

The Mueller Record

Vol. II

MAY 11, 1912

No. 23

LEAD METER CONNECTIONS.

There Is Plenty of Business in This Line Left for Us.

The introduction during the past few years of rigid meter installations has seriously affected lead connections, and there has been a great falling off in business in that line. We do not believe that the rigid connection plan is widespread, however. It has been adopted by many companies but there are still thousands who adhere and will continue to adhere to the flexible connections, and consequently there must still be a great deal of business in this line left for us to secure if we devote sufficient time and energy to the effort.

As all salesmen are aware there are some companies which prefer to utilize the time of their men when not otherwise actively engaged, in making meter connections, claiming that it is cheaper for them than to buy them ready made and carry them in stock. We know that this is not true. No company can do this work as cheaply as it can be done by our company possessing facilities for putting the work through in large quantities.

The gas companies may think that they can, but if they will stop and figure up the cost of material, the time their men put in on the job, the waste material, and the work spoiled that must be done over again, they will find that their meter connections are costing them greatly in excess of the price which we ask. There is plenty of argument that can be put up to substantiate this claim. We have given twelve reasons in support of our position and twelve reasons why the gas company can not do this work successfully or satisfactorily. They are as follows, and we wish you would read them carefully, and use them in an effort to get business for our lead department. All of these reasons are briefly stated and can doubtless be enlarged upon and improved by the salesmen in talking our side of the case:

GAS PLANT WAY

(1)—The man about the plant who makes meter connections makes them expensively if his time and the materials are figured at the right proportions.

(2)—We may be skillful but he lacks facilities and conveniences for accurate and dependable work.

(3)—Every time he makes a connection he must go through the needful preparation such as getting together his material, heating his furnace, melting his solder, etc.

(4)—No matter how careful he may be he is certain to use and waste more material than is necessary. He will get too much solder on one joint and not enough on another.

MUELLER WAY

(1)—We do it in less time, with less material and in better manner and can do it cheaper, if time, material and labor are figured on the same basis, and consequently furnish the gas company a high grade article cheaper than they can make an indifferent article.

(2)—We have skill acquired through constant practice and every known facility and convenience which long experience can suggest.

(3)—This same preparation on our part covers hundreds of connections. We are always ready, and in reality have no special preparations to make.

(4)—Our facilities, experience and practice teach us the exact amount of solder required for a joint with the result that an equal amount is used on each joint. Our shop system provides against waste.

GAS PLANT WAY

(5)—If he spoils a connection he makes it over or if found defective after installation he takes it out and replaces it with another.

(6)—Defective connections are liable to go into the junk pile. It's easier to make a new one than to un-make and re-make an old one.

(7)—He does not guarantee his work and has no reliable means of testing it.

(8)—If a home made connection is defective and is replaced by a sound one that connection has cost the company just double.

(9)—If it is desirable to make a hurry up installation a delay ensues when a stop is necessary to make the connection.

(10)—Where home made connections are made it is frequently necessary to carry stocks of several kinds of cocks, with the consequent trouble of keeping them up and the frequent annoyance of finding the stock of a particular kind exhausted when needed.

(11)—Without proper tools it is a common matter in forming the lead pipe for the cock to cut it in uneven lengths or ream it unevenly.

(12)—In making their connections a company is compelled to buy three or four kinds of material to get one finished article.

MUELLER WAY

(5)—We don't spoil them because experts make them. They are not defective because they are all proved up by tests.

(6)—If a Mueller connection should by any chance prove defective there is no loss and no danger of ditching it in the junk pile. We replace the defective one with a good one.

(7)—We unconditionally guarantee every connection and thoroughly test it.

(8)—If a Mueller connection goes wrong we replace it and the cost remains the same as if only one had been sent.

(9)—With a Mueller connection it is merely a question of walking to the bin and picking it up all ready to install.

(10)—With Mueller connections if an assortment is ordered the stock always balances. You can't be out of lead pipe and have cocks on hand, or vice versa. If you have one you are sure to have the other.

(11)—In Mueller connections all pipe is cut to the same measure and the ends shaped by machinery, so that one connection is just as long and strong as another.

(12)—In using Mueller connections the buying is concentrated on one single article.



