

The Mueller Record

Vol. I

MAY 1, 1911

No. 10

When it comes to a discussion of business conditions the American people seem akin to that famous parrot, which after inveigling the monkey into a scrap, crawled back to his perch bereft of his gay plumage, and mournfully said, "I know what's the matter with me, I talk too much."

The trouble with the parrot was he talked the wrong way. He talked nothing but fight. If he had talked pleasantly and optimistically to the monkey the language would now be without that concise and expressive phrase, "a monkey and a parrot time." There would have been no fight.

The people who continually talk about court decisions and legislation retarding business, and threatening hard times, etc., are just like the parrot. They are brewing trouble and if they succeed in bringing it to a focus, which we don't believe they can, they will awake to a realization that they have been largely to blame in talking too much.

Let's take the sensible view of it. Let's ask ourselves why a court decision or pending legislation should exert a detrimental influence on the business of a great country like ours. It might have an effect on some line of business, dependent upon favorable legislation or favorable court decisions, but why should any business expect to live that depends on favoritism. The legitimate business of the country is not going to suffer. It is founded on business principles and has no fear of legislation or court decisions. Legislation and court decisions might call for a re-adjustment of business policies in general, but they are not going to stop the onward march. They can't. They never have and they

never will. The world has always had courts and law-makers, whose decisions and acts have never pleased all. Yet the world's history is one of progress.

If we believed in this talk of courts and law-makers retarding and depressing business, we would never get anywhere. Our plans would always wait for them to get through deciding and making laws and they never would. And we would stand still. More than half of you salesmen would be out of a job. Hard times and starvation would be here in reality.

If you have been influenced by these pessimistic wailings, get it out of your system. Good times and better yet to come is what you should believe in, and what you should talk. Remember the great crops for years past, the very foundation of our life and business. Look at the vast improvements going on about us. Note the constant expansions in business. Feel as the solid business men do who are spending money now to enlarge their facilities for more business in the future.

These men are not alarmed. They are confident. They are seeing ahead.

We should all feel and talk that way.

Talking business depression never got a man any business. It merely added to a feeling that there is depression.

Don't you talk it. The evidence is all against it.



ARCHITECTS' CATALOG

The Architects' Catalog is off the press and the salesmen's copies will be sent out in a few days.

The advertising department would be pleased to have your criticism of the book.

KNOW YOUR BUSINESS

A Sales Talk Full of Hard Hitting, Sound Advice

Here is another "Sales Talk to Salesmen," by L. G. Muller, founder of the National Sales Managers' Association. It is on the subject, "Know Your Business," and is too long for publication in its entirety, so we shall give you one installment this month and another next. It will pay you to read it, read what is published now, and next month when you get the second installment read it as a whole. We regard it as exceptionally good. It is intensely applicable to Mueller goods, and if we read it with sufficient appreciation of Mr. Muller's hard hitting logic we may possibly find a personal application. The article follows:

Company halt! Right about face!

Stop right where you are. Let's talk matters over. Orders are falling off! You are beginning to lose your hold and we are sliding backwards. From the way that things seem to be going this month we will fall far short of the preceding month. That will never do.

Here we are supposedly America's best salesmen, who have spent years convincing men, we who stand pre-eminent as one of the largest organizations in the world actually losing ground.

We—every single one of us—were going to make an earnest endeavor to make this year 1911 outstrip any year of the company's history. Surely you haven't forgotten our good intentions and resolutions of the new year. Didn't we spend several days at the factory recently discussing every single detail of our business? You said then that you knew the line—but do you?

I have been thinking the matter over hard. And now I am going to say a few straight from the shoulder words to you and I want you to take what I say and make a mental notation of it—think it over until it becomes a permanent part of your mental equipment.

It was old Josh Billings who said, "I love the rooster for two things; for the crow he's got and for the spurs he's got to back up the crow." This company has been doing some "crowing." We have got the greatest line in the world and we know it. We want you to realize it as fully as we

do. If you have any apologetic doubts about our goods we want you to get them out of your system here and now.

In a word, gentlemen, you must sell yourselves.

You must fully realize that you are doing the retail merchant as much good as he is doing you when you sell him our line. We know that we are, and you, too, must realize it.

The merchant with whom you come in contact looks to you as a part of our company. Every single word you speak and everything you do leaves an unconscious impression upon that man's mind, and when he thinks of you he thinks of us. And if you yourself are not fully and completely sold, how on earth do you expect to sell the other man?

You have the ability—of that there is no doubt—but you are losing sight of the possibilities that lie in store for you. Think this over, for it rings with truth. How can a man impress another man when he himself is not impressed? He cannot do it! For he shows at once when he enters a store that he is not sure of himself and approaches his customer with hesitation, a mind full of icy doubts, and a conscious feeling that he will be turned down, the chances are one hundred to one that he will receive just what he expects—nothing more.

