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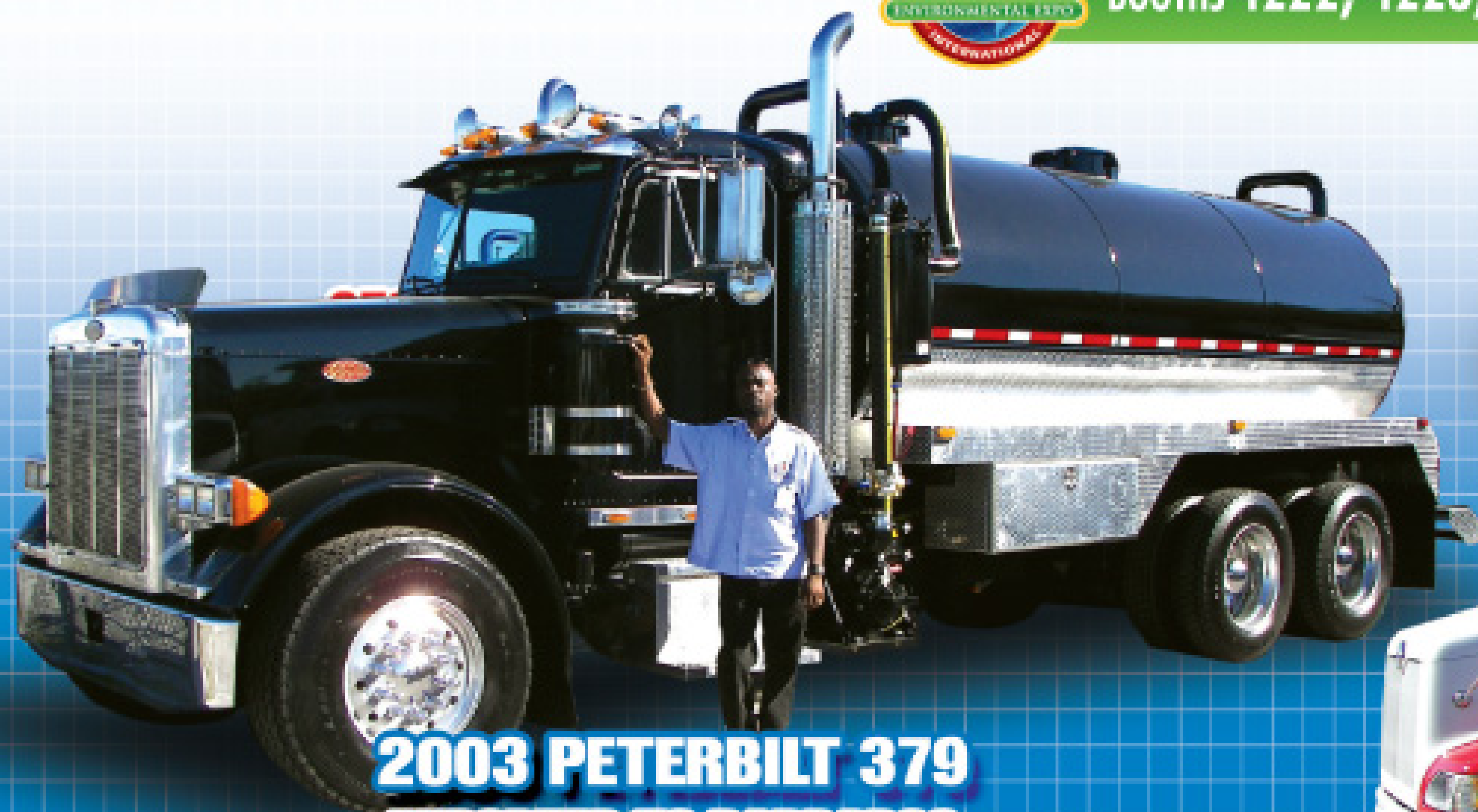


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Published monthly by

**COLE Publishing Inc.**  
1720 Maple Lake Dam Rd.  
PO Box 220  
Three Lakes WI 54562

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Office hours 7:30 a.m. - 5:00 p.m.  
Central Time, Monday - Friday

**SUBSCRIPTION INFORMATION:** A one year (12 issue) subscription to *Pumper* in the contiguous 48 U.S. states costs \$16 (24 issues for \$26; 36 issues for \$36). Subscriptions to Canada or Mexico cost \$28 per year (24 issues for \$54). Subscriptions to all other foreign countries cost \$82 per year. Subscribers are guaranteed monthly delivery of the magazine. To subscribe, send company name, mailing address, phone number and check or money order (U.S. funds payable to COLE Publishing Inc.) to the address above. MasterCard, VISA and Discover are also accepted. Supply credit card information with your subscription order.

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**CIRCULATION:** Circulation averages 26,071 copies per month. This figure includes all three circulation regions (nationwide) and international distribution.

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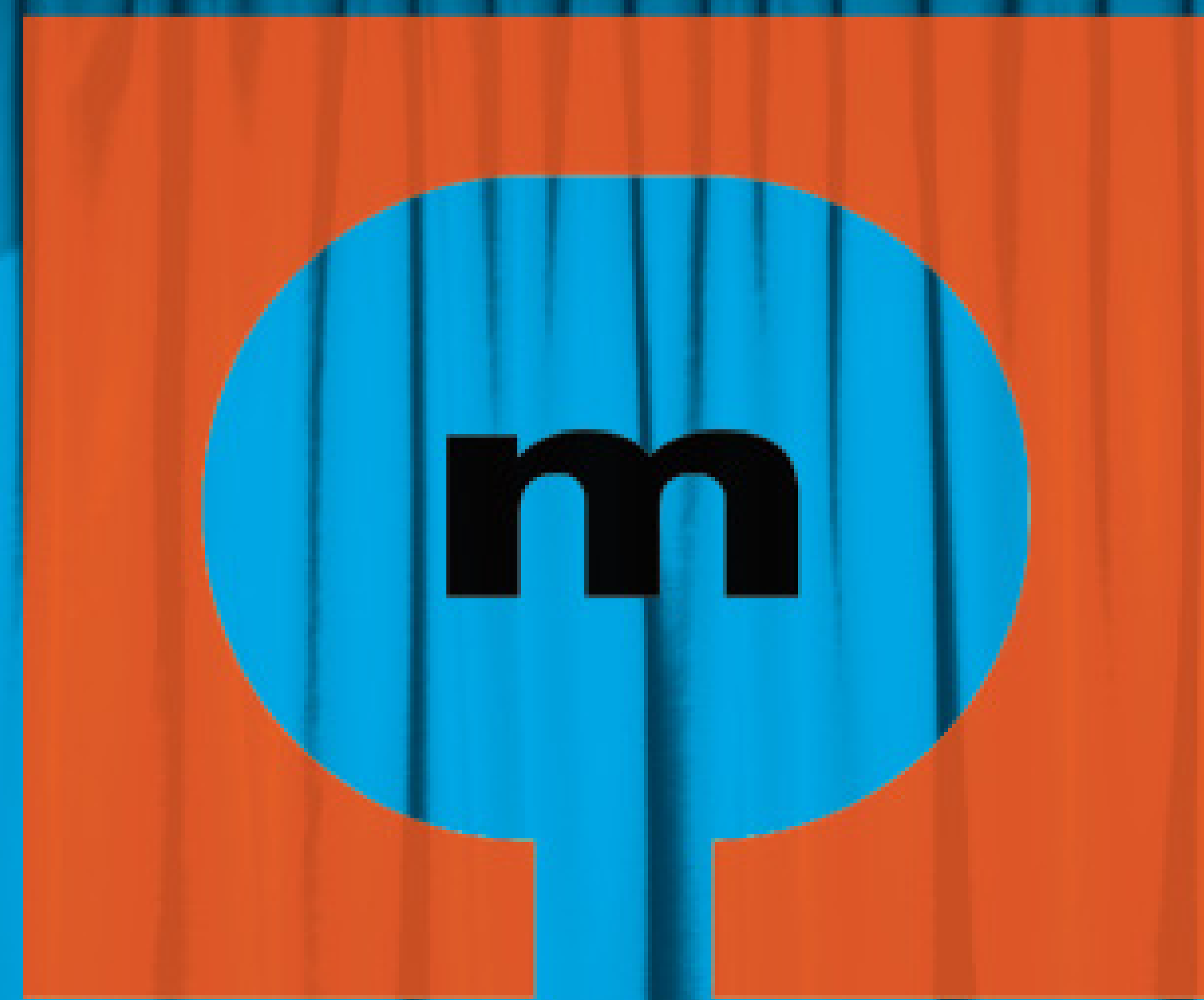


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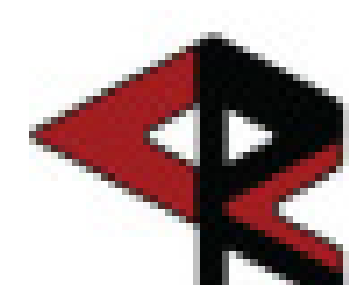


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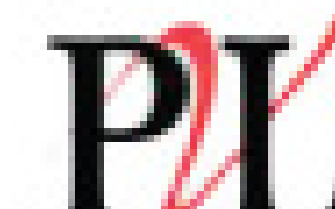
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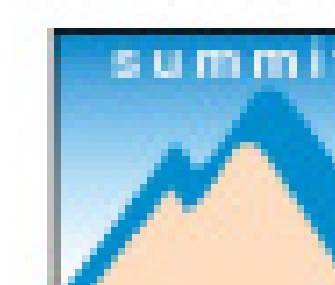
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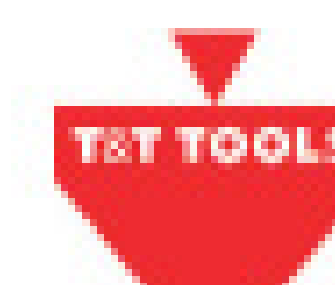
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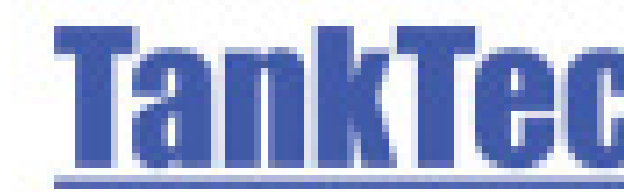


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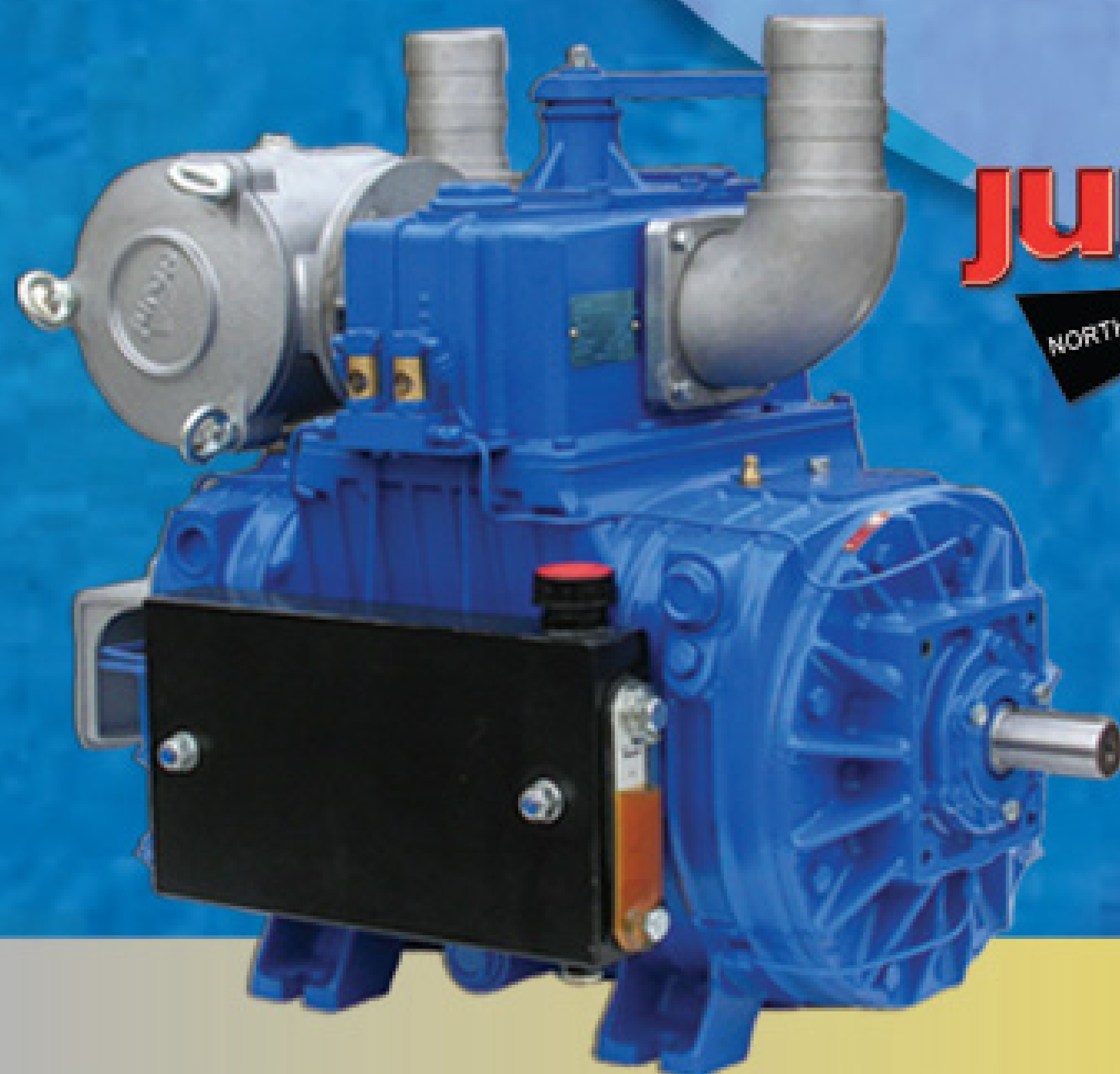
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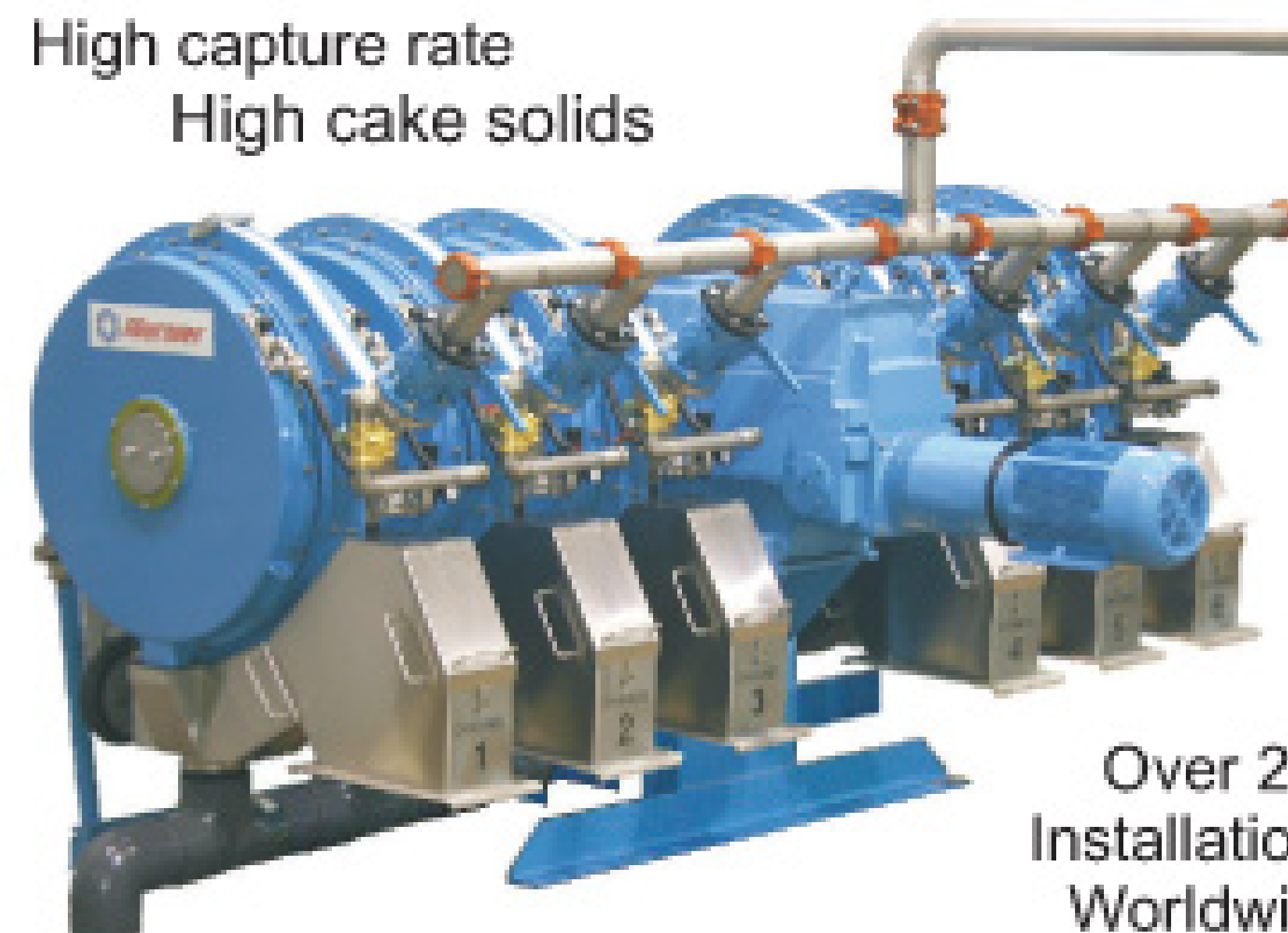


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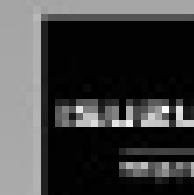
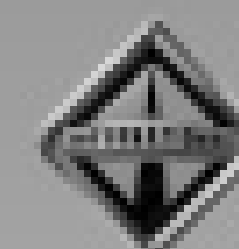
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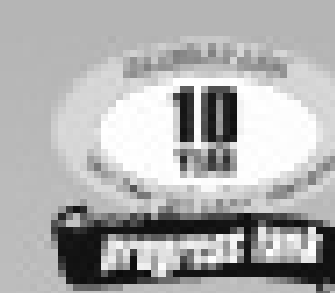
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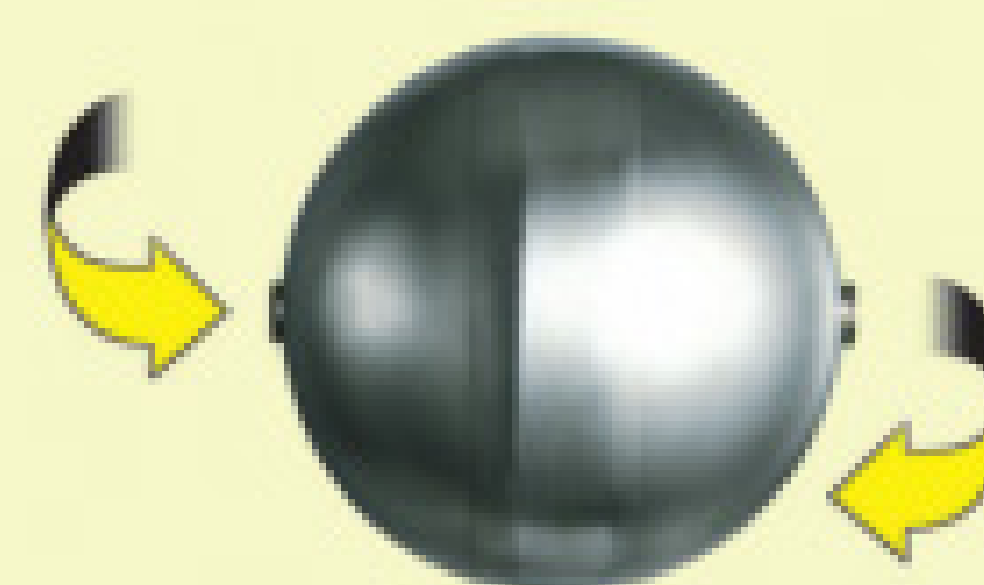
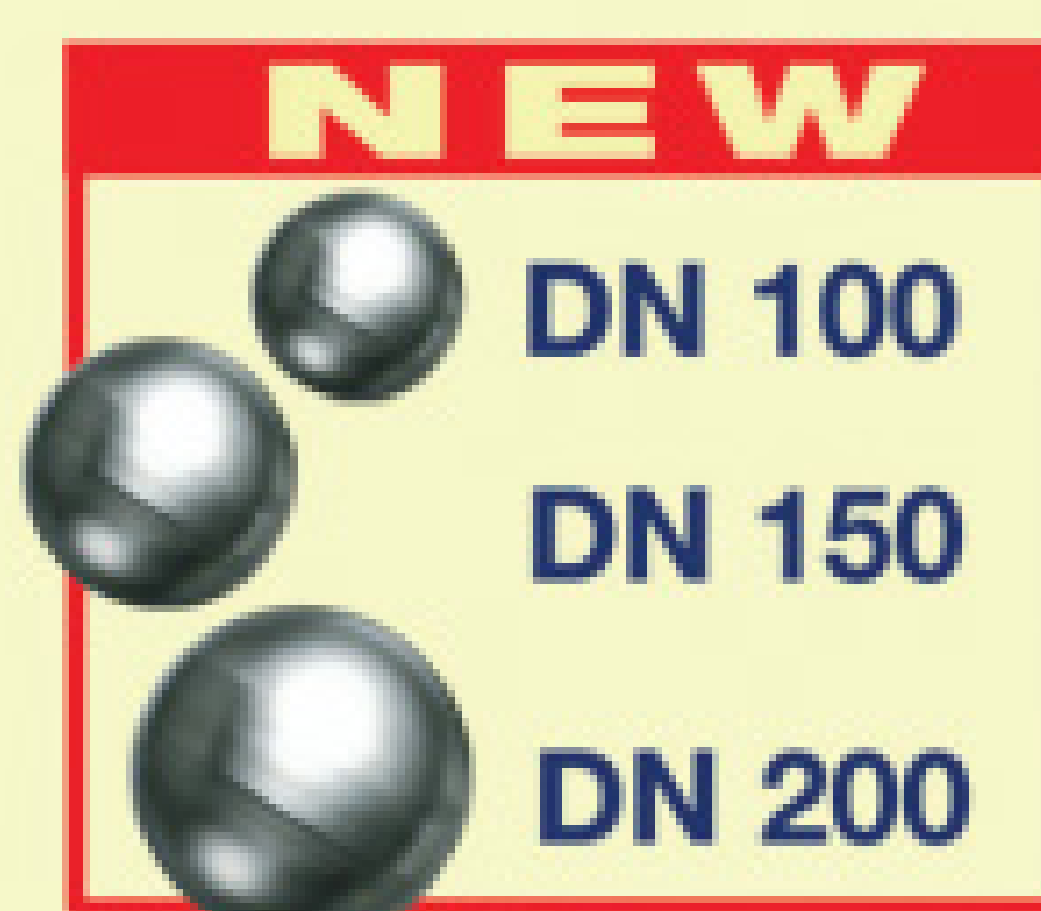
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# 'Image is Everything'

For 2008 Classy Truck of the Year winner Colin Deems, a flashy rig is a pumper's best calling card

By Jim Kneiszel, Editor

Call him obsessive about cleanliness — and some people have — but industrial waste hauler **Colin Deems** has always insisted that drivers keep his trucks spotless and inspection-ready. Deems, co-owner of Enviro Waste Oil Recovery in Mahopac, N.Y., works with a dirty payload every day, but he says that doesn't mean his trucks shouldn't be clean and shipshape at all times.

Coaxing drivers to buy into a fanatical washing and maintenance schedule and attention to detail when he specs out a new truck are two contributing factors to Deems and his company winning *Pumper's* 2008 Classy Truck of the Year contest.

A 2004 Kenworth W900 with a 4,200-gallon tank, which does many of Enviro Waste Oil Recovery's toughest industrial jobs, was the January 2008 Classy Truck entry and was chosen for our annual top truck prize by reader online voting and a COLE Publishing panel.

### KEEPIN' IT CLEAN

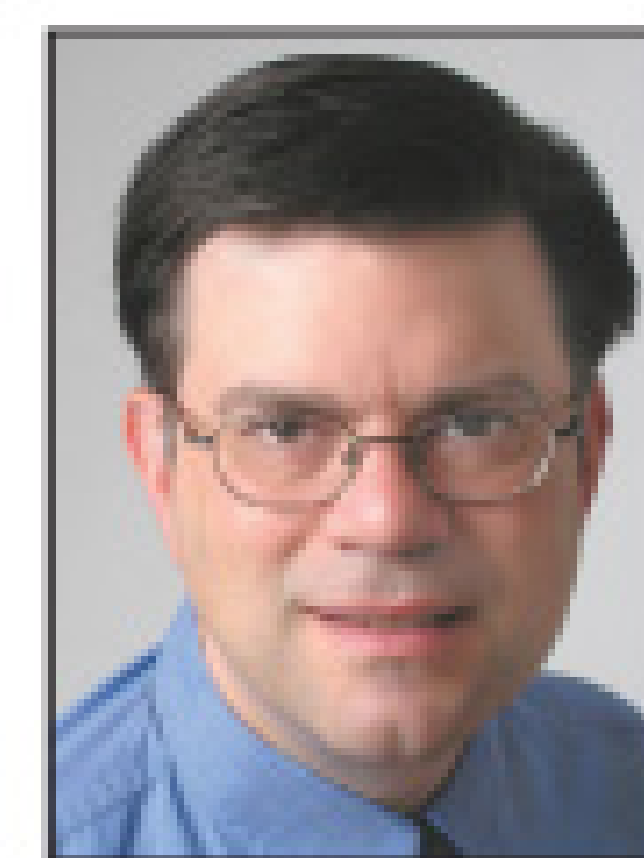
"I've fought to keep the trucks neat and clean," Deems says. "People always ask, 'Why do you always focus on that?' I tell them these are my rolling billboards that keep everyone working. For repeat business, image is everything. I couldn't tell you how many callbacks we've had because of the equipment."

Being chosen as one of 12 Classy Truck monthly winners has been a great source of pride for Deems and his drivers, and he says winning the annual prize serves to reinforce the professionalism of the company Deems started in 2000 with his brother **Aaron Deems** and their partner **Robert Clarke**.

The winning rig was built by **Presvac Systems** to transfer waste oil, clean catch basins and work on spill recovery projects throughout the New York City area. It's powered by a Caterpillar C15 550-hp engine tied to a 13-speed Eaton-Fuller transmission. The dual-compartment 4,200-gallon (1,400 gallons front, 2,800 gallons rear) tank with heated pneumatic valves is matched to a 750-cfm Fruitland pump. The lifting rear dump tank is fabricated from steel to serve hazmat applications, but is painted to look like aluminum.

The Mack green and white cab is dressed up with old-style doors with

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"These trucks are our tools of the trade. It's what we use to get the job done. We grew the business on service, and without shiny trucks in good working order and the guys working them, we are nothing."

Colin Deems

vent windows, chrome quad air horns, green clearance and neon underbody lights, 24-inch aluminum wheels and chrome bumpers and stacks. The jet-black interior features full push pillow leather upholstery, rosewood steering wheel, chrome dash gauges and dual air-ride seats.

Driver **Freddie Premuto** is charged with keeping the rig clean and sharp, a task that is complicated because the truck is on the go for industrial jobs six to seven days a week. Between the dirtiest jobs the company is called out on, the Kenworth has been entered in numerous truck shows, including a top-25 finish at the Rye Playland show and two entries in the Diesel Truck Nationals at Raceway Park in Englishtown, N.J.

### MOTIVATE THE DRIVERS

So why was a hardworking truck tricked out the way it was in the first place? It might seem unconventional, but Deems brought the rig's original driver into the planning process, allowing him to choose the vintage and higher-end treatments. It was a way to motivate the driver to take good care of the truck over the long haul. Deems prefers drivers to feel ownership in their trucks, and doesn't move them from one rig to another.

"The drivers are responsible and we keep the same drivers in the trucks, which helps a lot. I don't bounce them around and they take pride in their equipment," he says. And that pride in appearance extends to a strict schedule of planned maintenance.