THE TAPPING MACHINE BUSINESS

Too Much of it is Being Done Through Jobbers.

Our tapping machine business is not right. We are losing too many direct orders. The record of the past month shows an excess of orders from jobbers, some of these coming in instances where we had quoted direct to the prospective customer. Sales of this character not only cut down the profit which we might secure by direct sales, but the chances are largely against our securing the brass goods, particularly in cases where jobbers are not disposed to favor us with this class of business.

It is important to us that we reverse these conditions. We not only should have the tapping machine orders direct but in all cases where it is an initial order, we should furnish the brass goods with the machine.

We have on several occasions brought to the attention of salesmen the urgency of introducing our brass goods in the sale of a machine, for the reason that the customer

beginning business with our machine and our brass goods will in all probability continue with us for many years. The permanency of such relations is the thing that counts most effectively in a profitable business. We want salesmen to put forth every effort to land orders for tapping machines and to impress upon the buyer the convenience, advantage and benefit to him of using Mueller Brass Goods. So far we have not sold tapping machines up to the expectations of the company under the plan adopted for the tapping machine campaign. The season is now well advanced and the demand and opportunity for effective sales should be at its best. Please bear these facts in mind and exert every effort to increase our business in these lines.



FIRM MEETINGS.

Messrs. Fred and Oscar arrived home about May 10th for the purpose of attending firm meetings.

ABOUT SCRAP METAL

Argument That Can Be Used to Discourage Its Purchase.

You are again cautioned to discourage the purchase of scrap metal. This question is constantly coming up, and just as speedily as possible we want the trade to understand that we are not in the market for scrap metal, don't want it, and can't use it in plumbing or water goods.

Where there seems to be no alternative it would be a wise policy for the salesman to leave the impression that he accepts the scrap merely as a personal favor and not because we want it or can use it.

There is a strong argument to put up against the buying of scrap metal which no customer of ours can combat. It is this:

Suppose that you estimate that we have 10,000 customers on our books, and that each one of these had 200 pounds of scrap metal each year to sell us and we bought it—that would mean 2,000,000 pounds of scrap every year. It's obvious that we would have to get rid of this amount of junk someway and the natural disposition would be to work it up into the goods. Then the matter resolved itself into buying a man's junk and selling it back to him in goods. He would be compelled to pay us a profit on the very junk he sold us. That would be mighty poor business. It would continually be money out of his pocket, and he would not secure in return the high quality of goods which he is entitled to. We would be able to make a greater profit but the final result would be that the trade would quickly become familiar with the policy and would find fault with goods containing scrap.

It's just like selling your old clothes to the ragman. You are willing to get what you can out of them. But you don't want to buy them back after they have been worked into shoddy and made over into seemingly new clothes. We could go on and elaborate this argument but you can do the same, always making the point that we do not want the scrap because it is against our policy to work it up into new goods, that if we did make a practice of buying it we would have to go into the junk business or else use it in goods, because of the vast

quantity we would accumulate through our large list of customers.

And finally put it squarely to the man if he would not rather sell his junk to some one whom he knew would never get a chance to sell it back to him at a profit and buy his goods from a firm he knew would not buy and use scrap but always furnished him goods made out of brand-new metal.

We can eventually get clear away from this scrap metal question. It simply means a little educative work, and all the time we are doing it we are strengthening our own position.



A BIT OF EXPERIENCE.

A Case Where Overconfidence Lost An Order.

One salesman regretfully explains to us how he was the victim of over confidence, and admits he has learned a lesson he will not forget.

His experience is given for the benefit of other salesmen, who may profit thereby.

He was figuring on supplying the goods for a good sized hotel, and seemed to have the business lined up properly. He had learned of the firm who would get the contract, saw them and got their promise to use our goods, or at least do all they could to get them used. The fact that they had favored us in previous contracts led the salesman to believe that the matter was as good as settled. However, upon a recent trip to the city in which the hotel had been built, he was surprised to find that a competitor had the entire order. The salesman in his letter to us says:

"Hereafter I will see the owner, and I think it would be wise to issue a bulletin to all the salesmen to do this."

