



2022

*Wishing You a Wonderful  
Holiday Season!*



**RAY MURRAY, INC.**

The RMI Family of Companies







Mike Hopsicker  
President & CEO

*Warmest Wishes  
and Great Thanks  
from our Business  
to Yours!*



Casey Harvey  
VP of Sales



Cassandra Barry



Ben Brewer



Phillip Briggs



Walter Carroll



Greg Dengler



Kevin Dubay



Shaun Huggins



Steve Lenahan



Michael McFadden



Kirk Meloney



Chris Newkirk



Paul Schwartz



Steve Steller



Andrew Vogl

## *RMI Employees Active In Our Industry*

We are proud that our employees are active and play leadership roles in our industry. Most of our sales and management team hold trade association Board of Director positions and often take on leadership and officer responsibilities. We would like to highlight a few significant accomplishments from 2022.

**Walter Carroll** is Vice President of the Mid-Atlantic HPBA and is slated to become its President in 2024. This year he was presented with the Magnotti Award. This honor is awarded to the individual who is distinguished in their commitment to the hearth products industry and whose ideas, energy and actions have enhanced opportunities for hearth product professionals throughout the Mid-Atlantic.

**Chris Wolfe** is Chairman of the Education and Training Committee for the PAPGA, and will be elected President in 2023. This year he was nominated by his peers and selected as a BPN 2022 Industry Innovators Finalist. This honor recognizes the leadership, dedication and service that Chris demonstrates in the propane industry.

**Mike Hopsicker** was elected as Treasurer of the NPGA in June. He has been a board member or involved in NPGA committees since 1996, serving previously as Chairman of the Conventions Committee, Government Affairs and Distributor Section. Mike is Past President of NYPGA, and the current Treasurer of PERCNY. He most recently chaired an industry task force on Renewable Propane.



### **Lee / Flint Administration**

Clockwise from back left: Rick Maxstadt, Ryan Stengl, Scott Porter, Keith Ives, Ellen Lai, Kate Reynolds, Chris Clark & Thao Le  
Inset: Debbie Ward



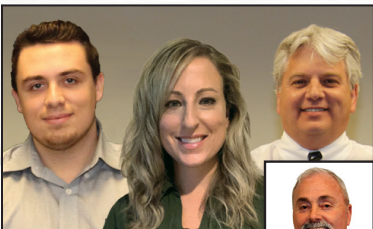
## *NOVO: The New American Backyard*

RMI is proud to introduce our new brand of luxury outdoor kitchen appliances, NOVO. Built on decades of outdoor living industry experience & performance-driven innovation NOVO is in-stock and available now. Please contact your RMI sales representative to discuss dealer opportunities and visit [www.novogrills.com](http://www.novogrills.com) to learn more.

**NOVO**  
THE NEW AMERICAN BACKYARD



*Wishing All the Beauty of this Holiday Season be Yours to Enjoy.*



### **Product Managers**

From left: Nick Ide, Linsey Fluty & Mark Jenny  
Inset: Kevin Bayley



### **Goldsboro Administration**

From left: Karen Wellman & Jimmy Doss



### **Materials Management**

From left: Elicia Simpson, Tina Edwards & Brenda Curry



### **Technical / Installation Support**

From left: Chris Wolfe, Eben Waugh & Geoff Barstow  
Inset: Keith Szczepanski





## Joyful Holiday Greetings From Customer Service.



### **Flint MI Customer Service**

From left: Stacey Tewksbury, Darla Bussinger & Rebecca Haglund



### **Bensalem PA Customer Service**

From left: Tom Helt & Lisa Rhodes



### **Goldsboro Customer Service**

From left: Shawn Moore, Leigh Howell & Daniella Gardino



### **Lee MA Customer Service**

Clockwise from left: Lynne Frederick, Fran Zerbato, Matthew Moore, Carolyn Lines, Abigail Litchfield, Matthew Frank, Debbie Brazie & Burt Ball



## ***RMI Celebrates Retirements... And New Employees...***

**Hank Siffel** retired in June of 2022 after 30 years of outstanding service to RMI. His first job with RMI was picking and packing UPS/FedEx ground packages. He soon after joined our receiving department, and he has been trying to find a spot for everything ever since. Because we missed him so much, Hank has agreed to work part-time for us during the busy season. We wish him all the best in his retirement!

**Beverly Wagner**, with almost 23 years of outstanding service and dedication also retired in June of 2022. She started her career with RMI in 1999, where she found her niche in picking and packaging the UPS/FedEx ground packages. Among the various roles that Bev held, the one that the Bensalem team most relied on her for, was...refilling the snack box. Bev will be greatly missed for her hard work, dedication, and of course - snacks!

**Bob Rosenbaum** retired from RMI in 2022 and will certainly be missed. He came to RMI in 1988 after graduating from Hamilton College and working for Campbell's Soup Co. and General Electric. Bob held many roles in his 34-year career but made his mark as RMI's first Hearth & Grill Product Manager. He put RMI into the Hearth & Grill business selling Vermont Castings Stoves and set the stage for RMI's current success in this business. More recently Bob used his excellent sales skills to manage and service customers in one of RMI's largest sales areas.