Whenever you fully realize that we have the greatest line in the world; that it means dollars and cents to every merchant who becomes associated with us; that should he fail to he's doing just the same as were he to take a bag of silver dollars out into the street and toss them in the gutter. When you enter a man's store absolutely sold yourself and present your proposition in a clean cut, forcible manner—you'll get that man's order.

But unless you are, barring a certain amount of "chance" or reputation established before your coming, you couldn't get his name on the line in a thousand years."



A NEW HANDLE

A new handle has been adopted for our ½-inch Extra Self-closing Bibb, which we believe is an improvement over the old handle.

The balls on the handle have a greater diameter and the length over all is greater.

It improves the appearance of the bibb considerably, and we hope will create an increased demand for the same.

VITREOUS LAVATORIES

All Salesmen Requested to Forward Information

We are now negotiating with several concerns for vitreous lavatories and the chances seem very favorable to the consummation of a deal whereby we will be in a position to supply the trade with a first-class lavatory to go with our brass goods.

You will remember that this matter was under consideration at the salesmen's meeting and a committee was named to secure information relative to proper styles of vitreous lavatories for hotels and offices.

While a number of the members of the committee have reported we still lack all the information we desire before making a final decision. Each salesman is therefore instructed to gather all information he can relative to three principal styles of lavatories, namely, wall, one leg and corner.

You are also instructed to send illustrations and plate numbers of the designs that seem most likely to prove quick and satisfactory sellers.

Do not fail to keep this in mind and advise us at your earliest convenience.



READ AND REMEMBER

An Important Message Regarding Donations, Gifts, Etc.

The following article under the head of Donations, Gifts, Advertising and Samples, will shortly come to you in the form of a bulletin:

Donations, Gifts, Advertising and Samples

Donations

In cases where a plumber is building a residence for the use of himself and family, or where he desires goods for his own use, we will allow him upon his request, plumbing goods of our make to the amount of \$10.00, the same to be figured at regular trade prices.

This is positively the maximum amount allowed. If a plumber wants more than this we will allow a 15 per cent discount from the regular trade price for all goods for his own personal needs, the 15 per cent to apply after the \$10.00 allowance has been made. It should never be necessary to

suggest this to the plumber. Let him make the request.

We must positively decline all requests from customers who are members of churches and lodges which may be building or promoting some enterprise, to make any donations of material or cash subscriptions whatever. Salesmen should at all times, with as much diplomacy as possible head off these requests.

Gifts

We positively will not make gifts of tools or other articles not of our manufacture. If a salesman takes the liberty of making a gift of this character he must do so at his own expense.

Advertising

Plumbers' directories, programs, municipal directories, etc., do not yield us any returns whatever, and we must decline to take space in them. This refers particularly to local affairs. The salesmen can nip such requests in the bud by calling attention to the fact that this rule is not made to cover any particular case, but because of the hundreds of requests that we are constantly receiving from all parts of the country. We would thank you to assist us in every way to check what we consider useless expenditure of money.

Samples

We strongly disapprove sending out cut open samples. Where working samples seem likely to promote the sale of an order of sufficient size we have no objection to furnishing same for the use of an architect, building manager, water or gas works manager, but we urge upon you to exercise your best judgment in determining whether this action is necessary to secure the business.

This will cancel previous bulletins on this subject and we wish to impress upon you that it is imperative that all salesmen understand and adhere to our policy in this particular. We have had recent evidence that some of the salesmen have forgotten or overlooked our policy in this matter. We wish it understood that we are not in the donating business except in the most restricted sense. There are of course conditions and occasions which justify the donation of our own goods, but this is done solely with the idea that it will cement business friendship and advertise our goods. It is absolutely essential that a most watchful care be exercised in this particular in order to reduce to the minimum the

number of donations or gifts of goods that we make.

It is not that we wish to follow a niggardly policy in this particular, but we can see how easily a custom can be built up which will eventually prove a big, fixed expense on the business, and one which it will be extremely difficult to break up if once established.

Under no circumstances should a salesman suggest that we will give a present or make a donation of any kind. Let the man who wants the favor ask for it.



ORDERING CATALOGUES

In ordering D Catalogs salesmen are notified that they must follow these forms:

1 D Catalog with (kind) discount sheet, or

1 D Catalog, no discount sheet.

This will avoid confusion and assist us in getting discount sheets into the hands of those who are entitled to them. We had an order the past week for "1 D Catalog," nothing being said about the discount sheet. We might assume that the party for whom the catalog is intended is entitled to a discount sheet and send him one, only to find later that he was not entitled to it.

To make sure that discount sheets go only to those who are entitled to them, please specify as above instructed.



