

Nieman Plumbing

Nieman Plumbing's formula for success is based on an age-old saying which is "Treat people the way you want to be treated." Add to this the belief that a happy customer takes precedence over bigger profits with the motto of "A fair product at a fair price," and you have the key ingredients that have made Nieman Plumbing one of Cincinnati's finest complete plumbing service providers over the last 30 years.

Armed with ambition, a '58 Ford pickup, and his wife Jo Ellen as the bookkeeper, Drew Nieman started the business in 1974, focusing on subcontracting for new residential construction. From these humble beginnings, Nieman Plumbing has grown into a 50 truck fleet along with a facility with over 20,000 square feet of warehouse space. In addition, Nieman Plumbing's outside service division now employs four crews, focusing on sewers and septic systems, water services, and small site development.

Nieman Plumbing is still a family run business today. In addition to Drew and Jo Ellen, Nieman Plumbing employs both the Nieman sons as well as a daughter-in-law. AJ is responsible for the "outside" work crews, as well as being the chief technology and product development advocate. Brian is the "inside" project estimator, bidding jobs and meeting contractors for special order needs. Shellie Nieman, Brian's wife, assists Jo Ellen with bookkeeping and administrative duties.

It isn't just an adherence to core values that has made Nieman Plumbing a leader in the plumbing industry. They have been on the cutting edge of the industry with both process and product innovation for many years. The front office software they utilize allows Nieman Plumbing to process all jobs



*Rear : Left to Right Brian Nieman, Drew Nieman, AJ Nieman
Front: Left to Right Shellie Nieman, Jo Ellen Nieman*

electronically from dispatch to invoice. They can also track trend analysis per job, focusing on callbacks, re-inspections, or product defect issues. The wireless technology used with all trucks allows the dispatcher to track location of servicemen in order to avoid duplication of trucks in a concentrated area, and allow for on-the-spot changes to jobsite instructions, resulting in fairer billing practices as well as greater speed of service.

With regard to product innovation, Nieman Plumbing expanded on the need to reuse old PVC pipe fittings by inventing a tool called the PipeShredder 2000, which reams new fitting ends on old pipes. They have utilized video pipeline inspection for outside repairs, rather than physically digging out pipes, which can be costly and error-prone. In addition, they are also using CPVC pipe, a corrosive-resistant pipe, which provides homeowners better insulation and less noise at a lower cost.

Today, Nieman Plumbing is proud to be recognized as one of Cincinnati's finest complete plumbing service providers. They continue to strive to meet all their customers demands through innovative and efficient use of products and systems and a strict adherence to the core values the company was built upon.