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2007 Classy Truck
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PAGE 10



**The Buck
Stops Here**
Entrepreneurial Oregon
couple yearns to call
their own shots

PAGE 38



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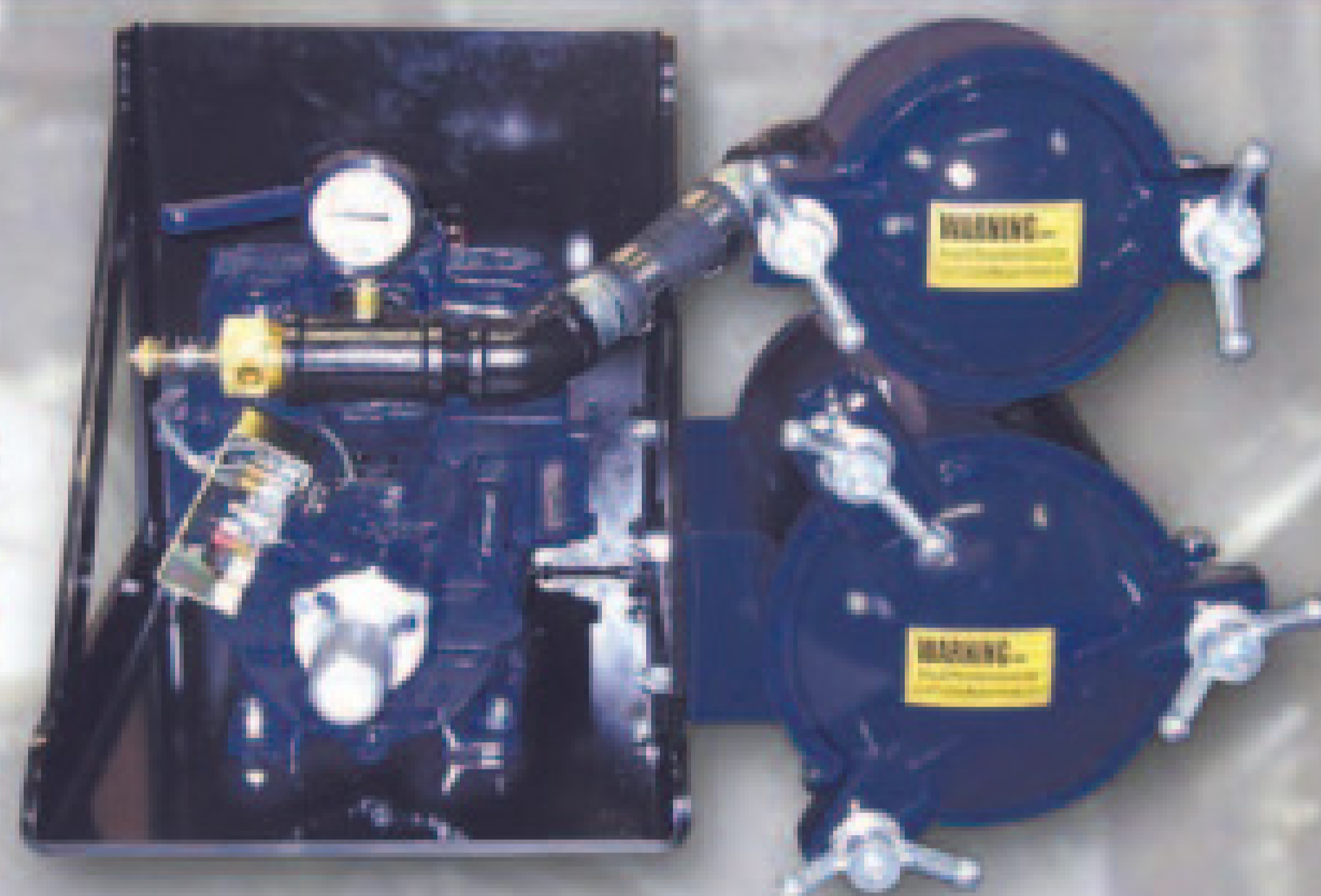
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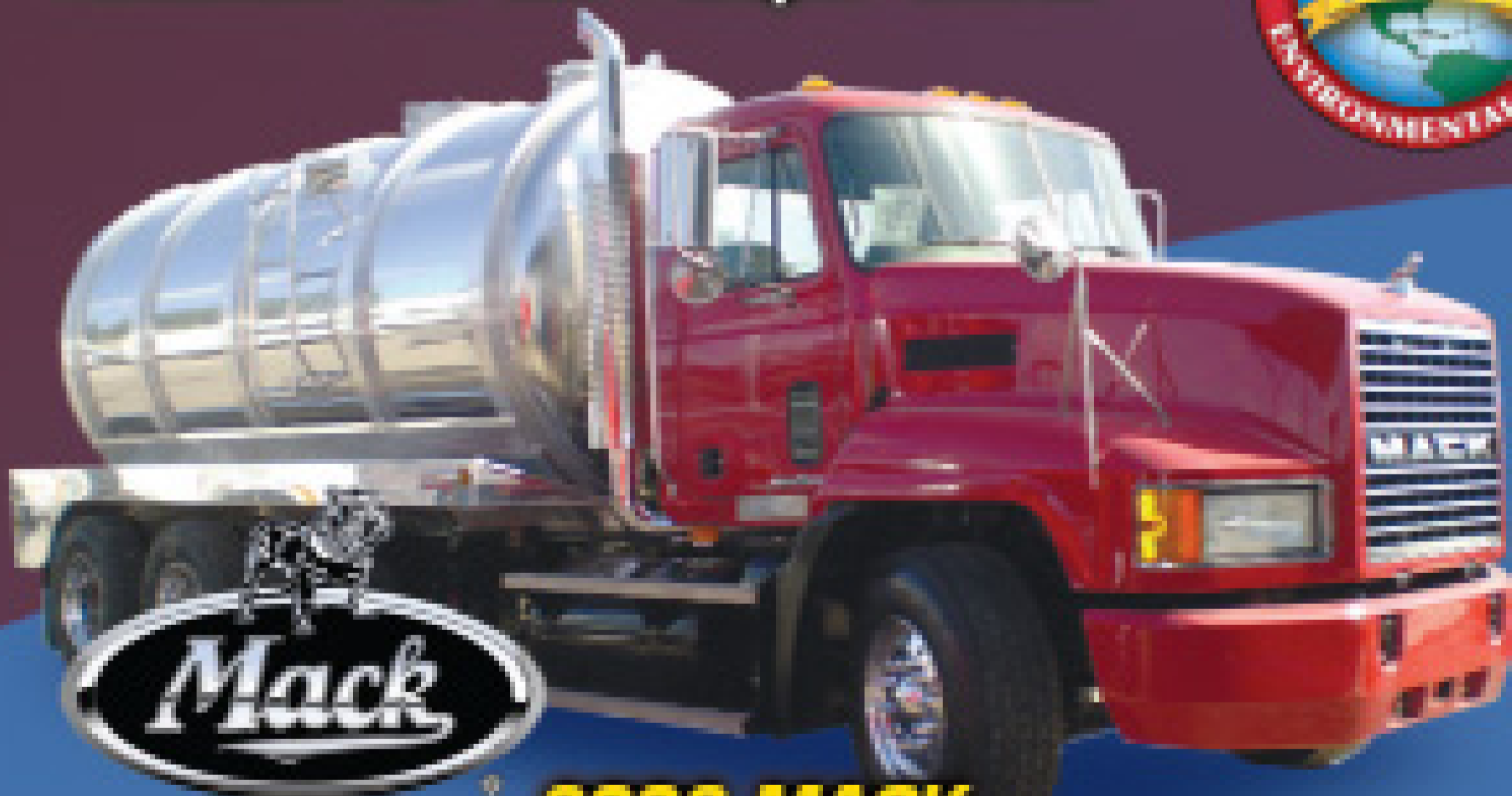


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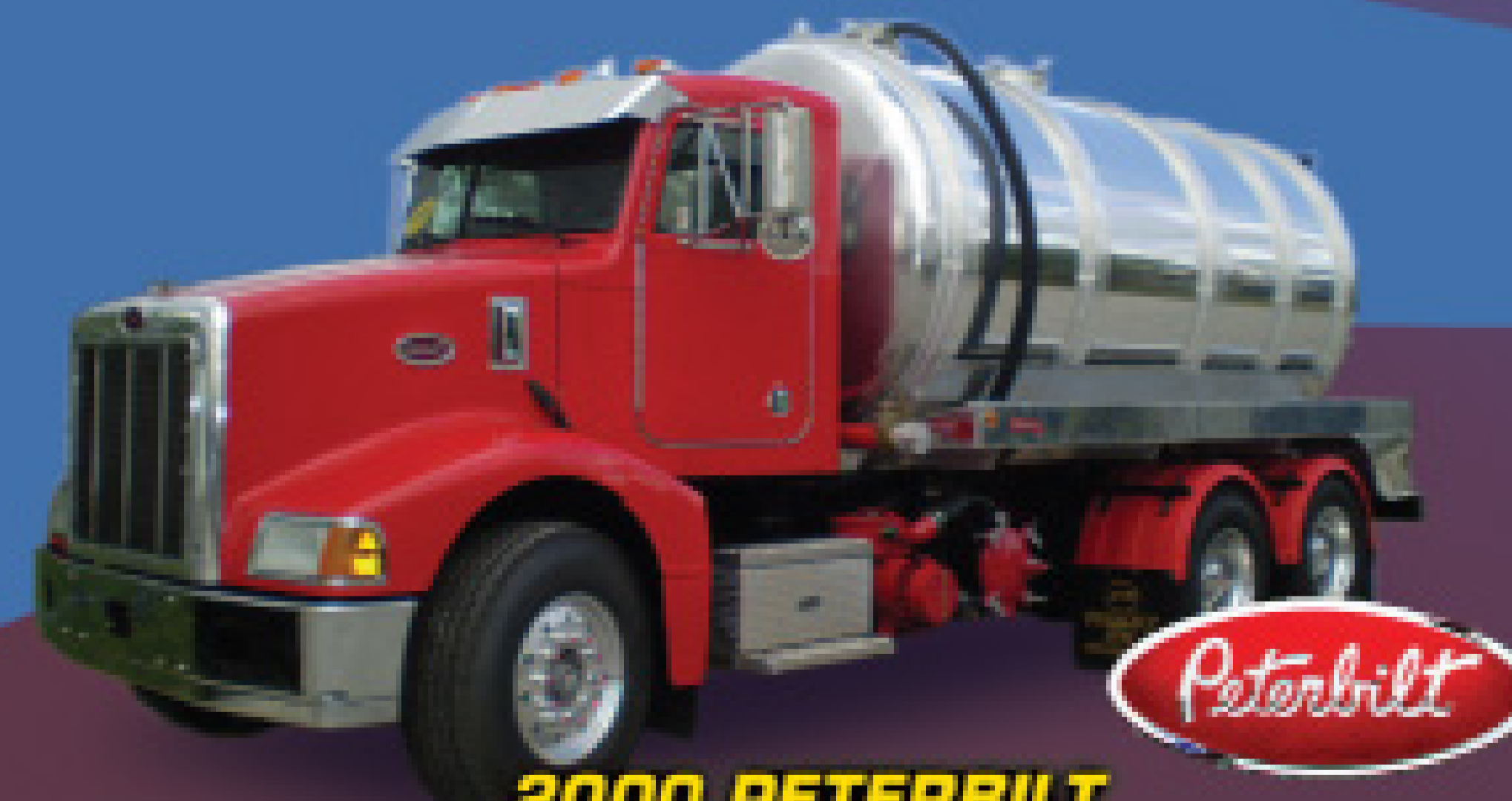
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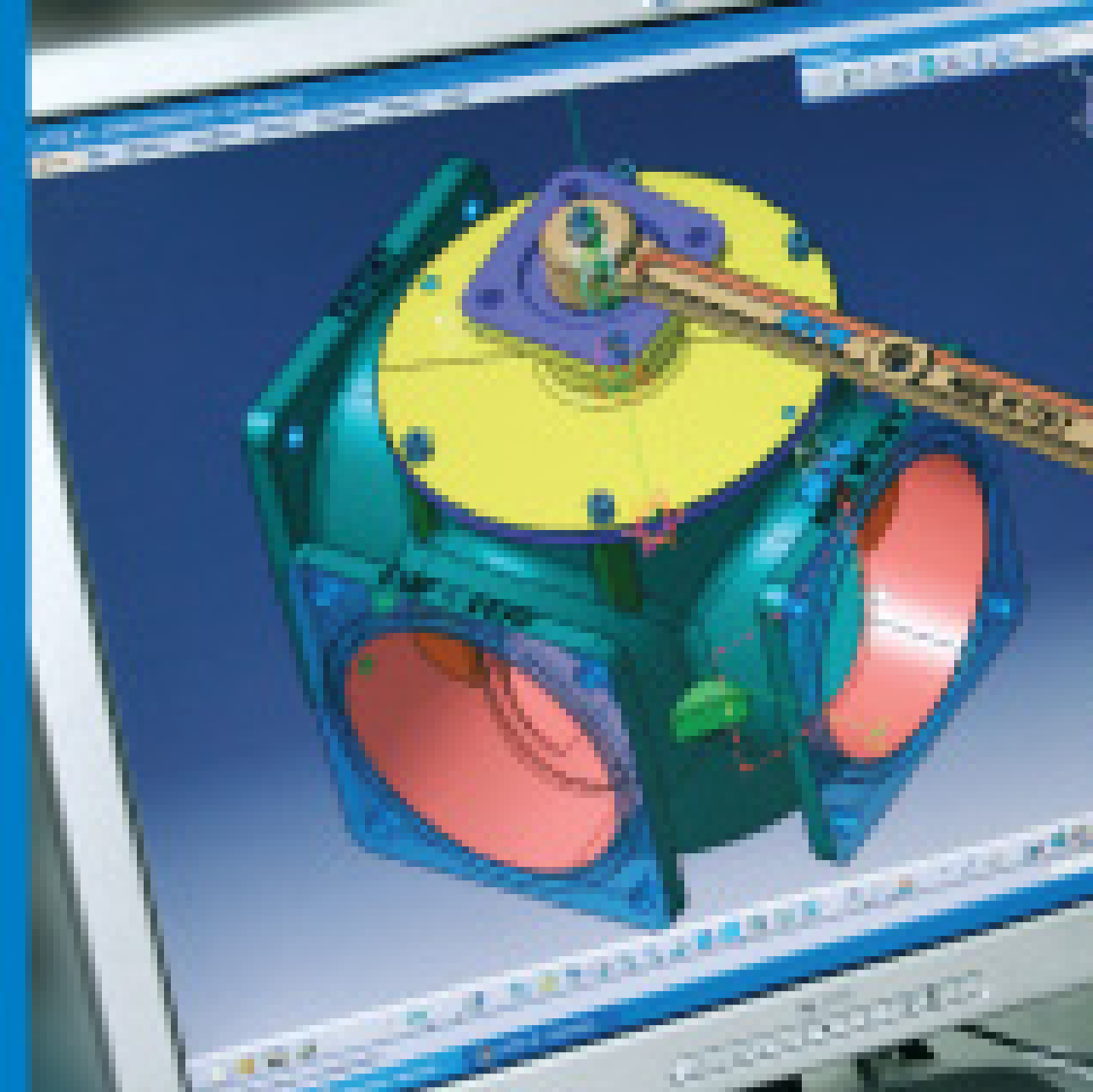
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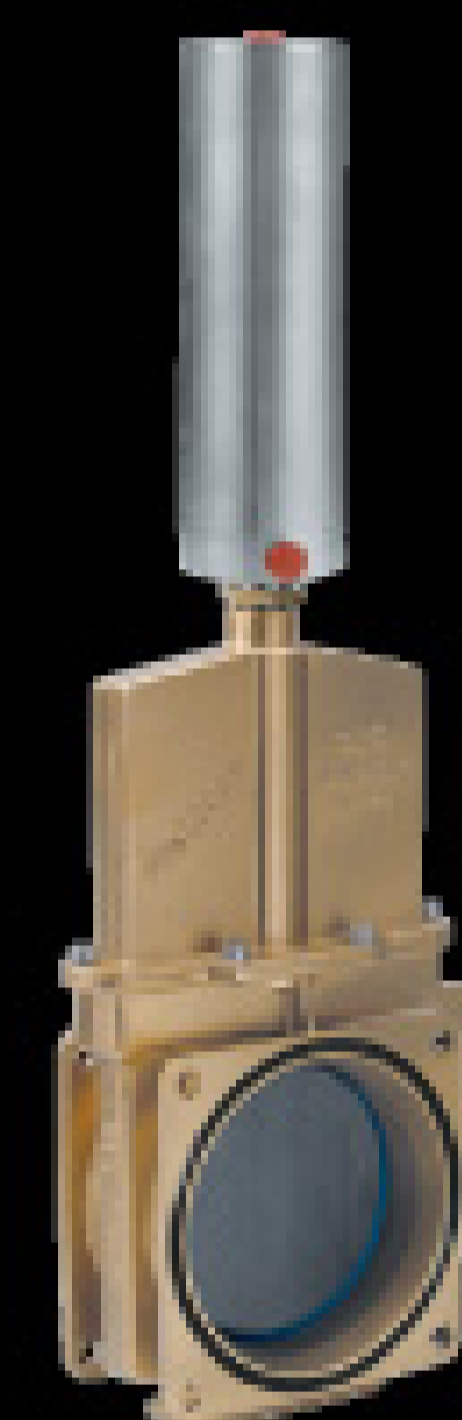
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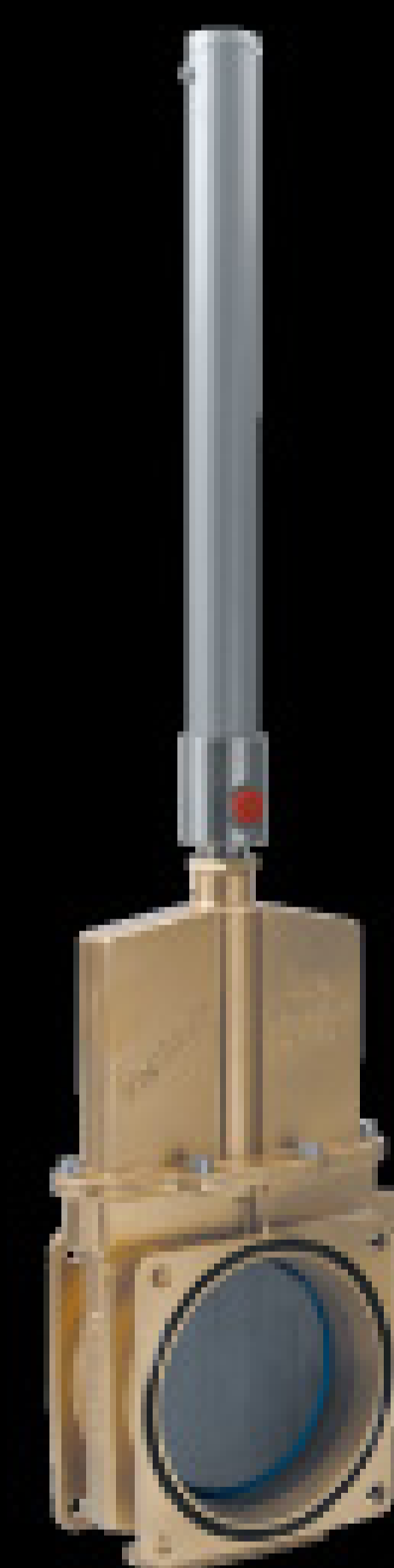
RIV 100



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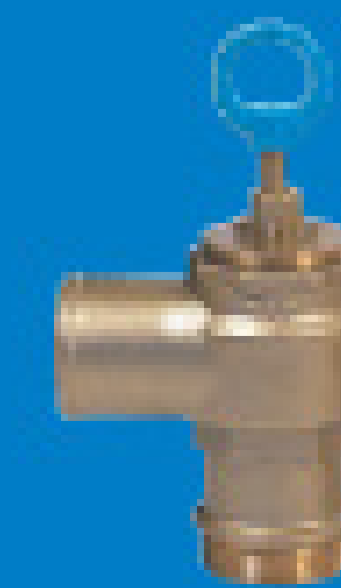
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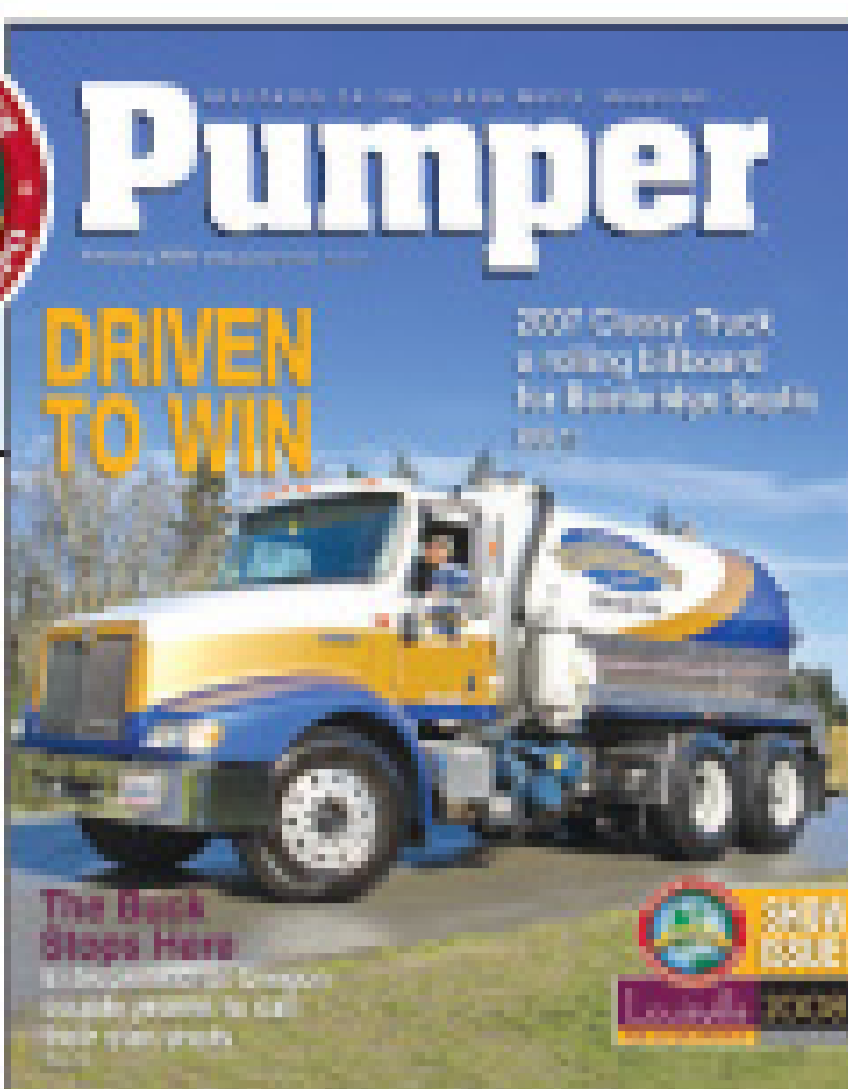
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In This Issue

FEBRUARY 2008

SHOW ISSUE



ARTICLES

10

Reading Between the Lines: 'It's a Pride Thing'

- Jim Kneiszel

On the cover: Dean Church, winner of the 2007 Classy Truck of the Year contest, says, "A clean truck on the road gives customers a good sense of who they are using and confidence they're getting the job done right." (Photo by Martin Bydalek)

16

Kenny Comes to America

Australian film focusing on an enthusiastic portable sanitation worker debuts at Pumper & Cleaner Expo.

- Jim Kneiszel

20

Building the Business: Can We Talk?

Bosses who say they want honest feedback should look for ways to get employees to open up ... and then listen to what the workers have to say.

- Daisy Saunders

30

Rules and Regs: North Carolina Bill Would Have Required Two Technicians per Truck on Some Jobs

- Scottie Dayton

38

The Buck Stops Here

The thrill of calling the shots draws an entrepreneurial Oregon couple into septic service ownership as a second career.

- Seiche Sanders

46

Pumper Interview:

Protecting Systems and Customer Base

Pennsylvania contractor Jeff Rachlin turns to a maintenance contract program to ensure proper care of systems, as well as to lock in long-term profits.

- Erik Gunn

54

Old Name, New Ideas

Fresh marketing tools and inventive disposal solutions build on a solid 60-year foundation for Michigan's Jack Spack Septic Tank Service.

- Richard Ryman

REGULAR FEATURES

100

Money Manager: Prodding Deadbeats

Consider your options when faced with a "tough customer" who seems completely unwilling to pay.

- Erik Gunn

110

Reader Pipelines:

The Route to Profitability

Workload and efficiency with "old-school" practices will dictate when you adopt automated scheduling.

- Mary Shafer

122

Septic System Answer Man:

Basic Training II: Mound Systems & Beyond

A newly minted onsite system inspector gets more advice on how to work effectively with installers.

- Roger E. Machmeier, Ph.D

130

Classy Truck of the Month

We feature Goodwin Septic Cleaning, Wisconsin Rapids, Wis.

64

Overheard Online: Weighty Issues

Posters want to know how heavy septage is, what drivers are paid and how to enhance customer education about onsite systems.

72

Lighter Side: Signature Service

A portable restroom with a backstage pass is covered with autographs of country music luminaries.

- Ken Wysocky

80

Check Your Vacuum Relief Valve

A California pumper learned a basic vacuum truck maintenance lesson the hard way.

88

Pumper Anniversaries

40th anniversary of Danbury Septic Tank Service.

140

Pumper Marketing: What Happened to Loyalty?

Strategies to encourage your best customers to come back again and again.

- Lenann McCookey Gardner

2008 PUMPER & CLEANER EXPO

91

Floor Plan, Exhibitor Listing

Find out what's in store at the Kentucky Exposition Center.

152

NAWT News: Association Sponsors Pumper & Cleaner Expo Education Day Seminar Track

- Tom Ferrero

160

Product News: Spotlight — FMI Service Trailer

- Ken Wysocky

170

Industry News

193

Association News; Training and Education; Calendar

Coming in March

Special Issue: Vacuum Trucks & Components, Fleet Management & Maintenance

- Septic System Answer Man: Determining a realistic residential sewage flow rate
- Contractor Profile: Virginia pumper has expansion plans

Pumper

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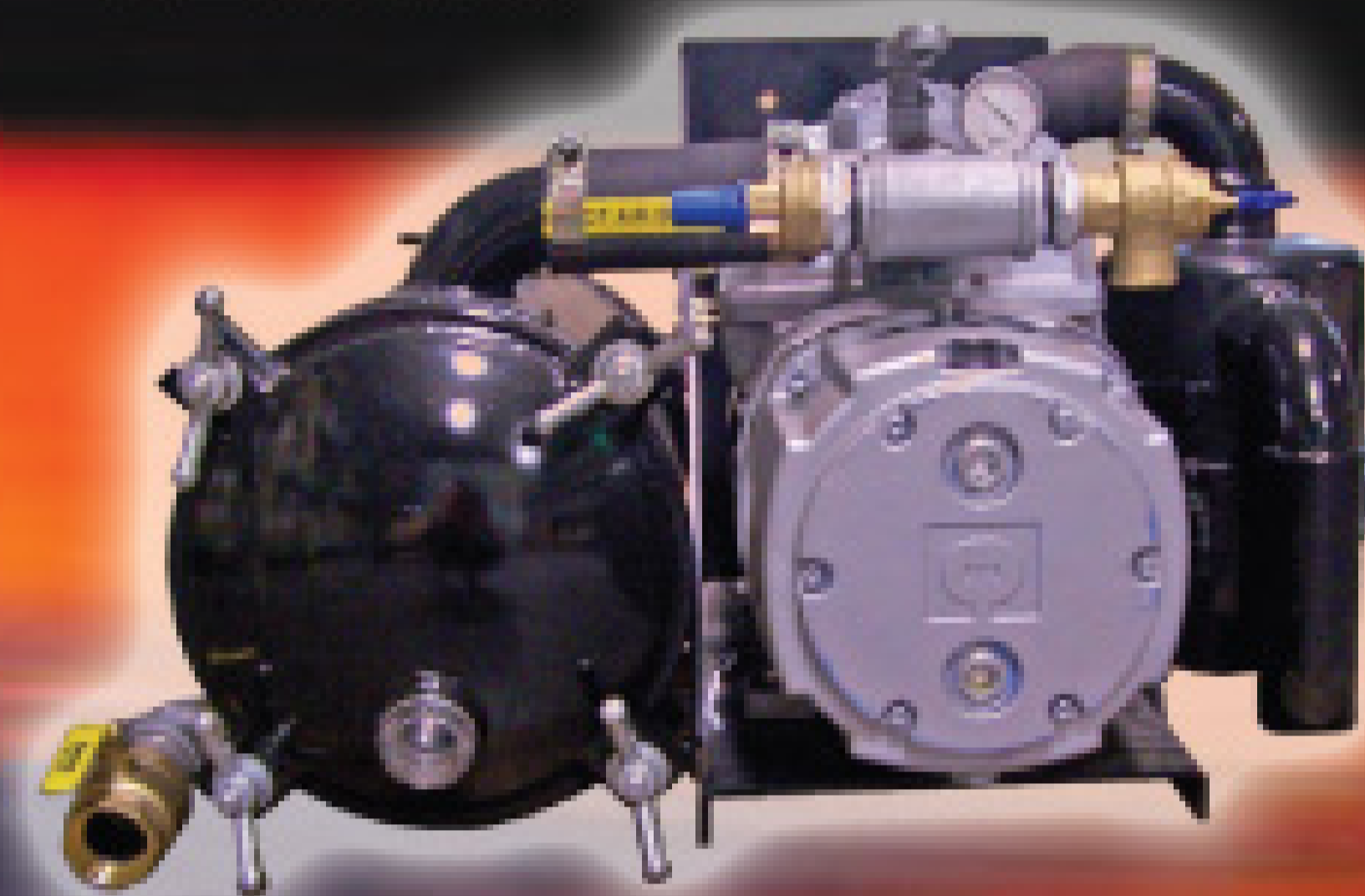


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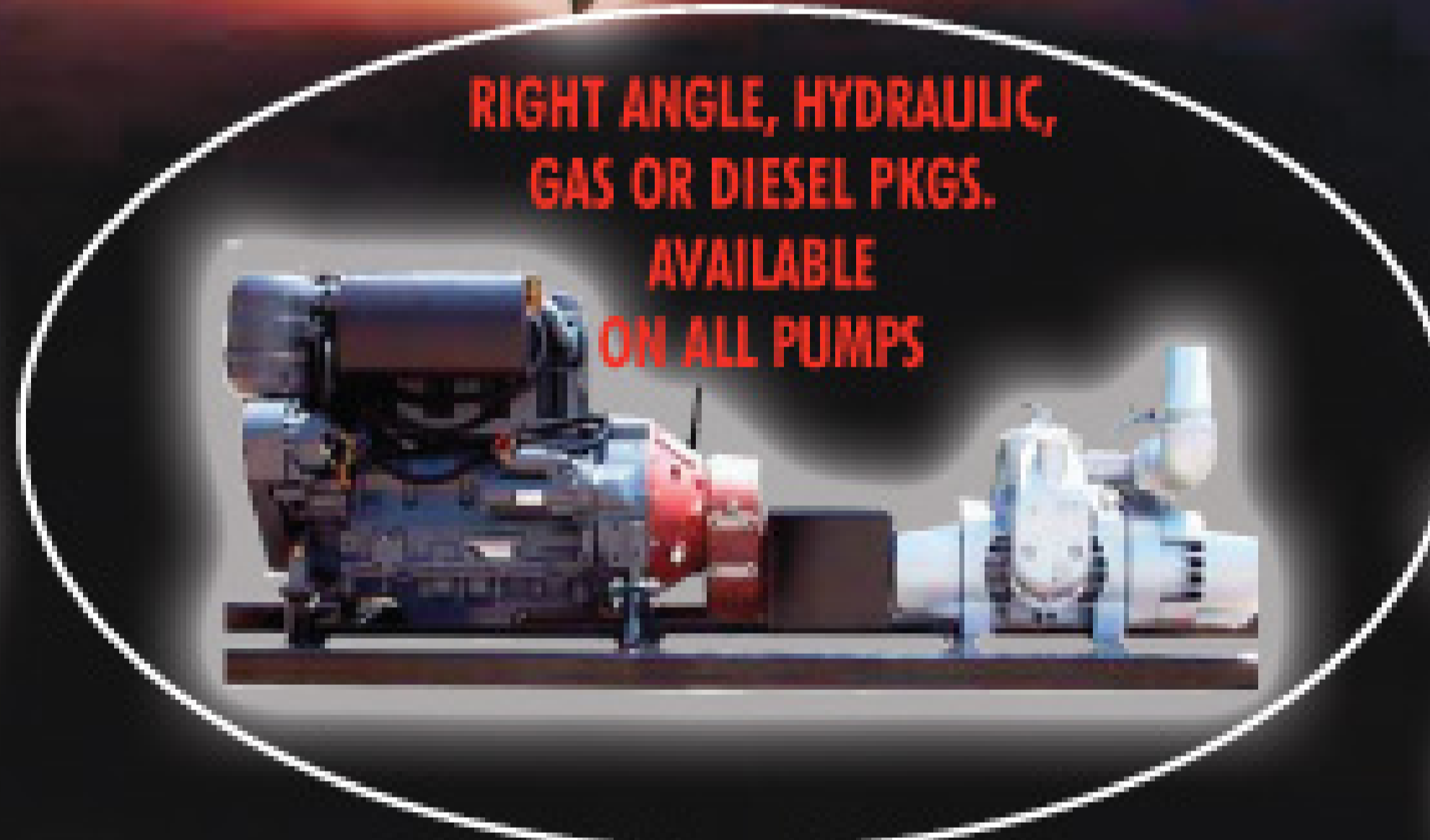
PM80 350 cfm



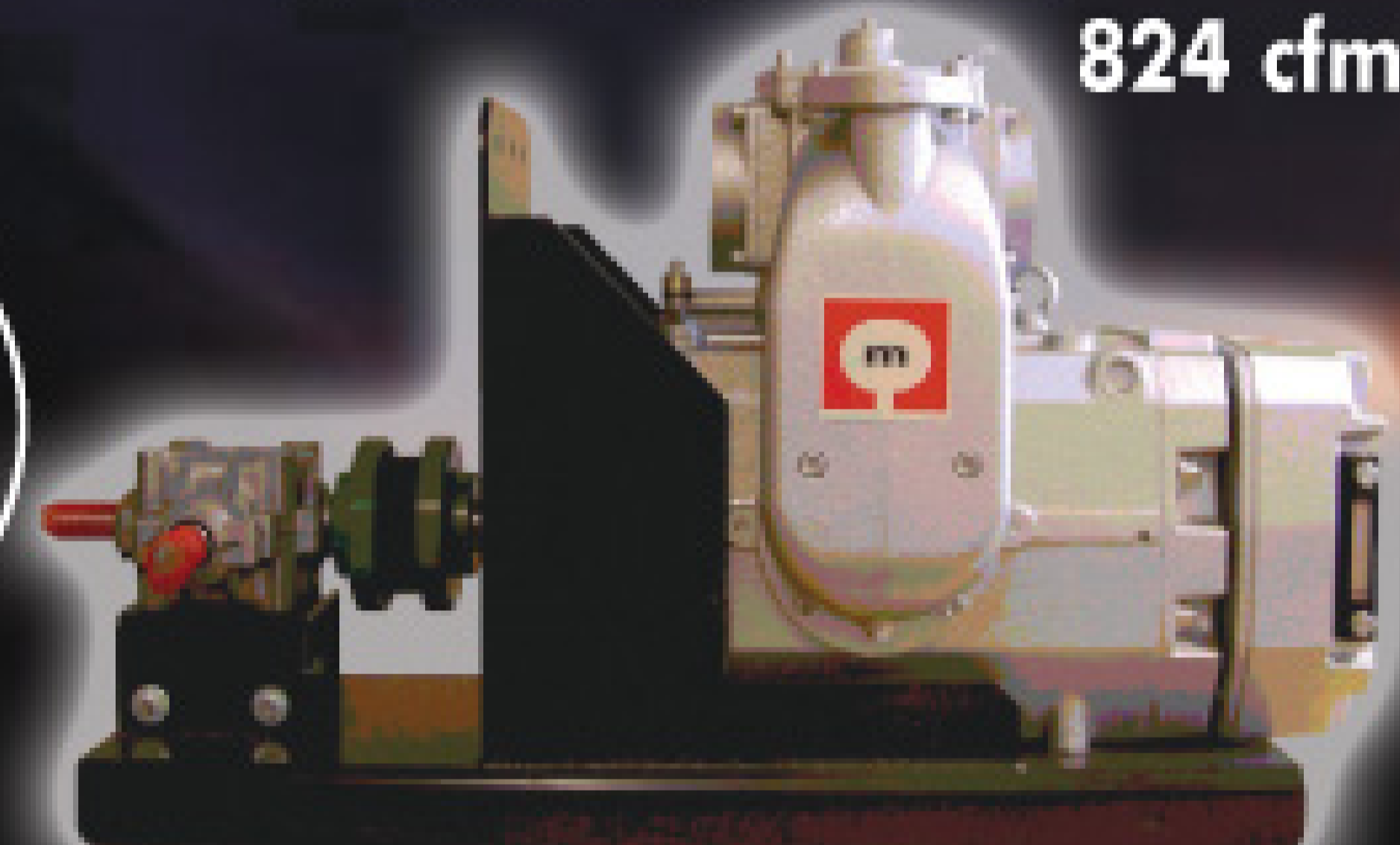
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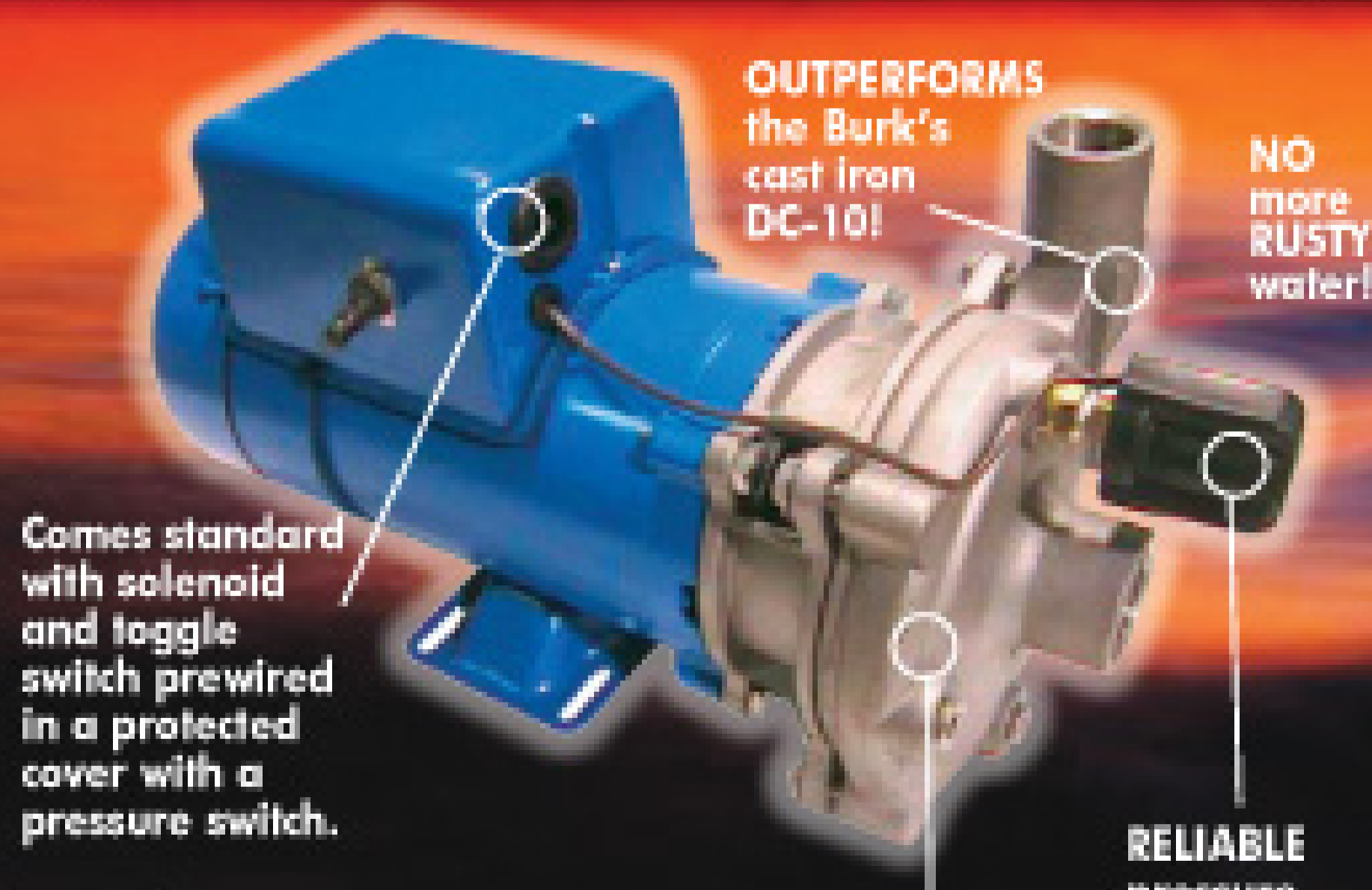


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ADVERTISER index

February 2008

27th Trucks, Inc.4

A

A & L Systems Inc.168
A Corp/Rooter-Man130



Abbott Rubber Co., Inc.42



Abernethy Welding & Repair61
Accent Manufacturing153
Ace-Supply58
ACG Equipment Finance44
Acro Trailer Company126



Advance Pump & Equip.115
Advanced Containment Sys.148
Aero-Stream LLC77
Alar Engineering Corp.166
Allied Tank113
Almetek Industries Inc.21
Alpha Mobile Solutions104
AlturnaMats163
Ameri-Can Engineering24
American Industrial124
American Machine & Tool Co.76
Amigo Truck Ltd.30
Amthor International164
Aqua Ben Corp.168
Aqua Blast Corp.162



Aqua-Zyme Disposal Sys.148



Arcan Enterprises Inc.82



ARMAL Inc.11-13



Armstrong Equipment50, 116
Art's Truck & Equipment170
Atlanta Rubber & Hyd.78

B

B & W Mantrad Inc.164
Badger Truck Center162
Balzer Inc.76



Bandlock Corp.145
Banjo Corp.86
BDP Industries Inc.165
Beall Trailers50
Best Enterprises, Inc.159
Big Fish Environmental44
Black Tie Mfg. Inc.36-37
Blue Angel Pumps21
Brenlin Co. Inc./Seal-R162



Bright Technologies106

C

Cadman Power Equipment68



Cam Spray41

Cape Cod Biochemical25
Capital Partners LLC164



Capital Rubber Corp.48
Center Capital Corp.169



Chandler Equipment Inc.9, 17
Chempace Corporation121
Circle D Truck Sales90



Clear Computing Inc.112
Cloverleaf Tool98
Com Vac Systems158



Comforts of Home52
Community Leasing161
Concrete Sealants Inc.142
Consolidated Pipe & Tube136



Crust Busters/Schmitz Bros.108

D

Del Vel Chemical Co.153
Delta Environmental124
Denver Truck Sales168
Dragon Products28-29
Dresser Roots Blowers71
Drop Box Inc.24
Dunham & Morrow Inc.65
Dyna-Vac Equipment154

E

Earth Friendly Chemicals14-15
Ecological Laboratories59



Elastec/American Marine150
Engine & Accessory Inc.129
Eventrestrooms.com102
Excel Equip. & Supply157
Explorer Trailers - McKee108

F



F. S. Solutions98
Fergus Power Products72
Five Peaks Technology67



Flo Trend Systems Inc.119
FM Manufacturing Inc.136



FMI Truck Sales & Service73
Fruitland Tool & Mfg.104

G

Gallup Agitator Systems70
Gamajet Cleaning Systems74
GapVax Inc.127
Gardner Denver Wittig131
General Pump128
Global Vacuum Sys. Inc.167
GO FOR DIGGER142
Go Potty LLC84
Granite Leasing Co.191
Great Lakes Equip. Inc.69
Green Leaf Inc.154
Guzzler Mfg. Inc.75

H

H&M Vac Pumps & Equip.156

Hampel Corp.32-33, 57
Hannay Reels82
Hi-Vac Corp./O'Brien80
Hi-Vac Corp./Aquatech103
House of Imports101
Hull's Truck Bodies146
HUR Chemical Mfg.168

I

IHI Compact Excavators68
Imperial Industries Inc.63

J



J&J Chemical Co.99
Jack Doherty149
J.C. Gury Company Inc.128



Jag Mobile Solutions185
JGB Enterprises81

K

KeeVac Industries Inc.117
Keith Huber Inc.18-19, 84, 150
Kentucky Tank Inc.172
Key Commercial Corp.74
Kuriyama of America Inc.126

L

L.C. Tanks83
L.M.T. Inc.118
Labrie Environ. Group66
Lane's Vacuum Tank Inc.102



Lely Manufacturing Inc.89



Lenzyme/Trap-Clear Inc.58
Liberty Financial Group60
Liberty Pumps70
Liquid Waste Industries120
Liquid Waste Technology166
Longhorn Tank & Trailer Inc.184

M

Magnets by Stamp Works168



Marsh Industrial111



Masport Inc.3
Michigan Vacuum Truck Inc.144
Micro Target Media172
Mid-Continent Truck Sales173
Mid-State Tank161
Milwaukee Rubber Prod.24
Morcon Inc.42



Moro USA East Inc.7
Muncie Power Prod. Inc.65
Mytana Mfg. Co. Inc.114

N

National Truck Center105
National Vac. Equip. Inc.90
Nilodor, Inc.136
NovaFlex Hose86



NuConcepts128

O

OMSI Transmissions Inc.155
Overland Tank Inc.58

P

Pat's Pump & Blower47



Pik Rite, Inc.134
PolyJohn Enterprises195

Polylok Inc.194
PolyPortables Inc.27, 49
PolyPortables Inc./Green Way123
Power Vac Inc.112
PowerFlo Products Inc.146
Precision Tank & Equip.52



Pressure Lift Corp.120
Presvac Systems Ltd.196
Prime Solution Inc.82
Prometheus Partners107



Prototek68

Q

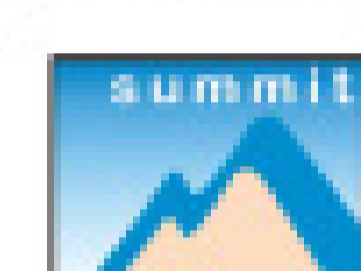
Quality Tank Trucks125

R

RA. Ross N. E.132



RABCO88
Ratech Electronics Limited118
Redbox +109
Reelcraft Industries Inc.60



Ritam Technologies168
RIV SpA Ribinetteria5
Robinson Septic Service70
Robuschi & C.S.p.A.151
Rocket Supply Corp.106
RotoSolutions Inc.62
RouteOptix Inc.104
Rush Refuse Systems79

S

Safety Pumping Systems156
Sanitation Reminder72
Satellite Industries2, 45, 96-97
Screen Tech/Div. of Roeda66
SEMO Tank76



Septic Services Inc.134
Sludge Management112
Smithco Mfg. Inc.144
Specialty B Sales138
SPG Tanks Inc.114
Stellar Industries Inc.132
Stuart Tank108
Super Products LLC62
Supervac 2000158
Surco147
SVE Sales Inc.111
Sweet Septic Systems Inc.66

T



T&T Tools Inc.34
Tank Truck Service & Sales26



TankTec22-23



The Service Program156



Toico Industries Inc.171
Tracker Solutions142
Trans Lease184



Transport Truck Sales87



Transway Systems Inc.133
Truck Town Inc.44
TSF Company Inc.85
TST, LLC43
Tuf-Tite Inc.139

U

U.E.M.S.I.166
USA BlueBook62

V

V.E. Enterprises Inc.141
Vac-Con, Inc.51
Vacutrux Limited35



Vacuum Sales Inc.78



VAR Co.26, 102

W

Walex Products Co.53
Wallenstein Pumps-Elmira106
Water Cannon34
Wee Engineer Inc.143



Wells Cargo COG116
West-Mark Inc.137
Westmoor Ltd.31, 138
White River Distributors146
Wilcox Truck Sales74
Wolf Creek Co., Inc.52

Z

Zoeller Pump Company135

Classifieds174
Marketplace181
Truck Stop186

Western Supplement

(after page 66)

Armstrong Equipment3
Custom Tank & Equip.7
Erickson Tank & Pump5
James Wilbee Company4
TRS Industries5

Midwest Supplement

(after page 66)

Bosserman Tank & Truck2
Engle Fabrication Inc.8
Marengo Fabricated5
Mid-State Truck Service2
Milwaukee Rubber4
Pierson Co.4
Rider Vacuum Sales3
T-Line Equipment Inc.7
V&H Inc.8

Eastern Supplement

(after page 66)

Andert4
Bay State Truck4
Bosserman Tank & Truck2
Cellofoam2
Manchester Hose6
Marengo Fabricated5
Southcoast Equipment7
Truck Services of Virginia1
Vacuum Sales Inc.3
V&H Inc.6

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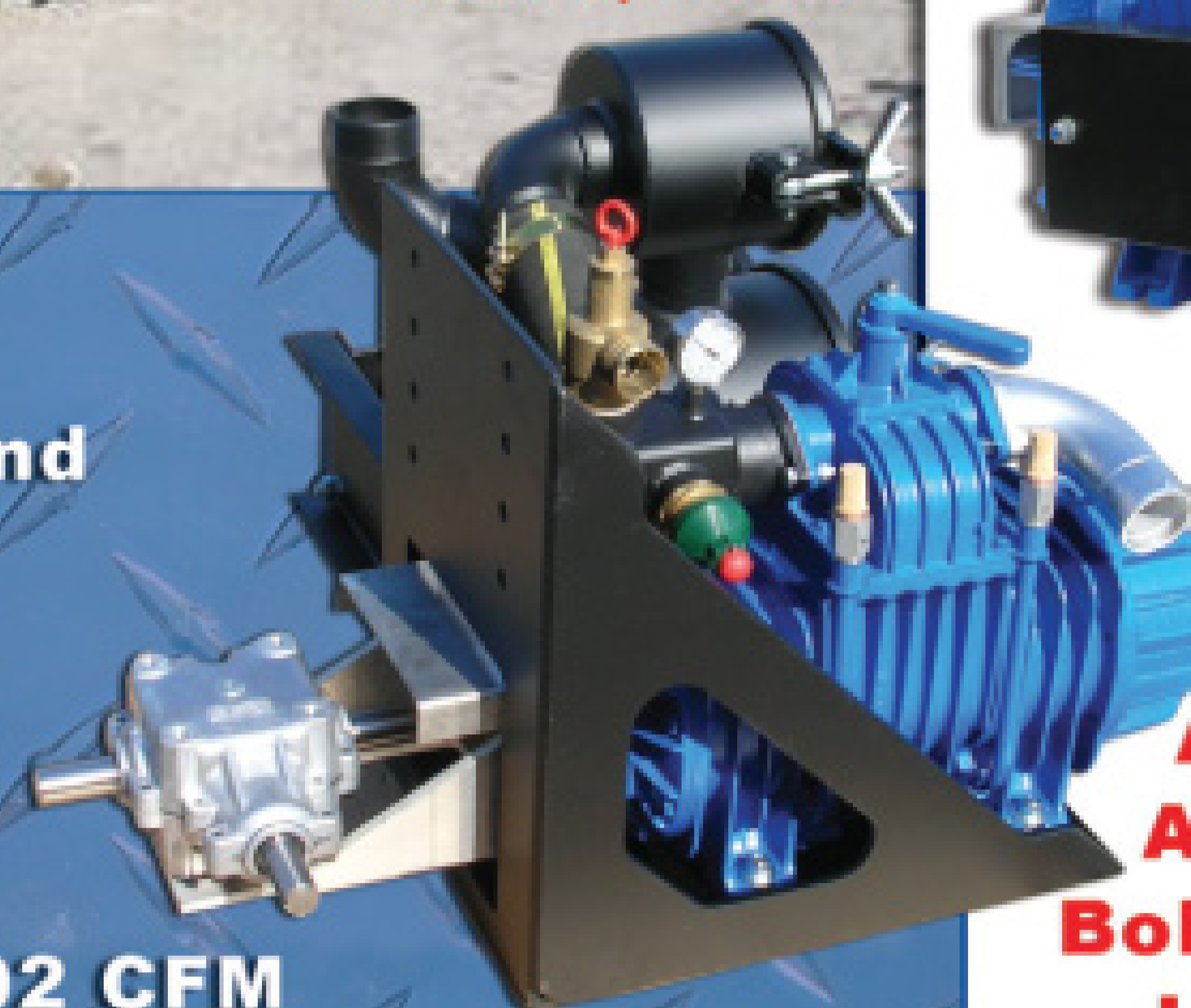
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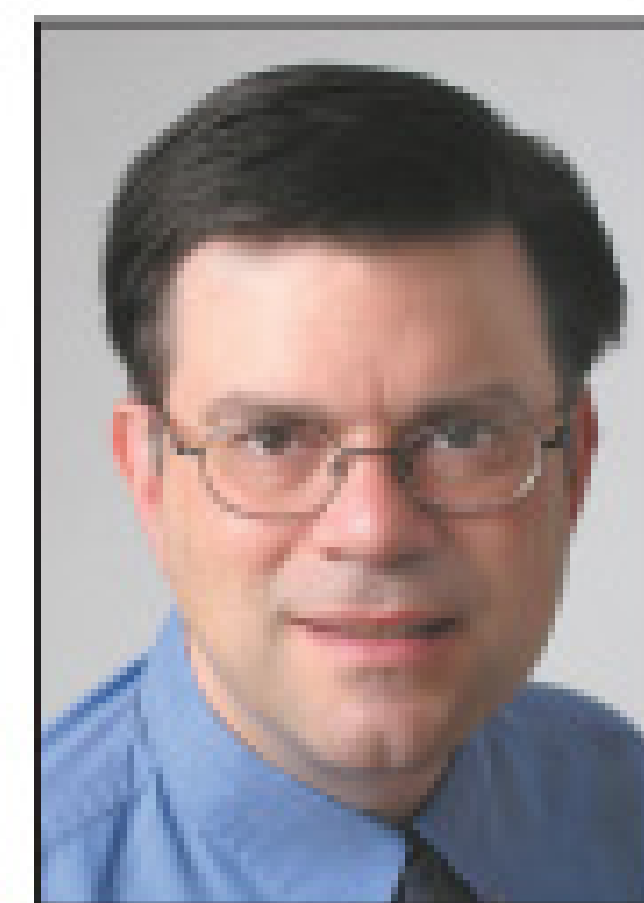
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COVER STORY: Classy Truck of the Year

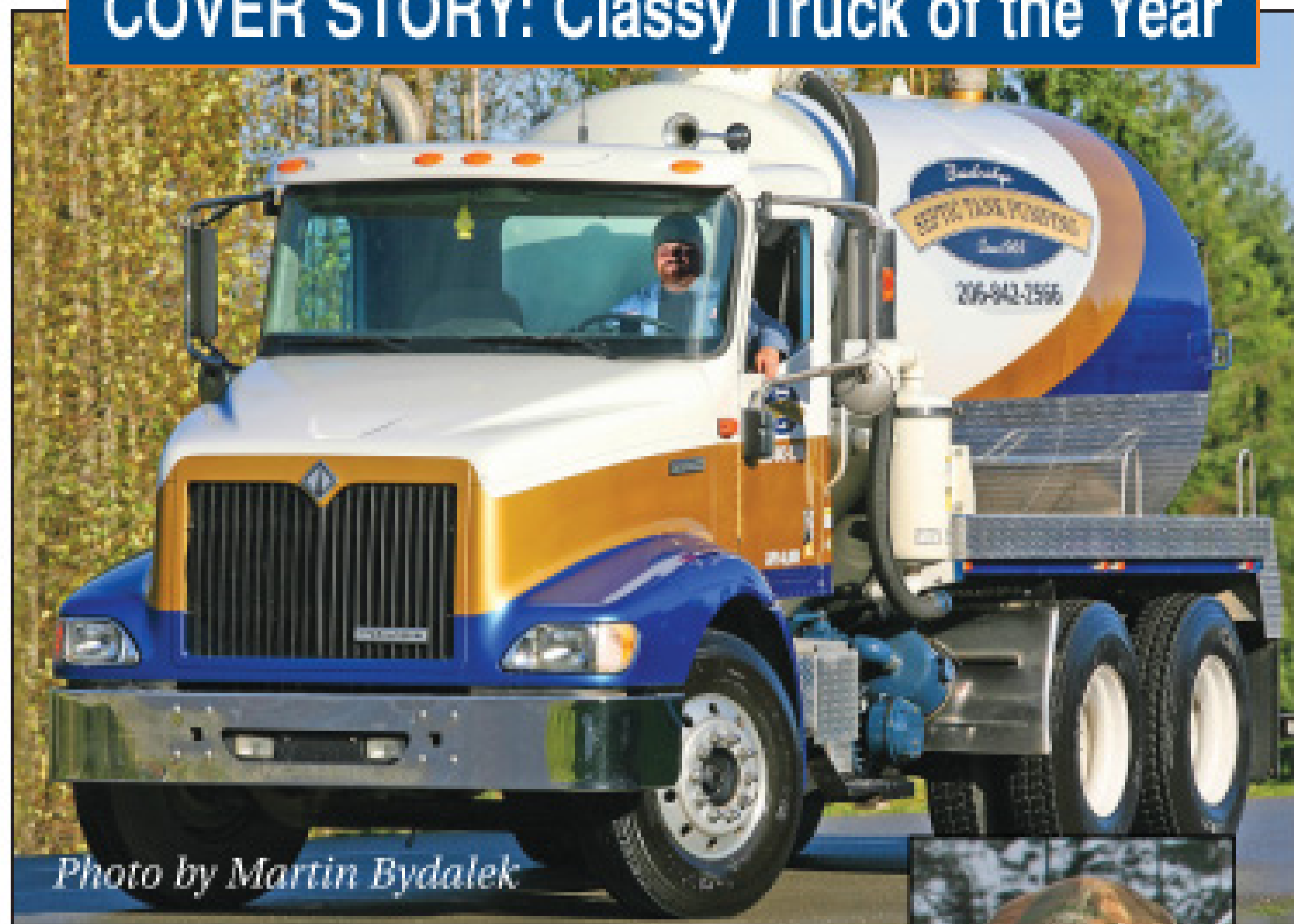


Photo by Martin Bydalek

2007 Classy Truck contest winner stresses that a good-looking rig reflects a well-run business

By Jim Kneiszel, Editor

metallic blue and gold to match the team colors of the Bainbridge High School Spartans. The same paint scheme and bold graphics by Johnny K Signs are found on all Bainbridge trucks.

Other nice touches on the truck are diamond-plate hose trays and comfort features,

children. The family is firmly rooted in the community and believe in giving, often offering their services for charitable purposes.

Church also believes he should keep the pumping business going to serve the owners of older houses on the island, as new homes typically tie into a municipal sewer and don't need septic service. The emergence of sewer service limits Bainbridge's growth, but the septic subsidiary still pumps an average of 50-60 tanks per month.

CLASSY COMPETITION

The *Classy Truck* entries keep getting better every year. I'd like to congratulate everyone who participated in 2007 and encourage all readers to send in photos of their new or refurbished vacuum trucks for 2008. The quality of trucks I see in photos that pass my desk are a reflection both of the commitment of liquid waste haulers to build a professional image and of the skill of truck builders, accessory manufacturers, painters and detailers that serve this industry. If anybody tells you they can no longer find quality craftsmanship in American industry, have them watch for the next pumping truck they pass on the highway.

ON WITH THE SHOW

As this issue of *Pumper* is being delivered to your doorstep, I'm preparing to head to Louisville, Ky., for the Pumper & Cleaner Environmental Expo International. I hope to see you at the Kentucky Exposition Center Feb. 26-March 1.

I look forward to the Expo for a number of reasons. Like so many of you who make the Expo an annual tradition, I am eager to see new products on display in the exhibit area and learn of new industry trends during the Feb. 26 Education Day seminars.

But what I look forward to the most is the opportunity to meet the pumping professionals who make this a dynamic and progressive industry. Many of the ideas for stories you see in these pages are generated while visiting with pumpers from across the country — and the world — at the Expo.

So please flag me down at the Expo and tell me about your business. If you'd like to say hello and share an idea or two for the magazine, look for anyone wearing a COLE Publishing shirt and have them track me down. I look forward to meeting you. ■

To a certain degree, you are what you drive in the pumping business, says Dean Church, owner of Bainbridge Septic Tank Pumping in Bainbridge Island, Wash.

Sure, you can provide crack service driving an older service rig with a little rust showing here and there. But the winner of the *Classy Truck of the Year* contest for 2007 says that in a world where image is everything, driving a good-looking, well-maintained rig is a strong indicator of quality service and customer care.

"Having a nice, clean truck, it's a pride thing," Church said after being told that his truck was being honored as the top entry from the monthly *Classy Truck* feature last year. "They are a driving billboard, so it's definitely important to have clean trucks. Our drivers take pride in having clean trucks, and it shows they take pride in everything they do."

Church's updated 1999 International 9100i — one of two septic trucks in the fleet that includes 24 trash, recycling and drop box rigs — was featured in the May issue of *Pumper*®. In a vote by readers and COLE Publishing staff, the Bainbridge truck beat out 11 other beautiful trucks that shared the monthly *Classy Truck* feature during 2007.

BUILDING DAVE'S TRUCK

In 2006, Church sent the truck to Erickson Tank & Pump in Qunicy, Wash., where a new 3,000-gallon steel tank and accessories were added. The truck is powered by a Cummins N-14 370E-Plus engine married to a 10-speed Eaton-Fuller transmission. Vacuum is provided by a Masport H15w pump.

When the truck was returned, it was painted by Rainbow Auto Body, with a swooping design of



"A clean truck on the road gives customers a good sense of who they are using and confidence they're getting the job done right."

Dean Church

including air-ride cab, air conditioning, heated mirrors, fog and running lights and cassette stereo. The truck maintained by driver Dave Schaber is used mostly for residential septic customers on the island in the Puget Sound and Kitsap County.

When Church sees septic pumping companies working with inferior equipment and poorly maintained older trucks, he can't help but believe the image reflects the level of service they provide. Church says he demands that his trucks reflect something more.

"We don't just pump (waste), in my mind," he said. "I don't look at it that way at all. We provide a necessary service to people who've known us all of our lives, and we help the community."

A long-time *Pumper* reader, Church said winning the contest validates his philosophy of building trucks that make a positive first impression among customers.

"Keep up on the maintenance, not just the exterior, but the mechanical part of it, too, so you don't have the breakdowns and the downtime. To me, it's not just about a picture," Church says of his truck, which takes center stage on the *Pumper* cover this month. "A clean truck on the road gives customers a good sense of who they are using and confidence they're getting the job done right."

The pumping business and its sister businesses were started by Church's late father-in-law, Don Palmer, in 1966, and bought by Church and his wife, Heather, two years ago. The couple has four

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KENNY Comes to America

Shane Jacobson, the main character in *Kenny*, shows off a portable restroom in a scene from the movie. (Photos courtesy of Xenon Pictures)

What: "Kenny"

When: Feb. 29, 7:30 p.m.

Where: Baxter Avenue Theaters, 1250 Bardstown Road, Louisville, Ky.

Details: The free screening for Pumper & Cleaner Expo attendees is the first U.S. showing of the Australian feature that will be released March 7 in Louisville.

For tickets: E-mail requests to kennyrsvp@gmail.com

For more info: www.kennythemovie.com

"We have high hopes for *Kenny*; it's such a feel-good movie. It's great to have the launch of the film with the Pumper & Cleaner attendees, who are very much a part of this movie."

[Stephen A. Housden, Xenon Pictures](#)

Australian film focusing on an upbeat portable sanitation worker will debut during the Pumper & Cleaner Expo

By [Jim Kneiszel](#)

An Australian hit comedy revolving around the portable sanitation industry, filmed in part at the 2005 Pumper & Cleaner Environmental Expo, will be introduced in the United States during the Expo this month in Louisville, Ky.

Kenny, the heartwarming story of a portable restroom operator Down Under, is scheduled for a free screening for Pumper & Cleaner Expo attendees Feb. 29 at a theater near the Kentucky Exposition Center, where the Expo is being held. It will be released for U.S. audiences the following week in Louisville, then move on to 10 major markets.

