

2024
Wishing You a
Wonderful Holiday
Season



The RMI Family of Companies





Mike Hopsicker
President & CEO



Jeff Hopsicker
VP, Business Development



Casey Harvey
VP of Sales



Cassandra Barry



Caleb Blythe



Ben Brewer



Phillip Briggs



Rian Carlton



Walter Carroll



Greg Dengler



Kevin Dubay



Shaun Huggins



Michael McFadden



Jon McNiece



Chris Newkirk



Paul Schwartz



Andrew Vogl

Honoring John Murray

In January RMI lost an industry icon and wonderful leader, owner, employee and friend!

John Murray had such a positive impact on everyone he knew and met. He could make everyone smile with a joke or a story, and he always had so many stories to share. He could light up a room with his big spirit, heart and love of music!

John opened the Bensalem warehouse in 1982 and spent 42 years at RMI as a key partner and member of the management team. He made so many contributions to the company in supporting and leading our propane equipment business. Perhaps his biggest contribution was the impact he had on RMI's culture, and as an ardent advocate for RMI employees.

He was also very active and held leadership roles in the PA and NJ propane gas associations.

We will miss John dearly, and we honor his legacy and the impact he will leave forever at RMI!



Introducing RMI's LP Equipment Catalog Edition 12

Your ultimate resource for all things propane & compressed gas!

Our catalog represents the industry gold standard - we offer an unparalleled selection of products to meet every need, including propane installation equipment, plant, fill station, transport & bobtail equipment, residential and commercial heating solutions, and compressed gas equipment.

Available in both print and digital formats, this comprehensive catalog ensures you have instant access to the most innovative and trusted propane solutions on the market.

Don't miss out—explore the catalog today and discover the equipment that keeps your operations running smoothly! Reach out to your sales contact or our customer service team directly at info@raymurray.com or call 1-800-628-5044 to request your copy today!



Product & Operations Management

From left: Scott Porter, Andrew Vogl, Mark Jenny, Linsey Fluty, Kevin Bayley, Jeff Heller, & Nick Ide

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



Lee Administration

Clockwise from back left: Rick Maxstadt, Ryan Stengl, Tina Newton, Kate Reynolds, Chris Clark, & Ellen Lai



Credit & Collections

From left: Karen Wellman & Debbie Ward



Materials Management

From left: Tina Edwards, Mick Romanowicz & Brenda Curry



Technical / Installation Support

From left: Chris Wolfe, Eben Waugh & Geoff Barstow

Joyful Holiday Greetings From Customer Service.



Flint, MI Customer Service
From left: Stacey Tewksbury, & Darla Bussinger



Bensalem, PA Customer Service
From left: Tom Helt & Lisa Rhodes



Goldsboro, NC Customer Service
From left: Shawn Moore, Leigh Howell & Daniella Gardino



Lee, MA Customer Service
Clockwise from left: Lynne Frederick, Fran Zerbato, Abigail Litchfield, Debbie Brazie, Burt Ball, & Carolyn Lines



RMI Celebrates Retirements!

James Cox retired from RMI this past October. James joined the Best & Langston team in 2002 and transitioned to RMI with our acquisition of B&L in 2015. James spent his 22 years as a crucial member of our Goldsboro, NC warehouse team. He was loyal and an incredibly hard worker – always willing and ready to help. Cheers to enjoying retirement James! **Keith Szczepanski** retired from RMI on December 5th. Keith is a 37 year veteran of the industry, and we were lucky to have him at RMI for the last 16 of those years! Keith was a key member of our technical support and customer service team, arming our team and our customers with the information and vast knowledge he acquired over the course of his impressive career. Congratulations to Keith!

...And New Employees!

Thomas Ginyard joined our Flint, MI warehouse team on June 17th. **Caleb Blythe** started at RMI on July 22nd. Caleb's background is in the hearth, grill & outdoor living space, and is now our regional sales manager for hearth & grill products in Eastern Michigan, Ohio, and Western Pennsylvania. **Rian Carlton** joined our sales team as a hearth & grill specialist covering Indiana, Illinois, Western Michigan, Wisconsin, and Minnesota. Rian also comes from a deep hearth background and joined the RMI team full time on November 18th.