MR. CLOW'S TESTIMONY

It Does Not Appear to Us That It Will Impress Anyone

In the evidence taken at Pittsburg in the Bath Tub Trust case, Wm. H. Clow, president of the J. B. Clow & Sons, admitted his company had signed the agreement for the reason that it would cause an improvement in the enameled iron ware, because the company was enabled to use a patent process that both facilitated the manufacture and maintained a standard price for sanitary ware.

He said that since the agreement was signed prices may have been higher but the cost to the consumer was less, and in reply to a question as to the cause, answered, "the plumber."

It does not appear to us that this kind of testimony will impress anyone. Mr. Clow knows as well as we do that to sell a plumber a bath tub for \$30.00 instead of \$15.00, means that the plumber is going to make up the difference in cost when he sells that tub.

Certainly the plumbers have not reached that degree of prosperity which enables them to pay more than they had previously paid for an article and then make it cheaper than it had ever been to the consumer.



SELF-CLOSING HANDLES

Recommend the Four and Six Arms in Preference to Primo

In accordance with Bulletin SO-132, subject "Handles on Self-closing Basin Cocks," you are expected to push the 4-arm or 6-arm handle for Extra Self-closing basin cocks and the 6-arm handle for Colonial Self-closing basin cocks.

This decision is due the complaints which have been made concerning the Primo handle. It is claimed to be hard to open when a person's hands are wet and soapy, and it is also claimed to be inconvenient when used on a corner lavatory, because of the handles coming too close to the back.

It is therefore deemed advisable to recommend the handles referred to above, and we will so ship in the absence of specifications where the price does not show which handle is desired.



AN ERRONEOUS STATEMENT

In the April issue of the Record the statement was made in speaking of our new regulators, that a chip, or scale or any foreign substance getting under the diaphragm would disable it for effective service.

We wish to call your attention to the fact that the statement should have read "on the seat of the regulator" instead of the "diaphragm."

BIGGEST SINGLE ORDER**For Service Boxes and a Good Brass Contract**

A. C. Pilcher landed a fine bit of business when he secured the year's contract from the Schenectady Water Department of Schenectady, N. Y.

This includes all the brass goods and 800 only 4½ to 5½ Special Mueller Service Boxes. The boxes will be shipped in a few days.

The eastern division has been after this business for three years past and naturally are elated to have at last succeeded in getting it.

In the past the Schenectady Water works have been using a special pattern box made by the Hays Mfg. Co. For three years the eastern division has submitted prices on the Hays' boxes at exactly cost. This was done to enable them to secure the contract on the brass goods. This year, however, we not only get the contract for brass goods, but make a nice profit on the service boxes.

The order for our service boxes is the largest single order that has yet been recorded by us.

**ORDERS FOR REGULATORS**

We must again call the attention of all of our salesmen to the absolute necessity of obtaining and sending information with all orders for reducing and regulating valves.

If regulators are ordered for use on cold water, under ordinary service conditions of pressure in residences, apartment buildings, hotels and office buildings, and the order so states, we will send 13160 regulators (No. 2), suitable for delivery pressure from 20 to 50 pounds, as given under the head of "Stock Regulators," page 2 of Regulator Catalog No. 2.

If regulators are required for pressures different from the above, the order must clearly state that fact.

In sending orders for gas regulators the order must in all cases clearly and explicitly give the initial pressure and the required delivery pressure. If you

desire Mueller regulators to always give the best satisfaction, and thereby increase your sales, you will not neglect obtaining and giving us the necessary information to enable us to determine the mechanical necessities of regulators that will best meet the requirements in all cases.

We want to impress upon your mind that each case where you fail to follow the above instructions means delay in filling orders. Without it we are compelled to prolong correspondence to get at the facts, which is a useless work and expense that can be averted by you getting the information when you get the order.

**UNDERWENT AN OPERATION****Mr. Fred B. Mueller Will Be Six Weeks in Hospital**

Mr. Fred B. Mueller is in St. Mary's Hospital recovering from the effects of an operation which was performed Friday, April 21st.

The operation was of a severe character, though not necessarily dangerous. Owing to the length and depth of the incision made it will be six weeks before Mr. Mueller has sufficiently recovered to leave the hospital.

Fortunately he was in excellent health and physical condition at the time the operation was performed, factors which will contribute to his recovery, and we trust give him freedom from a trouble that has caused him much discomfort.

**THE OLD STYLE STRAINER**

It has been decided by the firm that we will go back to the old style water strainer, making the same without the boss and the plug in the side. We will continue the manufacture of the strainers in sizes from ½ to 3-inch inclusive, the same as shown in our D catalog, and in the second edition of our D catalog, 14401, without the side opening.

No strainer will be furnished in sizes mentioned with the side opening.

