



Annual Report

2025



LUKE HUMBERD



To Our Customers and Partners,

This year marked an important milestone in the continued evolution of Agentis.

Following our first full year of integration with Astra and Tustin, our focus was clear: strengthen our foundation, elevate our operations, and position Agentis for long-term, sustainable growth. I am proud to share that our team met that challenge with discipline, professionalism, and purpose.

Over the past year, we aligned our operations, refined internal processes, strengthened financial discipline, and expanded our service capabilities. We also made strategic investments in infrastructure, fleet, equipment, and technology to better serve the growing needs of our customers and communities.

Most importantly, we continued to invest in our people. The strength of Agentis is built on the talent, training, and professionalism of our employees. Our technicians, field teams, project managers, and support staff bring a high level of skill, accountability, and care to every job. Through ongoing training, enhanced safety standards, and leadership development, we are building a team equipped to deliver excellence today and prepared to meet the demands of tomorrow.

As we look ahead, our vision remains focused and forward-looking. We see meaningful opportunities in infrastructure modernization, excavation and trenchless solutions, and expanded regional service. We will pursue that growth responsibly, guided by operational rigor, financial strength, and an unwavering commitment to quality.

To our customers and partners, thank you for your continued trust and collaboration. It is a privilege to serve you. The momentum we have built reflects the dedication of our people and the strength of the relationships we have earned.

The future of Agentis is professional, disciplined, resilient, and built for sustained growth.

-Luke Humbert

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04

WHO WE ARE

WHO WE ARE

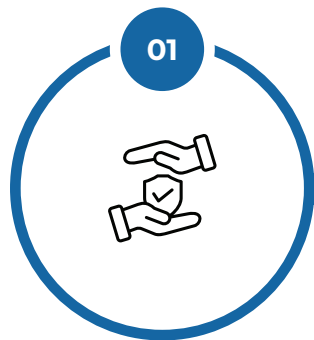
Making Water Safe. Keeping People Safe.

Every day, Agentis helps protect the health, safety, and comfort of the Lehigh Valley through reliable plumbing systems, clean water, and responsive service. From homes and schools to hospitals, airports, and commercial facilities, we help ensure the infrastructure people depend on performs when it matters most.

Connecting Communities Through Water.

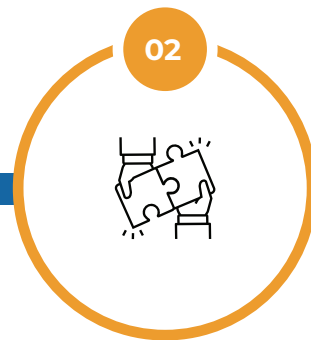
For more than 70 years, Agentis has served as a trusted partner throughout the Lehigh Valley. We believe water is more than a utility, it is what connects homes, businesses, and communities. Through skilled craftsmanship, dependable service, and long-term relationships, we help keep our region moving forward.

OUR VALUES



Safety

We protect our team, our clients, and every facility we enter. Safety is non-negotiable.



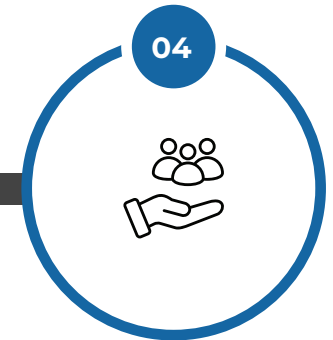
Integrity

We communicate honestly, price transparently, and stand behind our work.



Excellence

We hold ourselves to the highest professional and technical standards, every job, every time.



Service

We respond with urgency, solve real problems, and treat every client with respect.



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YEAR IN REVIEW: AT A GLANCE

**Scaling our capabilities to better
serve complex projects.**

This year, Agentis expanded its excavation capabilities, building on existing expertise to further strengthen our ability to self-perform critical site work and streamline project execution. By bringing more of the process in-house, we increased scheduling control, improved coordination, and delivered greater efficiency and value to our customers.