The film was released in Australia in 2006 and England in 2007 to positive reviews. It was nominated for several Australian film awards. The main character in *Kenny*, portable restroom operator Kenny Smythe, was the brainchild of actor Shane Jacobson, who became familiar with the portable sanitation industry while working with pumping contractor Splashdown Pty Ltd. on film sets. Jacobson and his filmmaker brother Clayton Jacobson produced the film and obtained financing from Splashdown owner Glenn Preusker.

The film is a mockumentary — a comedy in documentary style — but it doesn't make fun of the portable sanitation industry, Shane Jacobson told *Pumper*® in an interview when the movie was being released in Australia.



Kenny and a friend are wide-eyed as they visit the Pumper & Cleaner Environmental Expo. Part of the movie was filmed at the 2005 Expo.

Many of the scenes are drawn from real-life special events where Splashdown provided service.

In the movie, Kenny is proud to provide a necessary service that most people wouldn't want to do. His enthusiasm for portable sanitation is misunderstood by friends and family, and he struggles to gain the respect of both his father and his son for the job he is so passionate about.

"The great thing about guys who work in this industry, they know better than anyone how human we are," Clayton Jacobson told *Pumper*. "The only people who get put down are the audience in some ways. The film plays

into some of the preconceptions society has about the industry."

Preusker was delighted with the result.

"What I love about it, it promotes the industry in a positive light," he said. "It shows someone who has an important role in the industry that keeps everyone going."

Part of the film was shot during the Pumper & Cleaner Expo, when the main character comes to the trade show and finds validation from a large group of professionals who feel the same way he does about the industry.

"We have high hopes for *Kenny*; it's such a feel-good movie," said Stephen A. Housden of Xenon Pictures, which is promoting the film in the U.S. "It's great to have the launch of the film with the Pumper & Cleaner attendees, who are very much a part of this movie."

Zeller said the movie is an upbeat look at an everyday hero, a guy who does a tough job with a good attitude and a smile on his face. He hopes American audiences take to the main character the way Australian fans did, making *Kenny* one of the top moneymaking films of 2006 in that country.

"These people are vital to our everyday lives," Zeller says of portable sanitation professionals. "Without what Kenny does for a living, we'd all be in trouble." ■

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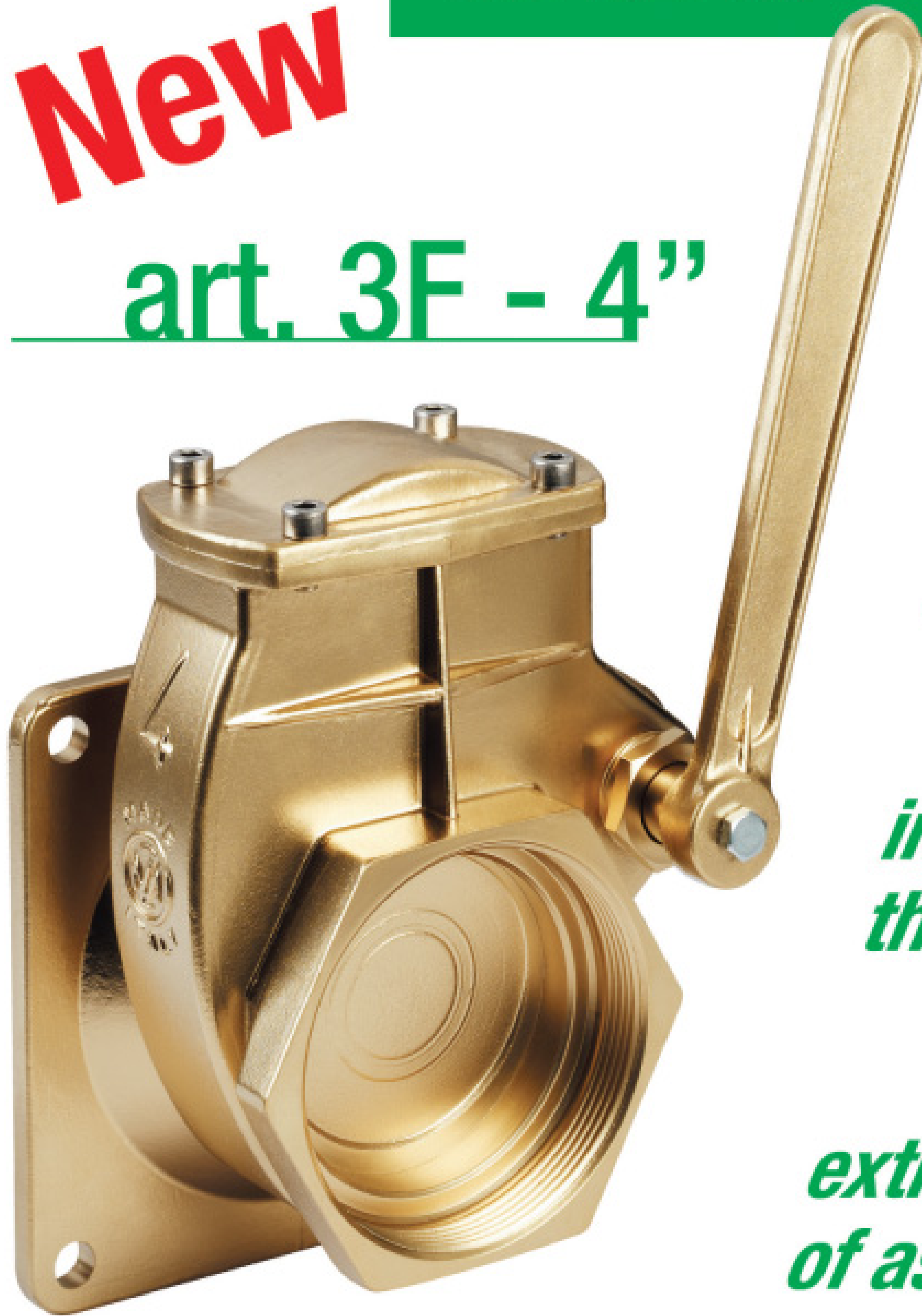


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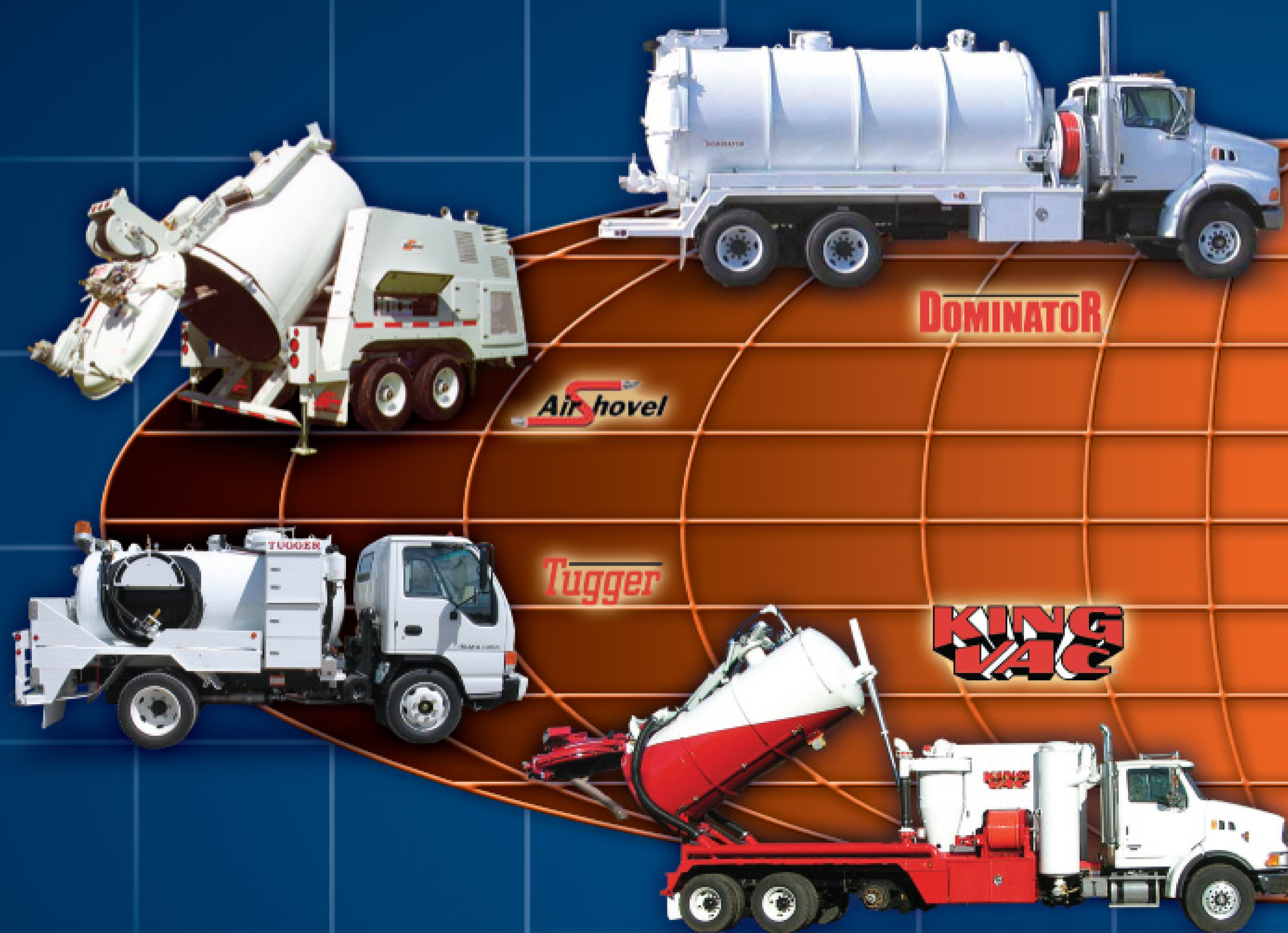


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Can We Talk?

Bosses who say they want honest feedback should look for ways to get employees to open up ... and then listen to what the workers have to say

By Daisy Saunders

Manny is the owner and general manager of a small car dealership with 10 employees, similar to many small businesses that install, maintain and pump septic systems.

On numerous occasions, Manny boasted that his company operates like a close-knit family. He is proud of the way everyone pulls together to serve the customer. However, for the past two years, sales have declined and Manny became determined to change the trend. At weekly team meetings, he made a concerted effort to get ideas on expanding the company's customer base. To his surprise, no one offered suggestions.

At a loss as to why he gets no input from his team, Manny hired a consultant to coordinate a creativity/brainstorming session. At the beginning of the meeting, Manny informed the consultant that he had to leave for 30 minutes.

When Manny left the room, the consultant asked how the staff felt about the session. He got an earful. The overall consensus was that although Manny boasted about an "open-door policy" and an interest in their ideas, most of their suggestions had been ignored. So they simply stopped sharing them. Some people even felt that Manny had an "I'm the boss" or "Do it my

way" attitude. Therefore, they were reluctant to approach him with concerns or suggestions.

While Manny had a team that pulled together when necessary, he had inadvertently and unknowingly failed to create a work environment that fostered a climate promoting open communication. In such a climate, employees feel free to express opinions, voice complaints and offer suggestions. This freedom of expression is fundamental to creativity and innovation.

Research has consistently shown that an open communication climate has seven distinct characteristics:

1 Employees are valued
Employees are a reservoir of information. They want to be heard and feel they are making significant contributions. Your response to their concerns shapes how they feel about their value to the company. Nothing is more demoralizing than asking employees for suggestions, then ignoring them without clearly explaining why. When you ignore their ideas, you send a message that their opinions don't count.

When employees don't think their opinion counts, they feel detached and insignificant. Ultimately this impacts employees' attitudes, which in turn, impacts customer service. On the

other hand, when you recognize an employee's suggestion — whether you implement the suggestion or not — it builds confidence in the company and reinforces to employees that their efforts can make the organization better. In essence, employees are happier and more motivated when they feel they are appreciated and treated with respect.

2 There is a high level of trust
Trust forms the foundation for open communication, employee retention and employee motivation. Individuals who trust the people they work with are self-assured, open and honest, willing to take risks, less resistant to change, and inclined to act in a trustworthy manner. In contrast, individuals who distrust the people they work with tend to be less productive because they feel unsupported and alone. Trust in an organization promotes cooperation, commitment and a free flow of ideas. It can help an organization survive and achieve a competitive advantage. A key factor in maintaining a high level of trust is to always tell the truth.

3 Conflict is invited and resolved positively
Conflict itself isn't good or bad — it's just inevitable. Make it work for you by using it to invite give-and-take dialogue with employees. When dealing with conflict, be open-minded and listen. Take into account the employees' feelings about the situation and find areas within their position in which you can both agree. If you don't have conflict,

you don't have innovation and creativity.

4 Creative dissent is welcomed
Surveys have consistently showed most employees are afraid to question or disagree with their superiors. However, in an organization where the leaders are committed to fostering an open communication climate, dissent is not only welcomed, but also rewarded. Employees are encouraged to think, question, form independent judgments and take responsibility for changing the way business is done.

One way to encourage employees to think is initiating an employee suggestion program. This allows the employees to come up with ideas on how to improve the company and they are, in turn, rewarded for that. Being able to express unique ideas allows employees to feel as if they contributed to the company in a positive way.

5 Employee input is solicited
In any serious quality effort, a key is that all employees be involved. Employee input is a key to an organization's success. Do not limit open communication to staff meetings. Create a questionnaire or grievance form in which employees can express concerns in a confidential way and then discuss it openly during a meeting. This method helps provide information regarding your company that you may not be aware of and establishes a sense of involvement for the employees.

Daisy Saunders is a leadership consultant and author of Big Eyes ... Big Eyedeas for Achieving Optimum Success in Business and in Life. She can be reached through her Web site, visit www.BigEyesIntl.com.



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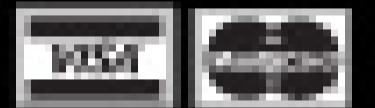
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Hopefully you've gotten in town early enough to take advantage of **Education Day** on Wednesday, a full day of seminars and workshops on a broad spectrum of topics pertinent to the septic trades. And don't miss the **Jeff Foxworthy** Show on Thursday and the Saturday night jam, featuring country sensation **John Corbett**, and multiplatinum country recording artists **Big & Rich**.

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Rick Howe, President of Cape Cod Biochemical Company

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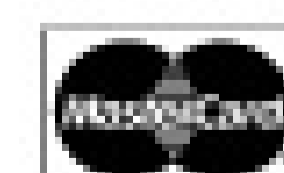


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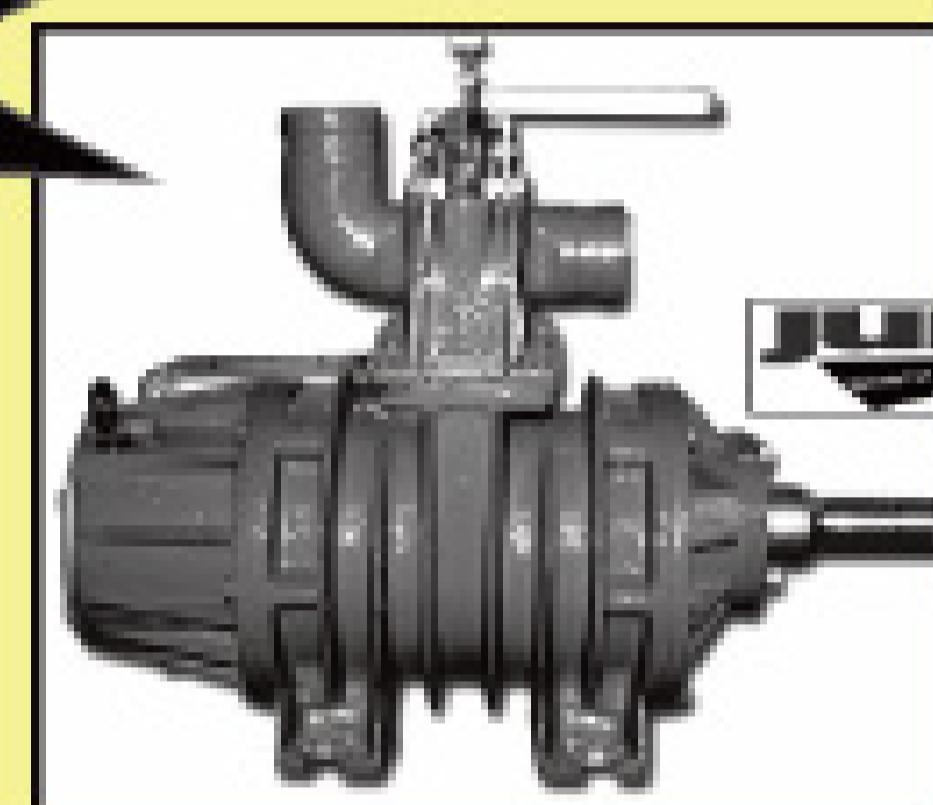
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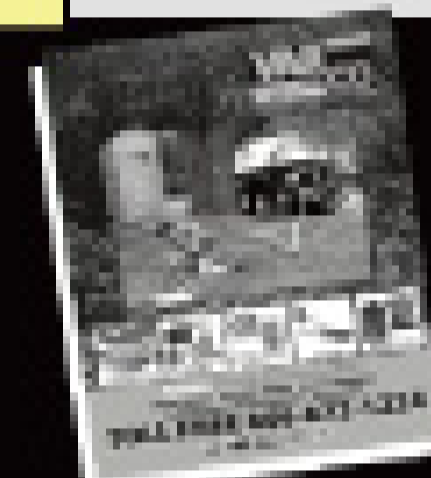
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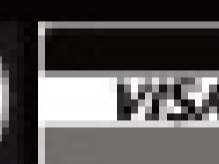


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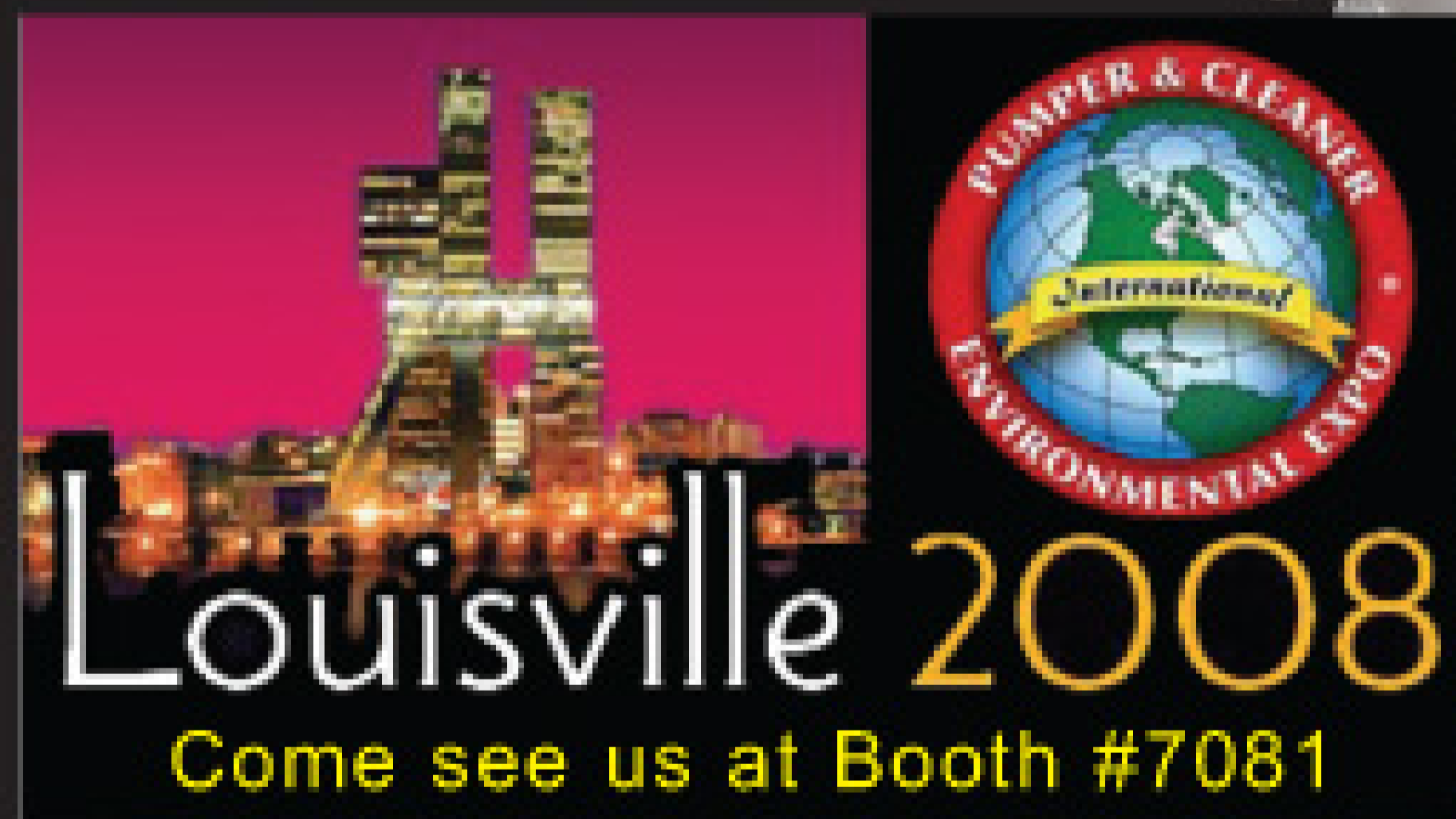


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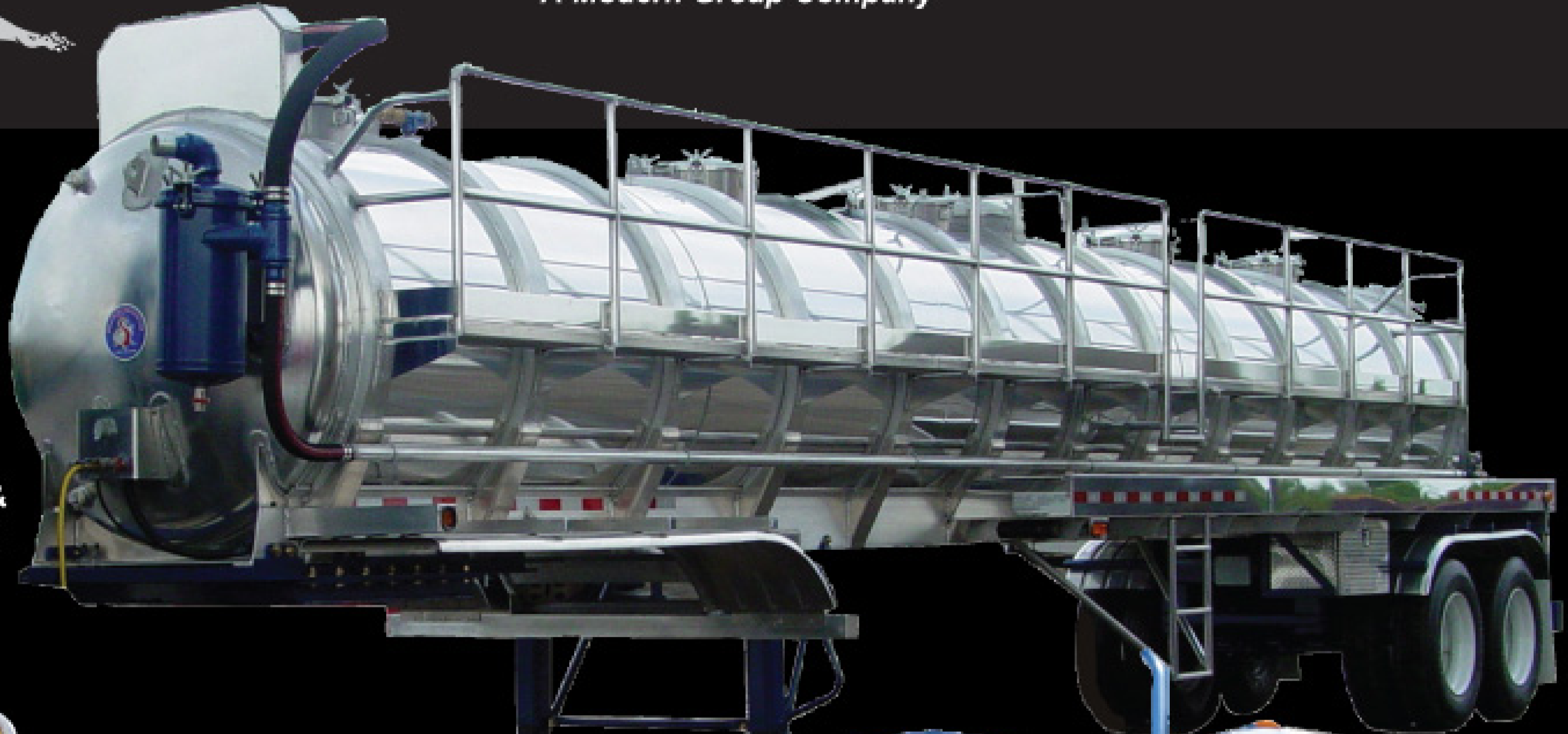
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North Carolina Bill Would Have Required Two Technicians per Truck on Some Jobs

By **Scottie Dayton**

Doug Lassiter, executive director and lobbyist for the North Carolina Septic Tank Association, reports that the association's rapid action in the state legislature delayed a decision on an amendment to a bill that pumpers opposed.

A bill being heard in committee would have required pumpers to install effluent filters and risers on septic tanks at the time of pumping, if they weren't in place. Furthermore, the language did not address U.S. Occupational Safety and Health Administration confined-space regulations.

Association members said that, if passed, the proposal would have meant vacuum trucks would be required to carry

two technicians and transport excavation equipment and materials when making service calls, so that they could install the risers and filters when necessary.

As a result, says Lassiter, "A pump-out job that usually lasts an hour could turn into four hours. The cost to the consumer could more than triple, producing negative results for our industry and the legislators who voted for the amendment."

Lassiter says the association supports effluent filters and risers, but believes it is unreasonable for pumpers to install them as part of routine pump-outs. The association would prefer to see riser and filter installations handled as a separate job.

Lassiter and association

members called their legislators, expressing the desire to address the amendment in full and resolve all questions. Their efforts resulted in the language being pulled from the bill.

MICHIGAN

A bill requiring contractors to provide portable restrooms at residential building sites is awaiting action by the House Regulatory Committee, while a bill to amend the Michigan Vehicle Code is awaiting debate by the Senate Transportation Committee. That bill would regulate which vehicles could travel on what roads during which months.

During the last legislative session, language that would allow haulers access to secondary roads during spring thaw was vetoed. The Senate Transportation Committee is working to add other issues of interest to the bill to possibly avoid another veto. Preliminary meetings were held to develop the best approach to require local governments prohibiting land application to make a septage-receiving facility available within their boundaries.

RHODE ISLAND

The International Association of Plumbing and Mechanical Officials Property Standard has been replaced by an IAPMO/American National Standards Institute Z1000-2007 Standard for prefabricated concrete, fiberglass-reinforced plastic or polyethylene septic tanks. Besides establishing what constitutes acceptable quality, the standard includes requirements for design, materials, performance testing and markings.

"Rules and Regs" is a monthly feature in Pumper. We welcome information about state or local regulations of potential broad interest to onsite contractors. Send ideas to editor@pumper.com.

IAPMO/ANSI Z1001-2007, replacing IAPMO PS 80, establishes construction specifications for prefabricated gravity grease interceptors. Developed for producers, distributors, architects, engineers, contractors, installers, inspectors and users, it addresses design, materials, installation and marking/labeling for identifying prefabricated gravity grease interceptors that conform to the standard. Both can be purchased online at https://publications.iapmo.org/standards/pub_show_synopsis.asp?doc_id=312.

WASHINGTON

New onsite treatment rules now require conventional onsite systems to be inspected every three years and all other types to be inspected annually. Island County homeowners may inspect their systems after completing the County Public Health training program, provided the evaluation is not associated with a property sale, and provided the system is conventional and is not located in a sensitive or marine recovery area. In all other cases, the inspection must be done by a professional provider.

The State Department of Health is phasing in the rules over 18 months. County Public Health has initiated licensing for professional maintenance service providers. Training and certifying for homeowners begins early this year. Penalties for non-compliance range from \$25 a day for low-risk violations to \$250 a day for high-risk ones, but the health department imposes fines only as a last resort. No fines will be levied during the 18-month implementation period. ■



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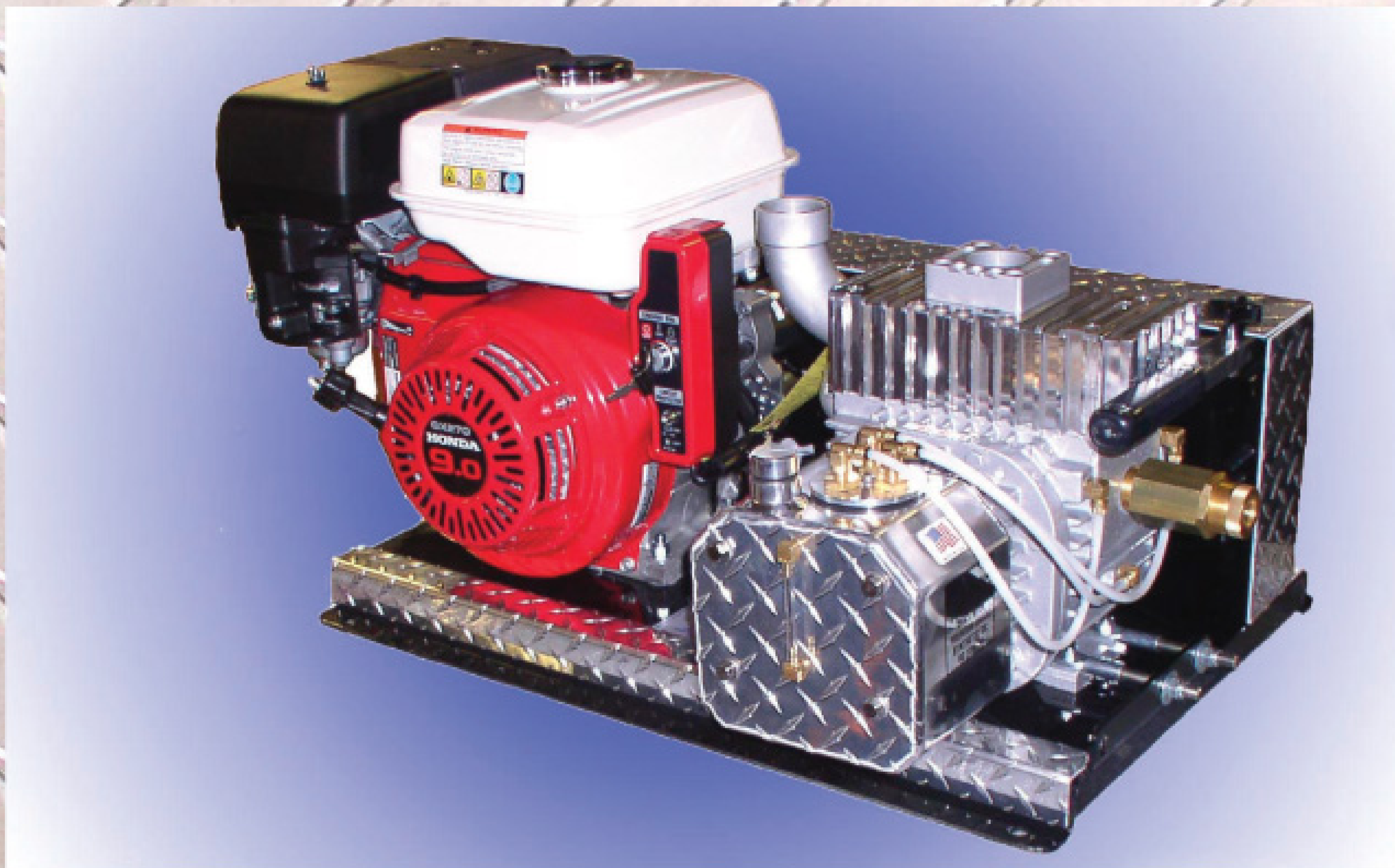


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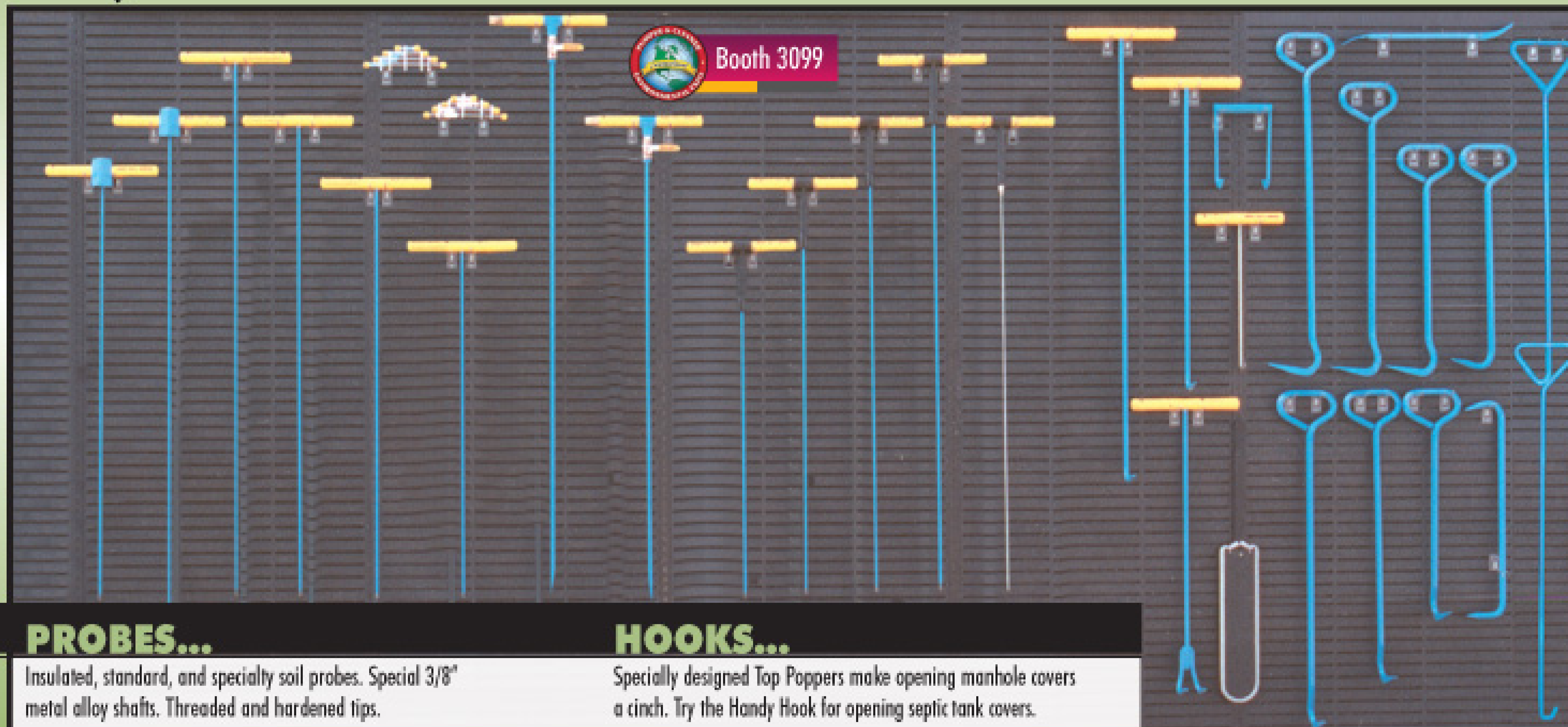
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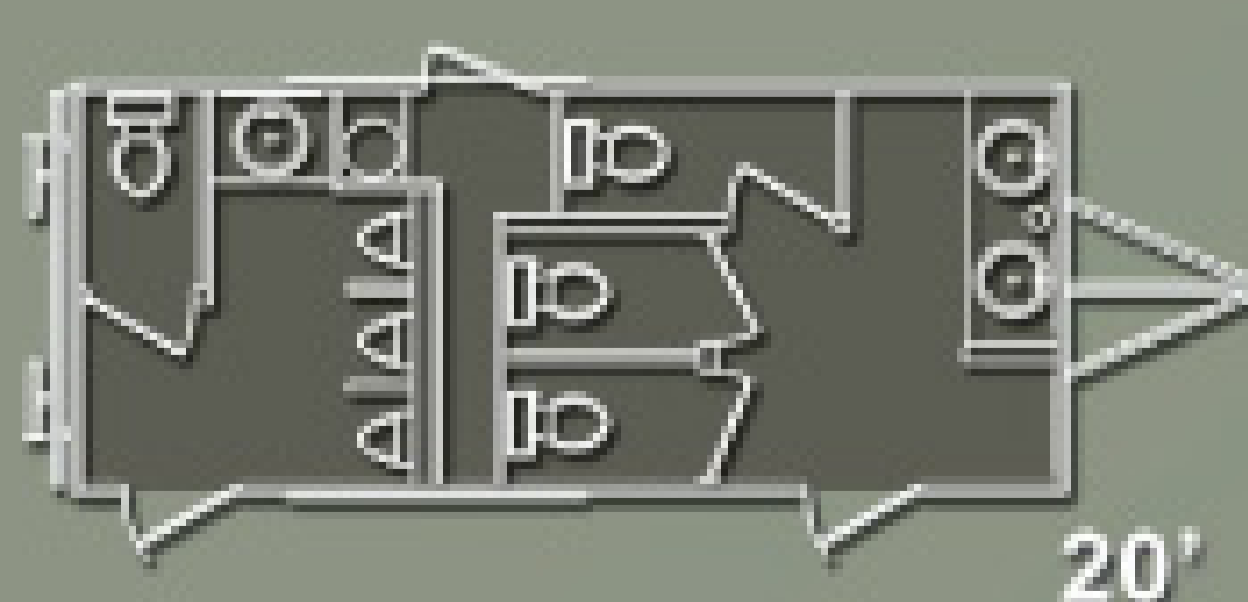
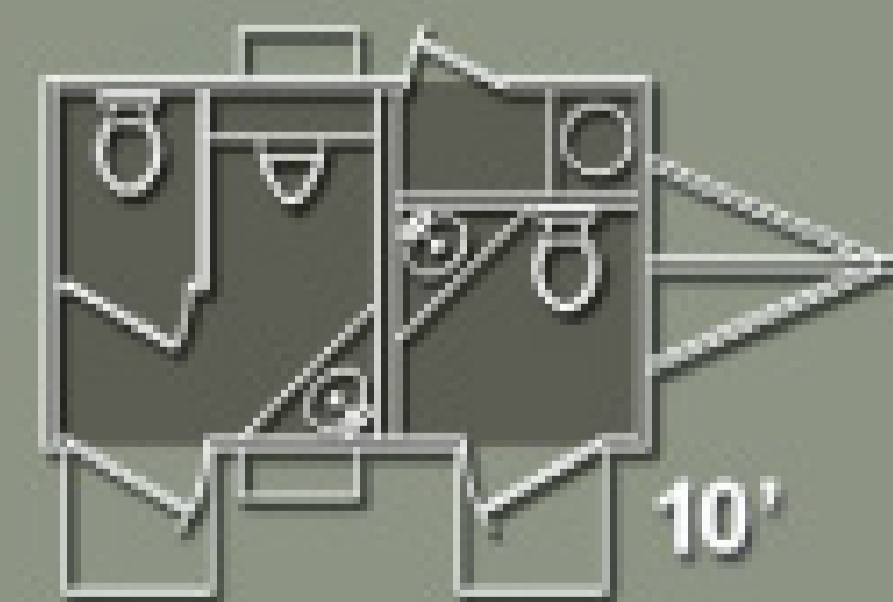
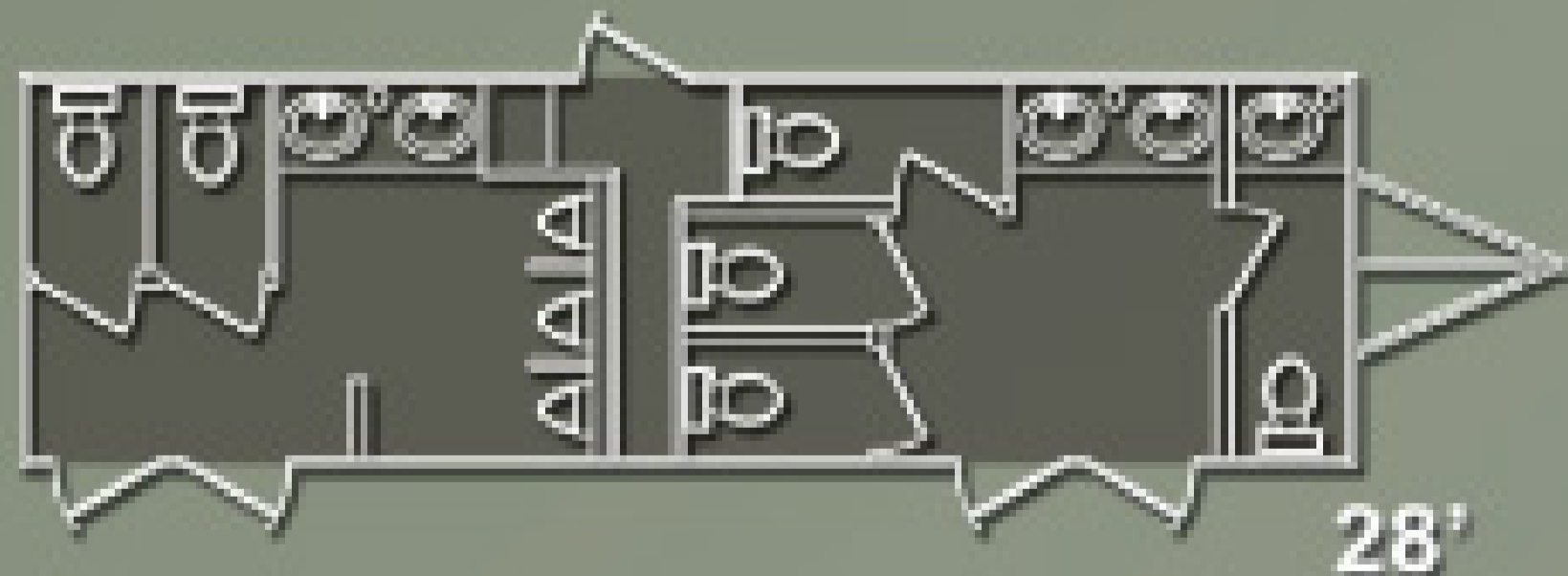
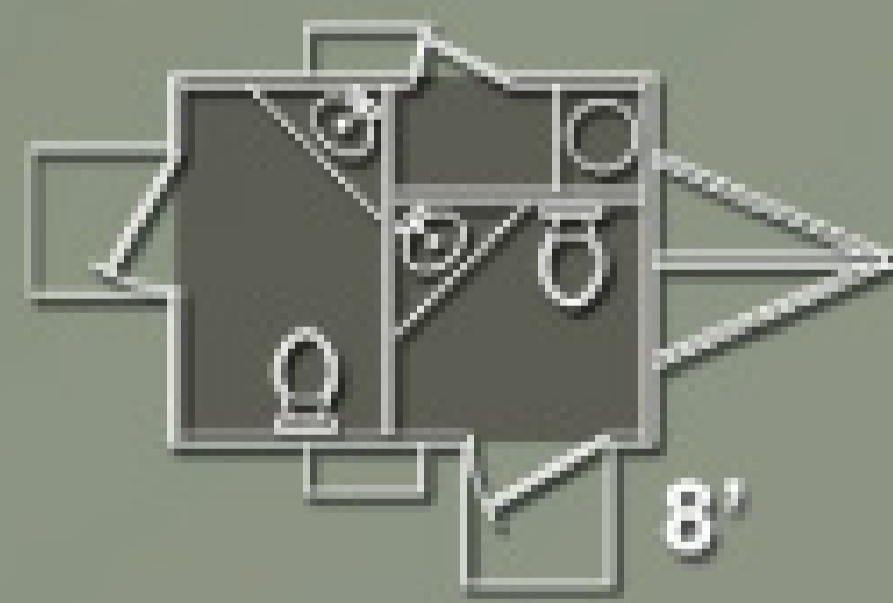
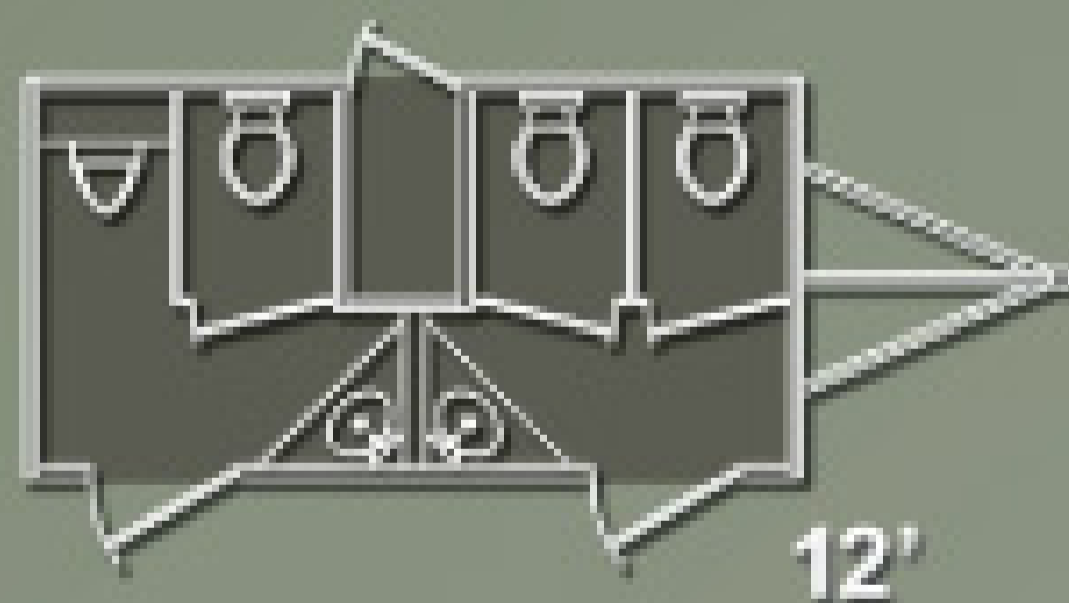
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THE BUCK Stops Here

The thrill of calling the shots draws entrepreneurial Oregon couple into septic service ownership as a second career

By Seiche Sanders

Frank Wood of La Pine Septic Service works the valves on the back of his 2004 Peterbilt vacuum truck at a jobsite. (Photos by Kulpinski Photography)



Profile

La Pine Septic Service

La Pine, Ore.

Owners: Frank and Teresa Wood

Yrs. in business: The Woods purchased the 3-year-old business in 2006

Employees: 4

Services: Septic pumping and portable sanitation

Service area: 60-mile radius, covering central Oregon, all of Deschutes County and Northern Klamath County

Web site: www.LaPineSepticService.com



“I’m not used to backing up; I want to go forward,” says Teresa Wood as she navigates her pickup truck in reverse while delivering portable restrooms to a customer. It’s late on a Friday afternoon, and Wood is making an emergency last-minute stop at a local sports arena. Afterward, the remaining units onboard will be delivered to the local high school. Even though she hadn’t intended to spend her afternoon this way, Wood is grateful to be doing what she’s doing — and doing it on her own terms.



La Pine employee John Bales and owner Teresa Wood say hello to Wood’s Boston terrier Katie, while reviewing the day’s restroom service route.

“FROM THE SMALLEST ORDER TO THE LARGEST, CUSTOMERS ARE ALL VERY IMPORTANT TO US. NOT JUST MONETARILY, BUT AS PEOPLE ALSO. YES, IT’S A VERY PEOPLE-ORIENTED BUSINESS. YOU’VE GOT TO LOVE THEM.”

Teresa Wood

Wood's comment could just as easily describe the long road she and her husband, Frank, took to realize their dream of business ownership. Today, the couple are the owners of La Pine Septic Service, a full-service liquid waste and portable restroom rental company located in La Pine, a town of 1,585 in central Oregon. (The population of the greater metropolitan area is about 10,000.)

The road getting to this point, however, was a long one. The couple, now both 49, yearned for this day for as long as they can remember. They had to work hard, but always had the goal of business ownership at the front of their minds.

The Woods, high school sweethearts who married at 16, had long careers in unrelated industries while they raised their two children — a daughter and son. Finally, in 2006, their big break came when an opportunity to go into business for themselves fell into their lap.

"Ever since we were young we would have rather had our own business, but the opportunity never showed itself," Teresa Wood says.

Teresa worked in accounts receivable and collections for 20 years for a building materials wholesaler, while Frank was an auto parts manager and service director for car dealerships for 23 years. Both were successful in their own right, but the work was never as gratifying as they dreamed it could be. Each of their vocations, however, prepared them in more ways than they knew for the challenges inherent to business ownership.

"We gleaned as much as we could from the corporate world, and brought that into owning our own business," she says. "It's a small company, but we brought many of those ideas into La Pine."

RIGHT PLACE AND TIME

As the saying goes, timing is everything, and that was the case for the couple leading up to the purchase of La Pine. The Woods'



At the top, (from left) Bernard Gonzales, Frank Wood and John Bales (father of Wood's employee of same name) chat while dumping a load from Wood's 2004 Peterbilt service truck at the La Pine Sewer District. Below, Wood returns a hose to the truck after a septic-pumping job. At right, he prepares to pump a tank.



son-in-law, a local contractor (and now, also a customer), was talking with La Pine's former owner when he expressed interest in selling the business. The couple jumped at the chance, and the sale was final less than three months later.

Coincidentally, it was not the first time Teresa and Frank Wood had encountered La Pine. The company, under its previous ownership, had been called to their rental house at the time, when they reported a septic backup to their landlord.

"The previous owner was cordial and came in on a weekend," Teresa remembers. She and Frank continue that brand of 24/7 customer service today — happy to answer emergency calls on weekends, when necessary.

The couple also continues to focus on living up to the reputation the former owner

built. Giving customers the same level of quality service was an important goal. They also attribute some of their good fortune to luck.

"Everything fell into place with the finances and having a wonderful owner who was willing to help us learn to pump the septic tanks right." Teresa adds that the former owner taught her husband the right way to do things, allowing the couple to pick up where he left off and meet and exceed customer expectations to this day.

SMOOTH TRANSITION

During his years in the auto industry, Frank Wood had always had a knack for taking parts and service departments from barely breaking even to profit centers that generated more revenue than vehicle sales. That drive to succeed and an appreciation for good cus-

tomer service served as building blocks for business ownership, as he was able to apply much of what had made him successful to running La Pine Septic.

"We strive to provide the cleanest toilets possible and the best customer service possible," Teresa says. "We treat all of our customers the way we would want to be treated by any other company."

The pair also make it a point to never lose sight of what this business is about. "From the smallest order to the largest, customers are all very important to us. Not just monetarily, but as people also. Yes, it's a very people-oriented business," she adds. "You've got to love them."

When La Pine's previous owner turned over the reins, ensuring the transition was seamless for customers became the Woods' top priority.

They negotiated the use of the company's existing phone number, which meant the calls kept coming in without interruption. They also retained the business name so as not to confuse customers. Finally, they very publicly announced the transition, and vowed to uphold the service customers had grown to value and expect.

"There's a local paper here that everyone in La Pine picks up. We took out a full page ad that had a letter from the previous owners saying goodbye, and introducing us," Teresa says. "That way, they knew they weren't being left in a lurch. It was important to the community to let them know."

GOOD EQUIPMENT

Her customer service background also eased the transition:

"I was able to ease any reservations that the customers might have with the change in

ownership. We also were able to keep the employee the original owner had, and in doing so, the service was not interrupted." The Woods' 27-year-old son, Frank Joseph, "Joe," also joined the team as a full-time employee.

"We have had several customers comment on how smooth the transition went — that it was barely noticeable. They have also stated that the service has even stepped up to a higher level than it was in the past."

Along with the business, the couple acquired a 2006 Peterbilt 335 truck for portable sanitation built by FMI Truck Sales & Service, with an 1,700-gallon waste/800-gallon freshwater stainless steel tank; and a 2004 Peterbilt 330 from Pacific Truck Tank Inc. with a stainless steel 3,600-gallon waste/200-gallon freshwater tank. They have since purchased a 1997 Ford F-350 flatbed pickup, which carries a 400-gallon waste/200-gallon freshwater stainless steel tank; and a 2006 Dodge Ram 3500 SLT pickup for hauling portable restrooms.

"We needed four-wheel-drive to make it up some of the mountain terrain to the job-sites of our contractors in the snow and ice. We service year-round, be it sun, rain, snow — which can be four to seven feet — and ice; we will be there once or twice a week as ordered by our customers," she says.

The portable restroom inventory includes

"WE HAVE A WEB SITE THAT DOES WONDERS FOR REACHING THE PEOPLE OUTSIDE OF THIS AREA. WE HAVE PEOPLE GIVE US A CALL THROUGHOUT OREGON AND WASHINGTON, AND MOST OF THEM LOCATED US OVER THE INTERNET."

Teresa Wood



268 standard and nine handicap units, six wash stations and five trailer-mounted units. All are from Synergy World Inc.

UP TO SPEED

Forging a strong relationship with La Pine's former owner was essential in navigating the learning curve in an industry that was completely foreign to the new owners. Thankful for the seller's help, they took the previous owner and his wife out for a steak dinner when the deal closed.

"He (joked), 'Good luck, and we're here if you need help, but we hope you never call.' And we've never had to," says Teresa.

That's where good training leading up to the final sale paid off.

"Frank drove with the owner for several weeks — he's a really great guy. We really appreciated him a lot in how he showed Frank how to take one of the Peterbilts into the tightest places, and these aren't small trucks.

"We were able to make the transition very easily since the previous owner was accompanying Frank with the routes for the first month



Joe, Teresa and Frank Wood (from left) pose in front of their fleet of service trucks behind their home in La Pine, Ore.



Wood explains a pumping bill to customer Heidi Cross. Teresa and Frank Wood hit the ground running when they took over an existing septic-cleaning business in La Pine, Ore.



Employee John Bales services restrooms in Sunriver, Ore., using a Ford F-350 service truck with a 400-gallon waste/200-gallon freshwater tank.



La Pine Septic maintains a fleet of Synergy World Inc. portable restrooms. Here, Bales cleans units on his daily route.

that we had the business," she adds. "He introduced Frank to every contractor that we came in contact with and helped him pump septic tanks so that he would do the job right the first time."

A "fantastic" payroll clerk on the La Pine Septic team has also helped Teresa stay on top of the books.

These combined forces have been effective, allowing the new owners to grow the business 15 to 20 percent since purchasing it just over a year ago. Currently, the septic pumping business services 85 percent residential and 15 percent commercial customers.

Still, the Woods face hurdles as new business owners. Because they've been in business such a short time, it's difficult to get financing for capital expenditures, such as new trucks or more equipment.

"All financing places want you to be in business for at least two years in this type of business," she says. The Woods have had to rely on personal savings for the purchases they've made thus far. Teresa looks forward to a day when their credit allows them to purchase more trucks or tanks so they are prepared for more calls, within a larger geographic range.

MOVING AHEAD

Their son-in-law's status as a local contractor has helped them secure some business, too — he gets the word out. "In the beginning, that really helped." Word-of-mouth has been the Woods' best marketing tool; their Web site has been a close second.

"We have a Web site that does wonders for reaching the people outside of this area. We have people give us a call throughout Oregon and Washington, and most of them located us

over the Internet."

While the Woods can easily put in 60- to 70-hour weeks in the warmer months, they still value their newfound freedom to work when they want to, all the while knowing that every effort they make is rewarded.

"What we put into the business is what we get out of it. Energy, time, finances — all directly correlate with what you get back.

"We love the freedom," she adds. "And we know that as we get larger, we'll have more of that."

High standards of customer service and a solid reputation have put La Pine on the fast track to growth. Finding a successful transition strategy was a start, but there's one big factor they say is essential in this business:

"Always putting the customer first," Teresa says. "Just like the deliveries I'm making now. They called two weeks ago and said they might need this delivery. They called this morning, after I already sent my drivers out and said they needed it and asked if there was any way I can do it."

The answer is — almost without fail —

yes. "We try to meet the needs as they come," she says.

"And I always try to meet the requests with a smile."



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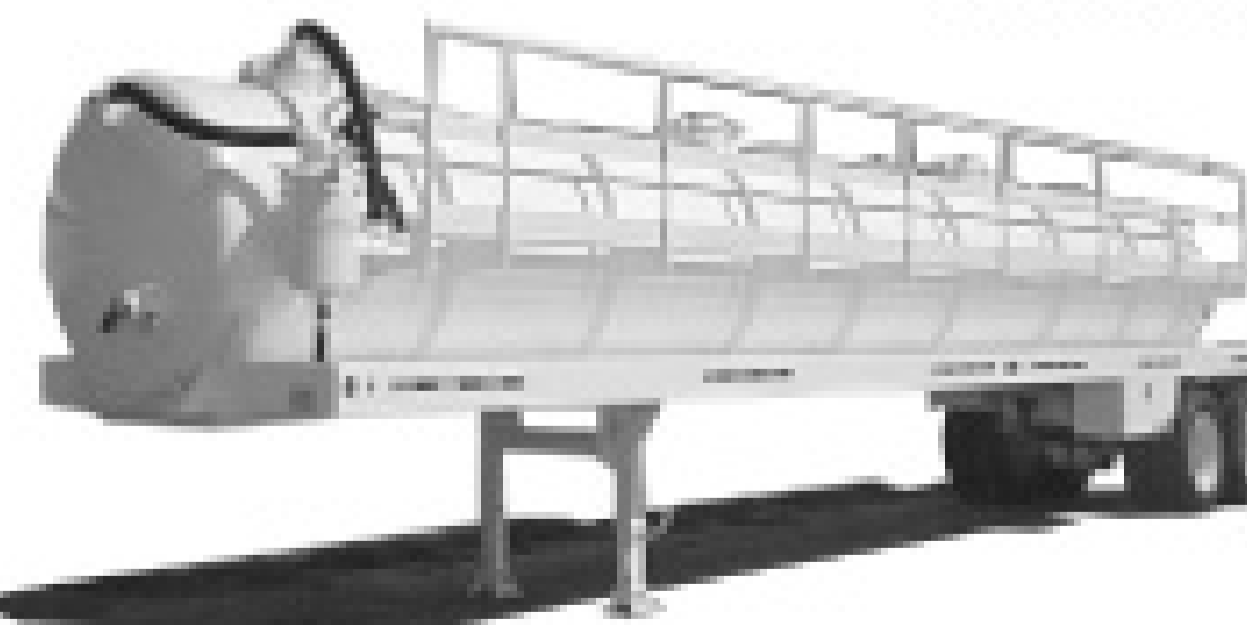
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Protecting Systems and Customer Base

Pennsylvania contractor turns to a maintenance contract program to ensure proper care of systems it installs, as well as to lock in long-term profits

Since 2003, septic pumper Jeff Rachlin has offered customers maintenance agreements to cover routine system care and warranties to cover systems over time.

Rachlin operates OnSite Management Inc. in West Chester, Pa. He and two business partners, Bud Baroni and Derald Hay, design, install, pump, monitor, maintain and service all types of septic systems. The company with nine employees covers four counties in south-eastern Pennsylvania.

Pumper Interview

By Erik Gunn

OnSite Management has developed a complete set of maintenance contracts for its septic business. The agreements are targeted to new customers upon OnSite's installation of a system, but they're also made available to owners of an existing septic system once OnSite conducts an inspection and assessment.

OnSite's agreements are structured at three different levels based on what's covered. They're also priced based on whether the system is gravity-operated, a lift station, or a pressure-dosed system. Currently about 250 septic system owners have agreements — about 10 to 15 percent of OnSite's total customer base.

Rachlin explains how OnSite's Maintenance Agreements work to make life better both for the business and its customers.

Pumper: Why did you start offering maintenance contracts?

Rachlin: Once somebody's under contract, my thinking was I would take them out of the marketplace. If you have peace of mind and your system's being taken care of, you're not opening up the *Yellow Pages* looking for a contractor unless we screw something up.

Pumper: Describe your three levels of contracts.

Rachlin: The lowest one is the Bronze Plan. That basically takes care of all the routine maintenance required of the system,



I THINK THAT FEAR IS A BIGGER MOTIVATOR THAN WHETHER YOU CAN AFFORD IT OR NOT AFFORD A MAINTENANCE PLAN. CUSTOMERS REALIZE THIS NEEDS MAINTENANCE AND IT'S NOT A HOMEOWNER-FRIENDLY SITUATION. AS I SAID, NO ONE WANTS TO CLEAN THEIR OWN SEPTIC SYSTEM.

Jeff Rachlin

including pumping when necessary. The Silver Plan takes care of all maintenance required for the systems, plus it warrants the tanks and the pumps. The Gold Plan covers maintenance, warranties for the tanks and pumps, and also a warranty for the absorption area.

We recognize that a lot of people just want to pay for maintenance. But we offer a full warranty option because some people want that peace of mind.

When we install a system, the customer is automatically put on the Gold Plan for the first 12 months, with the idea that they would continue in some capacity after that once they know how the contract works. What I try to get them to understand is it's as close to flush and forget as you can get.

Pumper: Can a person with an existing septic system that you didn't install get a maintenance agreement too?

Rachlin: Anybody can get a maintenance plan. For a warranty we would first do a full inspection with a hydraulic load test. You have to look at it from an actuarial standpoint. If you've got someone on a ventilator, you don't want to give them life insurance. We try to manage our risk.

When someone calls us from the *Yellow Pages* and we pump their system, we leave them a brochure on how to take care of their system, some leak-detection dye tablets for their toilets, and information about the maintenance plan.

Pumper: If I'm a customer and I simply pay for three inspections a year as I go along, will it cost me more or less than if I buy the Bronze Plan, which covers those three inspections?

Rachlin: The Bronze Plan's definitely cheaper. It's something we can schedule.

Pumper: How does a maintenance visit help you keep tabs on a system's condition?

Rachlin: When we do a maintenance visit, our technician will fill out a one-page form. We leave a carbon copy that lets the owner know we were there. If there was a problem they'll know exactly what we know. A copy of that maintenance checklist comes back to the office and we'll go over them once a week. If there's an issue we're concerned about, we'll either write the customer a letter or call them. Usually, if our technician comes across a problem and notes it on the form he leaves behind, the customer will call us.

Pumper: How did you set prices for the various levels of plans?

Rachlin: First we asked ourselves, what do you need to do for routine maintenance? Then we figured out what it costs per visit. Then we factor in profit and overhead costs.

For the warranty portions of the plans, there's a vertical and horizontal analysis. The vertical analysis is: If I only have one under contract, over the lifetime of the system there's enough to cover the cost of replacing it.

The horizontal analysis is: If a septic system lasts "X" number of years, you would need "X" number of contracts to cover the cost of it if it failed today.

The ultimate goal is to not have any replacement at all. The better job we do, the more likely that is. We haven't had any catastrophic losses yet, but we've replaced some tanks.

We had to control for things that are not in our control. In a new car warranty, if you drive a car out of a showroom and you have an accident with it, the manufacturer isn't going to

stand behind it. Those are the types of things that are excluded. But for the most part our exclusions in terms and conditions don't limit us from saying that if your system fails, we'll be there.

Pumper: Do you have insurance against a catastrophic event related to this program?

Rachlin: No. We're self-insuring it. We have enough under contract to manage the numbers. In the beginning it was a little risky, but we were warranting our own work.

Pumper: How did you first get the idea for the program?

Rachlin: It really came to me when somebody tried to sell me a maintenance package for my heating system. I didn't buy it because I don't believe in buying extended warranties.

Pumper: But a septic system requires ongoing maintenance. Is that the difference?

Rachlin: Yes. When you have an HVAC system, you don't have a problem cleaning your own filter. But who wants to do that with your own septic system?

Pumper: How difficult was it to design contracts? Did you go through some trial and error?

Rachlin: It probably took about three months to develop. The trial and error was just to get information on a piece of paper.

One of the things that we didn't expect was that we found some deficiencies in our own work — tanks cracking and things of that nature. It's enlightened us to be better installers, higher quality installers.

Pumper: If you were starting from scratch now, would you do anything differently?

Rachlin: The changes occur as technology evolves. This plan doesn't cover drip systems or peat filters. We're actually doing that in some form now but it's just not covered under the same program.

When we set up the septic systems, we try to make it so they're easy to monitor and maintain. We want the main access on grade, we want monitoring ports in the absorption area.

Pumper: Why do customers buy these plans?

Rachlin: I think it's a more heightened awareness. Septic system management is becoming a buzzword. The municipalities and our state are starting to push management.

Where we are in southeastern Pennsylvania, if someone is selling their house, there is an inspection done on the septic system. If it's unsatisfactory, the buyer will go back to the seller and say, "I want a new system." Then the buyer sees the seller not only shell out that money but he sees what the seller went through and doesn't want that to happen to him. That's the teaching moment.