Two mechanics thoroughly go over each of five service trucks once a month, usually at about a 6,000-mile interval, and the trucks are washed three times a week. Though the company's been buying a truck or two every year, Deems prefers to keep his vehicles in service as long as possible. He just got his first service truck, a 1993 International, back after a four-month refurbishing.

The fleet runs from a 1,000-gallon



Colin Deems is proud of his winning Classy Truck.  
(Photo by Doug Abdelnour)



hauler to two 7,000-gallon tank trailers pulled by semi trucks.

About half of the company's workload is on the environmental side, cleaning industrial tanks and spill cleanup, and about half waste oil hauling, working for everyone from mom-and-pop businesses to major factories. The company cleans some grease traps through cooking oil recycling jobs. Though Clarke grew up in the septic-hauling business, market demands have never pushed Enviro Waste in that direction.

Even with his Classy Truck of the Year award in hand, Deems has no plans to let up on the care and quality of his fleet. In fact, you'll see him kicking tires and shopping for his next great service rig at the Pumper & Cleaner Environmental Expo International this month.

"These trucks are our tools of the trade. It's what we use to get the job done," Deems says. "We grew the business on service, and without shiny trucks in good working order and the guys working them, we are nothing."

#### CLASSY CONGRATULATIONS

I'd like to thank all the proud owners who sent photos and stories about their classy trucks the past year. The 12 monthly winners are service vehicles that do a great job of promoting the businesses they serve and the liquid waste industry as a whole. The more good-looking trucks like these we put on the road, the more the tired old stereotyped image of the dirty, unprofessional contractor fades in our rearview mirrors.

None of the owners of these Classy Trucks has to wonder what customers think when they pull in front of their house to pump a tank. The message one of these fine-looking rigs conveys to customers is clear: This driver knows what he's doing and we'll receive professional service.

If you haven't sent in your own Classy Truck photo, what are you waiting for? Get your entries to me today at [editor@pumper.com](mailto:editor@pumper.com).

#### SEE YOU IN LOUISVILLE


It's the time of year we've all been waiting for ... Expo time. And I hope to see you at the Pumper & Cleaner Expo Feb. 25-28, at the Kentucky Exposition Center in Louisville, Ky. Whether you want to kick a few tires on the latest service vehicles the industry has to offer or expand your horizons through dozens of Education Day seminars, the Expo is the ultimate business booster.

And I look forward to meeting you on the Expo exhibit floor. I will be on hand at the COLE Publishing editors' booth, so please stop by and say hello. I'd enjoy getting your feedback on recent issues of the magazine and your ideas for timely stories of interest we can produce for the pumper community. Have safe travels to the Expo and we'll see you there. ■

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**Jim Pierce**, Southeastern Division Manager

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Jim packed a bag, and took off with the truck toward the disaster area. He got as far as Montgomery, Alabama the first night. Due to the crush of evacuees, there were no hotels available so he slept in the truck cab. He arrived at the staging area the next day, and then spent a couple more nights in the truck, coordinating deliveries for his customer, and generally helping out any way he could.



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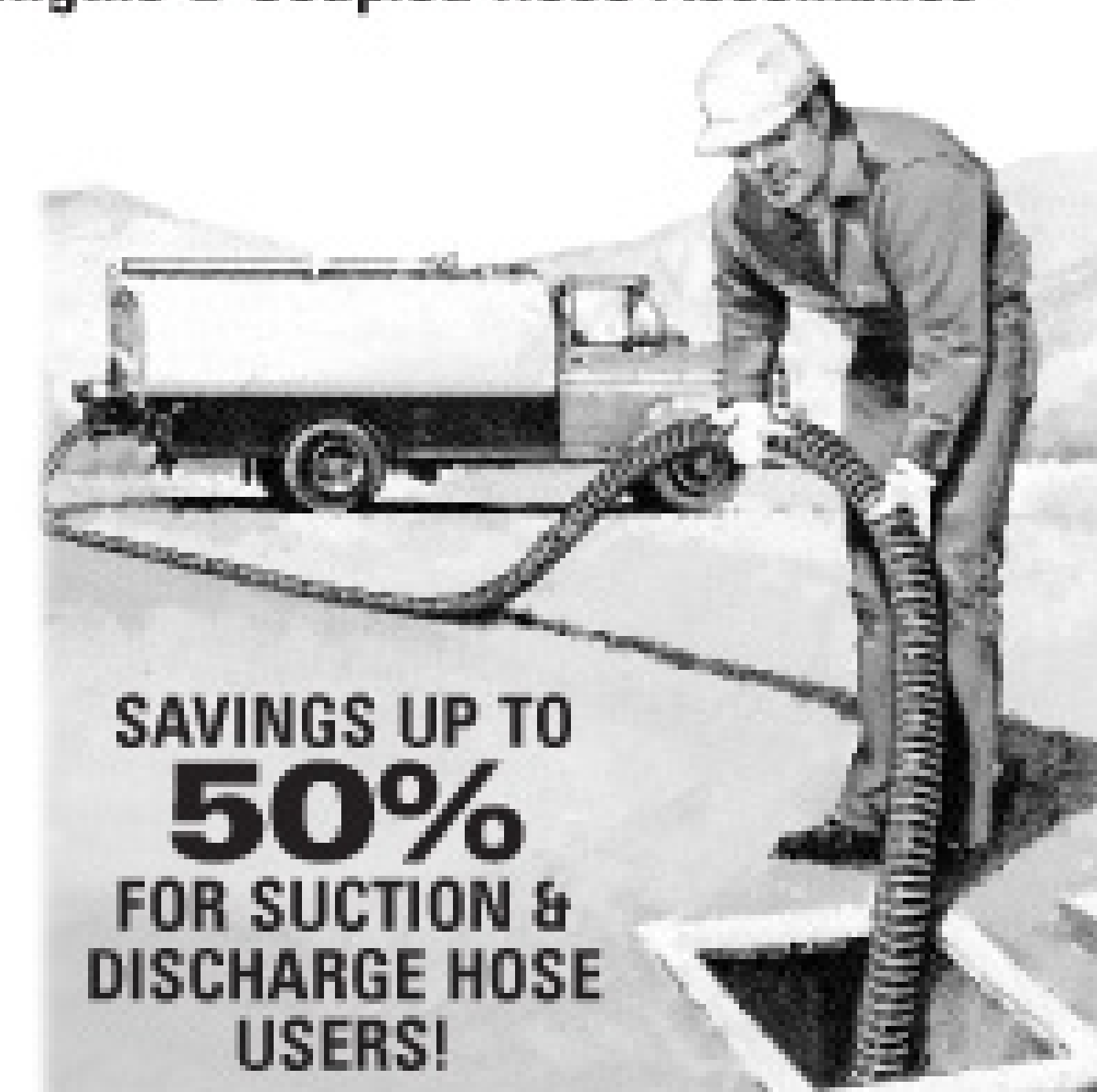
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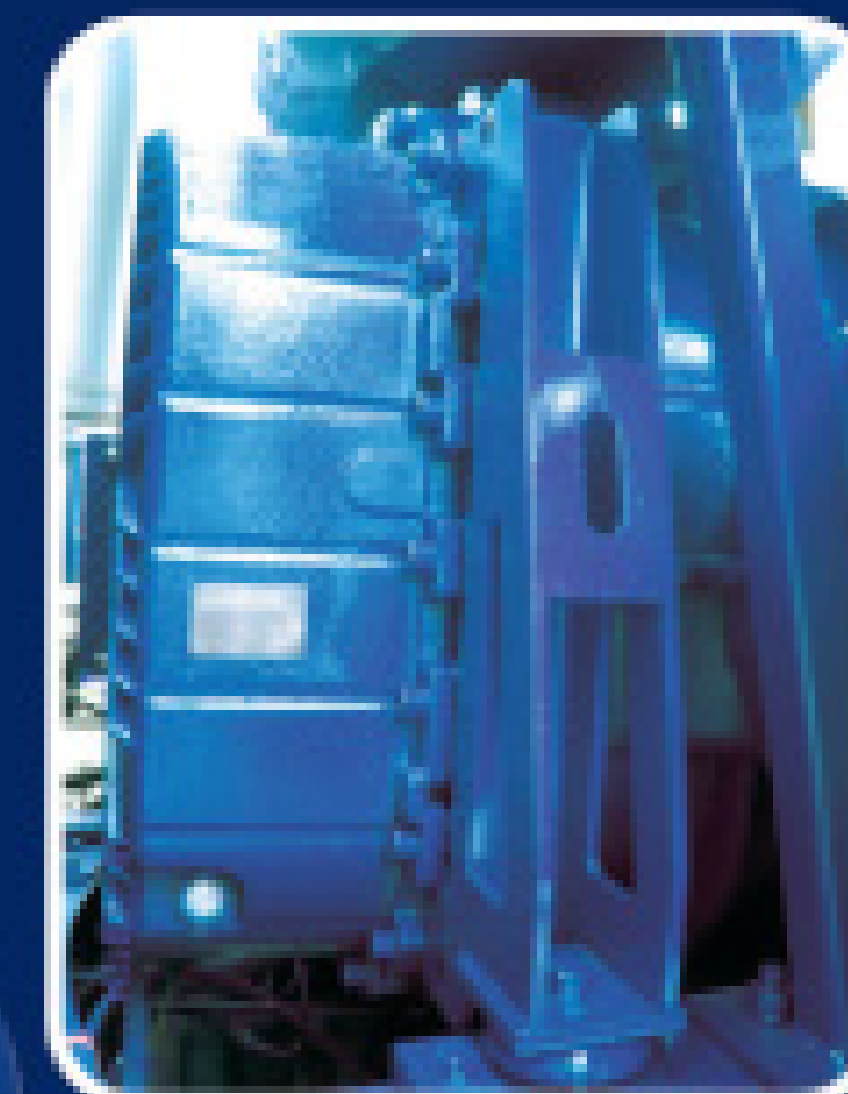


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# Little Leadership

It's the smallest workplace gestures that make the biggest difference in employee morale

By Gary Bradt

**D**ick was ready to pull his hair out. Transferred from the corporate headquarters to a small, out-of-state location, he had done everything he knew to establish trust and build credibility, but nothing seemed to work. Nine months in, he still sensed suspicion and guardedness whenever he walked the shop floor, and business results were lagging. Finally, he turned to a trusted member of his team for advice and was dumfounded by the response: "Change your license plates."

Every day the employees saw Dick's car in the lot with license plates from his previous state. They assumed he was a short-timer who would be returning to corporate, so they refused to buy into his ideas.

Dick learned a small but valuable lesson when leading people: often it is the smallest things that make the biggest difference. It's called "little leadership." It is easy to do and can be especially helpful when times are tough and resources are scarce. Always be on the lookout for the next "small idea." With a little forethought and effort you can reap big results. Here are some ideas to get you started in making little leadership work for you:

**1. A sweet idea for keeping your ear to the ground.** Put a candy dish near your desk to make visiting your workspace a treat. Dropping by for their favorite morsel, people will associate you with those small breaks that help them get through the day, and you'll be amazed at the comments you'll overhear to help you gauge employee morale.

**2. Face time.** Dropping by a jobsite to say thanks in person is a small investment of time that pays big dividends as long as you are sincere and don't overplay your hand. When someone does a particularly good job, don't just make a mental note of it, tell him or her in person. The recipient of your goodwill will feel valued and appreciated for what they do and will be more motivated to keep it up.

**3. Remove subtle signs that put people down.** Audit your work place for any subtle practices that divide people based on rank and privilege for no good reason. For example, I can't think of any good reason for preferred parking for the boss. All it does is reinforces the gulf

Gary Bradt is author of the book *The Ring in the Rubble: Dig Through Change and Find Your Next Golden Opportunity*. He can be reached at [www.GaryBradt.com](http://www.GaryBradt.com)



Leaders spend so much time in pursuit of the next "big idea" that they miss the scores of little ones right in front of them that can have an immediate and lasting impact. So the next time you start thinking about how to improve things on the job, think small.

between employees and management and contributes to a sense of us versus them.

**4. Handwritten notes can be powerful.** In this electronic age, handwritten correspondence has gone by the boards in favor of e-mail and voicemail. And, for convenience sake, that's mostly a good thing. But if you want to stand out from the crowd, write out a short note to express gratitude or appreciation toward your best customers, clients or prospects. This small gesture leaves a strong impression.

**5. Ask "How are you doing?" and mean it.** When times are tough and people are stressed, taking the time to genuinely inquire into how someone is doing sends a powerful message of caring. We're not talking a spill-your-gut session here, but taking a minute or two to inquire after a co-worker's sick child or parent or to see how the job is progressing. As a consequence, they are more likely to care about you and the business.

**6. Plan small celebrations.** I'm not a big fan of throwing a birthday party every five minutes, but if your group has been working extra hard lately, plan something small as a reward. Bringing in bagels for breakfast, pizza for lunch, ice cream for a late afternoon break are just a few simple ways to celebrate a success.

**7. Nothing is too small.** If it matters to them, it should matter to you. If you have a group that likes to celebrate things like birthdays but you couldn't care less, find a way to support them with these seemingly small issues. Remember the essence and premise of little leadership: with people, the little things are the big things. Taking little steps like these helps to sustain morale and build your leadership brand and power.

**8. Don't assume you know what matters to them.** These days it's not unusual for several generations to be working side by side, and it's common for the leader to be significantly older than some employees. Don't assume that what matters to you matters to them. Find out what seemingly small things are important to all workers and accomplish those things if you can. However, this does not mean you need to lower performance expectations.

## A FINAL WORD

If little leadership sounds like common sense, that's because it is. But all too often, it's not common practice. Leaders spend so much time in pursuit of the next "big idea" that they miss the scores of little ones right in front of them that can have an immediate and lasting impact. So the next time you start thinking about how to improve things on the job, think small. The results you'll get may be huge. ■

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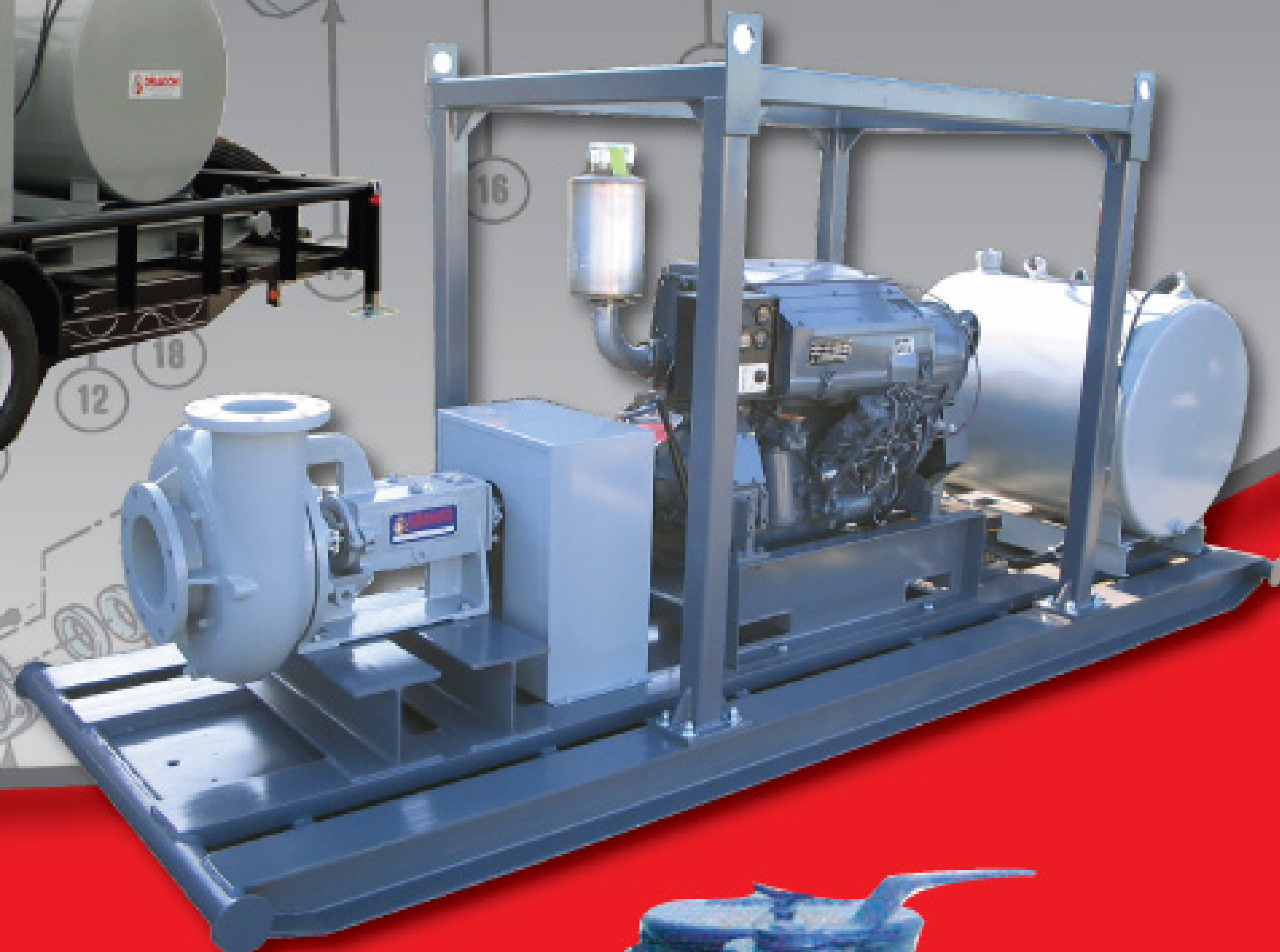
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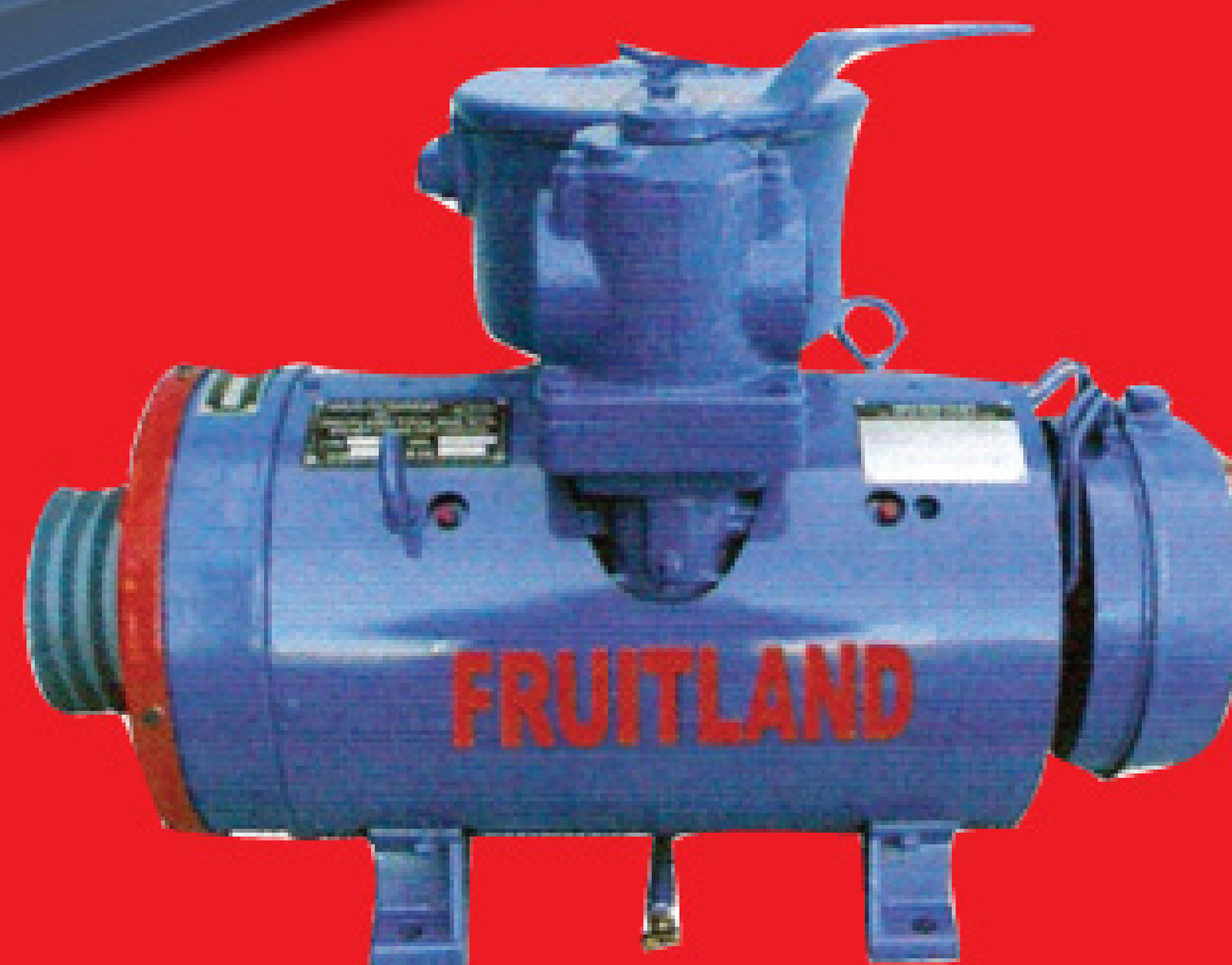


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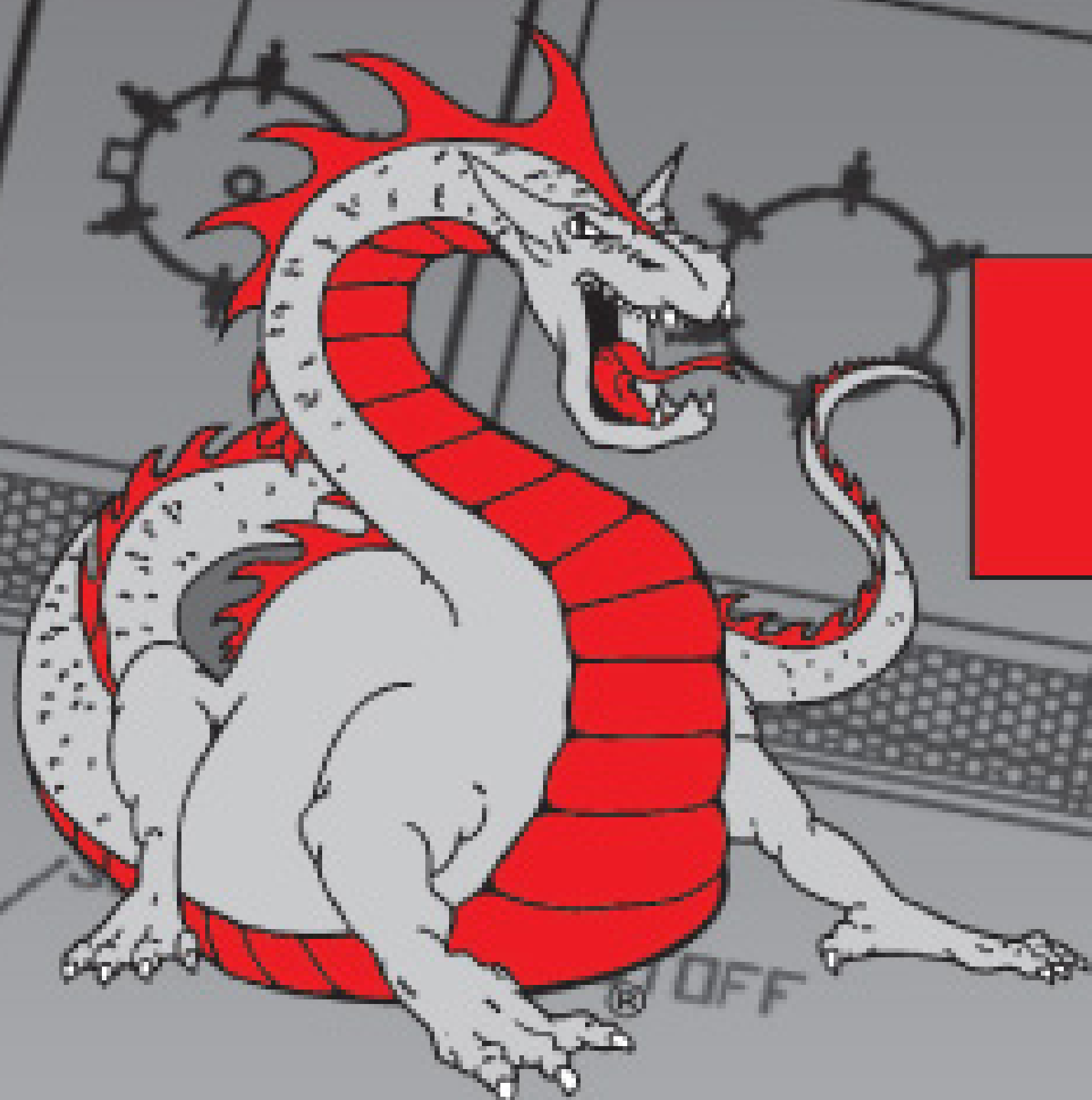
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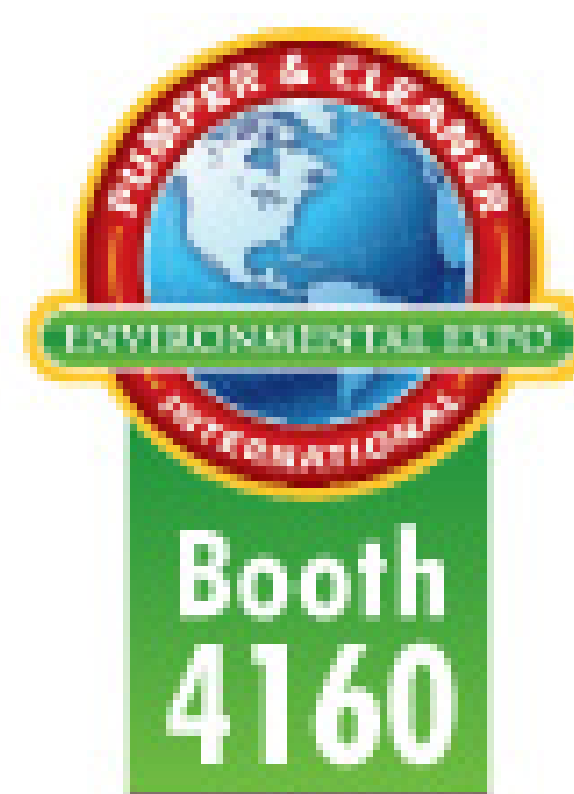
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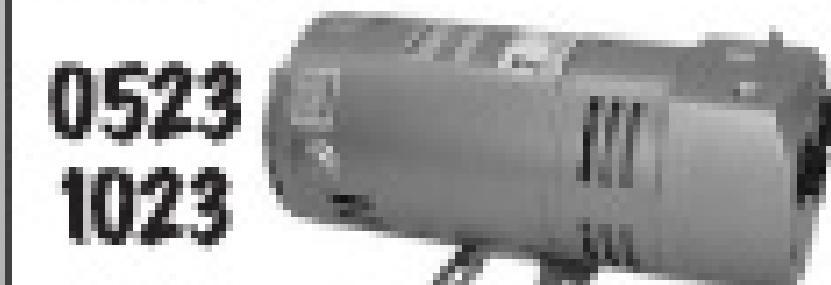
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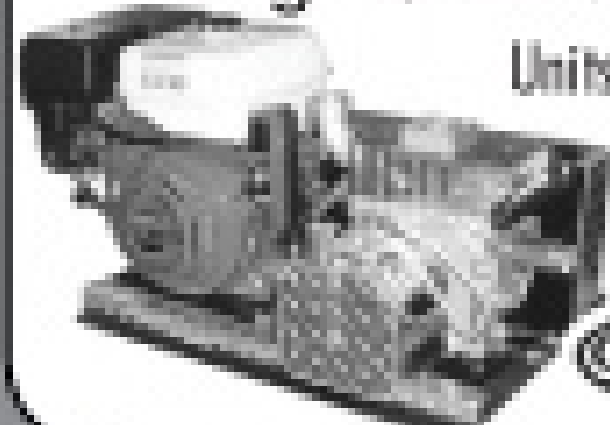
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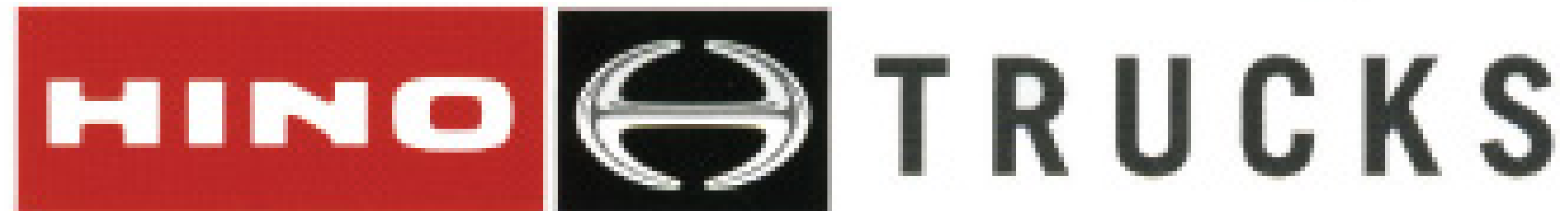


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# Michigan Septage Plant Plagued by Problems

By **Scottie Dayton and Doug Day**

**T**he troubled Grand Traverse County septage plant will lose about \$3.4 million by 2014, according to an independent accounting and engineering study released last November.

