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Detroit, MI 48226

Duravent Group is thrilled to announce several positive changes within the Customer Experience Organization that aim to elevate our service standards and ensure smoother interaction with our customers. These changes include personnel adjustments, updated business hours, and dedicated email channels.

### **Residential Customer Service Alignment**

To align with the previously announced Residential Wholesale and Hearth sales organization, our Customer Service Team has been consolidated into a unified entity. Additionally, we have revamped our support framework to further optimize service. Below, you will find the updated customer service support teams organized by state/region (map also attached).

#### *Reporting to Shana Merice, Residential Customer Service Manager - East:*

- Kristen Harden ([khardin@duraventgroup.com](mailto:khardin@duraventgroup.com)) IN, KY, MI, OH
- Allison Stewart ([astewart@duraventgroup.com](mailto:astewart@duraventgroup.com)) MA, ME, NH, NY, VT
- Lisa Wolff ([lwolff@duraventgroup.com](mailto:lwolff@duraventgroup.com)) GA, NC, SC, VA, WV
- Rosa Hughes ([rhughes@duraventgroup.com](mailto:rhughes@duraventgroup.com)) AL, AR, FL, LA, MS, TN
- Corrine Murphy ([cmurphy@duraventgroup.com](mailto:cmurphy@duraventgroup.com)) CT, DE, MD, NJ, PA, RI
- Steven Johnston ([sjohnston@duraventgroup.com](mailto:sjohnston@duraventgroup.com)) All Selkirk Canada

#### *Reporting to Jami McCulloch, Residential Customer Service Manager - West:*

- Mark Bandy ([mbandy@duraventgroup.com](mailto:mbandy@duraventgroup.com)) AZ, CO, NM, OK, TX
- Jeff Vanregenmorter ([jvanregenmorter@duraventgroup.com](mailto:jvanregenmorter@duraventgroup.com)) ID, KS, MN, MT, ND, NE, OR, SD, UT, WA, WY
- Jacqueline Boedgieff ([jboedgieff@duraventgroup.com](mailto:jboedgieff@duraventgroup.com)) IA, IL, MO, WI
- OPEN AK, CA, HI, NV
- Debbie Morris ([dmorris@duraventgroup.com](mailto:dmorris@duraventgroup.com)) All Duravent and Security Canada

Our customers can contact their dedicated customer service representative directly for any assistance or inquiries. Additionally, we have established a new dedicated all-team email: [Residential@DuraventGroup.com](mailto:Residential@DuraventGroup.com), where the first available Residential Customer Service Representative will answer and assist.

### **Extended Phone Service Hours**

We are excited to extend our phone service hours to better accommodate our residential wholesale and hearth customers throughout all North American mainland time zones. Our Customer Service Representatives will now be available from 8:00 am to 7:00 pm ET, Monday through Friday.

### **NEW - Order Management Department**

Another notable change is the creation of our Order Management department, led by Myka Denstedt. This dedicated order team is designed to streamline order consolidation across the business, contributing to our commitment to enhance operational efficiency and ease of doing business.

*The Order Management Team includes:*

- Molly Richards
- Jane Bond
- Jessica Patrick

### **Retail Customer Service Team Changes**

In our Retail division, we welcome Rebecca Totten, who will be replacing Diane Kooiker, when she retires at the end of February.

### **Enhanced Email Support**

#### **ORDERS:**

We are delighted to announce an enhanced email support system aimed at expediting our responsiveness to customers.

- Manual Purchase Orders: [DVGOrders@DuraVentGroup.com](mailto:DVGOrders@DuraVentGroup.com).
- Hart and Cooley Conexiom orders: [HartCooleyPO.US@conexiom.net](mailto:HartCooleyPO.US@conexiom.net)
- DuraVent Conexiom orders: [DuraVent.US@conexiom.net](mailto:DuraVent.US@conexiom.net)

#### **GENERAL INQUIRIES:**

Please reach out directly to your dedicated CSR or use the new team emails:

- Retail Customer Service Team: [Retail@DuraVentGroup.com](mailto:Retail@DuraVentGroup.com)
- Commercial Customer Service Team: [Commercial@DuraVentGroup.com](mailto:Commercial@DuraVentGroup.com)
- Residential HVAC & Hearth Team: [Residential@DuraVentGroup.com](mailto:Residential@DuraVentGroup.com)

We are eager to witness the positive impact the newly aligned organization and streamlined processes will have on our Customer Experience.

Regards,  
Carri Irby  
Vice President – Customer Experience

# RESIDENTIAL WHOLESALE & HEARTH CUSTOMER SERVICE TEAM MAP

February 2024