I think that fear is a bigger motivator than whether you can afford it or not afford a maintenance plan. Customers realize this needs maintenance and it's not a homeowner-friendly situation. As I said, no one wants to clean their own septic system.

Pumper: How do you respond to customers who just aren't interested?

Rachlin: I tell them, "Pay me now or pay me later." And I'll tell somebody myself that if we see things getting out of whack, it's easier to correct before it becomes a catastrophic overload.

CHECK IT OUT

For a look at the Onsite Management Inc. maintenance contract brochure, go to the Pumper® Web site at www.pumper.com/sampleforms.php and click on the appropriate link. ■

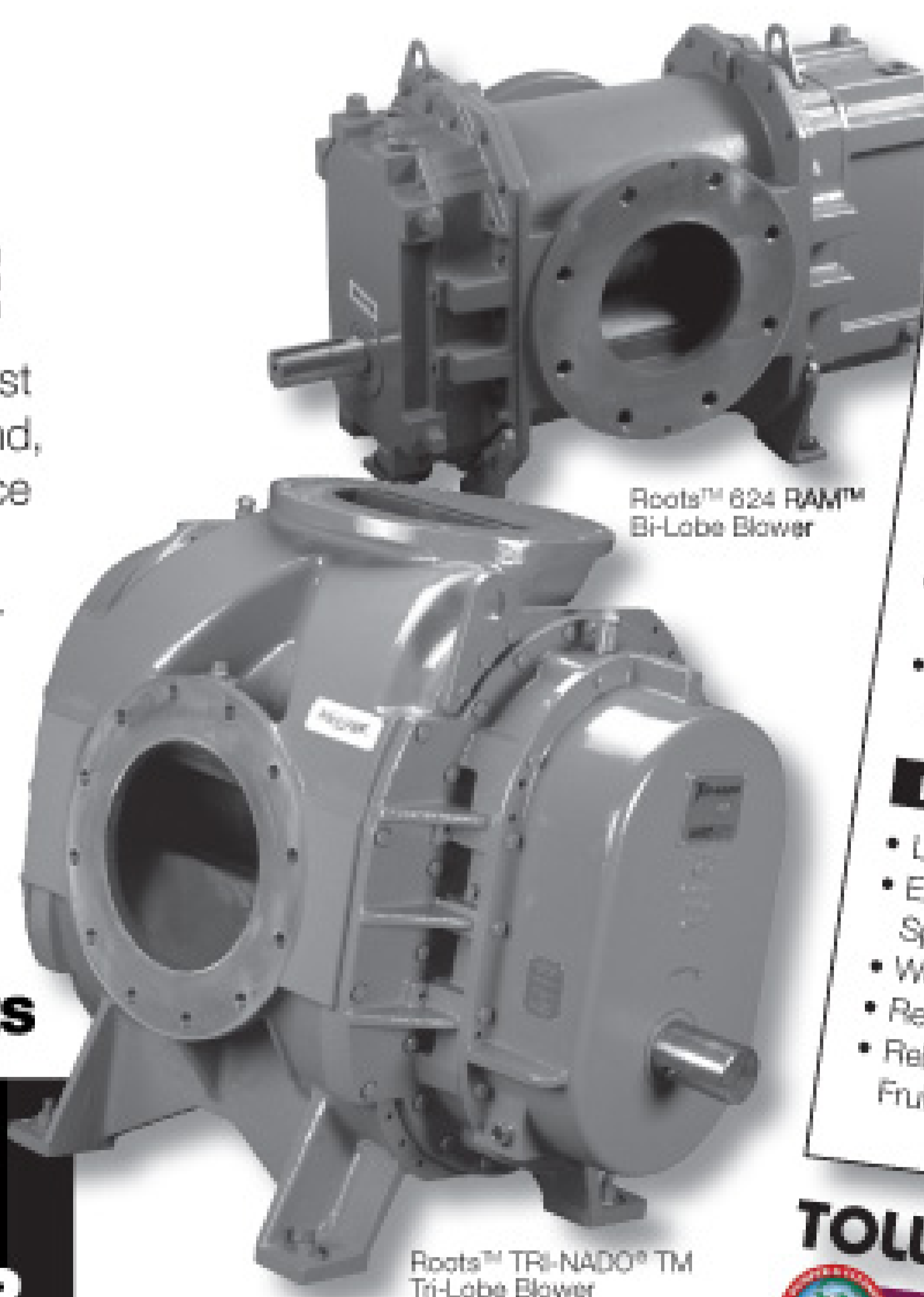
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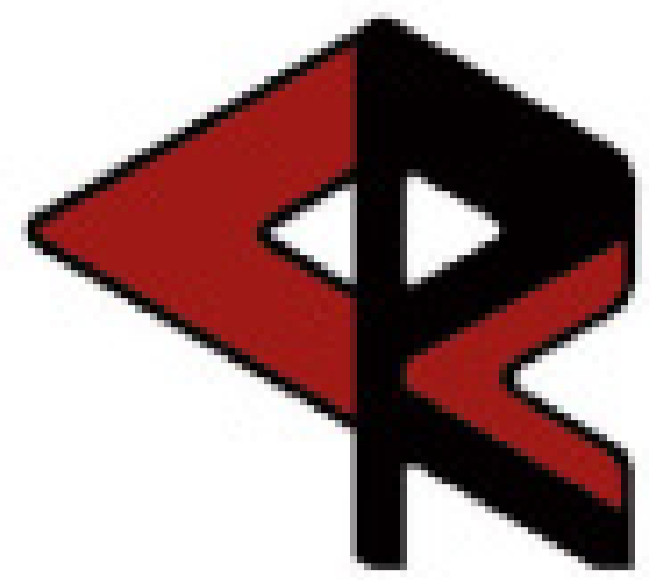
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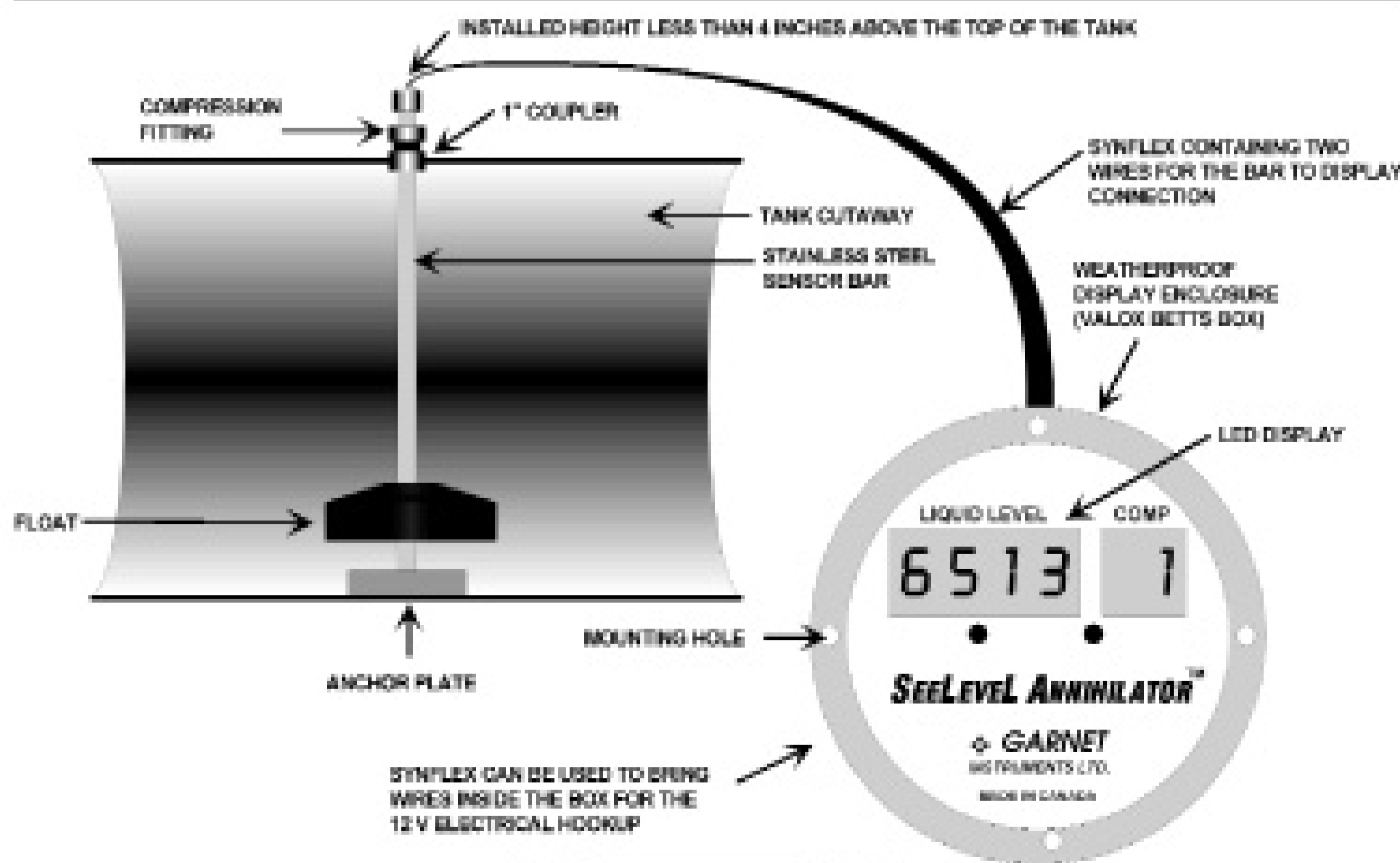
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OLD Name, NEW Ideas



Rob Labelle, of Jack Spack Septic Tank Service, Inc., speaks with a customer after locating and pumping a septic tank. At right, Labelle probes for a second tank at the same location. (Photos by Randall James)



Fresh marketing tools and inventive disposal solutions build on a solid 60-year foundation for Michigan pumping firm

By Richard Ryman

Jack Spack Septic Tank Service Inc. has been in business for nearly 60 years. To continue for another 60 will take good planning and the solving of a vexing disposal problem.

Duane and Victoria Relitz are on it. They have developed a dynamic business plan, employed some simple-but-effective marketing tools and are planning short- and long-term solutions to disposing of septic waste.

"Our business plan is a living document. We are constantly changing it based on us becoming educated," says Duane Relitz, general manager of the company, which is owned by Victoria. She acquired the company from her brother, Jack Spack Jr., in late 2006.

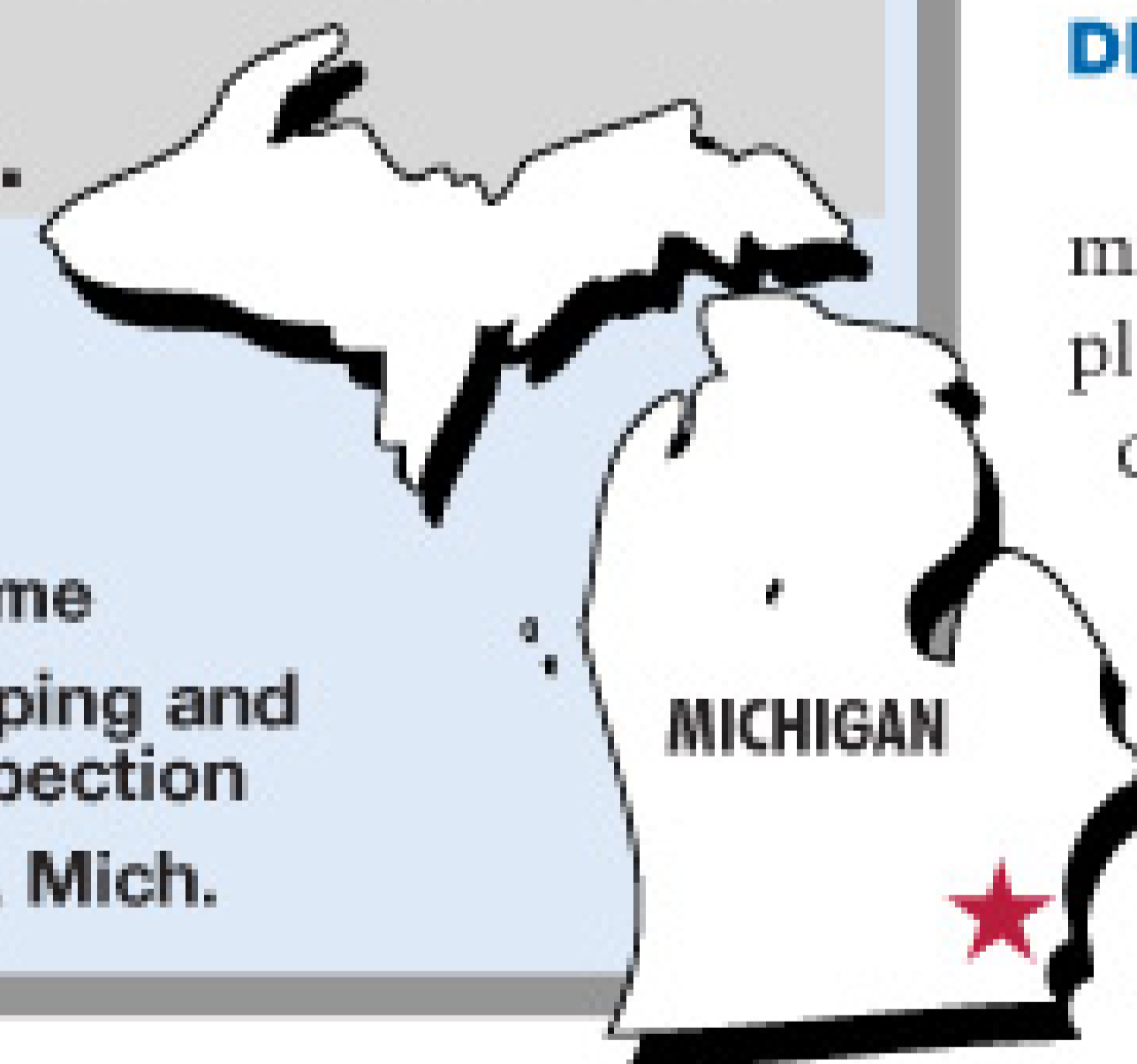
Relitz says that unlike his father-in-law and brother-in-law, he doesn't have the instinctive feel for the business they built up over a lifetime of work.

"Those guys, they can feel it. My father-in-law didn't have a business plan, but he knew what his costs were," Relitz says. "I'm new to this industry. I have a tool to accomplish,

Profile Jack Spack Septic Tank Service Inc.

Ypsilanti, Mich.

Owner: Victoria (Spack) Relitz
 Founded: 1948
 Employees: 6 full-time, 2 part-time
 Services: Septic-system pumping and inspection, well inspection
 Service area: Washtenaw County, Mich.



DISPOSAL DILEMMA

Relitz says the 38-mile trip to a disposal plant in Detroit will cut disposal costs to about 25 percent of sales. He estimates a tractor-trailer rig can make two or three trips a day. They are considering a truck

hopefully, the same thing."

So far, Relitz determined they needed more income in the winter and that local disposal was costing as much as 40 percent of sales.

"Right now, our only choice is to transfer waste to a cheaper facility than what we have locally. We are buying a tanker to accomplish this," he says.

with a 12,000-gallon aluminum tank.

In addition to lowering disposal costs, Relitz says the tanker will allow more flexible planning and pricing.

"When we have a tanker, I can go to outlying parts of the county and have five tanks lined up. I can give them a discounted price because I can have the tanker up there," he says.



Above, members of the Jack Spack Septic team (from left) include Holly Baker, Kevin Stuebben, Rodney Schroeder, Rob Labelle, Jack Spack Jr., Vicky Relitz, Duane Relitz and Brad Farmer. At right, Labelle unloads a truckload of sewage at local sanitation facility.

Also, Relitz says, the receiving facility closes at 3 p.m. The tanker could sit full overnight and be delivered first thing in the morning, which means they can work later in the day.

"It's doable, particularly when people believe the postcards I send them and they get their systems pumped on a preventative basis instead of an emergency basis," he says.

The second phase of their business plan envisions a dewatering facility.

"That should allow us to redirect our focus and only be transporting water to a much closer location than Detroit," Relitz says. "Hopefully, we'll get a much better price (than now). They don't have to do much with it."



The Jack Spack Septic management team includes (from left) Jack Spack Jr., Vicky Relitz and Duane Relitz. The company was founded in 1948 by Jack Spack.

Michigan law prohibits land application of any waste pumped within 15 radial miles of a receiving facility. In 2010, the range increases to 25 miles. Relitz says about half the state can land-apply, but in his county, it wouldn't be worth the effort of getting a farm approved.

As to adding revenue, the couple considered then rejected the idea of going into the portable restroom business.

"It seemed like a good fit, but we couldn't squeeze the money out of it. It didn't do anything for the off-season," Relitz says. "We would rather take the resources and satisfy our customers and expand our customer base in the septic industry."

They are adding plumbing repair to their services, instead. They looked at franchise operations, but decided in the end that the Jack Spack name would be marketable in the plumbing repair area as well.

TURNING 60

Jack Spack Septic was founded in April 1948, when

"OUR PEOPLE WORK VERY HARD. EMPLOYEES GET MONTHLY BONUSES. I REWARD THEM. I NEED THEM TO BE HERE AND I NEED THEM TO BE COMFORTABLE ... HOPEFULLY, WITHIN TWO YEARS, WE CAN START IRAS OR A RETIREMENT FUND FOR THESE BOYS."

Duane Relitz



Jack Spack bought a used truck and began hauling waste part time while working at the Ypsilanti State Hospital. The business grew steadily, and in 1953 Spack began running the septic business full time. The work included maintenance and installation as well as pumping.

Maintenance and installation services were discontinued before the Relitzes took over, but Relitz says they may ease back into it as a result of the plumbing work, "just to utilize the equipment we have."

Spack died in 1996, the business passing to his son, Jack Spack Jr., who enjoys the work, but not so much running the business. He sold the company to his sister, but remains a key employee.

"We truly need him in the business," Duane Relitz says. "He's a certified well and septic inspector and does all of our technical-service calls."

Relitz, who is 56, at one time owned a \$15

million manufacturing company with 125 employees. The company, which made diesel truck parts, lost too much of its business to China and India, so Relitz closed it about three years ago and enjoyed a two-year hiatus.

"When this opportunity came up, it was just a matter of negotiating the details," Relitz says. "I worked for Jack Sr. in 1972. Vicky worked for him in the office in 1976. We had talked for many years about marketing and the database here."

RELIABLE FLEET

Relitz says much of his experience running the manufacturing plant applies in the septic industry, especially marketing and bill collection.

"We bill a great portion of our customers. Sometimes you have to call them; sometimes you get burned," he says.

Their fleet includes a 2003 International 7400, 1999 International 4900, 1988 International F1954 and 2003 Ford F-150 pickup truck. All the Internationals have 3,000-gallon steel tanks with Moro USA Inc. pumps. The tanks were custom-designed and fabricated to Spack specifications by Mel Patton, a local welder and friend of the family.

The two newer pumpers are on the road daily; the oldest is the backup. The business plan calls for buying a new pumper each of the next three years. Relitz says they'll have large tanks, likely aluminum or stainless steel.

"They'll definitely be bigger than the 3,000 gallons we have now, but we can't get too big," he says, to prevent damage to customers' driveways and residential streets.

The company has two full-time and two part-time drivers who pump about 3 million gallons a year.

"Our people work very hard. Employees get monthly bonuses. I reward them. I need them to be here and I need them to be comfortable," Relitz says.

Employees also receive medical and dental coverage paid for by the company, Relitz says. And uniforms are provided. "Hopefully, within two years, we can start IRAs or a retirement fund for these boys."

New-employee training doesn't happen often because there is so little turnover, Relitz says. A new employee would need a commercial driver's license and several months of rid-

ing with experienced employees before being turned loose.

RISING SALES

The Relitzes live at the site, so keeping up is not difficult. "I'm out here from 3 a.m. to 6 a.m. I have trucks running and washed and maintained as needed when the guys get here," Relitz says. He's not above being in the field, but rarely gets the opportunity because he's usually working the telephone.

"Over the past few months we've seen a 35 percent sales



Jack Spack technician Kevin Stuebben uncovers and pumps out a customer's septic tank.

increase," he says.

Relitz says there are about 350,000 residents in the county, with five or six municipal areas that have their own sewer systems.

"In the rural areas, there are a lot of subdivisions, and they are upper-end. There is a considerable amount of money in this economy," he says.

The company operates in a 35-miles radius, which allows it to dip into surrounding counties.

"We don't want to get real big," Relitz says. "We want to keep it a family business, family controlled and family-sized with a family orientation." ■

Boost marketing efforts with postcards, effective Web site

Upon taking over Jack Spack Septic Tank Service Inc., Duane and Victoria Relitz realized that informed and educated customers were the quickest route to stable and increased sales.

"We recognized that the 15,000 customers in our database needed to be notified of when their septic tanks were due to be pumped," Relitz says. "The response was overwhelming."

The result was six consecutive months of record sales.

They began by sending postcards to customers and making available education packets that include plenty of good information laced with humor.

"We have an old-time story about starting the bacteria by throwing a dead cat in there, which is ludicrous by today's standards," he says. "The people really like it. It is an entertaining piece of information. We have a lot of good information from (reputable) sources."

They are developing a Web site with a similar approach.

"What we are working on is an animated version of a septic system and how it works," he says.

Because his customer-base skews older, Relitz says the Web site will probably not be as effective a marketing tool in the short run as the postcards. Younger customers, of course, will be more comfortable with the Web.

Postcard information isn't limited to cleaning schedules. The notices also remind customers that filters need to be cleaned. A lot of the new customers are city folks dealing with septic systems for the first time, he says.

"Any communication we can make with the customer ... the cost of postcards is pretty cheap," Relitz says. "People really appreciate it, because they don't think about it."

Relitz says three other pumpers work his market, but Jack Spack Septic is the largest. He says the competition hasn't forced him into a price war.

"Like one of the people at a seminar (at the Pumper & Cleaner Environmental Expo) said, 'You better price at what your costs are, not at what your competitor's costs are,'" Relitz says.

The Spack name carries weight. Relitz says the company provides service to the children and grandchildren of Jack Sr.'s original customers.

The Jack Spack name is a wonderful marketing tool, Relitz says, but it carries with it a lot of responsibility.

"Because so many of our customers dealt with Jack Sr., we have to maintain that level of integrity, and we do," he says. "So many times, we get calls that say come and do it. Send me a bill or here's my credit card number. And that's because they know we will be honest with them."

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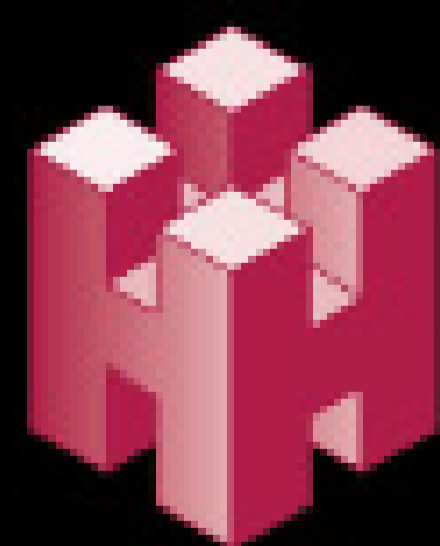
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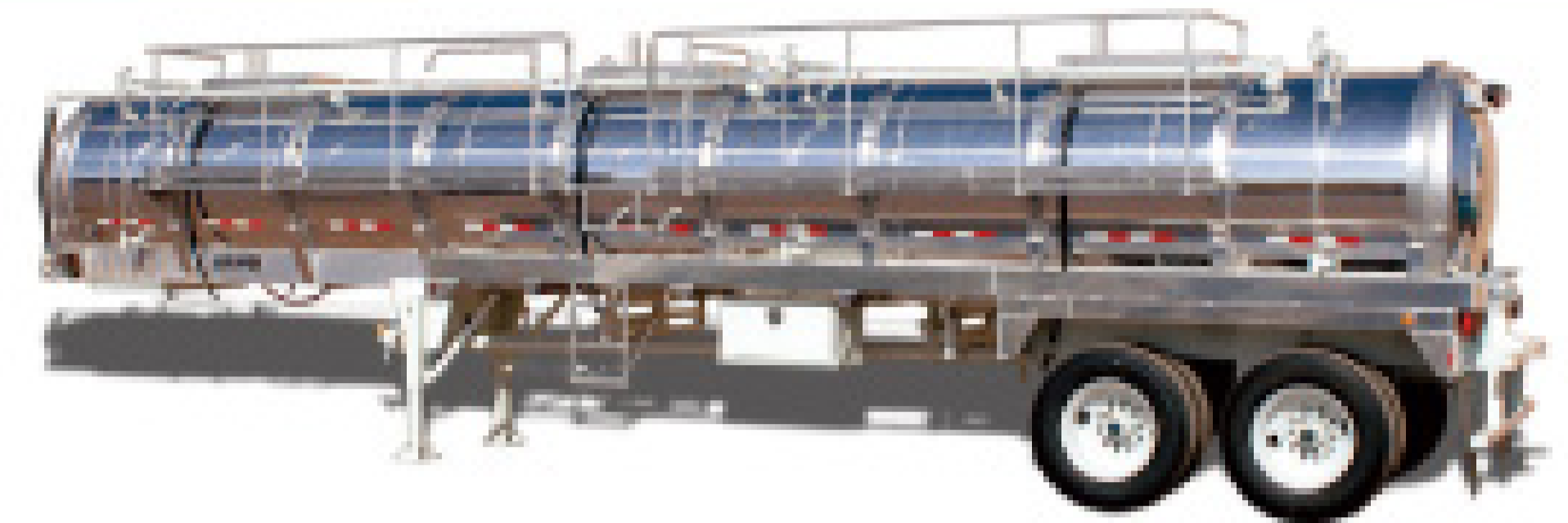


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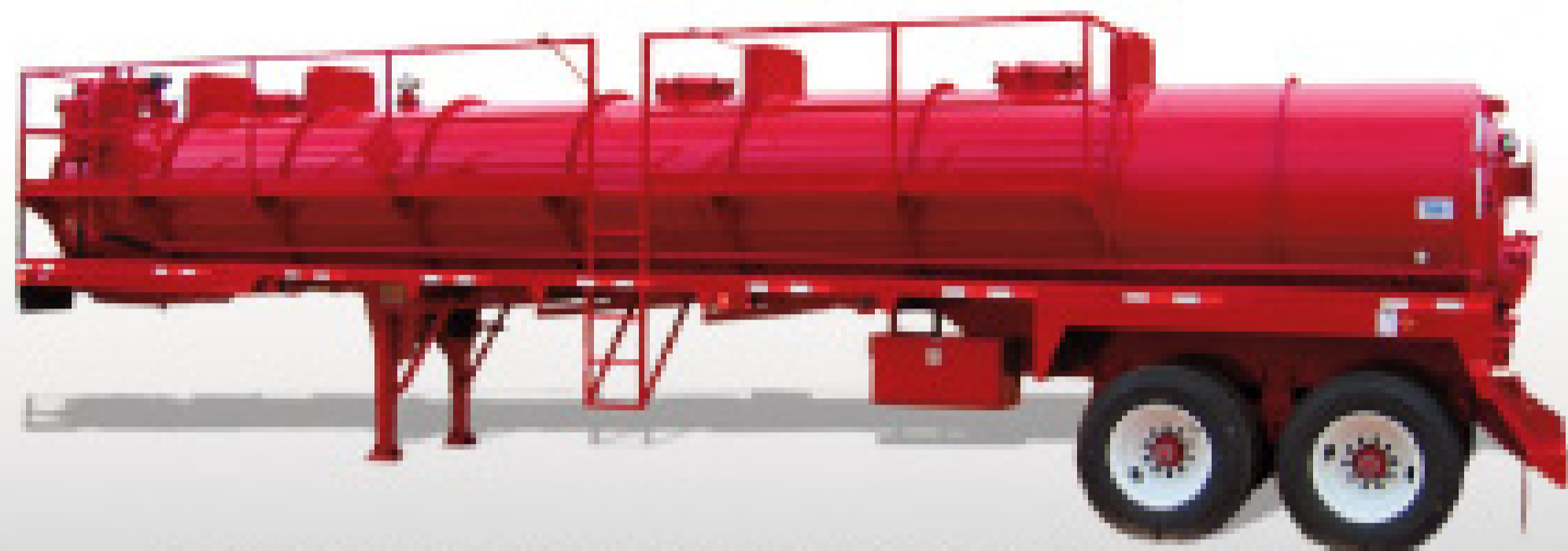
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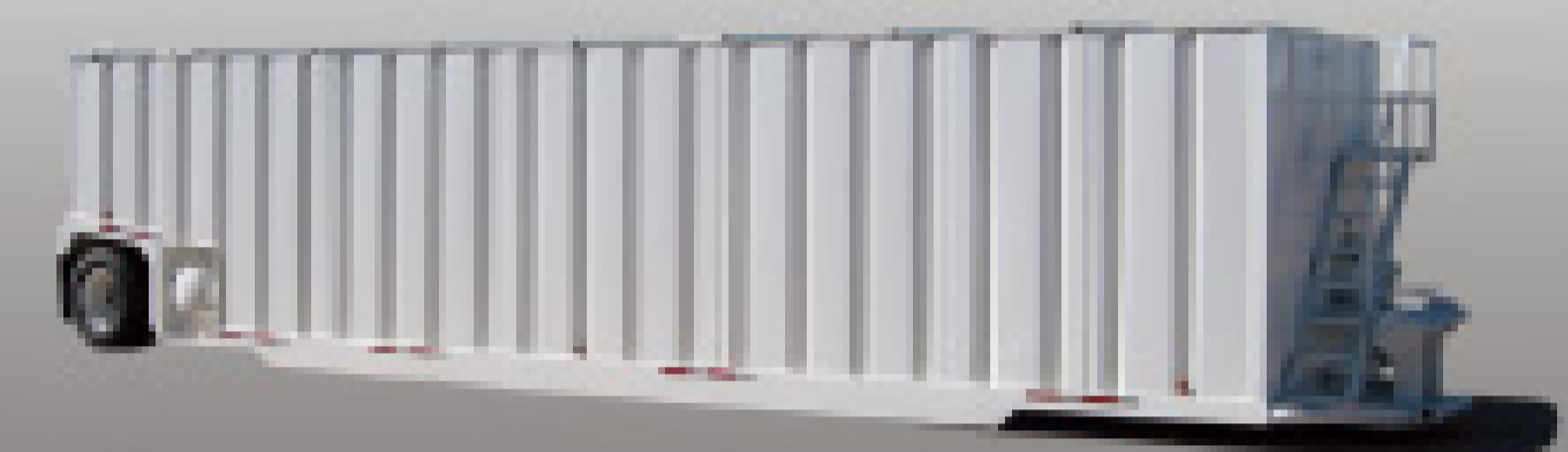


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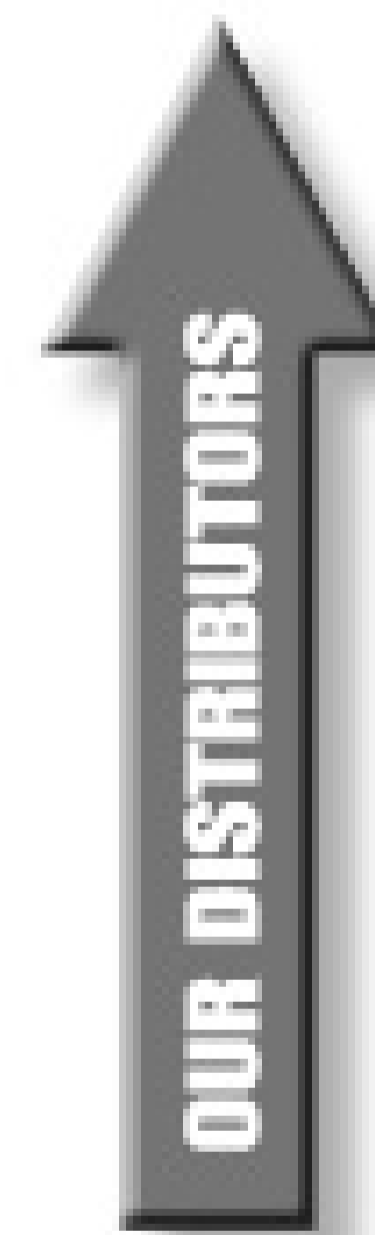
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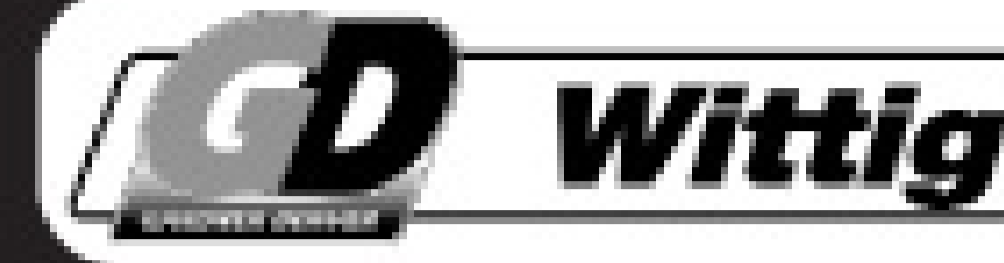
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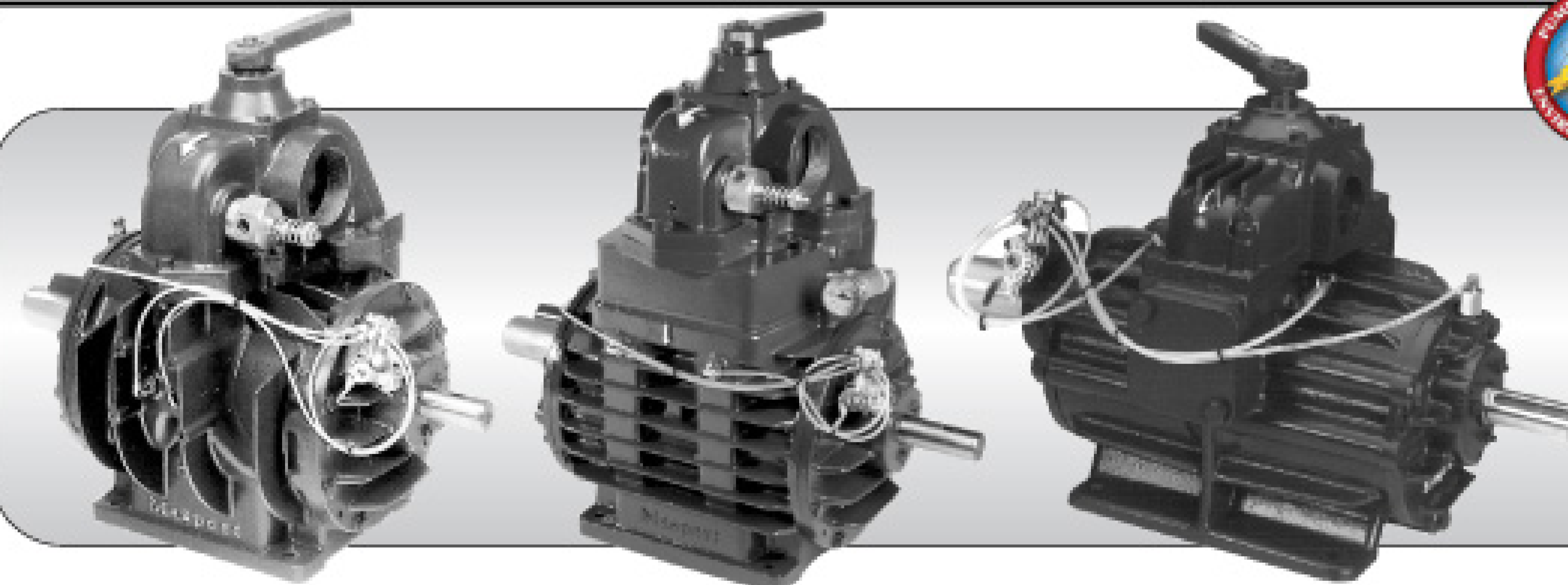


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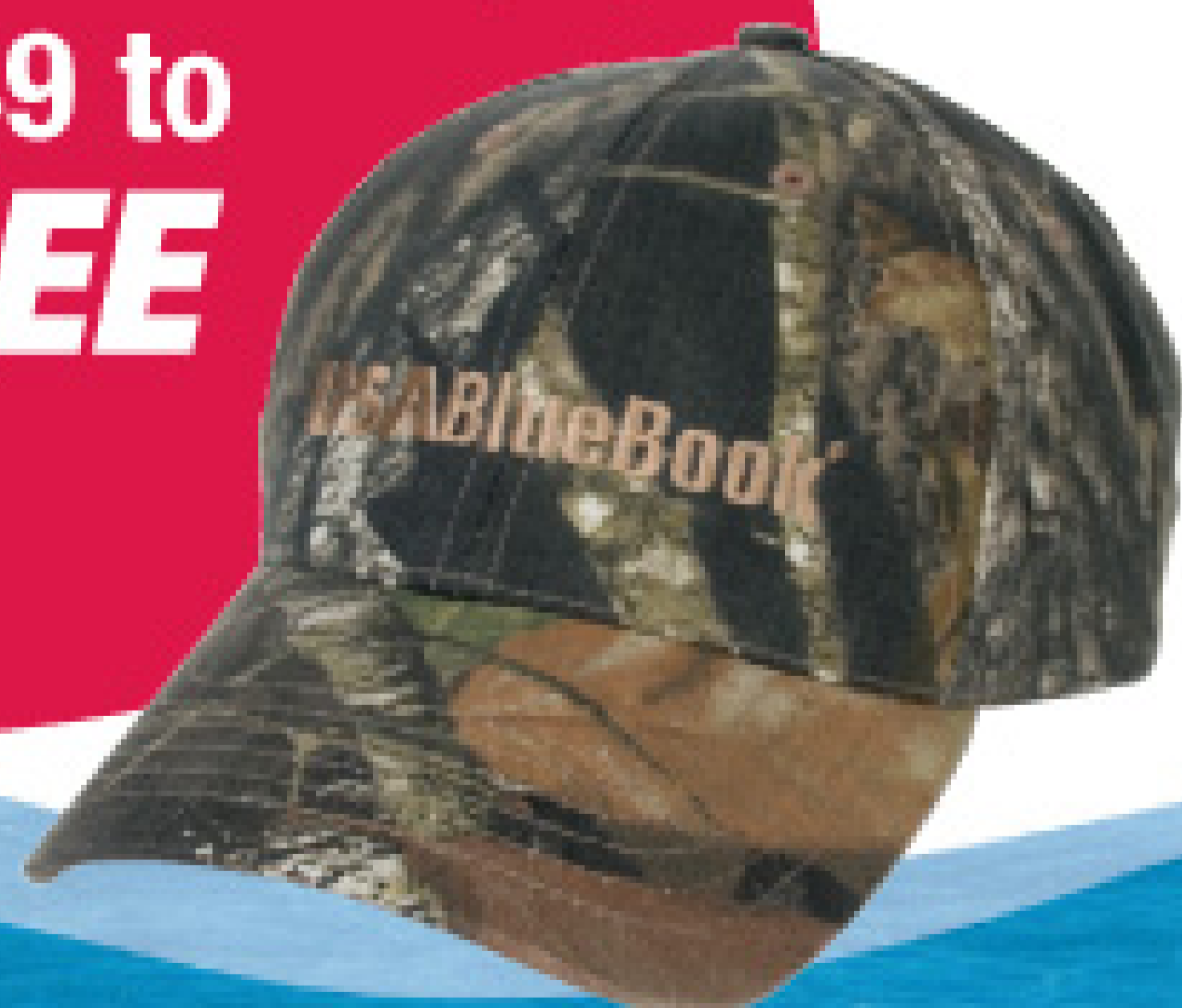
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Weighty Issues

Posters want to know how heavy septage is, what drivers are paid and how to enhance customer education about onsite systems

This feature in Pumper® reports noteworthy conversations that take place in the Pumper Online Discussion Forum for industry professionals found at www.pumper.com. The forum is split into several topic areas: General Discussion, Business, Parts & Accessories, Portable Sanitation, Pumps & Blowers, Septic System Installation, Septic System Service & Maintenance and Trucks. Simply register with a user name and password and join the discussion!

Information and advice in Overheard Online is offered in good faith by industry professionals. However, readers should consult in depth with appropriate industry sources before applying such advice to a specific business situation.

Overheard Online

How much does septage weigh?

Question:

Anyone have a link or documentation on the average weight of septage?

Answers:

Water weighs 8.34 pounds per gallon. I use this number and, with a little variation, it works for septage as well as grease trap waste.



Start with the weight of water. The weight of septage will change depending on the total solids content.

Then there is a loyal customer whom I have worked for over the last 20 years and never mentions price, just asks when I can provide the service. These are the type of customers I will bend over backwards for.



I've always assumed grit weighs a lot more than septage, and could cause a weight problem if let go for long periods. It should be the same weight as sand.



I just did a quick Internet hunt and found that water has a specific gravity (SG) of 1.000 @ 39 degrees. Water containing particulates can have a SG of 1.005 up to 2.500.

Basically, the higher content of solids, the heavier the liquid. That's why the sludge is in the bottom of the septic tank. It's heavier. The 2.500 would have to be the absolute top end and much heavier than general sand or dirt. I usually ballpark it at 9 pounds per gallon.

How do we enhance customer education?

Question:

I believe we can all benefit by listening to each other's experiences. The latest topic is additives: good, bad, whatever. The worst additive is the trash that homeowners load into a septic system. I recently discovered a septic tank that had not been pumped for three years since installation. I know; I installed it. I had a pumper come out; it took him three hours to get all the wadded paper and whatever from the tank. A pump tank followed the septic tank, which had 2 feet of solids on the bottom and 2 feet floating. I don't even want to talk about the disposal field. Now, mind you, this is a house that sold for \$450,000.

As long as people's ignorance prevails, guys like me will always have something to comment on.

Answers:

One of the biggest challenges here is to get a homeowner to think of an onsite system as a living and breathing system, and not a landfill. I ask people if they would buy a house next to a landfill, and when they give me a strange look, I then ask them why they would want to de-value their property with cheap service

from companies that inject the waste back into the ground and ruin your system, and do it for a few bananas less than me.

The "I don't care" mentality is popular because there will be some low-priced company willing to give service away.



I hand out a sheet outlining the do's and don't of septic systems to all of my customers. On the sheet I talk about the right and wrong toilet paper to use: Avoid any two-ply toilet paper and only use single-ply paper. A lot of my customers use Scott Tissue, but Cottonelle works very well. I've had those jobs where it took three hours to clean a tank due to heavy toilet paper use.

What are wages for a new driver?

Question:

How much money per hour should an inexperienced and experienced route driver make?

Answers:

I would say it depends greatly on your market or region. In the Long Island, N.Y., area, you might be looking at \$9 to \$13 per hour for an inexperienced/new guy, or \$10-\$16 for experience/knowledge. And what about benefits, insurance and retirement?



I wish I could get help to work for that. Here in British Columbia, Canada, it's \$21 to start, and I trained him. He was already a pretty good driver though.



In Alabama, rates run from \$10 to \$12 per hour to start.



Helpers start at \$8 per hour. My best driver is close to \$20 per hour.

I have one part-time driver who is paid \$12 per hour with no benefits. I am in the Baltimore metro area.

One poster's rant about cheap customers

I feel there is a difference between a customer and a loyal customer. A person who is a price shopper is a customer who usually won't call me back once I give them a price. I'm only a little higher than Charlie Cheapo down the road, but these callers are worried about price, not service. When customers tell me they can get a tank pumped \$25 cheaper, I tell them it's a deal. Call him back; I will not drop my price. Sometimes I will get a return call a few days later and the same customer will want me to pump their tank because Charlie Cheapo has not shown up in the last three days. This happened to me twice last week. The customer then has the nerve to complain about the price on the phone, so I tell them we provide great service. We're on time, dressed in uniforms, make phone calls a couple of days after the service to make sure our service went well, answer all the customer's questions, etc.

Then there is a loyal customer whom I have worked for over the last 20 years and never mentions price, just asks when I can provide the service. These are the type of customers I will bend over backwards for.

To me, great service is not cheap, but it is valuable. ■



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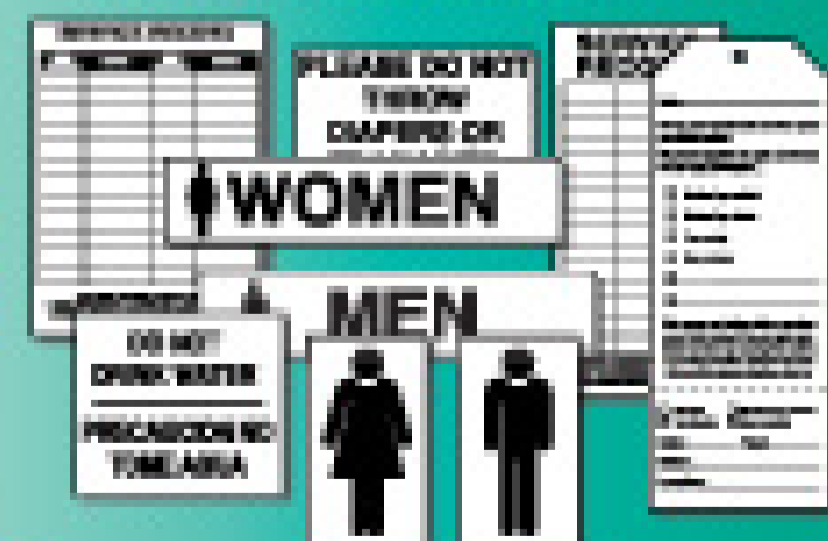
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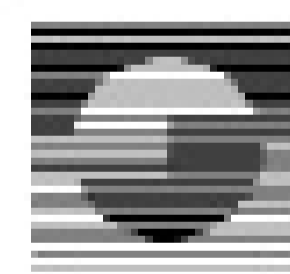
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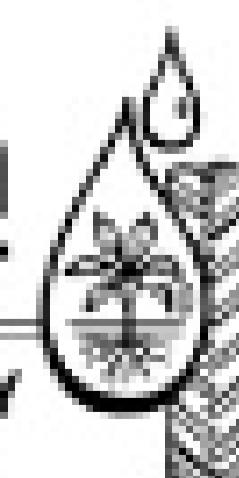
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Signature Service

Portable restroom with a backstage pass is covered with autographs of country music luminaries

An unassuming gray PolyPortables Inc. restroom has struck a chord with musicians and achieved backstage celebrity status at the annual Country Fever music festival in Pryor, Okla.

The Lighter Side

By Ken Wysocky

And no one's happier about it than Tammy and Stacey Hillis, the president and general manager, respectively, of At Your Service, a portable sanitation business in nearby Tulsa that services the huge music celebration. Bringing new meaning to the words "signature service," the restroom is covered with 75 to 100 autographs of musicians who've played at the country music extravaganza for the last three years, reports Tammy Hillis.

"Stacey came up with the idea — he's always thinking outside the box," Hillis

relates. "He really likes the singer Thomas Martinez, so three years ago, he asked him to autograph the restroom. He thought it would be fun."

Martinez agreed, and the rest is star-studded history. The restroom, which has become a backstage fixture at the concert festival, has now been autographed by luminaries including Willie Nelson, Trace Adkins, Montgomery Gentry, Shenandoah, Lonestar, Trick Pony and the Oak Ridge Boys.

"People backstage look for it now," Hillis notes. "We forgot to bring it this year, and they called us and asked us, 'Where is your signature toilet?' So we had to bring it on out."

Initially, musicians either loved the idea or hesitated a bit before signing it. Now, some artists want to sign it before anyone even asks them. Only one singer, Carrie Underwood, has declined to autograph the restroom, Hillis notes.

"Her manager wouldn't let her sign it,"



The Oak Ridge Boys' bearded William Lee Golden pauses for a snapshot with the Hillis family, Stacey, Tammy, Skyler and Addison. (Photos courtesy of At Your Service)

Hillis explains.

So what does At Your Service plan to do for an encore when the restroom is covered entirely?

"I guess we'll start another one," Hillis says. ■

Now, some artists want to sign it before anyone even asks them. Only one singer, Carrie Underwood, has declined to autograph the restroom.



Singer Trace Adkins stops backstage to add his name.



Duane Allen of the Oak Ridge Boys signs the celebrity restroom.



Country singer Neal McCoy poses with Addison Hillis.

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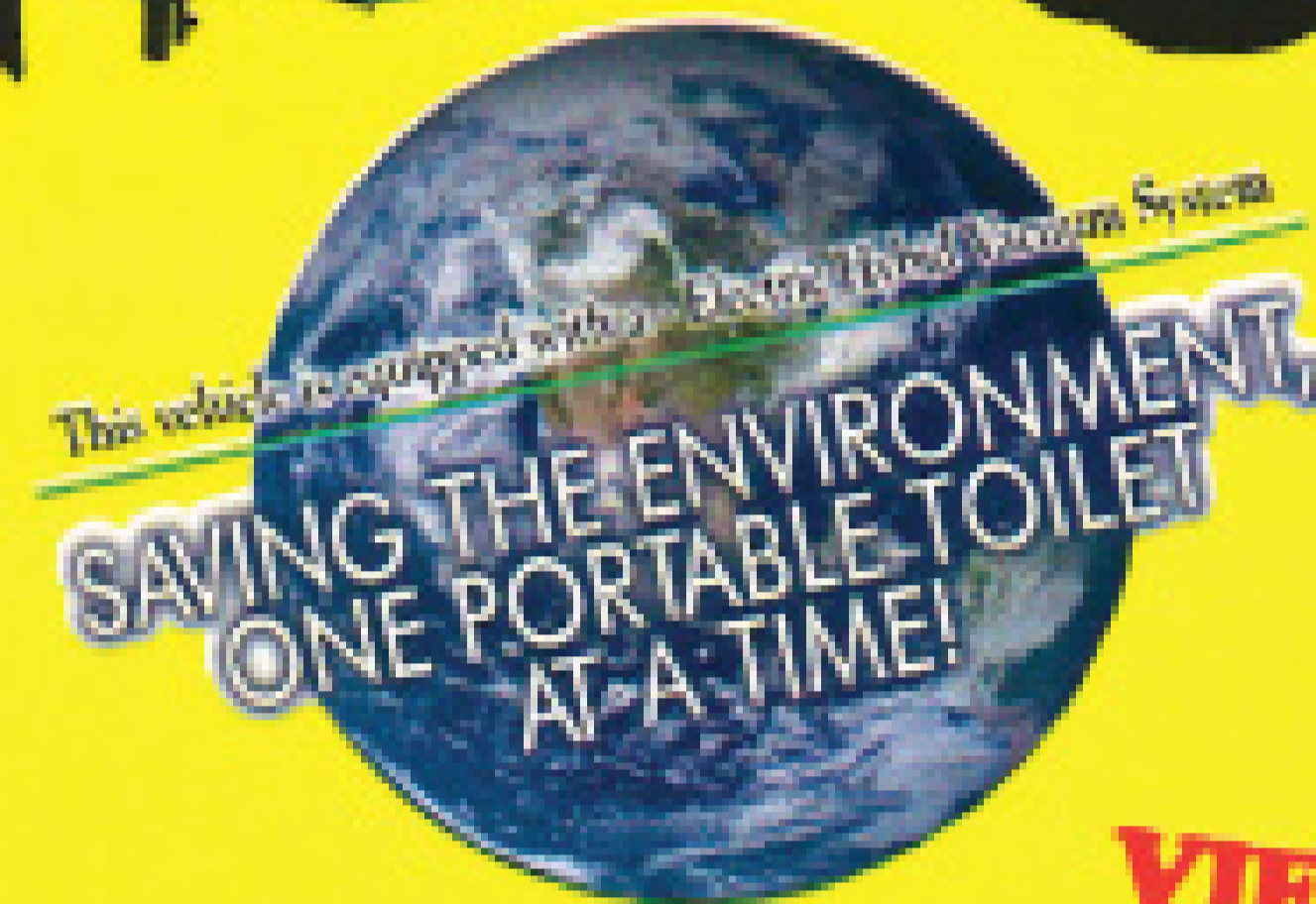
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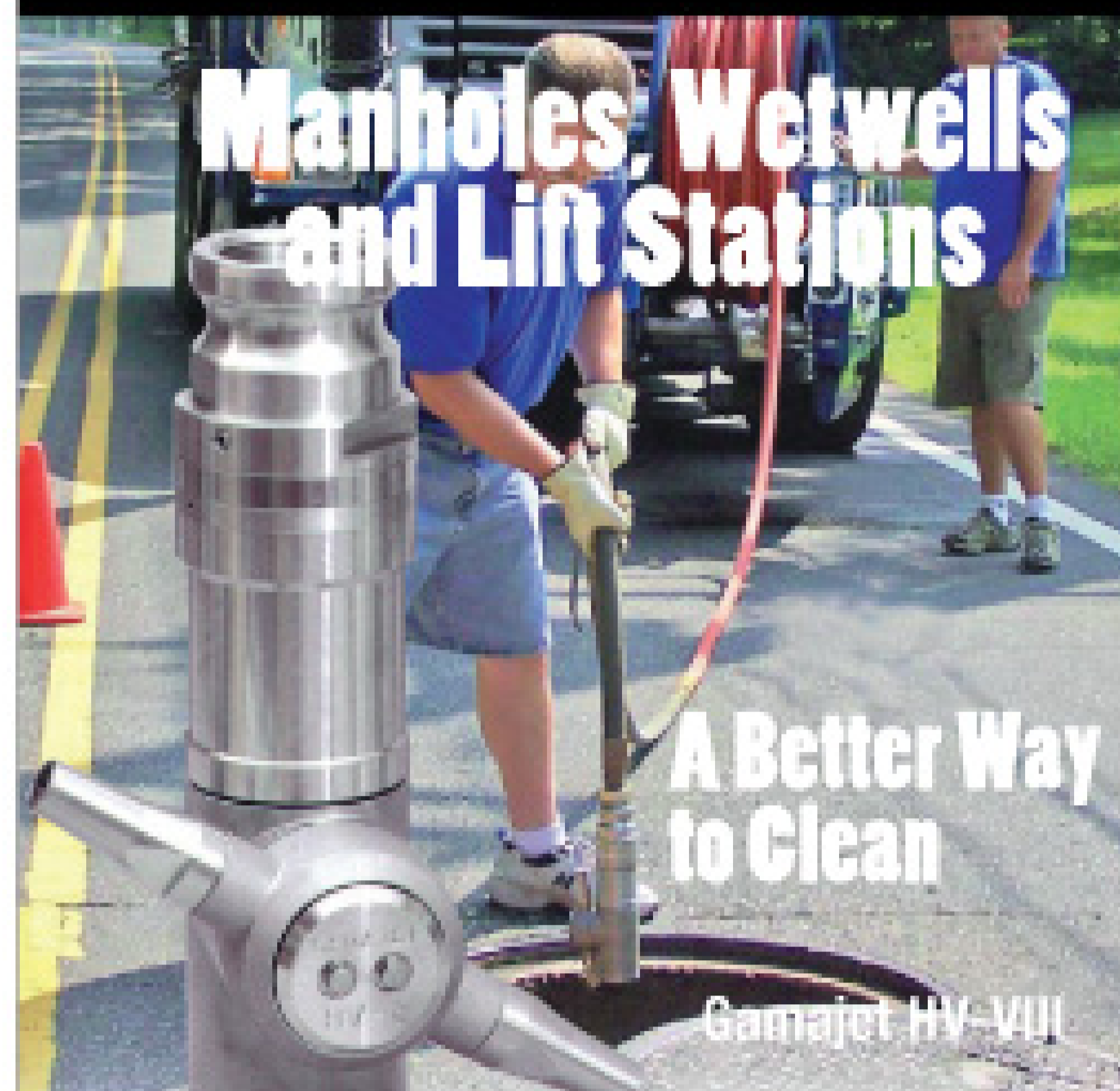
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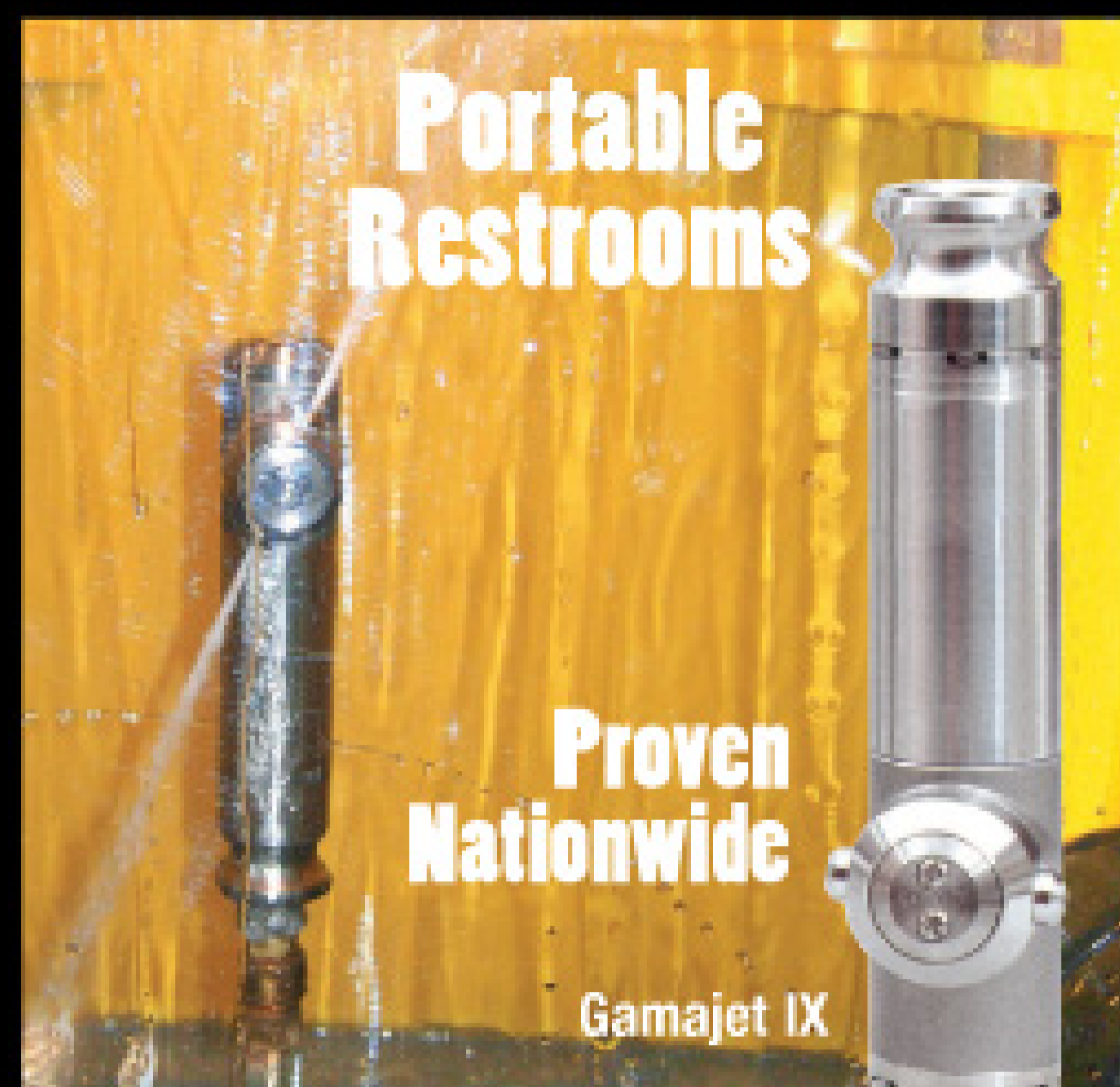
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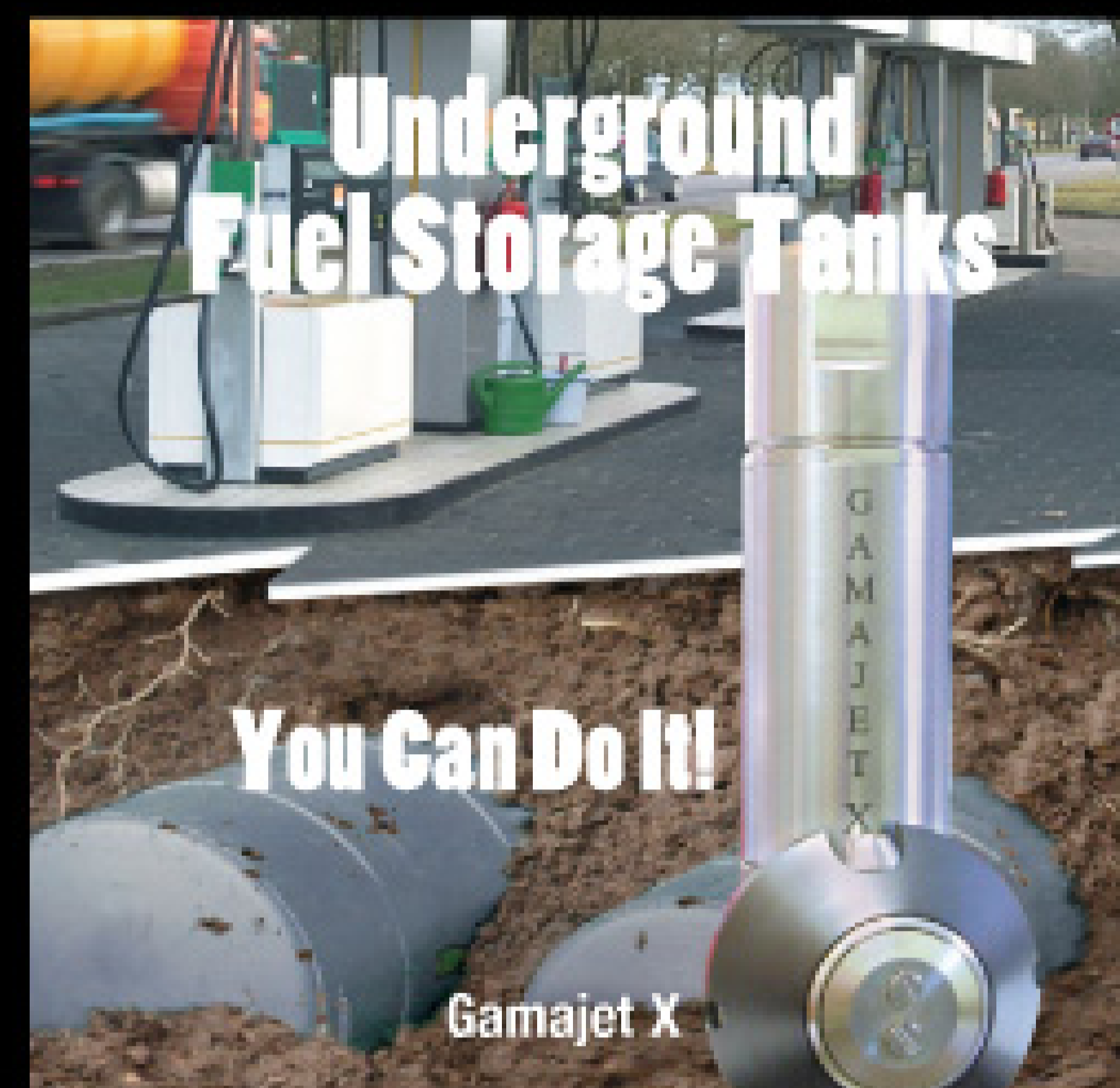
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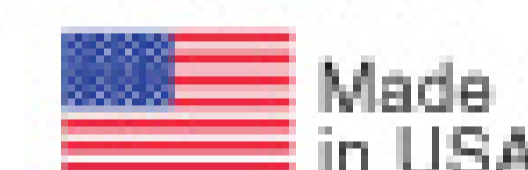
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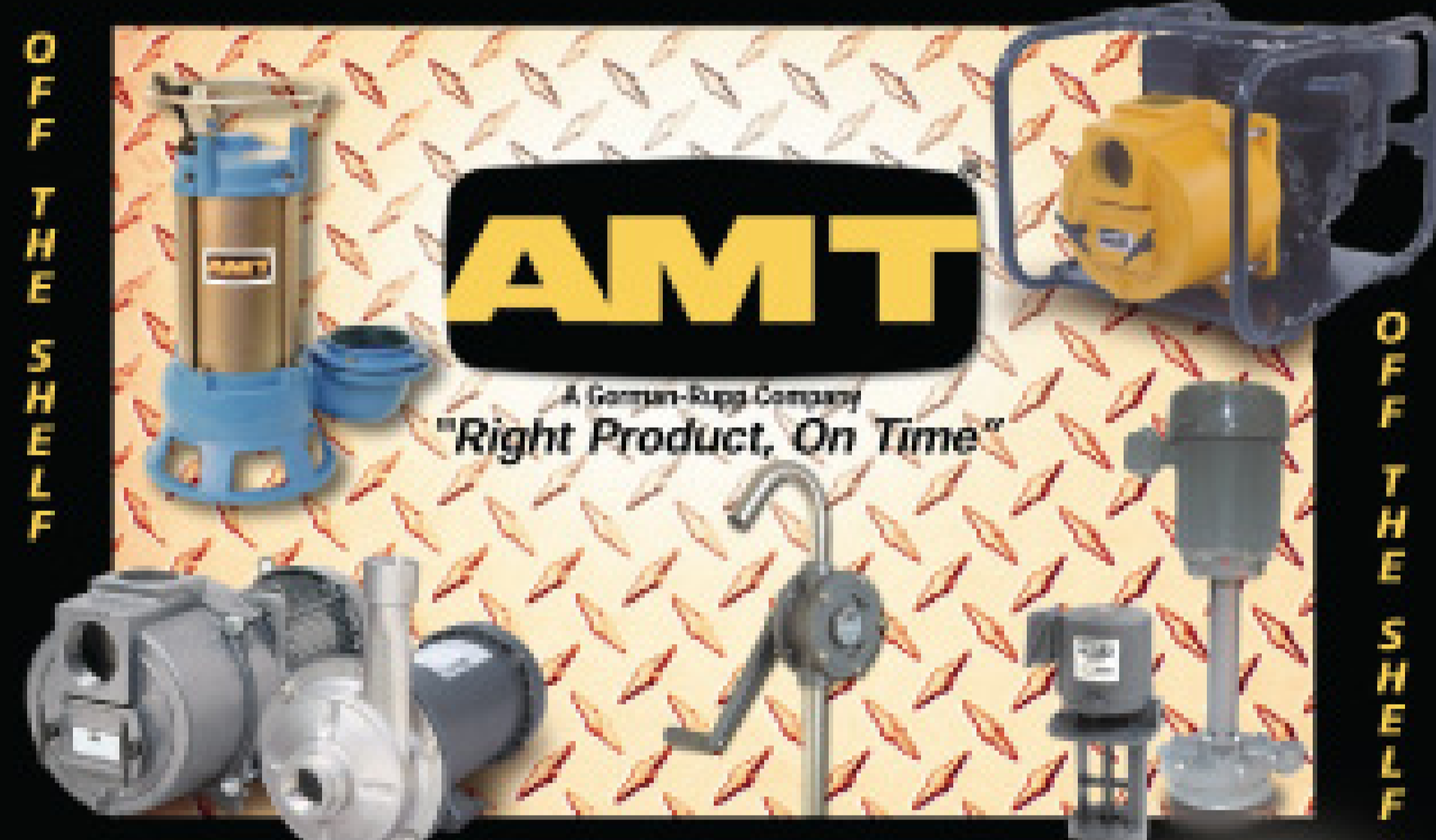
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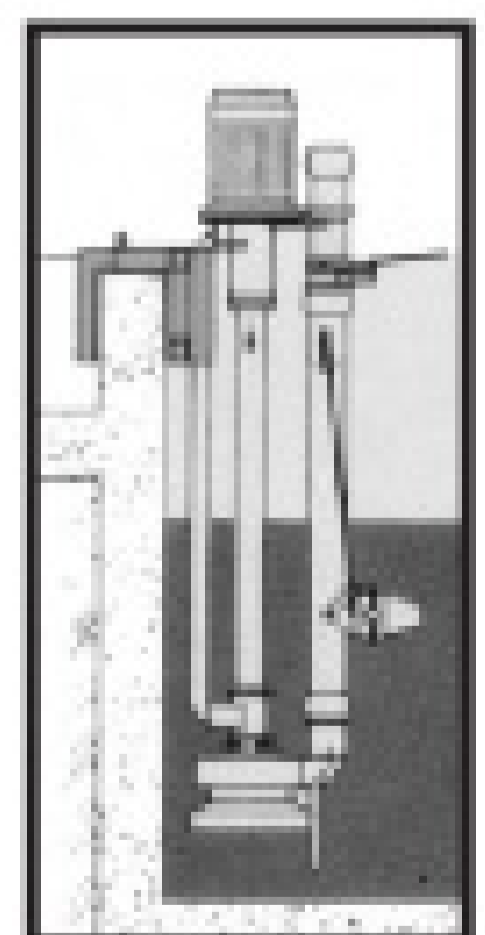
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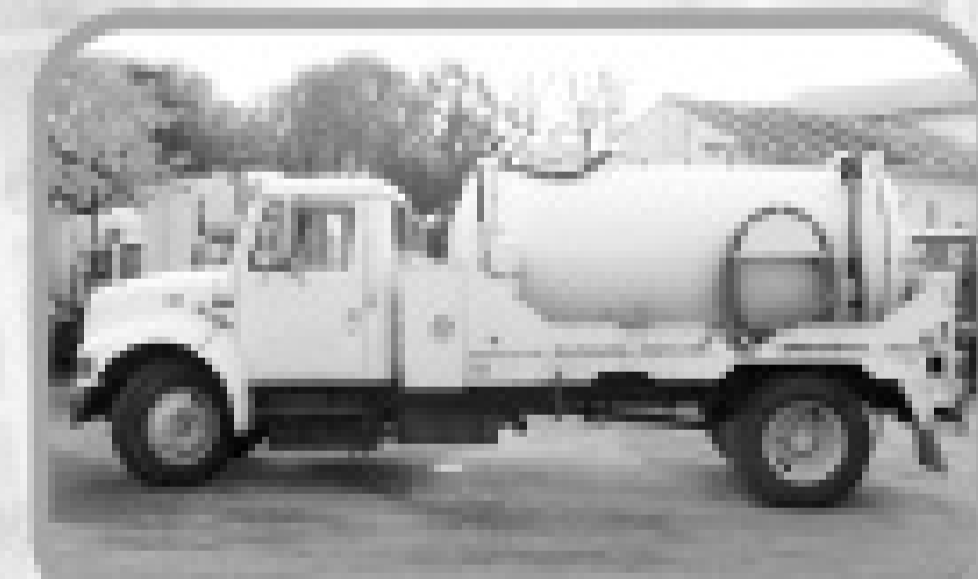
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Richard Davis of Quick Response Septic Service, Grass Valley, Calif., sent in these photos of his 2000 GMC Topkick vacuum truck, which suffered a collapsed tank while performing emergency service for the city of Roseville in northern California. Working with about 30 other pumpers to prevent sewage from going into a nearby stream, Davis was on flat ground, with a hose in a manhole taking on sewage when he heard a loud bang. He returned to the truck to find major damage. The 2,000-gallon steel tank

with two baffles had to be scrapped. Davis is replacing it with a tank from Lely Manufacturing Inc., that he had removed from another truck.

