

THE BUSINESS BEAT
by Paula Koch

B & L PLUMBING SERVICE, INC.

Since 1998, B&L Plumbing Service has been serving the needs of Lotawana residents. This is a great story of a "Mom and Pop" business which through good customer service, fair prices, and a lot of hard work on the part of Bill and Lisa Welker has grown to one that now has five vans and serves the entire metro area.

Bill says, "Good customer service is really important. We can typically service our customers the same day or the next day--that is our goal." Working at the Lake is very familiar to Bill and he has "done a lot of hand digging and excavation at Lotawana," he says.

Residential plumbing is the specialty of B&L, "anything that involves plumbing inside and outside. I know so many people at Lotawana and I am always there for them when they need me--not just when there is an issue like smoke testing," Bill explains. From water heater installation to remodeling, sump pumps to water and gas piping, B & L has the personnel and equipment to handle the job. Skilled service technicians and well stocked trucks ensure work gets done in

the minimal amount of time with the minimal amount of hassle for the homeowner.

Smoke testing is what brought H-block resident Mike Miller to B&L Plumbing Service and he can attest to the hand digging and his satisfaction with a job well done. "When I received my notice that there was an issue with our sewer line that needed to be repaired, I was at a bit of a loss as to what to do. I made a couple of calls and talked to a few neighbors. I then called B&L. The guys at B&L were prompt in their response. They came out quickly and diagnosed the problem with a piece of equipment sophisticated enough to make me feel like I just sent my sewer line for its 50 year old colonoscopy checkup! Bill explained everything along the way. Once they located the problem, it was determined that it could be fixed without having to use heavy equipment down our tiered slope to the water (can you say big dough?). No heavy equipment but some serious picking and shoveling later and the source of the smoke and leak was found. It was right where they thought it

would be. They quickly fixed the problem at a fair price especially for all of that hand digging. I referred them to a friend and neighbor with a smoke issue which they went on to find out was not really an issue after all. Another save. I was impressed from beginning to end and would recommend them to anyone needing sewer or any other plumbing repaired or replaced. It is never easy to find a good plumber but always a treat when you find someone as reliable and knowledgeable as B&L."

Perhaps one of the reasons for success is that Bill really enjoys plumbing as well as working with his customers. He encourages the technicians to get their journeyman licenses. "It is important for homeowners to know that they have knowledge. I am not the only master plumber here." He is masterful at figuring out exactly what needs to be done and how to approach the job. "There are multiple ways to deal with sewer lines. If you cannot excavate, you can directionally bore through rock. If another company has given a bid and the cus-



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tomers is not comfortable, please get hold of me. My goal is to do it right and save them money if I can," says Bill.

Lifelong B-block resident Pete Orf states, "After getting ripped off by a carpenter, I got a magazine from the Better Business Bureau. B&L was listed and that is how I found them after the smoke testing. I called and they were out here in a couple of hours. They gave me a quote. There was a problem at the retaining wall and they saved my wall. They are very professional. I was very impressed. They fixed my problem."

Another benefit of contracting with B&L is the Senior discount for those

over 65. "It is important. We have built our customer base from seniors. Loyal customers are the best," notes Bill. The company also offers 24/7 emergency service.

Gloria Heineman of J block gives the company high marks. "They came in and brought their equipment with them. They inspected and did a test to determine where the leaks were. They called me for an appointment and came back and did the job in two or three hours. It was very easy, quick, and painless. I had anticipated a lot more trouble. They just took care of it and then they went to City Hall and told them it was done. I was very pleased

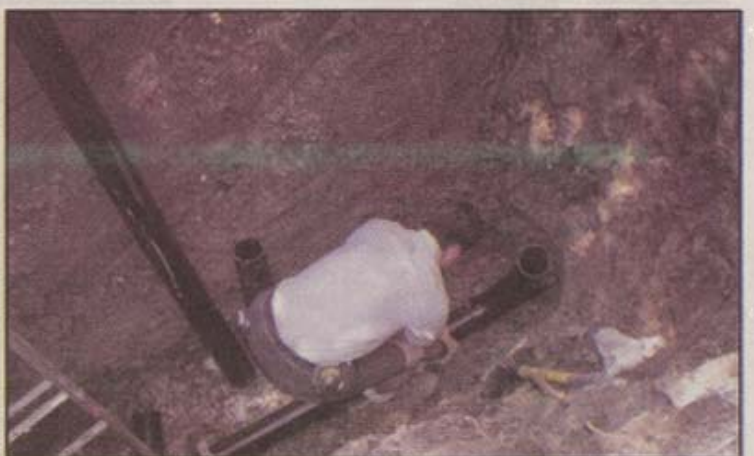
and would use them again..."

B&L Plumbing Service is licensed and insured. Bill manages the plumbing aspect of the business while Lisa is responsible for administration. The Lee's Summit couple has two children and when they are not working, Bill says, "We are very involved with our kids' competitive soccer teams."

To reach the professionals at B&L Plumbing Service, call 816-347-2610 or 913-321-6237. The website is www.blplumbingserviceinc.com, where customers also can conveniently request appointments online.



A "before" and "after" photo of a drain pipe repaired by B&L Plumbing.



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