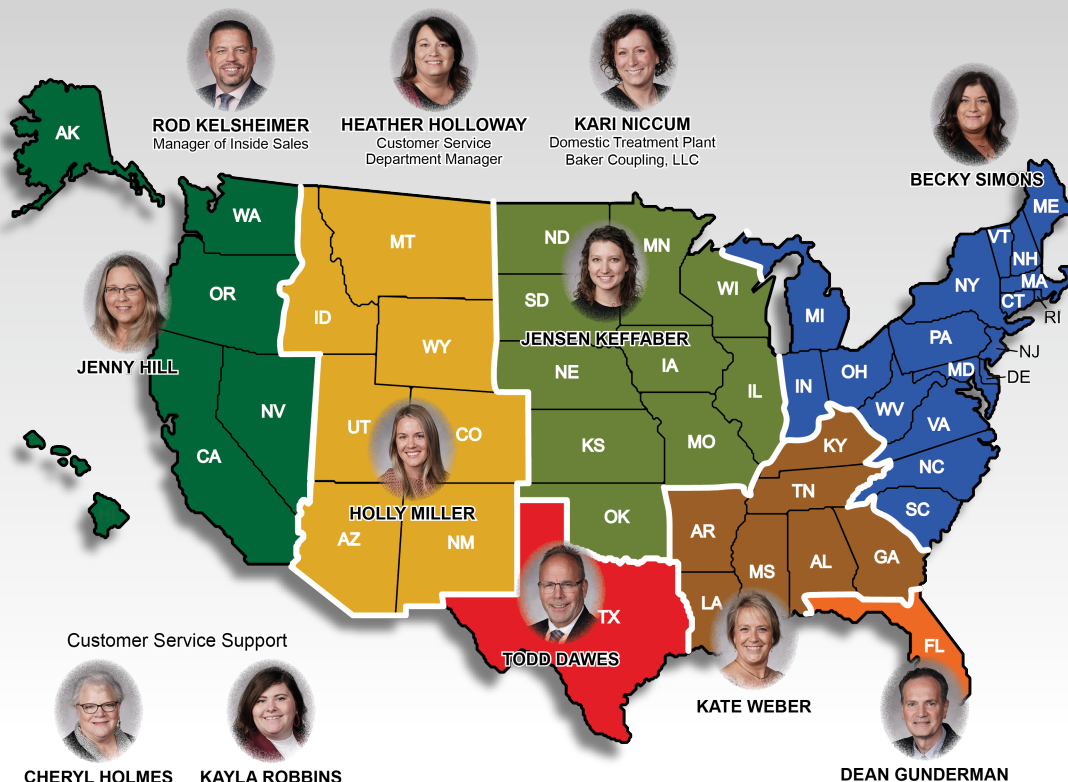


The Meter Setter

05
MAY
2024

Ford Meter Box Customer Service



For more than 125 years, Ford Meter Box has built a reputation for providing the highest quality products and exceptional service to the waterworks industry. While each person in the company plays a role in that process, the members of the Customer Service Department communicate daily with more than 1,100 direct accounts and end users across the United States.

Unlike traditional call centers where callers are connected to the next available agent, Ford strategically divides the country into regional territories. Each territory is assigned a Customer Manager, which allows customers to speak directly with someone they know each time they call.

We're creating an environment where close professional relationships are developed between our customers and their assigned territory manager. Building knowledge and trust through these relationships helps maintain our reputation for exceptional service and assists our waterworks partners in a competitive marketplace.

Members of this team bring a variety of backgrounds and experiences to the department. Most have previously worked in other areas of the company, including shipping and traffic, safety, machining, foundry, or various office roles within the sales area. The knowledge gained through these experiences allows the customer service team to collaborate and provide timely solutions for our customers.

Have a question about a product or application? Contact the Ford Meter Box team today!



The Ford Meter Box Company, Inc., P.O. Box 443, Wabash, Indiana, USA 46992-0443
Phone: 260-563-3171 • www.fordmeterbox.com