The implosion was traced to a non-functioning vacuum relief valve attached to his 236-cfm Battioni pump. Davis said all the pumpers at the scene shut down their trucks and checked their vacuum relief valves before continuing with the job. After the mishap, Davis replaced the vacuum relief valves on his fleet of six trucks.

"The moral of the story is to make sure you check the vacuum relief valve," Davis said, hoping his advice will save other contractors from the same fate. The bill to replace the tank and put the truck back in service will be about \$15,000, Davis said, while the cost of a vacuum relief valve is about \$40. He doesn't expect any insurance to cover the damage. "It's smart to replace the vacuum relief valve every two or three years. And it sure costs a lot less than if you have a problem," he said. ■

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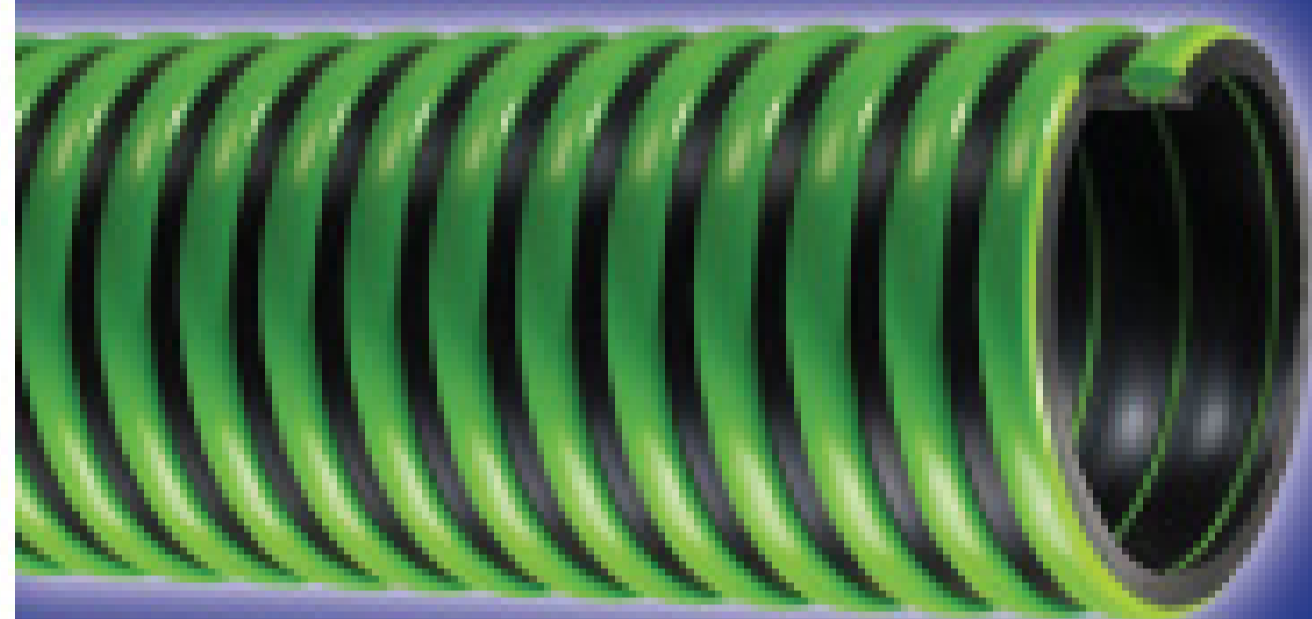
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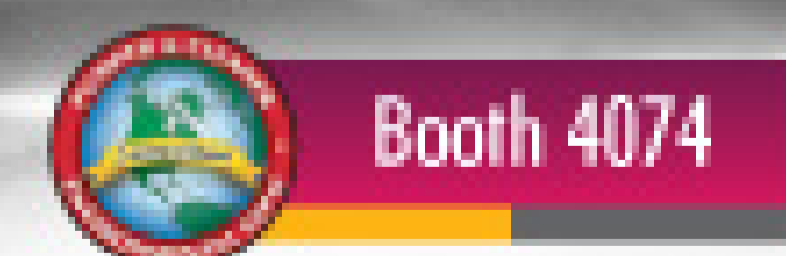
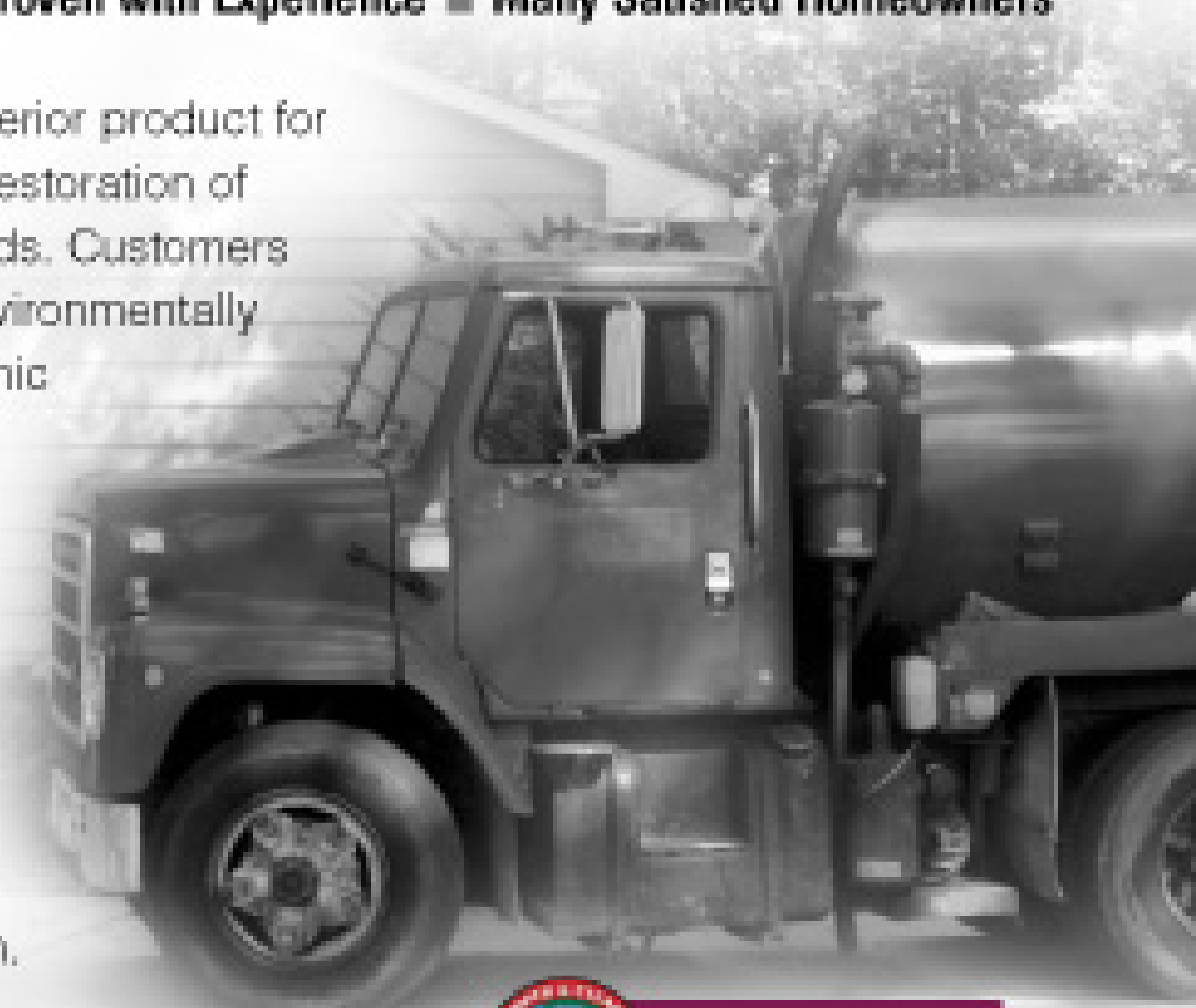
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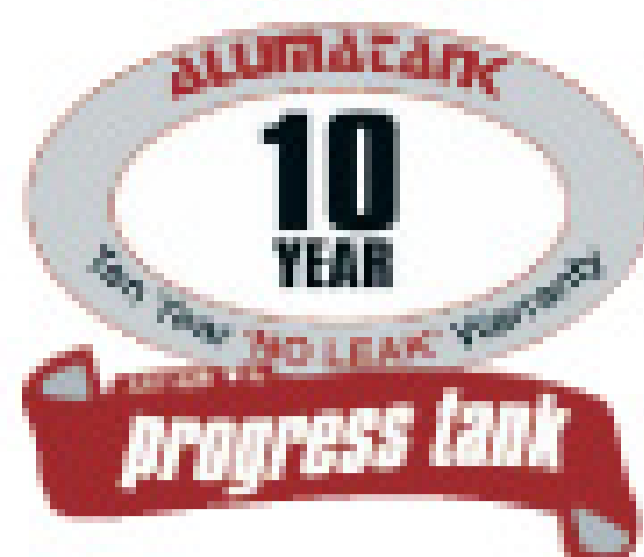
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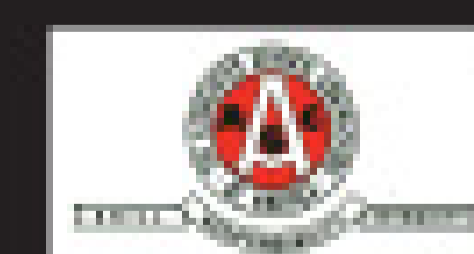


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2-YEAR 200,000 MILE DRIVE TRAIN WARRANTY



2001 Mack CL-713, E-7 460HP, 18spd, jakes, 20# fronts, 46# rears, double framed, new 3800 gal. steel tank, new liquid cooled HXL-400 Masport vac pump.

Call For Pricing!

2-YEAR 200,000 MILE DRIVE TRAIN WARRANTY



2002 Sterling AT-9513, Cat C-12 410HP, 10-spd, 350K miles, double framed, AC, new 3360 gal. steel tank, new liquid cooled HXL-400 Masport vac pump.

Call For Pricing!

2-YEAR 200,000 MILE DRIVE TRAIN WARRANTY



2002 International 9400i, Cat 475HP, 10spd, jakes, 14# fronts, 46# rears, double framed, new 3360 gal. steel tank, new liquid cooled HXL-400 Masport vac pump.

Call For Pricing!

2-YEAR 200,000 MILE DRIVE TRAIN WARRANTY



2002 International 9100i, Cat C-12 410HP, 10-spd, jakes, double framed, AC, new 3360 gal. steel tank, new liquid cooled HXL-400 Masport vac pump.

Call For Pricing!

2-YEAR 200,000 MILE DRIVE TRAIN WARRANTY



1999 Freightliner FL-70, Cummins 215HP, 6-spd., 33# GVW, air brakes, AC, low miles, new 2300 gal. steel tank, new Jurop vac pump.

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The Danbury Septic team (from left) includes Richard J., Carole, Richard II and Philip Chiarella.

Danbury, Conn.

Founders: Richard J. Chiarella and Philip E. Mazzucco

Owner: Richard J. Chiarella

Employees: 4

In the beginning: The founders started with a combined excavation and septic-pumping business in 1968, then split into two companies, with Chiarella taking the septic side. Chiarella met his future wife, Carole Mazzucco, then started pumping in 1963, working for Carole's father, Philip, who owned M & M Septic Tank. Carole's grandfather Anthony Di Tullio started D & S Septic years earlier.

Today: The Chiarellas have been joined in the business by their two sons, Richard II and Philip. The company pumps 50 percent residential and 50 percent commercial customers. Philip started a separate portable sanitation business, PJ's Porta Johns.

Fleet: Two septic service trucks, a 2007 Freightliner with a 2,500-gallon steel tank and Jurop pump from Amthor International and a 2002 International 4900 with a 2,500-gallon stainless steel tank from Transway Systems Inc.

Motto: "Service is our last name."

SHARE THE GOOD NEWS

If your company is reaching a 25-, 40- or 50-year anniversary, we'd like to hear about it. To spread the news of your company milestone, gather your crew in front of one of your vacuum trucks for a team photo. Send the photo to Pumper@ along with your anniversary information, a contact phone number and names of everyone in the photo. We'll run your photo and information in upcoming issues of *Pumper* as space allows. Digital images are preferred and better-quality photographs are more likely to be considered for publication. E-mail photos and information to editor@pumper.com, or send materials to COLE Publishing, P.O. 220, Three Lakes, Wis. 54562.

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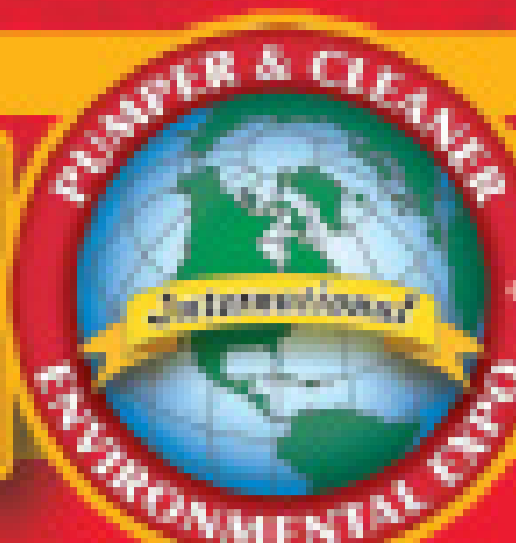
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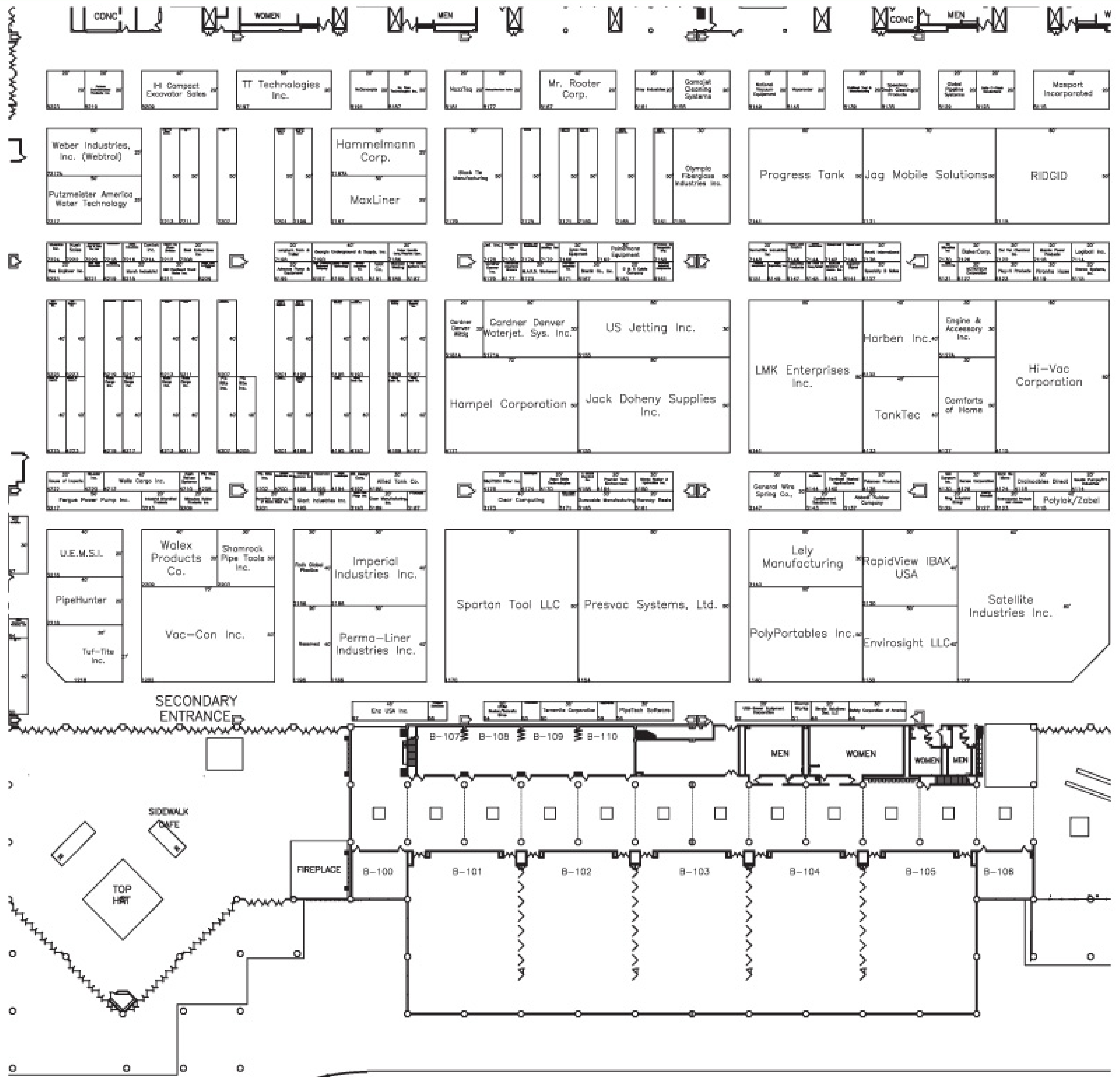
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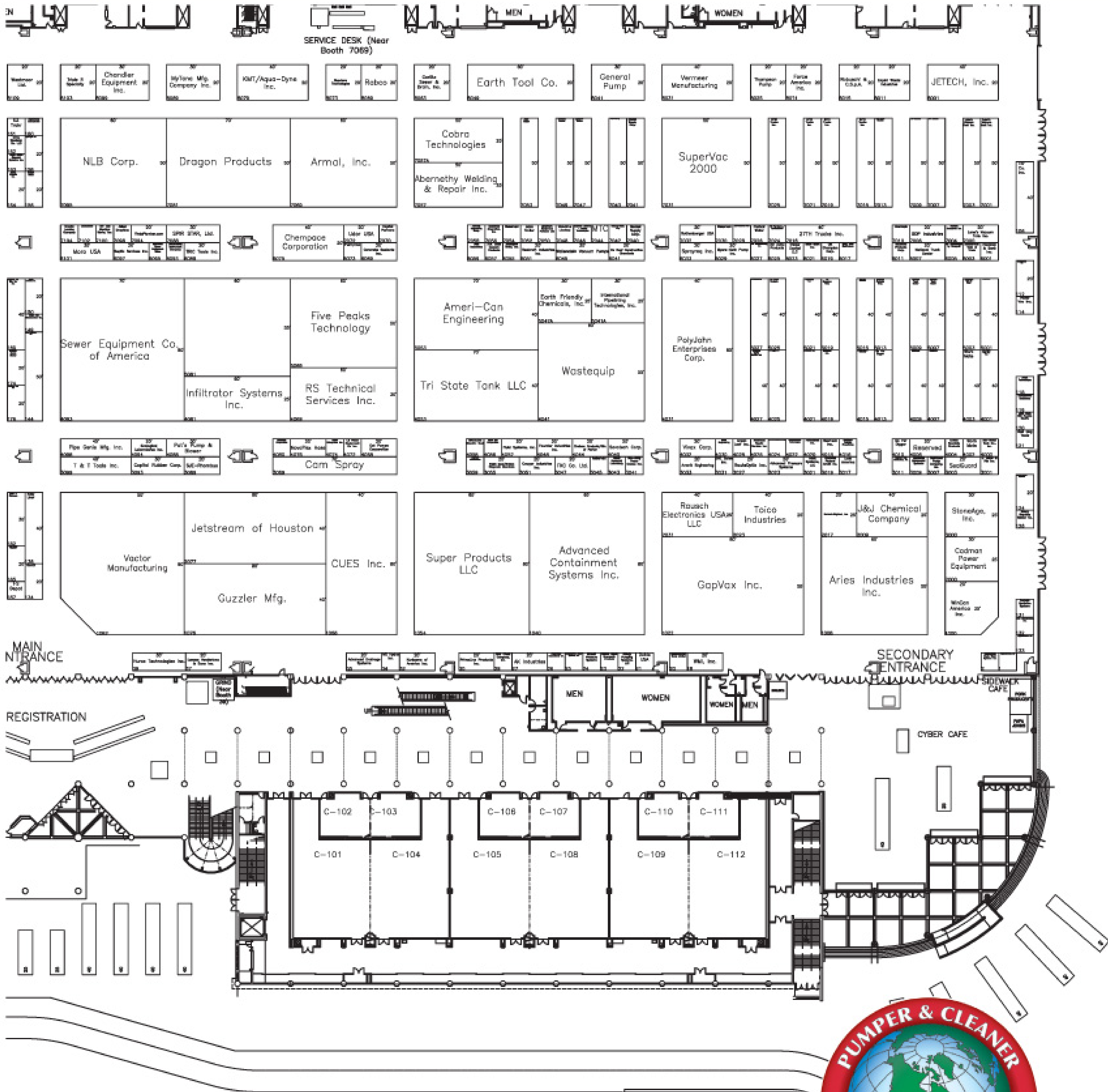
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FLOORPLAN CURRENT AS OF 1-18-08. SUBJECT TO CHANGE WITHOUT NOTICE.





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List is current as of 1-18-08.
List is subject to change without notice.

Company Name	Booth Number
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3T Equipment Co., Inc.	21021
A & L Systems, Inc.	10043
A Corp/Rooter-Man	9015, 9115
A Global Chemical Co.	4168
A.R. North America, Inc.	19025
A.W. Cook Cement Products	6057
Abbott Rubber Company	3137
Abnornthy Welding & Repair Inc.	7057
Accent Manufacturing	14014, 14015
ACE DuraFlo Systems	13017
Acro Trailer	7052, 7053
Adler Tank Rentals	18035
Advance Pump & Equipment	5199, 5201, 6199
Advanced Containment Systems Inc.	1040
Advanced Drainage Systems	14057
Advanced Infrastructure	3059
Advanced Pressure Systems	3023
Advanced Tank Systems, Inc.	14028, 14029
Advanced Wastewater Systems	3009
AerriTech, LLC	21000
AGCO-Ag Chem Division	7212, 7213
AK Industries	27
All Star Equipment Sales, Inc.	13061
Allan J. Coleman	182
AllGreen Manufacturing, LLC	20037
Allied Construction Products, LLC	84
Allied Graphics	7098
Allied Tank Co.	4186, 4187, 4189, 4193
Almetek Industries	17049
Alpha Mobile Solutions	11060, 11061, 11063
Alpine Leasing, Inc.	7172
AltamaMats	7102
Ameri-Can Engineering	5053
American Industrial Components	6161
American Leak Detection	7030
American Liquid Waste Magazine	19030
Amerik Engineering	3033
ANC Marketing, LLC	19019
AP/M Permalarm	19023
Aqua Ben Corporation	4056
Aqua Blast Corporation	6221
Aqua Mole Technologies	4170
Aqua-Zyme Disposal Systems Inc.	163
Arcan Enterprises Inc.	4074
Aries Industries Inc.	1008
Armal, Inc.	7069
Arthur Products	9109
Ashland Trap Distribution, Co.	3011
Ashthead Technology Rentals	9208
Atlanta Rubber & Hydraulics Inc.	4160
Avanti International	7136
B & W Mantrad, Inc.	16028, 17029
Bad Dog Teals	121
Badger Truck Center/Badger WCS	5207, 6209
Baker Waste Equipment	10063
BakerCorp.	7126
Bandlock Corporation	4080
Banjo Corp.	19014
BASE Engineering	4030
BDP Industries	7006, 7007, 7009
Benjamin Franklin Franchising	4015, 4016
Best Enterprises Inc.	7207, 7208, 7211
Betts Industries	7216
Big Fish Environmental, LLC	20029
BigEasyLift	18024
Bio Clean	9141

Company Name	Booth Number
Bio Microbics Inc.	7130
Black Tie Manufacturing	7179
Blue Angel Pumps	19026
Boatman Industries	20024
Bord No More	4124
Bosserman Tank & Truck	5003, 6003
Bowman Tool Co.	9320
Breslin Co., Inc.	6167
Bright Dyes/Division Kingscote Chemicals	3055
Bright Technologies	4194, 4195
BS Design Corp.	4192
Butech Pressure Systems	24
BW Technologies by Honeywell	6005
Cadman Power Equipment	2000
CAG Truck Capital	9137
Cam Spray	3069
Can Clay	20027
Canplas Industries, Ltd.	20038
Cape Cod Biochemical Co.	149
Capital Partners	7070
Capital Rubber Corp.	3093
Cat Pumps Corporation	4068
CCI Spectrum / SpectraShield	7024
Center Capital Corporation	185
Century Chemical Corporation	124
Certal International	18039
Champion Pump Company, Inc.	3007
Chandler Equipment Inc.	8099
Chelsea Products/Div. of Parker	4044
Chem Tech Products	7140
Chempore Corporation	6075
Chempure Products Corp.	9332
ChemStation International	14032
Chem Industries Inc.	150
CIPP Services	11042, 11043
City Motor, Inc.	20014
Clear Computing	3173
Clearstream Waste Water Systems Inc.	2
Cloverleaf Tool Co.	176
Cobra Technologies	7057A
COLE Publishing, Inc.	45
Comforts of Home	4127
Community Leasing Associates	9322
Compliance Solutions	119
Concertic Enviro, Inc.	18030
Concept Engineering Group	7058
Concrete Sealants Inc.	6069
Consolidated Pipe & Tube Co., Inc.	7220
Consolidated Treatment	9306
Containment Solutions Inc.	3143
Corlok Inc.	7214
Coon Manufacturing, Inc.	3189
Cougar Industries Inc.	3051
Cooreals	7010
Crescent Tank Manufacturing	7174, 7175
Cretex Specialty Products	4004
Crust Buster/Schmitz Bros.	64
CUES Inc.	1068
CuraFlo	17037
Custom Biologicals Inc.	7004
Cylogis Electronics, Inc.	4200, 4201
Dahle USA	21
Data Works Solutions	13029
Da Neel Construction Chemicals	6041
Deal Associates	6059
DekoRra Products	6147
Del Val Chemical Co.	7122
Del Zotto Products	5025, 6025

Company Name	Booth Number
Delta Environmental	21002
DermaLite Industries Inc.	7148
Ditch Witch	10039
Domestic Sanitation Systems	131
Doug Meadows Co. LLC	162
Dragon Products	7081
Drainables Direct	4118
Dresser Roots Blower	174
DrepBox Inc.	9009
Dultmeier Sales	18036
Durable Manufacturing	3165
Durand-Wayland, Inc.	2017
Dyna-Vac Equipment	7168, 7169, 7171
E.H. Wach Company	16014, 17015
Earth Friendly Chemicals, Inc.	5041A
Earth Tool Co.	8049
Easy Liner	136, 9037
Ecological Laboratories Inc.	4004
Ecological Tanks, Inc.	6055
Elastec/American Marine	8177
Electric Eel Mfg. Co. Inc.	169
Eljen Corporation	4144
Engine & Accessory Inc.	5127A
Environmental Products and Access.	3123
Environmental Technologies	4022
EnviroSight LLC	1130
Enz USA Inc.	67
Evergreen Tank Solutions	10051
EVH Supply	16007
Explorer Trailers - McKee Technologies	7046, 7047
EZ Trakr	161
Fabco Automotive Corp.	18018
Famhost Hosted Applications	4140
Federal Signal Emergency Products	23
Fergus Power Pump Inc.	3217
Fibax, Inc.	9209
Financial Federal Credit Inc.	3019
FindaPlumber.com	7094
Fisher Research Laboratory	3043
Five Peaks Technology	5069
FRC Co. Ltd.	3047
FleetBess Inc.	7176
Flo Trend Systems Inc.	5187, 6187
Fluid Systems, Inc.	4052
FM Manufacturing Inc.	5027, 6027
FMC Technologies	9235
FMA Group	14003
Force America Inc.	8021
Formadrain Inc.	4020, 4021
Fort Bend Services, Inc.	17031
Fournier Industries Inc.	4048
Franklin Miller, Inc.	20030
Frontier Technology, Inc.	19029
Fruitland Tool & Manufacturing	8139
PS Depot	187
G & R Cable Company	6163
Gallup Agitator Systems, Inc.	16016, 17017
GamaJet Cleaning Systems	8155
GapMax Inc.	1022
Gardner Denver Inc.	6179
Gardner Denver Waterjet Sys. Inc.	5171A
Gardner Denver Wittig	5181A
General Pump	8041
General Wire Spring Co.,	3147
Geoflow, Inc.	19035
GeoNav Group International	19039
Georgia Underground & Supply, Inc.	7190
Giant Industries Inc.	3195

Company Name	Booth Number
Global Pipeline Systems	8129
Global Tank Leasing	18021
Go For Digger	4010, 4013
Go Potty, LLC	5189, 6189
Godwin Pumps of America Inc.	9029
Goldak Inc.	9223
Garlitz Sewer & Drain, Inc.	8063
Gaulds Pumps/ITT Industries	4114
Granite Leasing Company	7104
Great Lakes Bio Systems, Inc.	13033
Green Leaf Inc.	4028
Gulf Atlantic Pump & Dredge	19018
Guzzler Mfg.	1076
H & M Vacuum Pumps & Equip.	9117
Hadney-Division Svc	5001, 6001
Hammelmann Corp.	7187A
Hampel Corporation	4171
Hannay Reels	3161
Happy Feet	21025
Harbon Inc.	6132
Hart Industries	9221
Hauleragent	4174
Hedstrom Plastics	9206
Heffernan Insurance Brokers	6177
Heintzmann Corp.	10045
Hibon, Inc./Div. of Ingersoll Rand	9216
High Pressure Equipment Company	6197
Highland Tank & Manufacturing	17033
Hi-Vac Corporation	4115
Host Systems, LLC	3021
House of Imports	4222, 4223, 4225
HPP Sol	18037
Hur Chemical Manufacturing	9211
Hurco Technologies Inc.	39
Hydra Engineering Inc.	6149
Hypro	14030
I.B. Moore Company	9139
IFM, Inc.	10047
IHI Compact Excavator Sales	8209
Imperial Industries Inc.	2186
Industrial Diversified Products	3213
Industrial Fabrics	16020, 17019
Industrial Magnetics, Inc.	7056
Infiltrator Systems Inc.	4081
Inflow Solutions, Inc.	14016, 14017
Infrastructure Repair Systems, Inc.	25
Infratech	13035
Insight Vision	156
ISCO Industries, LLC	14052
ITT Flygt Corporation	9232
IVS Hydro Inc.	34
J&J Chemical Company	2009
J. Heule & Fils Inc.	3001
J.C. Gury Company, Inc.	20043
Jack Deheny Supplies Inc.	4155
Jag Mobile Solutions	7131
Jet Inc.	7178
JETECH, Inc.	8001
Jetstream of Houston	2077
JGB Enterprises, Inc.	152
Juggler by Labrie	9017
KeelVac Industries Inc.	9003
KEG Technologies Inc.	80
Keith Huber, Inc.	14039
Kentucky Tank, Inc.	13059
Kernco, Inc.	18025
Key Equipment Finance	11046
KMT/Aqua-Dyne Inc.	8079

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Knight Treatment Systems, Inc.	20031	Olympia Fiberglass Industries Inc.	7155, 7161, 7165	Ring Industrial Group	3129	Sarco Products Inc.	164
Kroy Industries	8161	OMI Industries	18038	Ring O-Matic, Mfg.	7042, 7043	SVE Sales Inc.	3031
Kuriyama of America Inc.	32	OMSI Transmissions Inc.	13037	Ritam Technologies	118	T & T Tools Inc.	3099
Kwik-Lok Couplers	7146	One Biotechnology	3045	Robinson Septic Service Inc.	4026, 4027	TankTec	4133
L.M.T. Inc.	13055	Onsite Water Treatment Magazine	18062	RebaProba Technologies, Inc.	17039	TCF Equipment Finance	19034
La Place Equipment Co. Inc.	4072	Ontario Hose	10061	Rebuschi USA, Inc.	8015	Terramite Corporation	60
Lane's Vacuum Tank Inc.	7000, 7001, 7003	Oreco Systems, Inc.	6115	Rocket Supply Corp.	7040, 7041	The Blast Bag Company, Inc.	21001
Lansas Vanderlans & Sons Inc.	37	Pacific Natural Energy Corp.	7054	Rodman & Co., Inc.	19022	The Bosworth Company	10055
Leaders Resource Network	20009	Parker Hannifin Corp./PolyFlex Oper.	7186	Roebic Laboratories, Inc.	9233	The Mattei Companies	18032
LEAF Financial Corporation	19036	Person Environmental Products Inc.	8219	Roex	134	The Service Program	21016
Loly Manufacturing	3140	Patent7000 BV	14007	Roth Global Plastics	2196	The Strong Company	9229
Lenzyme Incorporated	6151	Pat's Pump & Blower	4088	Rotherberger USA	7032	Thompson Pump	8025
Loon's Mfg. Company, Inc.	9334	PC Scale, Inc.	30	Roto-Rooter Corporation	3171	Toico Industries	2023
Liberty Financial	3127	Peerpoint Inc.	1196	RotoSolutions	63	Topp Industries, Inc.	20026
Liberty Pumps	9215	Peinemann Equipment	7162	RouteOptix Inc.	3027	Tracker Solutions	66
Link Manufacturing/Freedom Dodge	4024, 4025	Penny Packets	9324	RS Technical Services Inc.	4069	Transway Systems Inc.	4198, 4199
Liquid Waste Industries	7013, 8011	Pentair Water	7026	Rush Refuse Systems	4210	Tri State Tank LLC	4053
Liquid Waste Technology	5195, 6195	Perma-Liner Industries Inc.	1186	Rush Sales	7222	TRIC Tools Inc.	6089
Little Giant DBA Franklin Electric	120	Petersen Products	4136	Safe-T-Fresh Deodorizers	8125	Triple R Specialty	8103
LMR Enterprises Inc.	4141	Philadelphia Fry-a-Diesel	10059	Safety Corporation of America	46	Tristar Capital LLC	6023
Lock America	3017	Phoenix Industries & Apparatus, Inc.	14023, 14024	Safety Pumping Systems, LLC	22	Triton Services, Inc.	13025
Logiball Inc.	7114	PHOENIX Process Equipment	18034	Safety Vision	11058	TRY TEK Machine Works, Inc.	7100
Longhorn Tank & Trailer	7198, 7199, 7201	Pik Rite Inc.	4202, 4205, 4207, 4208	Salcor Incorporated	13063	TSF Co. Inc.	106
M.A.R.S. Workwear	6173	Pinnacle Manufacturing	21005	Salem Republic Rubber Co.	126	TT Technologies Inc.	8197
Madewell Products Corp.	5013, 6011	Pipe Genie Mfg. Inc.	4098	Satellite Industries Inc.	1122	Tuf-Tite Inc.	1218
Marsh Industrial	5217, 6215	PipeHunter	2218	Sauverson, Inc.	10057	U.E.M.S.I.	3218
Maspert Incorporated	8115	PipeLogix Inc.	158	Savatech Corp.	4040	Uder USA	7072
MaxLiner	7187	PipeTech Software	56	Schensted Instrument Company	6093	Under Pressure Systems, Inc.	19032
Mesa Waste Services	18029	Piranha Hose	6119	Screen Graphics of Florida, Inc.	4196	URACA/Chemac Inc.	112
METROTECH Corporation	6127	Plug-It Products	6123	ScreenTech Imaging/div. of Boeda Signs Inc.	3201	US Jetting Inc.	5155
Micro Target Media	21003	Plumbers Success International	20022	SEACON Brantner & Assoc. Inc.	6143	USA BlueBook	13049
Micro Target Media Technologies	21004	Pollardwater.com	7218, 9338	SealGuard	3003	USB-Sewer Equipment Corporation	52
Mid-Continent Truck Sales Inc.	5211, 5213, 6211	Poly-Flow	19021	Sealing Systems Inc.	9318	USpipelines.com, LLC	1133
Mid State Tank Co., Inc.	4000, 4001	PolyJohn Enterprises Corp.	4031	Septic Products Inc.	9336	VacAll Industries	10027
Midwest Gas Instrument Service	7142	Poly-Klyn	18015	Septic Services Inc.	6097	Vac-Con Inc.	1202
Milwaukee Electric Tool	4058	Polylok/Zabel	3115	SeptiTech	9239	Vactor Manufacturing	1092
Milwaukee Rubber Products Inc.	3209	PolyPortables Inc.	1140	Sepronics	59	Vacutrex Limited	7048, 7049
Mission Rubber Co.	21006	Portable Sanitation Assoc. Int'l.	20011	Sewer Equipment Co. of America	4095	Vacuum Truck Rental	19038
Mi-T-M	35	Posey Hydro Solutions	18031	Sewer Equipment Sales & Supplies	9107	Vanair Manufacturing	6131
Mody Pumps Inc.	18023	Power Vac Inc.	114	Shamrock Pipe Tools Inc.	2203	Vaporoater	8145
Monarch Coin & Security, Inc.	9207	PowerTrack International Inc.	26	Sherwin Williams	18016	VAR Co.	6191
Mongoose Jetters	4093	Power-Mole	9203	SIM/TECH Filter Inc.	4176	Vermear Manufacturing	8031
Morcon, Inc.	19031	Premier Tech Environment	4164	Simple Solutions Dist. LLC	49	Vision Technology, Inc.	17003
Moro USA	6101	Presvac Systems, Ltd.	1154	SJE-Rhombus	3089	Vivax Corp.	4032
Mosmatic Corporation	18014	Prime Resins, Inc.	9219	SludgeHammer Group Limited	20	Walex Products Co.	2209
Mr. Marshall	15007	Prime Solution, Inc.	9103	Smithco Manufacturing	5219, 6219	Wallenstein Vacuum Pumps	6045
Mr. Rooter Corp.	8167	ProClean by Durable Mfg.	7160	Snyder Industries	9129	Warren Environmental	18019
MTC	7044	Progress Tank	7141	SOFAB	18033	Wastequip	4041
Muncie Power Products	7118	ProSept Protection Plan	10053	Soil Surgeon Inc.	4130	Water Environment Federation	20017
Myers-Aplex/Pentair Water	7028	Pro-Tech Industries Inc.	6171	Southern Sewer Equipment Sales	6095	Water Jet Technology Association	20013
Myers-Sath Pump Inc.	6029	Prototek	3187	Spartan Tool LLC	1170	Weber Industries, Inc. (Webtrol)	7217A
MyTano Mfg. Company Inc.	8089	PT Coupling Company	18026	Specialty B Sales	6137	Wes Engineer Inc.	5223, 5225, 6223
NASSCO	20019	PumpBiz	17035	Spectrum Equipment Partners Ltd.	7050	Wells Fargo Inc.	4211 - 4213, 4217, 4219
National Precast Concrete Association	20015	PumpTec	6073	Speedway Drain Cleaning Products	8135	Wells Fargo Equipment Finance, Inc.	13031
National Truck Center	5007, 5009, 6007	Putzmeister America Water Technology	7217	SPG Tanks, Inc.	16022, 16026, 17025	Western Mole Cranes	20039
National Vacuum Equipment	8149	Qualex Inc.	9241	SPR STAR, Ltd.	7088	West-Mark Inc.	5021, 6021
NAWT Inc.	20003	Quality Service Contractors	14062	Sprayrog Inc.	6033	Westmoor Ltd.	8109
NewTech Inc.	4018, 4019	Quality Tank Trucks & Equipment	4006, 4007, 4009	SRECO-FLEXIBLE, Inc.	10007	White River Distributors	5015, 6017
Nexstar	9236	Quatics Inc.	7224	Stahly Truck Applicators	14048	Wilco Supply	9310
NILoader Inc.	4220	Rabco	8069	Stamp Works	51	Wil-Loc Inc.	13015
NLB Corp.	7095	Rainbow Pumping Systems	13019	Stellar Industries Inc.	5193, 6193	WinCan America Inc.	1000
No Flow In Flow/WCSP	6145	RAMEX SRL	20034	Stephans Technologies	8073	WMI, Inc.	18
Norwesco	12035	RapidView IBAK USA	2130	Sto-Away Power Cranes Inc.	3041	Wolf Creek Company, Inc.	29
NovaFlex Hose	4076	Ratech Electronics, Ltd.	144	StoneAge, Inc.	3000	WolfCreek Jetting & Mfg., Inc.	10049
NOWRA	20023	Rausch Electronics USA LLC	2031	Stuart Tank	11044, 11045	Work Mate	4002, 4003
NozzTeq	8181	RC Industries Inc.	9133	Subsurface Instruments	160	Worldwide Organics	20033
NSF International	20007	Real-Tite Plugs Inc.	3193	Surbelt Rentals	14043	Xerox Corporation	4126
No-Flow Technologies Inc.	5081	Reed Manufacturing Co.	19033	Sunrise Environmental	7144	Zeller Pump Company	87
NuConcepts	8191	Reelcraft Industries Inc.	6051	Super Products LLC	1054		
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OK Champion Corp.	5019, 6019	RIGID	7115	Superior 2000	7031		

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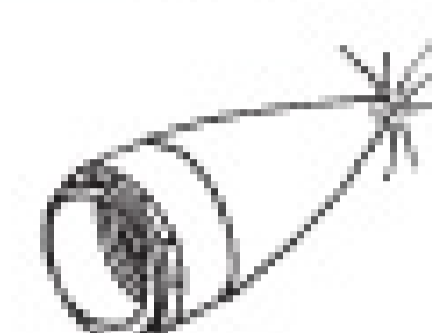
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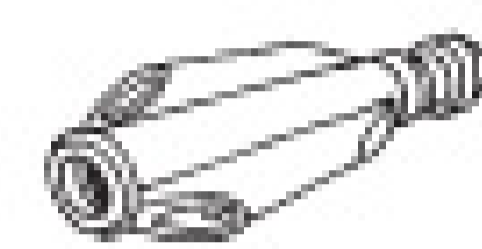
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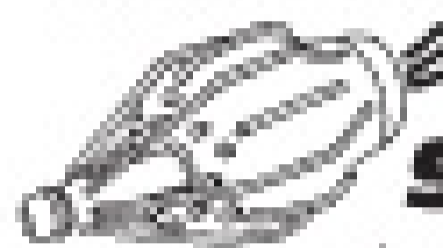
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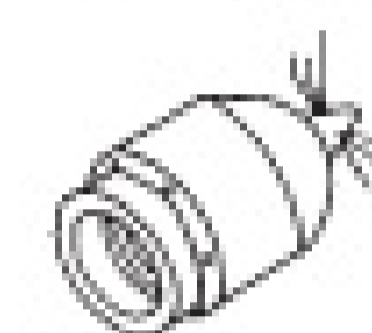


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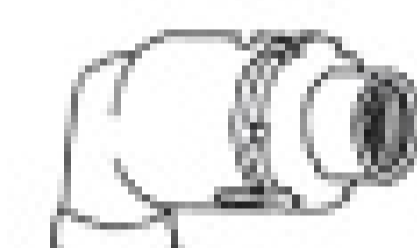
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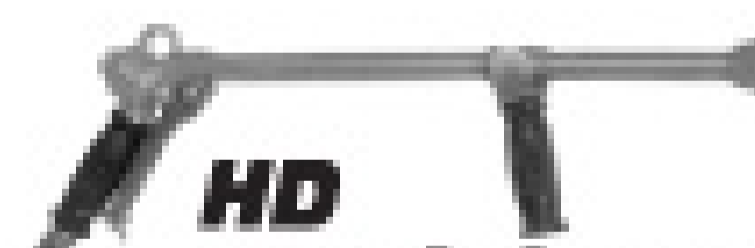


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Prodding Deadbeats

Consider your options when faced with a 'tough customer' who seems completely unwilling to pay

By Erik Gunn

It happens to every business at one time or another. You've completed the service and sent bill after bill after bill. And the customer just won't pay.

At this point, it may be tempting to try all sorts of responses. Pumpers have threatened to return the sludge to the deadbeat customer's tank. Such an outlandish action might sound satisfying, but it's best not to follow through with the threat for a number of good reasons.

You have little choice but to take the high road — and that doesn't mean giving up. You do have options when faced with a hard-case deadbeat. Here are some steps you can take.

1. Lay the groundwork in your business practices. Make sure the work you deliver is backed by a written agreement setting forth your terms and that the customer signs before you start. Find out what regulations your state imposes on such contracts and follow them. Include in the document specific provisions about when payment is due: upon completion, net 10 days, or whatever you choose. There is no need to give more than 30 days, and there is nothing wrong with requiring immediate payment.

Many businesses add a 1.5 percent per month finance charge to past-due accounts. If that's what you want to do, make sure it's permitted where you operate, then make sure your standard agreement and all your invoices include that information.

Because a service contract is a legal document, you're best off having a contract lawyer who knows your business draft your standard agreement. Your lawyer will help you decide whether it's a good idea to specify who pays attorneys' fees in a dispute and whether you want to go to arbitration rather than court.

"Get a form that works, and use it," says Steve Schuman, a lawyer in Beverly Hills, Calif., who represents contractors and other clients in dealing with past-due bills. "Otherwise, you go to sue somebody, even in small claims court, you might lose because you haven't followed the laws."

2. Accept credit cards. Plastic puts the customer's money in your account much faster than virtually anything but cash. That

alone is worth the service charges you will pay to the credit card company. And it's easier that way to tell customers they must pay on completion.

3. Bill promptly. If your policy allows customers to choose billing as a payment option, get the bills out as soon as you can. You don't have to wait and bill everyone at the end of the month. All that does is hurt your cash flow.

4. Make sure delinquent bills stand out for the customer. Print them on a different color of paper (such as red). Stamp them "past due" or program your invoicing software to print a past-due message.

5. Send a demand letter. When customers are late, ask firmly for payment. Many contractors have systems that automatically generate demand letters on a trigger date, such as 60 days past due. Be careful about how you word the letter. The text should be straightforward and should stick to the facts. Note the date of service, the outcome, the terms you quoted, and the total amount due.

Set a deadline. Explain without bluster or threats what you will do if payment is not made. For example: "Failure to pay the amount due by the stated deadline may require legal action or lead us to send this bill to a collection agency."

6. Hire a collection agency — but not to collect the bill, just to write letters. Some agencies will, for a flat fee, generate demand letters for you. Just getting a bill with the collection agency's name on the letterhead will jolt some slow payers into action.

Another alternative: Pay your lawyer to draft such a letter and send it out each time you have a delinquent customer. "You probably want to go to a transactional lawyer and get him to draft a standard contract and a standard collection letter," says Schuman. "You might in the first instance have to pay \$500 for that letter. Then you can use it for years. You might be able to pay just \$25 to \$50 to have the lawyer send it each time."

7. Go to small claims court. The rules for small claims court differ from state to state, so make sure you know what applies where you live. The cap on how much you can sue for will vary, and states differ on whether

Erik Gunn is a magazine writer and editor in Racine, Wis., where he operates Great Lakes Editorial Services, consulting for businesses, non-profits, and individuals. Readers may direct inquiries to him by contacting this publication at 800/257-7222 or e-mailing editor@pumper.com



Some (collection) agencies will, for a flat fee, generate demand letters for you. Just getting a bill with the collection agency's name on the letterhead will jolt some slow payers into action.

you may use a lawyer.

But make sure going to court is worth the money. "This needs to be an economic proposition," says Schuman. "It will cost you a certain number of dollars to pay the legal fees. Add up all the things you're going to pay out of pocket, out of your time, to go after this. Then decide whether it's going to be worth it. If someone rips you off for \$100, don't spend \$500 getting revenge."

Remember, also: Winning in court is not the same as collecting. "Then you only have a judgment," says Schuman. "That doesn't mean you can collect. You still have to go out and find their assets. You want to be careful you don't spend more of your time and money than it's worth trying to collect a judgment."

8. Enforce a judgment with a mechanic's lien. With a written order from a judge, you can file a lien on property belonging to your debtor. Then you wait. You can only collect when it comes time for the debtor to sell or refinance the property. Liens are usually structured to generate a modest amount of interest, so as time passes your judgment should maintain its real dollar value.

9. Hire a collection agency to actually collect the bill. This is usually an alternative to going to court. The drawback of using an agency is that you'll only get a portion of the amount due — usually half of what the agency gets. But this measure allows you to get that old account out of the way and to move on.

Sometimes a contractor decides to sidestep the collection agency by offering a deep discount on the bad debt to encourage the customer to pay it off. You'll have to decide whether that approach makes sense for you.

Throughout the collection process, keep your cool and stay professional. Let the delinquent customer know what legal recourses you have and will take, but don't resort to threats or harassment. ■

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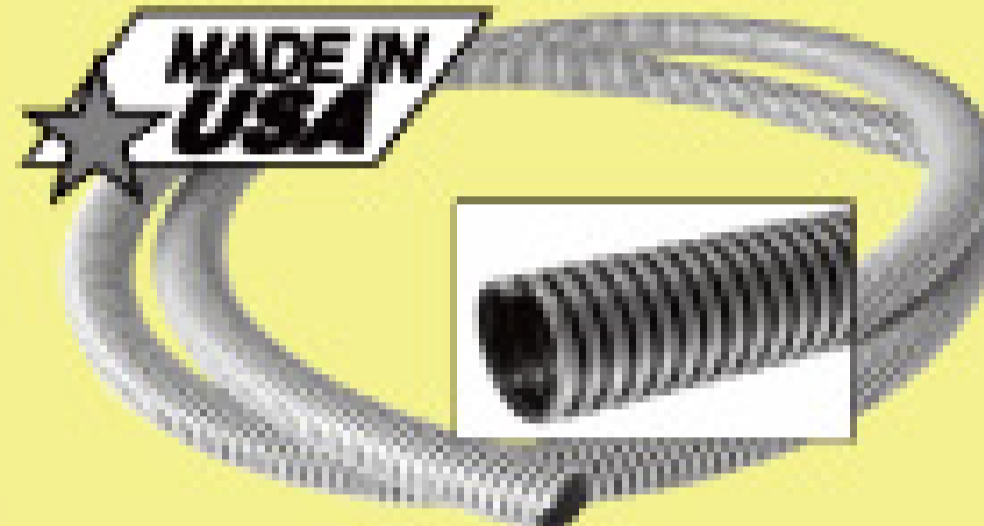
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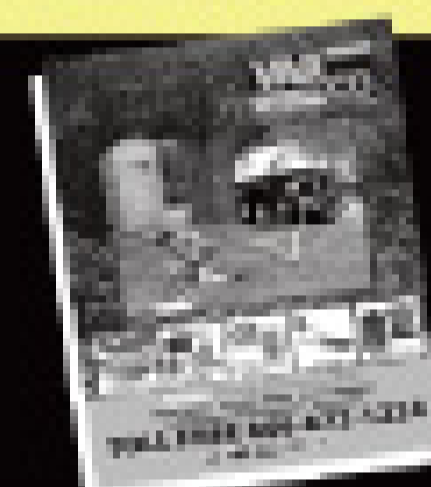
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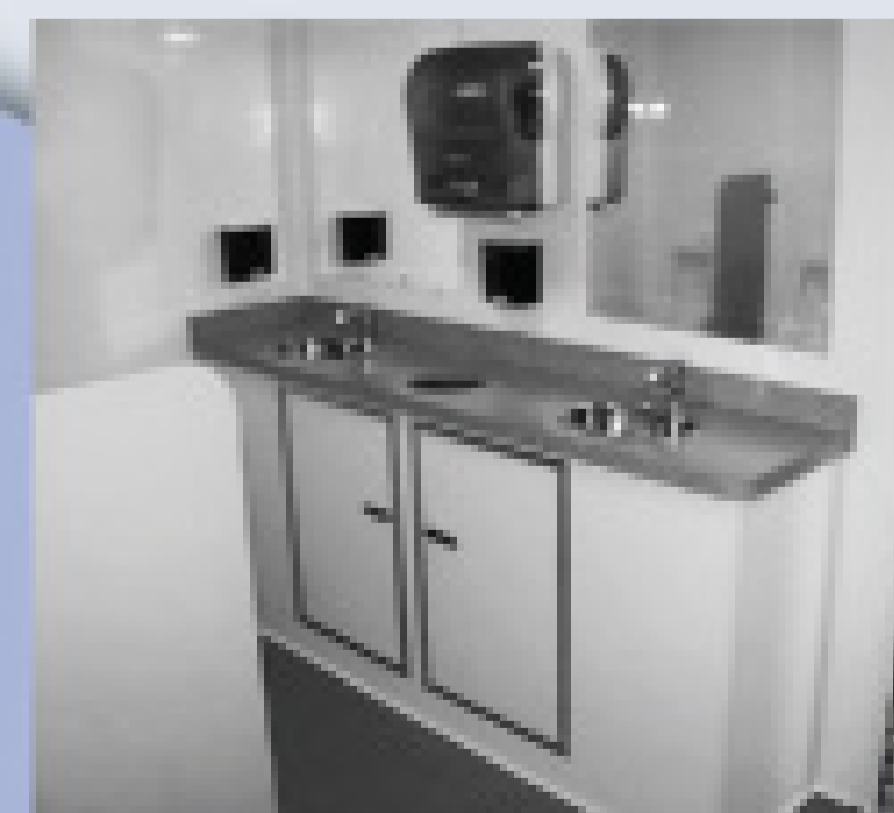
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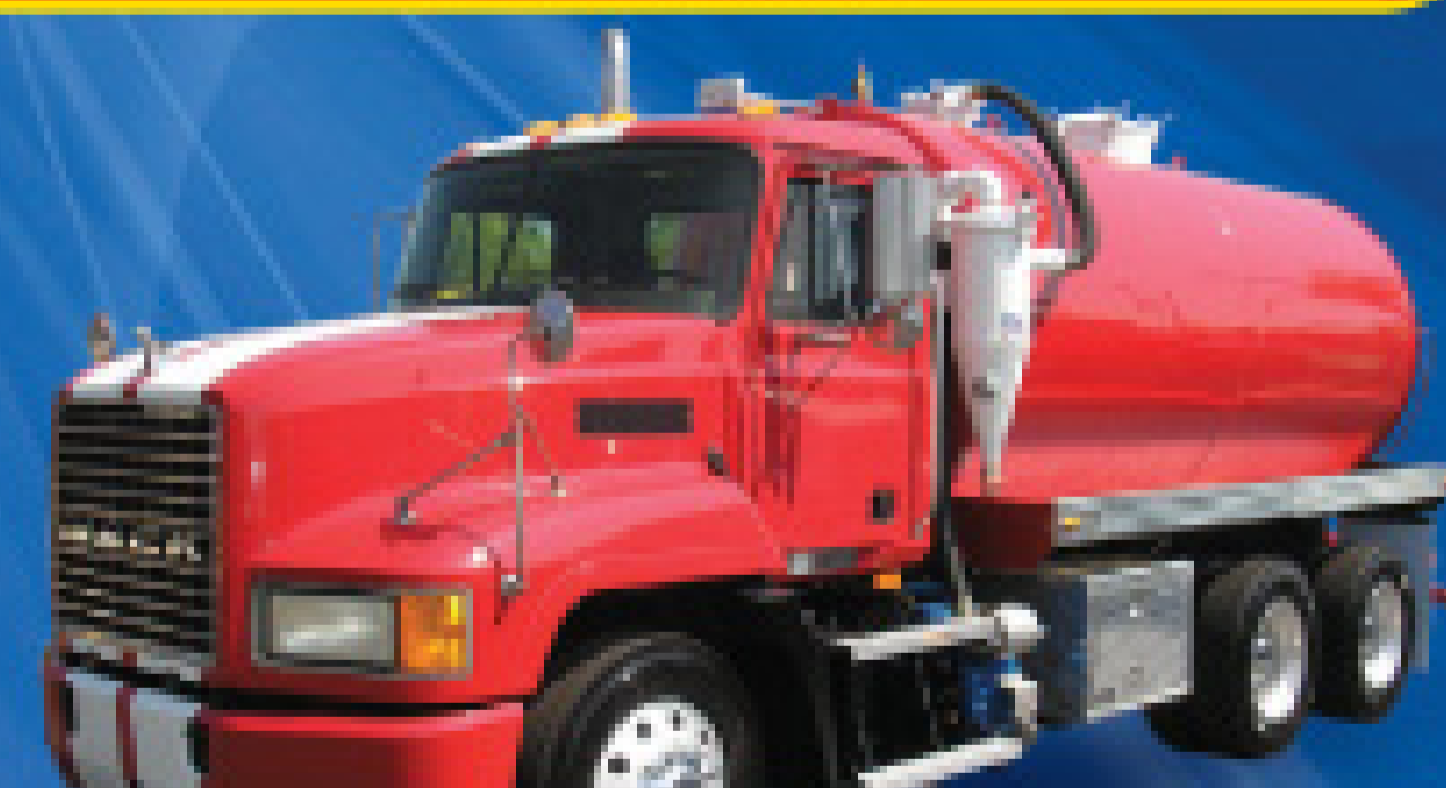
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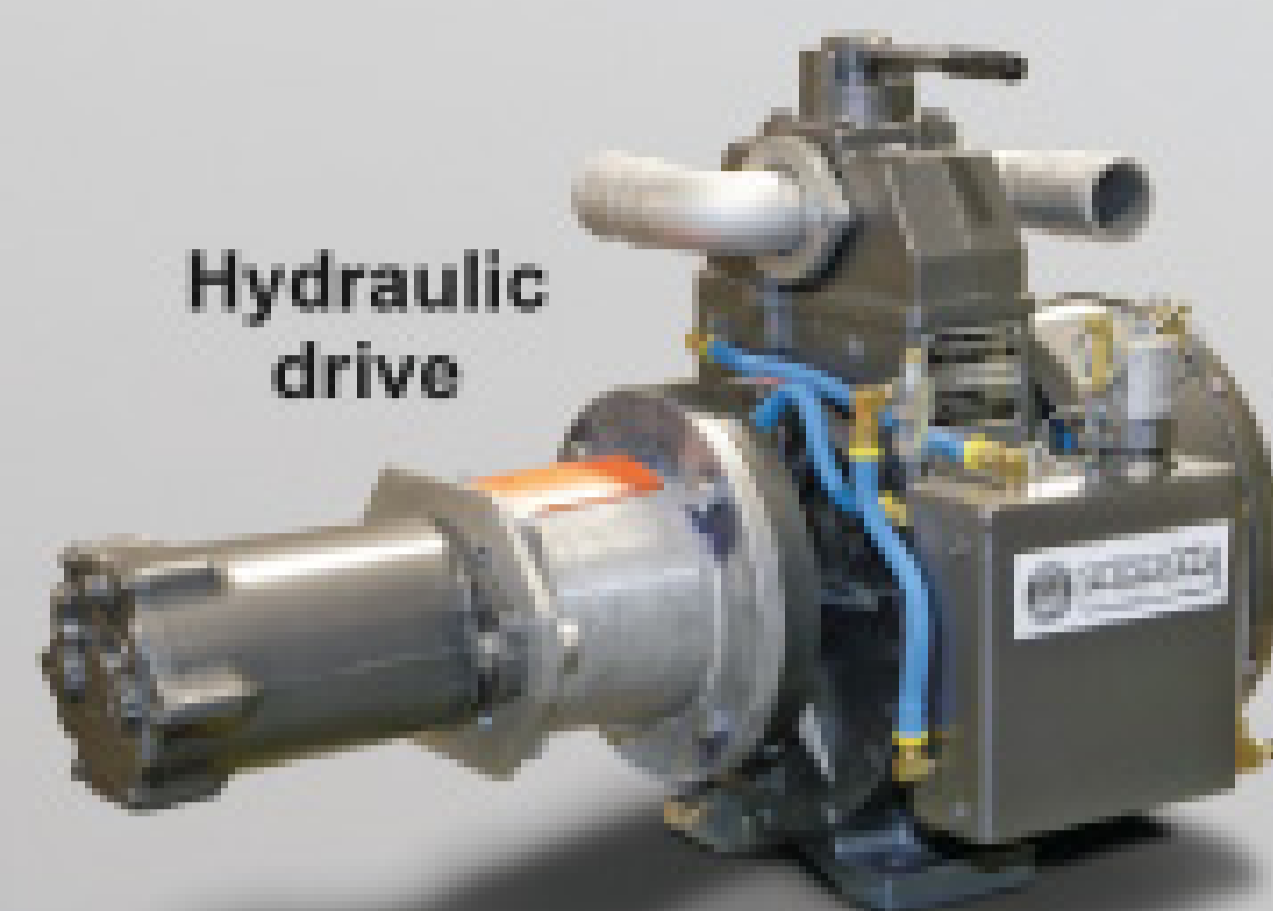
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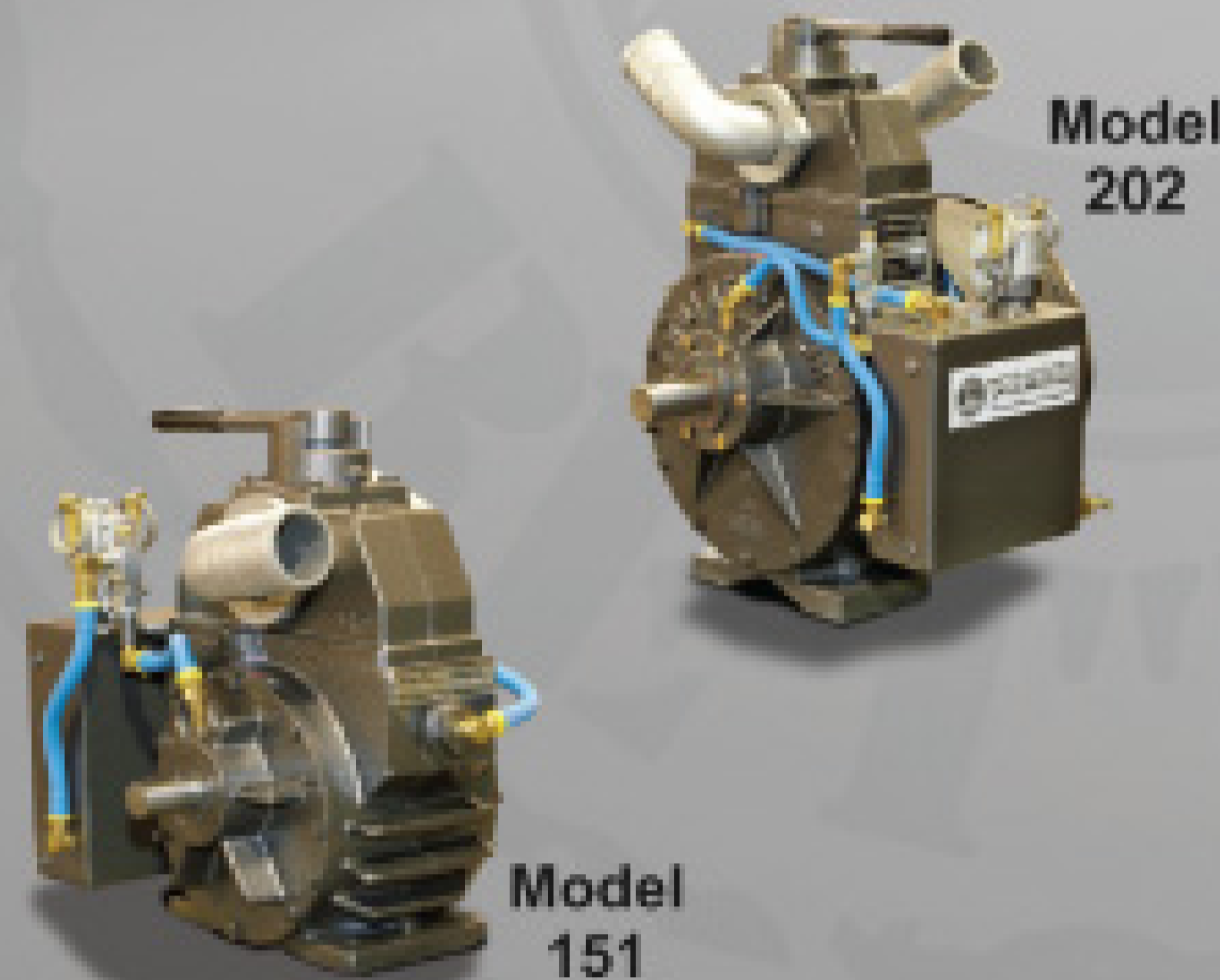
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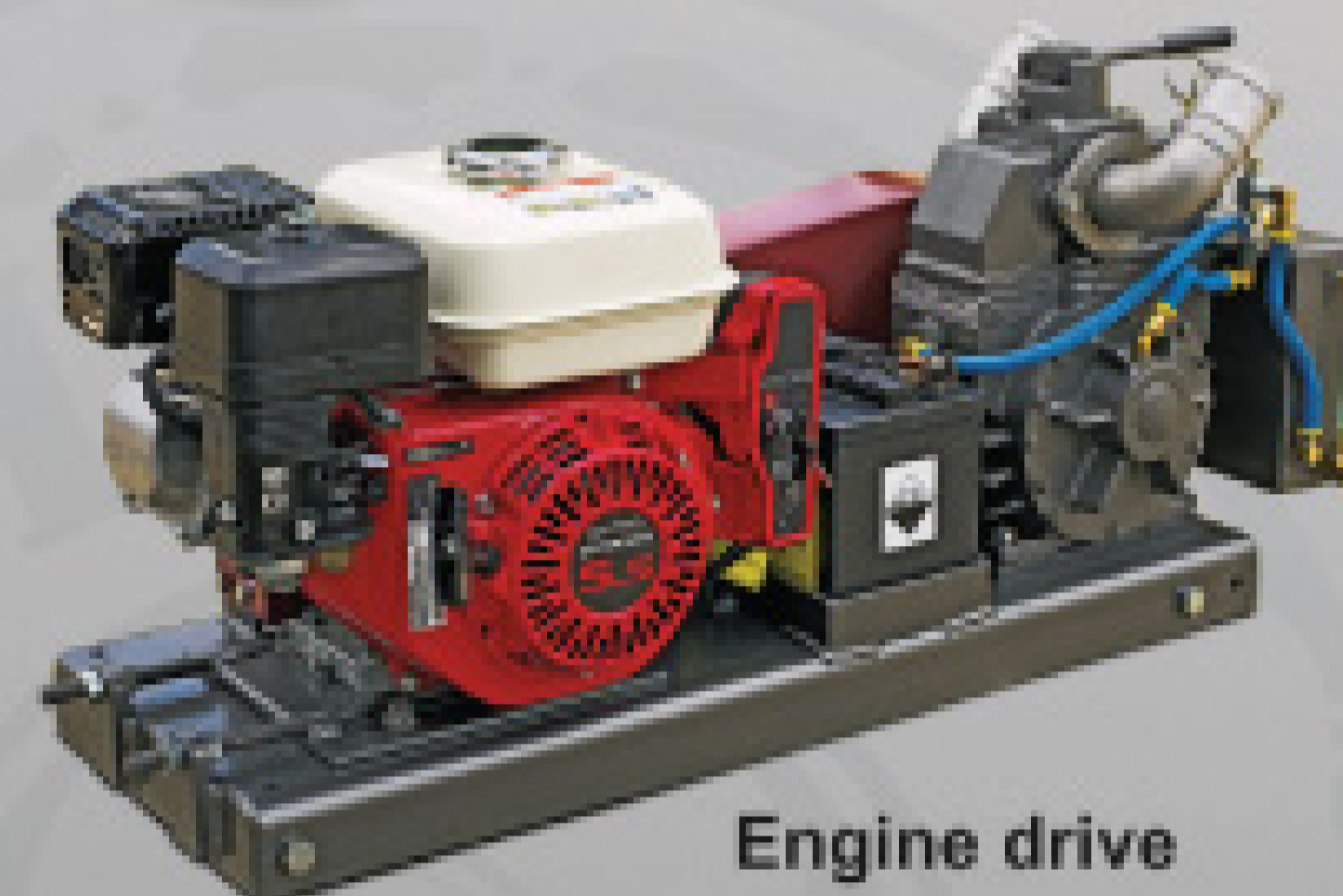