Strengthening Our Excavation Capabilities



A powerful next chapter.

Becoming part of The Tustin Group marked a transformative milestone for Agentis. This integration strengthened our financial foundation, expanded our technical depth, and positioned us within a broader platform built for long-term growth. With shared values and a commitment to operational excellence, this partnership accelerates our ability to scale while staying grounded in quality and accountability.



Stronger together. Smarter execution.

Our strategic partnership with LCA enhanced our ability to serve larger and more complex infrastructure projects. By aligning operational expertise and regional resources, we improved responsiveness, expanded capacity, and reinforced our commitment to disciplined, high-quality delivery





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GROWTH & PERFORMANCE

Disciplined Growth. Proven Momentum.

Built to Scale. Proven in the Field.

22%

Revenue Growth

Driven by disciplined operations and strategic expansion

Sustainable. Intentional. Scalable.

Built on a foundation designed for long-term growth and reliability.

Balanced Growth Model

Residential = Stability

Consistent, reliable service foundation

Commercial = Expansion

Scaling into complex, high-demand facilities

Operational Capacity

1,000+ Monthly Service Calls

Consistently handled at scale

High-Intensity Workflow

Efficient dispatch + rapid response

Built for Reliability

Maintaining service standards under pressure

How Growth Was Achieved



Operational Alignment

Streamlined execution across teams



Expanded Capabilities

Broader service offerings + capacity



Strategic Investment

Focused on efficiency and scalability

Engineered for uptime. Built for response.

A partner you can rely on—whenever and wherever needed.

Together, they create a resilient and diversified operation.



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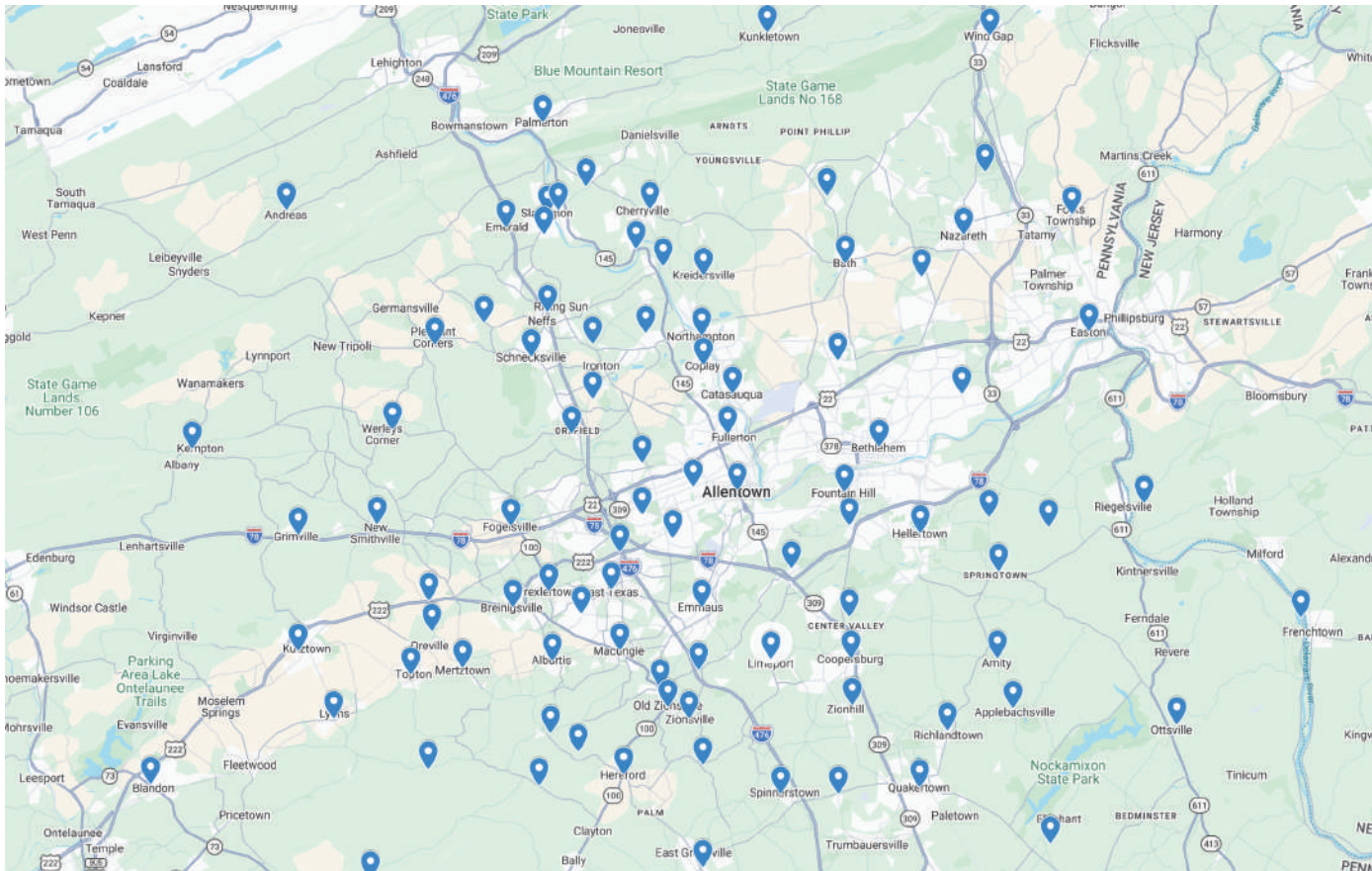
MARKET IMPACT: LEHIGH VALLEY COVERAGE

