

CUSTOMER CASE STUDY

RURAL MUNICIPALITY SUPPORT

Safford, AZ



PROJECT OVERVIEW

PROJECT / CUSTOMER:

Rural Municipality Support

LOCATION:

Safford, AZ

PRODUCT / SOLUTIONS:

- Ferguson delivery fleet
- Full-scope municipal PVF
 - Steel pipe
 - PVC pipe
 - Ductile iron pipe
 - Service brass
 - Ductile iron fittings
 - Steel fittings
 - Pipe restraints

CHALLENGE:

Remote/rural municipalities like Safford face the same challenges as urban or suburban utilities without the expedited access their counterparts have.

SOLUTION:

Creative delivery solutions and commitment to service from the local Ferguson Waterworks associates

THE FERGUSON ADVANTAGE:

- Commitment to going the extra mile(s) for our customers
- A complete offering of waterworks PVF and MRO products
- A robust delivery fleet
- Strategic national network of locations
- Value-engineering services driven by expert associates with industry experience

BACKGROUND AND SCOPE

Safford, Arizona, is a rural municipality situated at the feet of the Pinaleno Mountains—approximately 120 miles away from the nearest Ferguson location. Safford experiences the same challenges faced by an urban or suburban utility. However, their distance from a supplier complicates obtaining the pipe, valve, fittings and maintenance, repair and operations products they need.

THE SOLUTION: FERGUSON WATERWORKS

We know that the products we offer are crucial in limiting service disruptions and ensuring that everyone has reliable access to water. For the 10,000+ residents of Safford, our associates made the long haul—going the extra miles beyond our usual delivery range to make sure the products arrived on time.

Since Safford's orders are often consolidated to reduce delivery frequency, their spend on a per-order basis can rise rapidly. Our team value-engineered on behalf of the Safford utility to lower their costs, identifying opportunities to decrease pipe thickness without sacrificing performance or longevity.