Just a month after the \$8 million plant opened in 2005, a concrete holding tank collapsed, resulting in \$2 million in repairs. Besides design and construction flaws that led to the collapse, the study says the plant is too large for the amount of septage available. It currently accepts 4.5 million gallons a year but requires a flow of 19 million gallons to be financially solvent. The analysts' report says use of the plant will double by 2030, but it will still be at only 43 percent capacity.

Analysts recommended an annual fee for septic users to help offset the losses. A special property tax assessment may also be needed, according to the *Traverse City Record-Eagle* newspaper. The fee for septic pumping would also have to increase from \$344 today to \$895 by 2014.

Taxpayers in several townships are responsible for the plant's finances, but the county also sold bonds to help finance the project, prompting concerns about the county's bond rating.

In other news from the state, the Michigan Septic Tank Association formed a political action committee to support politicians who oppose laws that went into effect in October 2004.

The laws grant local governments power to ban land application and dictate where to dispose of septage.

## ARIZONA

The Arizona Department of Environmental Quality is developing a long-term mitigation strategy to reduce the impact of septic systems on water quality in a popular recreational area. The goal of the program is to reduce the amount of nitrogen discharged into the San Francisco River and the man-made Luna Lake, located in the Apache-Sitgreaves National Forest.

According to a 2000 study, 36 percent of the total nitrogen entering the waters comes from septic systems. According to the department's Web site, "Conventional septic systems do not adequately treat wastewater or otherwise remove contaminants such as total nitrogen. In contrast, there exist several alternative nitrogen-reducing onsite wastewater treatment systems that effectively reduce the nitrogen and bacteria, thus limiting adverse water quality impacts."

ADEQ recommends as many new and existing residential and commercial buildings as possible be connected to the area's wastewater treatment plant, which is developing a master plan to extend sewer service. Alternatively, it recommends nitro-

gen-reducing technologies for remaining septic systems.

## CALIFORNIA

It appears proposed state onsite regulations will be finalized by December 2009. The rules determine groundwater levels for new onsite systems, requirements for supplemental treatment and dispersal systems, and requirements for protecting impaired surface waters. New and existing system requirements differ.

A proposed waiver allows onsite owners to avoid filing waste discharge reports to regional water boards, provided the discharge doesn't impair or threaten to impair state waters. Regional water boards would retain the authority to issue individual waste discharge requirements or region-wide waivers if they are no less stringent than the proposed waiver.

Owners with existing systems must have their tanks inspected every five years by a qualified service provider and keep the documentation. Owners of systems within 600 feet of impaired surface water bodies must have a qualified professional determine if their system is contributing to the impairment and, if so, retrofit it with supplemental treatment.

## DELAWARE

New septic tank rules are part of a larger effort to protect water quality in the state's inland bays. "The Pollution Control Strategy is designed to reduce the amounts of nitrogen and phosphorus entering the inland bays and their tributaries to levels required to meet water quality standards," said the Department of Natural Resources in a news release.

*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](mailto:editor@pumper.com).*

The new rules require pump-out and inspection of septic systems during real estate transfers. Advanced treatment for nitrogen reduction is required for all new and replacement systems on properties located within 1,000 feet of tidal waters and wetlands.

All new and replacement systems are required to meet the nitrogen reduction standard by 2015. The agency says groundwater accounts for about 80 percent of the freshwater entering the bays.

## HAWAII

Need a permit for a septic system in Hawaii? You can now apply and pay for septic system permits over the Internet, the first electronic permitting system for the Department of Health and part of the state's effort to expand online permitting and government services.

The DOH is promoting the service for professional engineers as being faster and environmentally friendly. Licensed engineers can sign up for the service at <http://wastewater.ehawaii.gov>.

## MAINE

Last November, state voters approved the authorization of a \$3.4 million bond issue for drinking water programs and construction of wastewater treatment facilities. The Maine Subsurface Wastewater Program is beginning the process to update septic system regulations.

The proposals came after study by an outside task force made up of site evaluators, local plumbing inspectors, system installers, system inspectors and equipment suppliers and manufacturers, and changes recom-

Just a month after the \$8 million plant opened in 2005, a concrete holding tank collapsed, resulting in \$2 million in repairs. Besides design and construction flaws that led to the collapse, the study says the plant is too large for the amount of septage available.



mended by the department. A summary and details of the proposals are available at [www.maine.gov/dhhs/eng/plumb/index.htm](http://www.maine.gov/dhhs/eng/plumb/index.htm).

#### MARYLAND

The Maryland Board of Public Works voted last November to approve more than \$6.6 million in Bay Restoration Funds to upgrade septic systems to prevent excess nitrogen from getting into the state's waterways. Seven counties will receive \$277,000 to \$1.9 million to upgrade septic systems with nutrient removing technology. According to a board news release, the 400 upgrades will prevent 6,000 pounds of nitrogen from reaching the environment.

At the same meeting, the board approved several other actions to help clean up the Chesapeake Bay, including \$1.5 million for further upgrades to a wastewater treatment plant and a sewer extension program to a

community with failing septic systems.

#### OHIO

New statewide onsite regulations appear to be on the horizon. A task force is rewriting the law overseeing septic rules and making recommendations for new septic system policy. State Sen. Capri Cafaro (D-Hubbard) says the recommendations would be released soon, then given to the legislature. A moratorium on imposing new rules, approved two years ago, expires in 2009.

#### PENNSYLVANIA

Last November, voters overwhelmingly adopted a measure allowing the state to borrow \$400 million for water and sewer improvements. Some 2,200 drinking water systems and 1,060 wastewater systems must spend an estimated \$20 billion to meet federal and state clean water standards. ■

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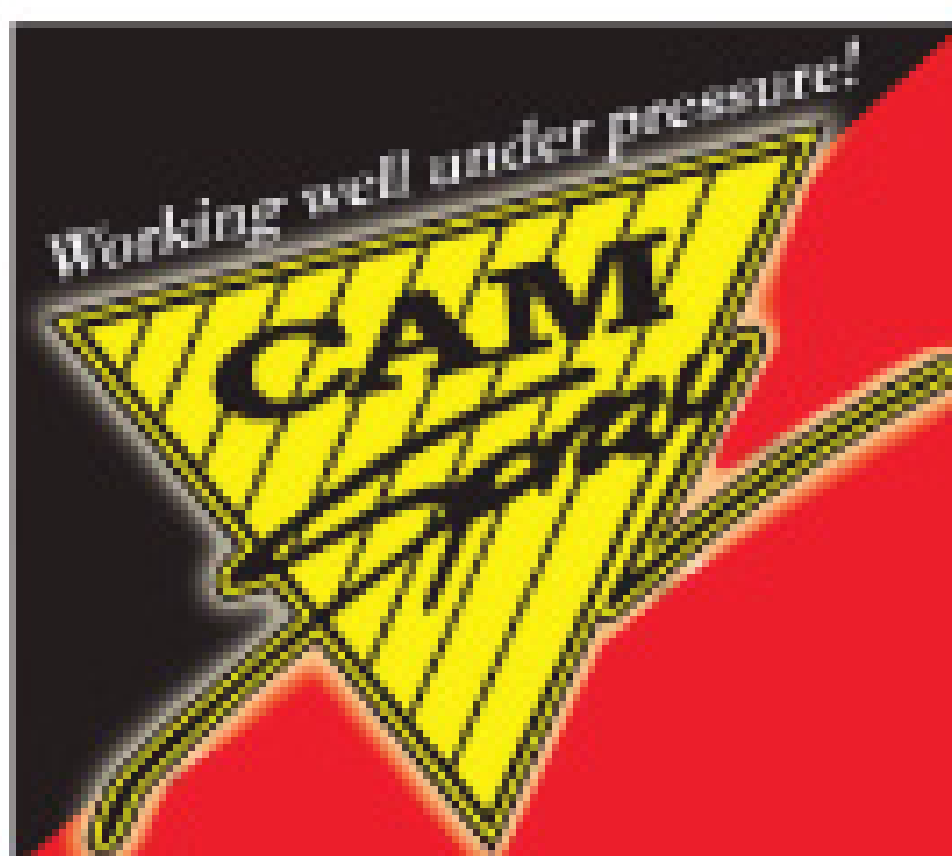
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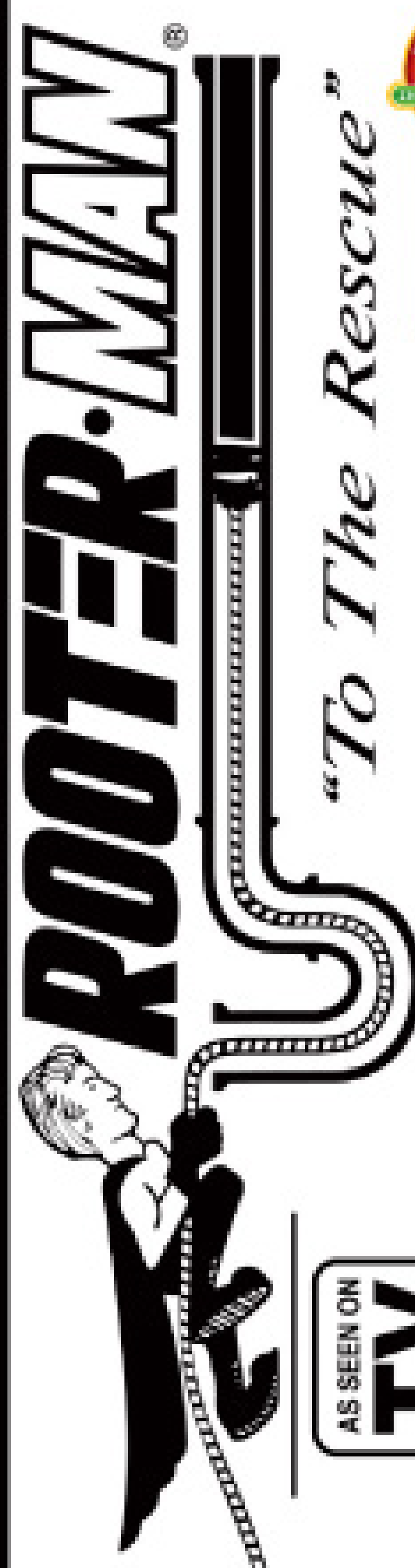


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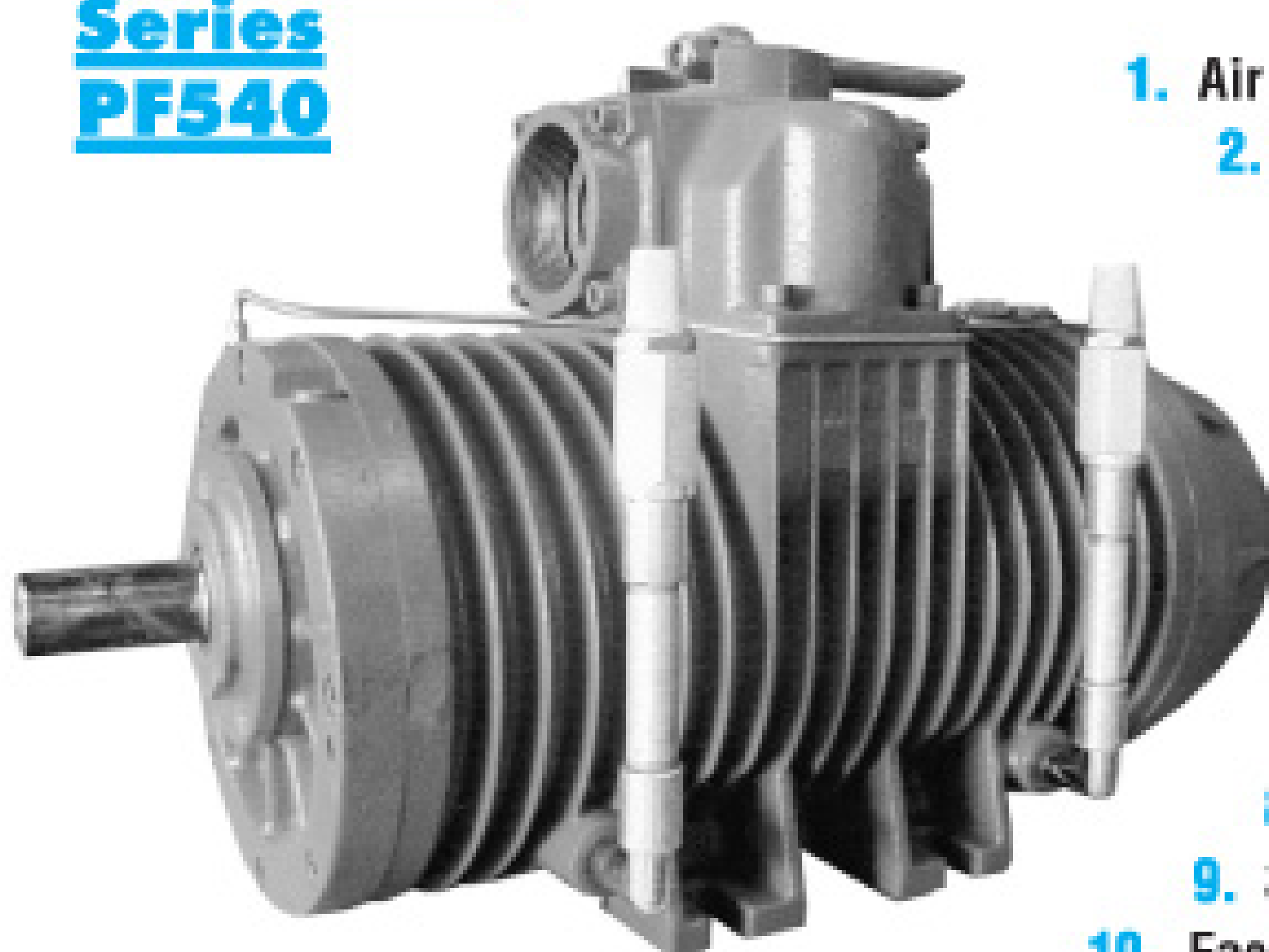
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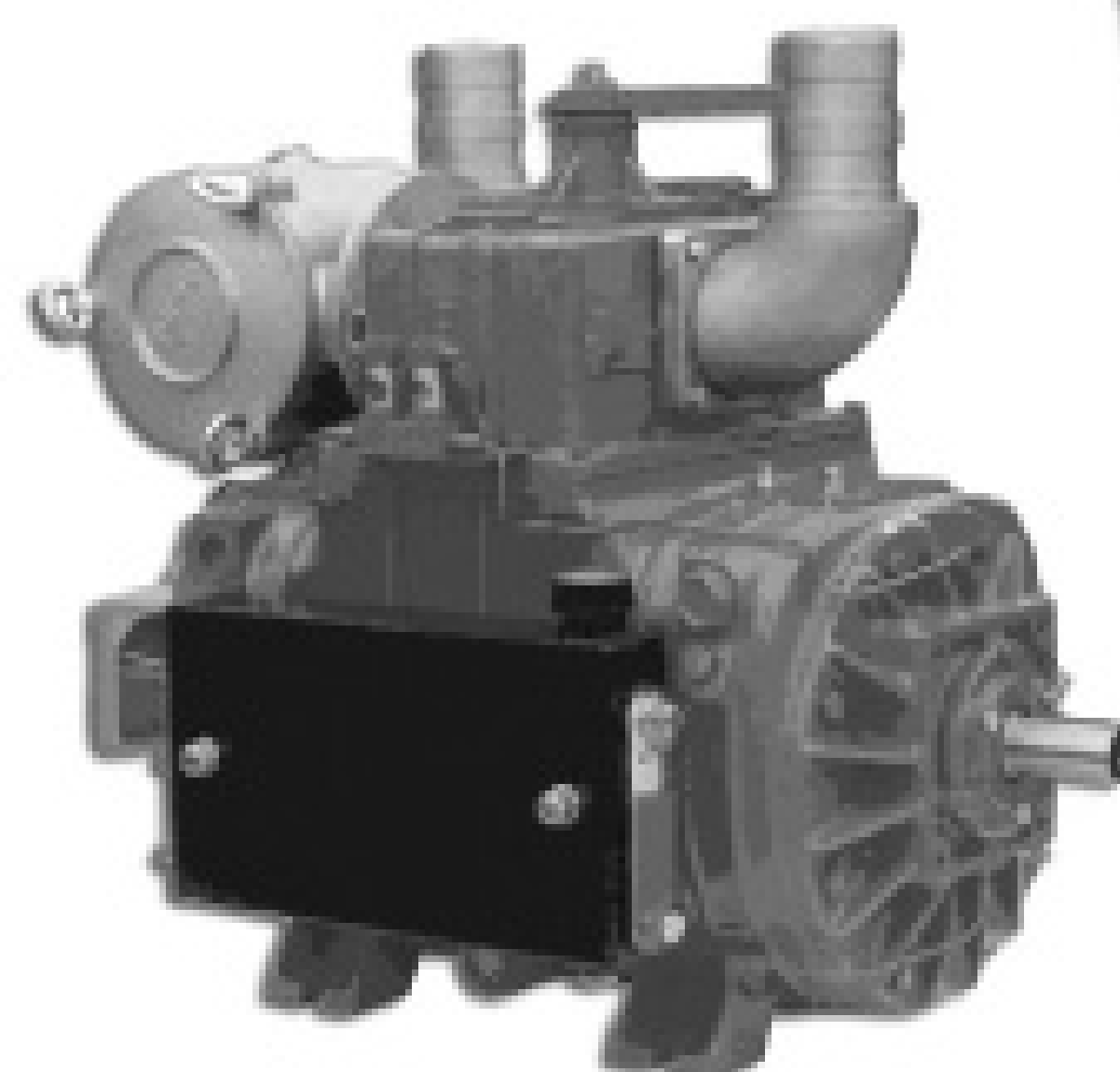


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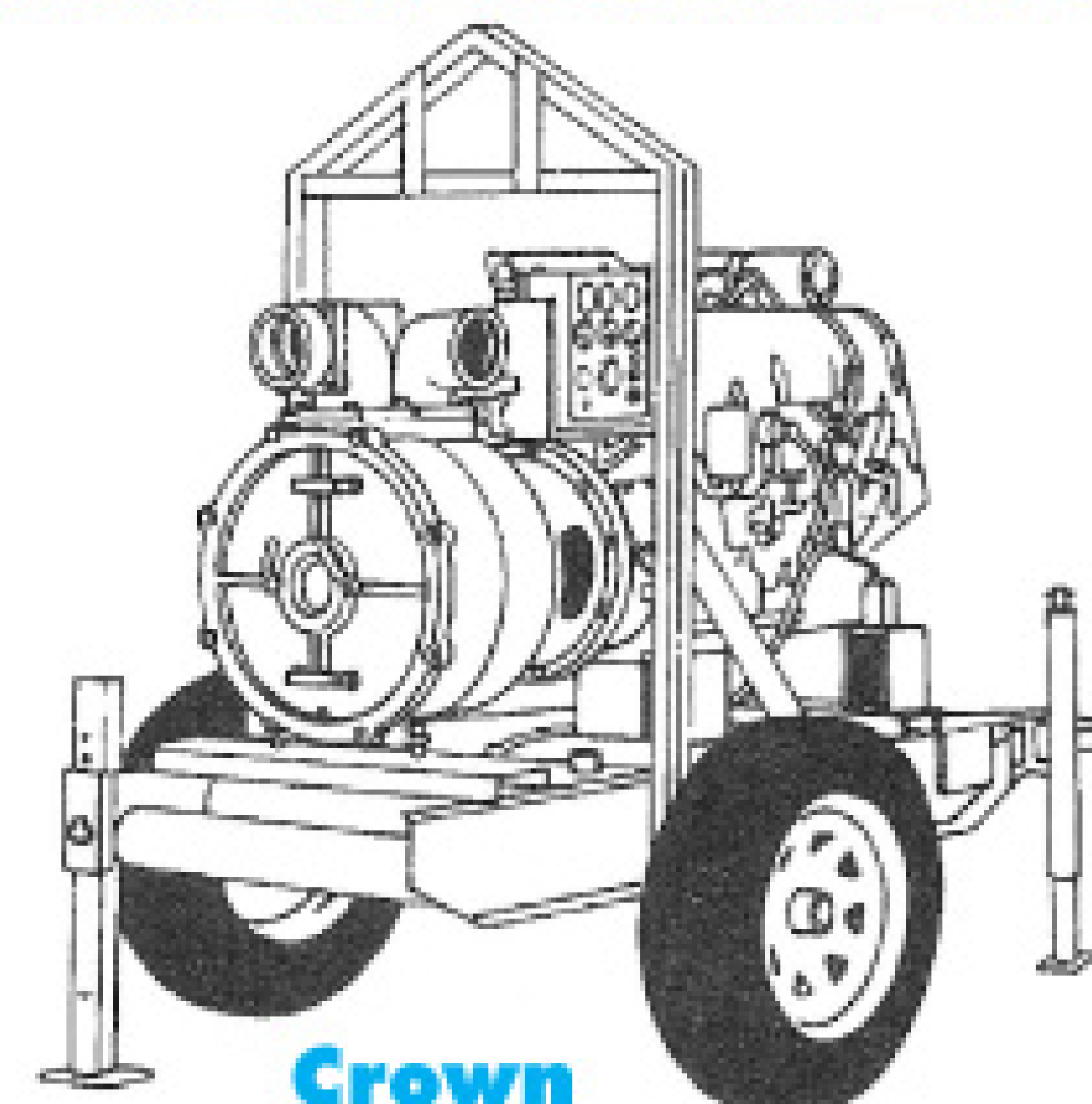


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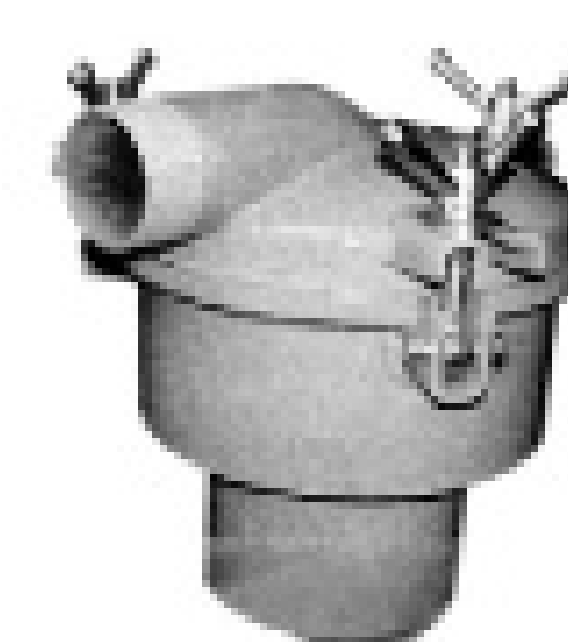


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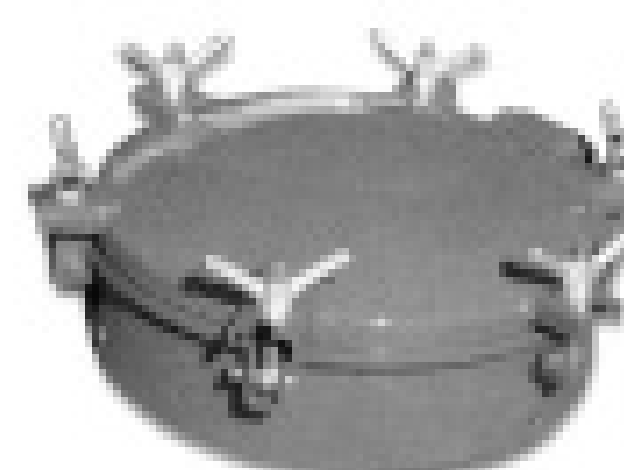
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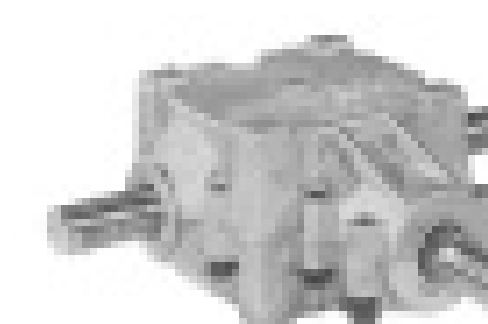


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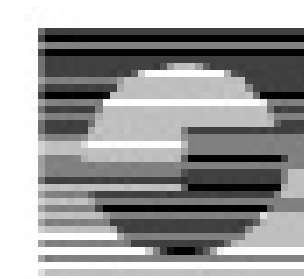
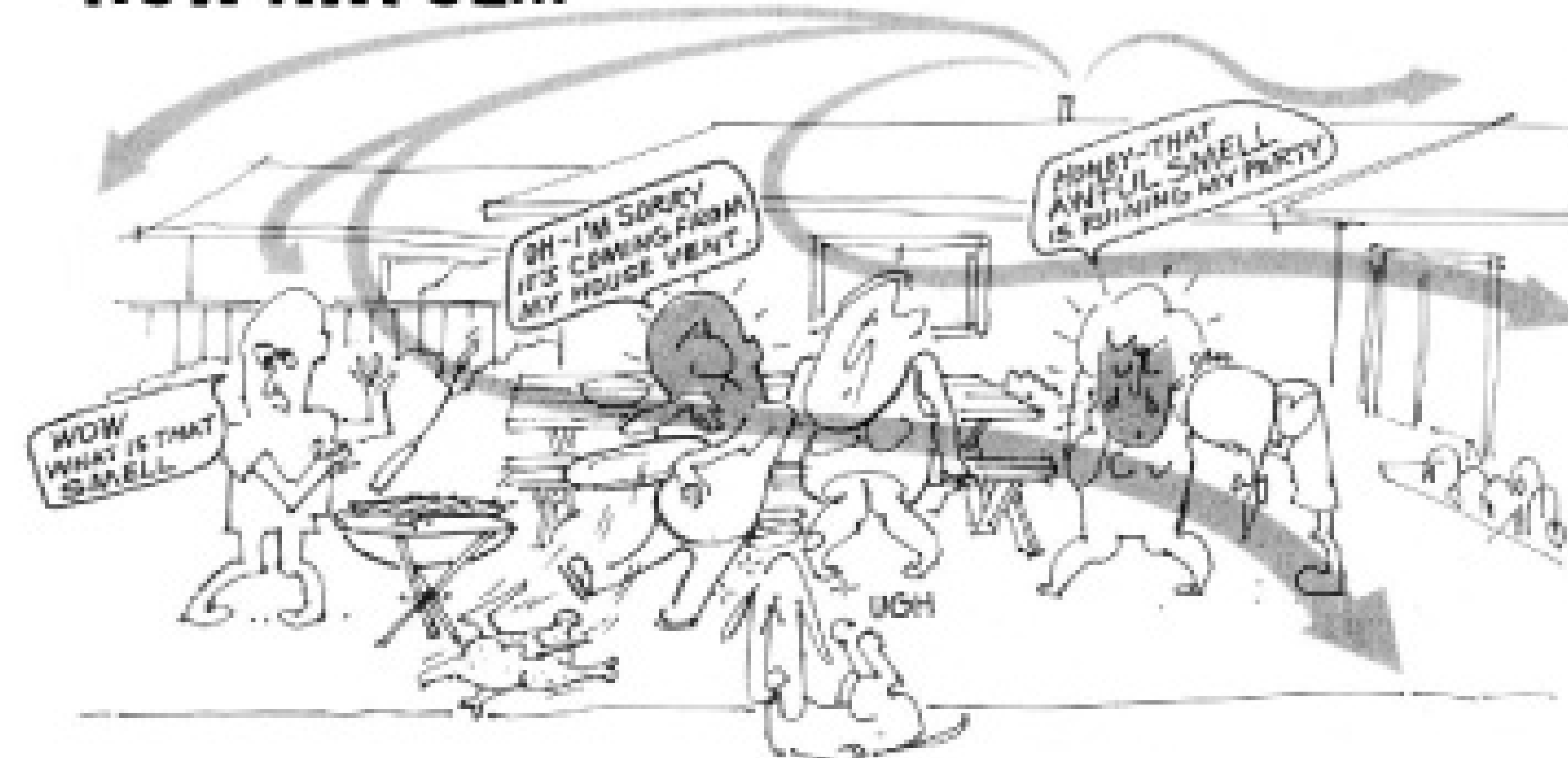
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Debbie Rowell (right), along with her son-in-law, Ian, and daughter, Mandie Hagan (from left), came together to run the New-Hampshire-based business after the sudden death of Rowell's husband in 2001. (Photos by Tim Cameron)

# Can't Take His Place

**When her father was taken away at a young age, Mandie Hagan stepped up to help her mom run the family pumping business**

*By Seiche Sanders*

**M**andie Hagan would have made her father very proud. In the seven years since Dickie Rowell's untimely death, Hagan, her husband, Ian, and mother, Debbie Rowell, have taken the 26-year-old family business to new levels with business technology and sophisticated marketing approaches. Today, Franklin, N.H.-based Rowell's Sewer & Drain is poised to break the \$1 million mark in sales, and the family just acquired what would have been Hagan's father's dream vacuum service truck.