We believe this advice should be accepted and remembered by all salesmen. Even though the plumber may be friendly to us, and sincere in his promises to adopt our goods, unknown to him the owner, contractor or building committee may be favorable to some one else, and thus nullify whatever interest the plumber might have in securing the adoption of our goods.

In big undertakings of this kind it is therefore wise for the salesmen to leave no step untaken to insure the use of Mueller Goods.

REGULATOR'S GOOD SHOWING.

We have a letter from Fruita, Col., which speaks well for our regulators.

Three years ago one of our 8" type regulators was installed there. The only repairs ever required have just been ordered, a set of rubbers. These became necessary because of sand and gravel which had worked into the regulator. In consequence for the past few months it has failed to hold the pressure as effectively as it had. However, the letter states that for 2½ years this regulator had no attention whatever and had "held within 5 pounds under all conditions."

This regulator does duty on a wood pipe line twenty-three miles long, passing through a very rough country. Part of the way this line is under gravity pressure and part under flow pressure.



TOO MUCH JOBBERS

More Direct Sales of Tapping Machines
With Brass Goods Needed.

The tapping machine contest did not show very well in April. In fact it was disappointing. The members of both teams have apparently developed a wholesale crop of "Charley Horses" and gone lame. The jobbers are simply putting it all over us. They are getting the orders and we are holding the sack. There are too many machines going out with no initial order for brass goods. This means that we are starting business for some competitor. That's not profitable—It's not right—we sell one tapping machine in 25 years. Some competitor furnishes the brass goods and has a good customer for 25 years. This business and profit repeats over and over again while we are compelled to accept one order and one profit.

This must be changed. The commission on tapping machines was agreed to on the theory that it would increase our business. The incentive for doing this is seemingly forgotten. The result is we pay an extra commission on tapping machine sales and reap no advantage.

We want everybody to wake up and change these conditions. The real benefit to the company is to annex the brass goods business of every company that buys our tapping machines.

The total sales of tapping machines in the Decatur territory by salesmen during April was 21, while twenty were sold from the office. Sixteen of these machines were sold through jobbers. Only 11 sales carried brass goods with them. Ten of the sales by salesmen failed to carry brass goods.

The record this month shows Decatur territory results only as New York failed to report.

The score:

	MS.	1b.	2b.	3b.	HR.	Po.	E.
Whitney, c.....	0	0	0	0	0	0	0
Morrow, lf.....	5	1	0	0	1	0	2
Sippell, rf.....	1	1	0	0	0	0	0
Brown, cf.....	4	0	0	0	1	0	0
Tranter, 2b.....	7	0	0	1	1	0	2
Smith, 1b.....	5	1	0	0	1	0	0
Rowley, 3b.....	4	0	0	0	1	1	3
Pilcher, ss.....	4	0	0	0	1	1	2
Stebbins, p.....	8	0	0	0	2	1	2
Hastings, p.....	2	0	1	0	0	0	0
C. T. Ford, p....	4	0	0	0	1	0	4
Wasson, p.....	9	1	0	0	2	0	0
Dill, p.....	7	0	0	1	1	0	1
White, p.....	3	0	0	1	0	0	1
O'Rourke, p....	1	1	0	0	0	0	0
Totals	64	5	1	3	12	3	17

