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## JUST FOR FUN

### HOOKED ON COMMUNITY FUN

Lakeland Branch shop was invaded by a pirate in January. **Carter Wagner, Repair Engineer, Lakeland**, showed off his attire for the upcoming Tampa, FL Gasparilla Pirate Fest, an institution since 1904 which includes an invasion by pirate flotilla, parade, and musical performances.



## Controlling the Future

### *Collaboration between Tencarva and ESSCO means exciting new capabilities for clients*

Tencarva and ESSCO recently worked together on a project in Eastern NC to address client needs in a seamless, technologically focused way. While specifics for this project are confidential, Adam Sauter described the project as "a very impressive and efficient usage of our capabilities as an equipment/solutions provider."

Sauter, Branch Manager, Tencarva Wilmington, serves as the Project Manager on this collaboration, working with the end-user. Spencer McAden, Application Engineer, ESSCO, led the electrical and automation portion of the project. Sauter explained "[McAden] comes up with the solutions electrically and I integrated them with the mechanical equipment we are providing for one turn-key solution." Both have managed the input and needs of the end-user, civil contractor, electrical contractor, multiple engineering design firms and multiple project consulting firms. Their organizational ability has ensured smooth information and project flows.



*Adam Sauter delivering equipment to project site in Eastern NC*

Tencarva provided the client with well pumps while ESSCO provided the control system. McAden explained, "Everything from the pumps, field sensors, controls, and long-term data acquisition comes from one source to the customer. That meant that integration and collaboration challenges that would usually be a massive headache for them to sort out could be resolved internally within the TMC umbrella and presented as a buttoned-up package with no loose ends."



## ANNOUNCEMENTS

### Controlling the Future *(continued)*

For the end-user, the customer is able to see the performance of all the pumps in this project and control them all remotely over the internet. A simple dashboard screen enables the customer to turn on/off any pump and change the flow rate and pressure for 68 pumps.

Sauter continues: "When complete it will be 35 control panels, 2 workstations, 96 pumps, 100 flowmeters, 10 automatic control valves and hundreds of other instruments monitoring level, temperature and pressure throughout the massive system. All of this is controllable from a local workstation at the plant control room designed by ESSCO and/or remotely over the web with user granted access on a secure network." This encrypted virtual private network allows the client to log in remotely and securely from anywhere using a Tosibox® key.

The project's final phase is expected to be operational in June 2023 with hopes of a long-term operations and maintenance contract for technical support and maintenance of this vast system.

The implications of this collaboration for Tencarva and ESSCO go far beyond this one project. Spencer said, "There were times in this project where we identified and solved problems with making equipment work together that would not have been noticed until much later in the installation had the customer purchased the two pieces of the system from separate sources. We took the burden of integrating two very different kinds of services off the customer and allowed them to interface with a single point of contact."



*Spencer McAden works at the system dashboard*

Working together, Tencarva and ESSCO continue to prove the strength of the entire Tencarva umbrella in providing unique and effective solutions for our customers.



## WELCOME

## Welcoming Our New CFO *Greg McGehee takes the helm*

**Tencarva is pleased to welcome Greg McGehee**, our new Chief Financial Officer (CFO). Greg is a North Carolina native and graduate of NC State and UNC-Greensboro. He has experience in a wide variety of roles and industries during his career, having worked with privately owned companies, companies associated with financial sponsors, and publicly owned companies. Most of his time was spent working with manufacturers, which should serve him well as our CFO.



*Greg McGehee*

Randall Wilson, the CFO hired in December, had some unforeseen family obligations in Kansas and informed Tencarva leadership

after Christmas that he would have to spend more time in Kansas than he originally planned. Based on the change in Randall's family situation, he was uncomfortable committing to being in Greensboro full time as originally agreed.

Ed Pearce shared, "I am excited to have Greg on board and am confident that he will be successful in driving Tencarva to new revenue and profitability records."

Randall stayed on through the end of February to help facilitate a smooth onboarding for Greg, and his support and hard work are appreciated. Although here only a short time, Randall completed several projects that needed to be done to help us in our efforts to close the books for 2022 and complete the year-end audit, as well as complete our 2023 budget.

