

My BBB Accreditation Works for ME!



Benjamin Franklin Plumbing

**624 Bizzell Drive
Lexington, KY 40510
Phone: (859) 252-1231
Fax: (859) 389-9511
www.benfranklinplumbing.com**

BBB Accredited since June 2004

The folks at Benjamin Franklin Plumbing have been in business for nearly 30 years, but you may know them previously as Pate Plumbing. Jed Dorough has been with the business through some of those years. He says although the name changed when his father bought the business from Harold Pate, what did NOT change is the company's commitment to ethical business through BBB Accreditation.

"We feel strongly about standing behind our products and services," says Dorough. "Our BBB Accreditation lets customers know that we want to be as honest as anyone else. If customers see that we are BBB Accredited, that assures them that we are going to do what we say we're going to do, and correct any mistakes we make."

Dorough also realizes the benefit of BBB Accreditation from the customer leads it generates. "Our biggest source of customer referrals comes from our listing in the BBB Accredited Business Directory that is distributed to the public each year," he says.

"We also value the BBB as a resource that helps to protect not only the consumers from scams, but protects us as a business by warning us about scams," Dorough says. "We also love playing in the BBB Golf Scramble every year, for some great fun and networking."

"With tight economy, homeowners can't afford to lose their money to shoddy work done by contractors out there who are not properly licensed and insured and BBB Accredited like our company is," he adds. "Some homeowners take a chance on those guys and then end up spending even more money by having to call another company like ours to repair the first problem. We like that the BBB is there for people to turn to before hiring anyone so they can be guided to reputable companies like ours in the first place, and save money AND headaches."

Dorough wants customers to rest assured that their company is fully licensed and insured. "We also strive to change the typical 'grease-covered plumber' image by having clean-cut, neatly clothed technicians on whom we have performed background checks and drug tests," he says. "We also work to educate customers on their options and how we can help them," Dorough says. "We want them to ask questions about our work. We have a 100% satisfaction guaranteed policy, and our BBB Accreditation helps back that up."