REGIONAL IMPACT

14,000+ Jobs Completed. Zero Shortcuts.

This year, Agentis completed more than **14,000 jobs** across our service footprint, delivering high-quality execution at scale. From emergency response to infrastructure modernization, our teams showed up, solved problems, and moved projects forward every single day.

The heat map tells the story clearly: our reach is expanding, our presence is strong, and our commitment to performance is consistent across every community we serve.





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MAJOR CLIENTS & ANCHOR PROJECTS

Lehigh Valley

*Chosen for the Region's
Most Critical Environments*

The most demanding organizations in the Lehigh Valley don't leave infrastructure to chance. They choose partners who execute under pressure, meet regulatory standards without compromise, and deliver consistently in high-visibility environments.

Agentis is proud to be that partner. When institutions responsible for public utilities, transportation hubs, entertainment venues, and regional landmarks need performance they can rely on, they call Agentis. These partnerships reflect a simple truth: trust is earned through disciplined execution, not promises.



Lehigh County Authority

Modernizing infrastructure that communities depend on.

Agentis partnered with Lehigh County Authority to lead critical lead service line replacements and repair failing underground utility systems. These high-accountability projects required regulatory precision, careful excavation, and coordinated execution to strengthen essential infrastructure with minimal community disruption.



Campus Pizza & Pantry One – Southside Bethlehem

Delivering precision beneath one of Bethlehem's most recognized landmarks.

In the heart of Southside Bethlehem, near Lehigh University, Agentis executed a complex underground drain line restoration combining excavation and trenchless pipe lining. The project demanded structural precision, surface restoration of brick sidewalks and roadways, and seamless coordination in a high-traffic corridor. We modernized what's below, without disrupting what's above.



Wind Creek Bethlehem

**Performance in a 24/7,
zero-margin-for-error environment.**

As a top service provider for Wind Creek, Agentis supports one of the region's premier hospitality and entertainment destinations. In a facility that never truly closes, responsiveness, discretion, and reliability are non-negotiable. We deliver accordingly.



Lehigh Valley International Airport

**Official Plumbing Partner.
Mission-critical performance.**

Serving as the official plumber for Lehigh Valley International Airport places Agentis at the center of a high-security, high-traffic transportation hub. Our work supports uninterrupted operations where compliance, safety, and precision are paramount.