Jeff Hopsicker joined RMI full time this fall as a Vice President and Minority Owner. Jeff joins after nearly a decade of investment banking experience and has served on the RMI Board of Directors since November 2019.



Industry Leadership -- RMI continues to play a leadership role in our industry.

We have membership in over 30 state, regional, and national trade organizations where we have active participation, and several of our staff have risen to leadership positions. Here are some highlights for which we are very proud ...

Mike Hopsicker is currently Chair-Elect of NPGA and will ascend to Chairman in June 2025. He also is current Treasurer of PERCNY and past President of the NYPGA. **Chris Wolfe** is currently PAPGA President. He is also a Trustee of the NJ PERC, and member of the PERC Advisory Committee and NPGA TS&S Committee. **Walter Caroll** is currently President of MAHPBA. **Shaun Huggins** is a VP of NEHPBA and will be elected President in 2025. **Andrew Vogl** is NPGA's PAC Chairman, Treasurer of NYPGA, and NJPGA Membership Committee Co-Chair. **Casey Harvey** is on the Board of HPBA, and is serving as Secretary for MAPGA. **Phil Briggs** is now serving on the MSHPBA Board of Directors. **Ray Murray** is a past Chairman of NPGA and was a long time Treasurer of NYPGA and PERCNY. He was also elected to the LP Gas Hall of Fame and a recipient of NPGA's Distinguish Service Award. Finally, **Jim Murray** and **Cassandra Barry** are both Past Presidents of PGANE.

Seasons Greetings From the Warehouse



Bensalem, PA Warehouse: From left: Jesse Roman, Dave Acevedo, & Edwin Morales



Flint, MI Warehouse: From left: Jim McIntyre, Doug Tabor, Thomas Ginyard, & Matt Crawford



Goldsboro, NC Warehouse: From left: Kevin McRae, Chuck Long, & DaShawn Braswell



Lee, MA Warehouse: From left: Mark Benoi, Chris Prior, Bruce Miner, Joe Burke, Mark Cardillo, Tim Bianco & Tony Viola

Season's Greetings to Dear Friends!



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



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

Continuing the legacy!

While 2024 will not be remembered as a banner year by many in our industry, at Ray Murray, Inc., we continue to work hard to set the company up for success in years to come. We are constantly trying to improve, and our steadfast goal is to continue the legacy of great customer service started by Ray Murray Sr. and passed through to his sons Ray, Jim and John Murray.

The year 2025 will mark my 20-year anniversary since joining RMI. Over those 20 years I have been extremely fortunate to have had the Murray family as role models and advisors each step of the way. And it has been very important to me to continue their legacy through a focus on customer service and continual improvement.

This year we have made several improvements both in processes and the addition of product lines. New product lines and vendor relationships in 2024 include Amantii Electric Fireplaces, Kohler Generators, Cavagna LP and compressed gas products and the addition of new products to our NOVO brand. At the same time, we have also been working behind the scenes on operational improvements in inventory management, reducing stock outs, tracking serial numbers, improving warranty processes, and improving our IT management. All these changes are designed to provide better service for you. While product and process changes are necessary, the best way to continue the legacy of great service is through our people!

I am extremely proud of the RMI team featured throughout this letter! We are so fortunate to have so many long-term employees who bring their talent and experience, as well as set the tone for our customer service and culture of Complete Customer Care at RMI. I am equally proud of the fact that we have been successful in attracting a new generation of talent to RMI and I am thrilled that my son Jeff has also decided to join the RMI family. Many of our new employees are under 40, and they are making significant contributions in management and leadership roles. It is an awesome mix of both young and old, new and experienced, and it makes for a dynamic sharing of ideas and a great way to continue the RMI legacy.

Finally, we honor the past contributions of John Murray and will miss his unreplaceable impact on the RMI team.

My goal over the next decade is to continue to pass on RMI's core principles and culture to the next generation of leadership. We will continue to put the customer first, and ensure we stay focused on serving your needs to the best of our ability. If we continue our focus on you, the customer, we will certainly be successful in continuing the legacy!

From our family to yours, we want to wish you a very Merry Christmas and Happy New Year! We thank you for your business and your friendship.

Happy Holidays from the RMI family!

Four locations to serve you from:

Lee, MA ● Bensalem, PA ● Flint, MI ● Goldsboro, NC
www.raymurray.com