***We have been fortunate to be able to hire several new employees in 2022, and we are excited about the enthusiasm and dedication they are bringing to RMI!***

**Steve Lenahan** joined RMI in July and covers the propane market in PA, NJ, and Long Island. Steve brings a wealth of experience as a propane marketer to the RMI team.

**Ryan Stengl** is the newest member of our admin team, holding the position of Accounting Manager. Ryan has made a great addition to our team.

**Rebecca Haglund, Matthew Frank & Matthew Moore** joined RMI in the positions of Customer Service Representatives. They are quick learners, with great attitudes, and we are happy to have them!

**Abigail Litchfield** started in summer of 2022 as a Marketing Analyst. She graduated in May from the UMass Isenberg School of Management and has already made many contributions to the company.

**Carolyn Lines** joined as the Executive Assistant, New Accounts, and Benefits Coordinator. She brings excellent experience, hard work, and an energetic attitude, and we are very happy to have her on the team!

**Mark Bernoi** (Lee) & **Edwin Pineda** (Bensalem) joined the RMI warehouse team. They both bring hard work and great attitudes to RMI.

**Eben Waugh** joined RMI in November as a Technical Support Representative. He brings over 25 years of experience in the propane, hearth, and HVAC industries.



## ***Seasons Greetings From the Warehouse Teams***



**Bensalem, PA Warehouse:** From left: Jesse Roman, Dave Acevedo, Edwin Pineda & Jay Loftin



**Flint, MI Warehouse:** From left: Ron McCullough, Doug Tabor, Jim McIntyre, Matt Crawford



**Goldsboro Warehouse:** From left: Kevin McRae, Chuck Long, James Cox & DaShawn Braswell



**Lee, MA Warehouse:** Left to right: Tony Viola, Mark Cardillo, Mark Benoi, Chris Prior, Bruce Miner, Vernard Ilagan, Naomi Seaton & Joe Burke



# *Season's Greetings to Dear Friends!*



**RMI - Board of Directors**  
Jeff and Mike Hopsicker (CEO, Owner)



**RMI - Founders and Advisors**  
Jim, Ray and John Murray  
Their leadership and influence continues, and forms the foundation for RMI's future success.

*Every holiday season brings joy and hope and this year is no different. It is our hope that everyone is able to enjoy some time with family and friends, and reflect on another successful year for our businesses.*

*After over two years of COVID craziness, it appears that things are starting to trend toward normal in 2022. Long lead times, delayed deliveries, frequent stockouts, high demand, and even higher prices were all too common over the last few years. It wasn't easy sledding, but we were able to pull together as manufacturers, distributors, and retailers to satisfy the demands of our consumers. While there were certainly many challenges, we can all be grateful that our industries and businesses were able to benefit in the process.*

*Looking forward, a return to normal may be a welcome change. While prices and inflation are still high, the supply chain is steadily improving and our inventory levels are almost back to normal "pre-covid" levels. And while the business environment is hard to predict for 2023, there is always an opportunity to use the lessons of the last few years to make our businesses better for the future.*

*At RMI, "normal" means continuously trying to improve the level of service to our customers. To this end, we were able to resume many normal activities and also tackle several improvement projects in 2022. Some of these activities include:*

- *Hosting a full year of live in-person training (We hope you take advantage of this great benefit in 2023.)*
- *Revamping and improving our warranty processes. We also hired two Warranty Specialists to focus on assisting our customers with their warranty and freight damage claims in a more efficient and timely manner.*
- *We installed new racking and reorganized our Flint warehouse. This project increased our storage capacity as well as enhanced our picking and shipping productivity.*
- *Making improvements to our Website and continuing to add products to our online store to enhance your online experience.*
- *We were able to be back in full force in attending industry trade shows including the NPGA Southeast Expo, HPBA Expo, PGANE's Northeast Show, NEHPBA, MAHPBA, and MWHPBA regional shows, Eastern Energy Expo, and Mid-States show. In addition, next year we will be attending the Mid-Atlantic Hardscape (MAHTS) and Northeast Hardscape Expo's, and the Michigan Nursery & Landscape and iLandscape Landscape shows. We hope to see you at one or all of these shows in 2023.*
- *We launched the NOVO brand of luxury outdoor kitchen appliances in 2022. This includes NOVO, HONE, and ALTA-branded products. We are excited to introduce this product into the market and invite you to craft your own New American Backyard with NOVO.*

*Finally, we thank you for your business and friendship, and for the opportunity to continue to build and strengthen our relationship. We hope to serve you even better in 2023. We are so appreciative of your support and wish you health and prosperity in the New Year. In the meantime, we hope you have a wonderful holiday season.*

***Here's to a Merry Christmas and Happy New Year!***

***Four locations to serve you from:***

Lee, MA • Bensalem, PA • Flint, MI • Goldsboro, NC  
[www.raymurray.com](http://www.raymurray.com)