

SPOTLIGHT: Aaron Plumbing

Aaron Plumbing Focuses on Customer Satisfaction

The family-owned company has been serving Gwinnett for over 25 years

For over 25 years, Aaron Plumbing has served Gwinnett and the metro Atlanta area with quality plumbing and experienced professionals that aim to please every customer. The company provides both residential and commercial services including sewer and drain service, septic service and plumbing.

Owner Tim Adams started Aaron Plumbing in Gwinnett about 25 years ago. He comes from a strong tradition of plumbers as his grandfather was a master plumber in Indiana, and his father was a master plumber as well.

"We are a family-owned fourth generation company," says Tim Adams.

Over the years as the equipment and technology in the plumbing industry have changed, the core values at Aaron Plumbing of customer satisfaction, quality work and repeat business have not.

"Our core values are the same, but we have a lot more trucks to service the area," adds Tim Adams. "We also serve a larger area including Gwinnett, North Fulton, Forsyth, Cobb County, Hall County and beyond."

Aaron Adams, the company's general manager, reaffirms Aaron Plumbing's commitment to customer satisfaction every day. Each morning before his team of plumbers start their shifts, they get together and have a thorough customer service-oriented meeting.

"We discuss yesterday's work and the current day's assignments. There's a little bit of training, we discuss code compliance, answer questions and learn about new technology like Energy Star appliances and rebates available for customers when they use those appliances," says Aaron Adams. "I keep my guys up to speed so they have the knowledge to properly educate our customers."



Left to right: Aaron Adams and Tim Adams

Aaron and his team regularly educate customers on the benefits of tankless water heaters. Installation of the appliance is another service provided by Aaron Plumbing. Tankless water heaters have tremendous money saving and energy efficiency benefits including federal tax credits, state rebates and lower energy bills. Tankless water heaters also have twice the lifespan and provide cleaner water than regular water heaters and provide an endless supply of hot water.

"Because tankless water heaters are more compact, they don't have to be put in the same spot as the former hot water heater," explains Aaron Adams. "You can put it in a spot where hot

water is mostly used and get hot water faster, and you can basically get a closet back."

Promoting appliances and technology like tankless water heaters is part of Aaron Plumbing's commitment to promoting energy efficiency. The company also "practices what it preaches" and uses energy efficient vehicles in their fleet that produce less emissions than traditional vehicles.

"We want to be clean, recycle and keep Atlanta green," says Aaron Adams.

Aaron Plumbing, 355 Brogdon Road, Suwanee, GA, 30024, 770-872-0451, www.chooseaaronplumbing.com.