

TROY VALVE

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T I M E S

WHAT'S NEW AT TROY VALVE?

As the busiest year on record here at Troy Valve winds down, we begin to gear up for a number of events.

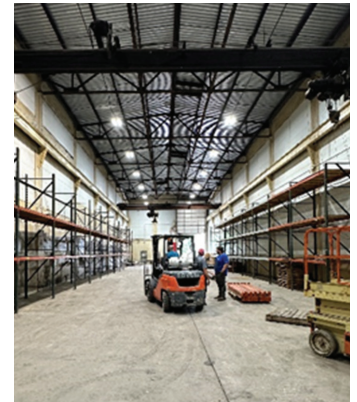
First, we have a few trade shows and all the internal events and responsibilities that coincide with our fiscal year-end. Then we have a retirement party coming up for a couple of our employees. We are also working on printing some models to use as sales tools or gifts.

Speaking of 3-D printed models...

We have a new 3-D printer. The new printer can print with better resolution and four times faster than our original. This opens up a lot of new possibilities for us, from prototyping to sales samples. There might even be some news on model kits in the future. Keep coming back for potential updates.

Warehouse roof project

Back in April, we began replacing the roof of our warehouse. This work has been completed. We even vastly improved the lighting in the warehouse as part of this project. The warehouse is now filled again. The new shelving is loaded with materials. It looks great and makes organization easier, which is important.



Product Spotlight

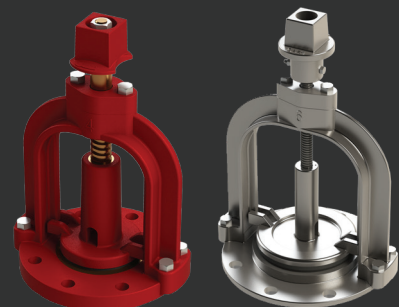


Mud Valves

In water and wastewater treatment, the reliability of mud valves is critical. Troy Mud Valves stand out for their durability and efficiency. They ensure reliable performance in demanding environments with a robust design, rigorous in-house quality control, a bubble-tight seal, and features like innovative hydraulic relief slots to help dirty water escape instead of getting trapped inside the plug. Choosing Troy is an easy ask.

Their advanced casting process and easy maintenance, including a unique grout pocket feature for complete tank emptying, make them a preferred choice in the industry, where avoiding valve failure is essential.

Troy Valve has been manufacturing mud valves for over 30 years. The original Mueller Company design dates back nearly 90 years! Understanding what a mud valve is and what makes it unique is key to recognizing Troy Valve's value to water and wastewater management.



Employee Recognition

RETIRING EMPLOYEE SPOTLIGHT

Earl Campbell & Darlene Putnam



For a few years now, this spot has been used to shine a light on our valuable employees, both new and long-tenured.

We have been lucky to have a number of our employees call Penn-Troy home for a long time. But the downside of having people stay here for the long haul is that they eventually retire.

Please join us in celebrating the retirement of the following employees:

Earl Campbell – Earl has been at Penn-Troy just shy of 40 years. He has been the go-to for the one-of-a-kind requests we often get. He is a skilled, detail-oriented machinist who has consistently made difficult tasks look easy throughout his career. Earl is a gifted storyteller, and we will miss having him around.

Darlene Putnam – Darlene actually has had two stints here at Penn-Troy. The first go-round was about eight years, and now she is retiring after almost nine years in purchasing. She is so much fun to have in the building. She's also easy to scare. All you have to do is appear unexpectedly in front of her to get her to jump. She is also a reliable source of candy. Darlene is a dependable, hard worker who is an absolute joy to be around. She will be sorely missed.

A Message from the President

Welcome once again to the *Troy Valve Times*. As we enter fall, I am reflecting on what was an extremely hot summer here in northeastern Pennsylvania. I had the pleasure of watching my daughter's softball team play into mid-July. The only thing not pleasurable was the 95-degree heat every game was played in. While I sat there watching them play, I couldn't help but think about all the construction workers who work outside in that heat to install our products every day. To say I am appreciative is an understatement, but it also reminded me of why Troy Valve is so committed to making products that are built to last. We understand construction is hard work; the last thing anyone needs is a failing piece of equipment. We deeply value the trust you put in us to make quality products, and as long as there are sweltering hot softball games to watch, I will never forget the hard work you all do. Until next time, thank you for supporting Troy Valve.



Sincerely,

Mark Powers

Mark Powers
President and Chief Executive Officer
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Share Your Experience with Penn-Troy – We'd Love to Hear From You!

At Penn-Troy, we're more than just a team; we're a community dedicated to providing our valued customers with the highest quality products and services. Our mission is to ensure that every interaction you have with us exceeds your expectations, from innovative solutions to personalized service. We believe that our success is a reflection of your satisfaction, and there's nothing more rewarding than hearing about your positive experiences.

Today, we're reaching out to ask for a favor. If you've had a great experience with Penn-Troy, whether it's our products, our customer service, or any other aspect of our business, we would be incredibly grateful if you could take a few moments to share your thoughts with us. That could be in an email to sales@penntroy.com or a Google review. Your feedback not only helps us continue to improve and grow, but it also assists fellow customers in making informed decisions.

Writing a Google review is quick and easy, but the impact of your words can be profound. Here's how you can help:

- 1. Visit our Google Business Page:** Simply search for "Penn-Troy Manufacturing" on Google, and you'll see our business listing on the right-hand side of the search results.
- 2. Click on "Write a Review":** You'll find this option in the "Review" section of our business listing.
- 3. Share Your Experience:** Tell us what you love about Penn-Troy, what product or service you used, and how it benefited you. Whether it's a few sentences or a detailed account, every word you share is invaluable to us.

Your stories inspire us to continue doing our best and remind us of the daily impact we strive to make. They also provide us with the feedback necessary to serve you better, ensuring we meet your needs and expectations with every opportunity.

From all of us at Penn-Troy, thank you for your support and for being part of our journey. We look forward to reading your reviews and continuing to serve you with excellence.

Let's keep the conversation going!



Drop us a line...

Questions? Comments? If you would like to give Penn-Troy/BICERA Valve any feedback, please send an email to sales@penntroy.com. Your feedback helps us know when we are on the right track, and where we need to refocus.