PPL Center & Lehigh Valley Phantoms

Infrastructure behind the spotlight.

As the official plumber of PPL Center and the Lehigh Valley Phantoms, Agentis supports one of the region's most visible entertainment venues. From rapid-response service to ongoing system maintenance, we ensure the infrastructure performs flawlessly, so the experience on the surface never misses a beat.



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MILESTONES, AWARDS & COMMUNITY PRESENCE

A Foundation of Trust Since 1954

For 72 years, Agentis has served as a cornerstone of the Lehigh Valley's infrastructure. Our evolution from a local service provider to a regional leader with 75 employees is built on a simple premise: providing reliable, professional service to the households and businesses we call neighbors. This longevity is not merely a measure of time, but a reflection of the consistent quality and accountability that has defined our brand for seven decades.

Recognized Excellence: 2026 EIBA Finalist

Our commitment to operational rigor was externally validated this year as Agentis was named a finalist for the 2026 Excellence in Business Awards (EIBA). Sponsored by the Greater Lehigh Valley Chamber of Commerce, this nomination recognizes organizations that exemplify outstanding business practices, leadership, and customer satisfaction. Being selected as a finalist in the Large Business category underscores our position as a sophisticated, mission-critical partner capable of meeting the region's most demanding standards.



Google Reviews

Agentis Plumbing

★★★★★ 1000+ review

Plumber in Pennsylvania

External Validation & Regional Leadership

The "Agentis Advantage" is supported by decades of public trust and industry recognition. We have been featured in the "Who's Who in Lehigh Valley Style" for over 20 years and have been the consistent recipient of the Morning Call Readers' Choice Award for more than two decades. This sustained recognition is mirrored by our leadership's active role in shaping the regional economy, with Director of Business Development Krista Berardelli serving on the Chamber's Executive Committee to drive long-term regional success.

Invested in the Communities We Serve

At Agentis, community commitment is a fundamental responsibility. Our impact extends beyond the job site through multi-decade partnerships, such as our 20-year history supporting the Children's Home of Easton. We take a hands-on approach to philanthropy; COO Luke Humberd serves on the Board of Directors for Three Strands, and our team actively participates in Habitat for Humanity's "She Nailed It" initiative to expand access to safe, affordable housing. From mentoring youth through Big Brothers Big Sisters to supporting regional food security with the Second Harvest Food Bank, we invest our time and resources where they matter most.







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OUR PEOPLE & OUR CULTURE

THE STRENGTH BEHIND EVERY JOB

OUR PEOPLE & OUR CULTURE

Infrastructure doesn't build itself. Service doesn't deliver itself. Performance doesn't happen by accident.

Behind every project, every service call, and every milestone is a team of dedicated professionals who show up prepared, accountable, and committed to doing the job the right way. Our people are skilled tradesmen and women, problem solvers, leaders, and teammates who take pride in their craft and responsibility in their work. They represent Agentis in the field every day, and they are the foundation of our reputation.



LEADERSHIP IN ACTION



**Operational Discipline.
Daily Accountability.**

Strong systems create strong outcomes. Our job is to build the structure that lets our teams execute with confidence.

Bruce

General Manager



Precision Behind the Scenes.

The customer experience starts before we ever arrive on-site. Consistency in communication is what makes us dependable.

Scott

*Administrative &
Dispatch Manager*



Field Standards That Don't Bend.

We don't just fix problems, we solve them the right way the first time.

Martin

*Sewer & Drain
Supervisor*



Built from the Ground Up.

Excavation is about control of safety, schedule, and execution. That's how we protect projects and reputations.

Greg

*Excavation
Service Manager*

CULTURE THAT BUILDS TEAMS



Boot Truck + Food Truck Night

New boots for every technician. Dinner for the entire team. An investment in safety, appreciation, and camaraderie, all in one night.