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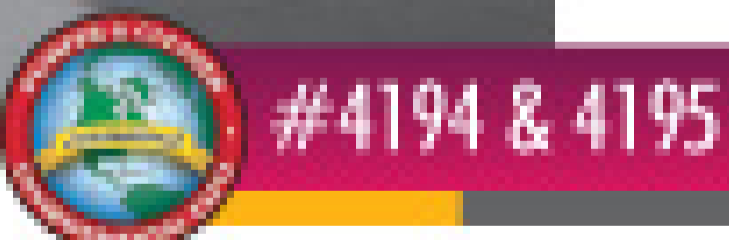
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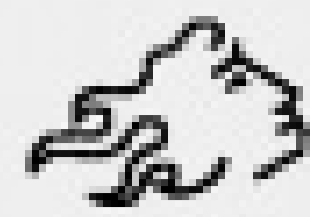
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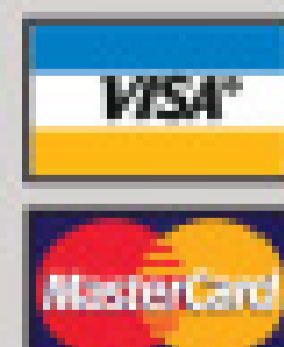
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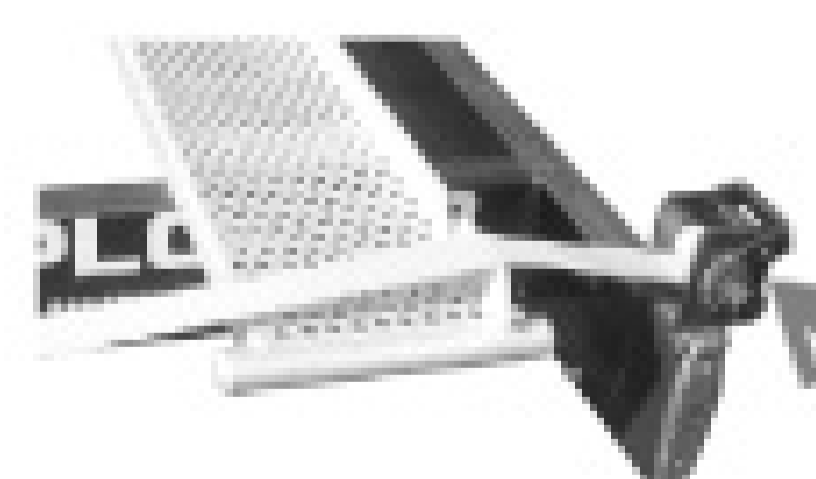
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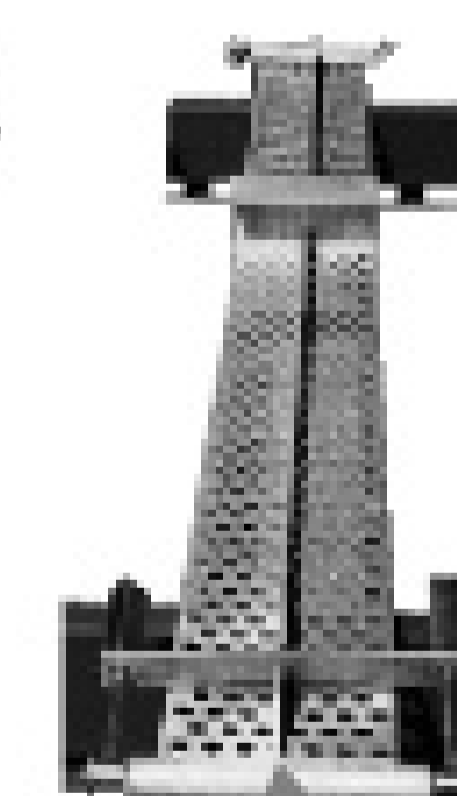
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The Route to Profitability

Workload and efficiency with 'old-school' practices will dictate when you adopt automated scheduling

By Mary Shafer

Profitability in any business depends on keeping a handle on all your resources; knowing what needs to be done, how it'll happen, who's doing it, how they'll get there and when they'll be finished. When your business is pumping, that means maintaining a vibrant scheduling and routing protocol.

How pumpers handle scheduling and en route changes depends in large part on the size and structure of their businesses. The larger the company the more sophisticated the dispatching, while smaller firms tend to require less formal systems.

Not surprisingly, in an industry where business is fairly straightforward and transactions are still sealed with a handshake, many smaller operators show a reluctance to move to computerized scheduling and routing. The most common arguments against software are up-front costs, training time needed, and the fact that operators enjoy the flexibility of being able to make changes on the fly.

Others admit to having at least considered automating processes, if not for their own convenience in recordkeeping, then to accommodate official reporting requirements or to maintain a higher level of customer service. The most frequent advantages cited for dispatching software seem to be time savings in scheduling changes, the ability to use the reporting function to gain a better understanding of the overall service picture, and the ability to program automatic service reminders for customers.

These contractors share what works for them, and why.

Shawn York is still fairly new at running Mid-Mo Earth Works, a septic installation, pumping and maintenance firm in central Missouri. With 11 employees supporting a single pumping route, his dispatching needs are fairly simple.



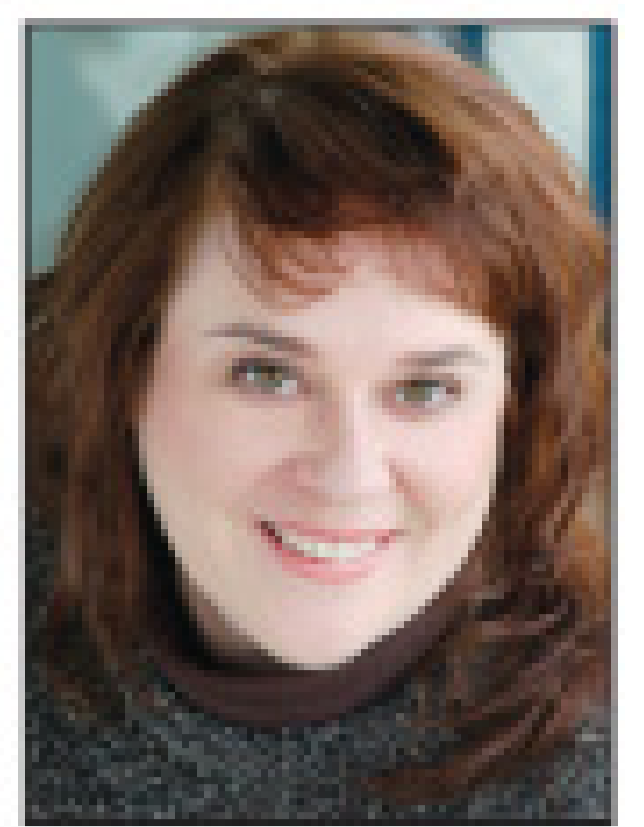
Name: Shawn York, owner
Company: Mid-Mo Earth Works
Location: Jefferson City, Mo.
Employees: 11
Years in Business: 3

When a call comes in, York's secretary calls him over his cell phone in his truck. He checks his schedule on a PDA and lets her know when another call will fit in, then updates it on the spot.

"We've run into a few times where customers have asked about us getting an automated system. Our county is considering mandated pumping for environmental reasons. If that happens, I'll definitely have to go to something automated so I can issue reports."

Bobby Hargrove

Comments may be directed to Mary Shafer in care of Pumper. You may also e-mail pipelines@pumper.com.



Mid-Mo services several regular maintenance contracts for grease traps. The specified 3- to 16-week intervals make scheduling easy. As long as service remains inside those parameters, actual service times are flexible.

"I'd move to software if we grew to take on a second route, because then I think we'd need it. I've actually thought about developing our own program, and I may yet do that," he says.



Name: Al Smith, owner
Company: Smith's Pumping
Location: Kingston, Ontario
Employees: 8
Years in Business: 25

Al Smith's family company, Smith's Pumping, has been going for 40 years, but he's been pumping septic and holding tanks for the last 25. Even with such lengthy history, Smith's still operates a fairly simple and straightforward dispatching system without the use of computers.

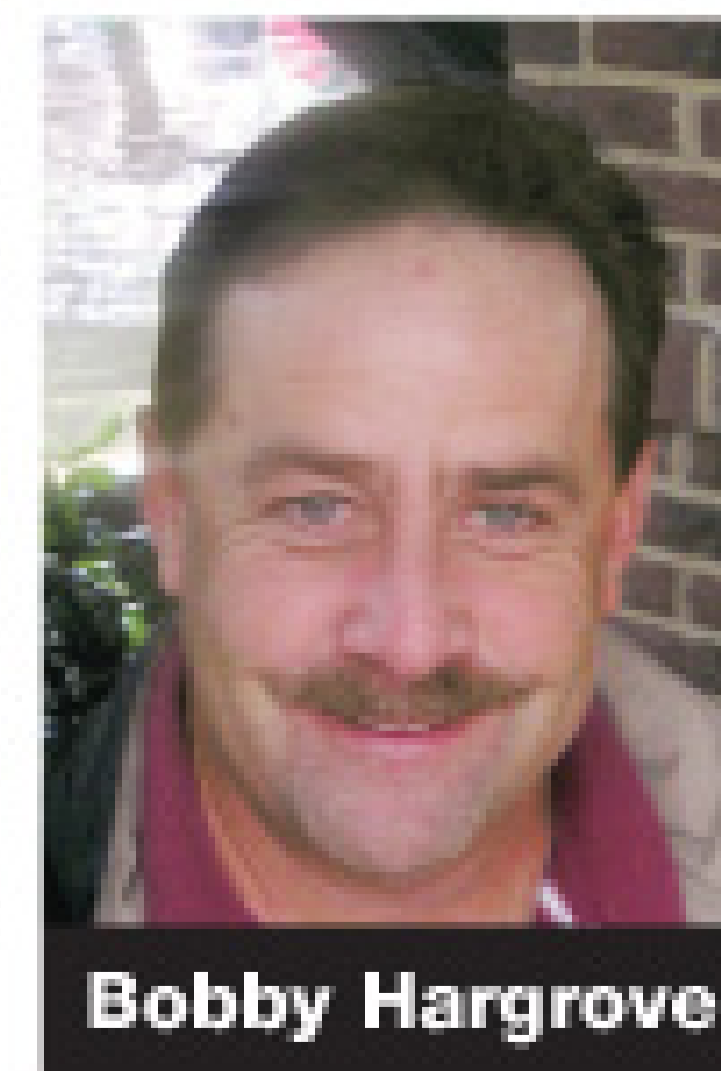
"All our scheduling is managed from the truck," Smith explains. "Service calls come in to a 24-hour answering service, and the call is paged to the senior driver's truck via text message over a cell phone. A hard copy record of the request is also sent to the office.

"We do a lot of same-day calls, so a lot of our business is unscheduled. The senior driver takes those calls and schedules himself and the junior drivers in a second truck. I only get involved if there's a serious conflict in prioritizing jobs or arranging logistics." This might include procuring special equipment to accommodate extensive hose lengths, special fittings or other unusual needs.

Because the company has a long-term contract with Canadian Northern Railway, that customer's jobs take precedence over others. Smith also occasionally pumps holding tanks from boats in port on Lake Ontario. Because both of these jobs may require extensive travel times, the pumper occasionally runs into scheduling conflicts. At those times, Smith will subcontract the work to another pumper.

"Our customers are very understanding, and they appreciate that we're willing to go out of our way to make sure their service gets done, even if we're not the ones doing it," he says.

Bobby Hargrove also makes maintenance contracts the cornerstone of his company's work schedule. The contract, drawn up by a lawyer, is a general service outline, rating services recommended per 1,000 gallons pumped. "We probably need to update it," he admits.



Name: Bobby Hargrove, owner
Company: AAA Septic Service
Location: Chattanooga, Tenn.
Employees: 6
Years in Business: 50

"But we like the contract work. We can know two weeks out what our workload will be, so it makes it easy to spread the other work around scheduled maintenance. But I still like the handshake approach for other work. We're old school," he says. When a service call comes in, Hargrove's secretary schedules it in a manual system. Any changes to a driver's schedule while on the road are relayed via cell phone from the office.

"We've run into a few times where customers have asked about us getting an automated system," Hargrove says. "Our county is considering mandated pumping for environmental reasons. If that happens, I'll definitely have to go to something automated so I can issue reports." ■

Bonus

PIPELINES PLUS: To upgrade dispatching or not?

Deciding if and when to switch to an automated dispatching system is important to growing businesses that want to stay on top of cost efficiency. It's a business move, so make the decision based on reality, not emotion.

If you begin to notice a drop in productivity, take a good look at all your business processes. If you determine that scheduling and routing is the bottleneck, but have reservations about investing in software, examine your options to make your current system more efficient.

Ask your staff to keep careful records of problems encountered in their dispatch efforts. When you reach the point where the elimination of consistent scheduling conflicts, missed calls, incomplete records and customer complaints outweigh the time and expense needed to implement and train your staff on an automated system, it's probably time to switch.

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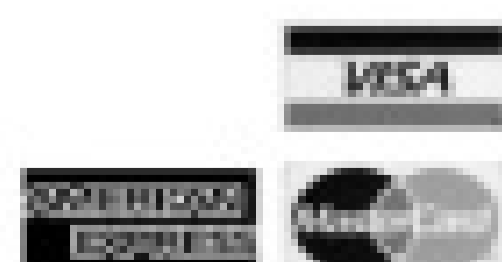
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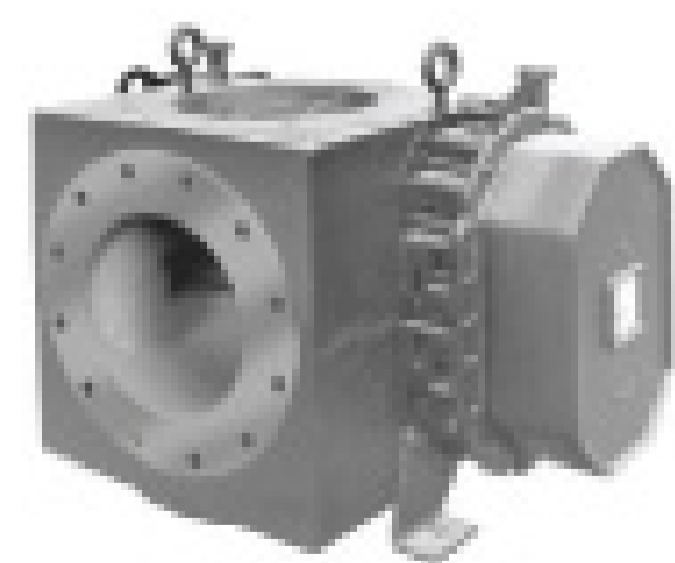
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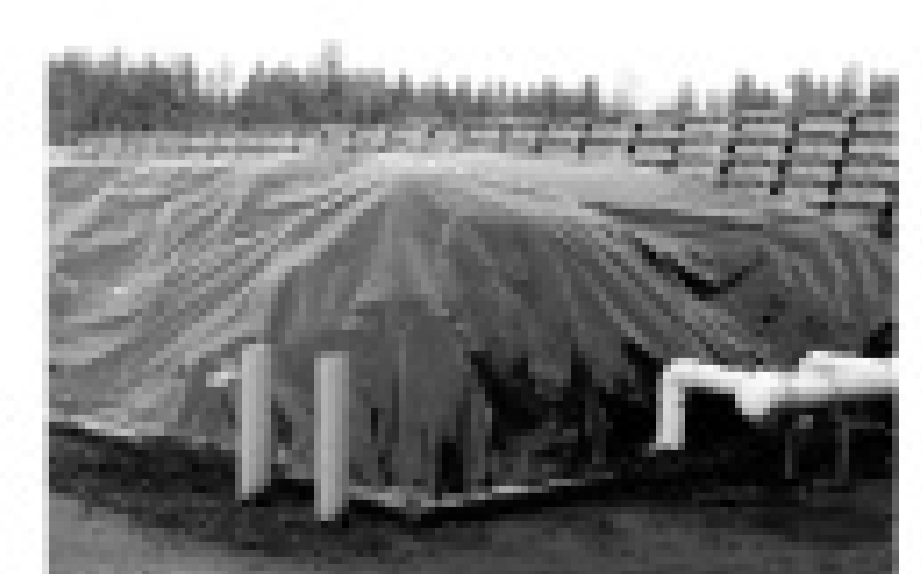
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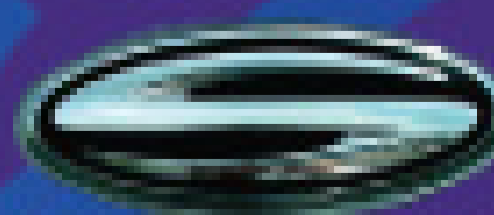
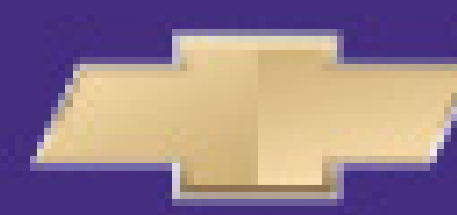
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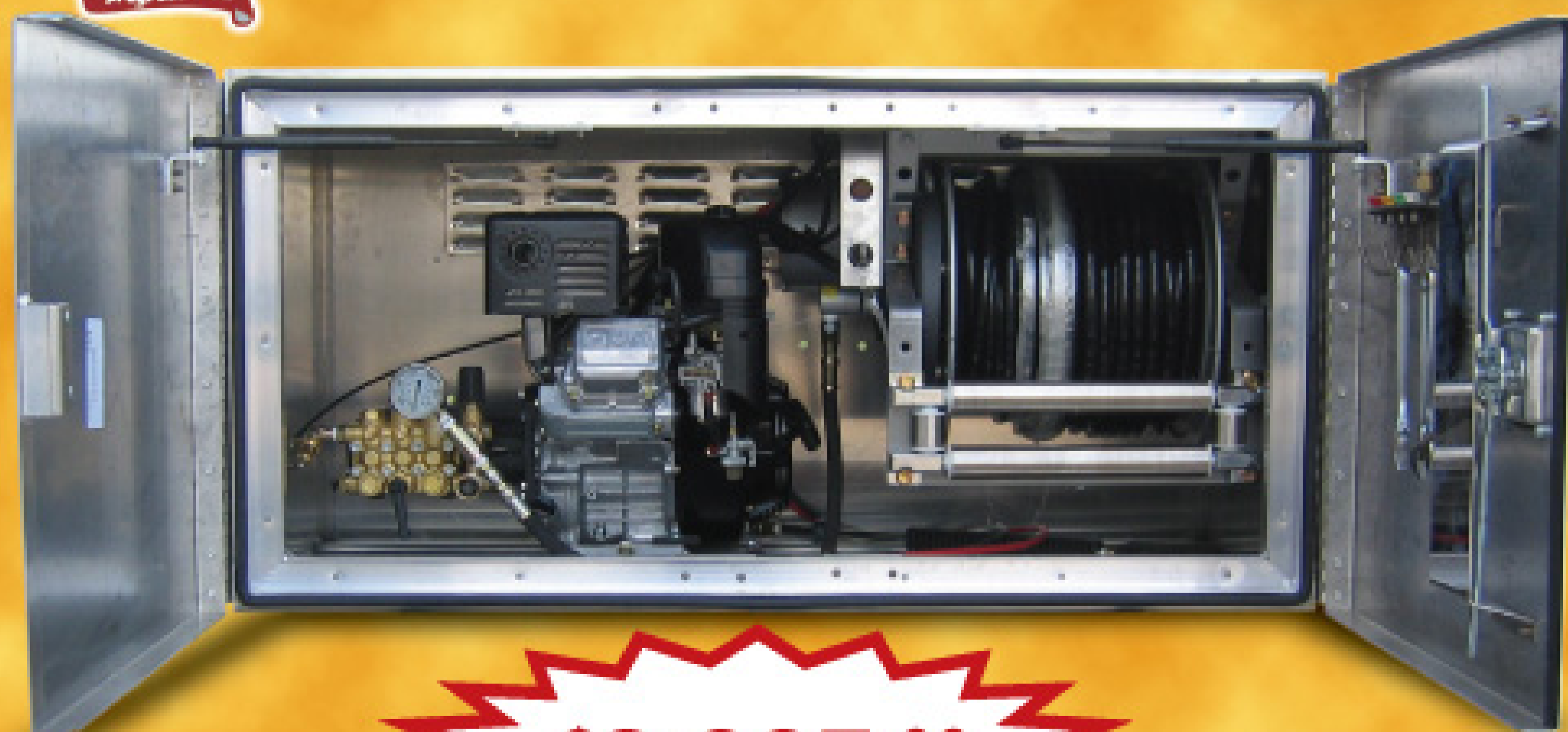
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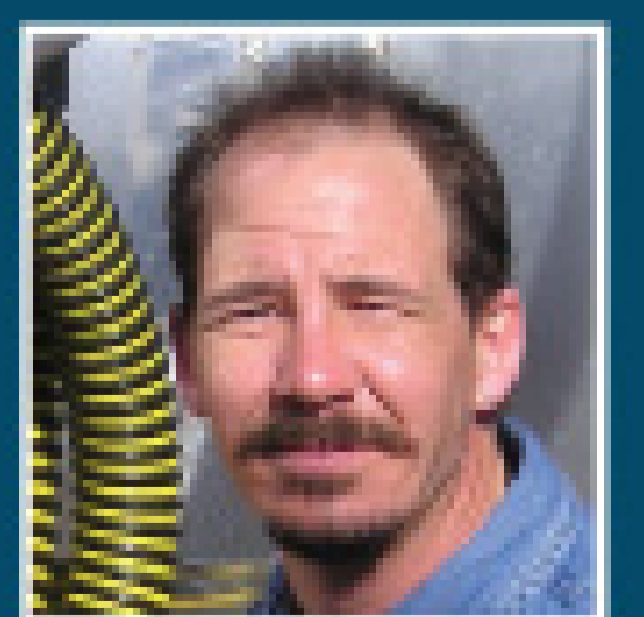
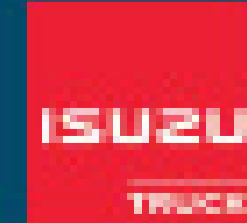
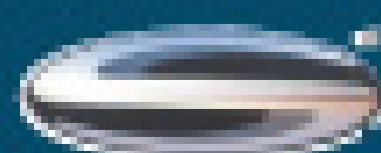
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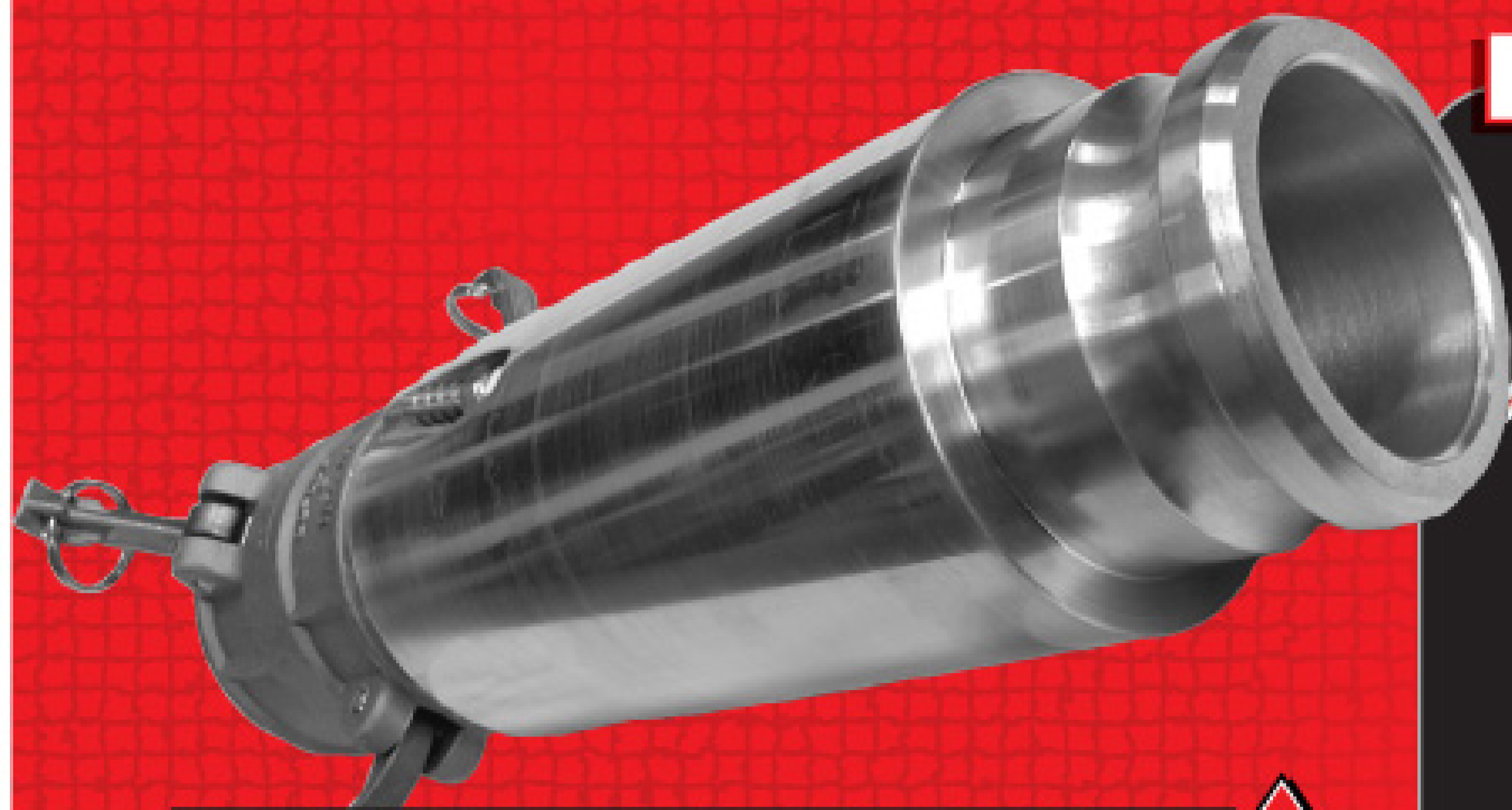


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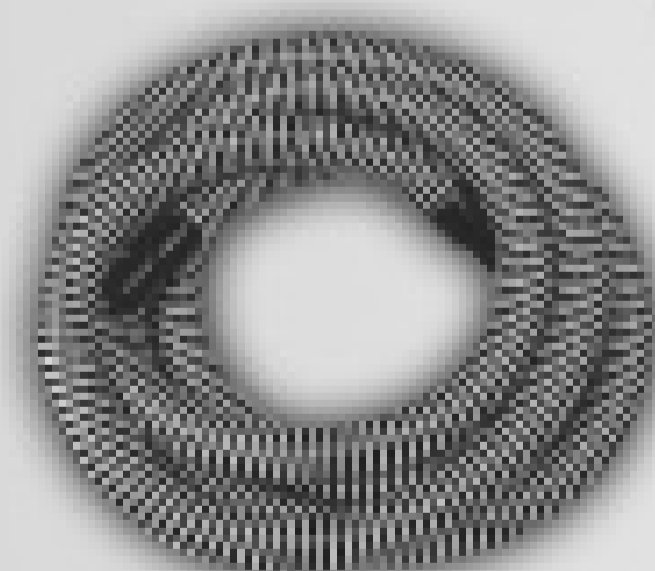
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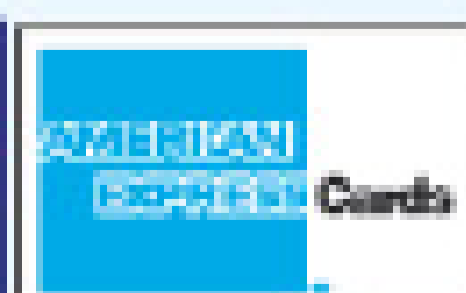
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Basic Training II: Mound Systems & Beyond

A newly minted onsite system inspector gets more advice on how to work effectively with installers

By Roger E. Machmeier, Ph.D.

This is a continuation from last month's question from a new inspector getting started on the job.

Previously I wrote about getting to know your installers and how to check on a basic onsite trench system. This month I will elaborate on mound systems and some other features of an onsite sewage treatment system.

Sewage treatment mounds have become popular in many parts of the country. A properly designed and constructed mound is an excellent onsite sewage treatment system. You most likely have learned about the design features of mounds during your training.

The mound must be located in the area specified by the site evaluator. As with any onsite system, the area for the mound must be staked in the field for the installer's information.

The first step in mound construction is preparation of the soil surface. Vegetation must be removed and the surface of the soil scarified. Never let an installer use a tiller on the ground surface. The soil structure will be destroyed and the mound will fail.

The proper time to check the installation of a mound is when the soil is being prepared. Ask the installer to let you know when the ground surface will be prepared for the mound. Make your inspection at that time, since proper surface soil preparation is critical to the success of a mound.

The sand used in a mound

must be clean and include little fine material, such as silt or clay. Get to know the origin of the sand and check for silt and clay. Put about 2 1/2 inches of sand in a fruit jar and add water to three-fourths full. Shake well and let stand for several minutes. If there is a layer of silt or clay on top of the sand more than 1/4-inch thick, the sand has too many fine particles. A biomat will form on top of the sand layer and the mound will fail. That sand must not be used under the rock layer of the mound.

Heavy equipment with wheels must not be allowed in the mound area. Such traffic will compact the soil under the mound. The sand must be dumped on the side of the prepared surface area and the sand layer pushed into place with a track-type tractor. At least 12 inches of sand should be under the tracks at all times to protect the original soil surface. The rock layer must be placed with a backhoe bucket or similar equipment to ensure no heavy equipment operates on the mound.

The pressure distribution laterals of the mound should be checked to be sure that the holes are properly drilled and clean. You can use your "book learning" to check the size and spacing of the perforations.

Some mounds use gravelless trenches instead of a rock layer. A pressure distribution lateral must be installed the length of each gravelless trench. Do not allow gravity distribution in any mound.

Readers are welcome to submit questions to the Answer Man. Send your question to COLE Publishing by e-mail to editor@pumper.com, by fax to 715/546-3786; or by mail to P.O. Box 220, Three Lakes, WI 54562. We will pass your question along to Dr. Machmeier.



Never let an installer use a tiller on the ground surface. The soil structure will be destroyed and the mound will fail.

Use "book learning" to check that the mound dikes and side slopes are proper. A side slope of three horizontal to one vertical is maximum steepness. A dike side slope of 4:1 is much better and easier to mow. The finished mound should have grass cover established by the installer.

Pressure distribution requires a dosing tank and pump station. Be sure the wiring is connected properly and an alarm indicates a pump failure. An inspector qualified in electrical systems must make this type of inspection.

Both the sewage tank and the dosing tank will have manholes. The sewage tank manhole is for removing accumulated solids from that tank on a regular schedule. The pumping tank manhole is for servicing the pump and controls.

Easy manhole access is desirable for both services. Safety is an issue, and the manhole cover must be locked or otherwise so secure that only an authorized person can get access to the tank.

Many sanitary codes now specify that manhole covers of sewage tanks and dosing stations can be brought to the ground surface. If this is done, the manhole cover must have a locking device to prevent unauthorized entry. Check the manhole covers on all sewage tanks and dosing stations to see if they meet specifications.

You will need to make a final inspection on the completed installation. The installer will want to set a schedule and time for that. However, it is a good idea to "drop in" for an inspection as systems are being installed. That is the best way to check for possible code violations.

When you find installers who always follow proper procedures, you won't need to check their work as often. The few installers you find following incorrect procedures will need more unannounced inspections.

If you continue to make unannounced inspections, you will generally find fewer mistakes will be made.

Remember, you are working for the future owner of the onsite sewage treatment system to make sure a proper system is installed. Responsible installers have the same goal.

Follow your sanitary code on all major items. If you require an installer to change some construction feature, be sure you have a statement in the code to back up your request. Also, be sure there is a logical reason for the provision.

Good luck on your new job. Using common sense and working with your installers will make your work go a lot easier. It will also go a long way toward having proper onsite sewage treatment systems installed in your area. ■

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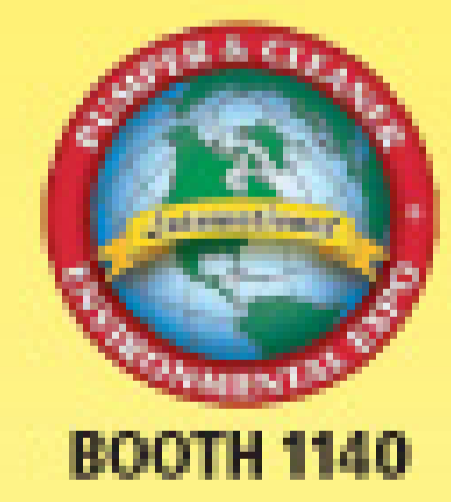
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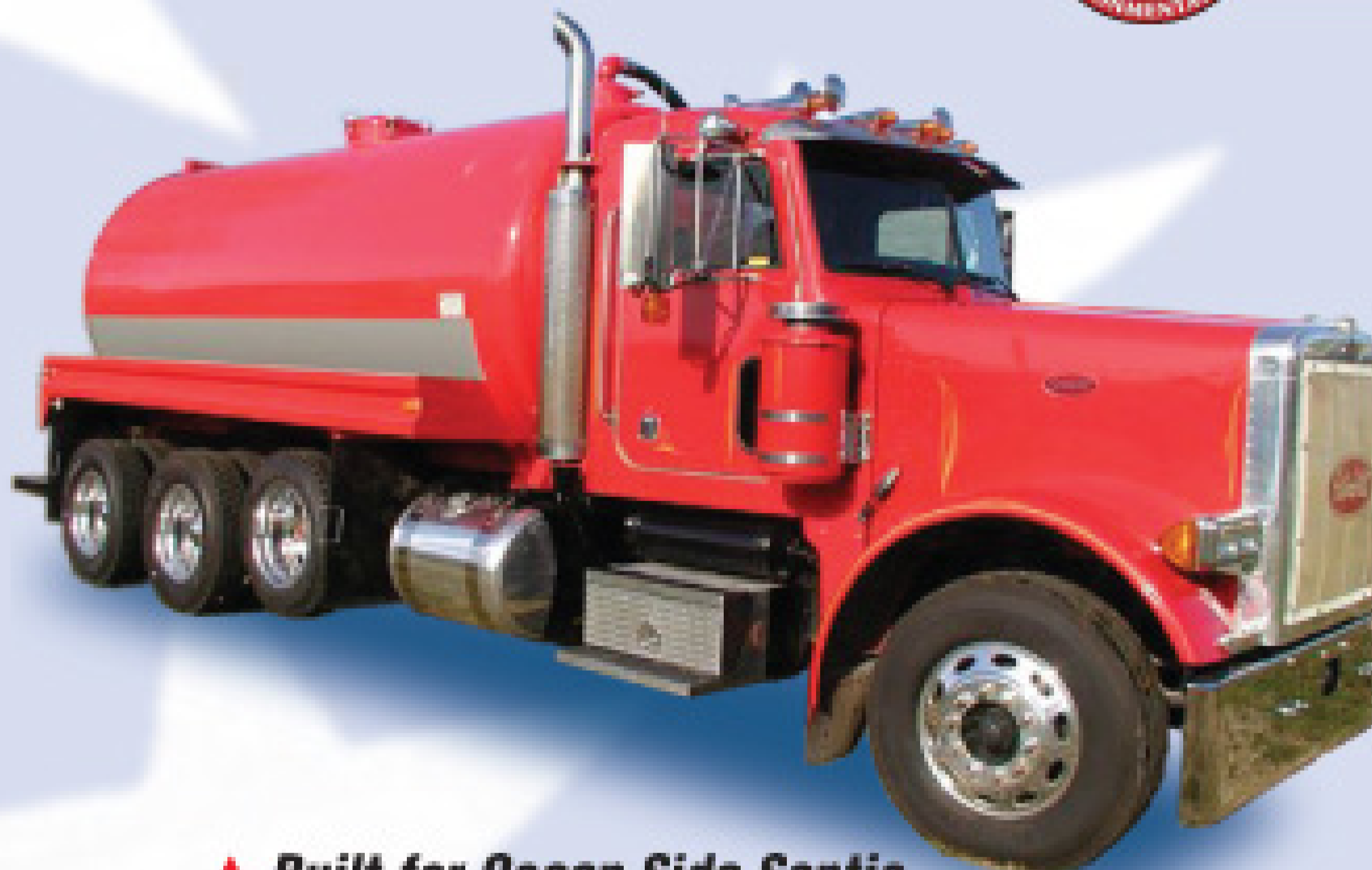
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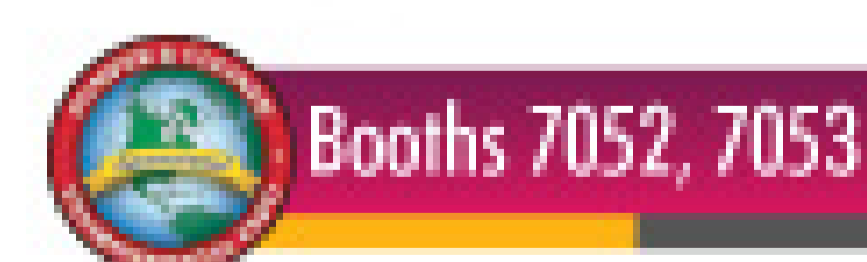
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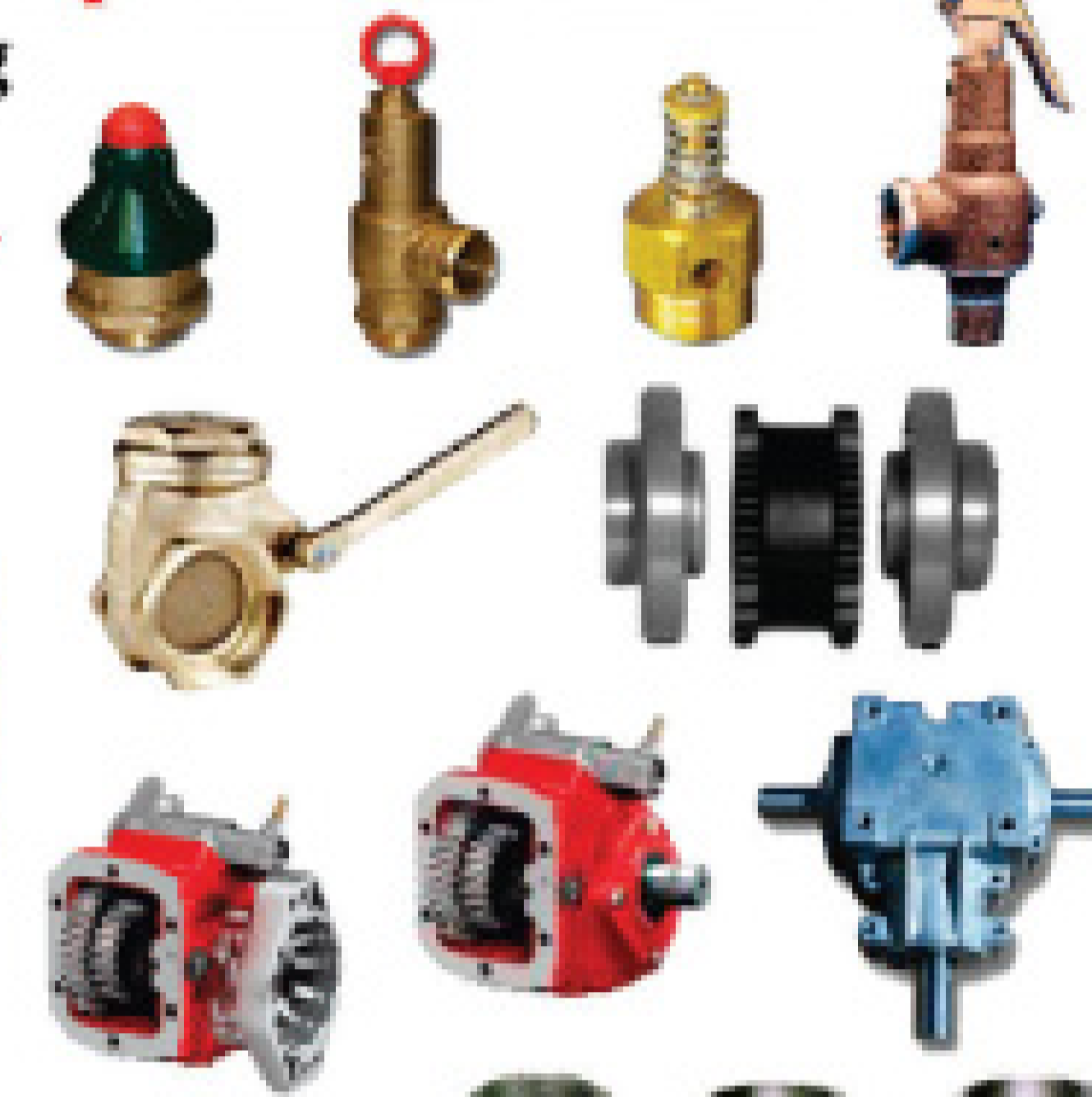


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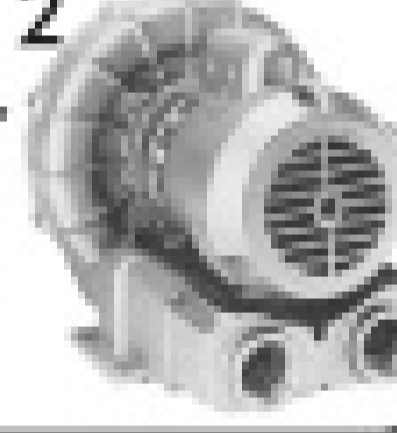
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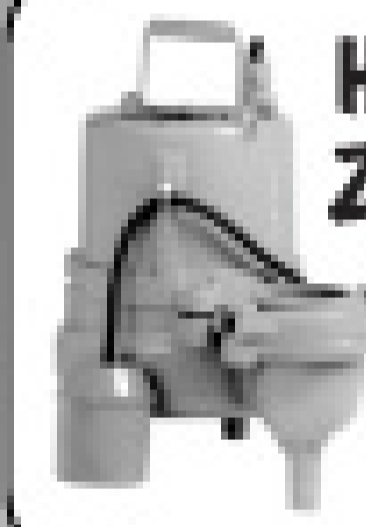


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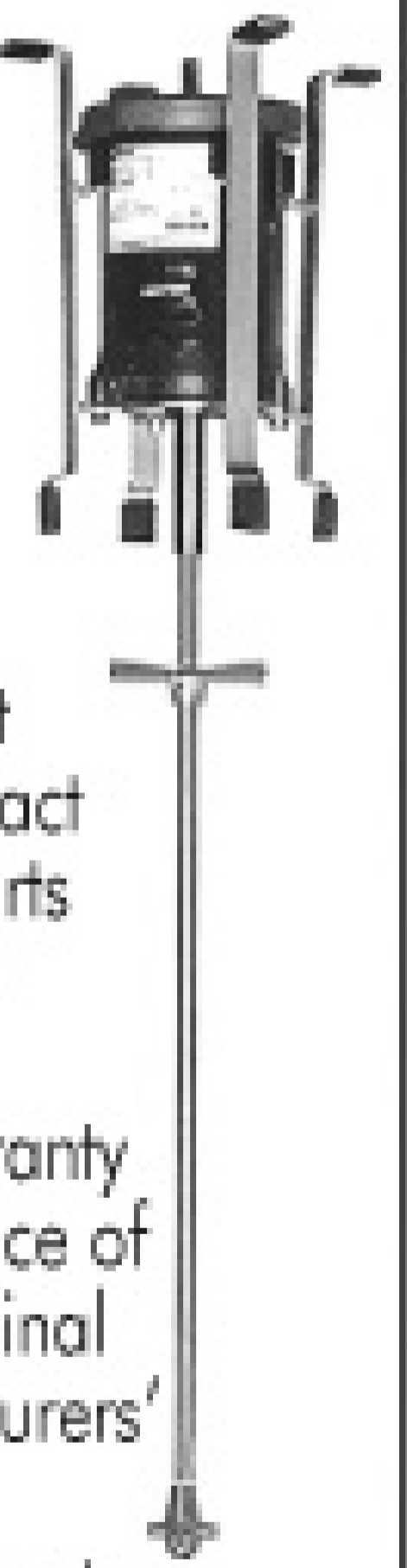


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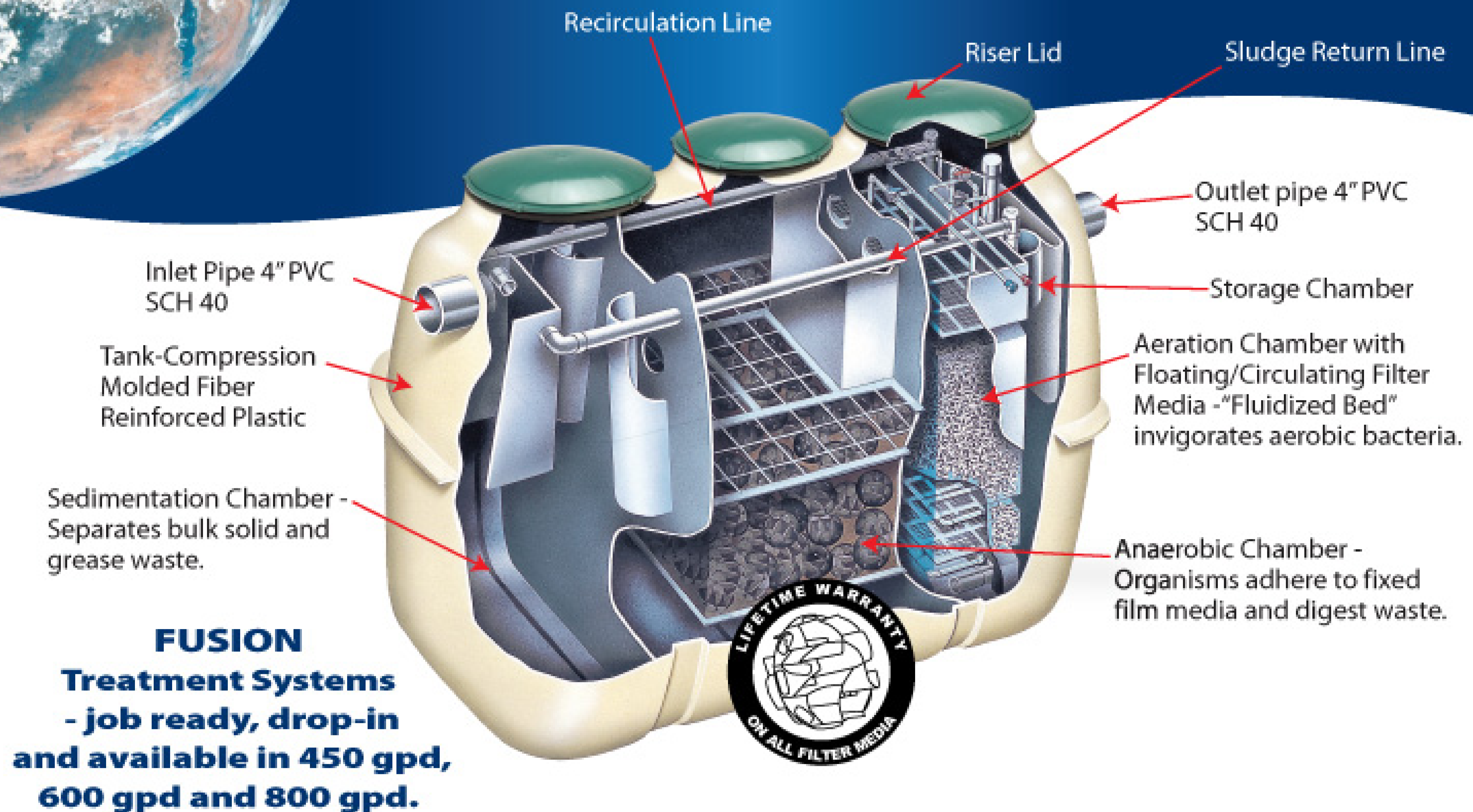


