set of criteria. If an order meets those criteria, a hand-off of the order will occur between the Application Engineer and the Project Manager.

*** Manages Customer Service Team

**** Manages Application Engineers