National Plumbers Day Breakfast

An annual tradition honoring the craftsmanship and commitment that define our trade.



Lehigh Valley Phantoms Season Tickets

Four seats. Every home game. Shared experiences that build connection beyond the job site.



Annual Christmas Dinner

A dedicated evening to celebrate performance, partnership, and the people behind it.



Tuesday Team Lunches

Every Tuesday. Company-wide. Because culture is built consistently, not occasionally.



Professional Headshots for Every Employee

We invest in personal brand and professional pride. Every team member represents Agentis, and we equip them to do it confidently.



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INNOVATION & SYSTEMS



ORGANIZED SYSTEMS. PREDICTABLE OUTCOMES.

Great service is not just about skilled technicians; it's about the systems behind them. At Agentis, we invest in operational tools, structured maintenance programs, and clear documentation that allow us to deliver consistent performance for our clients.

Through modern service platforms and structured maintenance planning, we help facility managers and property owners move from reactive plumbing repairs to proactive infrastructure management.

COSTARS-APPROVED COMMERCIAL SERVICES

Agentis is a pre-approved supplier under Pennsylvania's COSTARS MRO Contract, allowing government agencies, public schools, municipalities, and non-profit organizations to access plumbing services through a streamlined procurement process.

This designation ensures that our operations meet strict safety, compliance, and vendor qualification standards. We also partner with leading third-party compliance platforms such as Veriforce, Avetta, and Corrigo, reinforcing our commitment to safety, accountability, and documentation across every project.

For our institutional clients, this means faster approvals, verified compliance, and confidence that every job meets the operational standards required in public and regulated environments.





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GIVING BACK

INVESTED IN THE COMMUNITIES WE SERVE

At Agentis, community commitment isn't a campaign; it's a responsibility.

We believe strong businesses help build strong communities. Through leadership involvement, charitable partnerships, workforce development, and hands-on service, our team invests time, resources, and expertise where it matters most. From supporting families in need to strengthening regional workforce pipelines, our impact extends beyond the job site and into the neighborhoods we call home.



For more than six years, Agentis has proudly been a member of the Greater Lehigh Valley Chamber of Commerce, actively supporting regional business growth and economic development. Our Director of Business Development, Krista Berardelli, serves on the Chamber's Executive Committee, helping guide strategic initiatives that strengthen the local business community and drive long-term regional success.



The Children's Home of Easton
SINCE 1886

Our partnership with the Children's Home of Easton spans more than two decades. Each year, we proudly lead and support a Christmas pajama drive, ensuring children in need receive gifts that bring warmth, comfort, and dignity during the holiday season. This long-standing relationship reflects our commitment to consistent, meaningful support rather than one-time contributions.



Over the past two years, our team has volunteered time at Second Harvest Food Bank to directly combat food insecurity in our region. Together, we boxed 687 food packages totaling 21,984 pounds of food, translating to 18,320 meals for local seniors. Each package, averaging over 31 pounds, represents stability and support for families who need it most.

Three Strands

Our COO, Luke Humberd, proudly serves on the Board of Directors for Three Strands, an organization dedicated to expanding healthcare access in underserved communities. For more than five years, Agentis has supported the mission through both financial contributions and hands-on involvement, including supplying plumbing materials and services to help build healthcare systems in Haiti.





For the past three years, Agentis has participated annually in The Kindness Project's community initiatives. The organization supports children in foster care by providing essential items while preserving dignity and respect. Our team is proud to contribute to efforts that bring stability and encouragement to vulnerable youth.



As active supporters of the Bethlehem Chamber of Commerce, we participate in signature events such as Walla Gazoo, celebrating local business, civic pride, and regional collaboration. These engagements reinforce our commitment to strengthening the communities where we live and work.



Agentis proudly sponsors and participates in Big Brothers Big Sisters' annual Golf Tournament and Bowl for Kids' Sake fundraiser. Through these efforts, we help fund mentorship programs that create lasting, positive impact in the lives of local youth, investing in guidance, leadership, and opportunity for the next generation.



