

Rhode Island Plumbing Company Bets Against the Lowest-Bid Model

Smithfield's Thumbs Up Plumbing competes on service, not price, with upfront quotes, 24/7 live dispatch and an industry-leading water heater warranty.

SMITHFIELD, RI, UNITED STATES, August 11, 2026 /EINPresswire.com/ -- [Thumbs Up Plumbing](#) was founded on a frustration most Rhode Island homeowners will recognize: calling a plumber and getting a vague estimate, a missed window, and no one to follow up with afterward.

Founder Shaq Watson witnessed those customer service shortcomings firsthand while working in the plumbing industry before starting the company. Instead of accepting them as the cost of doing business in the trade, he built Thumbs Up Plumbing around honest communication, quality workmanship, and one guiding principle: "We Consider Our Clients Family."



Thumbs up plumbing logo

"People call us on some of the worst days they have. A flooded basement, no hot water, water coming through a ceiling," Shaq said. "They deserve to be treated like family, not like a work order."

The company runs on three commitments:

- Transparent communication: Upfront pricing and real-time job updates instead of vague estimates and unanswered calls.
- Accountability. An industry-leading 5-year worry-free water heater warranty that backs every installation with long-term coverage.
- Availability: As Rhode Island's Only TRUE [24/7 Emergency Plumbing](#) Company, Thumbs Up

Plumbing provides licensed professionals on live dispatch around the clock—not just an answering service.

The warranty is where the company puts the most on the line. Rather than winning jobs on the lowest quote, Thumbs Up Plumbing stands behind its [water heater installations](#) for the long term, a commitment that only holds up if the work does.

"Our goal has never been to compete on price," Shaq said. "We want homeowners to understand what they're getting when they choose a company that shows up when it matters and is still standing behind the job years later."

Homeowners will increasingly see that standard represented by Solder The Seal of Approval™, the company's mascot and the face of a simple promise: every job should earn the seal. Solder anchors the company's homeowner education efforts, including plumbing tips, behind-the-scenes content, and community outreach across its service area.

For more information, visit www.thumbsupri.com.

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Founder, Shaq Watson



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