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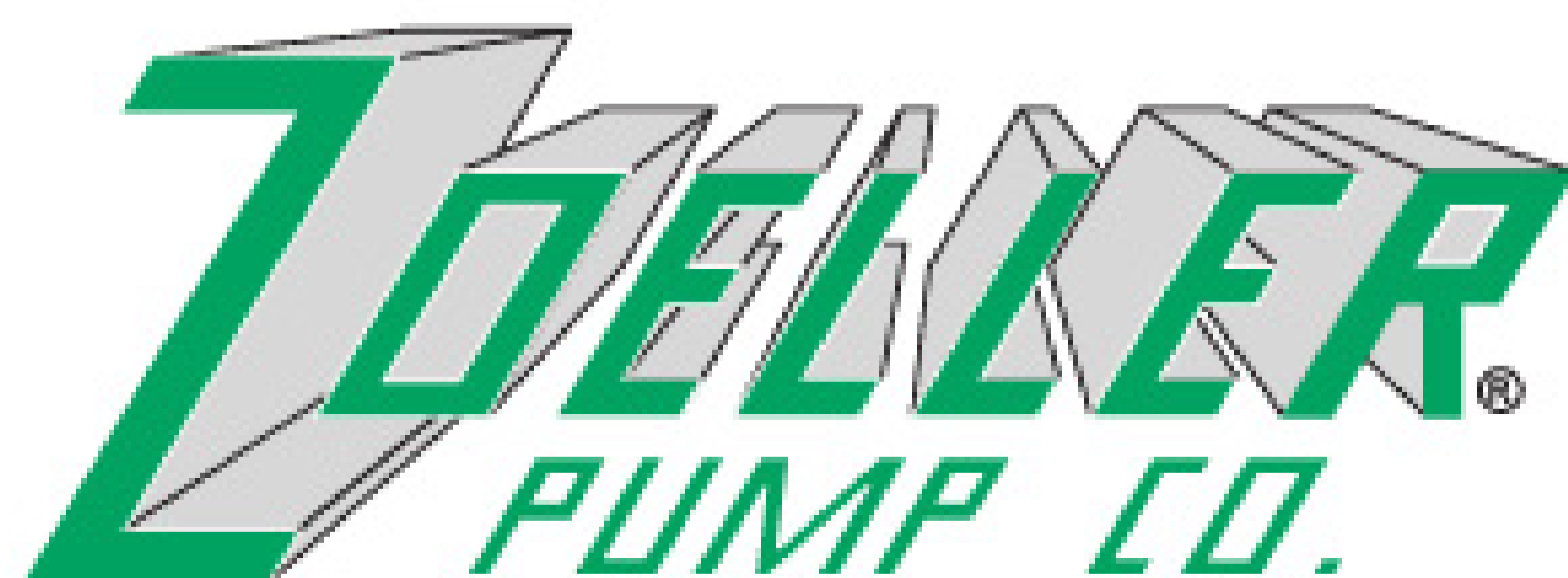
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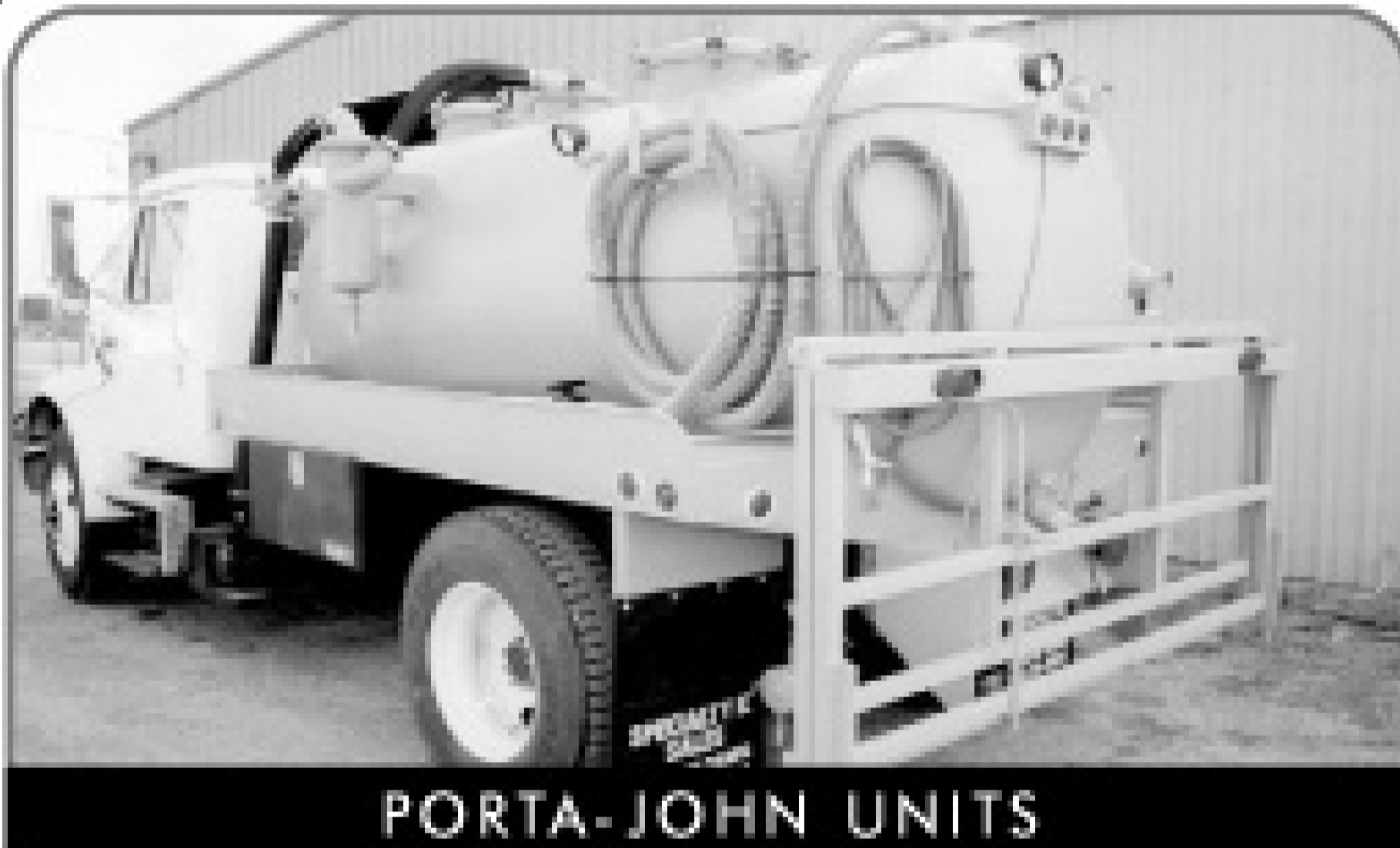
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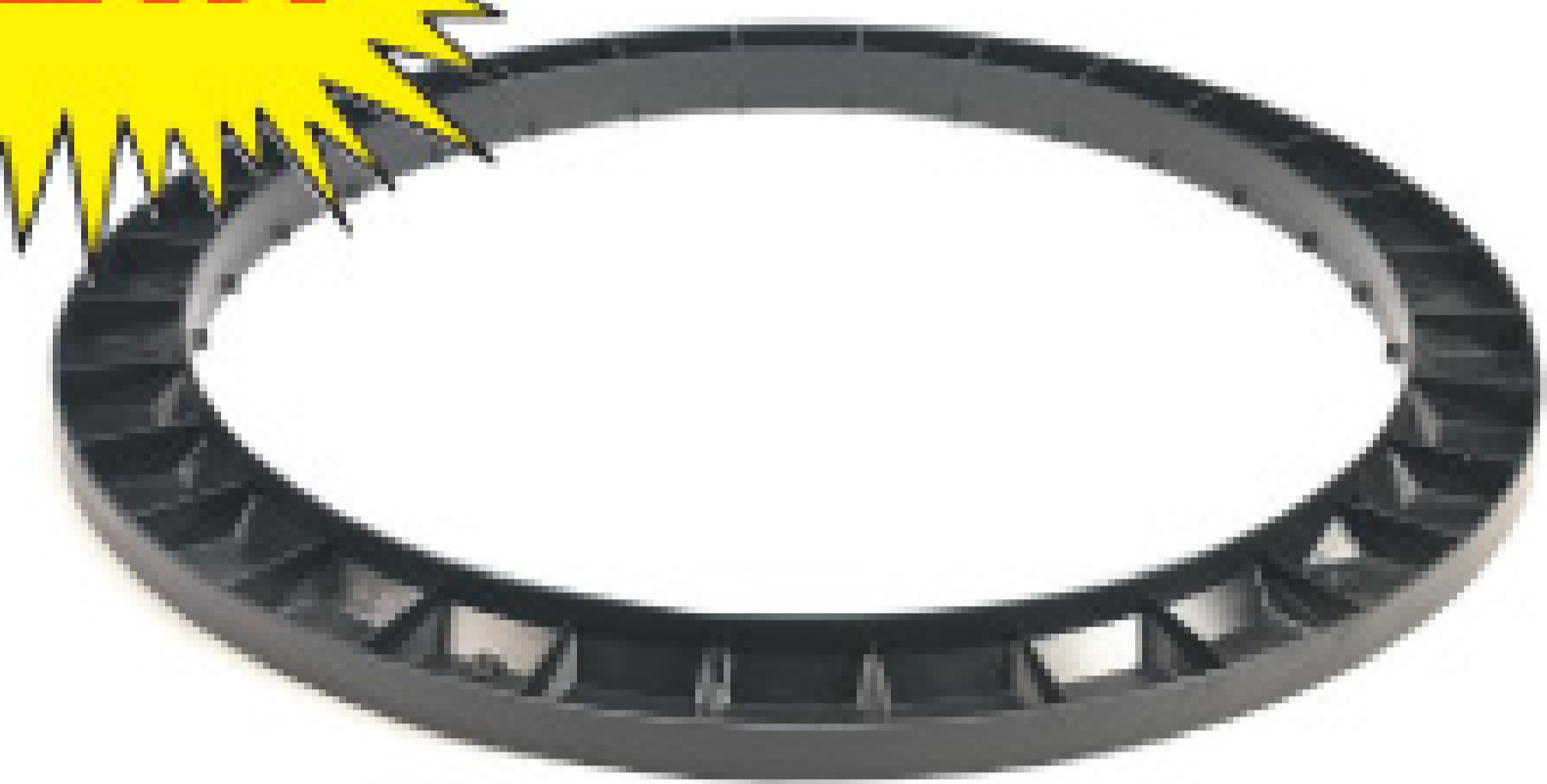
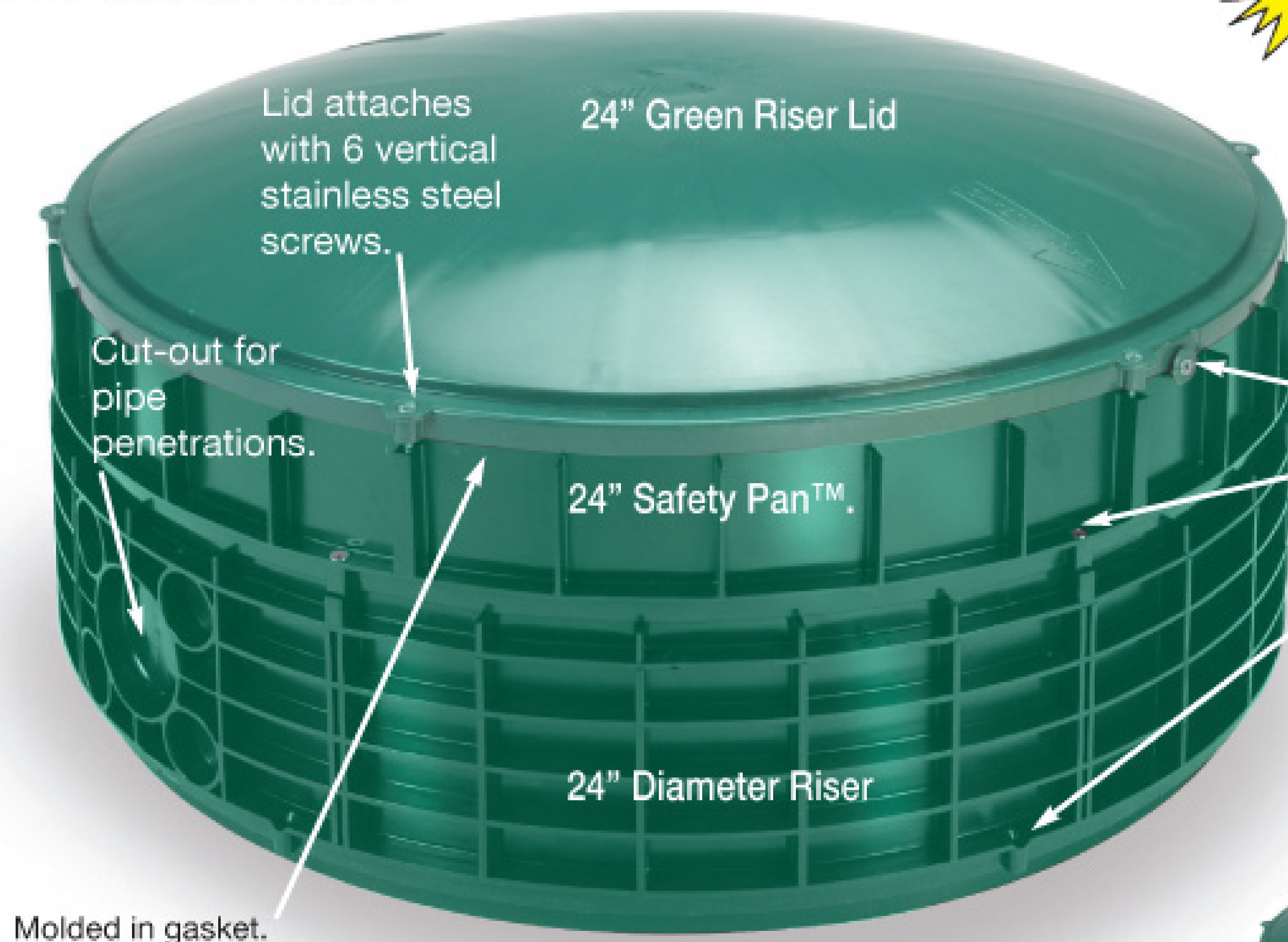


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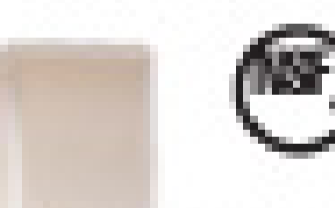
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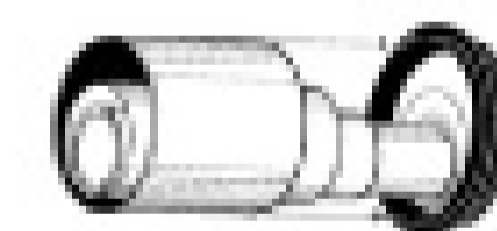


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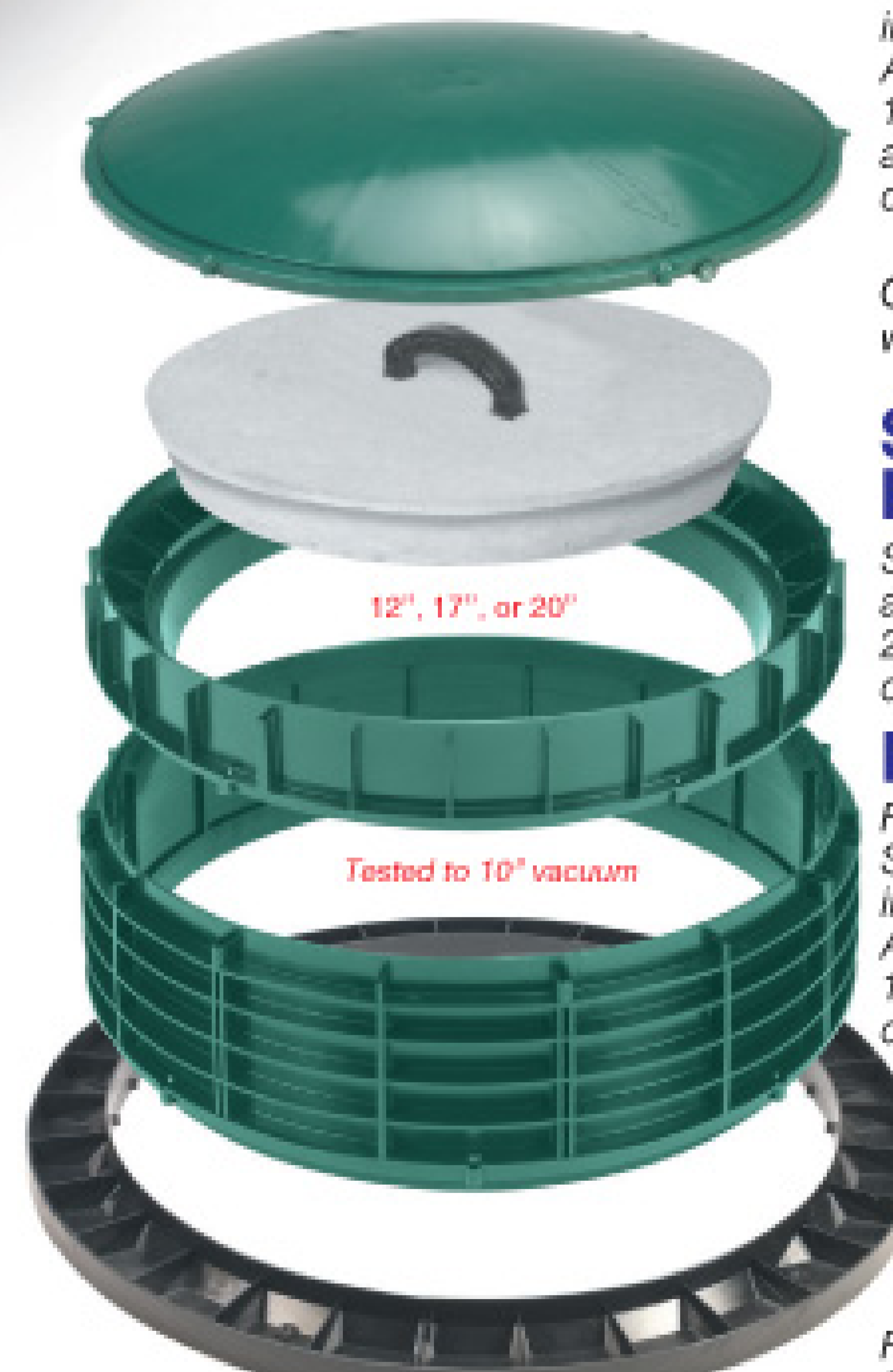


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What Happened to Loyalty?

Use these strategies to encourage your best customers to come back again and again

By Lenann McGookey Gardner

Loyalty. It's a great concept — clients who appreciate you for what you do, and who wouldn't think of hiring anyone else to do pumping or portable sanitation work for them. It's kind of a quaint notion. But loyalty's mostly dead.

Let's check out that bold statement. Are you loyal? Think of the people who provide services for you; do you continue to patronize them without even thinking about it? Or do you "shop around?"

America — and much of the rest of the world — has evolved into a culture of shoppers. People are always looking for a better deal, a lower price or some miracle that will allow them to get acceptably good services for much less. They may not seek out other bidders, but when an amazing offer comes their way, it's hard to ignore.

In a world where the best clients are often seeking competitive quotes, what can be done to grow a firm's revenue base? Here are simple ways for you to increase customer loyalty and encourage repeat business:

1 Have a plan for sustaining relationships

If your clients aren't hearing from you, they're probably not thinking about you. But they are thinking about the people who called them today, offering a

better deal for the services you currently provide.

Do you have a system for getting in touch with your regular customers on a regular basis? You should. A minimum of one contact per quarter is essential, more if there are legitimate reasons for you to call. If nothing else, send an article likely to be of interest to them and put a personal note on it saying that you're thinking of them. Let them know you would be happy to discuss the subject of the article, their situation or overall progress with them sometime soon. Say you'll call them next week to set up a time for that chat, if they feel it's appropriate.

2 Share the story

When you have made a significant difference for a customer, create a case study — the story of a customer's experience with you — written in narrative form. Maybe your portable sanitation service helped a special event to be successful. Or your timely handling of an emergency septic system repair saved a homeowner from having to install a new system. Explain to customers that you go out of your way to provide the best service as a matter of course. You keep the case studies, like client testimonials, for the benefit of others who might consider hiring you for a project, so they can under-

stand the ways you've been able to help others generate revenue or save money. And when customers read a case study that involves their company, their special event or their onsite system, it will boost their egos and encourage them to maintain their loyalty to your business. If you don't have the time to put together case studies, there are companies specializing in that type of research and reporting.

3 Earn the business

Set aside time every week to communicate with at least a few of your customers. Set up a schedule to ensure contacts are made regularly — and always act on requests you uncover, even if they veer from the usual services you provide. Maybe you can refer customers to someone you know who can help them with specific needs when you are unable. Could you locate some information for them? Can you help in any way at all? If so, then do it. Going out of your way to help a customer might cost you a little in the short term, but in the

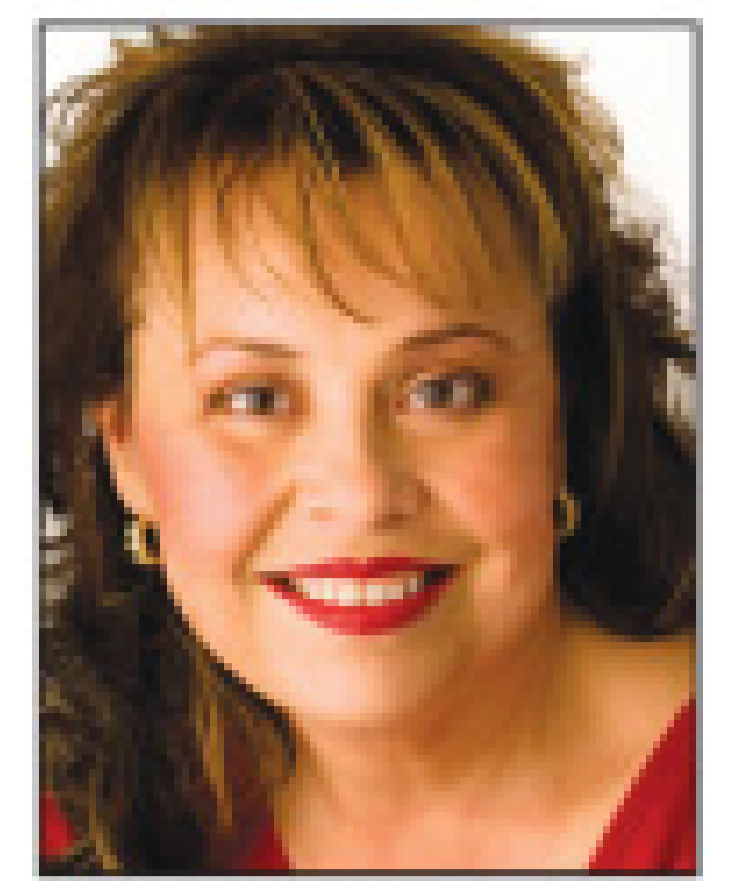
long term the extra effort you made will be noticed by the customer.

WORKING ON LOYALTY

It's naïve to expect clients — no matter how satisfied — to be loyal for the long haul to any supplier of services. No matter what you do, you can assume customers are forever alert to the possibility that they may be overspending. And beyond the issue of costs for services, there's an appeal to anything that's fresh and new.

But it's clearly easier for your loyal customers to respond to the solicitation of new competition — someone who says he can do the same job and do it for less — when the relationship with you has been allowed to deteriorate. Another truism is that it's easier to garner sales from an existing customer than it is to go out and find a new customer. But gaining that golden repeat business requires nurturing business relationships ... And remembering that loyalty is a two-way street. ■

Lenann McGookey Gardner is the author of *Got Sales? The Complete Guide to Today's Proven Methods for Selling Services*. She can be reached at 508/828-1788 or e-mail her at Lenann@YouCanSell.com.



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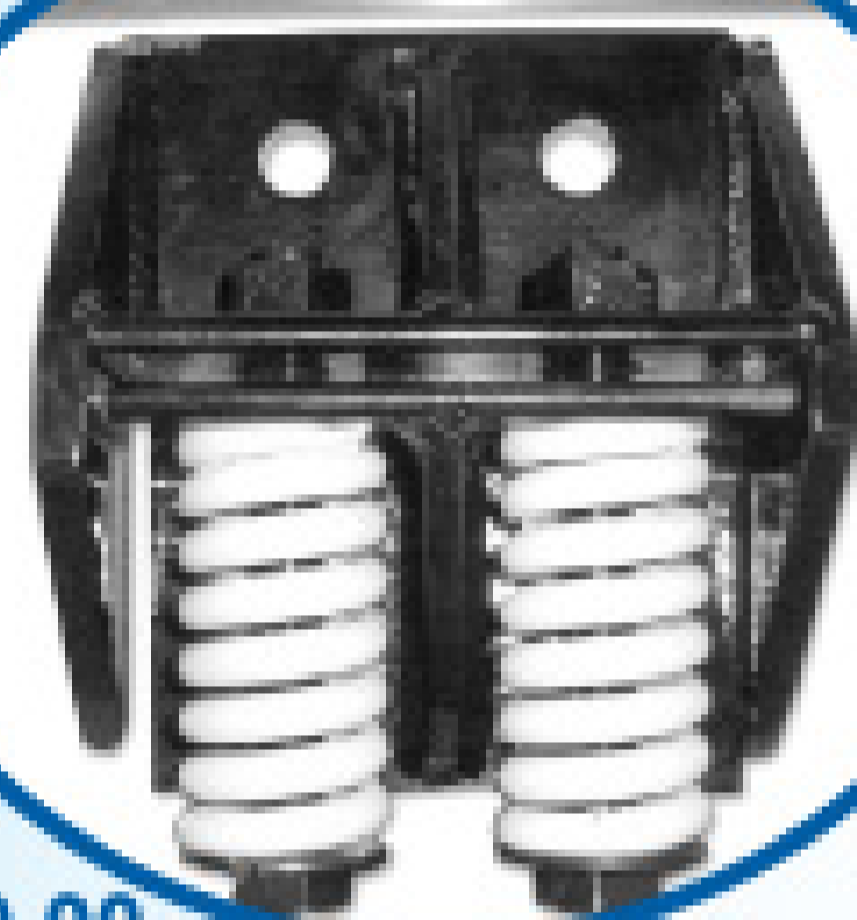
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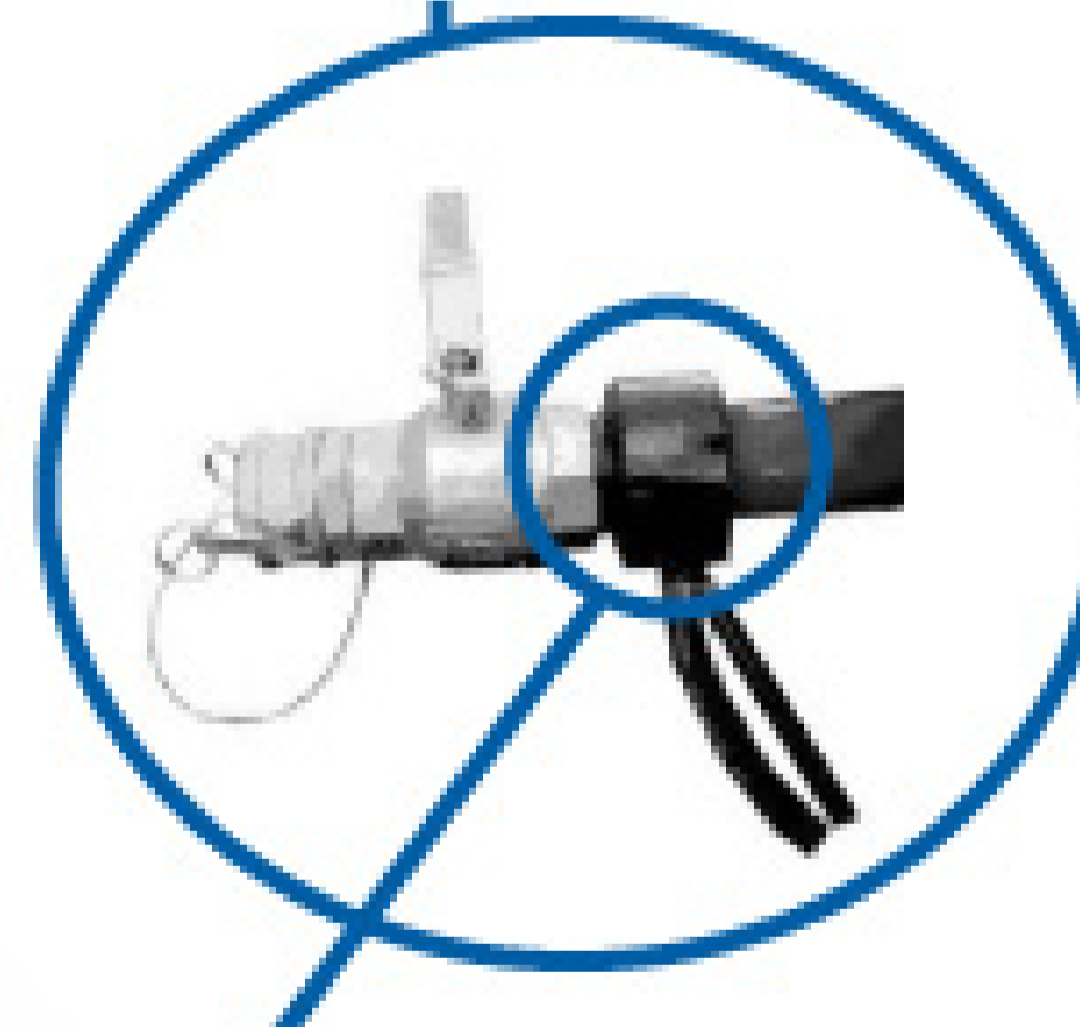
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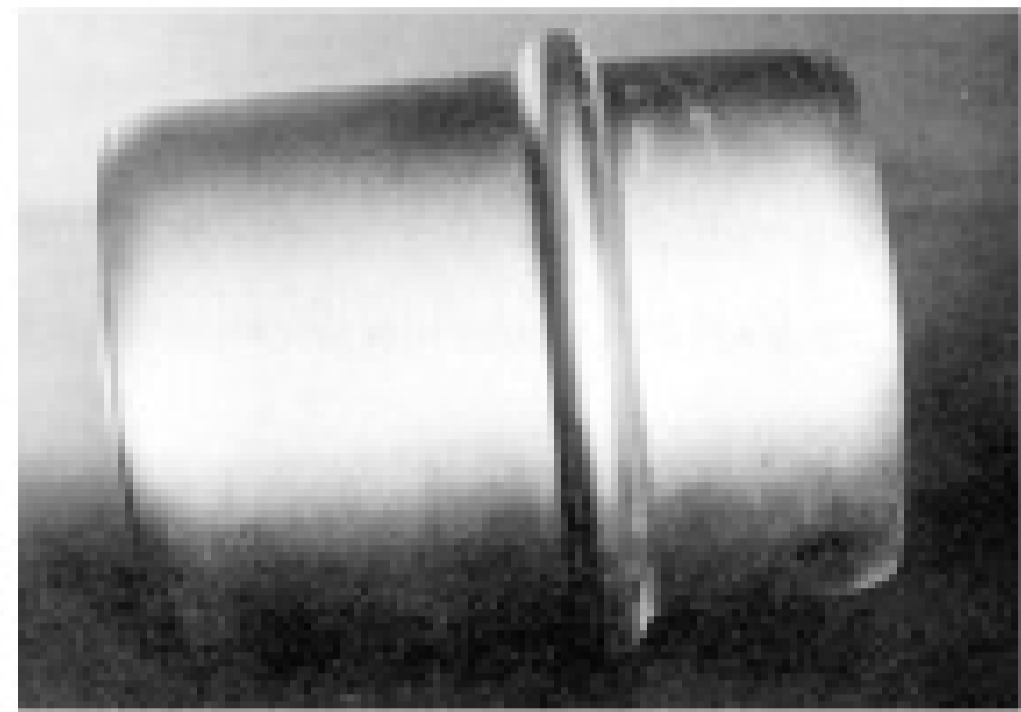


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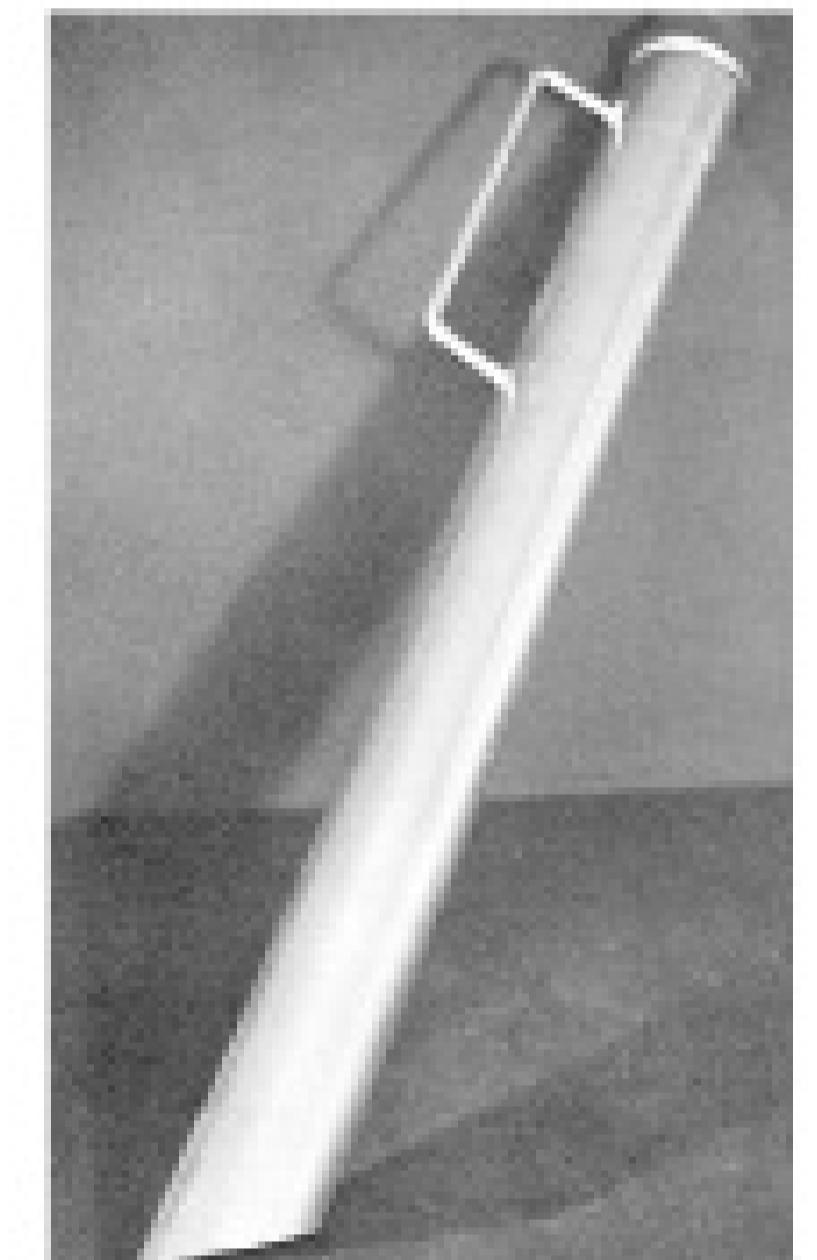


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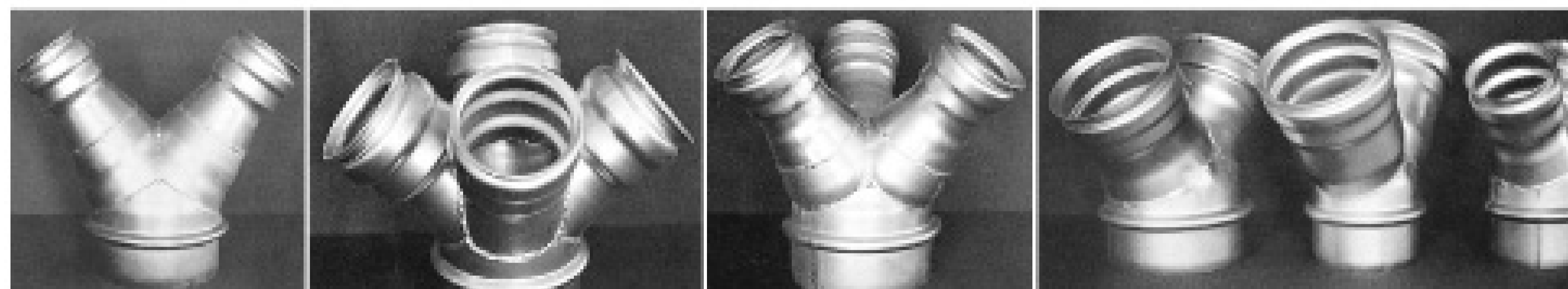
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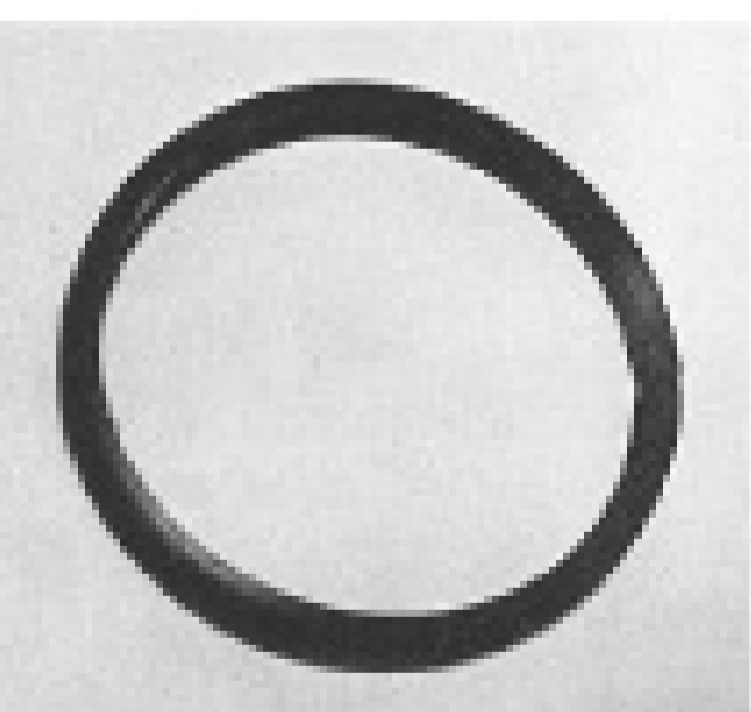
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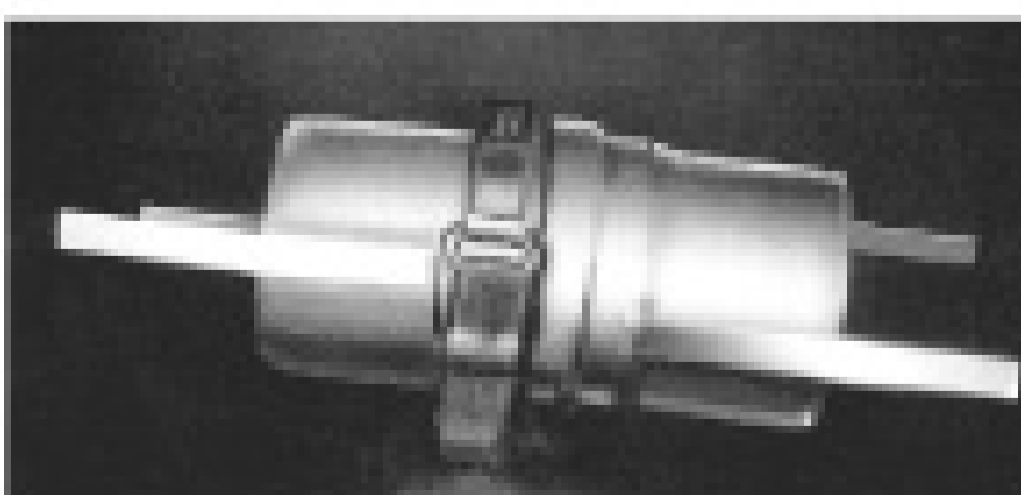
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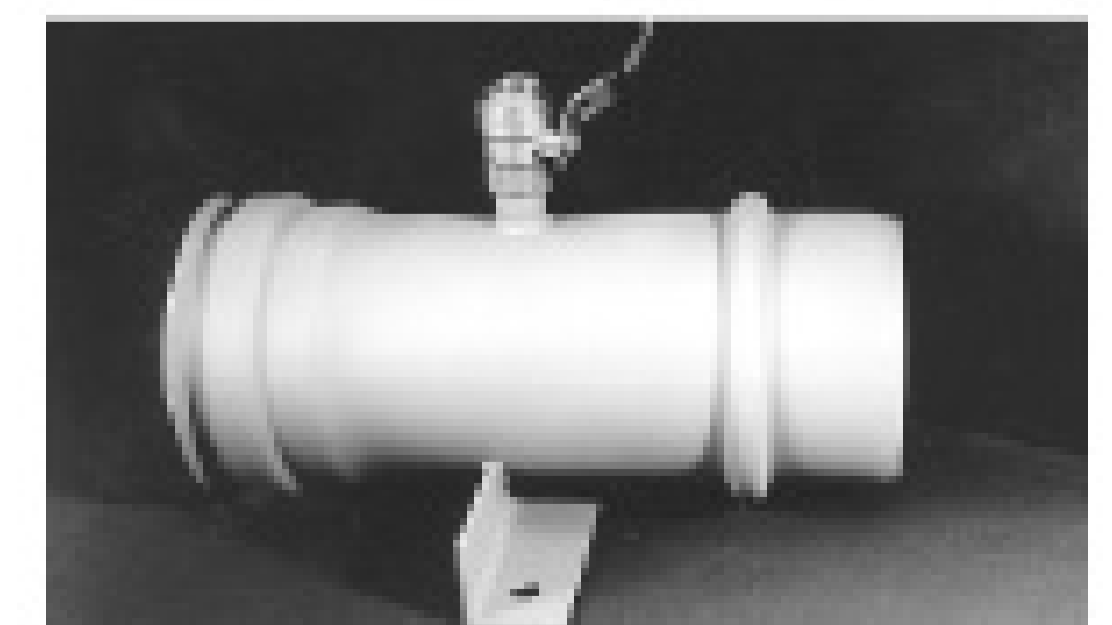
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4000 Gallon pumper on a 2007 M2 Freightliner

Tank: Bright finish aluminum-5/16" #5454 shell and heads 76" Dia.

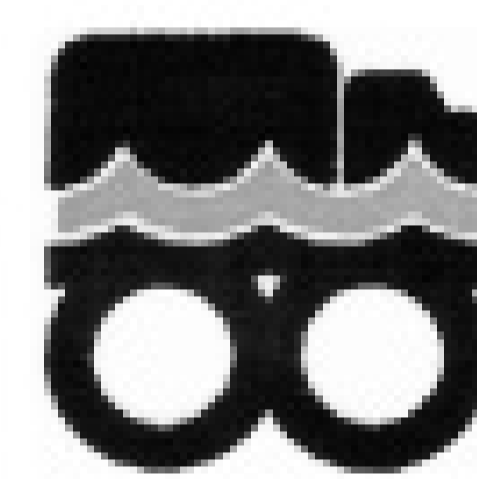
Pumping system: Jurop LC420 water cooled pump
Chassis: Freightliner M2-54,000 GVW, C-7 Caterpillar 300 H.P., 10 speed transmission-14,600 front axle-40,000 air ride rear axle.

2800 Gallon pumper on a 2007 International

Tank: Bright finish aluminum-5/16" #5454 shell and heads

Pumping system: Massport HXL 15 (350 CFM)

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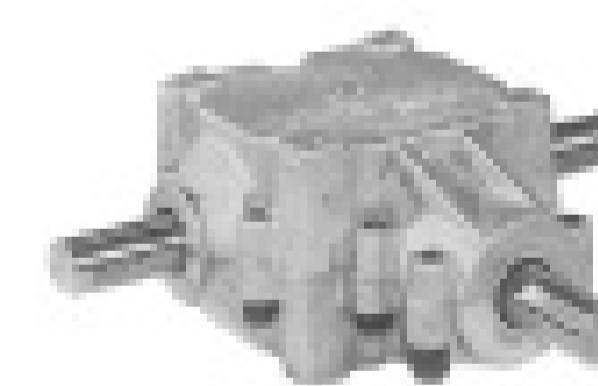
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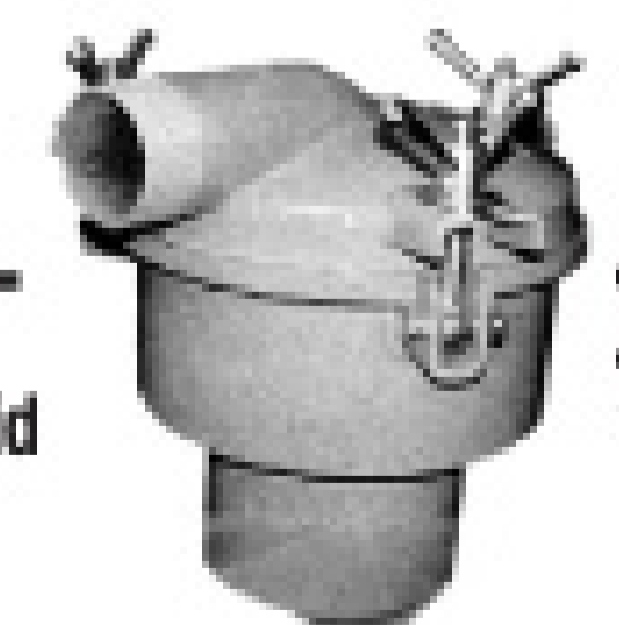


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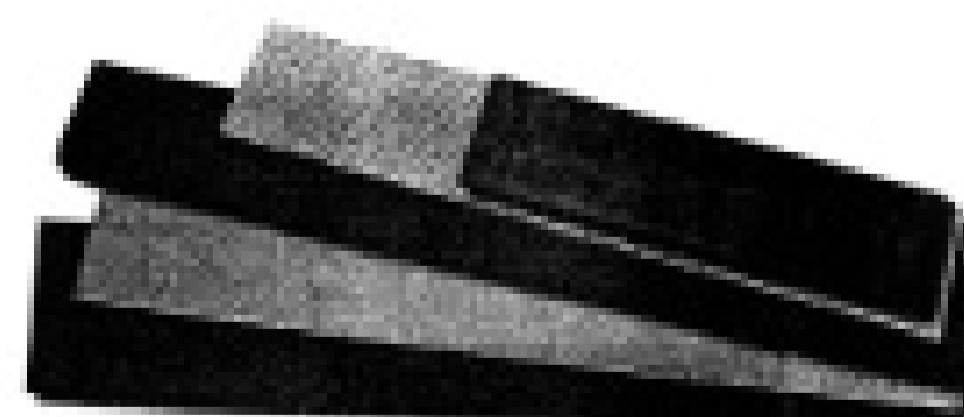
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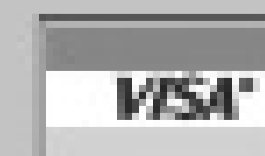
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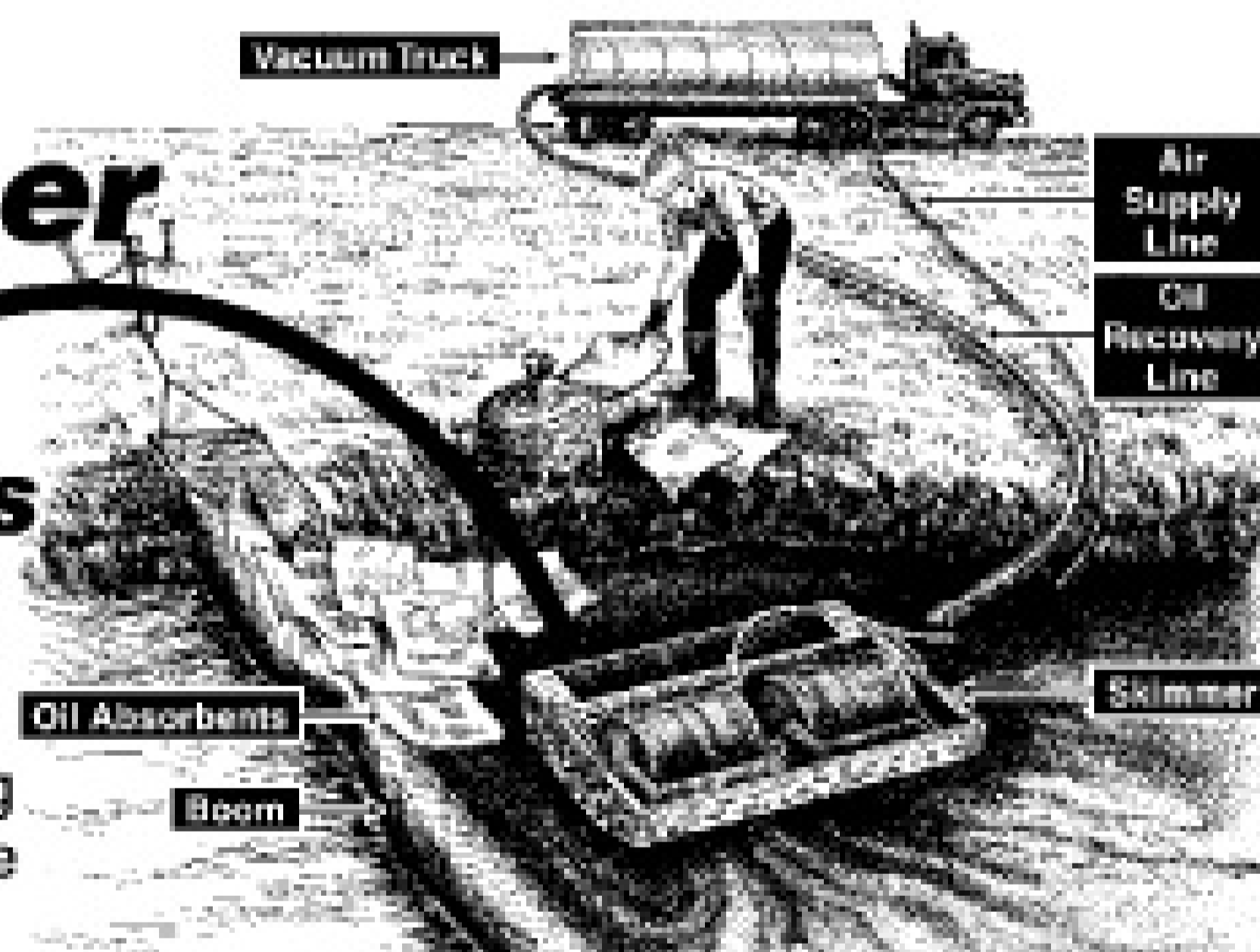
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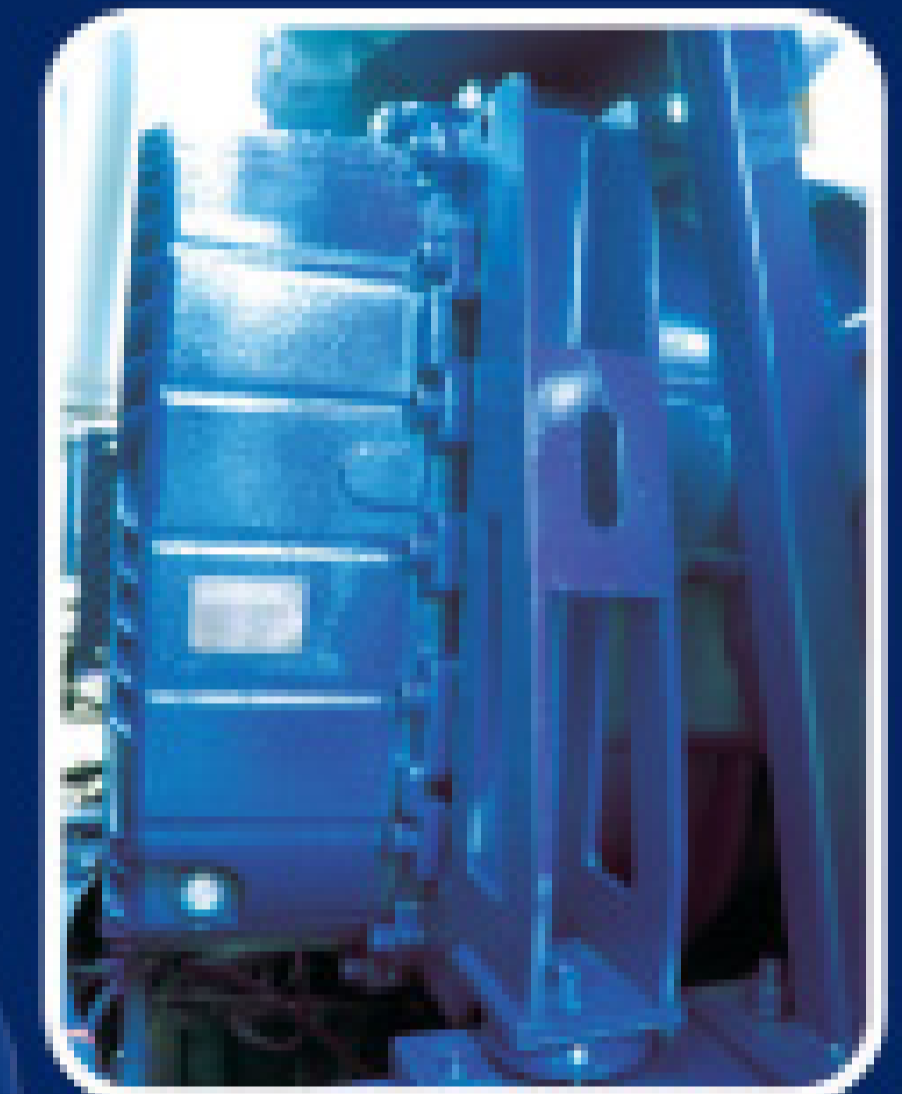
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NAWT Sponsors Pumper & Cleaner Expo Education Day Seminar Track

We are excited to have the opportunity to present an entire seminar track during Education Day, Feb. 27, at the Pumper & Cleaner Environmental Expo in Louisville, Ky. The six seminars focus on topics related to our industry and will help pumpers expand their businesses, understand current federal regulations and gain valuable tools for advancing the land application of biosolids. Here is a summary of the presentations:

Responsible Management Entities

Robert Rubin, Ph.D., McKim & Creed Consulting, Cary, N.C.

When the U.S. Environmental Protection Agency announced its voluntary management guidelines, Models 4 and 5 stated that utilities would manage onsite systems. Our industry, unhappy with the EPA encouraging utilities to "take over," convinced the agency to adopt the use of Responsible Management Entities instead of utilities.

Most pumpers don't think of themselves as RMEs, even though they already are through offering service contracts and troubleshooting systems. They remain intimidated by the lofty-sounding term. This presentation will give haulers and other service providers the vision of how they fit into the role of RME and how to prepare for it.

Expert's Review of Aerobic Treatment Unit Operation and Maintenance

Bruce Lesikar, Ph.D., P.E., Texas A & M University

Today, many onsite systems use aerobic treatment units as pretreatment devices instead of septic tanks. Advanced units require a higher level of maintenance, but most pumpers don't understand that they are not serviced like septic tanks. Many pump out ATUs incorrectly, and often a pump-out isn't required to fix the problem.

Aerobic treatment units are just one piece of advanced pretreatment technology, and they all require operation and maintenance activities to assure oxygen delivery to the wastewater. Lesikar's Tricks of the Trade seminar discusses performance assessment by identifying components and evaluating their operational status. He will provide checklist guides to ensure that ATUs are serviced properly and teach pumpers how to recognize opportunities for additional repeat work.

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Registrations with payment information may be faxed to 267/200-0279. Questions? Call NAWT at 800/236-6298.

A Visionary Review of the Agricultural Utilization of Septage

Stephen Rohm, Blessings Composting, Delaware

Recent changes in federal and state regulations require haulers to become nutrient managers if they wish to continue land-applying septage. That may sound complicated and intimidating, but this presentation will prove otherwise. Items to be discussed are:

- Impacts of recent Clean Water Act changes on septage land application.
- Total Maximum Daily Loads and the watershed approach to limit nutrient pollutant.
- U.S. Department of Agriculture/Natural Resources Conservation Service nutrient management requirements and record-keeping for nutrient appliers.
- USDA/NRCS weather and seasonal land-application restrictions for organic waste fertilizers.
- Sources of information and guidance to comply with changes that affect the land application of septage. Software is available to help pumpers keep the required records, and if it comes from the EPA, it may be free.

Why a Municipality Opens a Septage Treatment Facility

Chris Buday, director of public works, Grand Traverse County, Mich.

Grand Traverse County has a large number of onsite systems, and land application was the only disposal option available. However, this option is not available year-round due to rain, snow, frozen ground and crop issues. The county, which has no treatment plants, felt it was its civic duty to build a facility that accepts septage.

Many municipal treatment plants are apprehensive about taking septage, while others handle it very successfully. The technology is here. This case history includes bullet points pumpers can use in conversations with municipalities about handling septage.

When is Septage Really Septage?

Tom Frank, Tim Frank Septic Tank Cleaning Co., Huntsburg, Ohio

Septage cannot be classified as residential, commercial or industrial. Septage is only the material pumped from septic tanks. As professionals, you must know how to properly handle and dispose of non-septage wastes, such as those from car washes, catch basins, holding tanks and process waters or oil spills entering onsite systems.

Just because material can be vacuumed into a truck doesn't mean it can be hauled legally. Pumpers will learn when to check if a permit is necessary and how to handle non-residential wastes, dispose of them through proper outlets and document the process. Call NAWT to learn whom to call to check if you're legal.

How to Survive an EPA Audit

John Coletti, EPA Region 5 biosolids coordinator

Those who want to land-apply septage must meet certain federal requirements. A possible EPA audit should not be intimidating to pumpers who use software to record how many gallons were applied where and have kept those records for five years. Pumpers with incomplete or no paper trails can be fined \$27,000 a day.

This seminar discusses the requirements set forth in 40 CFR Part 503 for land-applied septage, including application rates, vector attraction and pathogen reduction alternatives, pH adjustment and temperature correction and record-keeping.

Check NAWT's Web site at www.nawt.org for the latest updates on our training programs and seminars.

Tom Ferrero is executive director of the National Association of Wastewater Transporters Inc.

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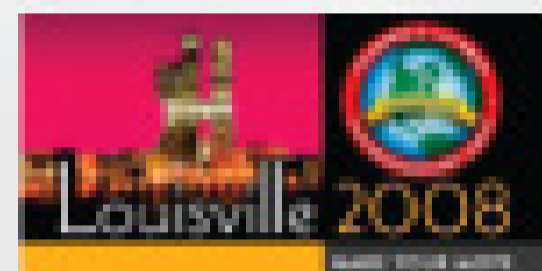
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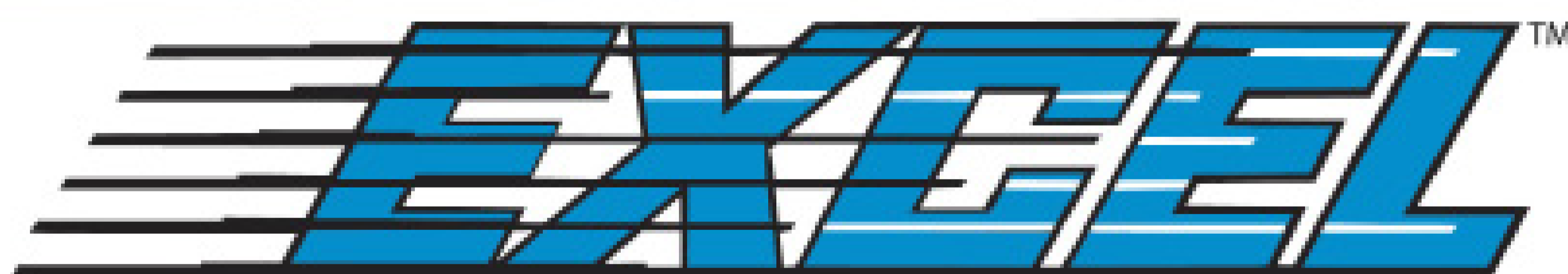


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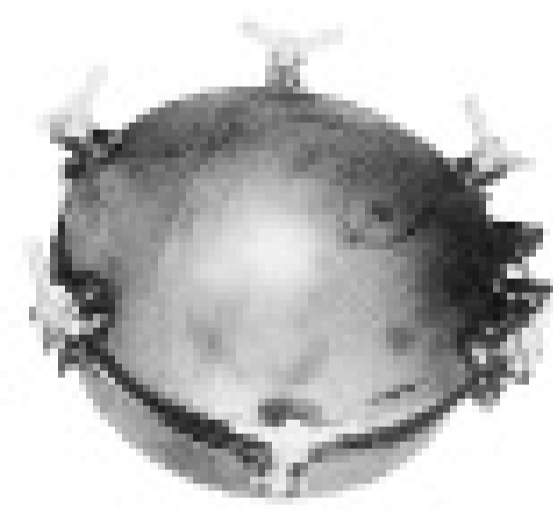
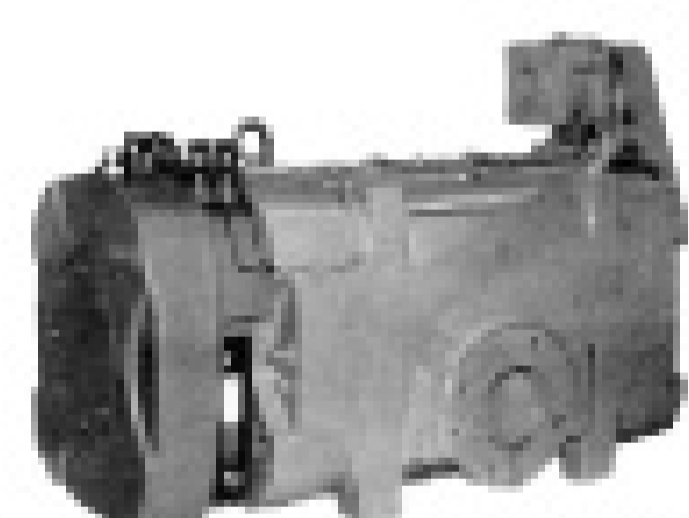


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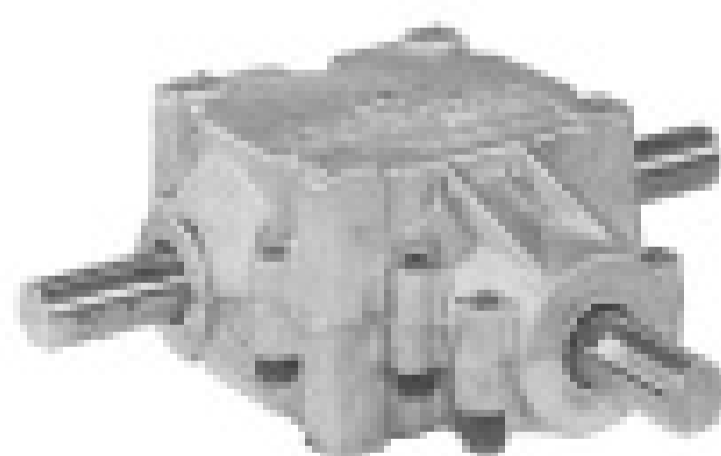


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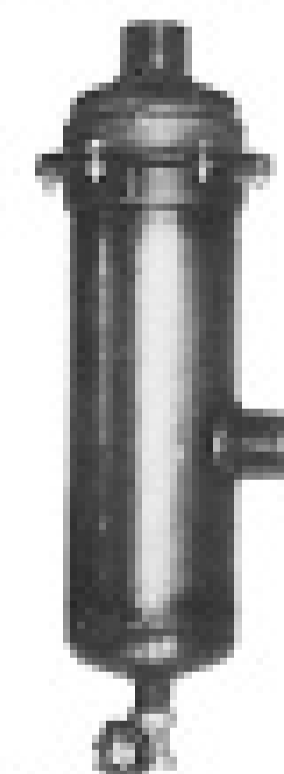
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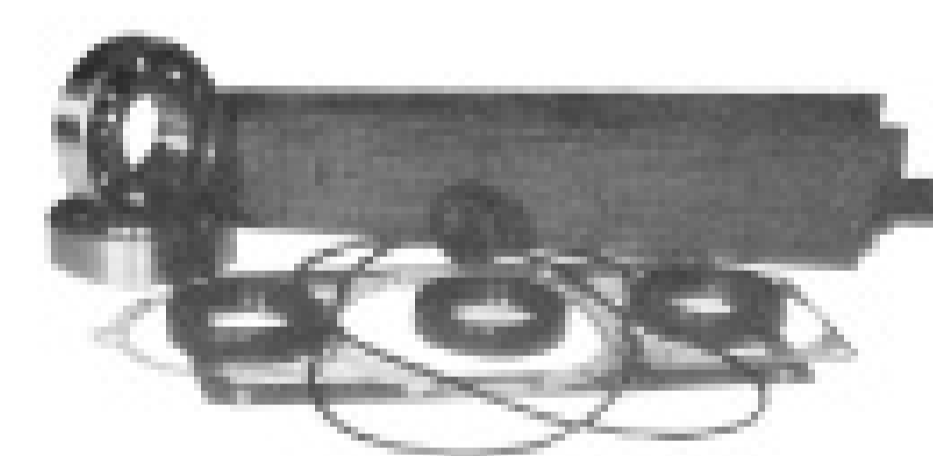


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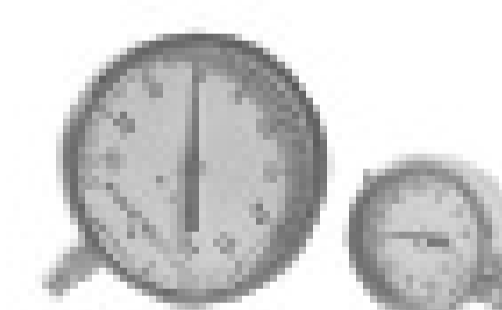
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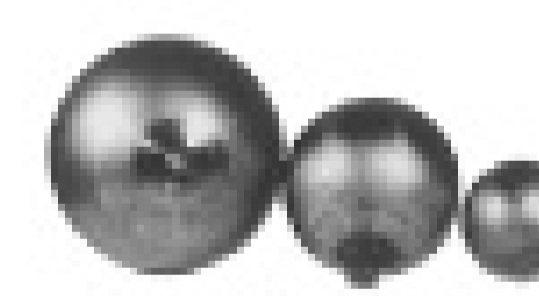
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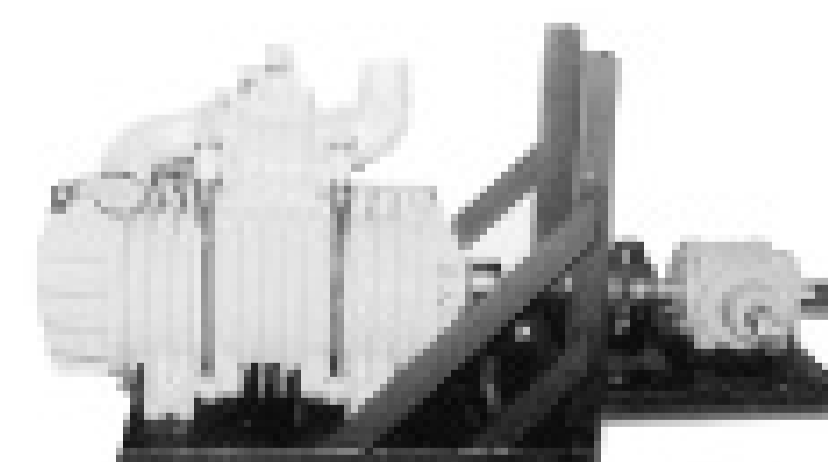
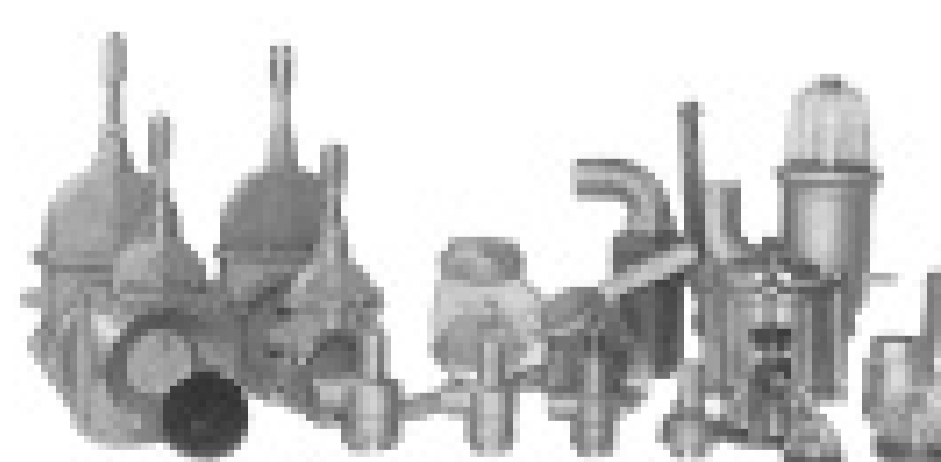
Portal Shutoff



Vacuum Gauges



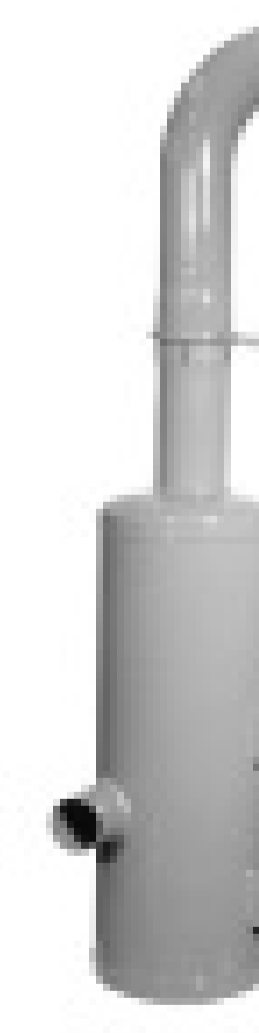
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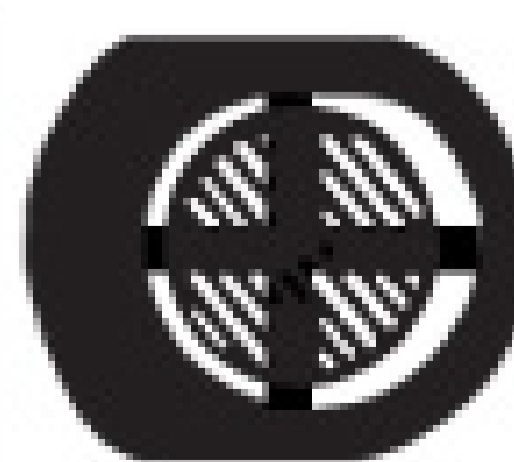
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Product News

PRODUCT SPOTLIGHT

FMI Service Trailer

By Ken Wysocky

Startup or small-scale portable sanitation businesses that can't afford a nicely outfitted service truck have another option from FMI Trucks Sales & Service: the WorkMate portable restroom service trailer, which offers the basic amenities of a service truck.

