

# SHEKELL EDGE

SPRING 2017

KEEPING CUSTOMERS COMFORTABLE SINCE 1978

## THE VALUE OF EARNING TRUST

BY KEVIN SHEKELL - PRESIDENT, J.E. SHEKELL, INC.

It's exciting to see Tropicana Evansville's new land-based casino taking shape. When the entertainment complex opens late this year in the downtown area called "The District," our city will be proud to offer Indiana's first land-based casino to locals and out-of-town visitors.

The magnitude of the new entertainment complex is remarkable for any city in Southern Indiana, and Evansville officials expect the complex to bring a very positive economic impact to Evansville and surrounding regions.

The 75,000 square-foot facility will encompass more gaming space (45,000 square feet) and more space for entertainment and eateries. At J.E. Shekell, Inc., we're proud to be taking part in the construction of this new Evansville attraction.

### TRUE COMMITMENT SHOWS

The J.E. Shekell, Inc. team was chosen to design, build and install HVAC and plumbing systems throughout the new casino complex. The work is well under way.

Other bidders put in for these projects. We feel our company was chosen based on the commitment J.E. Shekell, Inc. has demonstrated to Tropicana decisions makers during a long-term relationship with the company. This is something we're very proud of! **Story Continued on Pg 3.**

## New Vincennes Location Celebrates One Year Serving Area Homeowners and Businesses

In April, the J.E. Shekell, Inc. team celebrated the one-year anniversary of its new Vincennes operations. Vincennes native and area manager Jay Howder reports a successful, busy year and a very positive response from residents in Vincennes and surrounding communities.

"We've brought in something this area has really needed: a responsive, full-service, one-stop shop with a local team that can meet every HVAC, electrical and plumbing need whether it's a residential, commercial or industrial setting," Jay notes. "People are telling us they're so glad to now have a choice in service providers."

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of Industrial Big Ass Fans

#### EMPLOYEE SPOTLIGHT

Mark Unfried  
Vice President,  
Operations Manager

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2nd Consecutive Carrier Award

**AND People & News**

## Evansville Christian Life Center is Ready for Summer Because of Shekell's Installation of Ductless Split

Summer and its hot afternoons are right around the corner. The Evansville Christian Life Center serves an average of 6,000 people in their building any given month. That's 6,000 individuals who need a cool place to go in the hot months while they're fighting the poverty they're currently in.

That means when J.E. Shekell, Inc. installed the ductless split in the front corner of their building, their clients had a comfortable place to come. Whether it was a new mom in the Parenting Rewards program, or a client in the Gain Initiative program, J.E. Shekell, Inc. showed them they had value by providing them with a comfortable place to use their resources and move forward toward their potential.

For more information on how you can join the fight against poverty alongside the Evansville Christian Life Center as a volunteer or donor, go to [restoringpeople.com](http://restoringpeople.com) or call 812.423.9222.



## PEOPLE & NEWS

**Welcome Laura Miller** – Our new Receptionist brings a great deal of experience to our operations. She was recently with OneMain (Springleaf) Financial and served in facility maintenance overseeing 1600 locations across the country.

**Welcome back Melinda Jones** – Melinda rejoins us as the Residential Agreement Sales Manager and had previously served Shekell customers for 13 years as the Accounts Receivables and Credit Manager.

## EMPLOYEE SPOTLIGHT Mark Unfried - Vice President, Operations Manager

Mark Unfried came to J.E. Shekell, Inc. in 1983, when John Shekell had "just moved into the office and out of the service truck," as Mark puts it. At the time there were three technicians; his arrival made four. "Those early years we worked on just about anything, and we all worked almost every Saturday in the summer to keep up with demand," he says.

Mark had already put in some hands-on time before joining John (E.) Shekell's company. After graduating from Mater Dei High School in 1976, he studied heating and air conditioning technology at Ivy Tech (graduating with honors in 1978) while making wooden TV cabinets on second shift at Zenith Electronics.

Mark's first job in the industry: Wesselman's Refrigeration service, where he worked for five years repairing and servicing refrigeration and boiler equipment, chillers and residential heating and cooling systems. Mark moved on to one other opportunity before joining the J.E. Shekell team in 1983.

It was 1997 when J.E. Shekell, Inc. moved Mark out of the field and into the office to begin bidding on and designing projects. The largest to date: a design-build project for Duke Energy's Cayuga Generating Station – a \$3.5 million job he and HVAC Project Manager Phil Hartig worked on together.

Add up all of his training, experience and accomplishments, and Mark can be called a go-to guy in J.E. Shekell, Inc.'s overall operations. He's also known to be very customer-focused and solution-focused – assets that benefit both our customers and our company. Mark also serves as Vice President of the Mechanical Contractors Association of Southern Indiana.

"I've been mentored by a lot of good people, as early as high school, who taught me hands-on skills, but also life skills like hard work, tenacity and customer service," Mark says. "You don't realize when you're young the impact these mentors are making on your future. But as you get older, you do. I appreciate all of those people, and value what they've taught me."

In his personal life, Mark and Shelley, his wife of 20 years, share seven grandchildren who range in age from 16 to two. He enjoys camping, and can proudly display a number of restored and fabricated 1/8 scale to 1/5 scale ride on, steam, and engine driven train sets. Mark also enjoys supporting the Evansville Christian Life Center.



Mark in 1983

Mark Unfried  
Vice President  
Operations Manager

# ASK THE EXPERT

## NOW A CERTIFIED PROVIDER OF INDUSTRIAL BIG ASS FANS

The heat of summer can affect operations, employee safety and productivity in commercial and industrial settings. To assist our customers in dealing with the effects of extreme summer heat, J.E. Shekell, Inc. is now a certified provider of Big Ass Fans.

