

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 * / ****	Brandon Pangrazio	Brandon.Pangrazio@xylem.com	704.618.6272
Associate AE Supervisor	Eugenia Garza	Eugenia.Garza@xylem.com	331.214.1477

REGIONAL APPLICATION ENGINEERING

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	Pablo Cabal	Pedro.Cabal@xylem.com	281.740.8382
Application Engineer	Jennifer Delong	Jennifer.Delong@xylem.com	
Associate Application Engineer	Veronica Porcayo	Veronica.Porcayo@xylem.com	346.366.2434

Central Region

Regional Inbox – Quote Requests		TTO-CentralRegion@xylem.com	
Application Engineer – Region Lead	Anthony Bonelli	Anthony.Bonelli@xylem.com	979.329.9269
Application Engineer	Stephania Colmenares	Stephania.Colmenares@xylem.com	346.379.5443
Application Engineer	Don Baldwin	Don.Baldwin@xylem.com	806.416.5070
Application Engineer	OPEN		
Associate Application Engineer	Reem Dawelbeit	Reem.Dawelbeit@xylem.com	806.463.8053

Western Region

Regional Inbox – Quote Requests		TTO-WesternRegion@xylem.com	
Application Engineer – Region Lead	OPEN		
Application Engineer	Preston Weaver	Preston.Weaver@xylem.com	806.463.8226
Application Engineer	Fernando Rodriguez	Fernando.Rodriguez01@xylem.com	806.416.5091
Application Engineer	Jerry Esteban	Jerry.Esteban@xylem.com	806.778.0497
Associate Application Engineer	Taylor Hood	Taylor.Hood@xylem.com	979.219.4201

International Region

Function	Name	E-mail	Phone
Regional Inbox – Quote Requests		TTO-InternationalRegion@xylem.com	
Application Engineer – Region Lead	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
Associate Application Engineer	Lauren Farquhar	Lauren.Farquhar@xylem.com	806.463.8145
Customer Service Representative	Brandi Randolph	TexasTurbine.OrderEntry@xylem.com	806.416.5035

CUSTOMER SERVICE

Customer Service Team Members

Order Entry Mailbox		TexasTurbine.OrderEntry@xylem.com	Order Entry Mailbox
Sr. Customer Service Representative	Christine Turner	Christine.Turner@xylem.com	806.598.9196
Customer Service Representative	Tonia Talamantes	Tonia.Talamantes@xylem.com	
Customer Service Representative	Brandi Randolph	Brandi.Randolph@xylem.com	
Customer Service Representative	Rachel Garcia	Rachel.Garcia@xylem.com	806.416.5128
Customer Service Representative	Doug Lambo	Frank.Lambo@xylem.com	
Customer Service Representative	Open		

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
Warranty Administration	Christine Turner	Christine.Turner@xylem.com	806.598.9196
Field Service & Support	OPEN		
Field Service & Support	Jarrett Eaton	Jarrett.Eaton@xylem.com	806.416.5100

PRODUCT MANAGEMENT

Global Product Manager	Sean Helmbrecht	Sean.Helmbrecht@xylem.com	980.445.8797
Assistant Product Manager	OPEN		

OPERATIONS MANAGEMENT

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

Fresno, CA

Function	Name	E-mail	Phone
Application Engineering Manager	Jeremy Dunn	Jeremy.Dunn@xylem.com	559.691.6703
Application Engineer	Rudy Saucedo	Rudy.Saucedo@xylem.com	559.317.9443

Southaven, MS

Application Engineering Manager	Danny Dias	Danny.Dias@xylem.com	901.517.6609
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 VanEeno	Jeffrey.VanEeno@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
E-Learning	https://goulds.com/e-learning/e-learning-course-descriptions/	Web Based courses for products
Installation videos (YouTube)	https://www.youtube.com/user/GouldsWaterTech/videos	Videos for a variety of Installation Topics
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)

Xylem Inc.

www.xylem.com

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	Customer Claims (Warranty, Credits, Shipping Errors)
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.

*** Manages Customer Service team

**** Manages Applications Engineers & Associate Applications Engineers