## DESTINED TO PUMP

Life is a journey that often takes unexpected twists and turns. Such was the case with Hagan's path to the family business. In September 2001, Hagan was living happily in Vail, Colo., and working as the assistant vice president of a bank, when she received devastating news: her father had died in his sleep of a heart attack while on a hunting trip in Alaska. He was just 46.

He left behind not only a broken-hearted family, but also a growing business that couldn't be ignored. Debbie Rowell, who had worked with her husband all along, was left to run the business solo — and quickly realized that going it alone wasn't going to be easy.

Life goes on, and mortgage payments continue to come due. Although Rowell says she had to force herself to get out of bed some days, she did what she had to do to keep things running smoothly. "There was no pulling the pillow over your head," she says.

Rowell was successful in maintaining seamless service for customers, but she also ran into roadblocks. Her breaking point came when a key employee left to start a competing pumping business in a neighboring town. Rowell eventually gave her daughter a call and asked her to come home. She had been running the company for a year without her husband.

Newly married, Hagan consulted with Ian, a plumber by trade. He was open

**"HOW DO YOU MESH THESE TWO FAMILIES TOGETHER NOW? I HAD EXPERIENCE, AND THEY DIDN'T HAVE ANY. THEY WERE AMBITIOUS AND SO WILLING TO LEARN."**

**Debbie Rowell**

## Profile

### **Rowell's Sewer & Drain** Franklin, N.H.

Owner: **Debbie Rowell**

Founded: **1983**

Employees: **6**

Service area: **60-mile radius of Franklin, N.H.**

Services: **Septic and grease trap pumping and maintenance, onsite system inspections, maintenance and installation, sewer line video inspection and repair, portable sanitation**

Affiliations: **New Hampshire Septic Haulers Association; Lakes Region Chamber of Commerce**

Web site: **www.rowellseptic.com**

NEW  
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Rowell's fleet includes (from left) a 2007 Peterbilt 357, 1996 International 8100, 1999 Freightliner FL-60, 2005 Chevrolet 1-ton dump truck pulling a 2005 Haulmark 12-foot trailer and a 2001 Peterbilt 357.



Left: Team members include (from left) Ian and Mandie Hagan, Debbie Rowell, Tom Corson, Keith Rowell and Dave Fielding.

to making the move, and Hagan had always wanted to raise a family near her parents. (The couple now has two young daughters.)

The Hagans joined Rowell in October 2002 and the trio have been running the business ever since.

## GROWING PAINS AND GAINS

Initially, there was some butting of heads in the new partnership — each trying to figure out the other's strengths, weaknesses and personality traits. Trust needed to be established, too.

"How do you mesh these two families together now? I had experience, and they didn't have any," Rowell says. "They were ambitious and so willing to learn. Ian came with so much experience, and he's so multi-talented," she adds. "We wish we could clone him."

With his plumbing background — and knowledge of sewer and drain-line cleaning — Ian Hagan became the lead technician. He now manages the employees and provides bids for customers. He's also a licensed installer.

"We keep him busy," Hagan says. "He's on the truck every day."

Hagan turned her attention to operations, employing her business management, finance and economics backgrounds to the septic pumping company.

"Regardless of what type of business you run, you're always looking out for the customers' interests, so the basics are all the same," Hagan explains. "Keeping the customers happy, watching the bottom line and trying to be profitable and successful — that's the core, so from that aspect it wasn't that much of a transition."

Hagan mimics her father's business philosophy: that everything is about making the customer happy. The company prides itself in round-the-clock emergency service and attaining high satisfaction among its customers.

the service. She asks customers whether the company's service met expectations — if nobody answers the phone, she leaves a message. She makes sure they're happy, and knows that if they are, they'll tell their neighbors and friends.

Complaints are rare, and resolved quickly. Once, a customer reported a broken tank lid. Rowell quickly had it replaced, no questions asked.

"(The customer) called me right up that night, and said, 'I'm impressed, you didn't give me any grief, you didn't question anything, and you just got me a cover,'" Rowell recalls.

## HEY, GOOD LOOKIN'

The appearance of trucks and equipment is a high priority for Hagan, as well. "Our trucks are always clean," she says. "We have nice equipment. We're proud of what we have and we want everything to look good."

Besides the company's flashy 2007 Peterbilt, (read about the latest addition to the garage in the accompanying story), the fleet includes: 2001 Peterbilt 357 with a 4,000-gallon steel tank, Masport HXL400 pump, refurbished in 2007 by Dyna-Vac Equipment; 1999 International 8100 with a 1,500 gallon steel tank built by family friend Ray St. Laurent;



A wireless remote enables Ian to regulate the pump without having to climb inside the truck to engage the power takeoff.



After neatly digging a hole to access a tank, Hagan agitates the tank while pumping it out.



**"REGARDLESS OF WHAT TYPE OF BUSINESS YOU RUN, YOU'RE ALWAYS LOOKING OUT FOR THE CUSTOMERS' INTERESTS. KEEPING THE CUSTOMERS HAPPY, WATCHING THE BOTTOM LINE AND TRYING TO BE PROFITABLE AND SUCCESSFUL — THAT'S THE CORE."**

**Mandie Hagan**



Mandie Hagan and Debbie Rowell

1999 Freightliner FL60 with a 19-foot box truck equipped with Mi-T-M Corp. pressure washer, RIDGID video camera and locating equipment, confined space equipment and an inventory of sewer and sump pumps and drain cleaning tools; a 2005 Chevrolet Silverado 1-ton dual pickup with a dump body pulling a 2005 12-foot Haulmark trailer with Mi-T-M Corp. pressure washer.

In the winter, the trailer's wheels are replaced with a set of skis. The trailer is pulled up the mountain by a Bombardier Snowcat to access the frozen snowmaking lines.

#### MARKETING MASTERY

Since 2003, after the Hagans joined Rowell's, the company's annual sales have grown more than \$300,000 and are set to crack the \$1 million mark this year. Hagan attributes some of that growth to the company's attention to tech-based solutions and its use of innovative marketing methods.

"I love marketing. I love having a great Web site, and sending postcards and looking for unique ways to advertise," Hagan explains. "I'm always looking for that one thing my competitor doesn't have."

Over the past three months, Hagan focused on search engine optimization, or SEO. Advertising with a popular search engine ensures the Rowell's name comes up sooner in customer Internet search results — she has seen a substantial increase in business through the company Web site.

Another recently added feature: The Web site allows customers to schedule service appointments online or e-mail questions. Hagan worked with a graphic designer and the Internet service provider to make the site more attractive and user-friendly.

Rowell's customer database also is set up to generate maintenance reports so Hagan can

alert customers when service is due. The automated system takes the onus off customers — they don't need to remember to call when they're past due or have an emergency.

"It works for us because I can schedule it when we can do it, and it's easier for them," she says.

Technology, in Hagan's view, is all about improving the customers' interactions with the company, and she's constantly looking to the future. "I'm a little behind compared to the 21-year-olds of the world, but (technology is) only going to make us better and more efficient."

#### ON TOP OF TRENDS

Staying on top of what's new in the industry is another of Hagan's goals — and one way to stay a step ahead of competitors. The company continues to reinvest earnings in computers (Rowell's oldest are two years old) and equipment. The family attends the Pumper & Cleaner Environmental Expo at least every other year to research the latest technologies. Hagan keeps an eye open for "that one marketing idea that you hadn't thought of that was really kind of simple and easy, and doesn't cost much money to do."

Rowell's continues to expand its service offerings in an effort to become a "one-stop shop," says Hagan, providing repairs, cleaning or drain and sewer service. This "careful" growth has netted the company a current customer list of 10,000, 60 percent residential and 40 percent commercial. A higher capacity, brand-new vacuum truck, just like dad would have wanted, has also helped business grow.

"Even though the economy is down, we're growing," Hagan says.

Hagan describes her customer-focused business philosophy and values as being identical to her father's. "He was exactly like I am; the customer is always No. 1. My dad always had the biggest smile on his face."

And Dickie Rowell lives on, his smiling image emblazoned on the company's trucks.

"The little man pictured on our service trucks is a cartoon character of my dad," says Hagan. "My dad was known as the 'happy pumper' and was most likely seen wearing shorts and work boots with a beautiful big smile." And, no doubt, Hagan says, he's smiling down on his family every day. ■

## A Rig for Dad

Mandie Hagan's father pulled out all the stops when it came to building out his trucks and equipment. Dickie Rowell of Rowell's Sewer & Drain finished building his last truck, a 2001 Peterbilt, just a few months before his death, and spared no expense when it came to all the bells and whistles that make the vehicle a pleasure to drive.

"He only got to use it a few months," his daughter, Mandie Hagan, says. "To this day, it's a beautiful truck."

But after Rowell died, and as the business grew when Hagan and her husband, Ian, joined the company, it became clear that a new truck could bring new efficiencies.

"We wanted a bigger service truck," Hagan explains. "The more you can pump the better, time and money-wise. A lot of our work is done in a certain area, so we'd rather get four or six pumps (per trip)."

Hagan knew one thing going in: like her father, she is a Peterbilt devotee, and she also wanted the new truck to match the body style of the one they already had — the 2001.

Hagan attended the Pumper & Cleaner Environmental Expo and talked to other pumpers who had recently ordered septic rigs. She settled on a 2007 Peterbilt 357 with a 5,500-gallon Progress aluminum tank, 430-hp C13 Caterpillar engine coupled with an Eaton-Fuller transmission, Masport RB-DV65 pump, air ride seats, A/C, cruise control, 4-inch heated fill gates on passenger and driver's side with rear 6- and 4-inch heated discharge lines, Accu-Level gauge and three sight tubes, work lights, aluminum hose trays and work cabinets and diamond-plate hose protectors. They used custom maroon Peterbilt paint to match the other pump truck. Bay State Truck & Trailer Inc. built out the truck.

"My dad always was the one who had to have all the bells and whistles. (This one) has all the bells and whistles he would have liked. It's the nicest truck anywhere. We just kind of one-upped him a little bit," Hagan jokes.

Hagan describes purchasing the truck as bittersweet. "It's sad in that I'd rather see (my father) driving down the road in it," she says. "But it doesn't matter who's in that truck. It's our company, it's our life, and we're not going anywhere."

"I'm glad I can do this for him," she continues. "I take everything personally, because I know he sacrificed a lot when I was little to give me what we had. He worked a lot back then, and now I understand why."



Dickie Rowell

#### MORE INFO:

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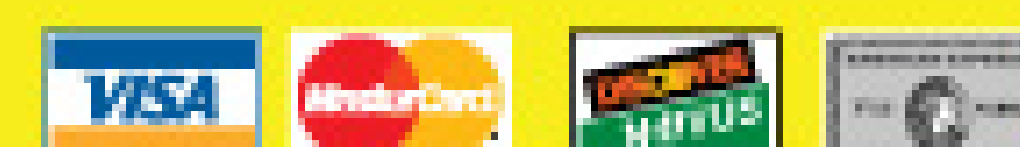
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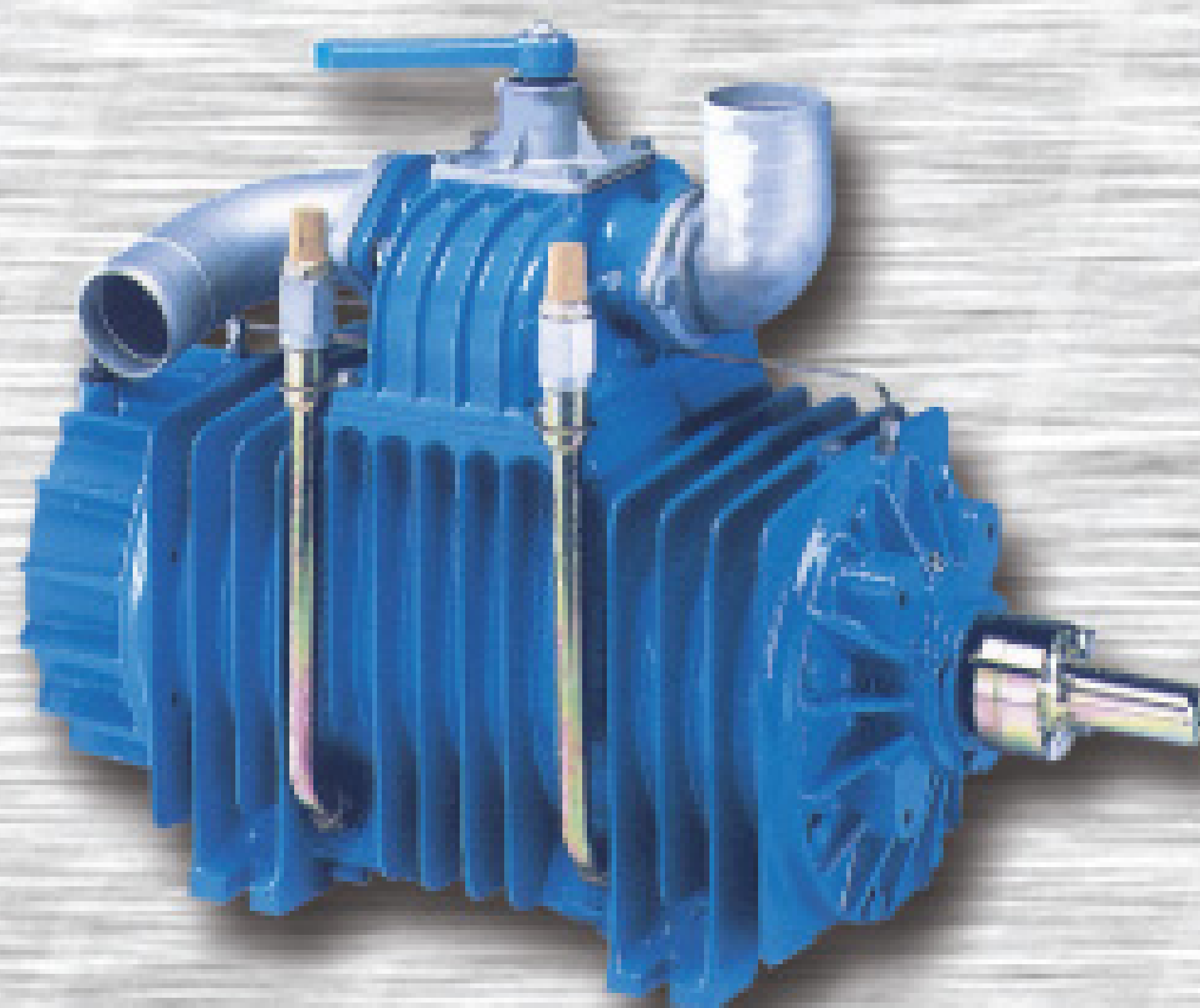
## ◆ Current Inventory ◆

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- ◆ **New 2009 Peterbilt 340**, 14.6 Front, 40 Rear, Paccar PX-8 (300 HP), 3,000 Gal., Full Tilt/Opening, DOT 407/412, Price **\$148,723** E.E.T. Included.
- ◆ (3) Matching - **2004 CH613 Mack's**, Set forward axle, 427 engine, 10 Spd., 420-440 Miles, Double Frame, Dual Exhaust, 3,000 Gal., Full Tilt/Opening, DOT 407/412, Price **\$99,800**
- ◆ (1) **2003 IHC 9200**, C-15 Cat (475 HP), Jake Brakes, 18 Spd, 349 Miles, 3,000 Gal., Full Tilt/Opening, DOT 407/412, Stock No. 2001, Price **\$93,700**
- ◆ (1) **2001 CH613 Mack**, Set Forward Axle, 460 Engine, 18 Spd, 12 Front, 44 Rear, 211K Miles, 3,000 Gal., Full Tilt/Opening, DOT 407/412, Price **\$93,200**
- ◆ (1) **1997 International 9400**, 10 Spd., Detroit 60 Series (430 HP), 3200 gal., Full Tilt/Opening, 20" Manway, 4" Intake, 6" Discharge, Price **\$37,500**
- ◆ (1) **2005 IHC 8600**, ISM (340 HP), 10 Spd, 350 miles, 3,000 Gal., Full Tilt/Opening, DOT 407/412, Price **\$98,700**
- ◆ (2) **2000 IHC 5600**, N-14 Cummins (475 HP), Low 300's, 20 Front 46 Rear Air, 3,500 Gal., Full Tilt/Opening, DOT 407/412, Stock No. 1848, Price **\$90,000**
- ◆ (1) **1999 Peterbilt**, 10 Spd., Cat. C-12 (410 HP), 3200 Gal., Full Tilt/Opening, 20" Manway, 4" Intake, 6" Discharge, Price **\$37,500**

\* Tanks can be shipped.



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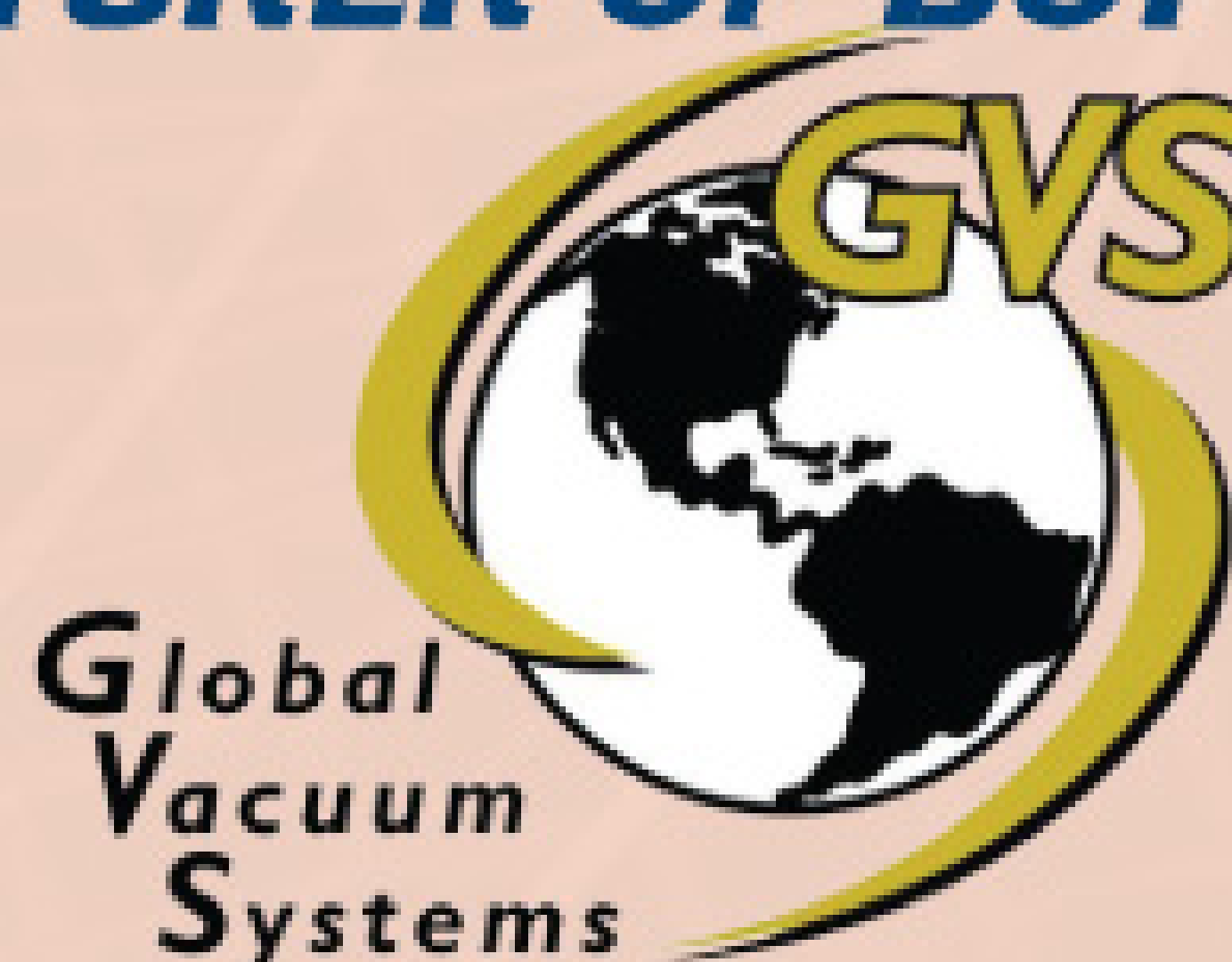
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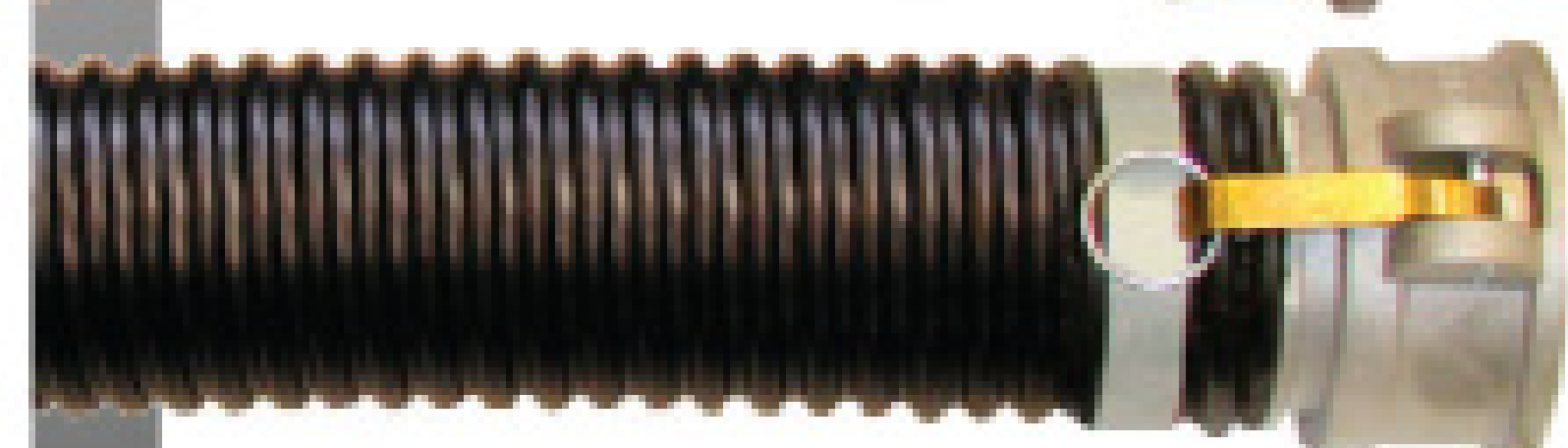
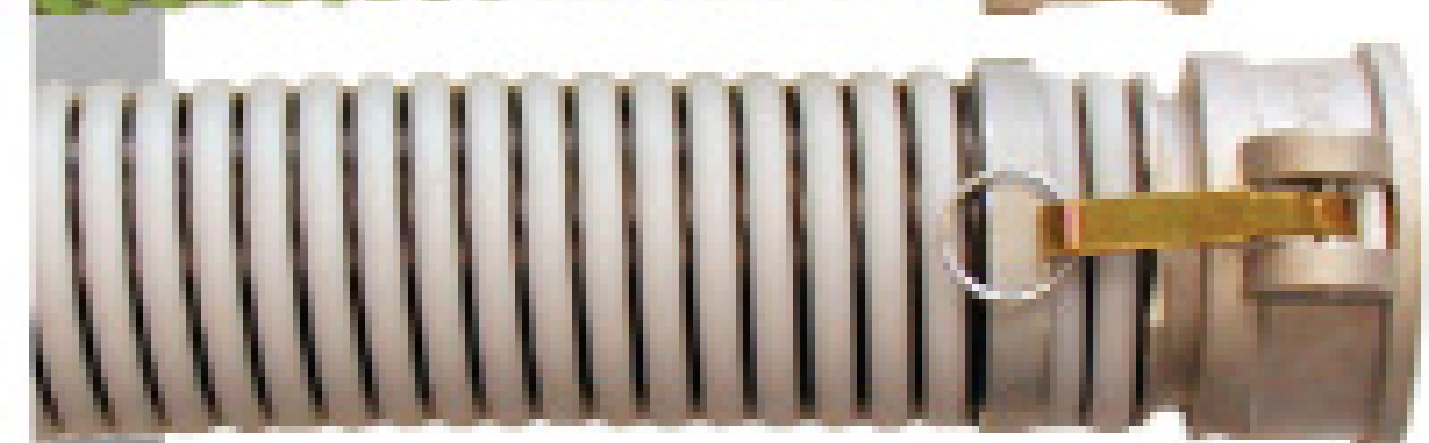