Studies show employee productivity decreases when the temperature rises above 77°F. When people are hot, they don't move as quickly. Plus in very warm or non-air-conditioned facilities, workers take frequent breaks to the water fountain or soda machine, the nearest floor fan, and to wipe off sweaty necks and brows.

**The options** - When it's very hot outside, there are two options to combat reduced productivity and the possibility of heat stress: Turn down the air conditioning temperature (which also ups your energy bills), or find an effective, less expensive way to provide more comfort in industrial and commercial settings.

**Create a wind-chill effect** - With or without A/C in your facility, air movement improves the body's natural cooling mechanisms. Air movement does not lower the actual temperature, but it does create a wind-chill effect as the breeze passes over the skin, making us feel up to 10°F cooler. Just like a breeze on a hot summer day, Big Ass Fans create this kind of refreshing "breeze" all day or all night long.

THE PEOPLE WHO KNOW!  
**J.E. SHEKELL**  
INC.  
HEATING & AIR

**Save money on energy bills** - Enormous Big Ass Fans can save a lot of energy by supplementing the work of air conditioners or replacing dozens of high-speed floor fans. The bottom line is with Big Ass Fans, commercial and industrial facilities save significant money on energy bills while providing a much more comfortable indoor environment. That also translates to more comfortable, more productive and safer employees.

Talk to the team at J.E. Shekell, Inc. about your concerns with energy costs and worker comfort and safety – and how Big Ass Fans can make all the difference. We'll help you assess your needs for improved indoor comfort and lower energy costs.



## THE VALUE OF EARNING TRUST

Cover Story Continued

### SOME STATS

Here are a few numbers to illustrate the scope of J.E. Shekell, Inc.'s role in the construction of the new land-based Tropicana Casino and entertainment complex:

#### Plumbing

- 7,020 feet (nearly 1.5 miles) of copper piping in various sizes
- Grease traps with a capacity totaling 8,000 gallons
- 4,380 feet of plastic pipe
- 16 roof drains ranging from 8" to smaller diameters
- 32 sinks
- 34 toilets
- 4 kitchen/bar areas requiring custom plumbing designs

#### HVAC

- 13 rooftop units producing approximately 700 tons of air conditioning
- Approximately 70,000 pounds of duct work
- 600 grilles, registers and diffusers

**Doing the right thing pays off.** At J.E. Shekell, Inc., customer satisfaction is the bottom line, and always has been.

Thank you for letting me share my pride in the excellent, professional and hard-working people who make up the J.E. Shekell team. Since our founding in 1978, our company has held tightly to the principles of providing the smartest, most economical solutions; doing the best work possible; and never quitting until the customer is satisfied.

# J.E. SHEKELL, INC. EARNS 2017 CARRIER® PRESIDENT'S

For the second year running, the J.E. Shekell, Inc. team is extremely pleased to have won the Carrier Corporation's Carrier President's Award.

The President's Award is presented only to Carrier Factory Authorized Dealers. This is a distinguished group of dealers who must continually meet strict Carrier standards in order to earn and sustain the title of Carrier Factory Authorized Dealer.



## The President's Award is based on a range of evaluations that include:

- Customer satisfaction / Customer experience ratings
- Number of years as a Carrier dealer
- Customer outreach through social media
- Growth of Carrier product sales
- Future plans for sustaining customer satisfaction ratings
- Future plans for growth of Carrier product – and more

As J.E. Shekell, Inc. Sales and Marketing Manager Jeff Bruce notes, "This award acknowledges the commitment our team has sustained in achieving total customer satisfaction with the Carrier products we provide. We are so proud of their dedication as they continually meet and exceed the requirements it takes to even be considered for the Carrier President's Award. Only the top 2 percent of Carrier Factory Authorized Dealers qualify to be in the running, so it is a huge honor to have won this award two years in a row. We thank the J.E. Shekell, Inc. team for their integrity and commitment to our customers."

## New Vincennes Location Celebrates One Year Serving Area Homeowners and Businesses

### Cover Story Continued

A J.E. Shekell team member since 1988, Jay Howder worked his way up from plumbing apprentice to northern regional manager in our previous Terre Haute operations to area manager at the new Vincennes location. "I feel like the company and I have grown together," he says. "The J.E. Shekell team is family to me."

The company's presence in the Vincennes area has resulted in some real benefits, Jay remarks. "Our 24 hour, seven-day-a-week call center gives customers an actual person to talk with. And because of the size of our service and installation team, customers don't have to hear 'we'll be there, but we just don't know when.' We're able to send them one of our trained, background-checked service technicians in a very reasonable amount of time – and we can give a very close estimate on what time that will be."

"Homeowners are also pleasantly surprised when they learn about our residential service agreements," Jay continues. "This is common among industrial customers, but residential customers in this area are not accustomed to being able to purchase a plan that brings us to their home to check their equipment twice a year and offers discounts for repairs and parts."

The new location also brought very good career opportunities to the area, as many local technicians have gained employment with the J.E. Shekell, Inc. Vincennes location. "A career with J.E. Shekell offers benefit packages and team support that the labor pool in this area has not seen before," Jay adds. "I couldn't be happier about that."

Jay sees a bright future for J.E. Shekell, Inc.'s Vincennes location. "I am very excited to be a part of the Vincennes expansion, and really grateful to Kevin Shekell and the executive committee for their confidence in me and the Vincennes team," he says. "It's so great to bring this caliber of professional services to Vincennes-area residents and businesses. The response has been exciting, and our team is very motivated."

Talk with Jay Howder and the Vincennes J.E. Shekell, Inc. team at 812-882-2020 or contact the Vincennes location toll free at 800-473-4215.

J.E. Shekell, Inc.  
Vincennes Area Manager  
Jay Howder



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