### Snapshots of Tencarva Recruiting

*John Rogers, Clemson Tiger, Jonathan Herlong and Don Jackson at Clemson University*



*Micah McCall and Derek Michelski at LA Tech*



## Annual Chili Crockpot Day

Greensboro Branch employees celebrated the end of winter weather with their 1st Annual Chili Crockpot Day. On February 24th, Greensboro employees offered up almost a dozen types of warm and filling chili. Organizers Jennifer Pacini, Marketing Coordinator, and Jennifer Nordbladh, Human Resources Manager, thought the event would be a fun way to have employees come together in fellowship over a Friday luncheon. Special thanks go out to all participants: Brad Bennett, Mark Bradley, John Cox, Tammy Flinchum, Walter Hieber, Jennifer Nordbaldh, Jennifer Pacini, Rob Pohlmann, Ed Sears, Dawn Swinson, and Kennie Wright.



## Tencarva Sales Engineer Motivates Youth

*"Your company obviously has created a giving culture."*



*Derrick Heard, center in green, speaks with BSI members.*

On January 21, Charles Aris hosted a career exploration workshop for young men in the leadership organization The Black Suit Initiative (BSI). BSI consists of nearly 50 Black middle and high school young men from around the Triad. Derrick Heard, Sales Engineer, Greensboro Branch, was invited to join as a speaker. BSI founder Evainna Ross shared, "these young men got to hear from successful males in careers which are underrepresented by Black males. Mr. Heard...genuinely motivated these young men with his story of his rise to success."

Derrick generously donated additional time to a breakout session, answering questions from participants interested

in careers in engineering. Ross continued, "he truly sparked excitement and interest and we were so honored he carved time out on a Saturday to spend with these amazing young men."

Tencarva has a history with BSI, hosting a school drive out of the Greensboro office providing BSI members and community members with backpacks and school supplies. Ross shared her appreciation: "Your company obviously has created a giving culture and I just wanted to say thank you and take a moment to let you know your employees are making a tremendous impact in the community."



## Preparing for the Future

### *Sales Support Specialists lead the way on efficiency and teamwork*

The Sales Support Specialist (SSS) Management team gathered for a two-and-a-half day collaborative training. Jeff Stack, Business Systems Manager, the Operations/Training team including Michael Bell, Jeff Lamy and William Miller, and Karen Alexander, SSS Manager, Tencarva, arranged the meeting. This was the first time all Sales Support Specialists were able to be in the same space for what turned out to be a very productive meeting.

Lisa Costello, SSS Supervisor for Georgia, Florida and Chattanooga TN regions, shared her excitement after a successful meeting: "We had a great meeting working with Jeff Stack and the Operations/training team for the meeting they put together with Karen Alexander (SSS Manager for all of Tencarva.)"

The group worked on developing a training program for SSS's that can be completed in small 15-minute meetings. Lisa explained, "Our goal was to have a set of templates for training so that we can pick a topic, have our meeting on that topic, take the message out to all the SSS's and know that we are training them the same across the board with Tencarva's SOP's." The goal is to engage and inform employees, while establishing connections between the different regions. Becky Burgess, SSS Supervisor; Madison, MS Branch (covering Mississippi, Arkansas, Texas, & parts of Tennessee) shared her personal goal to "expand [her] knowledge of the newly implemented software as well as understanding other departments' roles."

The SSS's sat down with Steven Wright (IFS Technical lead) to develop a dashboard for the four supervisors for our IFS

lobbies, putting access to regional data at their fingertips so they can keep an eye on past-due orders, purchasing that might be missed and other metrics to keep orders flowing and provide service to our customers. They also had extensive training on some IFS procedures that are newer to our role, RMS's and credits.

Costello continued, "Jeff Lamy ran some service training for us, showing us inside some of the repair screens in IFS that we normally do not have access to. We discussed ways to get the flow between SSS's and Repair Coordinators to be smoother and more uniform throughout the company. It was great having Ed Pearce also join us for most of the repair portion of our meeting."

Jennifer Nordbladh and Derrick Edwards from Human Resources were on hand to discuss leaves of absence, disability and FMLA benefits, and processing applicants. David Kirkman from Accounting stopped in to discuss how those in the field and in the office can work more efficiently to get the orders processed in a timely manner.