NEW SELLING TALK

On Lead Melting Furnace Brought Out by Recent Test

We again call your attention to our lead melting furnace D-23322. There are some strong talking points which Mr. O. B. Mueller brings out and it is the belief that the merits of this furnace are not as fully understood by the salesmen as they should be. He submits some figures showing the relative value of a kerosene and a gasoline furnace, the latter similar to ours, obtained through a test made under similar conditions with the result greatly in favor of the gasoline furnace. The weight of lead melted was 69 lbs. It took the kerosene furnace 40 minutes and the gasoline furnace 27 minutes. It required 8 minutes to start the kerosene furnace and only 2 minutes to start the gasoline furnace.

The total time consumed in melting the lead was for the kerosene furnace 48 minutes and the gasoline furnace 29 minutes. In efficiency the kerosene furnace showed only 96 per cent while the gasoline furnace showed 3.42 per cent. This test was conducted in the street where there was a brisk wind blowing, in order to give both furnaces a trial under ordinary conditions. The superiority of the gasoline furnace as compared with the kerosene furnace is thus clearly demonstrated and when compared to a coke or coal furnace there are very pronounced advantages for our gasoline furnace.

In the first place the Mueller furnace is light and compact in comparison with the coke or coal furnace. It can be packed in a barrel and so shipped and is not liable to get out of order as a result of hard usage. The old burners can readily be replaced by new ones, or old burners can be cleaned by steam and made to continue, giving adequate heat. The gasoline furnace can be started without the least difficulty and is not affected by the strongest winds, and it gives a sufficient volume of heat to melt the lead quickly, as was demonstrated not only in the test mentioned above, but in frequent tests

that we have made here at the factory. It is very much quicker than a coke or coal furnace and on account of its construction cools rapidly when the flame has been extinguished, and can be moved from point to point rapidly for this reason. Its lightness makes it particularly adapted to repair work where only a few joints are to be run. It can be moved easily because it can be put in the wagon with little difficulty and unloaded just as easily.

An extra man is not required to watch the furnace and it is not necessary to begin melting the lead until a few minutes before the men are ready to use the same. On the contrary, where a coal or coke furnace is used, the job is frequently delayed because the lead is not ready and there is not only one man's time taken up, but probably the time of the entire gang who are compelled to stand round until a sufficient heat has developed to prepare the metal for use.

The Mueller Lead Melting Furnace as now made, while it is light and compact, is stronger and better than any one of similar make, and its efficiency has been demonstrated to a point which justifies our salesmen in putting forth the strongest claims for it. We believe that if this is done with the water works and gas works managers that the sales of this particular article can be greatly increased.



AN OFFICE CHANGE

Advertising Department is Switched to Main Office

There has been a complete re-arrangement of the main office. The different departments have been placed with regard to their relation to the routine work. This plan is expected to simplify and expedite the daily routine.

Under the arrangement the advertising department has been moved to the main office, occupying a space on the east side back of the sales department.

The frame building on the west end of the lot which has been occupied by

the advertising department for nearly five years will be used for storage purposes and as a place for paying off the factory employes.



THE QUESTION BOX

Mr. E. S. Morrow submits the first query for "The Question Box," as follows:

"Ask the salesman through the Record what they would say to the manager of a Gas Company who had ben using a competitor's gas service cock for six years, with entire satisfaction, there having been practically no expense for repairs during that time. The cock in question is one similar to our 15181, which they buy as follows:

| | | |
|----------|-------------|------------|
| 3/4-inch | \$1.15..... | less 70-5 |
| 1-inch | 1.50..... | less 70-10 |

The manager who does the buying can see no reason why he should use Mueller Goods at a higher price. I might add that they operate a low pressure system."



THE GAS REGULATOR

Mr. E. W. Aubinger asks several questions about the gas regulator and each is answered by Mr. Cash. The questions follow:

(1) "What volume of gas will our regulator produce under an inlet pressure of 25 pounds on a 3/4-inch line and set to 3 inches on the outlet? Will it give as much as a Reynolds?"

(2) "In case of fluctuation on the inlet, what effect will that have on the outlet pressure? For example we have 25 pounds initial presue and same is set to 10 pounds on the outlet. The initial is suddenly reduced to 15 pounds. Will the reduced pressure on the inlet still working against the 10 pounds on the outlet give enough action to the diaphragm to still allow a full opening through the seat or will the flow of gas be impeded? If so, what would approximately be the outlet pressure?"

(3) "Why do we make a smaller opening through the seat than do the Reynolds people? Is this a point in our favor? I should think it otherwise."

(4) "What is the object of using a pointed disc on our seat? Would not a flat disc same as is used on a valve a more free flow of gas with less action from the diaphragm?"

(5) "What is the object of the brass nut on the top of our regulator? Could not this be a solid surface? Is this not gas tight under a high pressure without the use of lead of a washer?"

(6) "In filling our mercury seal is there any manner in which we can tell when we

have inserted the desired mercury without the use of a column?"

(7) "Is it necessary to use a column in adjusting the blow-off on the Reynolds?"

