

Note: C12 is about community, which is why we meet in our forums. However, there is a broader community of C12 members throughout North Texas. Look for a series of introductions that you can use to get to know others that share the bonds of C12. – Tom Hawes, Joe Galindo, Mike Gullatt, Tom O'Dwyer, Kevin Pate, Michelle Moore, Andrea Rodarte



Meet Jeff Kilpatrick

Jeff and his wife, Lisa, have been married 29 years. They live in Dallas and have four children. Kathleen (25) works in Technology Assurance at KPMG in Dallas, Sydney (23) will graduate from Baylor Nursing school in May 2022, Kate (21) is a Junior pursuing an Electrical & Computer Engineering major at Baylor, and John (18) is a senior at Highland Park High School. They attend Saint Michael & All Angels Episcopal Church. Jeff is the President of EGW Utilities, a quality products, and services provider to the natural gas, waterworks, and plumbing industries. <https://www.egwutilitysolutions.com/>



Where did you grow up? Where are your roots?

Born in Dallas, I moved to Houston for elementary and middle school, then moved back to Dallas for high school. I am a native Texan who only lived outside of Texas for four years while attending Vanderbilt in Nashville

What are some of your favorite things? How do you like to spend your spare time?

I love spending time with my family. With a family our size, there is always something going on. I also enjoy shooting sporting clays and spending time outside at our family ranch. At home, I like working out in the yard and then kicking back and watching movies with my wife.

What was the last 'outing' or trip you took with your family, or do you have a favorite regular vacation destination?

Our family loves the beach and spends many summers and spring breaks on beaches in the Caribbean or South Padre Island. We like to sit out on the beach, read good books and drink a couple of cocktails while watching the sunset. We loved Grand Cayman and the Dominican Republic.

How did you start your business, and how did you get to now?

I did not start EGW. It was founded by Phil Wieggers in 2001. I met Phil in my C12 forum, when I started back in 2013 and was CEO of an industrial lubricants company in Rockwall. When that company went public, I joined Phil in 2017, and we have grown EGW by more than 160% in the last five years.



How do you describe your mission and values?

Our vision is to develop a world-class team of servant leaders to deliver innovative solutions that result in more reliable gas and water systems for our communities and the safety of those who operate them. Our core purpose is to Solve Problems, Make Connections, and Service Others. Our core values are:

- Do the right thing
- Put customers first
- Care for teammates
- Work hard
- Constantly improve
- Have fun

What service does your company provide?

EGW Utilities is a multi-faceted solutions provider serving the natural gas, waterworks and plumbing industries from our headquarters and distribution center in Carrollton, TX. We work as a wholesale distributor, manufacturers rep agency, compliance service and training provider, repair shop, and field services provider. EGW distributes and represents a wide variety of products from name brand manufacturers, along with our own White Rhino brand products, both regionally and nationally.

Who are your primary customers?

We serve two market segments: natural gas utilities and the contractors that do work on gas distribution systems, also waterworks and plumbing supply houses.

How and why did you come to C12?

In my first job as a CEO, I wanted to be a part of something that would help me learn how to be a great leader. I was interested in the excellent curriculum but, more importantly, developing strong relationships with others in the same role. Many organizations can deliver on this, but C12's Christian focus is what sealed the deal for me. I had never integrated my spiritual



side with my work life. C12 and my peers helped me see the light and brought these two worlds together for me. Now I can't imagine working any other way than to have my faith at the center of everything I do.

What do you value about your group?

I truly value my chair, Tom O'Dwyer. He has not only been a great leader of our group but has become a friend, business advisor, and spiritual mentor. The men in my group have provided me with great advice and insight through the years, both personally and professionally. They are encouraging, inspiring me to push harder to strengthen my faith and use EGW as a ministry to spread the kingdom.

What challenges as a business leader have you experienced/faced, and how has your C12 forum and chair helped with these challenges?

As we have grown over the years, we have had to reorganize departments, and the group has been an excellent resource for ideas on these reorganizations. We genuinely care about our employees and want them to love working for EGW, so we have received many great ideas on different employee programs that help improve engagement and satisfaction. From a financial perspective, the group has helped me develop a deeper understanding of cash flow management.

How could you help other C12 members?

I have shared how EGW has integrated faith into our business, how we got started, and what we have done along the way. We are users of the Entrepreneurial Operating System (EOS), so I have served as a resource for those considering using it or looking to improve their use of EOS. EGW has grown substantially over the past five years, and I have shared our struggles and improvements over the years.

How do you use your business as a ministry?

We have created a Faith@Work team of employees interested in planning our activities related to spreading our Christian ministry to our employees and their families. This group has led us into offering biweekly bible studies, promoting the use of RightNow Media@Work for our employees and their families, implementing a prayer request system where employees can ask others to pray for their needs or those of their loved ones, using Marketplace Chaplains, offering volunteer and giving opportunities with local charities, such as Metrocrest Services, and posting weekly devotions on our intranet.