As engaged members of the Lehigh Valley Young Professionals Council, we support charitable and networking initiatives that promote leadership, civic involvement, and community growth. Our participation reflects our belief that strong regional leadership begins with engaged professionals.



We are committed advocates for Habitat for Humanity and support initiatives such as She Nailed It, which empower volunteers and expand access to safe, affordable housing. Supporting stable housing aligns with our belief that strong infrastructure, whether in homes or communities, creates lasting opportunity.



As community engagement partners with Lehigh Valley International Airport, we participate in Passenger Appreciation Day and other initiatives designed to enhance the traveler experience. These events strengthen regional connection and highlight our shared investment in the growth and vitality of the Lehigh Valley.



Agentis is dedicated to workforce development and the future of the skilled trades. We regularly host Co-Op students from Lehigh Career & Technical Institute, providing hands-on field experience and mentorship. By investing in emerging talent, we help prepare the next generation of professionals to carry the trade forward with skill and integrity.



Through participation in Celebrity Bartending events and fundraising initiatives, we proudly support the Cancer Support Community. These efforts raise awareness and critical funds for individuals and families navigating cancer, reinforcing our commitment to standing alongside those facing life's toughest challenges.



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BY THE NUMBERS

Website Statistics



Rapid Audience Growth

Record user increase driven by high-intent traffic



High-Quality Engagement

Users aren't just visiting-they're interacting



Conversion-Driven Traffic

31,083 tracked actions from engaged users

48,863

▲ +99% Growth

111K

Views

▲ +152% Increase

73.6%

Engagement Rate

▲ +31% Lift

Performance Breakdown

40,000+

Sessions

Across search, direct, and social

21,953

Customer Calls

Inbound calls tracked in 2025

55% / 45%

Desktop Mobile

Balanced traffic across devices

86

Net Promoter Score

Exceptional customer satisfaction

How We Achieved This

1

Search Optimization

Local, high-intent keywords

3

Content That Converts

Educational + actionable

2

Multi-Channel Reach

Organic + direct + social

4

Continuous Optimization

Data-driven improvements

Local Search Visibility

1.64M

Search Impressions

Across high-intent local searches in 2025

Top Service Pages Driving Traffic



Local Plumbing (Bethlehem / Allentown)



Contact / Service Request



Residential Plumbing





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LOOKING AHEAD

Year in Review

2025 was a defining year for Agentis — one where strong operational foundations aligned with ambitious growth goals. Rather than simply scaling volume, the focus was on building a more resilient, efficient, and performance-driven organization. This created the momentum needed to support long-term expansion and service excellence.

- ✓ Strong milestone year
- ✓ Financial stability and operational maturity
- ✓ Foundation aligned for scalable growth
- ✓ Accelerated market momentum

How We Delivered Impact

This progress was driven by a deliberate focus on both operational excellence and customer experience. Investments in people, systems, and data visibility allowed Agentis to respond faster, operate more efficiently, and deliver a more seamless experience across every touchpoint.

Key Outcomes:

- ✓ Faster response times and reduced service friction
- ✓ Higher first-time fix rates and improved job completion
- ✓ Real-time KPI tracking and transparent reporting
- ✓ Skilled technicians supported by optimized systems

Looking Ahead

With a strong foundation in place, the focus for 2026 is on scaling infrastructure, deepening digital integration, and continuing to elevate service standards. The goal is not just growth, but sustainable, high-quality expansion that reinforces Agentis as the gold standard in reliability and performance.

Strategic Priorities:

- ✓ Infrastructure expansion + digital integration
- ✓ Continued investment in people, systems, and standards
- ✓ Advancing technical excellence and resilience
- ✓ Supporting long-term client success





Excellence & Integrity

AGENTIS
plumbing



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 **AGENTIS**
plumbing

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AGENTISPLUMBING.COM

Serving our neighbors since 1954

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