ANSWERS BY MR. CASH

(1) Mueller 3/4-inch Gas Regulators have sufficient area of seat opening to supply the full capacity of a 3/4-inch pipe under normal or usual service conditions. For 25 pounds 3-16-inch diameter, while for 5-pound inlet pressure the seat would be 1/4-inch diameter. For 50 to 60 pounds pressure the seat opening would be 3/8-inch diameter.

These seat openings about correspond with seat openings in Reynolds regulators and will give an equal or greater volume of delivery in every case.

(2) Fluctuation of inlet pressure from 25 pounds to 15 pounds would have a very small effect on delivery or outlet pressure, the exact amount in this case being determined by multiplying the area of 3-16-inch circle by 10 pounds, and dividing by the area of a 4 1/2-inch circle, which is about 2-3 of exposed diameter of diaphragm, this being estimated as its effective area. The result would be about 1-3-ounce lower delivery pressure with 15 pounds than with 25 pounds.

(3) We do not make seat openings in our regulators smaller than in Reynolds' regulators intended for use on the same inlet pressure.

(4) We use a cone-shaped valve disc because it is very much less liable to obstruction and injury by foreign substances than the flat seat as in the Reynolds. Our seat contact is very narrow, almost a sharp corner, and being of metal does not become dented or depressed as is the case with the inlet pressure the seat opening would be flat leather valve disc shutting on a flat metal seat. Therefore our valve disc requires less movement to pass the same amount of gas.

(5) The brass cap nut on the top of gas regulator is to close the opening after the piston and spring has been put in place, and these parts could not be assembled if this chamber was closed solidly as a part of the regulator body. Only the low or delivery pressure comes in contact with this cap joint, therefore it is no more liable to leakage with high inlet pressure than with low inlet pressure. The metal to metal joint of this cap and bushing is far better than a lead or leather joint and this is evidenced by the fact that all globe, gate and check valves in small sizes that are used in quantities of many thousands have solid metal joints.

(6) There is no way of determining exactly the correct quantity of mercury to put in our safety seat except by means of a test column gauge, either of water or mercury and the same is true of the Reynolds.

However, our safety seat will usually be so adjusted when sent out that $1\frac{1}{4}$ to $1\frac{1}{2}$ ounces of mercury will be equal to a seal of 5 to 6-inch water column.

(7) It is as absolutely necessary to use a column gauge in accurately adjusting the Reynolds mercury safety seat, as it is with our mercury safety seal.



PUT IT ON THE ORDER

A Word to Salesmen About Special Instructions

When salesmen have any particular information they are advised to write the same on their order and not to incorporate it in a separate letter. This includes instructions as to the style of goods, route of shipment, manner of shipment, or in fact, anything which directly pertains to the order. Such information written on the order in sure to attract attention and be complied with. Otherwise there is always the possibility of it being overlooked.

We had such an instance recently. The letter which contained the instructions became detached from the order, which was filed and sent to the customer for whom intended, without regard to the special instructions. The result was a complaint from the customer. If the instructions had been on the order they would have been specified on the shipping order and complied with.

It is the utmost importance to us that we reduce complaints to the minimum. Failure from any cause to meet reasonable requests from a customer are certain to lessen his opinion of our ability to properly take care of his business.



DISCOUNT ON REGULATORS

Some confusion has resulted relative to Bulletin SO-124, Section J, issued April 3rd, 1911, regarding prices on regulators.

Some of the billing department seem to think that this is not clear in showing that discount is on everything shown in Regulator Catalog No. 2.

You are therefore notified that the discount as shown does apply on everything in Regulator Catalog No. 2.

THE WATER METER TESTER

We Are Anxious for You to Extend the Sale of It

We are advertising and expect to advertise quite heavily, the Water Meter Tester, in an effort to increase our sales, and wish to ask all salesmen to put forth every effort to effect a sale of a tester.

For your information in this regard we are giving you a list of the testers that have already been sold since 1907.

There are many strong arguments that can be put forth in urging the adoption of these testers by water works companies with which you are familiar. We suggest, however, that the points made last month in the Mueller Record will be worth your study. We believe that where an expert gives an opinion and cites figures to show the loss that follows the use of defective meters, that it is the very strongest argument that can be put up to a customer, and the most effective means of upholding any argument that you may make. We believe it would be worth every salesman's while to thoroughly familiarize himself with the points made by Mr. Bemis and reproduced in the last Record.