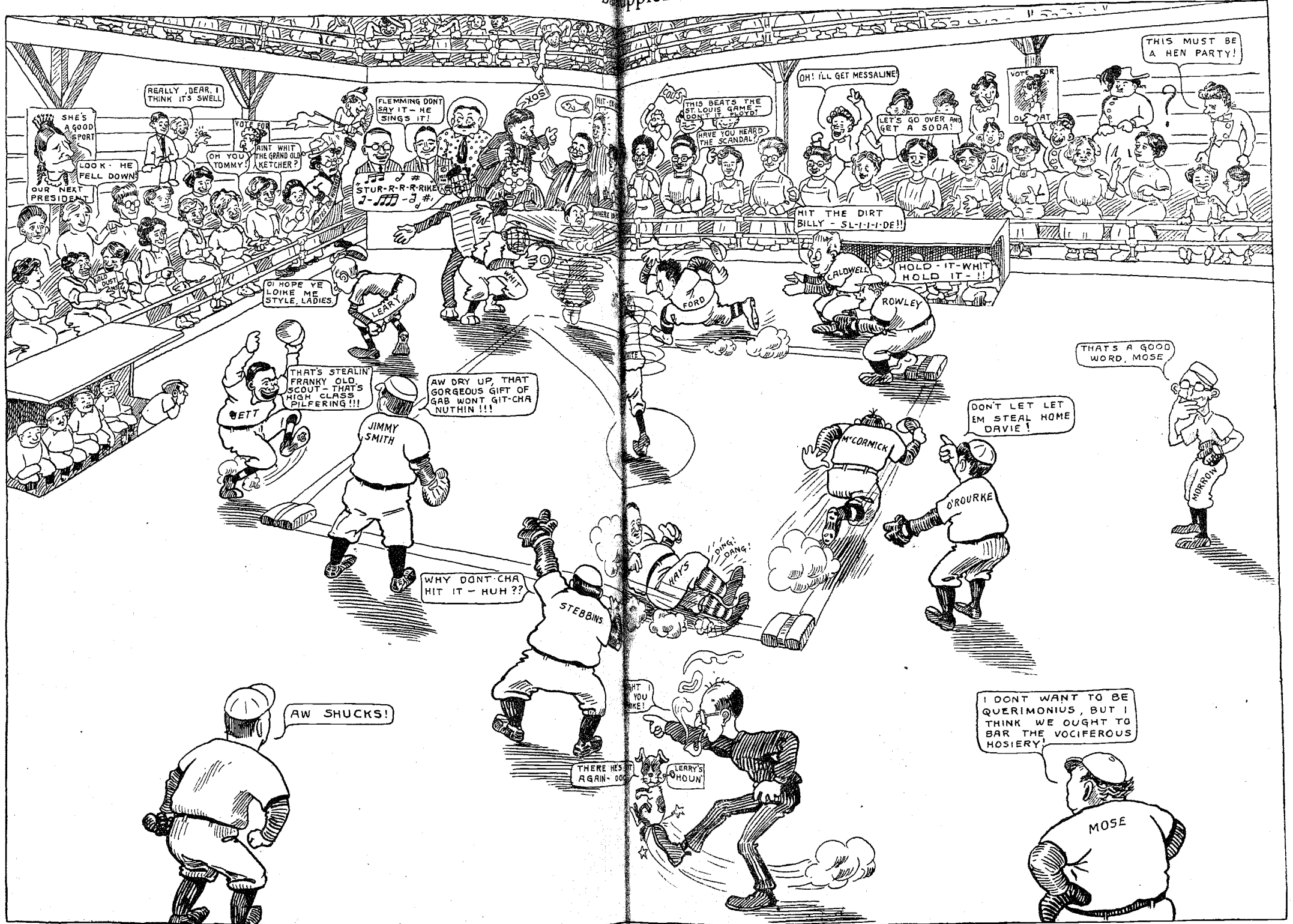
	MS.	1b.	2b.	3b.	HR.	Po.	E.
Caldwell, cf.....	7	0	0	1	1	1	1
Hays, rf.....	5	1	0	0	1	1	3
Jett, lf.....	2	0	1	0	0	0	1
McCormick, 3b..	3	0	0	1	0	1	1
Aubinger, 1b...	2	0	1	0	0	0	0
Cameron, 2b...	2	0	1	0	0	0	1
Leary, ss.....	11	0	0	1	2	0	6
Hennessy, c....	0	0	0	0	0	0	0
W. B. Ford, p...13	1	0	0	0	3	0	5
Kirkwood, p....	6	0	1	0	1	0	2
Clark, p.....	3	0	0	1	0	1	2
McCarthy, p...	5	1	0	0	1	0	0
Heinrichs, p...	6	0	1	0	1	0	2
Harte, p.....	0	0	0	0	0	0	0
Totals	65	3	5	4	10	4	24
Decatur Sales ..	59	0	0	0	0	0	0
N. Y. Sales.....	13	0	0	0	0	0	0
Grand total ..	201						



Wigg—"Henpekke has bought a motor-boat and named it after his wife."