"The trailer is designed with the small restroom operator in mind, or someone who's just getting started in the business," explains John Barrett, a sales consultant for FMI's vacuum truck division. "With this trailer, you don't need to buy a separate service truck, or pay the associated higher operating, insurance and licensing costs. Instead, you can pull the trailer with a pick-up truck."

Designed with tandem axles that are over-rated for 5,200 pounds per axle, the all-steel trailer is 19 feet long and 8 1/2-feet wide, with a gross vehicle weight rating of 7,800 pounds. It comes with a standard 2 5/16-inch ball hitch, and a built-in tongue jack.

The trailer can carry two standard restrooms. It's also equipped with a carbon-steel, 325-gallon wastewater tank and two 75-gallon, polyethylene freshwater tanks. Plumbed in tandem, the tanks can be used either together or individually (one for pre-mix deodorant water and the other for freshwater). A 12-volt water pump made by Jabsco, a division of ITT Corp., delivers freshwater at 10 gpm.

A Masport HXL1-V pump with a two-way valve, rated at 36 cfm, powers the self-contained vacuum system. A Honda 5 1/2-hp, electric-start engine drives the pump, and a 12-volt battery supplies basic power to the trailer. The battery sits inside a polyethylene storage box mounted on the draw-



bar. A tow vehicle charge cord allows operators to continually recharge the battery, Barrett notes.

The trailer comes ready to use with a 30-foot vacuum hose, wand and buckets. The hose and coupling are situated low to the ground for easy access. The trailer also features a curbside, dry-product storage box that measures 60 x 24 x 18 inches. For more information, visit www.fmitrucks.com or call 800/927-8750; Expo booth 2209.



JAG Mobile Introduces Porta-Lisa Plus

The **Porta-Lisa Plus** mobile restroom trailer from JAG Mobile Solutions measures 12 x 7 feet and features three private restrooms, air conditioning, flushing toilets, 156 gallons of onboard running water and a 470-gallon capacity waste tank. Options include the Super Chute that allows trash to be directed to the service area and consolidated in a central location for removal, and a solar power unit that can run all day without having to recharge. A range of interiors are available. For more information: 800/815-2557; www.porta-lisa.com; Expo booth 7131.



Reelcraft Designs Self-Contained Hose Trailer

The self-contained hose reel trailer from Reelcraft eliminates the need for a dedicated maintenance vehicle. Designed for grounds maintenance applications requiring up to 1-inch I.D. by 100 feet of hose, the trailer bed also offers additional space for tool trays and other accessories. The wheelbase matches typical work vehicles, with wheels mounted

inside the trailer bed to prevent snagging on trees and shrubs. The 32-inch trailer tongue allows for sharp turns and easier backup. For more information: 800/444-3134; www.reelcraft.com; Expo booth 6051.



Self-Contained Hose Reel Trailer from Reelcraft



Safety Lock from Safety Pumping Systems

Safety Pumping Systems Introduces Safety Locks

The Safety Lock from Safety Pumping Systems eliminates the chance for cam lock ears to open during deliveries due to pulsing or vibration. Designed to complement its Safety

Bump, the lock system features a heavy duty clip that fits over the cam ears, replacing Velcro straps and locking cams. The locks are offered in 3-inch female fittings with 4-inch and 2-inch fittings available. For more information: 858/530-8286; www.safetypump.com; Expo booth 22.

Carlton Offers Universal Drum Lock

The universal drum lock from Carlton Industries LP works on both metal and plastic drums and is completely reusable. Featuring a non-sparking, metal construction, each set of locks contains devices for both openings of one standard 55-gallon drum and instructions. For more information: 800/231-5988; www.carltonusa.com. ■

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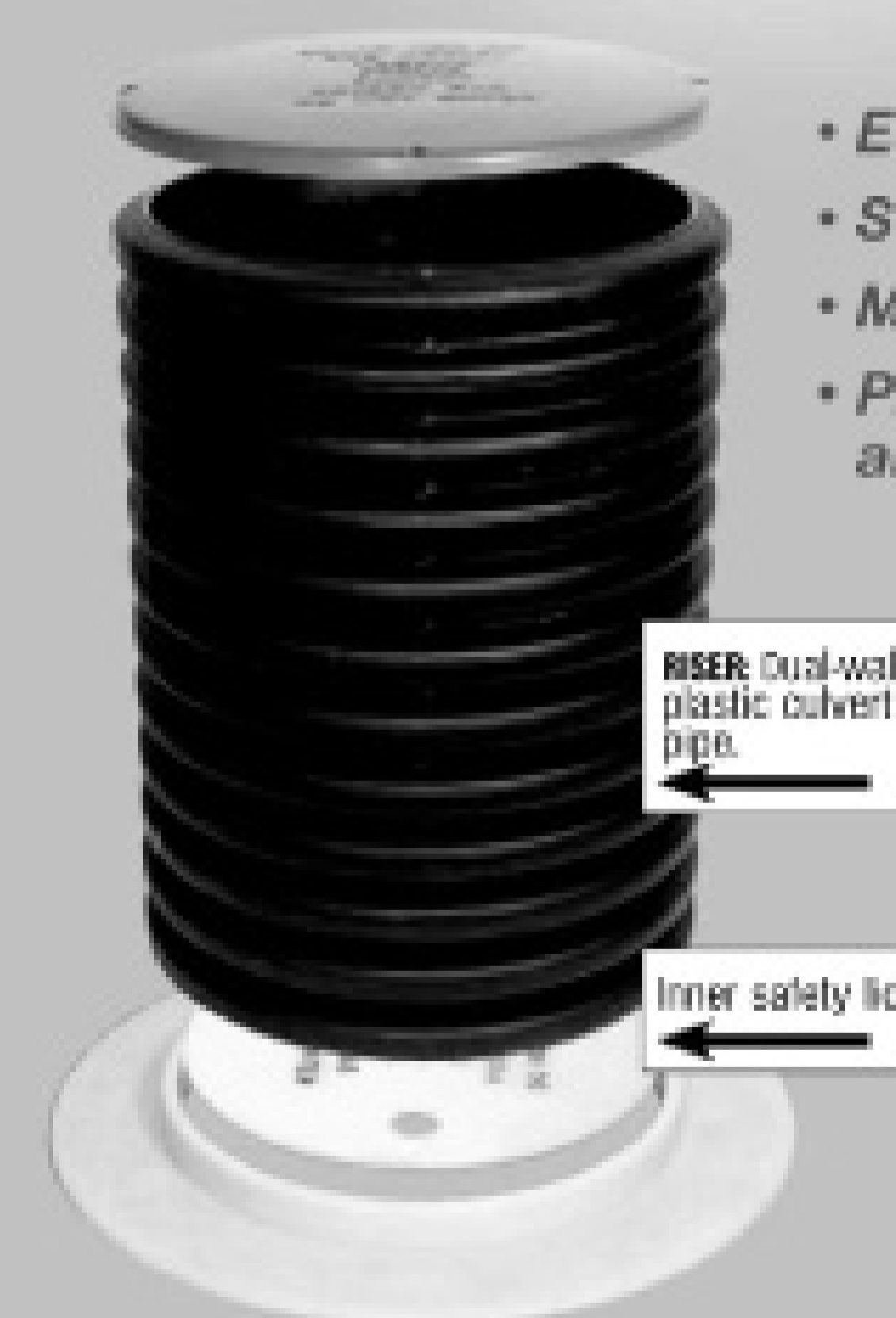
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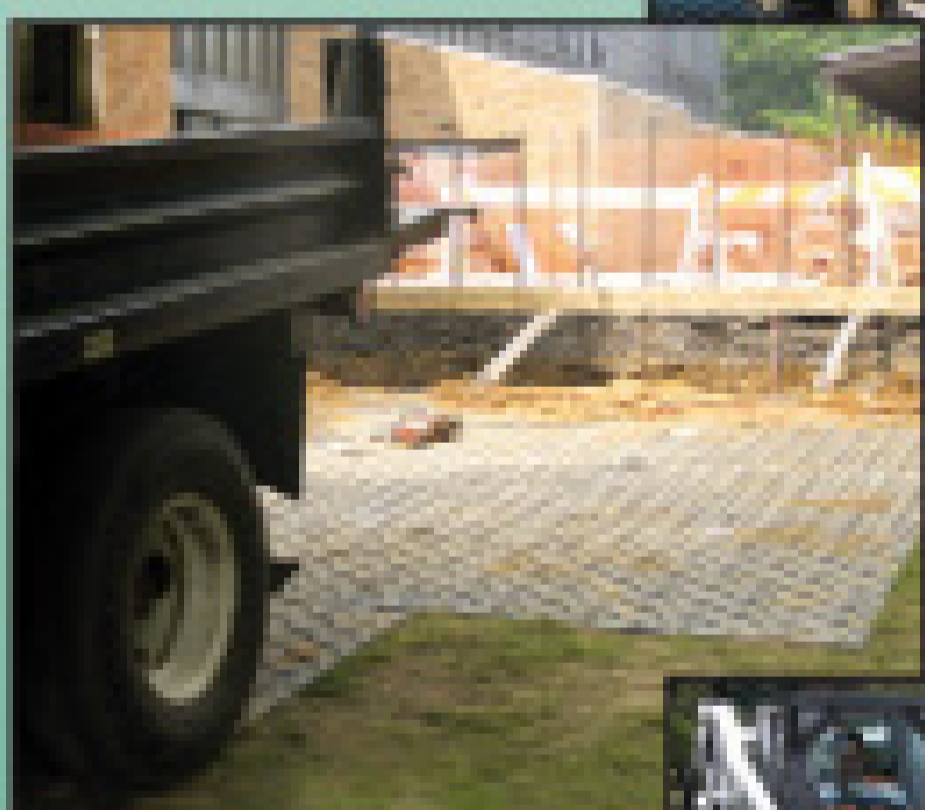
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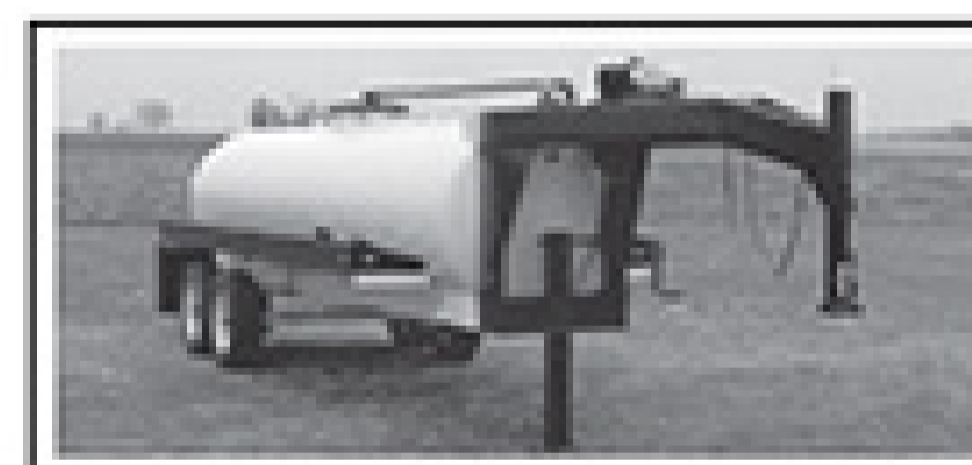
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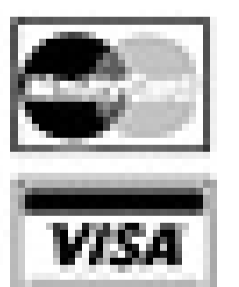


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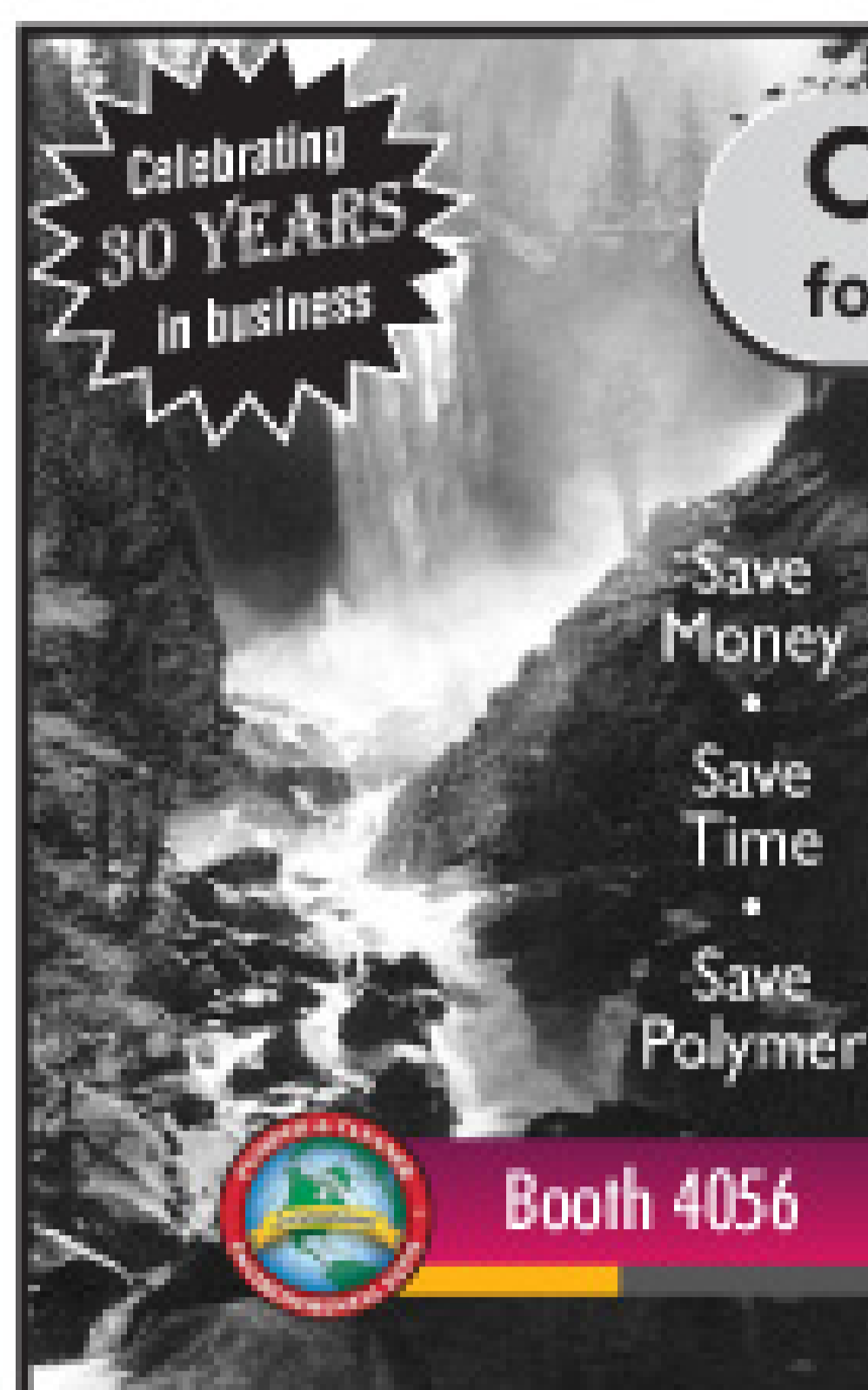
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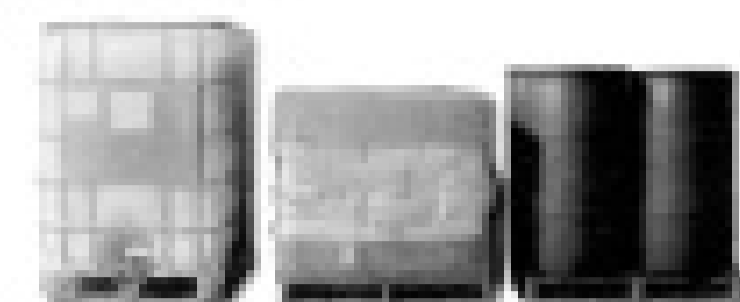


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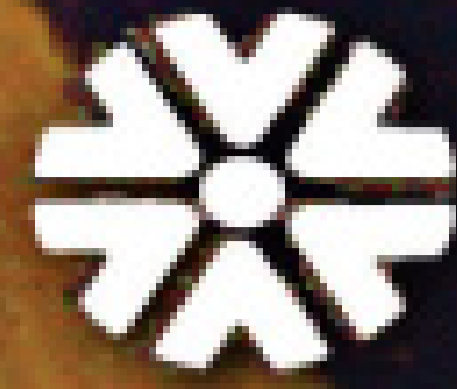
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Booth 185

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J&J Chemical Expands National Sales Team

Michael Lackey and Joshua Carmichael have joined J&J Chemical's national sales team. Lackey joins the Midwest and Northeast divisions, and has 27 years experience in the portable restroom industry. Carmichael will be based in the company's Georgia corporate office, where he has worked the past two years.

AlturnaMats Acquires Mobile Mats

AlturnaMats Inc. has acquired Mobile Mats of Green Bay, Wis. Phil Schounard will continue to head Mobile Mats and operate out of the Green Bay facility.

JAG Names Senecal Director of Customer Development

Charles Senecal has been named director of New Customer Development for JAG Mobile Solutions Inc. He brings more than seven years of sales, development and marketing experience in the portable sanitation industry to his new position.



Charles Senecal



Jack Hoskins Sr.

Jack Hoskins Sr. Founded Bay State Truck & Trailer

Jack Hoskins Sr., president and CEO of Bay State Truck & Trailer Inc., Rehoboth, Mass., died Dec 9, 2007. He was 66.

Hoskins and his wife, Linda, founded the family trailer business in Pawtucket, R.I., in 1979 as Atlantic Tank and Chassis Co. The company took the Bay State name in 1985 when it relocated to Rehoboth. The company services, sells and leases new and used trailers. The couple's sons, Jack Jr. and Erik, have served as service and sales manager respectively.

Hoskins was a Vietnam War Army veteran. He was also a member of the Board of Governors of the Rhode Island Kennel Club; member of the American Chesapeake Club; life sponsor member of Ducks Unlimited; life member of the Historical Society of Moultonboro, N.H., and Laconia, N.H., and a lifelong sponsor of the Boy Scouts of America.

Werts Promotes Anderson to Tank Truck Division Manager

Monte R. Anderson has been promoted to Tank Truck Division manager for Werts Welding & Tank Service. He has been with the company since 1999, working in sales, product development and as production coordinator. In his new role, Anderson will oversee all aspects of the Tank Truck Division, including manufacturing, production and sales.

Ditch Witch Redesigns Web Site

Ditch Witch has redesigned its Web site, www.ditchwitch.com. New features include equipment walk-arounds as well as a tool that enables users to configure units to their exact needs. The site also features detailed equipment specifications, easier navigation and extensive product photos.

Federal Signal Opens Long Beach Solutions Center

Federal Signal Environmental Solutions Group has opened its fifth FS Solutions center. The Long Beach, Calif., center will stock high-performance parts and accessories for the company's Guzzler, Vactor and Jetstream brands, as well as other makes and models of waterblasters and vacuum loaders. ■



FS Solutions center in Long Beach, CA.

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1993 INTERNATIONAL 4900 Sewer Truck DT466-210HP Diesel Engine, Allison 653 Automatic Transmission, Air Brakes, 129,989 Miles, High Pressure Cleaner, Lot #2614793 - \$16,500

1995 FORD LT9000 Tank Hauler Truck DT Series 60 Diesel Engine, 10 Speed Eaton Fuller Transmission, Air Brakes, 21FT Flatbed, Lot #2715307 - \$27,500



1992 INTERNATIONAL 4900 Sewer Truck CUMMINS-280HP Diesel Engine, Allison 653 Automatic Transmission, Air Brakes, 142,685 Miles, VAC-CON MDL V390T, Lot #2715400 - \$43,500



1997 INTERNATIONAL 4700 Vacuum Truck INTL-175HP Diesel Engine, 5 Speed Transmission, Hydraulic Brakes 1200 Gallon Tank, Lot #2715246 - \$19,500



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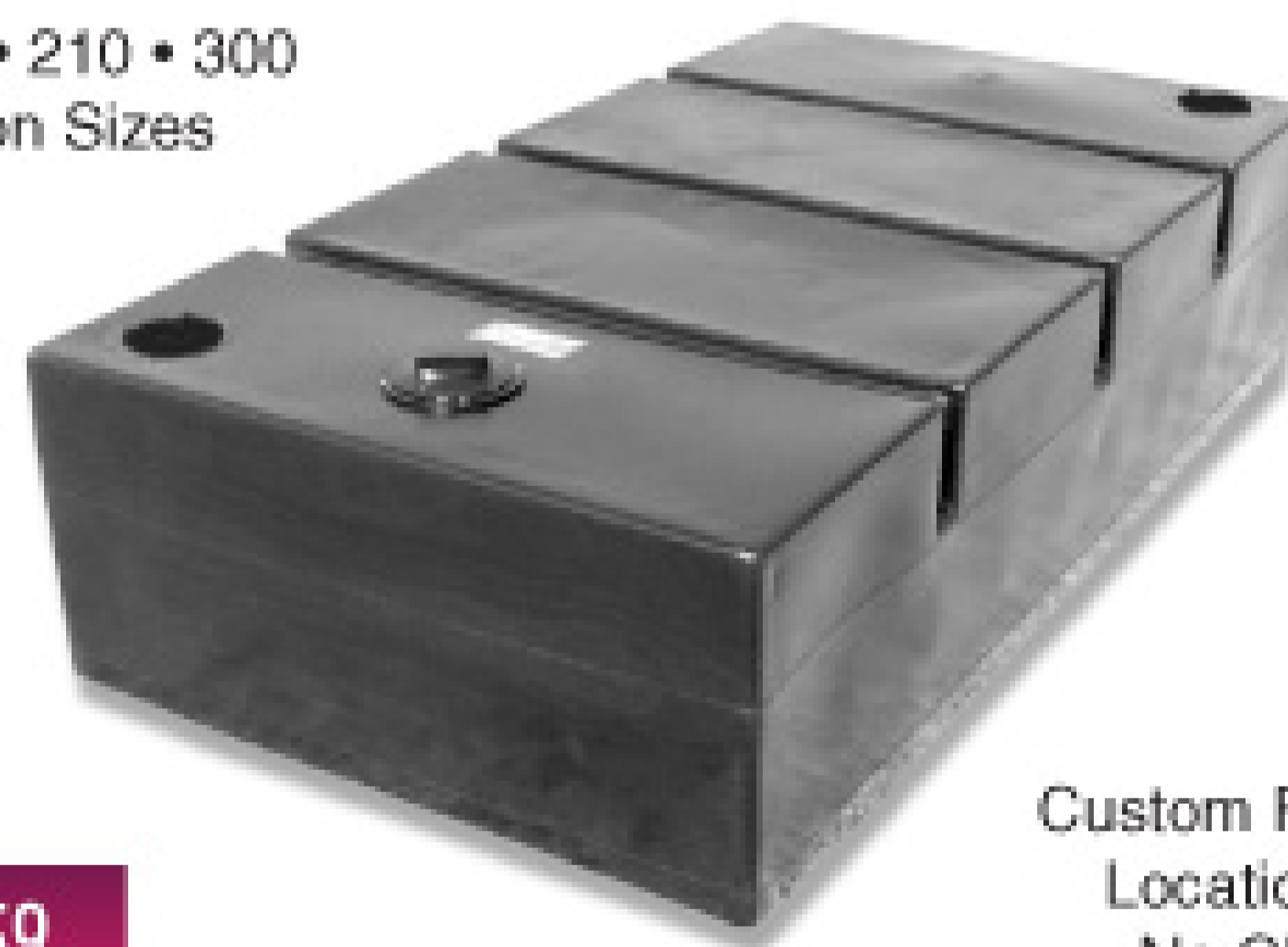


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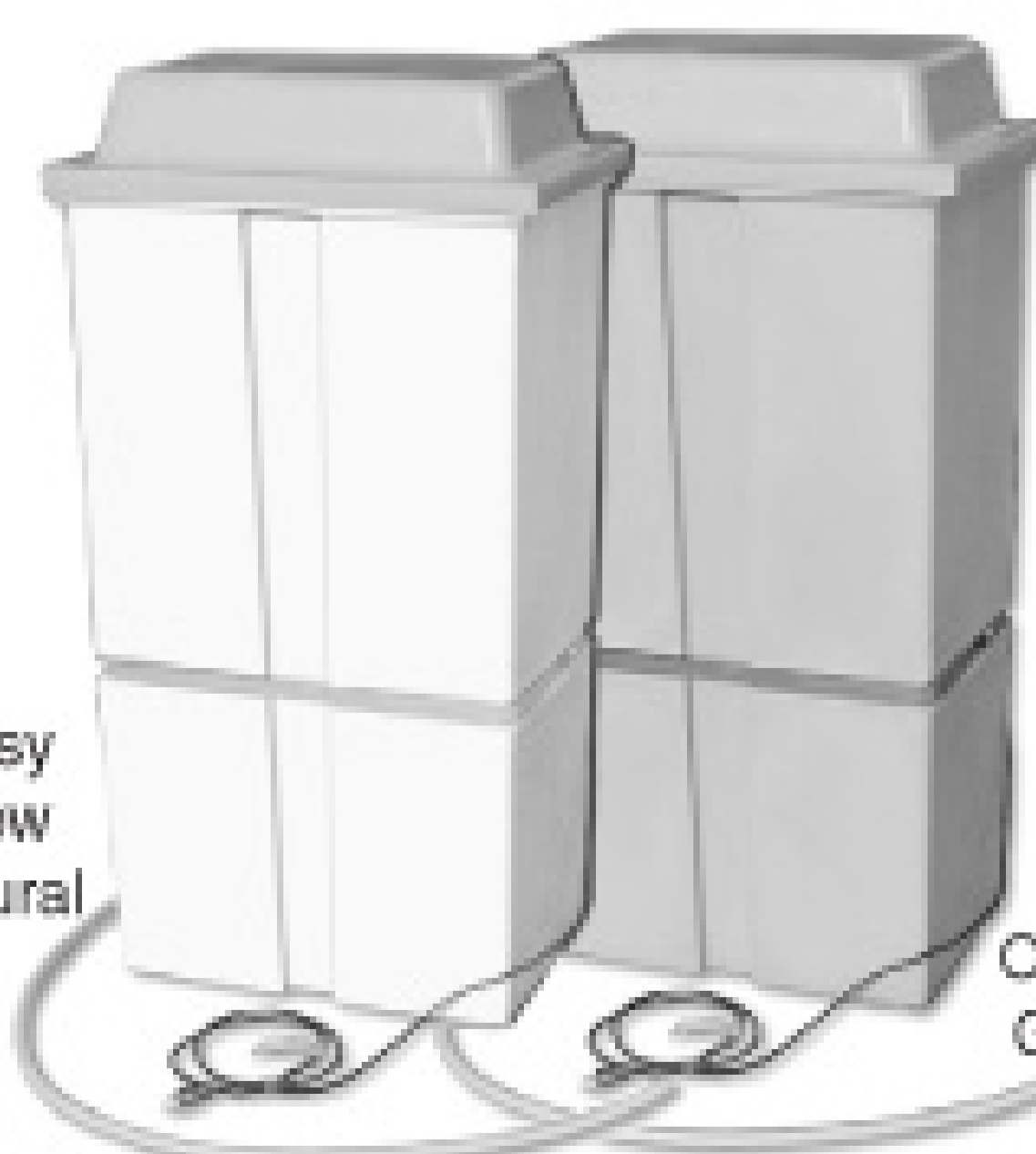


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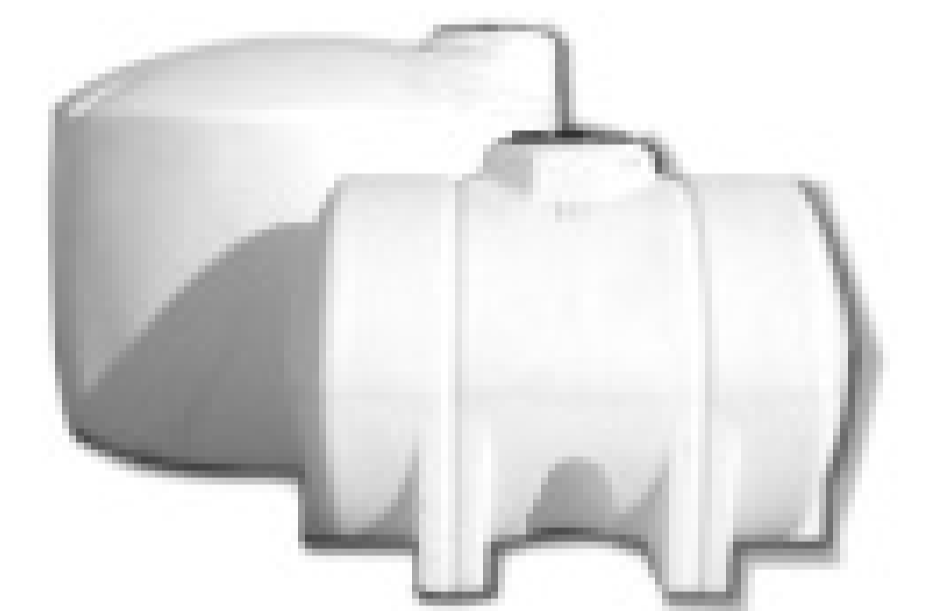


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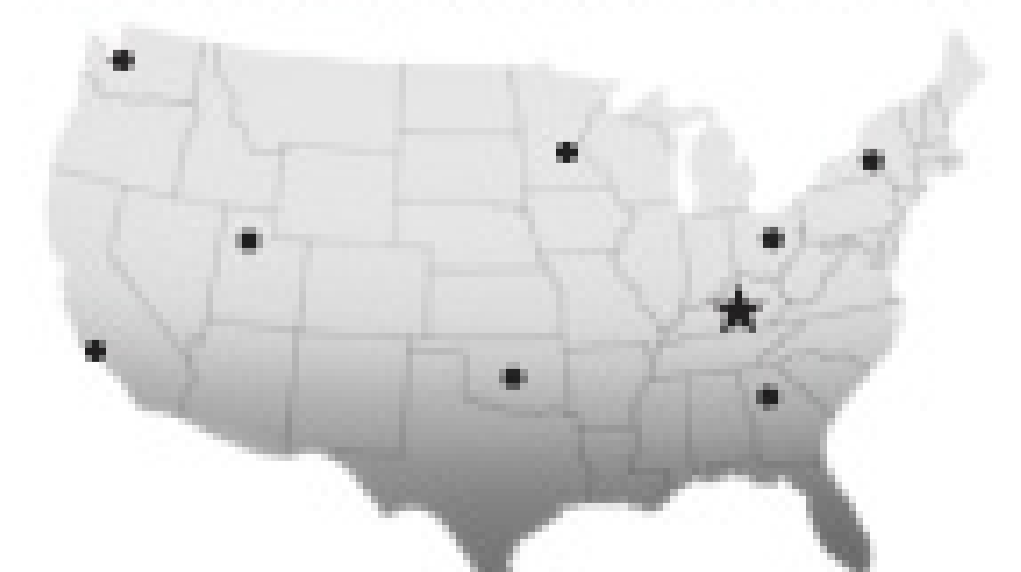


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2001 IH 4700, DT466E, Allison auto, non-CDL, air brakes, new MEC 6500 vacuum pump, new 1100/400 vacuum tank.



Booth 5211, 5213, 6211



2000 Freightliner, Detroit 60 series (430/470 hp) w/fresh overhaul, 10-speed, double frame, new Wally 753LNHR vac pump, new 3400 gallon vacuum tank.



2004 Kenworth T300, Cat C7 (210 hp), 6-spd., 33K GVW, new Wally 753HR (350 cfm), new 2600 gal. aluminum vacuum tank, 2-yr. nationwide drivetrain warranty.



2000 IH 4700, DT466, Allison auto, non-CDL, new MEC 8000 vac. pump, new 1800 gal. vacuum tank.



1998 Freightliner FL60, Cummins 5.9 (210 hp), 6-spd., Masport H75V vacuum pump, General 47 series triplex, 1100/200 gallon vacuum tank.



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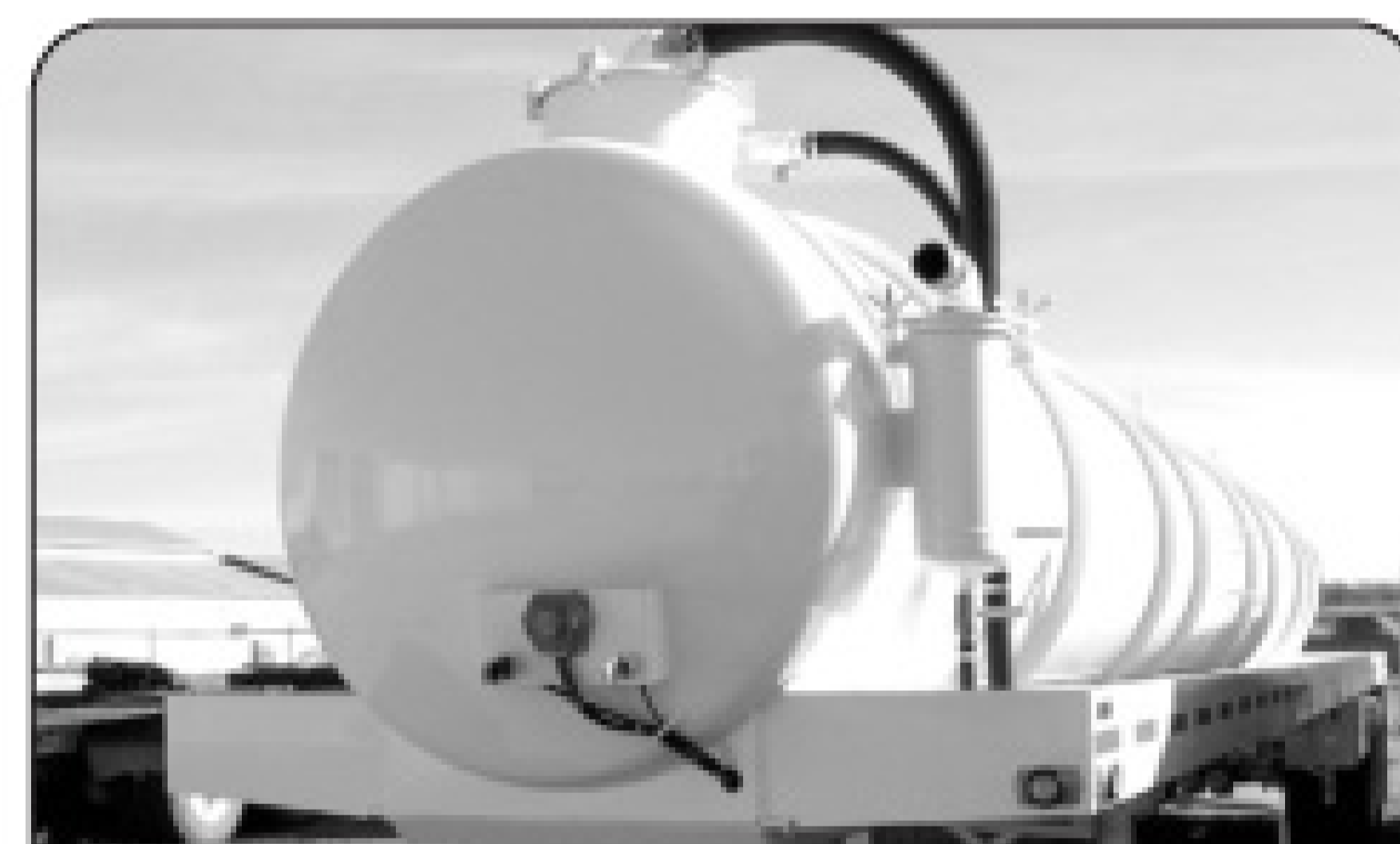


1990 IH 9400, Cummins NTC350 w/fresh inframe, 9-spd., new Wally 753LNHR vac pump, 3500 gallon vacuum tank w/full opening rear door.

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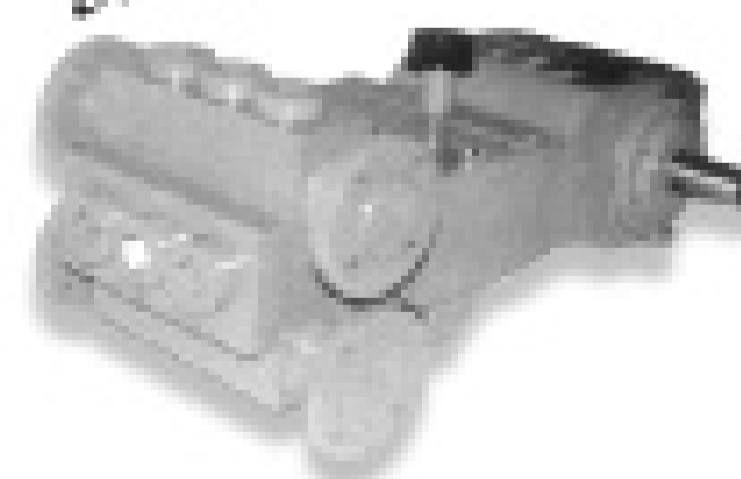
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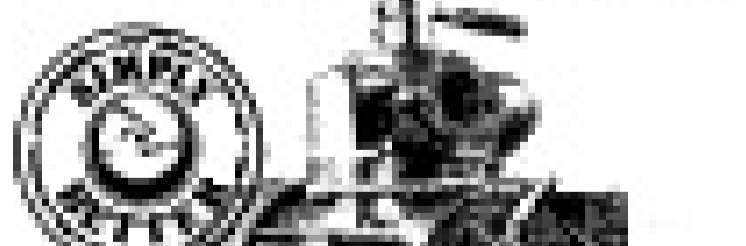
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Septic Tank Pumping & Grease Business in Tennessee: Owner retiring, family owned, in business for 20 years. Two trucks: 2002 Peterbilt, 3,000 gal. tank; 1999 Chevrolet, 2500 gal. tank, garage kept and regularly maintained. Great opportunity for growth. \$160,000 last year; \$200,000 this year. Residential & commercial. \$250,000. 865-579-5699. Ask for Bob or Patti. (P2)

Business for Sale: Portable Toilet Business located in Northeast Florida. 200 toilets, 2 trucks and 1 trailer. All units and equipment in excellent shape. More info., call 904-237-0941. (P2)

FOR SALE: Septic and Portable Toilet Business located in Holland, Michigan. 10 toilets, 2 sinks, 1 truck. \$5,000 buys all! For more info. call 616-548-5128 or email me: smscamaro75@yahoo.com. (PT3)

FOR SALE: Northern New Jersey septic installation and pumping business. Company grosses average \$400K/yr. 2001 Sterling 2800 gal. pumper, 2 excavators, dump truck, low boy tractor trailer, 2004 Mitsubishi box/utility truck stocked with all tools and fuel tank. Work already in pipe-stream. Loyal client base and excellent referrals. Owner relocating. Any reasonable offer considered. Serious offers only please! Call 973-332-5374 for details. (P2)

BUSINESSES

MINI-BIODIESEL PLANT ASTM B100 - Turnkey Factory 200,000 to 2 million gallons per year. 818-760-2823. www.stopxon.com. (P3)

FOR SALE: Septic pumping business with portables located in Tomahawk, WI. 36 years in business. Owner wants to retire. \$220,000. Call VR Business Brokers. 715-833-1510. (P2)

LOOKING TO PURCHASE: Septic and/or Portable Restroom Business around the Charlotte, NC area. Interested sellers please call 704-929-1845. Email mike@arisrentals.com. (PT2)

FOR SALE: 23-year-old restaurant service company specializing in hood system cleaning and ceiling restoration. Serving WV, OH and KY. Large loyal customer base. Grossing average \$500,000. All vans, equipment and experienced service techs in place. \$300,000. Will train. 304-372-2158. (CP7)

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FOR SALE: Septic and Portable Toilet Business located in White Mountains, Arizona. 150 toilets, 2 ADAs, 3 trucks. For more info, respond to: 11448 East Monte Ave., Mesa, AZ 85209. (PBM)

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Long Island, New York: For Sale: Cesspool, Septic, Sewer and Drain Cleaning Company For Sale. 2 pump trucks, 2 porta-pottie trucks (service and delivery). Quality workmanship, has established 3000+ loyal customer base. Great opportunity for right person. Jump in on busy season! Money maker! Debt free! Office/shop/yard also available. Call for more information. 631-472-0677. (PBM)

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2007 Sterling LT9500 with a new Presvac 3,500 gallon c/s DOT certified 407/412 vacuum tank dump type with full open rear door. Presvac PVB750 vacuum pressure pump (Stock #13294A). **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

2009 Freightliner 120 steerable tri-axle with new Presvac Powervac 3,800 cfm, DOT 412, wet/dry vacuum unit. 3,200 gallon tank with full open rear door with top loading boom. 450 hp MB engine with aluminum wheels and fully loaded. Buy or rent. KLM Companies/KLM Rentals Inc. Call 781-934-5437. (P2)

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2008 Peterbilt 340 with a new Presvac 3200 gallon (US), C/S, DOT certified, full open rear door, dump-style unit. (Stock #13306 A&B) *In production.* **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

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2001 Spartan model 798 high pressure jet, 4000 psi, only 142 hours, very good condition. \$17,500. 330-539-6823. (CP2)

JETTERS-TRAILER

1993 SECA model 747 4000 trailer jet, 4 cyl. diesel, Myers pump, 18 gpm, 4000 psi. Was a city owned unit. 714-639-8352. **www.empireequip.com.** (CPBM)

American Water Blaster Model WBD90. Delivers 10 gpm @ 10,000 psi. Detroit diesel 353 with Rockford PTO and stainless steel FE-85 Triplex mounted on a trailer. Well maintained, very good working condition. Asking \$14,000. Call 231-218-5398 with questions or e-mail roe@magnumsolvent.com. (CP2)

JETTERS-TRUCK

2001 SECA truck jet, Myers 35 gpm, 2000 psi water pump, 1000 gal. plastic water tank, new paint. Was a city owned unit. Located in Dallas. 972-938-1905. **www.empireequip.com.** (CPBM)

2003 Sterling LT7501 with a VacCon Model VPD4216LHA/ 1300 combination vacuum jetter unit. (Stock #4648C) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

New PipeHunter Model 38T44 jetting unit, trailer mounted unit, w/335 Poly water tank, 4,000 psi @ 25 gpm, 600' of hose and attachments. **IN STOCK!!! www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

1997 Sreco HV 2000 truck jet, 65 gpm, 2000 psi water pump, 1500 gallon aluminum water tank. Was a city owned unit. Located in Dallas. 972-938-1905. **www.empireequip.com.** (CPBM)

2006 Chevy C5500 with a Pipehunter with a Jet Eye camera and vacuum system. (Stock #13234) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

Vactor water jet on a 1998 Ford F-800, Cummins diesel, 17,338 miles, automatic, 1000 gallon water tank. Needs water pump. This truck is like new. 972-938-1905. **www.empireequip.com.** (CPBM)

JET VACS

1999 Vac-Con, 12 cubic yard on International, factory rebuilt engine 2005, running complete, 63,436 miles, 80 gpm, 2000 psi, PD, Spicer trans., articulating hose reel. \$98,000. 610-692-9160. (CPBM)

JET VACS

10/2002 Vac-Con on a 2003 Sterling, 8300 hours, 63,000 miles. 9-yard debris tank, 3-stage fan blower, 80 MPG Meyers/Cummins aux. \$107,000. 904 571-4688. (P3)

Vactor 2110 Mounted on a Ford L8000: Fold-down pipe racks, debris body flush-out. Call for many other options not listed. (Stock 1453). \$32,500. Call Joe 312-208-6373. (P2)

2006 2103 Vactor mounted on 2007 Sterling Acterra 4x2, auto, combo sewer cleaner, 500 gal. water tanks, 3.5 yd. debris tanks, PD blower, hydraulic pump 40 GPM @ 2500 PSI, 500' hose reel, 6' tubes, brand new condition, 11,000 miles. No CDL necessary. \$134,000. 561-718-2736. (CP3)

2000 Aquatech B-15 on a Sterling L9513, PD blower, 65 gpm, 2000 psi pump, rear hose reel, 1500 gallon water tanks, 15 yard debris tank. Was a city owned unit. Located in Dallas. 972-938-1905. **www.empireequip.com.** (CPBM)

1999 Vactor 2100 on a Sterling Chassis: CAT 3126 engine, Allison auto. trans., 80 gpm @ 2500 psi, accumulator, debris body flush-out, 4' extend. boom, fold-down pipe rack. (Stock 1445) Call Joe 312-208-6373. (P2)

1995 Vac-Con, reconditioned by Vac-con 2 years ago, 12-yard debris, 1500 gallon water, 80 gpm water pressure, 2000 psi, 74000 miles, runs good. \$64,000. 845-374-1161. (CPBM)

2001 Camel 200/10-yd. Ejector on Sterling LT7501. CAT 3126B, Allison MD3560, Myers 65 gpm/2000 psi, Dresser PD624. 120,000 miles. Well maintained. \$132,500. Call Eddie at 404-361-2738. (P2C3)

2001 Vactor: Domed rear door w/hyd. locks, hot shift blower drive, 8' hyd. telescopic boom, tela/rotating hose reel, debris body flushout, handlight w/bumper plug, folding pipe racks, street curb, retract. hand gun reel, low water alarm w/light. Call Joe 312-208-6373. (P2)

1998 VacCon V312THA on a Ford LT8000, 3-stage fan, 65 gpm, 2000 psi pump, extendible boom, articulating hose reel, 12 yard debris tank, new paint. Was a city owned unit. Located in Dallas. 972-938-1905. **www.empireequip.com.** (CPBM)

JET VACS

Jack Doheny Supplies Inc. offers a full range of late model combo units and DOT industrial vacuum loaders. Call us @ 1-800-3DOHENY. (CPBM)

1998 Vactor 2100: 1998 International model 2554 chassis, IH 530 E, 275 hp engine, Fuller RT8908LL trans., fold-down pipe racks, 80 gpm @ 2500 psi water sys., hydraulic rear door locks. (Stock 1444) Call Joe 312-208-6373. (P2)

1998 Vactor 2110 on a Freightliner FL80, 28,213 miles, 2-stage fan, 80 gpm, 2,000 psi pump off system accumulator. Was a city owned unit. Located in Dallas. 972-938-1905. **www.empireequip.com.** (CPBM)

1997 Ford Vac & Dig Model VND-S3 with air compressor, pressure washer, F series chassis, GVWR 33,000#. Price \$45,000. Call 503-969-9557 or 503-682-2723. (P2)

2002 VacCon V390LHA on a Sterling L7501, articulating hose reel, 10' extendible boom, 3-stage fan, pump-off system, 65 gpm, 3000 psi pump, new paint, excellent condition. Located in Dallas. 972-938-1905. **www.empireequip.com.** (CPBM)

Vac-Con model VPD4209THA on a 1997 Ford, **PD blower**, 4200 cfm, articulating hose reel, extendible boom, new white paint. Was a city owned unit. In excellent condition. 972-938-1905. **www.empireequip.com.** (CPBM)

Low hours, 1995 Vac-Con, 12-yd. debris, new water pump, newly rebuilt Roots blower, auto. trans., AC, tank vibrator, privately owned. \$65,000. 1-800-930-1123 or 954-981-2133. (CPBM)

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MISCELLANEOUS

DISCOUNT ALUMINUM: ARE YOU PAYING TOO MUCH? 1,000 lb. minimum quantity. 5052/5454/5083/5086. .063 - 5.0" thick. All widths. Contact Jayson. 1-888-540-0066. (PBM)

FULL OPEN DUMP TANK, 2000 gallons, mounted on 1987 Ford F700, diesel, 5 speed, 310 CFM vac pump, big tool boxes, same owner since 1989. \$8,900. 405-235-8600. (P4)

Top quality aerators at wholesale prices. We have replacement units for most name brands and also carry Linear Regenerative Rotary Vane pumps. Flagg Air, Gast, Thomas, FPZ, Secoh, Medo and more. Call a company that understands aerators and aeration systems. Septic Services Inc. 800-536-5564. (CPBM)

FOR SALE: 1,000 gallon dual compartment septic tank form, top pour, excellent condition. \$5,000. Ph: 724-475-4625. (P3)

PARTS & COMPONENTS

For Sale: Used Hibon Blower 9100 type SIAV100, used Hibon Blower STAV501, (2) used vane pumps #31817. 330-270-9900 ext. 3. (P3)

PORTABLE RESTROOMS

Excess PolyPortable units in good to very good condition in North Georgia. \$175 each. E-mail toilets 4sale@bellsouth.net. (P2)

New and used Synergy & Satellite portable toilets. Also various used portable toilet service trucks for sale. Call Tony 256-310-4714. (PT2)

26 Blue Satellite Tufways. Very good (\$250) to excellent (\$350) condition. Two Blue ADA units \$300 and \$800. Quantity discount. Southern NM. 505-443-3805. (P2)

USED PORTABLE TOILETS: In Chattanooga, TN. Satellites, PolyPortables, and PolyJohns ready to rent. Nearly 200 units to choose from. \$195 each. Can deliver 24 units at a time @ \$2.25 a mile. Also available 100 Synergy Ultras VIP toilets used only for special events, like new. 30 units are 6 years old and 70 units 5 years old. Sold only as group for \$32,000. Call Charlie 423-894-9994 or e-mail charlie@pitstopportables.net. (PT3)

Over 500 grey PolyJohn units next to new condition. Starting at \$200 each. Ready to earn you money! Located in SW Florida. Call 888-697-6943; erin@amberjack-inc.net. (PT5)

FOR SALE: 200 plus PolyJohn portable toilets. Job site ready. 100 aqua; 100 tan. 281-351-5921 or 281-541-7448. Houston. (P2)

FOR SALE: Used portable toilets: Polysans, Hightechs models in Northern Ohio. \$100 to \$200 each. 419-466-1349. (PT5)

FOR SALE: PORTABLE TOILETS: 500+ PolyJohn standard tan units; 500+ PolyPortable standard tan units; poly skids, white tops & corners. Good to very good, excellent condition. Save 50-60% off cost new. Quantity order discounts. Call Bob Sartor in Fla. at 352-796-4540. For serious buyer, can arrange shipping. (PTBM)

Portable Toilets: Poly constructed, molded seat, urinal, latching door. Handicap accessible units available. New and used. CCI/Brian Touey 805-896-3777. (PBM)

Over 600 PolyJohn units 1-2 years old. Starting at \$300 each. Minimum purchase of 26 units. 772-562-4604. kim@reliablepolyjohn.com. (PBM)

PORTABLE RESTROOMS

PORTABLE RESTROOMS: Used PolyJohn Fleet unit portable toilets. Brown in color. Good condition. \$150 each. Volume discounts. Call John at 352-266-4036 or email john@floridaexpress.us. (P3)

PORTABLE RESTROOM SINKS

(4) PolyJohn 2-person sinks, (27) PolyJohn 4-person sinks. All have soap dispensers and paper dispensers. Ready to go on a job site or festival grounds. All must go. \$250 each. 989-746-0009. (P3)

PORTABLE RESTROOM TANKS

500 gallon waste only tank. Ready to use. Battioni pump w/8 hp Kohler, steel tank. \$5,000. N.E. Texas. 903-455-3220. (P2)

100 new and slightly used PolyJohn tanks for sale. Buyer must pick up or arrange transportation. Chicago area. Email for pics: portableservicesinc@gmail.com. Eric 815-838-7000. (PT2)

Single or multiple compartment tanks. Choose mild, stainless, or galvanized steel. Capacities from 100 to 6000 gallons, any diameter. Parts and accessories to build your own and save money. 800-545-0174. www.tanksandpumps.com. (PBM)

PORTABLE RESTROOM TRAILERS

(31) Used restroom trailers, some need repair. Great winter project! Located in Portland, OR. Send e-mail for photos and details. These trailers will be sold cheap and quick! E-mail sanipot@comcast.net or call Bruce Phillips at 503-519-6959. (PT3)

RESTROOM TRAILERS FOR SALE: New in 2007. Various sizes available. Ready for immediate use. 410-266-7812 or go to www.restroomtrailers.org for pictures and details. (P4)

Restroom Trailer - Platinum Series: 30', new and used. Women's - 4 stalls, 2 sinks. Men's - 2 stalls, 3 urinals, 2 sinks. CCI/Brian Touey 805-896-3777. (PBM)

PORTABLE RESTROOM TRAILERS

Nu Concepts VIP 2-unit, \$3,500 & 4-unit, \$6,500. Double axle trailers. Two, nice equipment. 2-unit high capacity trailers, \$4,500 each. All trailers are in good condition, used for the movie industry. www.KKPV.com. 949-673-1999. (PT2)

1997 Ameri-Can 32' Restroom Trailer: 7 women's stalls, 3 mens stalls, 4 urinals. Ready to rent. 920-979-7713. (PT3)

Restroom Trailer - Gold Series: 32', new and used. Women's - 5 stalls, 2 sinks. Men's - 2 stalls, 2 urinals, 2 sinks. CCI/Brian Touey 805-896-3777. (PBM)

New and used **RESTROOM TRAILERS** available immediately. 8 to 34 foot luxury trailers. Comforts of Home Services Inc. 877-382-2935. (PBM)

PORTABLE RESTROOM TRUCKS

1999 F-550 Satellite, 600/350, 7.3 diesel auto, Conde Super 6 vacuum pump, tires 90%. \$18,000. 208-879-2800 Idaho. (P3)

2006 Ford F550 diesel, 950 gallon tank, 650/300 85,000 miles. Excellent condition-going to bigger truck. Ready to go to work. \$39,000 OBO. 707-888-8686 or 707-224-8258 Sam. (P2)

2005 F550 Ford, 2WD, 6-speed manual, 71,000 miles, white, 600 waste, 250 fresh, 12 volt water pump, Jurov vacuum pump, PTO-operated, good spare/tires, 2-unit carrier. Excellent condition. Mississippi. \$26,000. 662-803-1592. (P3)

1995 F-250 club-cab 4x4, 7.3 diesel, auto., 186,000 miles, 300/100, Conde Super 6 vacuum pump, 5 HP Honda engine, tires 75%. \$15,000. 208-879-2800 Idaho. (P3)

2000 Int. DT466 E 210 hp, 7-spd., AC & cruise, 170K, 2-compartment Presvac tank, rebuilt pump, 2-carrier, fold-down & ball hitch. \$16,500 OBO. Indiana 765-489-5559 or mobile 765-914-7583. (P2)

1998 International 4700 with a 1,500 US gallon, 2-compartment (1100/400 split), carbon steel, portable toilet service unit. (Stock #8734V) **www.VacuumSales Inc.com, (888) VAC-UNIT (822-8648).** (PBM)

PORTABLE RESTROOM TRUCKS

FOR SALE: 2005 Lanes portable restroom truck, C-5500 Chevrolet, 1000 waste, 250 fresh, Conde pump, fresh water pump. \$40,000. Please call 608-742-2648. (P2)

1998 Chev. 3500 dually gas, 4x2 auto, 500/200, M-2 vacuum/pressure, 8 HP Honda engine, 103,000 miles, tires 90%. \$15,000. 208-879-2800 Idaho. (P3)

1999 Freightliner FL60 with a 1000 waste, 250 mix, 250 water, stainless steel, portable toilet service unit. (Stock #2104V) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

1996 International 4900 Series. White, DT466, 6-speed, A/C, P/S, A/B, 11R22.5 tires, 12 ft., 21 rear, Masport pump system, 1600 gal. sewage, 500 water, hose reel, (2) unit HD rack, 250,000 miles. Solid front-line unit. Very good condition. \$22,500 OBO. 352-796-4540. (PTBM)

2007 Chevy C7500 cab & chassis with a new 1500 waste, 500 water, aluminum portable. Call for pricing. (Stock #13289) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

2001 4700 International, 25500 GVW, engine DT466, 7-spd./OD, A/C, air brakes, 3-compartment tank (450/850/200), M-10 Moro vacuum pump, spot lights, pressurized water spray down & fill, restroom carrier. Pictures www.acoinc.com/classified. Located Salt Lake City. \$38,000. 208-362-3193. (P2)

1994 International 4900 Series. White, DT466, 6-speed, A/C, P/S, A/B, 11R22.5 tires, 12 ft., 21 rear, Masport pump system, 1600 gal. sewage, 500 water, hose reel, (2) unit HD rack, 382,000 miles. Good standby/ spare service unit. Average condition. \$18,500 OBO. 352-796-4540. (PTBM)

1979 F-360 gas dually w/40,000 miles on new engine, 4-speed, 270/100 tank, new 8 HP Honda engine, new Masport M-2 vacuum/pressure pump, tires 90% plus extras. \$10,000. 208-879-2800 Idaho. (P3)

2004 GMC 5500 with a 1,000 US gallon, 2-compartment (700/300 split), carbon steel, portable toilet service unit. (Stock #0226V) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

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PORTABLE RESTROOM TRUCKS

2000 F-550 Satellite, 600/350, 4x4 7.3 diesel auto, 136,000 miles, Super 6 Conde vacuum pump, tires 90%. \$20,000. 208-879-2800 Idaho (P3)

(2) 2005 335 Peterbilts, none CDL, 40,000 miles, like new, auto, air, 1500 waste/500 water with pressure washer, Progress tank, 2-unit carrier. \$68,000 each. 606-835-3459. (PBM)

2001 International 4900 Series. White portable toilet pick-up, delivery and service unit. 12 ft., 18 rear, Masport system, hyd. brakes, P/S, A/C, 10' deck with hydraulic lift gate. Unit carries 4 toilets. 38,000 miles. Excellent condition. \$28,500 OBO. 352-796-4540. (PTBM)

1999 Isuzu FTR, 190 hp, 6 cyl. diesel, 25,900 GVW, new Allison auto with 2-yr. warranty, Jay's Inc. 1,300 gallon 800/500 split, National 190 cfm vac. pump, Burks DC-10 wash down pump, heated dump valve, heated bucket fill, heated water pump, 60' hose reel, 2-unit toilet carrier, and more. 123,800 miles. \$35,000. Call Dale 708-878-4391. Located in Illinois. (PBM)

2002 International Pumper Truck: 4700 series, DT466, automatic, air brakes, 1200 gallon waste, 300 gallon fresh water, Masport 75 pump. CCI/Brian Touey 805-896-3777. (PBM)

2006 C5500 Chevrolet, miles in 40s with aluminum and steel tanks. Still under warranty. Slide-ins 600/250, \$9,000. Portable toilet transport trailers: 8, 10, 12, 14, 16, 20 haulers. New portable toilet trucks and new and used septic trucks. We stand behind everything we sell. Lane's Vacuum Tank Inc. 1-800-592-3308. (PBM)

PORTABLE SHOWER TRAILERS

2004 Ameri-Can Shower Trailer: 8 unisex stalls. On-demand propane hot water, fresh water hook up or 300 gallon on board. 920-979-7713. (PT3)

POSITIONS AVAILABLE

Experienced pumper/sewer machine tech, must have CDL and be willing to make this job a career. Well paid with excellent benefits. Cent. Illinois. 217-337-5996. (P2)

POSITIONS AVAILABLE

Established Waste Equipment Dealer seeks experienced waste water equipment Sales Representative in Mid-Atlantic region. Extensive travel with base salary, commissions, company car and expenses, and excellent benefits package. Call 757-328-7623 or forward resume to hr@midatlanticwaste.com. (P2)

Plumbing company in Florida seeking enthusiastic class B CDL tanker endorsement licensed pump/vac truck operator. Experience preferred. Medical, 401K, holidays, vacations. 1-800-930-1123 or 954-981-2133. (CPBM)

SBP, Inc., a Northwest Florida-based company, is seeking qualified personnel willing to travel. If you are experienced in cured-in-place pipe lining, high pressure cleaning and video and/or manhole or lift station rehabilitation using epoxy lining systems, fax your resume to 850-478-4507 to the attention of Wanda Murphy. (P1)

Looking to relocate to Sunny South Florida? Are you an experienced plumber or sewer and drain professional? Then you deserve to earn \$80K/year, \$5,200 bonus and a new truck and full benefits. Please call Don at 1-800-930-1123 or 954-981-2133. (CPBM)

LELY MANUFACTURING SEEKS AN INDIVIDUAL with strong Sales and Communication skills with 8-10 years experience in the Waste Handling Industry to oversee and actively participate in all aspects of Sales of Lely Waste Handling products. Interact with customers in the South Eastern regarding their Tank requirements and follow up during the entire sales process. Excellent salary, vehicle, expenses, and benefits. Submit cover letter and resume to plangebeeke@lely.com for confidential consideration, or Lely MFG, Inc, PO Box 789, Wilson, NC 27894. See our web site www.Lelyus.com. (T1P2)

PUMPS-SUBMERSIBLE

Wholesaler for Hydromatic, Zoeller, Myers, Liberty and ABS pumps. We also supply Grinder pumps and basins. Will help you size them. Septic Services Inc. 800-536-5564. (CPBM)

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2 NEW NVE VACUUM PUMPS: NVE model 355 (367) w/manifold, 316 cfm, \$2,645; NVE model Mec 5000P CW, 195 cfm, \$1,395. Also available mounting frame for Mec 5000, \$250. Couplings and right angle drives also available. Call 1-800-362-0240. (P2)

460 Challenger pump, approx. 7 years old, clockwise rotation. \$1,000 OBO. Day 810-560-3268; Evening 734-878-5228. (PBM)

Complete line of Moro, Conde and engine-driven, stand-alone pump systems, DC10 washdown pump. Call us for any of your vacuum truck parts from shut-off valves, primary and secondary valves, hoses, vacuum pumps and drive systems. Septic Services Inc. 800-536-5564. (CPBM)

New **Masport** pumps and genuine **Masport** components. Compare our price before you buy. W-K Machine & Supply Co. Call 1-800-633-8947. Distributor. (PBM)

Vacuum Pumps - New, used, or rebuilt. 30 to 900 cfm. All major brands; air, water, or fan cooled. Rebuild specialists - rebuilt PB, M3, M10, and others available. 800-545-0174. www.tanksandpumps.com. (PBM)

Need a vacuum pump for your portable pumper? Try our new 30 cfm, 12 volt system. Less noise, no fuel. Automatic oiling, cheaper than a gas engine. 800-545-0174. www.tanksandpumps.com. (PBM)

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1993 GalBreath Single Container AC2 roll-off trailer, traveling head. Running gear, brakes and tires at 70% or better. Just sandblasted and painted. \$25,950. KLM Companies 617-909-9044. (P2)

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Large quantity of Tyvek, Saranex and CPF3 suits, slush boots. Rubber, leather and nitrile gloves. Fittings and tank entry equipment. Retail value over \$300,000. Sale price \$150,000 OBO. Will separate. 716-284-1260 or 716-510-2482. (CP4)

SEPTIC TRUCKS

1990 Ford Cargo Star 8000, diesel, 2500 gallon waste, 200 gallon fresh, good truck. Located in Wyoming \$12,000. Call 307-630-2717. (P3)

1996 Int. ME 530 motor, 8-speed trans., tandem, 20,000 ft., 46,000 rear, 3700 gal., bought new 1998, one owner, well maintained w/paperwork, 244,000 miles, in-frame engine rebuild 241,000, H20W Masport, extra H15W w/rebuild kit, 2 Rigid snake machines. \$55,000 firm. Selling due to health. Pictures, info. 540-987-9468 Mike. (P4)

2005 Int. 7600, auto trans., 4000 gal. dump body, Wittig RFW150 DUR pump, steerable lift axle, Alcoa alum. wheels, 18,000 front, 20,000 rear, 60,000 miles, heated valves. Very nice truck. \$124,900 OBO. 513-260-7211, 513-738-3902. (P2)

1977 International 4300, 290 Cummins, 3000/100, 260 Jurop vacuum/pressure pump, tires 75%. \$12,500. 208-879-2800 Idaho. (P3)

1993 Mack CH613 350HP, Mack engine with 40K air ride rear with 14K ft. axle. 3,200 gallon Marsh vacuum tank with Masport 350 CFM liquid-cooled vac pump. Ready for work. \$29,500. 617-909-9044, KLM Companies. (P2)

FOR SALE: SEPTIC OR POTTY PUMPING TRUCK: 1991 Kodiak, 3116 Cat, Allison auto., A/C, AM/FM/CD, air seat, air brakes, single axle w/pusher, 2250 gal. waste, 150 gal. fresh, twin cylinder hoist, Moro M10 pump, 3" inlet, 4' dump, 24" manway on back, aluminum 2-potty detachable rack. Runs and looks good. \$20,000. Call Randy 660-947-7765 or 660-216-2051. North Missouri. (P2)

2004 Peterbilt Model 330, CAT motor, air ride susp., fully loaded, 3600 gal. Transway tank. Truck is like new, 50K miles, red. Asking \$82,000. 978-692-3085. (PBM)

