

Directory for US / Canada Distributors

VERTICAL TURBINE PRODUCT

OPERATIONS MANAGEMENT

Function	Name	E-mail	Phone
Director of Manufacturing	Scott Devore	Scott.Devore@xylem.com	806.782.2513

CUSTOMER SERVICE MANAGEMENT

Commercial Manager	Chris Johnson	Christopher.Johnson@xylem.com	224.355.6621
Customer Service Manager *	Leslie Frye	Leslie.Frye@xylem.com	806.743.5766
Application Engineering Manager *	Brandon Pangrazio	Brandon.Pangrazio@xylem.com	704.618.6272

REGIONAL CUSTOMER SERVICE

Eastern Region

Regional Inbox – Quote Requests		TTO-EasternRegion@xylem.com	
Application Engineer – Region Lead	Dillon Fernando	Dillon.Fernando@xylem.com	704.280.1292
Application Engineer	Jennifer Tran	Jennifer.Tran@xylem.com	980.348.7782
Application Engineer	JC Bible	James.Bible@xylem.com	980.280.6206
Application Engineer	Pablo Cabal	Pedro.Cabal@xylem.com	281.740.8382
Customer Service Representative	Byron Buxkemper	Byron.Buxkemper@xylem.com	806.743.718
Customer Service Representative	Christine Turner	Christine.Turner@xylem.com	806.743.5041

Central Region

Regional Inbox – Quote Requests		TTO-CentralRegion@xylem.com	
Application Engineer – Region Lead	Leovigildo Villanueva	Leovigildo.Villanueva@xylem.com	346.336.2434
Application Engineer	Eugenia Garza	Eugenia.Garza@xylem.com	331.241.1477
Application Engineer	Austin Huskerson	Austin.Huskerson@xylem.com	806.474.7556
Application Engineer	Stephania Colmenares	Stephania.Colmenares@xylem.com	346.379.5443
Customer Service Representative	Doug Lambo	Frank.Lambo@xylem.com	806.743.5038

Western Region

Function	Name	E-mail	Phone
Regional Inbox – Quote Requests		TTO-WesternRegion@xylem.com	
Application Engineer – Region Lead	Kelcie Smitherman	Kelcie.Smitherman@xylem.com	806.401.6912
Application Engineer	Cesar Gomez	Cesar.Gomez@xylem.com	224.220.4602
Application Engineer	Fe Moges	Fe.Moges@xylem.com	980.355.2829
Application Engineer	OPEN		
Customer Service Representative	Patty Franks	Patricia.Franks@xylem.com	806.743.5759

International Region

Regional Inbox – Quote Requests		TTO-InternationalRegion@xylem.com	
Regional Lead	Luis Briceno	Luis.Briceno@xylem.com	806.787.3263
Application Engineer	Michael Adair	Michael.Adair@xylem.com	806.724.5708
Application Engineer	Fernando Rodriguez	Fernando.Rodriguez01@xylem.com	806.724.6144
Customer Service Representative	Christine Turner	Christine.Turner@xylem.com	806.743.5041

Quick Response Center

Application Engineer	Don Baldwin	Don.Baldwin@xylem.com	806.743.5743
Value Stream Manager	Hector Lafuente	Hector.Lafuente@xylem.com	806.743.5032
Order Management Specialist	Sandy Reyes	Sandy.Reyes@xylem.com	806.743.5769

PROJECT MANAGEMENT **

Project Manager	Shane Smith	Shane.Smith@xylem.com	806.778.8317
Project Manager	Brandon Hopper	Brandon.Hopper@xylem.com	806.778.1392

OTHER CONTACTS

Export Compliance	Angela Lopez	Angela.Lopez@xylem.com	806.743.5758
Warranty Administration	Michael Zimmerman	Michael.Zimmerman@xylem.com	806.781.7013
Field Service & Support	Raymond Lewis	Raymond.Lewis@xylem.com	806.778.1741
Field Service & Support	Jarrett Eaton	Jarrett.Eaton@xylem.com	806.601.7762
Reception	Rachel Garcia	Rachel.Garcia@xylem.com	806.743.5742

PRODUCT MANAGEMENT

Global Product Manager	Sean Helmbrecht	Sean.Helmbrecht@xylem.com	980.445.8797
Selection Software Developer	Kyle Davis	Kyle.Davis@xylem.com	806.778.0497

CUSTOMER DISTRIBUTION CENTERS

Fresno, CA

Function	Name	E-mail	Phone
Application Engineering Manager	Jose Olivas	Jose.Olivas@xylem.com	559.286.6542
Application Engineer	Rudy Saucedo	Rudy.Saucedo@xylem.com	559.317.9443