Wagg—"Can't manage it, eh?"—Philadelphia Record.

Sporting Extra—Base Supplement Mueller Record



LADIES DAY BALL GAME

ALLEGED DEFECTIVE GOODS

Two Returns Which Show We Were Not to Blame.

Two instances came to light within the past few days of alleged defective goods returned, which should have been disposed of by the salesmen. It was evident in both cases that there was nothing the matter with the making of the goods and that they would have worked satisfactorily had they been used properly. One instance was that of a corporation cock for the Payne machine. This cock had no manufacturing defect in it but the inlet end had been ruined by reason of having failed to catch the thread in the main and by the operator twisting it round and round on the outside surface of the main. This ground it down smooth on the inlet end, ruined the thread and spoiled the inlet. It was very plain that in throwing the cock around in the machine after tapping the main the cock had failed to center.

The other case was a ground key stop and waste D-6264, which had been so badly sprung that the key could not be turned. This was not due to a manufacturing defect but to the fact that the thread cut on the end of the pipe had made it so small that it screwed clear into the body and up against the shoulder which protects the key. The pipe had been forced to the point where it had sprung the cock, bound the key, consequently making it useless.

Salesmen should exercise great care in carefully examining goods and getting the facts from customers making claims for defects before returning the goods to us. These facts stated above showed for themselves, but could also have been brought out by a little care and examination of the alleged defective goods, and by questioning the claimants the salesmen would have been enabled to have settled the matter on the ground.



DEATHS WITHIN A MONTH.

Mr. F. W. Cruikshank was called to Boonville, South Carolina, in the early part of April on account of the fatal illness of his younger brother, Neil Cruikshank, who passed away on April 19, 1912.

We are advised by Mr. M. T. Whitney

of the death of Mr. Jerry Howard, dean of the gas business in the west, having been identified with it for the past fifty years at Galena, Illinois. Mr. Howard was 82 years of age and despite his advanced years maintained an active interest in matters pertaining to the gas business.

During the month of March he was in attendance at the Illinois Gas Convention in Chicago, and at that time seemed as well as ever.

The burial was at Dubuque, Iowa. Mr. Whitney states that Mr. Jerry Howard, Jr. will probably continue the business.

Another death which will bring regret to the members of the selling force is that of Mrs. C. H. Brown, who passed away on April 19th, at her home in San Antonio, Texas.



APPROVED BY RESOLUTION.

At the State Association meeting of the Oklahoma plumbers, which was addressed by Mr. Adolph Mueller, a resolution was adopted expressing appreciation of the fact that manufacturers or representatives of manufacturers, had attended the convention and given talks on business methods, and demonstrations showing improvements in apparatus.

These resolutions express appreciation and thanks, the names of the H. Mueller Mfg. Co. and the American Radiator Co. being specifically mentioned.



WEDDING

The daughter of Mr. and Mrs. M. T. Whitney was recently united in marriage to Mr. Wright, at their home in Chicago.

Mr. Wright is manager of a branch plant of the Moline Automobile Company, and with his bride has gone to Minneapolis to make their home.

The members of the 49 Club will heartily join in wishing the young couple every possible success in life.



Messenger—"Who's the swell ye was talkin' to, Jimmie."

Newsboy—"Aw! Him an' me's worked together fer years. He's the editor o' ore o' my papers!"—London Opinion.

TO SPEAK IN CANADA

Mr. Adolph Invited to Address National Association.

The good results of our policy of Mr. Adolph visiting and addressing state conventions continue to manifest themselves. Perhaps the most important recognition that has yet come to our notice is contained in an invitation to Mr. Adolph from Mr. F. A. MacVeigh, Secretary of the Calgary Association of Sanitary and Heating Engineers to address the National Association in Calgary during the month of July.

This invitation has not been definitely accepted as yet, but Mr. MacVeigh has been assured that if arrangements can possibly be made for the absence of Mr. Mueller at that time he will be pleased to attend this National Canadian convention and address its members. In his letter of invitation Mr. MacVeigh notes the fact that plumbers do not advance in proportion to other business men because of an apathetic feeling of "let well enough alone," and a lack of knowledge of good, clean-cut business methods. It is along the line of cost of doing business and keeping a proper check on it that the Canadians want to hear about.