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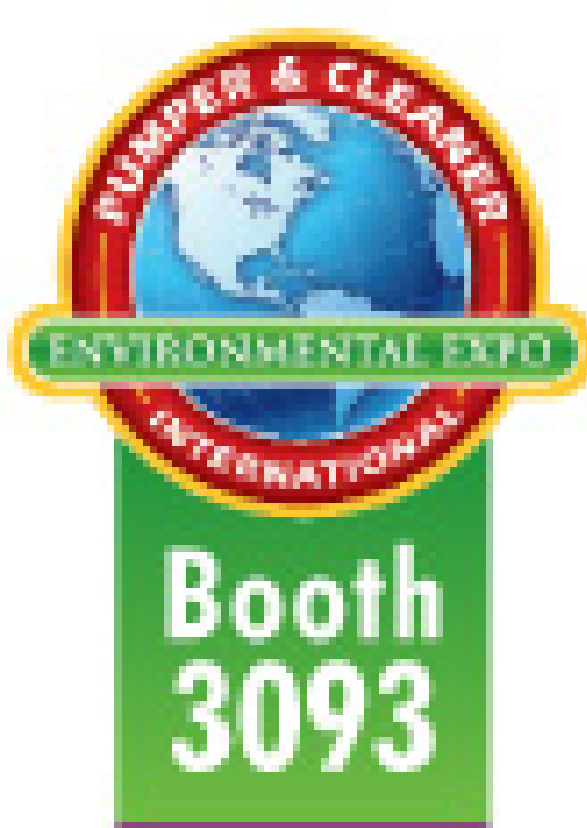
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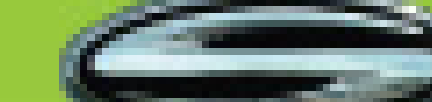
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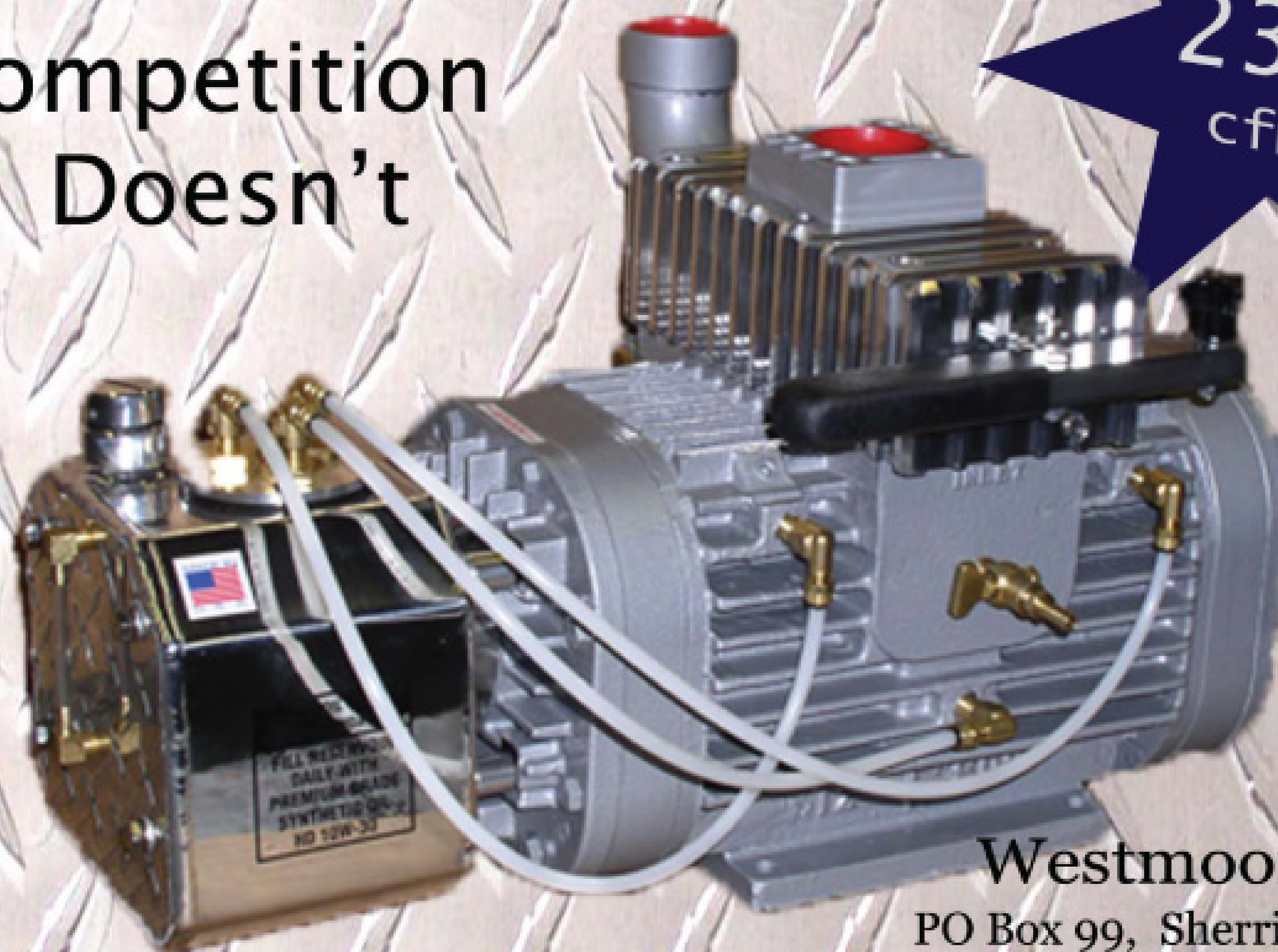
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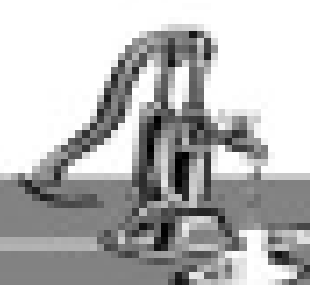
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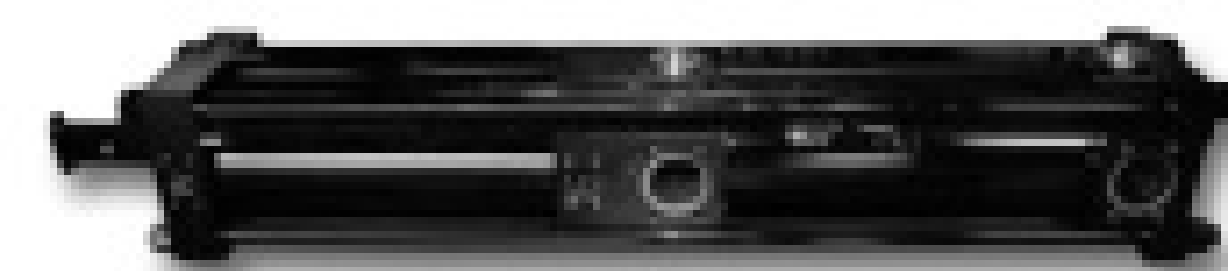
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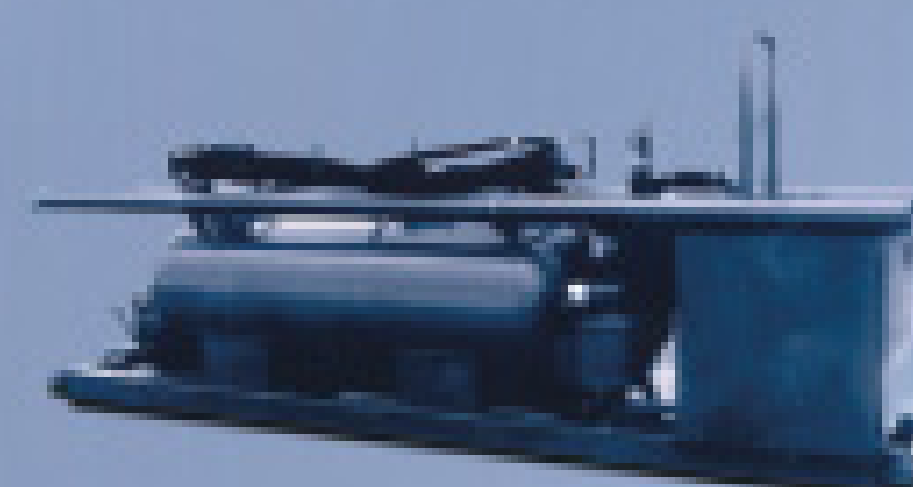
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# SCHEDULE OF EVENTS

Schedule subject to change without notice.

## WEDNESDAY

February 25, 2009

- Education Day - All Day - No Exhibits
- More than 40 Educational Sessions
- Networking 5-7 p.m.

## THURSDAY

February 26, 2009

- Certified Onsite Installer Course
- Exhibits Open: 9 a.m. - 5 p.m.
- Educational Seminars: 8 a.m. - 12 p.m.
- Women's Wine, Cheese and Fashion Show  
2 p.m - 4 p.m.
- Industry Appreciation Party  
5 p.m. - Refreshments Available

## FRIDAY

February 27, 2009

- Exhibits Open: 9 a.m. - 5 p.m.
- Educational Seminars: 8 a.m. - 12 p.m.

## SATURDAY

February 28, 2009

- Exhibits Open: 9 a.m. - 3 p.m.
- Saturday Evening Jam  
5 p.m. - 38 Special  
7 p.m. - Montgomery Gentry  
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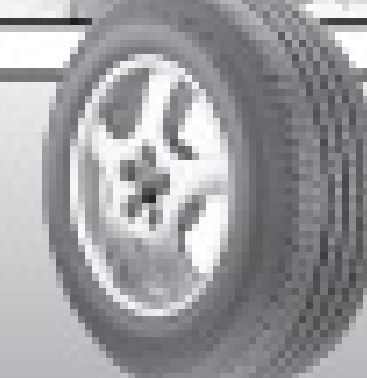
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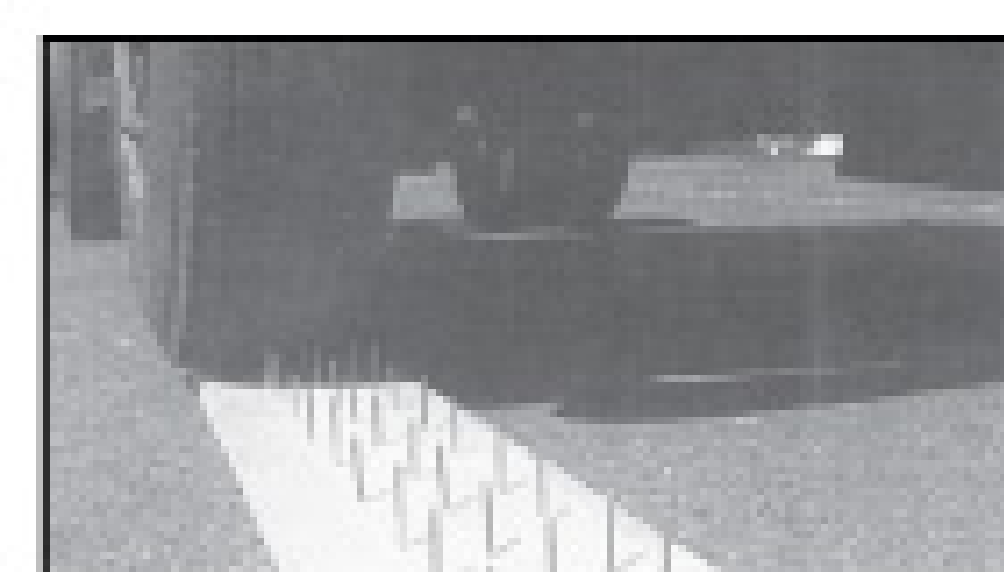
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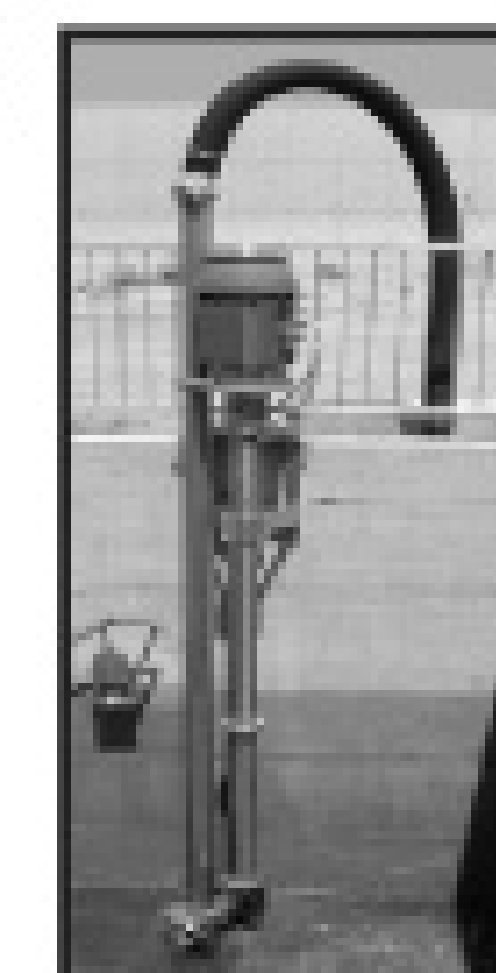
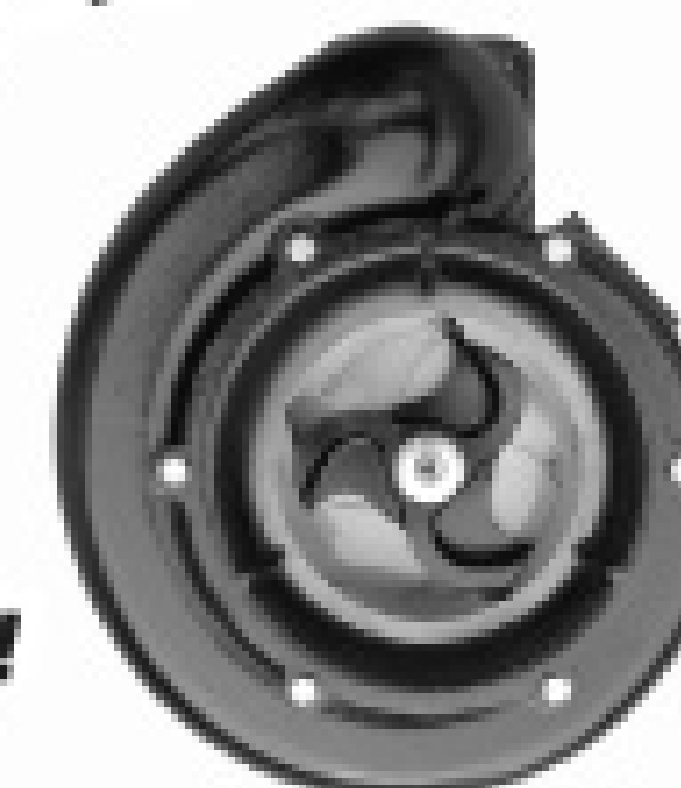
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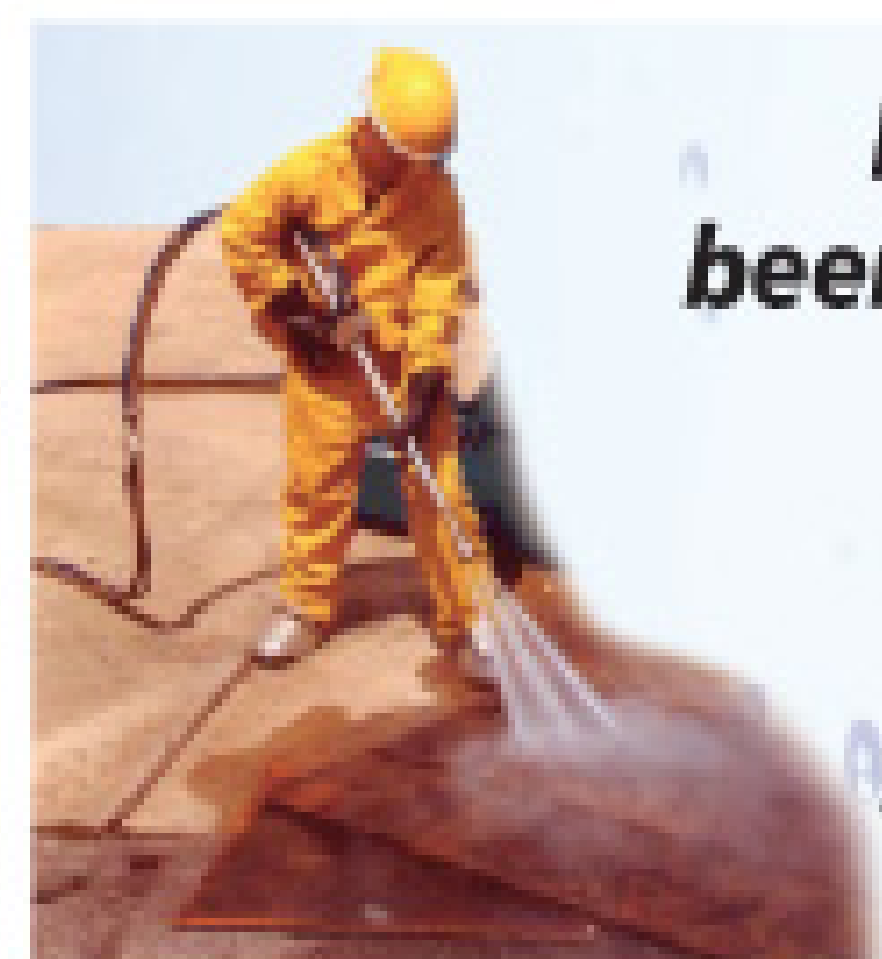
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Dan Lambdin washes the 2002 Sterling vacuum truck prior to a day of pumping. (Photos courtesy Sweet Pea Sewer & Septic).



# PROMO POWER

**A clever ad campaign, a nifty logo and tracking effective marketing drive a diverse and profitable business for Sweet Pea Sewer & Septic**

*By Ken Wysocky*

**A** creative approach to all aspects of a small business — from developing an image that customers will remember to finding novel ways to encourage employee retention — helps Sweet Pea Sewer & Septic build on potential as big as Montana's skies.

Susan and Chuck Bashor, owners of the Missoula, Mont., pumping and portables business, thrive on customer education and have a lot of fun doing a job that many consider down and dirty.

In 14 years, the Bashors have grown the business to include an inventory of 1,000 portable restrooms and a diversified service menu offering everything from traditional septic pumping to providing portable sanitation for forest firefighters.

When the Bashors moved to Montana to take over an existing septic and drain-

cleaning business, Susan was determined to have fun promoting the business — and count on an entertained and educated public to ring their phone.

"We try to approach the business from the lighter side," she says. Bashor has endeared customers throughout the Bitterroot Valley in southwestern Montana with a periodic "The Scoop on Poop" column published as advertising in a local newspaper. She thinks a lighter touch helps effectively educate customers about all things septic, from the do's and don'ts of flushing to crust layers and cleaning effluent filters.

Not too shabby for someone with no marketing degree or experience — just an imagi-

**"FOREST FIRES ARE A REALITY. SOMEONE HAS TO PROVIDE FOOD AND SHOWERS AND SANITATION FOR THE FIREFIGHTERS. THE TRICK IS YOU STILL HAVE TO TAKE CARE OF YOUR REGULAR CUSTOMERS. I'VE SEEN COMPANIES GO FOR THE FIRE MONEY AND THEIR CUSTOMERS END UP COMING TO US."**

**Susan Bashor**





## Profile

### Sweet Pea Sewer & Septic Missoula, Mont.

**Owners:** Chuck and Susan Bashor

**Founded:** 1994

**Employees:** 15 to 25 (depending on season)

**Service area:** Ravalli and Missoula counties in southwestern Montana

**Specialties:** Septic pumping, sewer and drain cleaning, portable restrooms

**Affiliations:** Portable Sanitation Association International, National Federation of Independent Business, Missoula Building Industry Association

**Web site:** [www.sweetpea-site.com](http://www.sweetpea-site.com)



native flair and a healthy dose of confidence.

"Somehow, it just comes naturally to me," Bashor says of promoting a service that most folks don't want to talk about much. "When we were looking to buy this business, I told Chuck, 'If this is what you want to do and it's what we can do to run our own business, then I can sell it.'"

That was evident from the start. Right away, Susan Bashor lobbied to paint the company van gold and add the Sweet Pea logo: a green pea-person nattily outfitted with a top hat, a cane and a broad smile. Think Mr. Peanut without the monocle and spats, and you get the picture.

"All the competitors' service vans were white," she says. "I wanted something that would turn heads. And because of the color, people notice it more. It creates the impression that we're everywhere."

#### SEX APPEAL AND SEPTIC TANKS

In 2001, Bashor decided to push the marketing envelope a bit further when she noticed how real estate agents used "glamour" shots of themselves in newspaper ads.

Top: Tim Sneath prepares to deliver four special event units using the 2001 Freightliner delivery truck. Below: Cole Bashor uses a Mongo Mover to position a washed Satellite Maxim.

"It made me wonder if a little sex appeal would sell," she says.

"So I wrote a 'The Scoop on Poop' column for the local paper and included a photo of myself; you have to keep in mind that I modeled for 1 1/2 minutes when

I was 16 years old. Man, did that take off. A little glamour combined with waste gets peoples' attention."

Over the years, Bashor has penned more than two dozen of the columns. "They're not cheap — about \$500 a pop to publish — but they provide priceless promotional power, she says. (To read the columns, visit the Sweet Pea Web site at [www.sweetpea-site.com](http://www.sweetpea-site.com).) To help promote the column as an advertising vehicle, customers who mention it get a 10 percent discount on septic pumping.

"When people open the phone book and look for our services, they remember everything we've put out there (in terms of advertising)," Bashor says. "Our dispatcher keeps track of where customers heard about us, and the columns have more than paid for themselves.

"I believe that people appreciate honesty and any education you can provide to help them prevent emergencies," she adds. "The more you can teach your customers, the bet-



ter off you are. That way, they don't think you're just taking their money and driving off."

#### BUILDING BUSINESS MIX

Sweet Pea entered the portable restroom business in 2000, spurred largely by the United States Forest Service's need to supply restrooms for crews that fight forest fires.

"If we were going to get USFS forest-fire action, we realized we'd need portable restrooms," Bashor says. "With all three businesses, it's much easier for us to stay busy year-round."

During "fire years" (the fire season typically runs from June to October), Sweet Pea uses the windfall profits to pay off equipment



The Sweet Pea team (from left) includes Dan Lambdin next to the 2002 Sterling, Brian Woods and the 1998 International, Tim Sneath and the 2007 Dodge route truck, and Jhawn Thompson and the 1994 Ford Econoline.



**"I BELIEVE THAT PEOPLE APPRECIATE HONESTY AND ANY EDUCATION YOU CAN PROVIDE TO HELP THEM PREVENT EMERGENCIES. THE MORE YOU CAN TEACH YOUR CUSTOMERS, THE BETTER OFF YOU ARE. THAT WAY, THEY DON'T THINK YOU'RE JUST TAKING THEIR MONEY AND DRIVING OFF."**

**Susan Bashor**



Dan Lambdin installs a new effluent pump. At right: Chuck Bashor checks the electrical junction box prior to rewiring new floats as Jhawn Thompson dismantles a faulty float and alarm system.

## Effluent Pump Repairs Drive Niche Business

Sweet Pea Sewer & Septic in Missoula, Mont., has unearthed a profitable niche business that nicely complements its core services: effluent pump replacements.

The demand for new pumps stems from a regulation enacted years ago that requires new septic systems to include a pressurized dosing system.

"Now, 15 years later, many of these effluent pumps that pump the graywater up to the drainfields are starting to go," says co-owner Susan Bashor. "As a result, we're doing quite a bit of this kind of work."

Demand for the service is so strong that Sweet Pea sent three employees to New York to receive training at Goulds Pumps/ITT Corp. The technicians learned how to assess and diagnose problems, as

well as install new effluent pumps.

loans and invest in new equipment.

"Forest fires are a reality," Bashor says. "Someone has to provide food and showers and sanitation for the firefighters. The trick is you still have to take care of your regular customers. I've seen companies go for the fire money and their customers end up coming to us."

Sweet Pea owns more than 1,000 restrooms, mostly made by Satellite Industries Inc., PolyJohn Enterprises Corp. and PolyPortables Inc. The company continually replenishes its restroom inventory, so even its oldest units are never more than a few years old. That way, they're easier to sell as used units because they're not as beat up, Bashor says.

She's convinced their restrooms, which employees and customers refer to as "Sweet Peas," also stand up to wear better because they're thoroughly cleaned. Users tend to vandalize restrooms more if they're dirty, Bashor says.

"No one is ever afraid to enter a Sweet Pea restroom," she says.

To obtain the best price possible, the company orders its restrooms unassembled, Bashor says. Then the crew gathers for restroom construction parties.

### EQUIPPED FOR SUCCESS

Sweet Pea operates eight restroom service trucks: a 1996 Ford F-350 4 x 4 with a locally fabricated 500-gallon waste/200-gallon freshwater steel tank, equipped with a Masport M1 pump; a 1999 Ford LN7000, built out by Erickson Tank & Pump with a 500-gallon waste/250-gallon freshwater stainless steel tank and Masport M2 pump; a 1999 Ford F-450 4 x 4 with a 500-gallon waste/250-gallon steel tank built by Satellite Industries; a 1999 Ford F-350 4 x 4 outfitted by Best Enterprises Inc. with a 300-gallon waste/100-gallon freshwater stainless steel tank and a Conde pump from Westmoor Ltd.; a 1999 Ford F-450 4 x 4 built by Erickson with a 300-gallon waste/100-gallon freshwater slide-in tank and a Masport M2 pump; a 2000 Ford F-350 4 x 4 with a locally fabricated, 500-gallon waste/200-gallon freshwater steel tank and Conde Super 6

pump; a 2001 Freightliner flatbed delivery truck outfitted by Erickson with a 400-gallon waste/150-gallon freshwater tank and Masport M2 pump; and a 2007 Dodge 4 x 4 (outfitted by Chuck Bashor) with a 570-gallon waste/100-gallon freshwater tank and Masport M2 pump. The company also relies on a 1992 Dodge flatbed truck to haul a 1998 Bobcat 743 skid-steer loader with backhoe attachment. It's used for digging small sewer lines and excavating septic tanks.

On the septic pumping side, the company depends on seven trucks: a 1991 International built out by Erickson with a 2,300-gallon tank and a Masport 75 pump; a 1994 Ford Econoline drain-cleaning van equipped with an onboard, 220-gallon water tank with a Valley Industries jetter; a 1995 Ford box van, equipped with a 250-gallon, onboard water tank and a jetter made by General Pipe Cleaners; a 1996 Dodge sewer- and drain-cleaning van equipped with an onboard, 150-gallon water tank and a Gorlitz jetter, made by Gorlitz Sewer & Drain Inc.; a 1998 International that can carry 1,500 gallons of



wastewater, 250 gallons of freshwater and 250 gallons of chemical water and equipped with a Masport HXL 75 pump (custom built by Chuck Bashor); a 2002 Sterling built by Imperial Industries Inc. with a 2,300-gallon tank and a Masport 400 pump; and a 2002 Sterling, also built by Imperial, with a 2,500-gallon aluminum tank and a Masport HXL 15 pump.

## EMPLOYEE RETENTION

One of Sweet Pea's biggest challenges is attracting and retaining employees.

"People aren't beating down the door to work in waste disposal," Bashor says. "Our biggest challenge is finding workers who do want to work in waste disposal, and then stay with it."

Worse yet, regional unemployment is low, which reduces even further the pool of potential employees.

But the company makes a concerted effort to retain employees, including competitive pay, bonuses, paid holidays, attending industry conventions and holding employee celebrations. Bashor points out that Sweet Pea took its drivers to a Portable Sanitation Association International convention in Tacoma, Wash., to drive home the point that they're in a profession with quality standards.

"I think it legitimized the profession in their minds," she says.

On the personal side, the company has done things like treat employees and their families to a company-paid whitewater rafting trip and cookout. The company also sponsors Christmas parties, which are more extravagant during good financial years.

"We feel strongly about making our employees feel appreciated in any way we can," Bashor says. "One year, we held a formal dinner at a lodge and everyone got to stay overnight in their own cabins. We try to have fun ... break up the monotony as best we can."

On "barbecue days" in summer, dispatcher Sherry Wills makes cheeseburgers for the drivers. And during winter, Bashor brings in a crock-pot and makes soups and stews.

## LAND APPLICATION A PLUS

Due to a scarcity of treatment facilities, Sweet Pea land-applies most of its septage at two ranches, one near Missoula and one near

Dan Lambdin pumps waste from a septic tank into the 2002 Sterling vacuum truck.



Chuck Bashor and Jhawn Thompson dig to expose the outlet side of a septic tank.

Hamilton. It costs about \$35 per truckload — or about \$60,000 a year — to land-apply roughly 1.5 million gallons of septage. That's considerably cheaper than the \$75 a truckload charged by a treatment facility in Missoula, which Sweet Pea uses occasionally when bad weather prevents trucks from driving up to the ranches.

To increase efficiency and reduce fuel and disposal costs, route drivers dump septage into either a 1,500-gallon holding tank or a 1,000-gallon holding tank for temporary storage until a full truckload is collected.

## DRIVER TRACKING

Sweet Pea employs cutting-edge technology to track drivers and improve route efficiency. A good example is a cell phone service called Field Force Manager, a dispatch program that shows things such as where each driver is, how fast they're driving and how long it takes them at each stop. Dispatchers log on to a Field Force Manager Web site to track the drivers, Bashor says.

"The drivers log on every day with

a company-issued cell phone, and log off during breaks," she explains. "It holds them more accountable to keep moving and not mess around — time is money."

Route drivers make about 40 stops a day and might drive up to 800 miles a week. Making more stops per day isn't realistic because of the long distances between customers, Chuck Bashor says.

Overall, Susan Bashor says top-notch customer service is one of the company's most important assets.

"If we lose a customer because some new guy decides to offer lower prices in order to get some business, we stay on the high road and continue our level of service," she says. "Eventually, they come back ... because they soon realize that a company that offers the most reliable service means more than saving \$10 a month."