"The tour of Greensboro was one of the highlights also for me, as I am probably the only one of the group who has never been to the Greensboro office. I really enjoyed meeting and putting a face to so many people I have interacted with for all these years," said Costello. Burgess summed it up beautifully: "This training expanded my knowledge regarding the important roles other departments such as Human Resources, Accounting, Shipping & Receiving, and Manufacturing, etc., play in the growth of our organization. We truly are a team, which I believe has had a positive impact over the life of Tencarva."



Top Row: Steven Wright – IFS technical Lead, Michael Bell – VP of Operations, William Miller – Continuous Improvement/Training Specialist, Jeff Lamy – Continuous Improvement/ Training Specialist, Jeff Stack – Business Systems Manager. Bottom Row: Karen Alexander – SSS Manager, Becky Burgess – SSS Supervisor, Gloria Rowe – SSS Supervisor, Lisa Costello – SSS Supervisor



## Chris Knight

### *New Year, New Horizons*



**Chris Knight, Branch Manager, Greenville, NC**, rang in the new year as a newly retired person. After 18 years, Chris has stepped away from Tencarva to adopt a slower pace of life.

In 2005, Chris joined Tencarva as a sales engineer, already well into his career. He had worked for Charlotte company Pumps, Parts and Service and Eastern NC company Carver Machine Works. "I really cut my teeth in this business on equipment repair. I carried that focus throughout my career at Tencarva," said Chris. While Tencarva got their start selling new equipment, service work has grown to be a very important part of the business.

Chris was hired by Harold Muse to cover 10 counties across Eastern NC. Having grown up in Greenville, NC, he was right at home, at least geographically. "The early years were a very fast learning curve because I had all these new lines to sell," shared Chris. And some of those lines changed quickly. Chris joked, "About the time I figured out selling air compressors was the year we sold the line back to Atlas Copco." Dropping the line wasn't a loss for Tencarva. Chris remembers it as giving the company more time to sell what they were really focused on.

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*"When I got [to Tencarva], I realized these were some really good people of high moral character. From the president through everyone else that worked there-it was just a good, honest bunch of people."*

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In 2016, Ron Bowen became Vice President, and Chris was promoted to Greenville Branch Manager. Chris explained, "Branch managers don't sit in the branch very much." He continued working his territory while taking on the added responsibility for the physical branch location and its personnel. "The day-to-day activities didn't change that much."

Although his time in office was limited, Chris still managed to build excellent relationships with many of his coworkers. An ECU graduate, Chris found Nathan Edens, Branch

Manager, Greensboro, NC, a natural friend. Since Nathan's daughter was accepted into their mutual alma mater, Chris has promised to be available to help her out as needed. "All the guys in North and South Carolina, we used to enjoy each others' company at the regional meetings. That's the main part I'll miss in retirement," Chris reminisced.

From his earliest days at the company, Chris was impressed by the people: "When I got [to Tencarva], I realized these were some really good people of high moral character. From the president through everyone else that worked there-it was just a good, honest bunch of people."

Now, though, Chris is glad to have stepped away from his territory and into a slower pace of life. He recently moved with his wife DeLane to Chockawinity, NC, into a kind of younger retirement community. DeLane, a stay-at-home mom who dedicated her life to raising daughter Cassie, picked the perfect neighborhood for the couple to get their



*Chris Knight, center, with daughter Cassie, left, and wife DeLane, right.*

well-deserved break. In between household projects, Chris enjoys the local golf course and marina. He also enjoys photography, and has started dabbling in some portraiture.

Chris explained, "I don't have a master plan for retirement. We want to do some traveling...We're blessed to still have my father and mother-in-law with us, so we want to spend as much time with family as we can." This includes visiting daughter Cassie, now 28, who manages a Dunkin Donuts in Charlotte.

While Chris lets life take him on a journey, he looks back fondly at his time with Tencarva. "I had Chad Platt [Regional Sales Manager] call me one day shortly before I retired. He asked, 'Do you have any mixed emotions about it?' I said, 'Absolutely, I do.' Chad said, 'Well, that's probably a good thing. Because if you were really happy about retiring, you wouldn't have been nearly as happy working here as you were.'"