Mr. MacVeigh states in his letter of invitation that plumbers in the Dominion have followed with great interest the reports of addresses by Mr. Adolph, as made in the Plumbers' Trade Journal, and closes by saying: "And it's such as I mention, coming as it would from one of the leading men of our business, would have great weight and the results would be of incalculable value."



FRIENDLY TO US

National Officer Speaks In Approval of Our Policy.

We are in receipt of a letter from Mr. Fred who attended the state meeting of Kentucky plumbers at Louisville, about the middle of the month. Among the speakers at this convention was Mr. D. H. Roberts, national director of Cleveland, Ohio, who was there as representative of the National Master Plumbers Association.

In his address to the Kentucky plumbers he spoke very highly of the talks which have recently been made by Mr. Adolph

Mueller, and his remarks met with much approval on behalf of the delegates present. Later Mr. Fred thanked him for his kind words and Mr. Roberts said that in an address he is yet to deliver he would make a still stronger talk in endorsement of our position in seeking to elevate the plumber and make a better business man out of him. He said that he would also insist on trading with manufacturers who treat the trade right, and who put their names on goods. He expected to use our name in showing the trade that everything we do, even to getting up catalogs, seeks to reduce the work of the plumbing trade, as much as possible, and thereby eliminate mistakes. This is only another evidence of the good results that are following the talks of Mr. Adolph at the state conventions.



TELEGRAMS.

In the past it has been customary to deliver to the telephone desk the telegram copy and give the check to Mr. Gustin's department. We have found that the copy, which is supposed to be returned to the originator of the telegram, is often times held up for a day or so and when it is returned it is necessary that correspondence be found and copy attached. This often times requires considerable time and in the future the plan will be to attach the telegram check to the correspondence when the telegram is written and deliver the telegram copy only to the telephone desk. After this copy is signed by the messenger boy it will be turned over to Mr. Gustin's department and used as a check.

H. MUELLER MFG. CO.



DAMAGED BY FIRE.

Friday morning, May 10, between 7 and 8 o'clock fire at the residence of Mr. Adolph did considerable damage to the roof, while water did more to the interior furnishings. The house was rendered unfit for habitation. The origin of the fire has not been definitely determined.



He who has never fought himself has never conquered a real foe.

NEW YORK NEWS

QUALITY MAKES ITSELF KNOWN.

The New York office has in its employ a young man who came to this country only six months ago. He claims that in Germany, where he came from, that Mueller Goods are known, and upon arriving here and learning of the Eastern Branch he came and expressed a desire to work for us.

You can't confine **Quality** to one place. It makes itself known all 'round the world.



NEW YORK ORDERS.

From the Thomas Plumbing and Heating Co., Harrisonburg, Va., by C. T. Ford.

74 pairs 11902 Self-closing Basin Cocks, to be installed in the Massanetta Springs Hotel, Massanetta, Va.

From Myers & Mahoney Plumbing Company, Portland, Maine, 500 D-11901 Self-closing Basin Cocks. Last month they gave us an order for 500 D-11803 Self-closing stops. This company uses our Self-closing work exclusively on their drinking fountains.



CANADIAN BUILDING BOOM.

From the New York office we have received a letter and clipping from Mr. Oscar in reference to the building and business prospects in Canada at the present time. It appears that the Grand Trunk Pacific R. R. will this year build seven hotels along its line from Winnipeg to the Pacific coast. This includes a 150 room hotel at Edmonton, Alberta, plans already completed and contract to be let in a few weeks; a similar hotel at Regina, Sask., plans for which are being prepared and which will also soon be erected; another at Miette Hot Springs, another at Mt. Robson, and another at Prince Rupert. Work on the Ft. Garry Hotel at Winnipeg is going on rapidly. These are only

a few of the buildings planned and from the article it appears that Canada is going to enjoy a very active year in the matter of substantial and permanent improvements, all of which will open up to us a field for selling our goods.



MR. PILCHER QUILTS

And A. F. Kice is With Us Once More.