The list of testers follows:

- ✓ Tampa Water Works Co., Tampa, Fla., shipped 4-19-07.
- ✓ Minneapolis Water Department, Minneapolis, Minn., shipped 1-24-08.
- ✓ Vincennes Water Supply Co., Vincennes, Ind., shipped 11-2-08.
- ✓ Muskogee, Okla., shipped prior to 1-1-09.
- ✓ Decatur Water Works Co., Decatur, Ill., shipped prior to 1-1-09.
- ✓ Chicago, Illinois, shipped prior to 1-1-09.
- ✓ Cedar Rapids, Ia., shipped 1-1-09.
- ✓ Valparaiso Home Water Co., Valparaiso, Ind., shipped 1-13-09.
- ✓ Houston Water Department, Houston, Tex., shipped 4-23-09.
- ✓ City of Des Moines, Des Moines, Ia., shipped 5-29-09.
- ✓ St. Paul Water Department, St. Paul, Minn., shipped 6-10-09.
- ✓ Louisville Water Co., Louisville, Ky., shipped 8-4-09.
- ✓ Galveston Water and Sewer Department, Galveston, Tex., shipped 9-4-09.
- ✓ Sewerage and Water Board of New Orleans, La., shipped 9-25-09.

City of Spokane, Spokane, Wash., shipped 9-27-09.

Citizens' Water Co., Washington, Pa., shipped 9-28-09.

Sioux Falls Water Works, Sioux Falls, S. D., shipped 10-16-09.

Hot Springs Water Co., Hot Springs, Ark., shipped 10-18-09.

Sweetwater Water Co., National City, Calif., shipped 1-26-10.

City of Salt Lake City, Utah., shipped 2-3-10.

Village of Houghton, Houghton, Mich., shipped 3-15-10.

Water Works of Kansas City, Kansas City, Mo., shipped 4-21-10.

Oklahoma City Water Department, Oklahoma City, Okla., shipped 4-25-10.

Fort Worth City Water Works, Fort Worth, Tex., shipped 6-28-10.

Danville Water Co., Danville, Ky., shipped 831-10.

City Water Works., Montgomery, Ala., shipped 9-28-10.

Denver Rock Drill and Machine Co., Denver, Colo., shipped 11-14-10.

Green Bay Water Co., Green Bay, Wis., shipped 2-8-11.

Waterloo Water Works, Waterloo, Ia., shipped 2-16-11.

New York Territory

Washington Water Works, Washington, D. C., shipped 3-16-08.

Harrisburg Water and Light Co., Harrisburg, Pa., shipped 4-21-08.

E. Greenwich Water Co., E. Greenwich, N. Y., shipped 4-21-08.

Baltimore Water and Electric Co., Baltimore, Md., shipped 6-5-08.

Dept. Water Supply and Electricity, New York City, N. Y., shipped 6-30-08.

Dept. Water Supply and Electricity, New York City, N. Y., shipped 6-30-08.

Hackensack Water Department, Weehawken, N. J., shipped 7-1-08.

Dept. Water Supply - Gas and Electricity, Tottenville, S. C., shipped 7-10-08.

H. R. Worthington Co., Harrison, N. J., shipped 9-10-08.

H. R. Worthington Co., Harrison, N. J., shipped 9-17-08.

Board of Public Works, Perth-Amboy, N. J., shipped 9-19-08.

Auburn Water Works, Auburn, N. Y., shipped 11-23-08.

Orange Water Department, Orange, N. J., shipped during 08.

Queen County Water Co., Far Rockaway, N. Y., shipped 2-3-09.

Dept. Water Supply, Gas and Electricity, New York City, N. Y., shipped 3-2-09.

Garfield Water Works, Garfield, N. J., shipped 3-18-09.

Yonkers Water Department, Yonkers, N. Y., shipped 3-20-09.

International Steam Pump Co., New York City, N. Y., shipped 3-25-09.

Depew and Lake Erie Water Department, Buffalo, N. Y., shipped 5-27-09.

Newton Water Department, W. Newton, Mass., shipped 9-15-09.

New Chester Water Co., Chester, Pa., shipped 11-19-09.

Milton Water Works, Milton, Mass., shipped 3-23-10.

Chelsea Water Works, Chelsea, Mass., shipped 8-28-10.

Chelsea Water Works, Chelsea, Mass., shipped 11-22-10.

Springfield Water Department, Springfield, Mass., shipped 11-22-10.



THE FOREMEN'S CLUB

The second meeting and banquet of the Foremen's Club was held on the evening of April 1st. in Mr. Mason's room, where the salesmen met. It was a dry "Dutch" lunch, a frothless sort of an affair, but there was a fine flow of good fellowship.

A permanent organization was effected, and monthly meetings will be held.

The object of the organization is to bring the foremen of the various departments into closer personal relations, and promote interest in the work of the factory, and office, and thus secure more harmonious and efficient co-operation.



CONVENTION DATES

May 10, 1911, West Virginia State Association of Master Plumbers, at Morgantown, West Virginia.

June 14-14-15, 1911, Annual Convention National Association Master Plumbers, at Galveston, Texas.

May 9, 1911, Annual Convention of the New Jersey State Association of Master Plumbers, at Union Hill Turn Hall, Union Hill, New Jersey.