It's an optimistic and professional outlook they believe will serve them well for many years in Big Sky Country. ■

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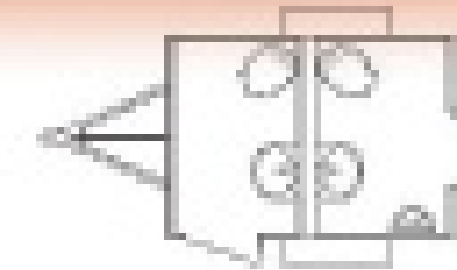
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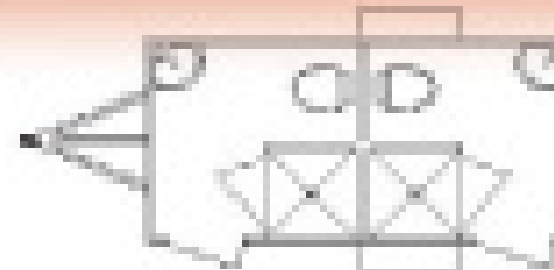
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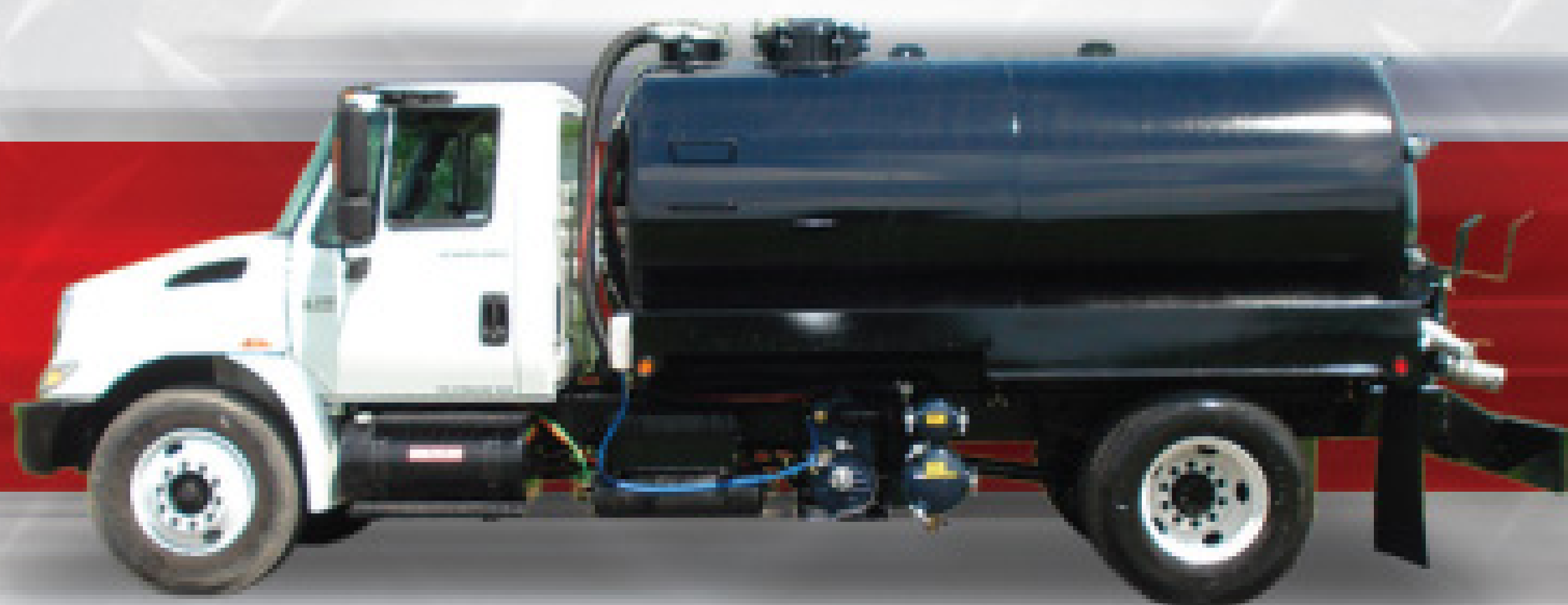


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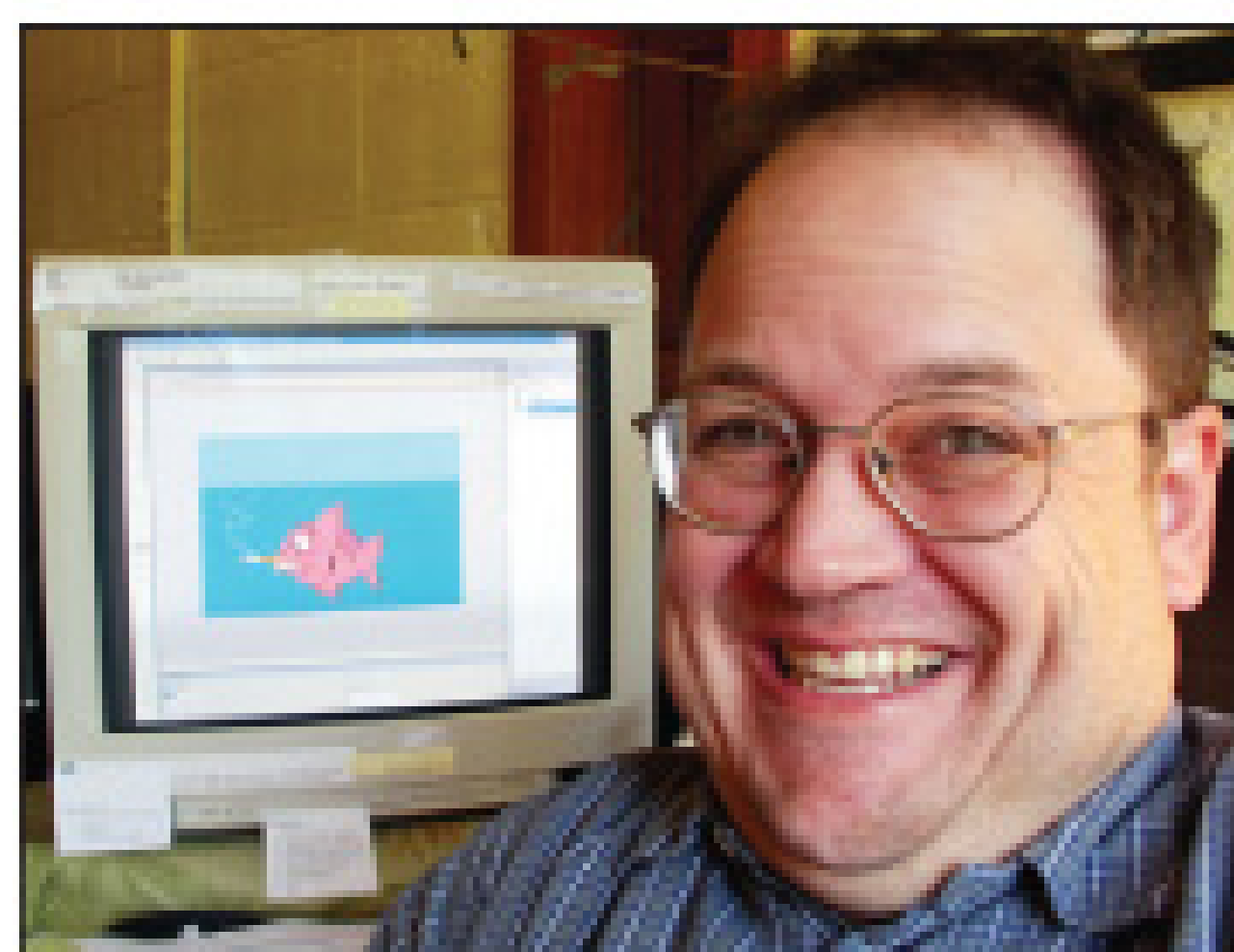
# Now Showing

**The New Hampshire Estuaries Project is having a ball promoting the Golden Plunger Award, the highest honor for films about onsite system maintenance**

**T**he success of its video contest on the importance of onsite system maintenance has the New Hampshire Estuaries Project in Durham, N.H., looking for financing to do it again, possibly on a nationwide level.

After airing the resulting 30-minute Academy Awards takeoff on community access television in 2006, NHEP posted it on the popular video site, YouTube.com. On the World Wide Web, the "Septic Scenes Awards Show" continues to attract inquiries. The agency also created public service announcements based on the videos and plans to package them in a short DVD for local stations.

Five submissions, judged by the NHEP Public Outreach and Education advisory group, competed for three cash prizes and one honorable mention. The University of New Hampshire Video Production Department assembled the show. Readers can obtain a copy by contacting project coordinator Dave Kellam.



**"THE CONTEST WAS A LITTLE AHEAD OF TECHNOLOGY. MANY MORE PEOPLE HAVE VIDEO SOFTWARE NOW AND MORE AREAS HAVE COMMUNITY ACCESS STATIONS. TODAY, WE CAN BURN DVDS AT MINIMAL COST AND PUMPERS COULD DISTRIBUTE THEM TO THEIR CUSTOMERS."**

**Dave Kellam**

Contest through the University of New Hampshire Video Production Department, community access stations, and local artistic groups, inviting residents in the state's coastal watershed to submit five-minute videos that approached the subject in a unique way.

Entries had to include the state Department of Environmental Services recommendations for onsite system maintenance: inspection once a year, pumping every three to five years, and no dumping of harmful products. Information on how onsite systems work and what effect their failure has on the environment were mandatory.

**Pumper:** Who won first place?

**Kellam:** Videographer John Shore and partner Dina Sutin won first place with "Your Septic System, Your Friend." It includes an original song, "Don't flush your responsibility to the environment," an animated scuba diver touring a septic tank, and a parody based on the *60 Minutes* ambush interview exposing an onsite system abuser. Their company, Nut Allergy Productions, won \$1,000 and the Golden Plunger Award.

**Pumper:** Who won second and third place?

**Kellam:** Tim Gaudreau won second and \$500 for his animated "Fish Gone Bad" video that followed the strange evolution of a fish living in a pond contaminated by a malfunctioning onsite system. He is an environmental artist who experimented with video as a medium. Terry Picard won third place and \$250 with "Your Septic System," which compares its operation to the human digestive tract.

**Pumper:** Who funded the prizes?

**Kellam:** We're part of the U.S. Environ-

mental Protection Agency National Estuaries Programs, and funding came from it. We're very sensitive about spending taxpayers' money efficiently, and that's one reason why this contest approach was so appealing. A professionally produced 30-minute video

**To view the Septic Scenes award videos, go to YouTube.com and search for "New Hampshire Estuaries Project." The first- and second-place award winners will pop up.**

costs \$30,000. Our expense, including promotion, production, and prizes, was \$4,500.

Not only was it cheaper, but talking about the quirky concept of a variety show on onsite systems achieved a greater awareness of the subject than the video. Every time I did a radio or television interview, I reiterated the state's onsite maintenance recommendations, which was our ultimate goal.

**Pumper:** How did you produce your first Septic Scenes Awards Show?

**Kellam:** Production kudos must go to the UNH video department. The editors there fell in love with the wacky project and donated much of their time. They even designed the video in various formats, enabling us to extract segments and run them separately.

The show opens like the Academy Awards. The hosts are Jay Baas, an onsite inspector with New Hampshire Department of Environmental Services, and Amanda Stone, a UNH cooperative extension agent. The video department shot the studio scenes and created the Golden Plunger Award to simulate an

## Pumper Interview

**By Scottie Dayton**

**Pumper:** How did you develop this educational campaign?

**Kellam:** Water monitoring indicates that our estuaries receive excessive nitrogen, but wastewater treatment plants contribute only about 30 percent. The remainder comes from nonpoint source pollution. One source is assumed to be failing onsite systems, and our management plan directs us to reduce the number of failing systems.

Consequently, our outreach advisory group recommended that we produce a video explaining onsite maintenance and air it on local community access television. I wasn't excited about turning out a stale instructional video, and the cost of producing a standard video was beyond our budget.

I watch *America's Funniest Home Videos* and thought that if we offered prizes, we could tap the creative energy in our area, turning the videos people submitted into a show for a fraction of what a commercial production costs. We promoted the Septic Scenes Video





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Oscar. They also turned an EPA publication into several public service announcements and inserted them into the show. We plan to package a short DVD of them for local stations.

**Pumper:** Have you had any nibbles from PBS or cable stations to pick up the show?

**Kellam:** No, but after posting the video on YouTube, inquiries arrive all the time from outreach people and government agencies in other states trying to encourage homeowners to maintain their onsite systems.

One spinoff was a mitigation project where a pumper in our state was convicted of illegal dumping. Part of his fine was to produce a video for residents in his community. He worked with UNH, and some of our segments made it onto that tape.

**Pumper:** What was the public's response to the Septic Scenes Awards Show?

**Kellam:** We didn't have the funds to evaluate how many people watched or responded by having their systems inspected or pumped. This was a general awareness campaign built on the belief that if you disseminate the information in a memorable way, it should help improve the situation.

**Pumper:** What lessons did you learn from the venture?

**Kellam:** First, our effort would have benefited greatly had we coordinated it with the onsite community. For the most part, homeowners don't understand how their onsite systems work. NHEP wants to get the information out there. Pumpers interact daily with customers and want to promote service contracts. I see our pilot project evolving into a closer relationship with the onsite community through promotion and reporting results. I also want pumpers involved in shooting videos. They must see wonderful examples of onsite system abuse.

Second, the contest was a little ahead of technology. Many more people have video software now and more areas have community access stations. Today, we can burn

DVDs at minimal cost and pumpers could distribute them to their customers. DVDs are cheap when compared with the hundreds or thousands of dollars it costs to produce a brochure.

Lastly, the video should be structured to be timeless. We can extract elements, repackaging them, and send the product to different media, thereby increasing the video's education mileage.

We want to offer another contest in the future and, with enough funding, we could take it nationwide. The pilot was fun and achieved many goals. For the little money spent, we enjoyed a robust media splash.

**Pumper:** How can pumpers and associations obtain a copy of the video for their community access networks and customers?

**Kellam:** Contact me and I'll hook them up with a copy. Snippets of the show are at [www.nhep.unh.edu/resources/septic\\_video.htm](http://www.nhep.unh.edu/resources/septic_video.htm). It also is a clip resource for folks putting maintenance programs together or wanting 30-second public service announcements. Much of the basic information on onsite system maintenance is the same throughout the country.

*Dave Kellam may be reached at 603/862-3403 or [dave.kellam@unh.edu](mailto:dave.kellam@unh.edu).* ■

## What's Your Opinion?

Pumper welcomes letters from readers responding to articles we publish or offering comments and opinions of interest to the industry. You can submit your letter by:

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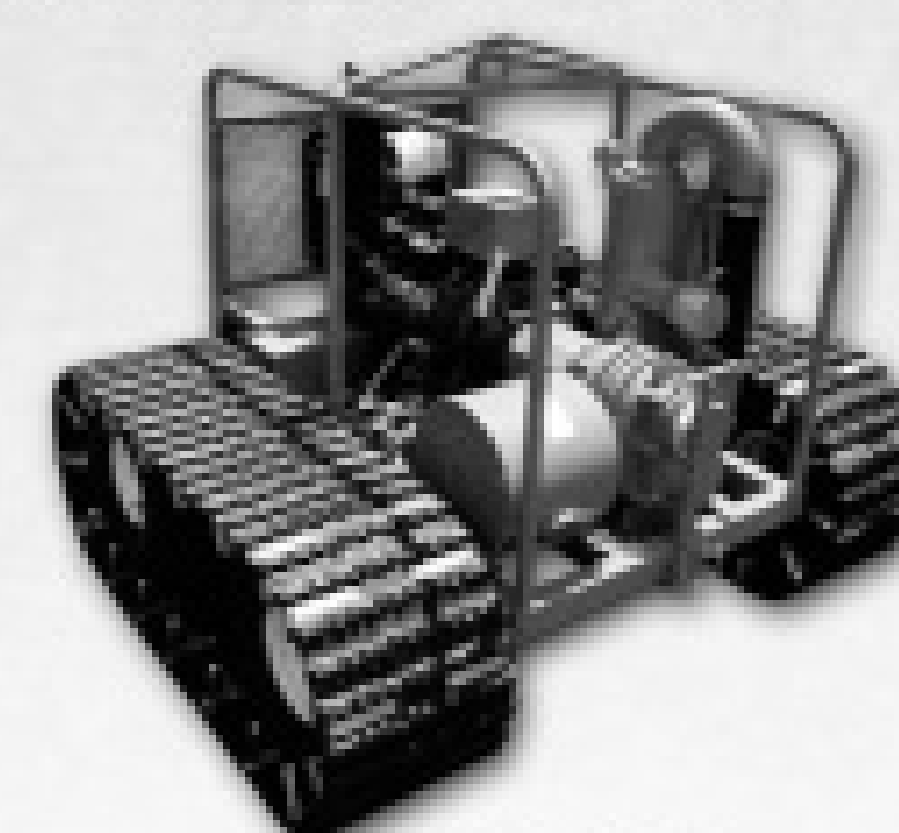
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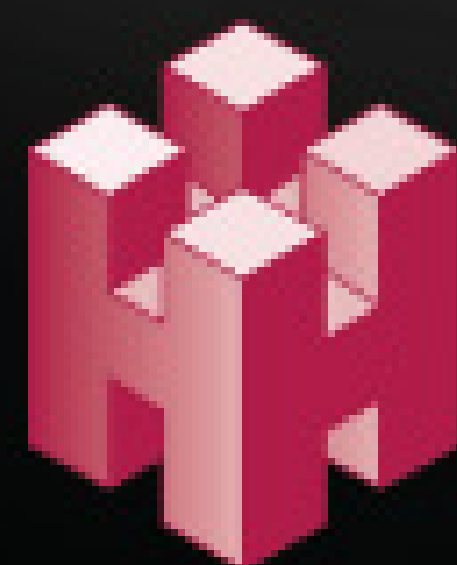
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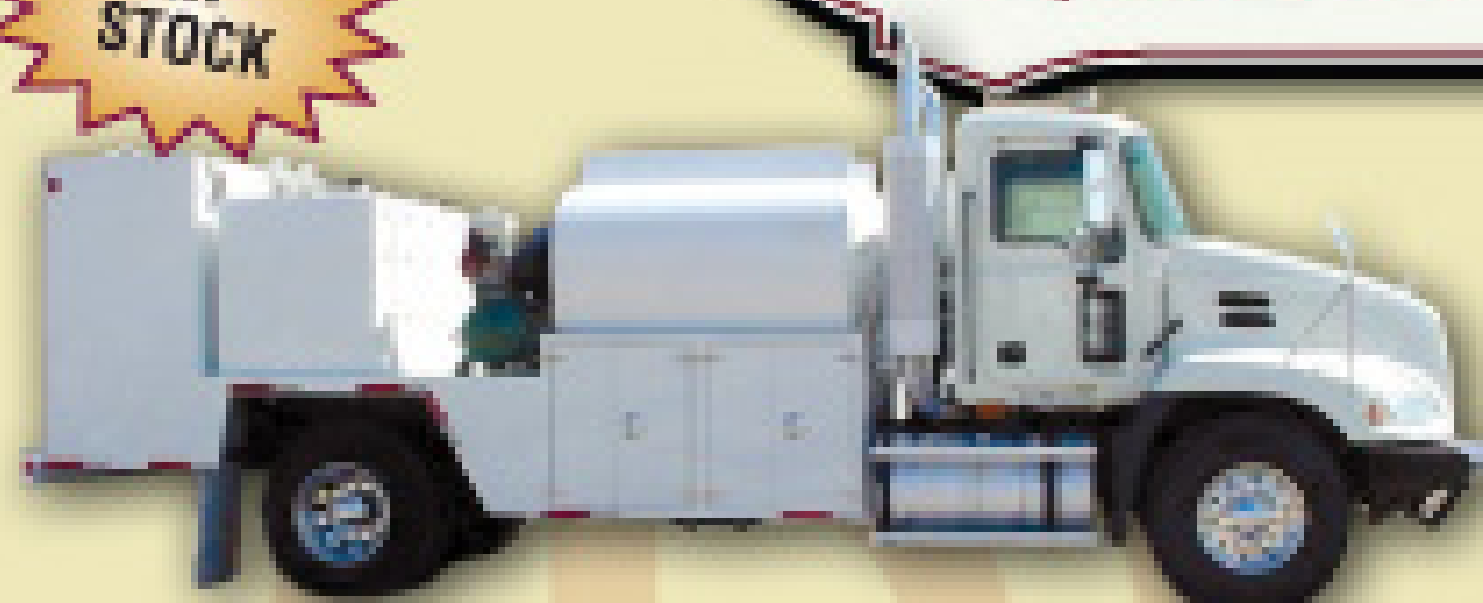
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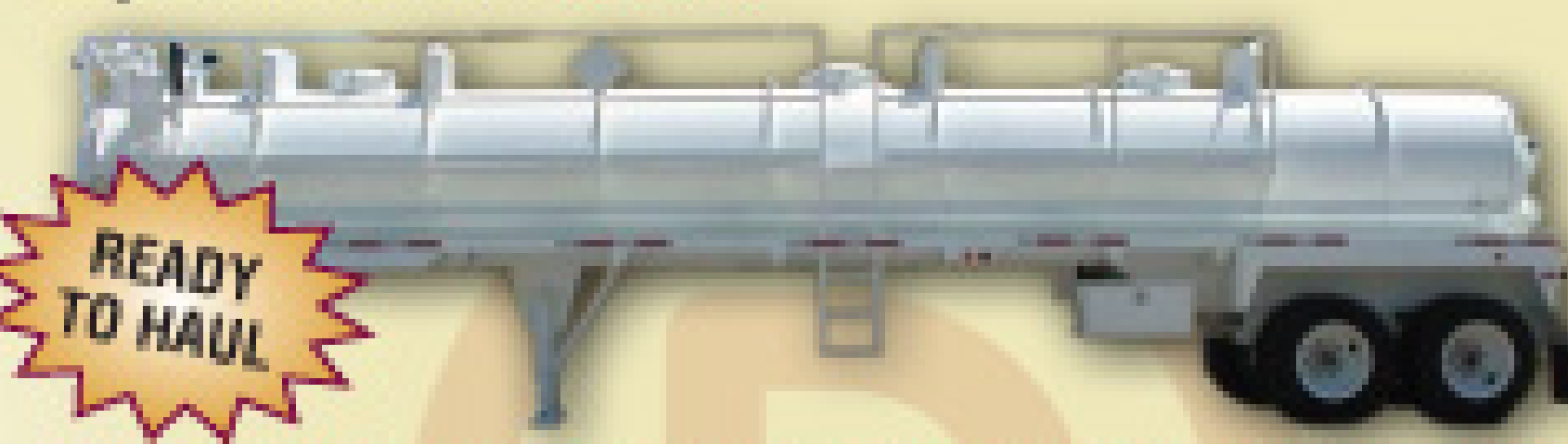
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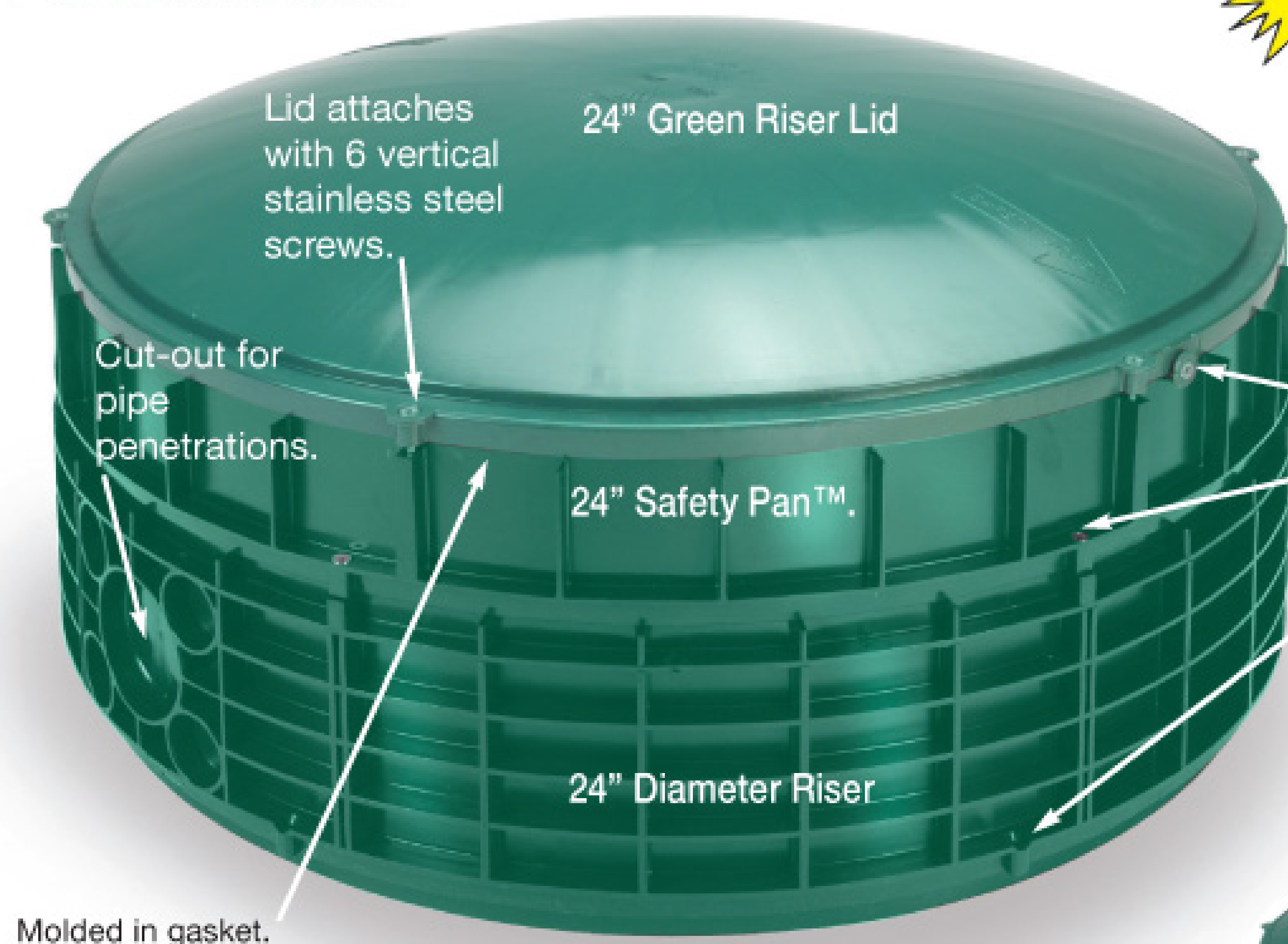




