



# Security Plumbing and Heating Supply

Keith Bennett - President  
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Left to right: Keith Bennett, President, Brian Fowler VP Sales and Marketing, Kim Willey VP Purchasing and Operations

**Success Magazine: Security Supply is the most recognized and trusted plumbing and heating distributor in the region. To what do you owe this reputation?**

Keith Bennett: Treating our customers, associates, vendors, and even our competitors with honesty and respect for over seventy-seven years.

**SM: You have twelve locations. How far does your client base stretch?**

KB: Westchester County to the Canadian border, Syracuse, New York to Western Massachusetts, and Western Vermont.

**SM: What is the mission of Security Supply?**

KB: To provide superior service and quality products. To succeed we will continually implement improved processes and methods to enhance our services, distribute quality materials, and develop our associates. This will grow our business to benefit our customers, associates, suppliers, and community.

**SM: What year was Security Supply founded, and by whom?**

KB: The company was founded in 1934 by William M. Bennett, Harold Williams Sr., and Earl D. Vadney.

**SM: How did the company survive those years during the depression?**

KB: Our founders knew the business, having been plumbers. They would assist a homeowner who needed work done and arrange for a contractor to do the work.

**SM: The company shut its doors for a time, while the three founders served our country in World War II. When did they re-open and how did they manage this?**

KB: They re-opened in 1946—after five years of war with no materials to sell, there was tremendous pent up demand.

**SM: When did you become part of the Security Supply team?**

KB: I joined the team in 1973—after graduating from Alfred University.

**SM: As president, how are you able to uphold the strong work ethic and values that have kept Security Supply thriving for so many years?**

KB: We invest in our associates through training opportunities, we reinvest in the company constantly with new technology and procedures, we handle change easily, and we have been able to attract great people to work here.

**SM: You have several Bath Expressions Showrooms. Where are they located?**

KB: Our Bath Expressions Showrooms are located in Albany, Schenectady, Glens Falls, Saratoga, Kingston, Poughkeepsie, and Plattsburgh.

**SM: Are walk-ins welcome at your showroom locations?**

KB: Yes, we will sell to showroom shoppers and still recommend contractors to do the installations if needed.

**SM: Why should potential clients visit**

**your state-of-the-art showrooms?**

KB: We have a full range of products, from moderate to high end, on display with experienced and knowledgeable showroom personnel.

**SM: What are experience suites?**

KB: Three individual and fully operational rooms outfitted with a whirlpool tub, a vibra-aquistic tub, and a multi-functional body spray shower system with steam, lights, and music that a person can visit and try out. We provide towels and bathrobes.

**SM: What are some of the most popular manufacturers that you work with?**

KB: Our most popular include Kohler, AO Smith Water Heaters, Delta and Moen Faucets, and Weil McLain Heating Equipment.

**SM: To what do you attribute your staying power in the industry? What makes you different from the other suppliers out there?**

KB: Training of our people in all aspects of our products, selling, and customer service; offering quality brand name products and the latest innovative products; multiple branch locations with inventory near our customers; and reinvesting in the business with technology and processes.

**SM: What one thing would you like readers to know about Security Plumbing and Heating Supply?**

KB: We are here to serve you with multiple stocking branch locations conveniently located throughout our sales territory.



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THERE'S NO SUBSTITUTE FOR THE EXPERIENCE.



At Bath Expressions Showrooms by Security Supply, we understand that the experience matters.

Our state-of-the-art Kohler® Showrooms feature so many fully functioning, memorable displays you might need to come back a couple of times to try them all.

And, if you're the kind of person who needs to "try it before you buy it" – you can! Our brand new Premier Kohler® Showroom in Albany features three, exclusive, Experience Suites™, where you can feel free to privately "test drive" one for yourself...before you buy.

Best of all, our expert and knowledgeable showroom staff can help you build the perfect bath. Just bring your own bubbles

**Your Vision. Our Expertise. Endless Possibilities.**



Decorations and accessories  
provided by Design on 20



**by Security Supply**

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