Mr. A. C. Pilcher, who has been with the company for a number of years, has tendered his resignation, the same to take effect on May 15th. He will go into the business of manufacturing collars, cuffs and shirts with his father-in-law at Troy, New York. He was a popular salesman and we of course regret to lose him, but hope that his new venture will prove a success in every way. He has been succeeded by Mr. A. F. Kice, who was formerly in our employ and whom all of you are acquainted with. Mr. Kice has been fitted up with samples and necessary data and is now on the road full of enthusiasm and confident of success.

He is glad to get back again with the company and we are hopeful that he will make a fine showing in the New York territory.



PHILOSOPHIC.

He—"Whenever I borrow money I go to a pessimist."

She—"Why?"

He—"Because a pessimist never expects to get it back again."—Winnipeg Tribune.



He—"You refuse me, then. Oh, well, there are others!"

She—"I know there are. I accepted one of them this afternoon."—Boston Transcript.

DECATUR ORDERS.

From Earl Clevinger, Muncie, Indiana, through Mr. D. E. Rowley,

30 D-12901,

30 5/8" D-25007,

15 1/4" No. 29 Traps,

all of which will be used in the Van Wert, Ohio, school.

100 D-11902 for the Chicago Hotel, Sioux Falls, South Dakota, through the Plumbing Supply Co.

From Graham & Co., Chicago plumbers, 144 D-12902 for the Stock Exchange Building at Chicago, Ill.

From Metals Limited, Calgary, Canada, 75 pairs D-11902 and 22 pairs Extra Fuller Bibbs to be installed in the Longheed Block, Calgary, Canada.

From the Chris Irving Plbg. & Htg. Co., Denver, 100 D-11906 for the Oxford Hotel Annex of Denver. This is the first installment of a large order for this job.

From E. S. Stebbins to a plumbing company at Sioux Falls, Nebraska, 300 D-11904 and 24 D-12907 which are to be used in the Carpenter Hotel in that town.

36 pairs D-12902 and 22 pairs 25009 for the Hume-Mansure building at Indianapolis. This is one of a number of orders that we have had from this building for our material.

We recently received an order from the Citizens Water Works at Quincy, Illinois, for 48 4 to 5 ft. D-22000 Service Boxes. The pleasant feature about this order is the fact that Quincy has two companies making service boxes.

**BULLETINS CANCELLED.**

Attention of salesmen is called to the fact that Bulletin SOF-208, Section F, "Tee and Cross Handles for Colonial Compression Work," dated 3-11-12, and Bulletin SOF-198, Section F, on Rapidac Work Prices, dated 2-1-12, are cancelled by the new Discount Sheet.

**METER TESTER SALES.**

During the month of April E. S. Morrow sold a water meter tester to Tonopah, Nevada, and E. S. Stebbins sold one to Hastings, Nebraska.

ABOUT RETURNING GOODS.**Customer Should Always Put His Name on the Box.**

Salesmen are instructed to notify customers intending to return goods to put their name on the box containing all such goods returned. They are also requested to make it very plain in their letter the kind and the character of the goods they are returning, and give therein the facts pertaining to the agreement for such return. This is of the utmost importance to the office in order that the adjustments can be made quickly and proper credits allowed. Where this information is overlooked we have no means of knowing who the goods are from, and it requires an extra amount of labor to go through the orders and locate the name of the person returning the goods.

The only way to avoid this is for the salesman to impress on customers returning goods, the necessity of observing the above rules, thereby doing away with a great amount of unnecessary labor and delay.

**IMPORTANT COURT DECISION.**

For your information we are publishing herewith a Washington dispatch, which appeared in the telegraph columns of the newspapers of recent date:

WASHINGTON, April 1.—Water companies must bear the expense of tapping their pipes to furnish connection with all city residences, if they are to serve the public impartially, according to a decision today by the supreme court of the United States.

Albert L. Hatch, of Couer D' Alene, Idaho, brought suit to compel the Consumers company of that city to furnish to him a connection without his having to bear the expense. The supreme court decided in his favor today.

**WISE JOHNNY.**

Teacher—"Now, Johnny, suppose I should borrow \$100 from your father and should pay him \$10 a month for ten months, how much would I then owe him?"

Johnny—"About \$3 interest."—Boston Transcript.