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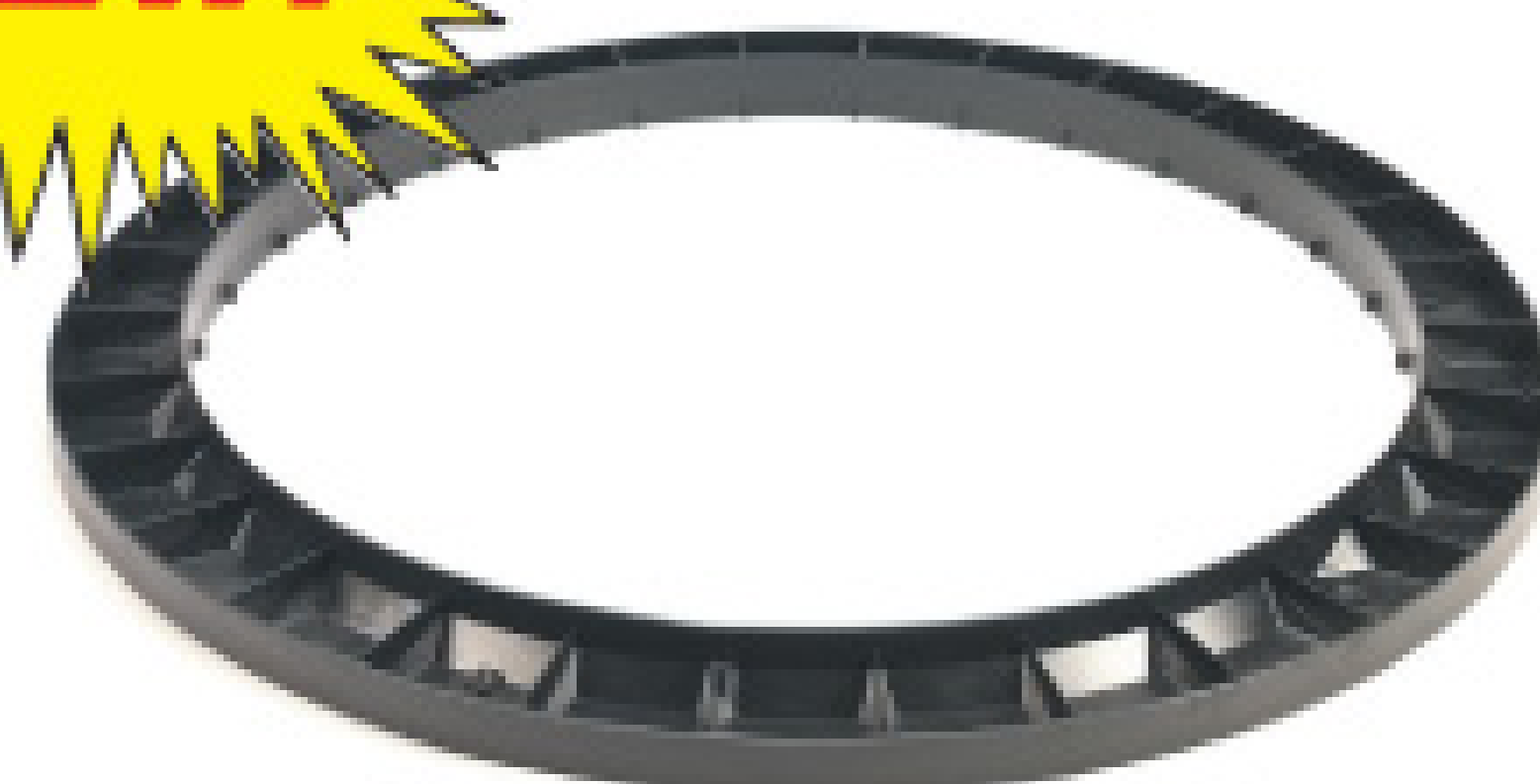
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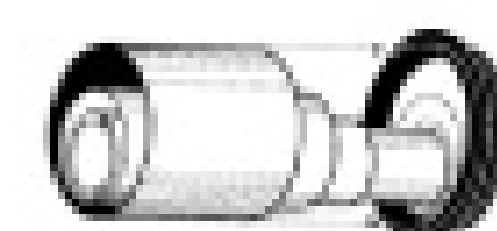
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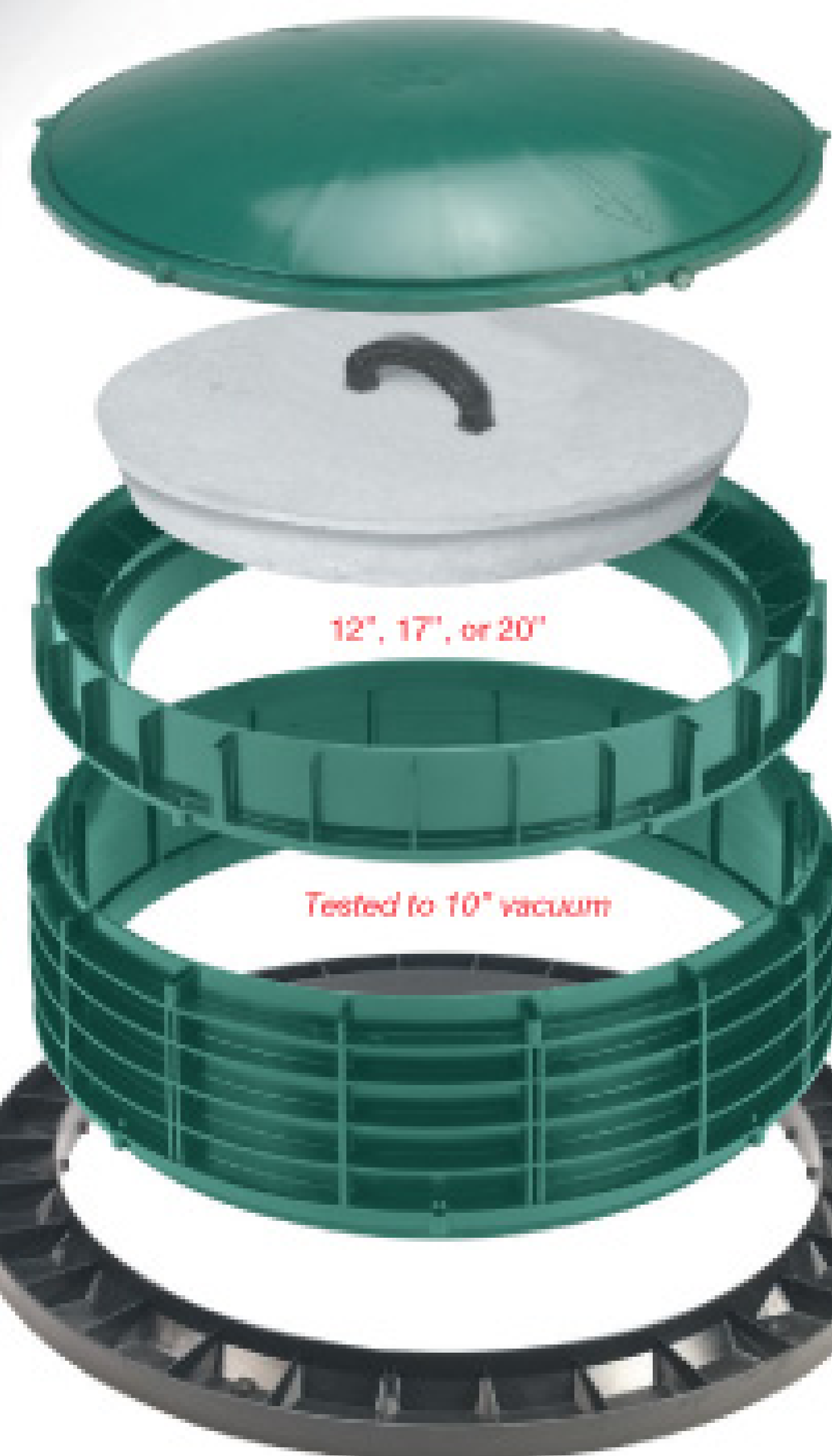


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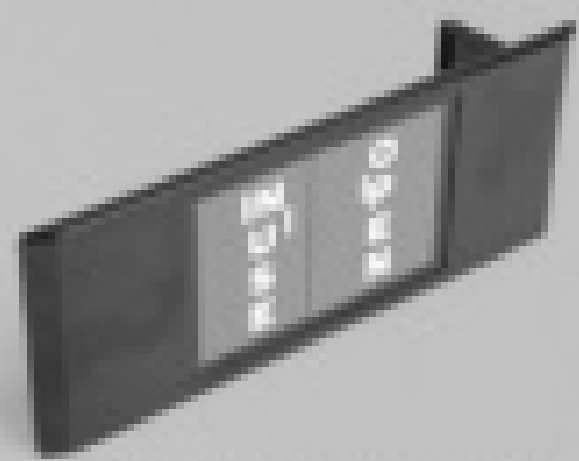
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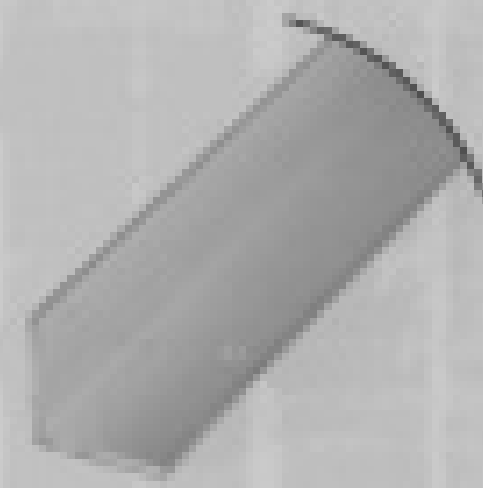
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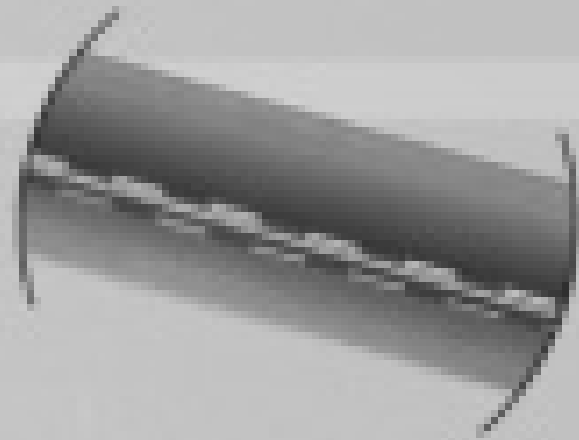
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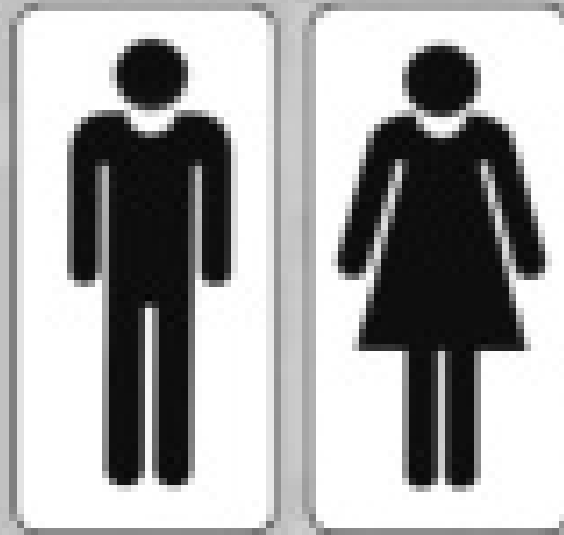
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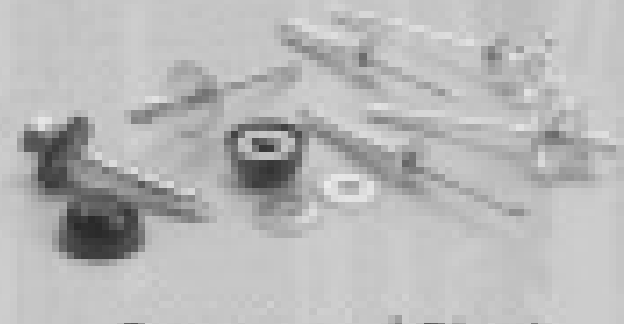
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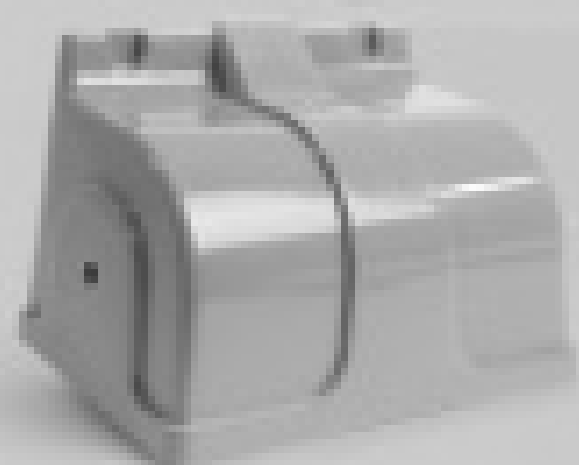
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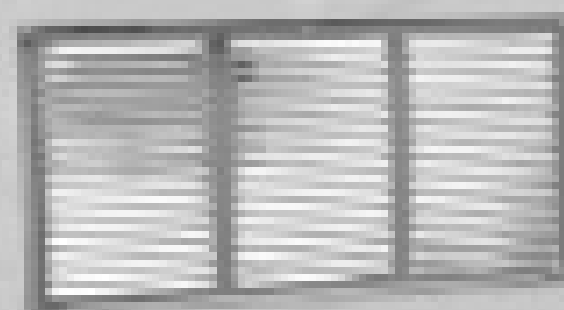
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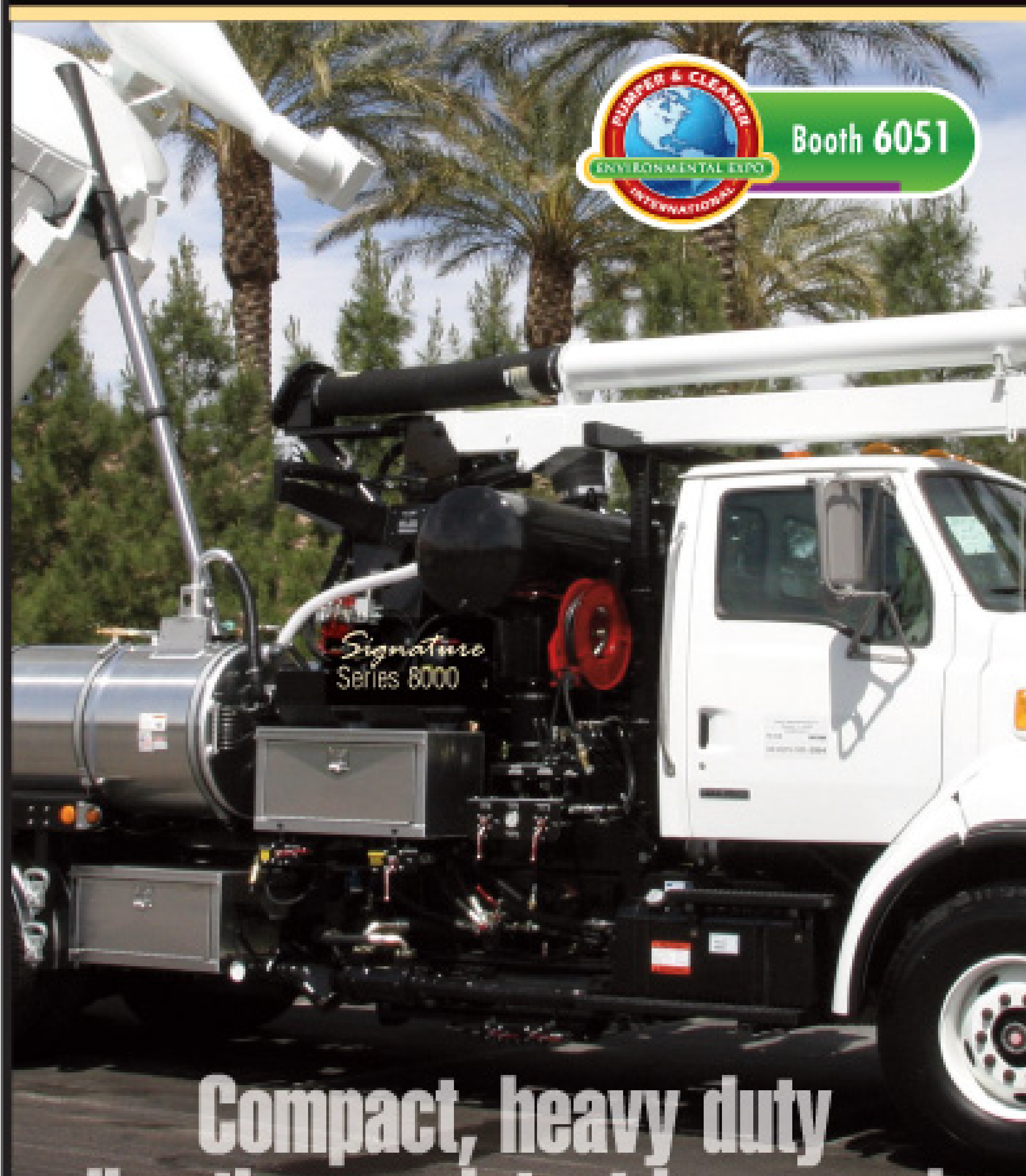
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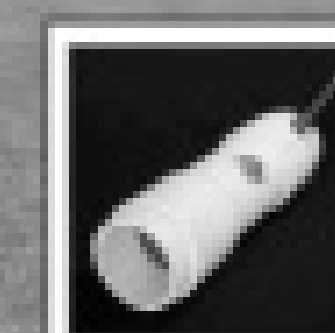
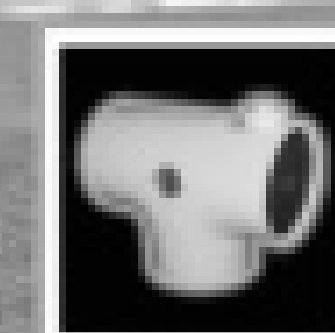
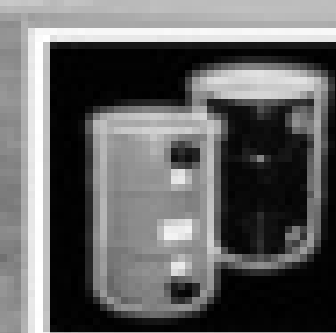
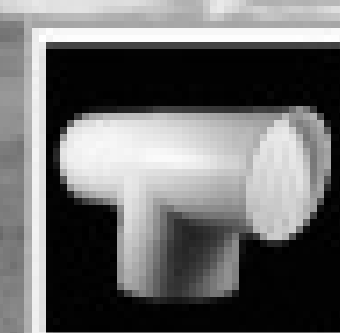
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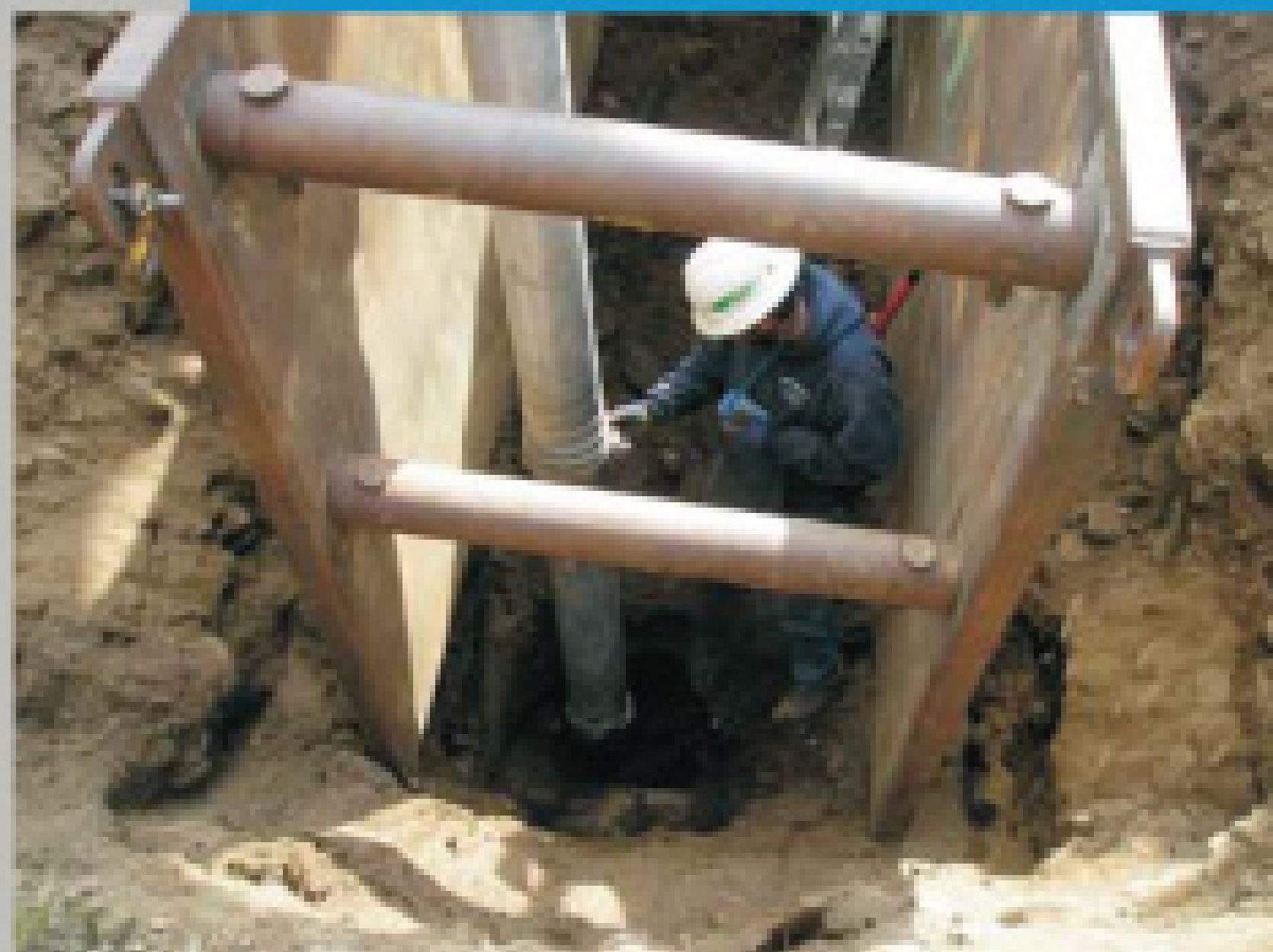
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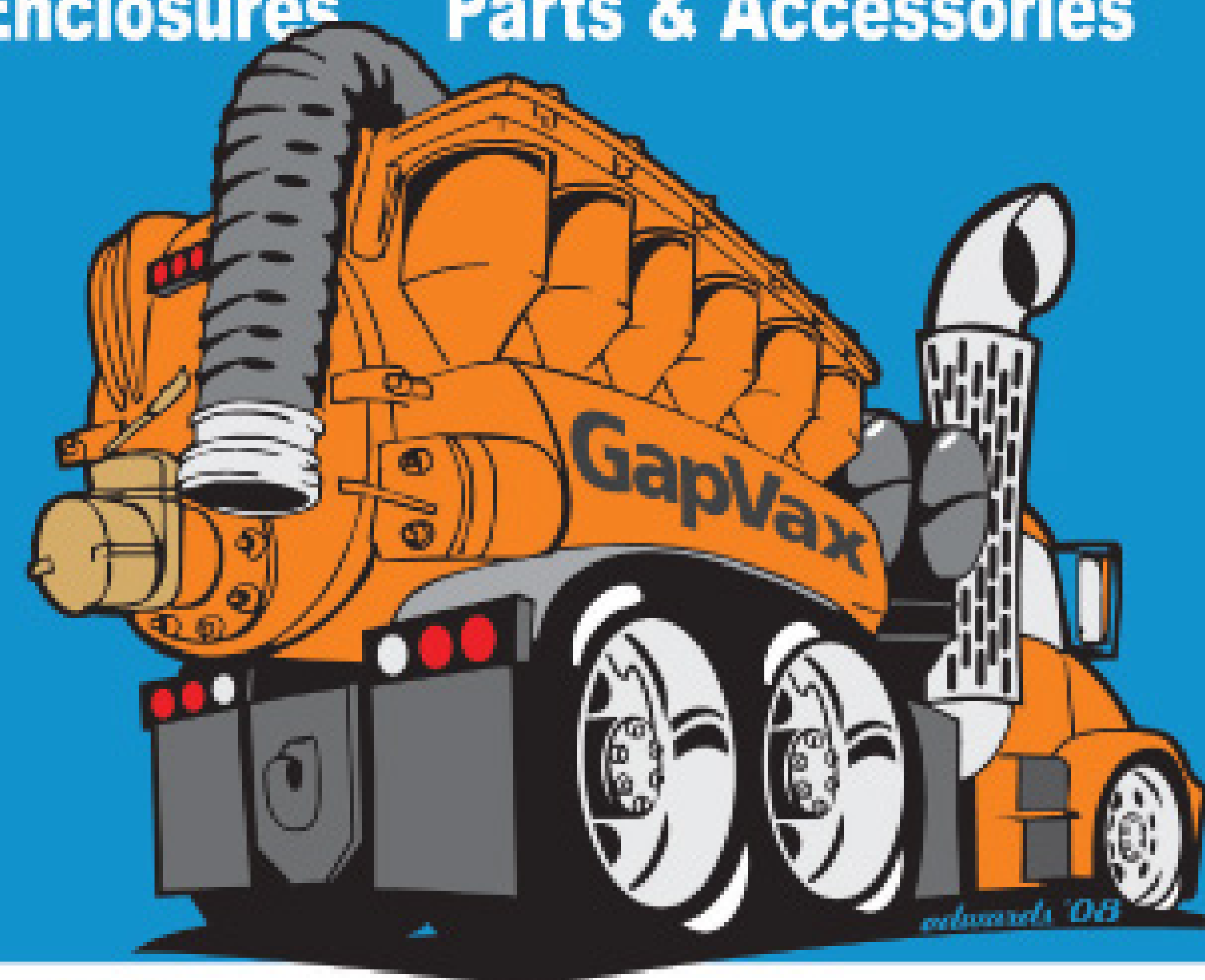


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# Use Your Shovel ... At a Price

**You might not like dealing with a buried lid, but you have to think about digging lids as a profit center ... and a chance to sell additional services**

*This feature in Pumper reports noteworthy conversations that take place in Pumper Discussion, an e-mail based forum for industry professionals sponsored by COLE Publishing. Pumper Discussion provides for the exchange of information and ideas on septic and drainfield installation and maintenance, trucks and equipment, portable sanitation, chemical and additives, and much more. To find out more about Pumper Discussion, or to subscribe, visit [www.pumper.com](http://www.pumper.com).*

*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 DO YOU HANDLE BURIED LIDS?

#### Question:

What is the general feeling about septic tank pumpers doing the digging for access to the customer's lid/tank? I understand that in most cases there is already a riser, but there are obviously diehard homeowners out there who have not made the switch from an old buried lid. I would imagine that in most cases, it's a simple matter of hand-digging a few feet that has been dug before. Do you bring the shovel, or is it better to tell the customer to dig it or have it dug beforehand?

#### Answers:

If your labor rate reflects the price of the pump truck sitting there idle while you dig, most folks will have it uncovered for you.

◆ ◆ ◆

Telling the customer to dig a hole for you isn't going to fly. It has to be part of your service. No one says you can't charge for it. In fact, charging to dig is the precise inducement a customer needs to allow

Pumpers, it's your turn. There is a huge opportunity. It's time to bring a store full of services to a customer's home. By expanding your services, you dramatically reduce the percentage of hard-earned sales revenue that fritters away in fuel and dumping charges.

you to install a riser so that the digging expense disappears for subsequent pumping trips. The riser eliminates a repeated expense. Isn't a riser a smart purchase?

◆ ◆ ◆

For a good example, look to contractors in the drain-cleaning business. Do you think that all the money is in cleaning drains? There is no large drain cleaning company (that I know of) that just "cleans drains or unstops blockages." The real money is in all of the additional services that spin off of that clogged drain — jetting, sewer repair, cleanout installations, video inspections, line locating. A slow or blocked drain is the reason why customers initiate a service call, but they typically buy more than just resolving the immediate problem. The clogged drain is generally only a symptom of an underlying problem. Plus, new technologies offer customers more service and maintenance options than ever. It takes a trained technician to see more than the obvious.

I believe it's the same for pumping. Once you have to break ground, a series of additional services come to light — installing risers, offering aeration systems, cleanouts, pipe repair, pipe locating, jetting, bio products, scheduled maintenance programs, etc. Sound familiar?

With the cost of fuel rising and dumping charges, it would seem to me that those who "only pump" have more options than ever to engage in some significant business opportunities. Pumping is the reason they call. But it's not where all the profits are. Pumpers, it's your turn. There is a huge opportunity. It's time to bring a store full of services to a customer's home. By expanding your services, you dramatically reduce the percentage of hard-earned sales revenue that fritters away in fuel and dumping charges.

◆ ◆ ◆

It's amazing how many folks will not let me install a riser. This isn't a sticker shock issue, either. They tell me no before I give them a price. I guess they like to dig or pay me to dig.

◆ ◆ ◆

That's going to happen. But, how many will request a riser if you never ask? People buy the benefits of having a riser. I'm sure you know that. Here's why I would buy one: easy access, no more digging, easier maintenance, no more damage to landscaping.