## TEAM NEWS

### EMPLOYEE ANNIVERSARIES

#### 15 YEARS

**Cynthia Copeland**, SSS Supervisor, Southern Sales

#### 5 YEARS

**Matt Brown**, Welder/Pipefitter, Greensboro

**Kale Cox**, Sales Support Specialist, Beaumont

**William Miller**, Continuous Improvement/  
Training Specialist, Charleston

#### 1 YEAR

**Travis Coker**, Mechanic I, Greenville - SC

**Ryan Cronin**, Repair Coordinator, Macon

**Mike Jones**, Sales Engineer, Municipal West

**Jessica McGurrin**, Sales Support Specialist, Cumming

**Paul Nieves**, Sales Support Specialist, Lakeland

**Ivan Rebollo-Hernandez**, Sales Engineer, Greensboro

**Shawn Thorne**, Shipping/Receiving Clerk,  
Greensboro Warehouse

**Chris Walker**, Shipping/Receiving Clerk,  
Southern Sales

**Marie Williams**, General Accountant, Greensboro Admin

### NEW HIRES

**Christian Bailey**, Shipping/Receiving Clerk, Macon

**Bob Blakeman**, Machinist, Lakeland

**CJ Brown**, Sales Engineer Trainee, Loveland

**Aaron Chaney**, Shipping/Receiving Clerk, Memphis

**Ryan Cockerham**, Finance Manager, Greensboro

**Mike Diehl**, Machinist, Owensboro

**Dan Ederle**, Sales Engineer Trainee, Owensboro

**Allen Estes**, Machinist, Memphis

**Bill Gates**, IT Network Administrator, Greensboro

**Tammy Flinchum**, Benefits Administrator, Greensboro

**Devin Harshman**, Repair Engineer, Greensboro

**Trey Haselden**, Shipping/Receiving Clerk, Beaumont

**Jason Kimble**, Mechanic I, Brookhaven

**Katrina Mahan**, Accountant, Greensboro

**Greg McGehee**, Chief Financial Officer, Greensboro

**Yossy Mendoza**, Sales Support Specialist, Lakeland

**Jeremy Midkiff**, Repair Coordinator, Owensboro

**Brittany Padgett**, Accounts Payable Clerk, Greensboro

**Hudson Roseberry**, IT Desktop Support Analyst,  
Greensboro

**Michael Underwood**, Sales Engineer Trainee, Memphis

**Danny Wehr**, Sales Engineer Trainee, Richmond

**Stephanie Young**, Sales Support Specialist, Lakeland

### PROMOTIONS

**Jody Akers**, Inside Sales Manager, ESSCO

**Michael Bell**, Vice President of Operations, Greensboro

**Jeff Chappell**, Director of Sales, Owensboro

**Jennifer Craig**, Accounts Payable Lead Analyst,  
Greensboro

**Jeb Dodson**, Service & Repair Supervisor, Owensboro

**Kyle Fields**, Service & Repair Supervisor, Loveland

**Becky Lyons**, Inventory & Logistics Manager, Loveland

**William Miller**, Continuous Improvement/Training  
Specialist, Charleston

**Jacob Mitchell**, Regional Repair Manager, Alcoa

**Jon Predmore**, Service & Repair Manager, Indianapolis

**Latisha Sellars**, Accounts Receivable Lead Analyst,  
Greensboro

**Chase Smith**, Service & Repair Supervisor, Alcoa

### RETIREMENTS

**Mike Bitting**, Sr. Project Manager, Lakeland

**Ken Fischer**, President, Loveland

**Chris Knight**, Branch Manager, Greenville, NC

**Jim Messer**, Mechanic II, Lakeland

**Steve Miller**, Sales Engineer, Richmond

**Eddie Rhyne**, Secretary Treasurer, Greensboro

**Pete Simpson**, ESSCO Inside Sales, ESSCO

**Kham Thongkheuang**, Sr. Sales Support Specialist,  
Municipal East



## NEW HIRES & PROMOTIONS



**Tammy Flinchum, Benefits Administrator, Greensboro, NC**, was recently hired as our HR Benefits Administrator, effective March 13, 2023. Tammy was a temp-to-hire working in the Accounting Department for several months before she applied internally for the new position in HR. Tammy has over 20 years of experience in HR, which will be a valuable asset to the HR team. "I will be handling all the benefits side, the insurance, including LTD (long-term disability), STD (short-term disability), and FMLA (Family and Medical Leave Act). I'm also going to be working with the team on 401K, HSA, enrollment, plan provisions, status change, and general questions." Outside of work, Tammy loves to spend time with her 7-year-old granddaughter, Skylar, who just started gymnastics and 1st grade this year. "We love to do arts, crafts, and painting is our favorite." Just a few weeks ago she became a grandmother to a new grandson, Jaxon, who she just can't get enough of. Tammy in her position will support and strengthen our HR Department in the Greensboro headquarters. "I am looking forward to helping build a strong HR team to better serve your benefit needs," says Tammy.