May 10, 1911, Annual Convention of the Massachusetts State Association of Master Plumbers, at Boston, Mass.

May 29-30, 1911, Annual Convention of the Colorado Master Plumbers' Association, at Denver, Colo. This association is composed of Master Plumbers in Colorado, New Mexico, Utah and Wyoming.

October (date not given), American Gas Institute, at St. Louis, Missouri.

September 21-22-23, 1911, Michigan

Gas Association. at Detroit, Michigan.

September 5-12, 1911. National Commercial Gas Association. at Denver, Colorado.

May 16-17-18, 1911, Natural Gas Association at Pittsburg, Pa.

September 20-21-22, 1911. Pacific Coast Gas Association, at Oakland, California.

May 17-18, 1911, Wisconsin Gas Association, at Milwaukee, Wisconsin.

Water

Week of June 5th. American Water Works Association. at Rochester, New York.



THE USE OF SYMBOLS

The following are the symbols which follow the catalog number of each item on an order to indicate the particular finish of the article:

- "A"—Rough brass.
- "B"—Finished or polished brass.
- "C"—Rough nickel plate.
- "D"—Finished or polished nickel plate.
- "E"—Enamel.
- "F"—Galvanize.
- "G"—To be applied.
- "H"—To be applied.
- "I"—To be applied.
- "M"—No option (as steel tools, lead pipe, etc.)

In order not to confuse with the latter indicating a "Special Article" the symbol for finish will be written in quotation marks "A."

The letters indicating Special Articles are being supplanted as rapidly as possible by numbers. The following symbols have been adopted for tabulating purposes:

MS—Salesman's personal credit on Mueller goods.

MR—Territorial credit on Mueller goods.

JS—Salesman's personal credit on Mueller goods.

JT—Territorial credit on Mueller goods.

In writing up an order put the letter "J" at the end of each item for jobbing goods.

In making out orders where goods are ordered by one customer and shipped to another party, the second party being in a different salesman's territory than the territory in which the purchaser is located, the name of the salesman who took the order and also the name of the salesman who will receive credit for the same or whose territory will receive credit will be inserted. the names appearing on this order.



AN APT ILLUSTRATION

The press dispatches announce the failure of George W. Jackson & Co., and this recalls an incident of a few years ago, when they secured the brass goods contract from the city of Chicago. They got it at ruinously low figures. We predicted at the time that it was impossible for any company to make the price they did, deliver goods according to the specifications, and make a profit.

This company was a firm of contractors dabbling in a business with which they were unfamiliar, and if their other contracts were figured in like manner and upon no better knowledge of costs, it is small wonder that they are in the hands of their creditors today, regrettable as any business failure is.

It is simply another illustration of the futility of attempting to do a permanent and profitable business on anything but a legitimate profit.



PORCELAIN HANDLES

In the future all porcelain handles will be put on the cocks with litharge and glycerine.

Very severe tests, in both hot and cold water, of handles put on with this composition, have proved it to be a very satisfactory composition for the purpose.

Its adoption was due the fact that there had been some complaint about porcelain handles coming off. We believe the use of this composition will obviate that complaint.

MUELLER EEL GUARD END

Its Points of Advantage Not Possessed By Any Similar Device

In a letter regarding the article in the April Record on Eel Guard Ends, Mr. O. B. Mueller suggested that the selling arguments be presented to the salesmen and he calls attention to some important points.

As a result of his letter a meeting was held, attended by Mr. Robert Mueller, F. B. Mueller, and others, and selling talk was agreed upon as follows:

The slotted construction of the Mueller Eel Guard End gives it advantage over any known similar article on the market. The slotted areas are so narrow as to preclude the possibility of eels, minnows, or other animal or foreign substance passing through. This is a point not possessed by other eel guards which are cast with round openings, because the size and shape of these openings are such as to make it possible for eels, minnows, moss, weeds, etc., to pass through. In reality therefore they fail of their intended purpose. It may be argued for the Mueller Eel Guard End that it not only excludes eels, etc., but is practically a water screen, the narrow slotted areas preventing the passage through the corporation cock of anything but the smallest particles of foreign substances. Its efficiency is further increased by the fact that the flat or solid portion of the guard is parallel to the flat of the corporation cock. It is thereby easy to tell from the position of the cock when screwed into the main the position of the slots. This flat side of the guard should be placed against the flow of the water as it then acts as an additional barrier to the entrance into the cock of anything calculated to prove offensive to the consumer. Any foreign substance striking the side of the guard would be very apt to be deflected away from the slots.

Another point regarding the Mueller Eel Guard End is the fact that the guard is a milled brass shell, the walls

of which, while ample to resist the pressure of the water, are not thick enough to decrease the water way of the cock.

