



LEE'S PLUMBING: SUCCESS UNDER PRESSURE PROJECT AT-A-GLANCE

Location:

Logan, Utah

Contractor:

Lee's Plumbing

Lead:

Lee and Amber Draper

Product Focus:

535H Series PresCal™

Challenge:

How to best prepare for plumbing service work?

“WHEREVER THERE IS A PROBLEM, THAT’S WHERE I GO. I’M A KNOW-EVERYTHING-IS-TAKEN-CARE-OF-KIND OF GUY.”

~LEE DRAPER~



Overview:

Lee Draper, Owner of Lee's Plumbing, developed a deep appreciation for consistency early in his career. He works hard to set his team up for success and believes that planning is crucial. Lee outfits his team with fully stocked and organized trucks with only top quality products, like the Caleffi 535H PresCal™ pressure reducing valve, to best prepare for the chaotic world of plumbing service work. These details are the reason they were voted **Best Plumber of Northern Utah in 2021**.

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WHY CHOOSE A PRESCAL™

Lee's Plumbing has been in business since 2000. He and his wife, Amber Draper, run the company, keeping three office staff and five employees on the move to service the Cache County, Utah area. Lee organizes the shop, trucks and tools. Amber orchestrates the minute-to-minute dispatch with a high level of service and detail. Lee notes, "a lot of people call our business Amber's Plumbing."

In July 2021, Draper was outfitting their latest Isuzu Hackney service truck with a stack of plastic divider bins. He has a formula for how he builds out the box truck so he can hop into any vehicle in the fleet and find exactly what he needs. He believes that for service work, "the truck is part of the show for customers."



If one of his team members is on a service call and the customer wants to see what they are up to, he likes the truck and tools to immediately communicate the exceptional professionalism of their company.

His crew switched to the Caleffi PresCal pressure reducing valve in 2017, with a solid recommendation from his local manufacturers' representative. "Intermountain Sales and Marketing showed the Caleffi PRVs to us.



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We started rolling over to the PresCal valves right away, because I knew Brent Nelson at Intermountain would take care of us.”



Lee likes the union connections of the PresCal valves, because he can mix and match connection types, depending on the project.

“I love the double union concept, because it makes the valve so versatile.” -Lee Draper

Nobody knows what fitting type is going to be most helpful until they get to the next job.

Lee's Plumbing keeps a large stock of the PresCal valves in their shop. The organization of the homebase is a big part of Lee's approach. “If I have to run to the supply house to get a small part, I essentially just bought 10 of them, in lost time. If one of the plumbers needs something that isn't on the truck, Amber will dispatch someone from the shop to run the part out to them in a sports wagon, to keep his plumbers on site and to keep the part-run miles off the trucks.” On a good day, they may replace three pressure reducing valves without having to stop at the supply house. Dan Davis at Peterson Plumbing Supply in Logan, Utah sends drivers over to Lee's shop to keep their shelves and trucks loaded up for the next day.

SETTING UP FOR SUCCESS

Lee plays the long game in the service world by setting his team up for success with the tools, trucks and preparation needed to work efficiently.



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Customers Jason and Kari Rich write, “We’ve known Lee for almost 20 years and have always been impressed with his integrity as a person and as a professional. From the very beginning, Lee

has always been committed to quality work and products. He doesn’t hire any employee, use any products or do any work that doesn’t meet his high standards and represent his name well.”



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