**Jacob Mitchell**, previously Service & Repair Manager, was promoted in January 2023. After 16 years of service to the company, Jacob is now **Regional Repair Manager for the Tennessee branches**. He looks forward to meeting and working with the Fischer Process Group and growing their repair business as well as helping both companies work as one to utilize resources and satisfy customer needs. Jacob shared he feels "truly blessed to work for a company like

Tencarva where hard work is rewarded. You can start at the bottom and have opportunities to move up."

Jacob did indeed start at the proverbial bottom. When he interviewed with then-Branch Manager Henry Ritchie, he remembers having no experience with pumps: "I asked, 'Can I see an example of these pumps?' Henry grinned; I was standing right next to a five-foot tall, big blue AC PWO." His success now illustrates the incredible training and advancement opportunities at Tencarva.

"I wouldn't be where I'm at without all the great people that have helped me succeed at each position through the years: Gary Caldwell, Mac McAdams, Ben Stolt, Brandon Mitchell, Henry Ritchie, Mack Whitehead, Sandy Hamblen, Todd Corum and that's just a few," Jacob says.

Of course, his work family is only a small part of Jacob's life. "Huge shoutout to my wife Alison Mitchell who has her hands full when I am on the road, but does a tremendous job taking care of our 5 boys: Braylon & Peyton (11), Ethan (8), Grayson (6), and Benjamin (2)." Jacob clearly has a lot of responsibility, but with a proven track record, we know he's capable of great work in his new role.

## BIRTHS



**Kennie Wright, AP Clerk, Greensboro, NC**, welcomed new grandchild Olivia May Wright on December 19, 2022. Born to Kennie's son Nick and his fiancée Sarah Arnette, Olivia weighed 10 pounds 5 ounces and measured 22

inches. Olivia is the couple's second child. New big brother Jordan is 8 years old and in second grade. "[Olivia] is beautiful and truly a blessing as a new addition to our family," said Kennie. The proud grandmother noted this precious girl whose name means "peace" has "a lot of family to love, teach and spoil her as our family continues to grow." Congratulations, Nick, Sarah, and grandma Kennie.



**Tammy Flinchum, HR Benefits Administrator in Greensboro, NC**, welcomed her second grandchild Jaxon Dean on March, 14th at 10:49 AM. He weighed 6 lb., 11 oz. and measured 20 inches. Tammy's son, D.J., and wife, Madison Flinchum,

are both filled with love for this precious bundle of joy. New big sister, Skylar, who is 7, is over-the-moon with her baby brother!

## GRADUATIONS



**Amanda Johnson, Sales Support Specialist, Tencarva Municipal, Memphis**, is proud to celebrate her daughter Tanna Renea's graduation from Collierville High School this year. Tanna has been accepted into the

University of Mississippi where she will pursue a degree in Education.



**JD Jones, Branch Manager, Charlotte**, will honor his daughter, Jessica, as she graduates this spring from Appalachian State University in Boone, NC. Jessica will receive a degree in Sales and Marketing. Her family are

thrilled to mark this momentous achievement.



1115 Pleasant Ridge Rd, Greensboro, NC 27409

## TENCARVA: EXPERTS IN THE FIELD

**Municipal Sales Engineer Jake Houston** along with **Service Tech Tim Elkins** held a centrifugal pump and hydraulics classroom presentation and a Gorman-Rupp Super T series preventative maintenance / rebuild session at Tencarva's Memphis branch. In attendance were representatives from the City of Saltillo MS, City of Southaven MS, and the City of Winona, MS.