As a matter of fact, established by measurements recently made in our drafting room, the sides and ends of the guard afford a greater area for the passage of the water than does the end of the cock. In some instances it is almost double, and is less only in the 1 and 2-inch cocks. The measurements for 3/8 to 2-inch are as follows:

Eel Guards for Corporation Cocks with Mueller Thread

| Size of cock | Area of water way | Area of end slots | Area of side slots | Total area of slots |
|--------------|-------------------|-------------------|--------------------|---------------------|
| 3/8 | .110 | .9625 | .156 | .219 |
| 1/2 | .196 | .0625 | .156 | .219 |
| 5/8 | .307 | .112 | .215 | .327 |
| 3/4 | .442 | .187 | .281 | .469 |
| 1 | .785 | .141 | .406 | .547 |
| 1 1/4 | 1.227 | .528 | .867 | 1.395 |
| 1 1/2 | 1.767 | .676 | 1.148 | 1.824 |
| 2 | 3.1416 | 1.171 | .8496 | 2.017 |

Eel Guards for Cocks with I. P. Thread

| Size of cock | Area of water way | Area of end slots | Area of side slots | Total area of slots |
|--------------|-------------------|-------------------|--------------------|---------------------|
| 3/8 | .140 | .0625 | .156 | .219 |
| 1/2 | .196 | .078 | .156 | .234 |
| 5/8 | .307 | .1127 | .215 | .327 |
| 3/4 | .442 | .181 | .253 | .434 |
| 1 | .690 | .141 | .406 | .547 |
| 1 1/4 | 1.111 | .528 | .867 | 1.395 |
| 1 1/2 | 1.555 | .676 | 1.148 | 1.824 |
| 2 | 2.761 | .773 | 1.02 | 1.793 |

Mr. Haley states that he can improve the area in the 1-inch cocks by lengthening the eel guard end slightly, but cannot do much with the 2-inch cock on account of the tapping machine, but may be able to make a slight improvement in it.



A MUELLER SALESMAN

Gets an Ordinance Providing Self-Closing Work at Midland, Tex.

An opportunity presented itself to C. H. Brown at Midland, Texas, and he promptly lassoed it, and in doing so he displayed good judgment.

The city council was considering the question of metering every service, but there was a very decided protest from property owners. The result was a determination of the council not to meter every service. Mr. Brown was present at the meeting and he succeeded in having an ordinance adopted governing the supply and consumption

of water in that city. The ordinance is known as No. 25 and it makes this provision:

Faucets not served through meters shall be operated with self-closing valves.

A salesman can frequently make his influence felt with city councils, and create a friendly feeling for our line of goods. Of course it is not always possible to secure the passage of a favorable ordinance, but the creation of an interest in our goods, which will minimize waste is a long step toward the adoption of Mueller goods.

Much good may result by getting our water works friends to recommend the use of self-closing work as a reliable and effective means of preventing waste.



SOME SELF-CLOSING ORDERS

We have received a number of nice little orders for self-closing work, during the past few weeks, among the number being the following:

100 Extra Self-closing Basin Cocks, D-11901 with Cross Handle for the E. F. Rieger Hotel, Sandusky, Ohio.

5 dozen D-12901, 5 dozen D-11901 and 5 dozen D-8303 from the Plumbing & Engineering Supply Co., Fort Williams, Ont.

39 pairs of D-11901 Indexed, with D-25069 Connections for the Globe Hotel, Columbus, Ohio.

40 Self-closing Basin Cocks for the Elk Hotel, Denver, Colo.

120 D-11901 Indexed for the Kerr-Smith Building, Twelfth and Douglas Streets, Chicago.

We are advised that our D-11901 Basin Cocks with supplies will be installed in the St. James Hotel at Pana, Illinois.

The Block Building at Indianapolis is to be equipped with 36 pairs of our Extra Self-closing Basin Cocks and our $\frac{3}{8}$ -in. D-25009 Supplies.



SLEEVES AND VALVES

Sizes to Be in Stock About the Middle of May

We have ordered a stock of Sleeves and Valves which will be received in about two weeks. Therefore, beginning about the middle of May we will carry the following stock of Sleeves and Valves:

- 2 2 in. valves to open to right.
- 2 2 in. valves to open to left.
- 3 4 in. valves to open to right.
- 3 4 in. valves to open to left.
- 1 6 in. valves to open to right.
- 3 6 in. valves to open to left.
- 1 8 in. valves to open to right.
- 1 8 in. valves to open to left.
- 1 4x2 sleeve.
- 4 4x4 sleeve.
- 6 6x4 sleeve.
- 6 6x6 sleeve.
- 3 8x4 sleeve.
- 2 8x6 sleeve.
- 1 10x4 sleeve.
- 1 10x6 sleeve.
- 1 10x8 sleeve.
- 1 12x4 sleeve.
- 2 12x6 sleeve.
- 1 12x8 sleeve.
- 1 16x6 sleeve.