Southaven, MS

Application Engineering Manager	Danny Dias	Jose.Olivas@xylem.com	559.286.6542
Application Engineer	Lonny Birkelbach	Lonny.Birkelbach@xylem.com	662.342.3685
Production Supervisor	Frank Raines	Frank.Raines@xylem.com	407.829.7724

Guelph, Ontario, CA

Application Engineer	Jeffrey VanEenoo	Jeffrey.VanEenoo@xylem.com	519.212.6017
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Resources

Name	Web /Email Address	Uses
Vertical Turbine Webpage	https://goulds.com/turbine-pumps/	Manuals, Specifications, Brochures
Turbine Catalog	https://goulds.com/turbine-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
Order Entry Mailbox	TexasTurbine.OrderEntry@xylem.com	Email-based Order Entry
Quick Ship Pump Order Entry Mailbox	RES_TTQRC@xylem.com	Order Entry for Quick Ship Pumps
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)

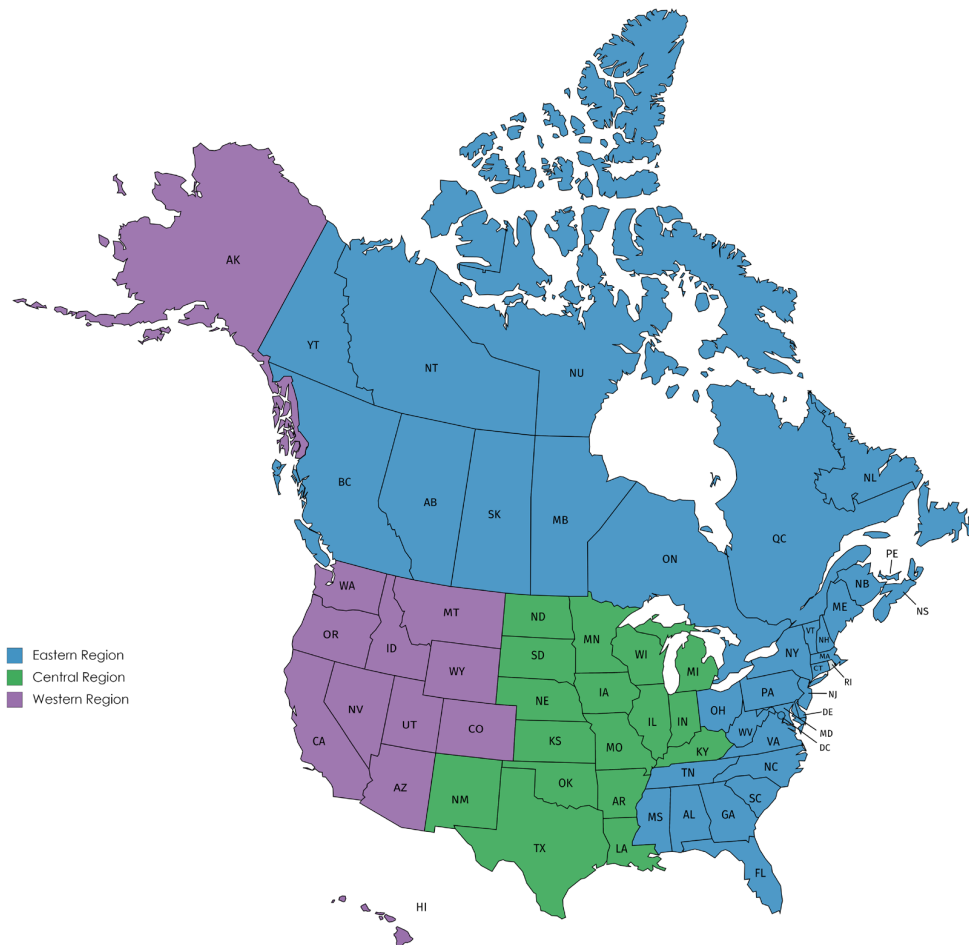
NOTES

Roles and Responsibilities

Application Engineers	Customer Service Representatives
Pre-Bid Design Assistance	Order Entry Support
Product Selection Assistance	Post-Release Status Updates
Quotations	Parts Requests
Front-End Design Calculations	Post-Shipment Correspondence
Submittal Support	
Distributor Training	

* 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.



Xylem Inc.
Phone: (866) 673-0428
Fax: (888) 322-5877
www.xylem.com
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