1999 Vactor 2115, 1999 International, 15CF debris body, Roots PD vac. blower, 8' hydraulic boom w/joystick, hydraulic rotating hose reel, 600'x1" sewer jet hose, 80 gpm @ 2000 psi water jet system. Call for full specs and details. 305-251-8104. (P4)

Are you looking for a good used pump truck from 500 to 4000 gallons ranging from \$5,000 to \$37,000? Call Jerry at 918-381-9072. (P3)

SEPTIC TRUCKS

1994 Kenworth W900, 4500 gal., 425 Cat, 10-spd., 460 pump with 4500 gal. quad axle pup, \$65,000. 1999 FL-80, 3300 gal., 285 hp Cummins, 360 pump, \$45,000. Both daily drivers and good condition. Dan 269-420-1939. (P2)

1990 International, 2500 gal., good runner, A/C, Moro pump, 70 gal. fresh water, clean truck, single axle. \$19,000 OBO. Located in AZ. 928-667-0021. (PTI3)

1997 Peterbilt Model 357, CAT 3306 motor, Fuller 8-speed trans., 4200 gal. Transway tank, 800 Transway pump, 220K miles, red. Excellent condition, ready to work. \$55,000. 978-692-3085. (PBM)

1994 Ford LTLA 9000, 52 GVW tandem, Detroit diesel 350 hp, locking differential, engine brake. 2600 gallon tank and 400 cfm liquid cooled pump both 2 years old. New clutch. \$37,500. Colorado 719-748-3721. (P2)

1990 Ford F-800 Gray Water pump truck: Diesel, 5-speed, 48,000 miles, 1650 gal. poly tank mounted on a 15' flatbed, newer gas driven trash style pump, hoses, new clutch, excellent cond., and newer paint. \$11,000 firm. 541-923-0411. (P2)

1994 Freightliner, 3176 Cat engine, 10-speed, 260 Jurop vacuum pump, two-year-old 3,500 gallon tank, heated valves, \$42,000 OBO. Call for pictures. 920-743-8801. (P2)

2001 Intl. DT-466, 7-spd. tandem, new 3600 gal. tank, Masport 350 cfm vacuum pump, 237,000 miles, \$49,000. 2000 Intl., DT-466, auto., new 2300 gal. tank, 350 cfm Masport pump, 147,000 miles, \$44,000. Other new & used toilet & septic trucks available. Everything we sell has warranty. Lane's Vacuum Tank Inc. 1-800-592-3308. (PBM)

2007 Peterbilt 340 with a new Presvac 3600 gallon (US) aluminum vacuum tank unit. (4) 2008 Models Coming Soon. (Stock #13297A). **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

1985 International, 400 Cummins, 145,000 on inframe, trans. rebuilt, new PTO and Wally pump done by Intl. dealer, 3400 gal., A/C, 70% rubber, good runner. \$22,000. In AZ. 928-667-0021. (PTI3)

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SEPTIC TRUCKS

1988 Ford Pumper, LN900, new engine, 3500 gallons. Call 610-767-5202. (P2)

FOR SALE: SEPTIC PUMPING TRUCK: 1995 Ford L9000, twin screw w/diff. lock and hi/lo rearend, 60 series Detroit, Allison auto., air brakes, 3400 gal. w/twin cylinder hoist, 3-month-old Moro M10 (235 cfm) reversible, hydraulic driven pump, 4" inlet, 6" outlet w/6" to 4" adapter, 24" manway on back, 24" manway on top. Unit in very good condition. Used every day. \$34,000 OBO. Call Randy 660-947-7765 or 660-216-2051. North Missouri. (P2)

1988 Ford LTL 9000 w/3500 gal. hyd. dump/door vacuum tank, Cat 400 hp engine, Fuller trans., air ride susp. Ready for work. \$28,900. 617-909-9044, KLM Companies. (P2)

1994 FL 70 Freightliner, 1620 gal. full door dump, new Masport water cooled pump, new tires, new brakes, 6" air dump, 125-gal. wash-down tank. Excellent condition. One owner. 605-286-3359. (P3)

2001 Ford F-750, 2,000 gal. steel tank, 3" intake valves, 6" discharge, newer Battioni pump. Needs engine rebuilt & clutch. 7.3 Intl. powerstroke. \$12,000 OBO. 231-679-1234 Mich. (P2)

Pre-owned Coleman tank (tank only), 3,500 gallon, c/s vacuum pressure tank. (Stock #VS102V) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

1998 Ford with a Cusco 5,000 gallon c/s vacuum tank. (Stock #7300C) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

1984 International S2300 vacuum pump truck, 2600 gallon tank with Moro M10 pump. Good starter or backup truck. \$19,500 OBO. 229-834-4775. (P4)

Pre-owned Presvac tank (tank only), 3,500 gallon, c/s vacuum-pressure tank. (Stock #VSIT01V) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

2007 new Acro trailer, new Acro 7,000 US gallon aluminum vacuum pressure tank. (Stock #13273 A&B) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

SEPTIC TRUCKS

2006 Sterling Acterra, Mercedes-Benz powered, has 22,000 miles. Direct drive pump R260. Price: \$56,420. 850-682-4021. (P2)

1985 Ford F-8000 pump truck, 2500 gallon, Battioni pump, 3208 CAT engine, Eaton transmission. \$12,000. 386-566-2277. (P3)

Need a tank and truck, any size, any make truck? Let us help you get the best deal. Custom built to your specs. For information and a price quote call 800-545-0174. **www.tanksandpumps.com.** (PBM)

SHOWER TRAILER

Showers Trailer - Gold Series: 32', new and used. Men and women sides each have 3 private shower stalls with changing area, 1 restroom stall, 1 sink. CCI/Brian Touey 805-896-3777. (PBM)

SLUDGE APPLICATORS

Agco Terra Model #2004 Gator sludge applicator. Rebuilt engine this year. Has injectors in rear located in Ohio. Call 412-403-4027. (P2)

1987 I.M.E. Super/Jector 3500 gal. vac/pressure tank, 250 hrs. on 3208 Cat re-man. motor. Pearson PB8 vac pump, four-knife shank, tires 66x43.00/25 at about 60%. Unit in good condition. \$38,500 OBO. Day: 810-560-3268; Evening: 734-878-5228. (PBM)

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New Presvac 5,500 gallon, C/S, DOT, vacuum tank trailer. (Stock #13325) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

2007 new Acro trailer, new Acro 7,000 US gallon aluminum vacuum pressure tank. (Stock #13273A&B) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

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Pipeline Inspection Push Cam. EC-15LCD EELCAM ELITE (3 yrs. old), portable and compact color system complete with approx. 200' of 1/2" gel rod push cable, in-line sonde, color 15" LCD monitor #040405S, VCR, on screen counter with keyboard, reel brake, microphone, camera test port, (2) centering sleeves, heavy duty fold-up brief case style case for easy transport, \$5,500. Also EC-15LCD-DVD (1-1/2 yrs. old). Same as above except uses DVD instead of VCR. \$6,700. 813-323-7492. (CP2)

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1998 Cues TV grout unit, 34,880 miles, color camera, diesel, generator. 972-938-1905. **www.empireequip.com.** (CPBM)

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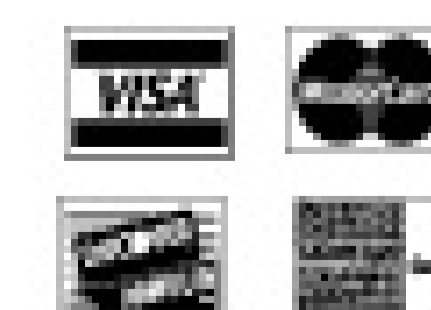
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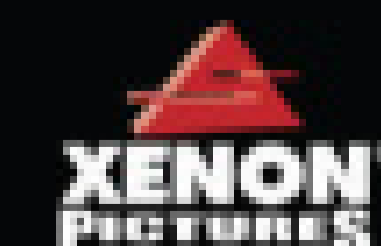
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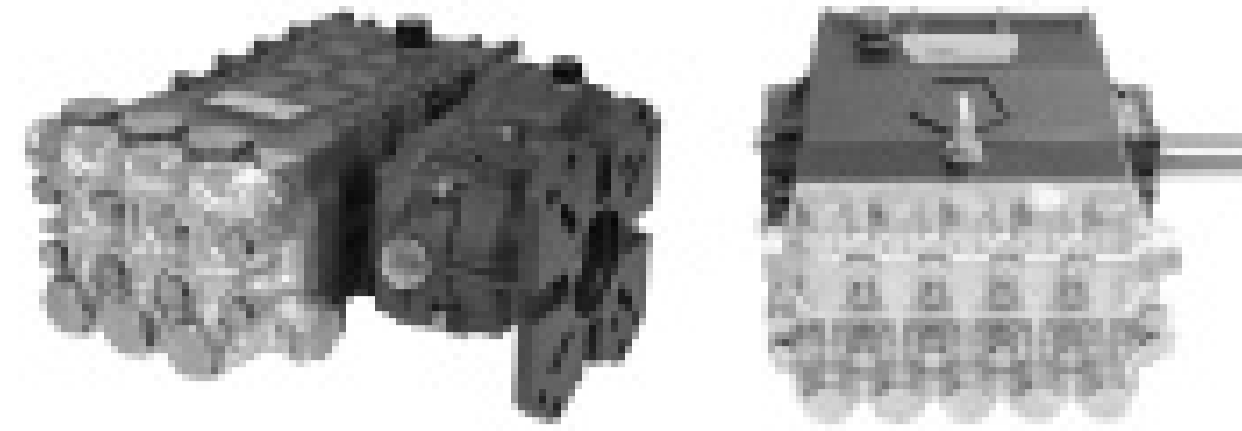
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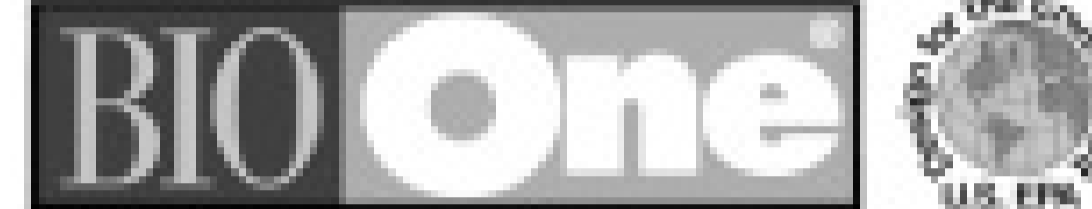
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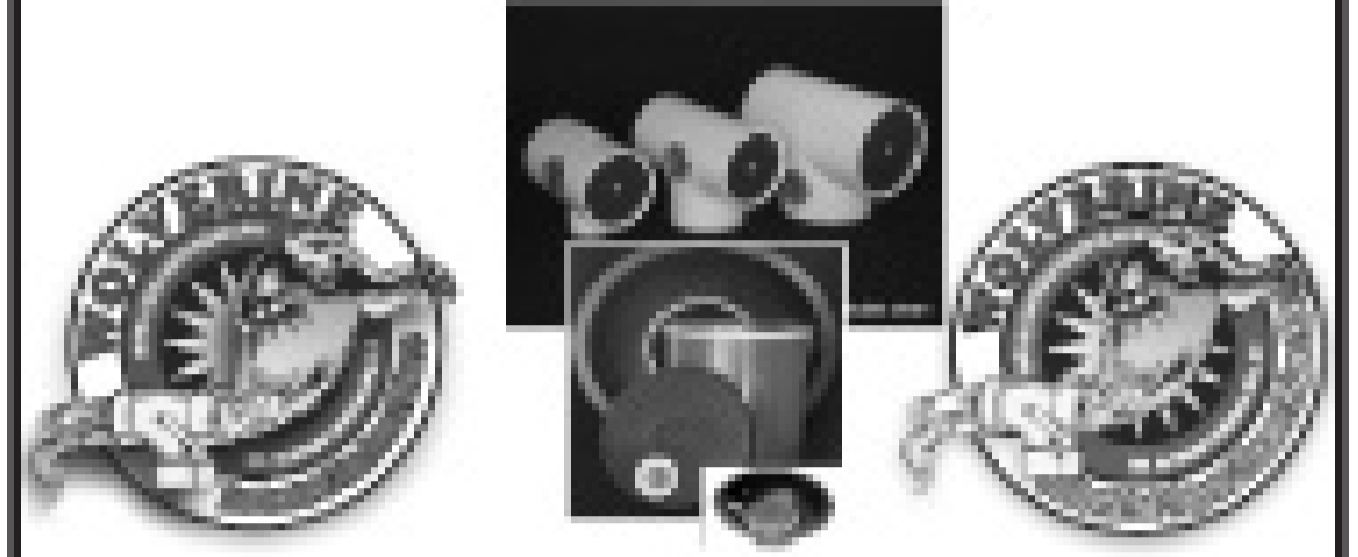
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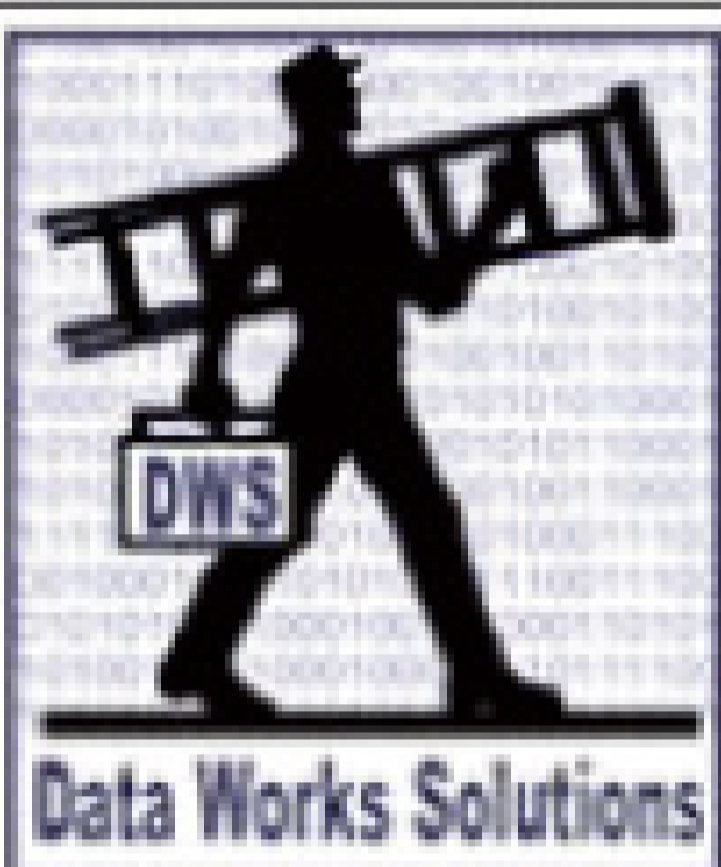
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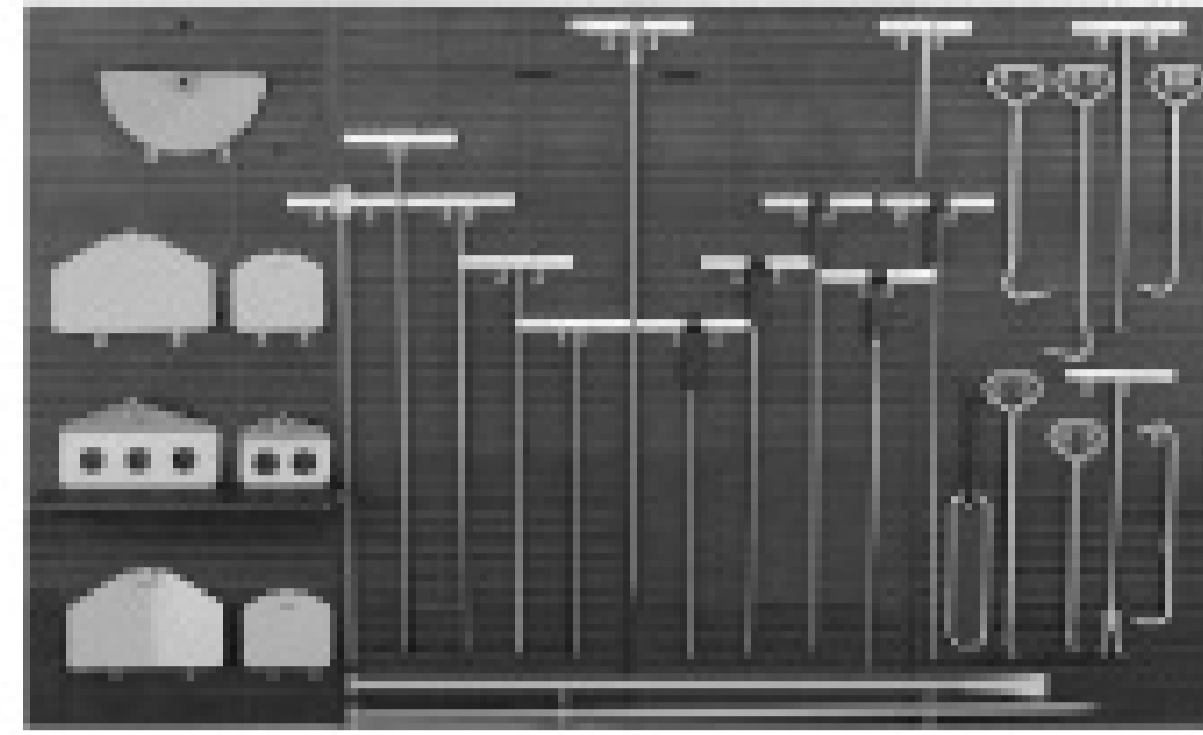
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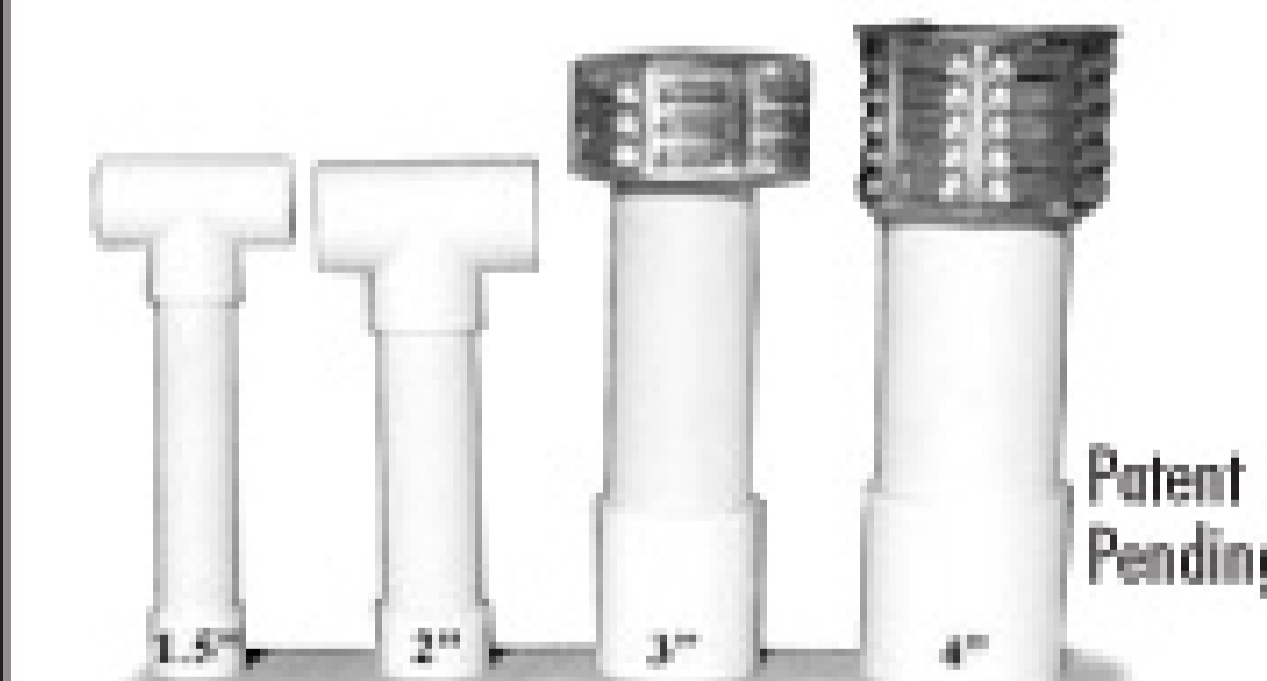
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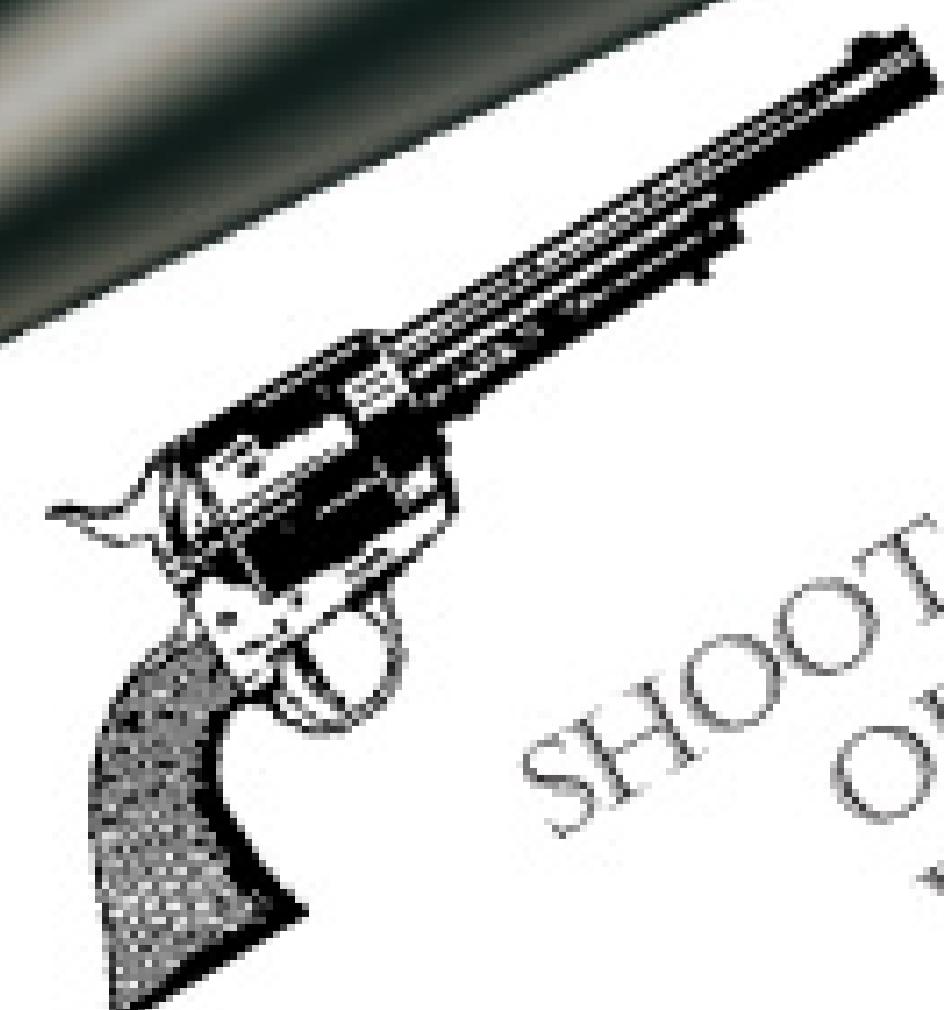


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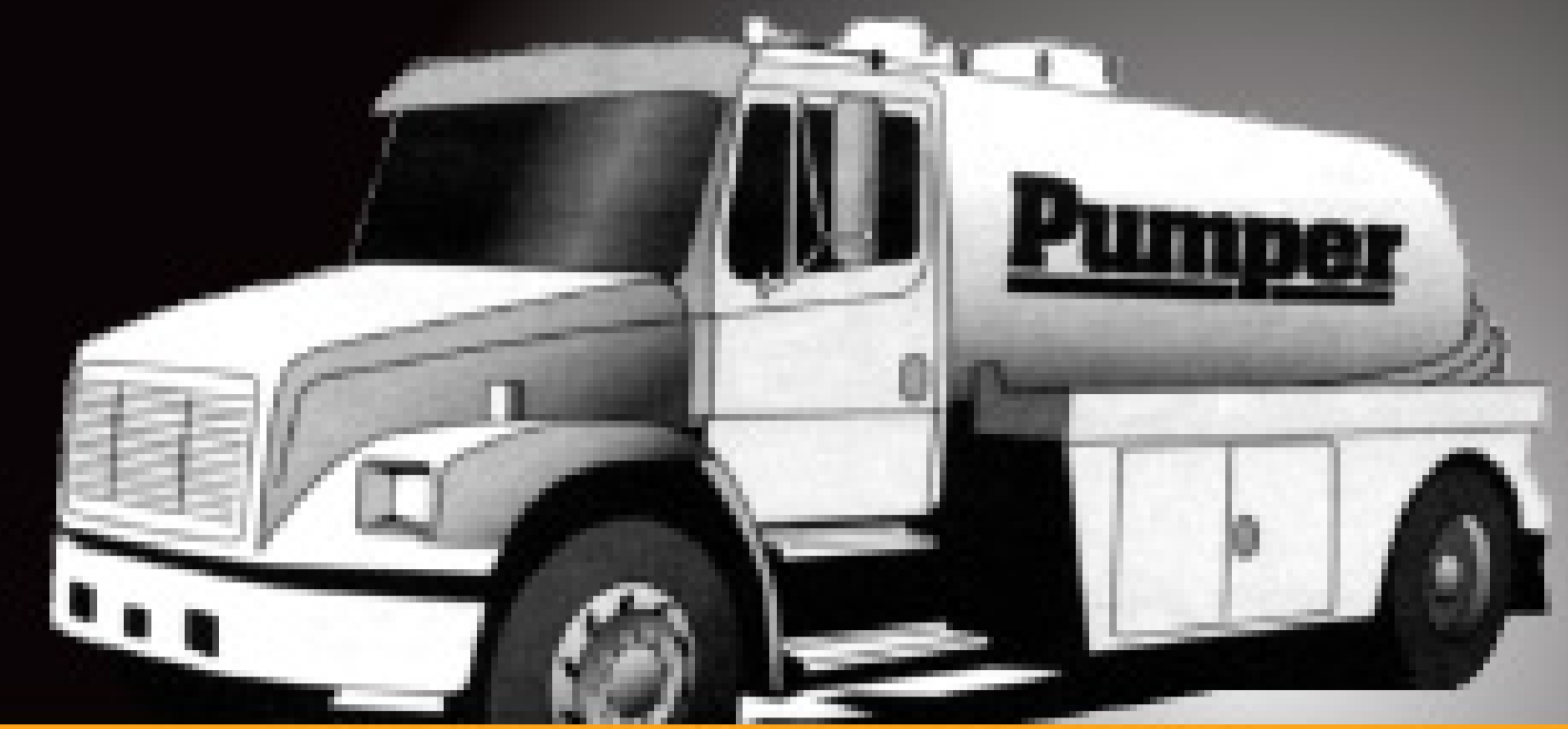
Booth 7131



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see photos in COLOR at www.pumper.com



February



1999 Peterbilt: 12.7 Detroit, 470 hp, 129K miles, AC, cruise, 10-spd., Jake brake, 18 front, 46 rears, Hendrickson susp., new 4000 gal. tank & Masport 400 vac pump, complete new unit, new paint & tires. Financing available.....\$79,000
877-898-5104
hullstruckbodies.com P2



1996 Ford L9000 Vac Truck: M11, 300 hp, 9-spd., 18/46 on rubber, blk. susp., 47,537 miles, vac unit 1993, model STK#A04137.\$49,500
Mark's Truck Sales
888-588-2933 P2



2004 VacCon International: 827 Roots, 1300 gal. water, 12-yd. tank w/high dump, 80 gpm @ 2000 psi.\$225,000
Call Mike 772-216-4020 P2



1989 Mack: Diesel, 8-spd. trans., Jake brake, 3000 gal. Coleman built in 1997, 400 cfm, Coleman pump. Location NY.\$29,900
Call Judge Coleman
516-398-5638 P2



1997 GMC C Series: Gas 6.0 V8, 5-speed/2-speed rear, 4-wheel disk, 26,000 GVWR, 110,000 miles, 1,000 gal. tank, 120 gal. separate water tank. Located in SW PA.\$18,000
724-640-0998 P2



Retiring, Selling Equipment 1994 Vactor: PD blower type, works every day, very reliable. Call for more info.\$38,500
630-444-1590 P2



2006 Ford F-550 4x4: 875 gal. (300 fresh/575 waste) Imperial tank w/2-place toilet carrier. Diesel, auto, air, XL pkg. Excellent condition. Only 61,300 miles.\$48,995
Call 800-722-7382
Commercial Sales P2



1984 GMC Camel Jet: 210 hp 3208 CAT, 1500 gal. water @ 80 gpm, pump @ 2500 psi, 9-yd. debris box w/5000 cfm Roots blower.\$8,000 OBO
814-825-6000 P2



2000 Mack: With 330 hp, 10-spd. with auto. shift, new 3600 gal. aluminum tank, R260 Juro-Pak, storage cabinet passenger side.
800-722-8384 PBM



1997 Ford LN 8000 Vac-Con: Low miles, Allison trans., 3-stage fan, 12-yd. debris, 1500 gal. fresh water for jet, 30 gpm @ 2500 psi. Well maintained, ready to work.Price Reduced to \$51,500
Call Don 954-943-9100 P3



1987 GMC 7000: 150,000 miles, 1200 gal. tank, 150 gal. fresh water, hoist, 25" manway, 3" inlet, 6' dump.Asking \$20,000
Call David 309-937-5559
or 309-507-0411 P2



2000 Pioneer: 6300 gallon vacuum/pressure semi trailer. Location: NY.\$37,500
Call Judge Coleman
516-398-5638 P2



O'Brien Trailer Jetter 3518-SC: 65 hp Cummins, single axle, 350 gal. poly tank, pump: 18 gpm @ 4,000 psi, 400' of 1/2" hose, 20' leader hose, 4.0 hrs.\$37,000
407-481-2750 P2



1999 Sterling: Cummins engine w/warranty, 8-LL trans., 4,500 gal. Jay's tank w/Battioni 720 pump, Berkley irrigation system, cold weather unit. Located in Wisconsin.....\$75,000
800-872-2915 P3



2000 Freightliner Pumper FLC112: 515,938 miles, diesel engine, 5-10 Fuller, 4000 gal. tank, Masport HXL400WV, 400 cfm pump, Jetter: 13.5 hp, triplex pump, 4.8 gpm @ 3,000 psi.\$65,000
407-481-2750 P2



1998 GMC Cues TV System: Approx. 1,700 L.F. of multi conductor cable, pan & tilt, Shorty transporter, washdown system, lots of storage. Good condition. Ready to work.\$55,000
Kelly 608-279-2299 P2

Pumper

see photos in COLOR at www.pumper.com

TRUCK STOP



February



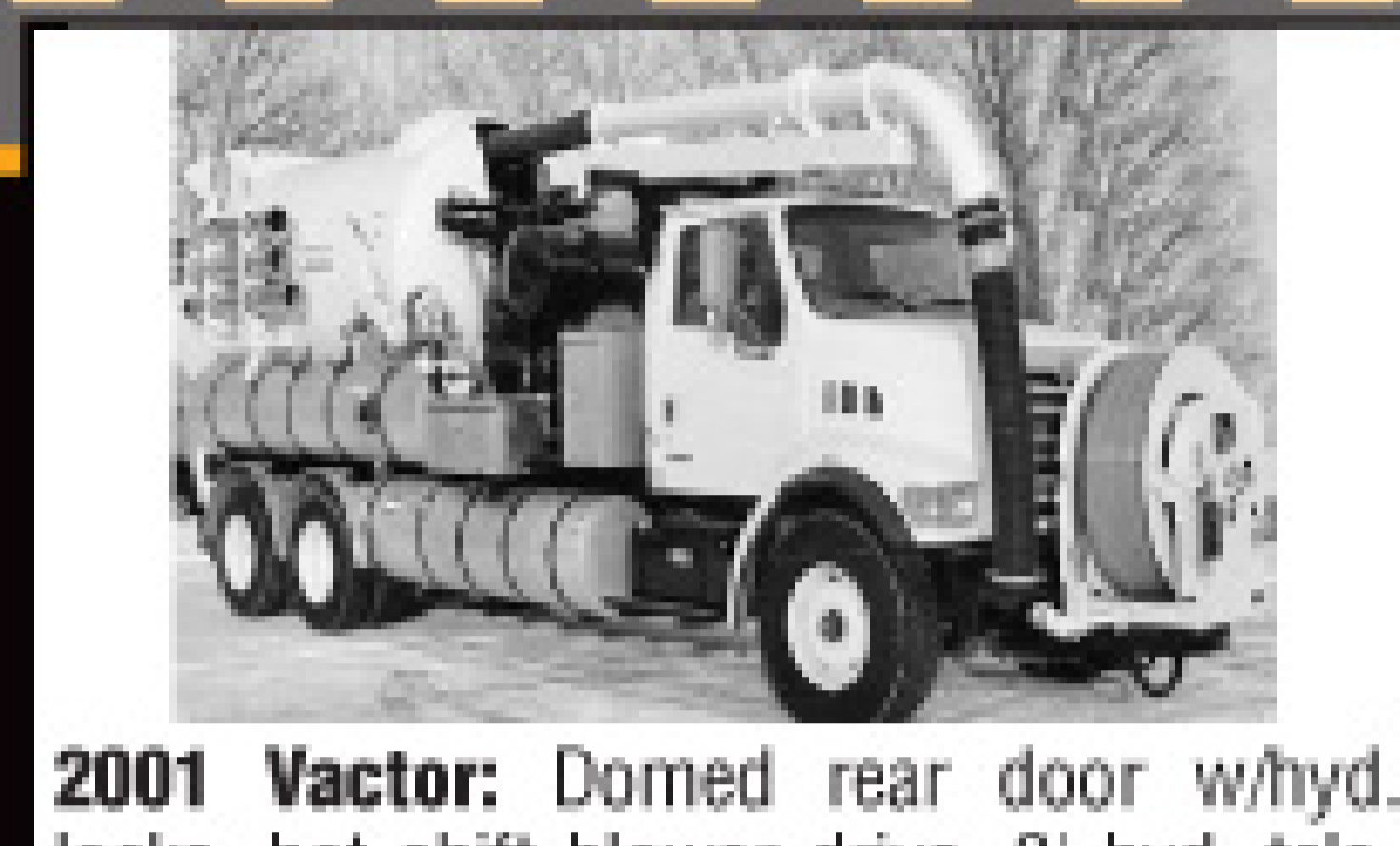
Shower and Restroom Trailers: Platinum and Gold Series, new and used available. Each with separate men and women sides.

CCI/Brian Touey 805-896-3777 PBM



2005 F550 4X4 Diesel: 6-spd., XL package, 950 gal. tank, 600 waste, 200 chemical, 150 fresh, 2-place toilet rack, 93,000 miles, H2 Masport pump\$35,000

Call Ryan at 801-430-7287 P2



2001 Vector: Domed rear door w/hyd. locks, hot shift blower drive, 8' hyd. telescopic boom, tele/ rotating hose reel, debris body flushout, handlight w/bumper plug, folding pipe racks, street curb, retract. hand gun reel, low water alarm w/light.

Call Joe 312-208-6373 P2



Vector 2110 Mounted on a Ford L8000: Fold-down pipe racks, debris body flushout. Call for many other options not listed. (Stock 1453)\$32,500

Call Joe 312-208-6373 P2



2001 International Septic/Grease Pump Truck: Cummins 400 hp, 8-spd. trans., Presvac 4200 gal. w/200 gal. fresh water for Harben jetter. 4000 psi, 300' jet hose, 400 cfm Demag vac. pump.

.....Price Reduced to \$59,500

Call Don 954-943-9100 P3



1999 Vector 2100 on a Sterling Chassis: CAT 3126 engine, Allison auto. trans., 80 gpm @ 2500 psi, accumulator, debris body flush-out, 4' extend. boom, fold-down pipe rack. (Stock 1445)

Call Joe 312-208-6373 P2



1995 IH DT 466: 6-speed, 2200 gal. tank, 120 gal. fresh, 7 years old, 360 National pump, 247,000 miles. PA.\$19,500

814-669-4175 P2



1998 Vector 2100: 1998 International model 2554 chassis, IH 530 E, 275 hp engine, Fuller RT8908LL trans., fold-down pipe racks, 80 gpm @ 2500 psi water sys., hydraulic rear door locks. (Stock 1444)

Call Joe 312-208-6373 P2



2007 Sterling Cab: With 3600 gallon aluminum P/V tank with Juro-Pak R260.

.....\$116,000 including FET

800-722-8384 PBM



2004 Freightliner FL112 King Vac: 5000 psi pressure washer, blow-off system, hyd. vibrator, 3,000 gal. tank, 205K miles, 6362.8 eng. hrs.\$195,000

Harold 504-201-4257 P2C3



1991 International Septic Truck: 3600 gal. tilt/open tank, new Masport pump, new paint, nice truck.\$28,000

814-277-6227 P2



1996 International DT-466: 33,000 GVW, new 2100 gal. LMT vac. tank, 20' manways, Masport HXL 75WV water cooled pump, heated valves 3" & 4", LED lights.

.....\$28,000

Call Tim @ LMT 1-800-545-0714 P2



2007 Freightliner Pumper M2106: 9655 miles, 7.2 Mercedes diesel, manual transmission, 4200 gal. tank, JuroP 50 cfm pump, jetter: General pump, 10 gpm, 2,000 psi, 150' hose\$115,000

407-481-2750 P2



2001 International 4900 DT466: 7-spd., 101,000 miles, new 3500 gal. tank with JuroP R260 pump. Super clean truck.Asking \$66,000 - Financing Available.

888-892-9164 P2



2004 Pik-Rite 3550 Gallon Tank: Or will sell complete including truck: 2004 Freightliner, 73,000 original miles. Both in excellent condition.

610-381-3114 P2



2000 International 4900 Nearing Completion: DT466/225 hp, manual trans., NEW 2500 gal. vacuum body, Masport 400 cfm vac. pump, 24"x24"x60' alum. tool box, 100' 3" suction hose.\$39,400

Call Terry 734-777-0390 P2

Pumper TRUCK STOP

see photos in COLOR at www.pumper.com



February



1999 IHC 8100: New 2500 gal. carbon steel tank, new NVE pump package, 6' dump, 4" inlet, 36" rear manway, Cummins M-11 350 hp, standard trans., 32,000 GVWR.....\$41,250

352-323-6284 X 201 P2



1997 Ford 9000 LTL: 425 hp, 18-spd. transmission, full floatation tires, new 4000 gal. Husky tank in 2005, only 2 years in service.....\$70,000

506-785-6755 P2



1998 IHC 4900, Sreco HV-2000 Sewer Jet: 6 cylinder John Deere diesel upper, DT-466, Allison automatic, 55,115 miles, 1,894 hours. ..\$39,900

814-696-4343 - Hollidaysburg, PA P2



1999 F-450 Toilet Service Unit: Fresh water washdown pump, newer brakes, pump and tires, new aluminum tool boxes. Will paint to suit.

Call Terry 734-777-0390 P2



2002 Sterling: C-12 Cat, 410 hp, new 3500 gal. tank and Jurup R260 364 cfm vac pump, new paint & tires, beautiful truck.

.....\$62,000

877-898-5104
hullstruckbodies.com P2



2002 FL60 Freightliner: 180K miles, 3126 Cat motor, new clutch, trans., A/C compressor. 1500 gal. waste, 200 gal. water, new MEC 8000 pump. Lots of extras. Please call!

\$47,400 OBO

830-560-0021 P2



2000 Freightliner FLD 112: C-10 CAT 370 hp w/Jakes, 10-spd., 12 FA/40 RA air-leaf susp., new 80 BBL vac tank with new 350 cfm liquid cooled Wallenstein vac pump. Excellent condition and ready to work. Only 370,000 miles!!

\$61,500 OBO

303-772-4019 P2



1990 Ford Tri-Axle Pump Truck: 350 Cummins, 8LL trans., 5,000 gal. tank, heated valves, 6" dump valve. Good condition.

\$21,500

800-858-3111 P3



2007 International 7600 w/Vactor HXX2112: Hibon 8702 PD blower, 20 gpm, 2500 psi Cat pump, 940,000 BTU water heater, 1300 gal. tank, dual hose reels, C13 Cat 430 hp w/Jake, 20,000# front, 46,000# rears on Hendrickson, 252 hrs., 7336 original miles! New Holland, PA.

Daryl Martin @ 717-354-3199 P2



1994 Ford 800: 2200 gal., good starter truck, diesel, in use now, Transway system. Northeast Ohio.....Asking \$18,000

440-998-7448
or Cell 440-812-0045 P2



2000 International: 800 gallon waste, 250 water tank, new pump, 2-unit carrier, 110K. Located in MD.....

\$16,500

Call Doug @ 410-310-5151 P3



1998 GMC 7500 Series: Cat motor, 7-spd., 106,000 miles, Masport water cooled pump, 2500 gal. Abernethy steel tank, good brakes and tires, excellent truck. Always garage kept

\$39,500

631-254-4777 P2



2006 F-350 Gas 4x4: 10,000 miles (factory warranty), 225 waste, 100 fresh, Battioni pump, DC-10 washdown, 5.5 Honda, 8-toilet trailer, 10 toilets, 1 hand sink, 1 carrier.....

\$37,000

315-375-7867 P2



2001 FL70: 250 hp Cat, 182K miles, 2500 gal. tank, NVE Challenger pump, new tires and brakes. Great truck!

\$38,500

Call Nights at 804-781-0118 P2



2000 Peterbilt 385 Pumper Truck: Cat C-12, 400 hp, 10-spd., 3800 gal. tank, 367 cfm Jurup pump, jetter sys. 3000 psi, 10 gpm, alum. wheels, AC/CC, step bumper, vac hoses, 100 gal. water tank, new engine bearings, electric reel, 150'. \$75,000 OBO

269-629-4669 P2



1999 Hino: 650 gallon waste, 250 water tank, 170K. Located in MD.

\$15,000

Call Doug @ 410-310-5151 P3

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Pumper TRUCK STOP

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February



1996 GMC W7 Keith Huber Unit: 3-compartment 1400 waste 300/300 fresh, DC-10 washdown pump, 2-unit rear carrier, 123,000 miles.\$20,000 OBO
269-435-4611 - Constantine, MI P2



1999 Peterbilt 379: Super 10, air ride, Challenger 506 pump. 2005 Long Horn trailer: 7000 gal., alum. vac/pressure tank, air ride, digital level gauge.\$130,000
805-643-7871 P2



1999 Ford F550: 7.3 power stroke diesel, roll-off truck, 198,000 miles, A/C, auto, 12V DC water pump, 500/100 tanks, heavy duty suspension, includes box van.
904-276-4829 P2



1995 Ford LTL-A: 375 hp Cummins Super 10-spd., 4000 gal. tank w/2000 gal. freshwater, excellent rubber, runs & drives like a new truck, 91,000 actual miles. \$72,500
(I will be in Louisville at show)
763-441-5251; Cell 612-221-6416 P2



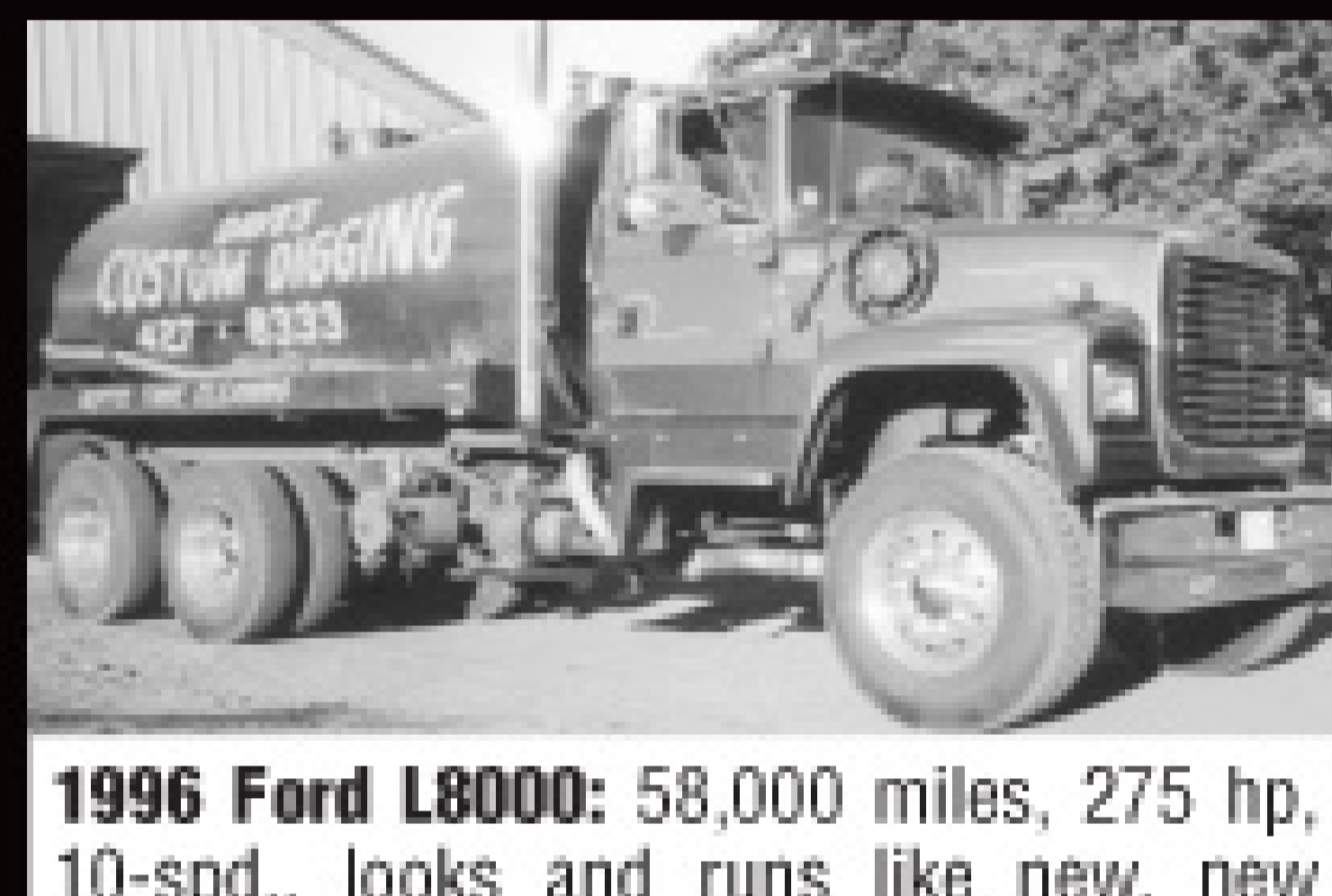
1993 Isuzu NRR: 400 waste, 400 fresh, DC-10 washdown pump, 2-unit rear carrier, 236,000 miles.\$10,000 OBO
269-435-4611 - Constantine, MI P2



2005 International 7500: Del Zotto 10-ton Hydrabrut. Truck is like new with 5,000 miles.\$115,000
850-670-5790 P2



2000 Sterling Pump Truck: Cat C-12 engine, 400 hp, 196,000 miles. 3500 gal. steel tank and pumps installed in October, 2007. New paint.\$75,000
850-670-5790 P2



1996 Ford L8000: 58,000 miles, 275 hp, 10-spd., looks and runs like new, new 4,000 gal. tank, 36' manway & hoist.\$72,500
(I will be in Louisville at show)
763-441-5251; Cell 612-221-6416 P2



1995 International 8200 Series: M11 330 hp Cummins, 10-spd., air ride, 2,000 g. IME carbon steel tank w/hoist & hydraulic rear door, Pearson vac pump, non-code. First reasonable offer.
Call Ryan at 989-233-7650 P2



2004 Vector HXX Hydroexcavator: Excellent condition; three to choose from.
330-270-9900 Ext. 3 CP2



2001 International 4700 466E: 5-spd. w/overdrive Allison 2000P, 2200 gal. vac. tank, Moro M-10 230 cfm, great condition, all new tires, 61,000 miles, Arizona - no rust.Asking \$39,500
520-378-9569 P2



2003 Ford F550: 4x4, auto, 137,000 miles, diesel, Satellite MD950 tank, 2-toilet rack, Burkes DC10 water pump with hose reel, Conde pump.\$27,990
231-924-8994 P2



1984 Terragator 2505: New 4500 gallon Balzer tank, 5 wheeler, 6600 tires, 8000 vacuum pump new with tank. In Ritchie Bros. Orlando Auction Feb. 19-23, 2008. Questions call:
239-693-6600 P2



1982 Big A: 903 engine, 20 hrs., 3500 gal. tank, 4x4, 6600 floaters, Moro vacuum pump. In Orlando @ Ritchie Bros. Auction Feb. 19-23, 2008. Questions call Karle Enviro at:
239-693-6600 P2



1989 International VAC Pump Truck: 2500 gallon tank, tag axle, Jurop pump.Asking \$20,000
Call Jay 203-437-1443 P2



1999 Mack: 350 hp Mack engine, 10-spd., AC, cruise, air ride, new 3500 gal. tank, Jurop R260-364 cfm vac pump, new paint and tires.\$53,000
877-898-5104
www.hullstruckbodies.com P2

Pumper see photos in COLOR at www.pumper.com TRUCK STOP



February



1999 Freightliner FL112: Cat C12 engine, 105,000 miles, 4300 gal. alum. tank, Wittig pump, Eaton-Fuller trans., cruise, AC, good rubber, ready to work...\$62,500
317-374-9433 P2



1987 Saab Scania H112: 309 hp, 18 FA, 44 RA, 3600 gal. tank new in '98, Utile L62S 393 cfm pump new in '06, new clutch, brakes, 336,000 miles.\$20,000
802-343-1657 P2



1984 Freightliner: 350 Cummins, 3000 gal. Cusco 1990 530 cfm Moro pump, full opening rear door with hoist, coded DOT.\$25,000
336-697-8169 P2

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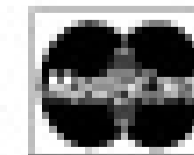
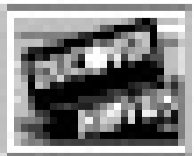
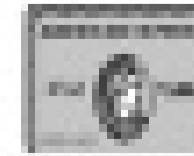
• **ONLINE** ad form at: www.pumper.com; www.pumpertrader.com,
www.cleaner.com, www.mswmag.com

• **FAX** this completed form to: 715.546.3786 and **E-MAIL** photo to:
truckstop@mswmag.com, truckstop@pumper.com, truckstop@cleaner.com

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Training & Education

By **Scottie Dayton**

Guidelines to Minimize Crashes

A white paper from the Occupational Safety and Health Administration, *Guidelines for Employers to Reduce Motor Vehicle Crashes*, covers how to calculate the cost of motor vehicle crashes, examples of workplace driver safety programs, a 10-step program to minimize crash risk and how to promote safe driving practices. It discusses what constitutes aggressive, distracted and impaired driving and tells how to recognize signs of fatigue to prevent driving drowsy. Visit www.osha.gov/Publications/motor_vehicle_guide.html.

Effluent Pumps for Onsite Systems

The Sump and Sewage Pump Manufacturers Association is presenting "Effluent Pumps for Onsite Wastewater Treatment: Selecting the Right Pump for the Job," a non-credit training program, on March 14 as part of the Illinois Plumbing Heating Cooling Expo at the Drury Lane Conference Center, Oakbrook Terrace, Ill. The program is in its certification stage and will become eligible for CEUs. Call Bev Potts at 800/795-7422 or visit www.ilphcc.com.

Florida

Courses are at the Florida Onsite Wastewater Association's Training Center in Polk City unless stated otherwise. An asterisk indicates Master credit hours are available.

- Feb. 6 – 64E-6 Let's Look at the Code, Hialeah
- Feb. 7 – 64E-6 Let's Look at the Code, Tampa
- Feb. 11 – Artificial Media Treatment Technologies
- Feb. 12 – Natural Media Treatment Technologies
- Feb. 18-19 – *Master III-Basic Florida Soils
- Feb. 20-21 – *Master I-System Design & Function
- Feb. 21-22 – *Master II-System Materials & Regulation Requirement
- March 6 – *Master Contractor Maintenance
- March 11 – Onsite Systems: How Are They Approved?, northeast Florida (TBD)
- March 12 – Onsite Systems: How Are They Approved?, southwest Florida (TBD)
- March 25 – Work Smart, Not Hard, southeast Florida (TBD)
- March 26 – Work Smart, Not Hard, southwest Florida (TBD)

Contact FOWA at 407/830-4381 or www.fowaonsite.com.

Iowa

The Iowa Onsite Wastewater Training Center has the following courses:

- Feb. 20 – Basic 101, Storm Lake
- March 17 – Basic 101, Calmar
- March 27 – Media Filters, Indian Hills
- May 14 – Drip Irrigation Dispersal Systems, Ankeny

Call Annette Adams at 800/362-2127, ext: 6464 or e-mail Dennis Hayworth at dahayworth@dmacc.edu.

Minnesota

The University of Minnesota Extension has these hands-on workshops:

- Feb. 5-6 – Design-Continuing Education, Sauk Centre

- Feb. 5-7 – Design and Large System Combo, Continuing Education, Sauk Centre
 - Feb. 6-7 – Cluster-Continuing Education, Sauk Centre
 - Feb. 11-13 – Pumping/Maintaining, Grand Rapids
 - Feb. 14-15 – General-Continuing Education, Detroit Lakes
 - Feb. 21-22 – General-Continuing Education, Two Harbors
 - March 11-12 – General-Continuing Education, Willmar
 - March 14 – Contractor Safety/Pipelayer Certification, Continuing Education, Mankato
 - March 25-26 – Pumping/Maintaining-Continuing Education, Brainerd
 - March 31-April 1-2 – Introduction To Onsite Systems, Bemidji
 - April 3-4 – Installing Onsite Systems, Bemidji
 - April 11 – Contractor Safety/Pipelayer Certification, Continuing Education, Little Falls
 - April 14-15 – General-Continuing Education, White Bear Lake
 - April 16-18 – Designing Onsite Systems, Detroit Lakes
 - April 22-23 – Inspecting Onsite Systems, Waseca
 - April 28-30 – Introduction to Onsite Systems, White Bear Lake
- Call 800/322-8642 (612/625-9797) or visit www.extension.umn.edu.

Missouri

Missouri Smallflows Organization is offering an Operation & Maintenance course on Feb. 19-20 at Hillsboro. The course provides CEUs to renew onsite registration with the Missouri Department of Health and Senior Services. Call 417/739-4100 or e-mail mso@lvbw.net.

North Carolina

North Carolina Soils and On-Site Wastewater Training Academy is offering the following courses at Raleigh unless stated otherwise:

- Feb. 14-15 – Onsite Wastewater System Inspector
- April 22-24 – Land Application/Biosolids Operator Training
- April 23-25 – Subsurface Wastewater Operator Training
- May 20 – Introduction to Decentralized Wastewater, Fletcher
- May 21-22 – Onsite Wastewater System Inspector, Fletcher

Call Joni Tanner at 919/515-1678 or visit www.soil.ncsu.edu/training.

Pennsylvania

The Pennsylvania Septage Management Association offers the following training on March 19-20 at Grantville:

- Vac-Truck Training and Certification
- Basic Onlot Wastewater Treatment System Inspection
- Advanced Onlot Wastewater Treatment System Inspection
- Standards Refresher

New Jersey Septage Management Association members qualify for PSMA member tuition fees. Call Jackie at 610/350-0590 or visit <http://psma.net>.

Washington State

The Washington On-Site Sewage Association and Washington State Department of Health in cooperation with Washington State University are offering these certification courses at the training center in Puyallup unless stated otherwise:

- Feb. 6-7 – Basics of Onsite Sewage, Centralia
- Feb. 14 – Construction Safety
- Feb. 20 – Basics of Maintenance, Port Angeles
- Feb. 28 – Design/Install Subsurface Drip Systems, Spokane
- March 5 – Markup and Profit

- March 13 – Control Panel Wiring
- March 19-20 – Exam Review
- April 2 – Maintenance Basics
- April 16 – Pumpers
- April 23 – Design/Install Subsurface Drip Systems
- May 6-7 – Combined Basics of Onsite Sewage
- May 14-15 – Installation Basics, Part 2
- May 20 – Mounds/Sand Filters
- May 22 – Maintenance Basics, Bremerton

Call John Thomas at 253/770-6594 or visit www.wossa.org.

Wisconsin

Wieser Concrete has a six-hour, general continuing education seminar that provides the necessary credits for installers, sanitarians, designers, and others working in the onsite wastewater treatment field,

- Feb. 28 – Portage
- March 6 – Shell Lake
- March 13 – Fond du Lac
- March 20 – Wieser Concrete Maiden Rock Facility
- March 28 – Rhinelander

Call 800/325-8456 or visit www.wieserconcrete.com.

Association News

FLORIDA: FOWA Names New Director

After seven years as the executive director of the Florida Onsite Wastewater Association, Bill Carson stepped down on Dec. 31, 2007, to manage the organization's annual convention and trade show. Roxanne Groover, former director of education, engineering, and public relations, is the new executive director. Contact her at 863/956-5540 or e-mail grooverroxanne@aol.com.

IOWA: Association Reverts to Individual Memberships

The Iowa Onsite Wastewater Recycling Association membership has reverted to individual rather than company memberships. Dues include a membership to the National Onsite Wastewater Recycling Association, enabling members to take the Certified Installer of Onsite Wastewater Treatment Systems testing sponsored by the National Environmental Health Association. "Being able to sit for the exam was the reason we changed the membership structure," says president Bob McKinney.

MICHIGAN: Association Forms PAC

The Board of Directors of the Michigan Septic Tank Association has formed a political action committee to advance its goals. Committee members J.P. Fountain, treasurer, Chanin Frank, record keeper, Joe Hall and Rick Throop are filing the papers and establishing a bank account for the PAC. The organization has a legal advisor and legislative lobbyist. Associations considering forming a PAC may contact Fountain at 231/796-3146 or Eloise@netonecom.net.

WASHINGTON: County Certification Testing

The Washington On-Site Sewage Association is working with many marine counties and some beyond to establish standardized certification testing, and is proctoring numerous tests for them. Testing is by appointment based on the schedule of the applicants. Tests are graded while candidates wait and an exam certificate is usually issued before they leave. WOSSA also notifies the county of the results.

The association has rewritten many of its training classes to include more hands-on activities based on responses from more than 2,000 class attendees in the last few years. Activities include assembling pressure distribution systems, startup procedures, setting up timers and panels, and troubleshooting. ■

C A L E N D A R

Feb. 13-14

Nebraska On-Site Waste Water Association Annual Convention and Trade Show, Embassy Suites Hotel, Lincoln. Call Diane Snapp at 402/476-0162.

Feb. 14-15

Utah On-site Wastewater Association Convention, E-Center, Murray. Call Judith Sims at 435/797-3230 or visit www.neng.usu.edu/uwrl/training.

Feb. 15-16

Wisconsin Onsite Wastewater Recycling Association Convention, Country Springs Hotel, Waukesha. Call 608/256-7757 or visit www.wowra.com.

Feb. 27-March 1

Pumper & Cleaner Environmental Expo International, Kentucky Exposition Center, Louisville, Ky. Education Day Feb. 27; exhibits open Feb. 28-March 1. Call 800/257-7222 or visit www.pumpershow.com.

March 2-4

Ontario Onsite Wastewater Association Conference, Deerhurst Conference Centre, Huntsville. Call 905/372-2722 or visit www.cowa.org.

March 3-5

Minnesota Onsite Wastewater Association Convention, Cragun's Resort, Brainerd. Call 888/810-4178 or visit www.mowa-mn.com.

March 11-13

Northeast Onsite Short Course, Marriott Hotel and Spa, Groton, Conn. Call 978/323-7929 or www.neiwppcc.org.

March 24

Granite State Designers and Installers Association Septic System Conference & Exhibition, Radisson Hotel, Manchester, N.H. Call 603/228-1231 or visit www.gsdia.org.

April 7-10

National Onsite Wastewater Association Conference, Cook Convention Center, Memphis, Tenn. Call 800/966-2942 or visit www.nowra.org.

April 15-17

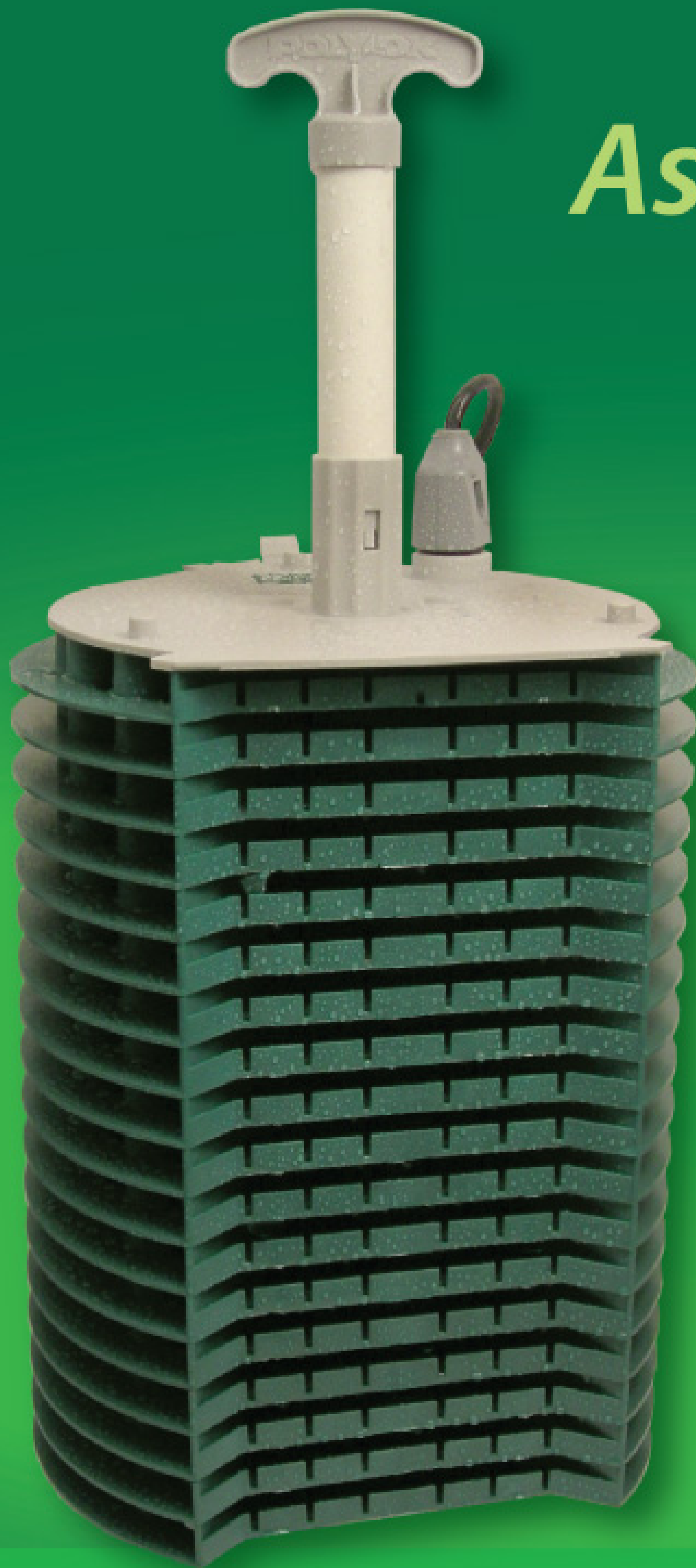
North Carolina On-Site Wastewater Treatment Conference, North Carolina State University, Raleigh. Call Joni Tanner at 919/515-1678 or visit www.soil.ncsu.edu, then Training, Short Courses and Workshops.

April 27-May 2

North American Society for Trenchless Technology No-Dig Show, Gaylord Texan Resort and Convention Center, Grapevine, Texas. Visit www.nodigshow.com.

May 12-15

California Onsite Wastewater Association Conference and Exposition, DoubleTree Hotel, Sacramento, Calif. Call or visit 707/579-4882 or visit www.cowa.org.



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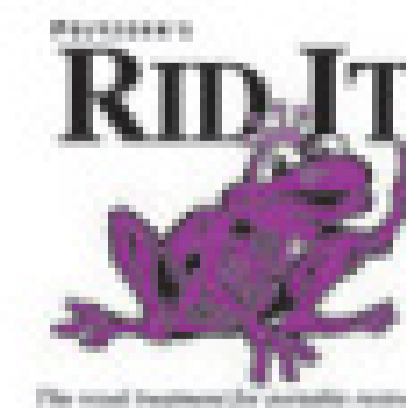
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