Since you have a customer's lid exposed, it's the least expensive time to add the riser. They're getting double the benefit for the digging expense. ■

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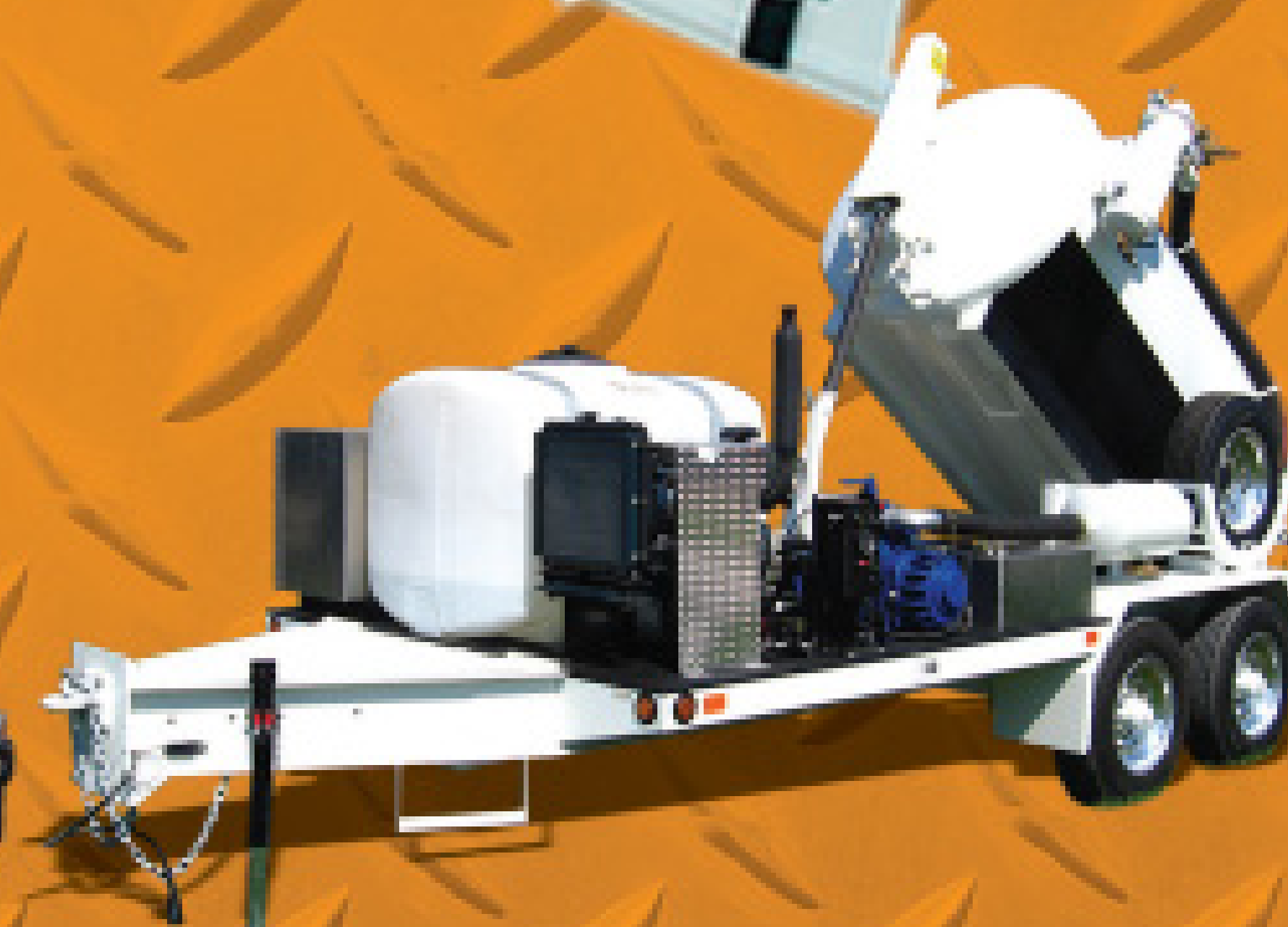
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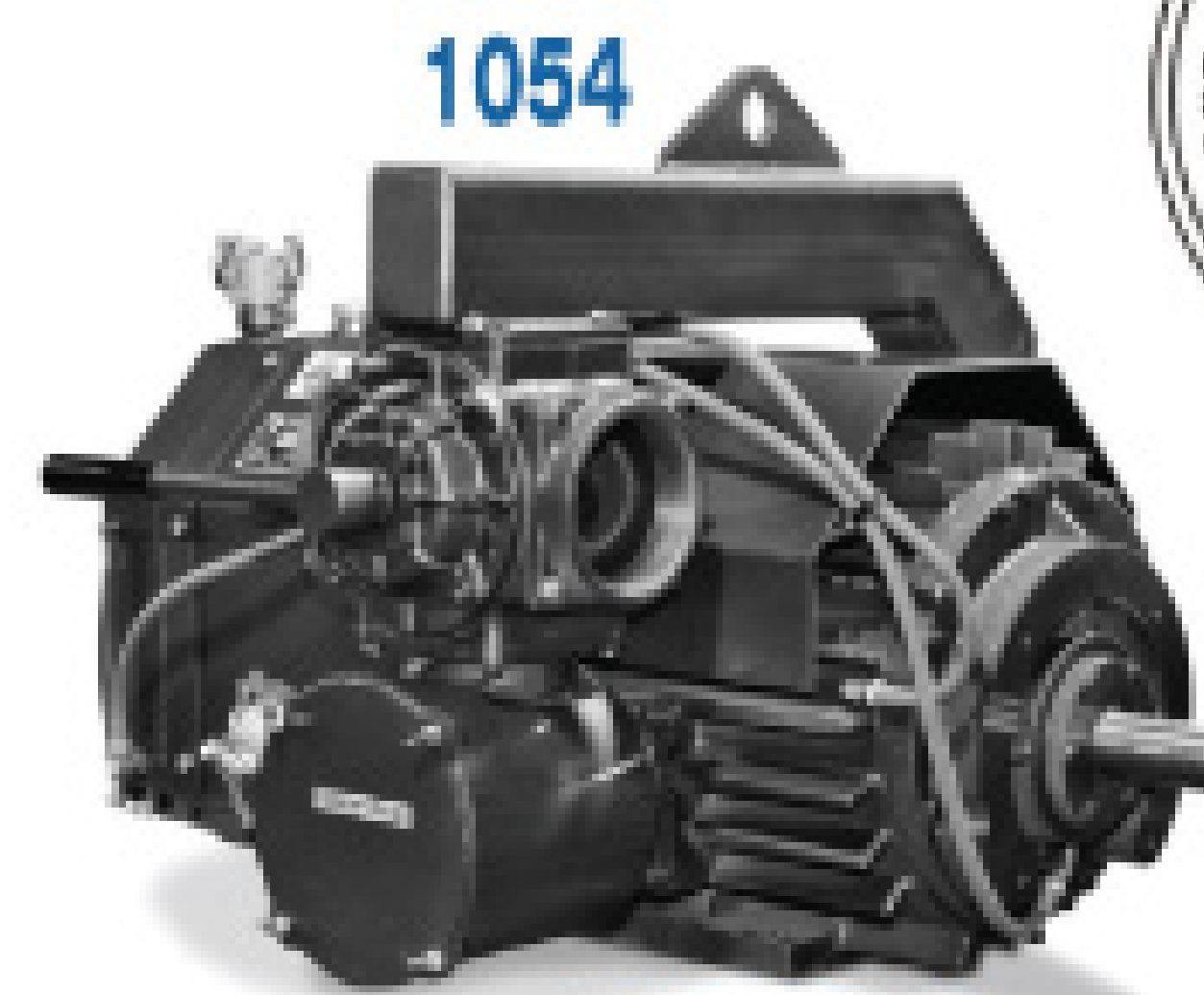
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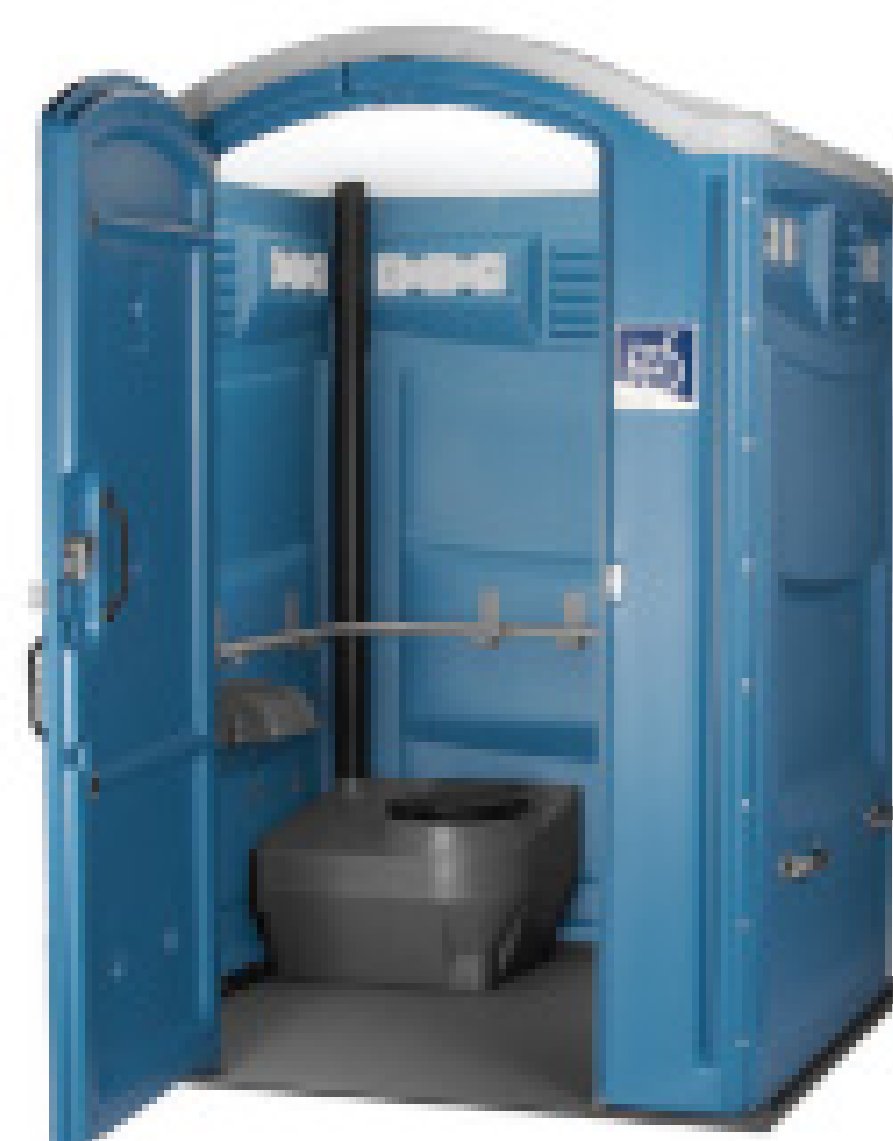
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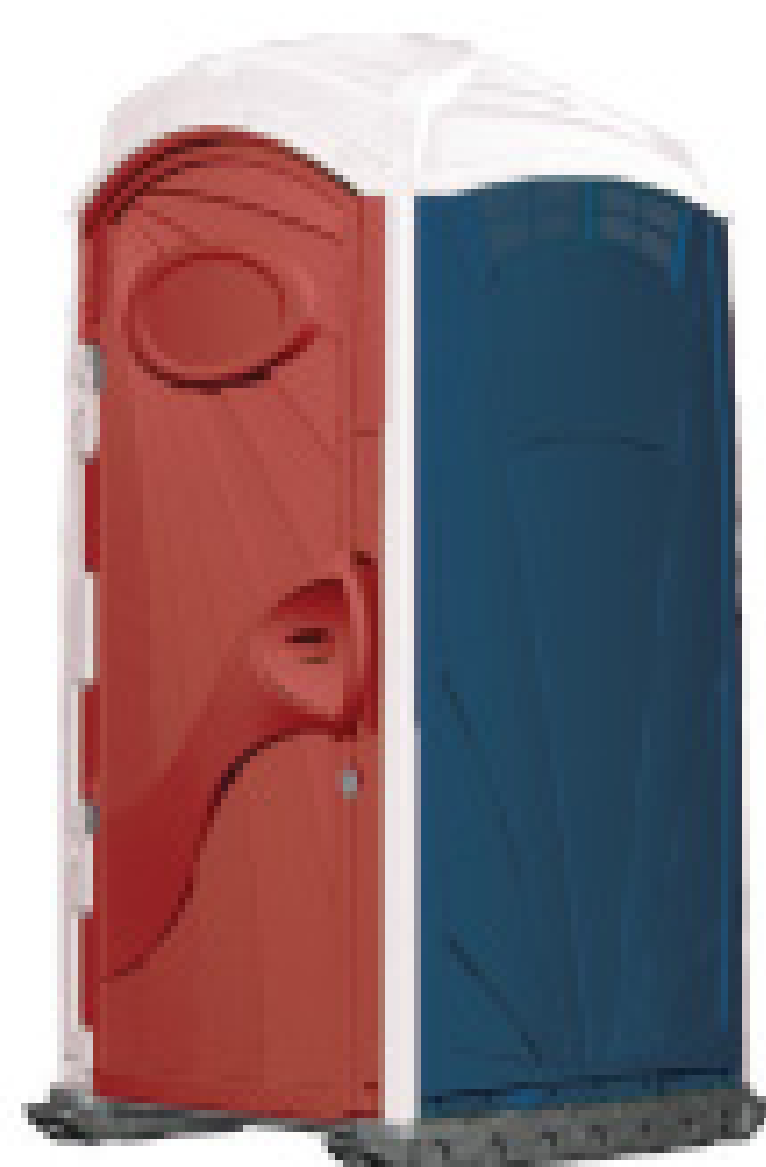
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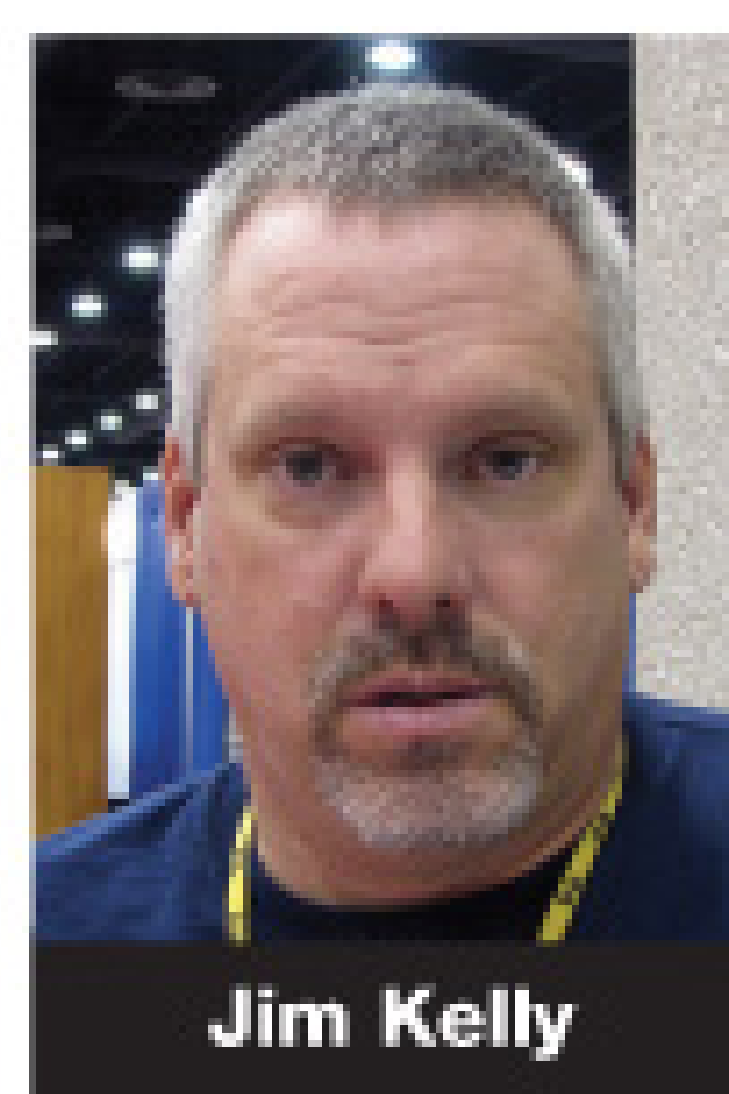
# Reading the Crystal Ball

**Fluctuating fuel costs and tightening onsite system restrictions are among the challenges pumpers see the industry facing in 2009**

By Mary Shafer

**W**ith a lagging economy throughout 2008, burgeoning inflation and a tightening credit market, it's no surprise that pumpers asked to gaze into the future have seen a somewhat dim view ahead. Still, the overall attitude seems to be one of guarded optimism, as pumpers continue to build professionalism in the industry despite a less-than-rosy forecast ahead.

Jim Kelly of Kelly's Septic Service notices a marked reduction in service territories pumpers can afford to cover. "The areas that people are



**Name:**  
**Jim Kelly, owner**  
**Company:**  
**Kelly's Septic Service**  
**Location:**  
**Phillips, Wis.**  
**Employees:** 1  
**Years in**  
**Business:** 14

traveling as far."

Kelly suggests some other reasons for the territory shrinkage, which may be mini-trends in themselves. "Part of that has to do with new people popping up in the business. In the state of Wisconsin we're trying to control that," he says, referring to the fact that trade professionals have developed standards for their industry that have begun to be enforced at the state level.

The Wisconsin Department of Natural Resources last year instituted mandatory training of 1,600 hours before pumpers can become professionally licensed. Kelly sits on the board of the Wisconsin Liquid Waste Carriers Association, which influences licensure training requirements and helps deliver pumper education.

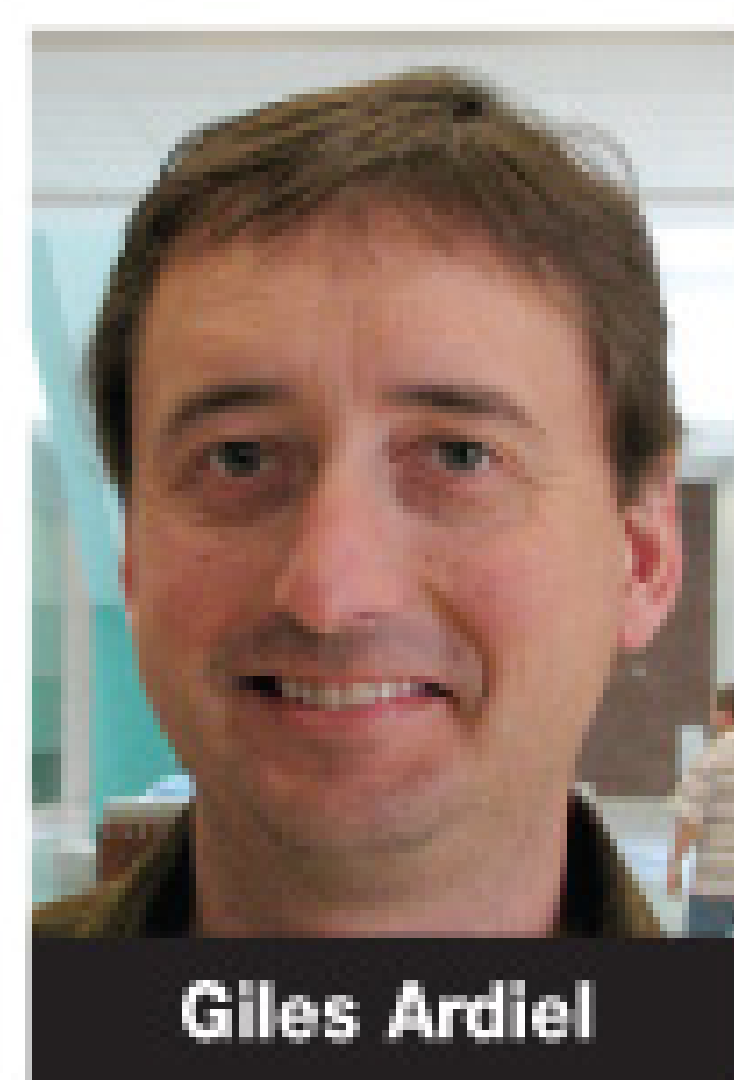
"We've noticed some issues we're trying to iron out in the program's first year," he says. "The DNR is issuing variances (for training requirements), but those variances are too broad."

Kelly doesn't want to stop new people from entering the field, but to make sure those people are held to a high standard of business behavior. "We're trying to get it on a trend like the plumbers, where you have to have so much experience to get licensed, because, especially in the environmental end, there are a lot of people doing illegal spreading, illegal dumping. And that's how they can undercut established pumpers doing their work within legal bounds," he says.

Ardiel Septic Service provides pumping, repairs and camera work to customers near the southwestern shore of Nottawaga Bay. Giles Ardiel is watching a disturbing but inevitable trend in this growing area.

"The local and regional governments have decided not to expand on any more housing projects without municipal services, so a lot of our bread and butter will go away," he says.

covering seem to be getting smaller due to general costs," he says. "They're not traveling as far due to the costs of business — the wear and tear on the trucks and other things. You've got to look at how many dollars per mile it's costing you to run that truck, so people aren't



**Name:**  
**Giles Ardiel, owner**  
**Company:**  
**Ardiel Septic Service**  
**Location:**  
**Clarksburg, Ontario,**  
**Canada**  
**Employees:** 1  
**Years in**  
**Business:** 7

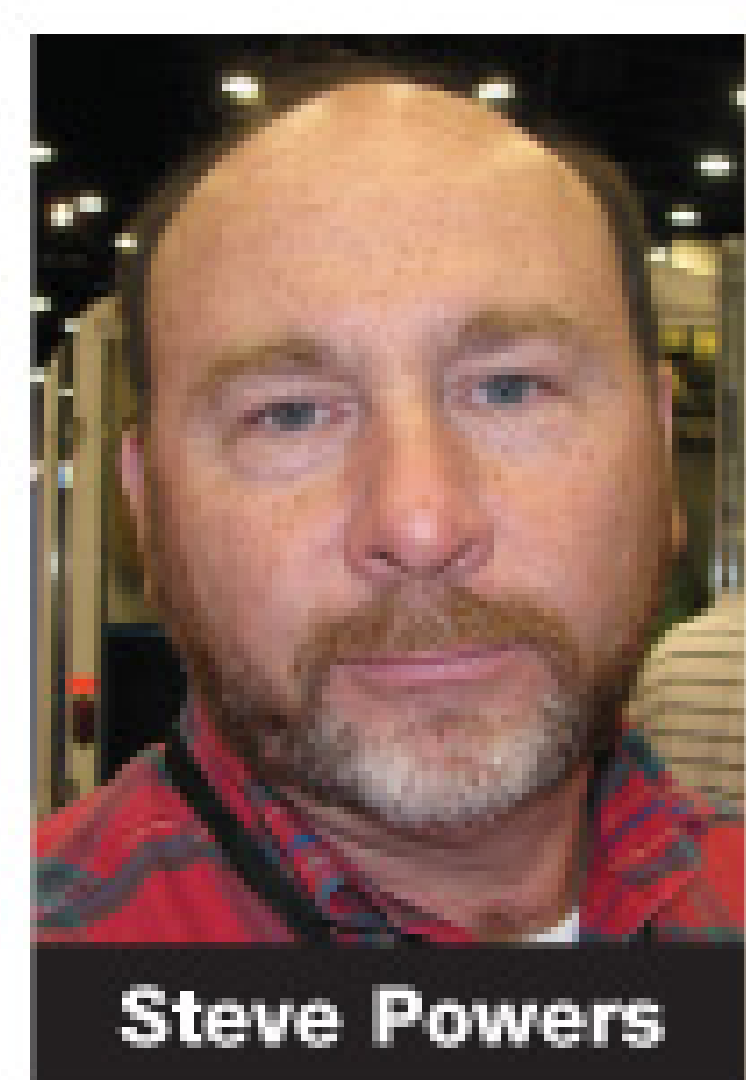
expansion eventually replaces all but the most rural septic systems.

"There are other units that still need to be pumped out, peat moss systems for one. People might also get into (portable restrooms), or maybe expand into other areas," Ardiel says. For his own business, he expects the most realistic route to take will be expansion into other areas of Ontario away from the lakes and domination by municipal systems.

"I'll probably educate people (about septic pumping) in other territories and move there. I'm mostly looking away from the shorelines," he says.

Ardiel realizes that with such a move will come a significant increase in his fuel usage. "That'll be a challenge," he says. "I'll have to pay more attention to scheduling, run full loads, take a larger truck and pack a denser route." In anticipation of that, he's looking into the possibility of adopting a digitized dispatching system using industry-specific software.

Steve Powers drives trucks for Archer Septic Systems and Porta Potty. The company fields seven service vehicles in its pumping, instal-



**Name:**  
**Steve Powers,**  
**associate**  
**Company:**  
**Archer Septic Systems**  
**and Porta Potty**  
**Location:**  
**Jackson's Gap, Ala.**  
**Employees:** 4  
**Years in**  
**Business:** 12

lation and portable restroom business, and Powers says the firm definitely feels the pinch of the lagging economy. It started fuel conservation initiatives when prices spiked in 2008 and will maintain those fuel-saving practices in the event high gas prices return soon.

"We're trying to condense our travel time, not making two or three trips when we could do one with a little extra planning," he says. The company's drivers are reminded regularly to use conservation techniques such as avoiding jackrabbit starts, gunning the engine or allowing excessive unnecessary idling.

Powers says one thing fluctuating fuel prices hasn't affected too much is the company's trips to offload effluent, since it uses the nearby municipal waste treatment facility for disposal. ■

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





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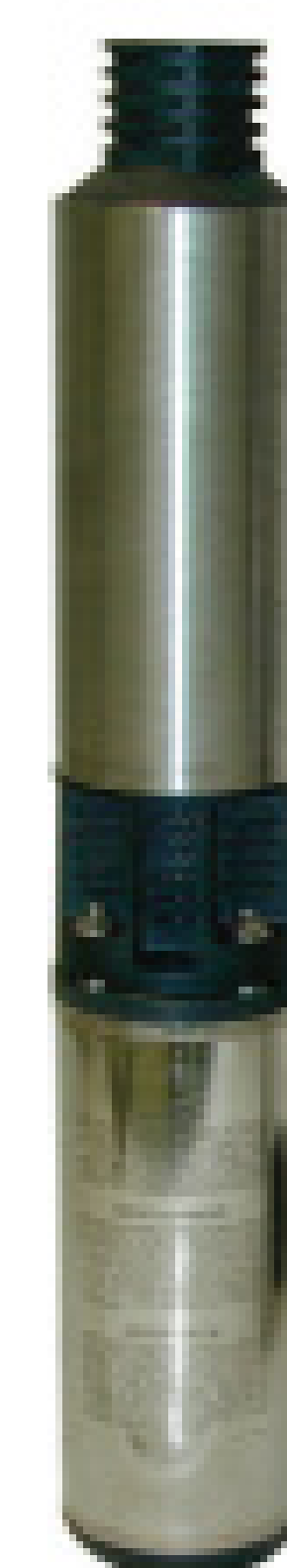
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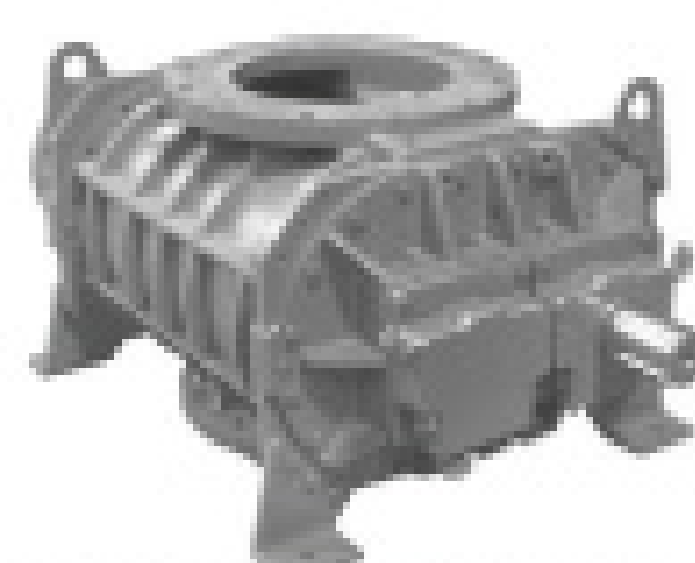
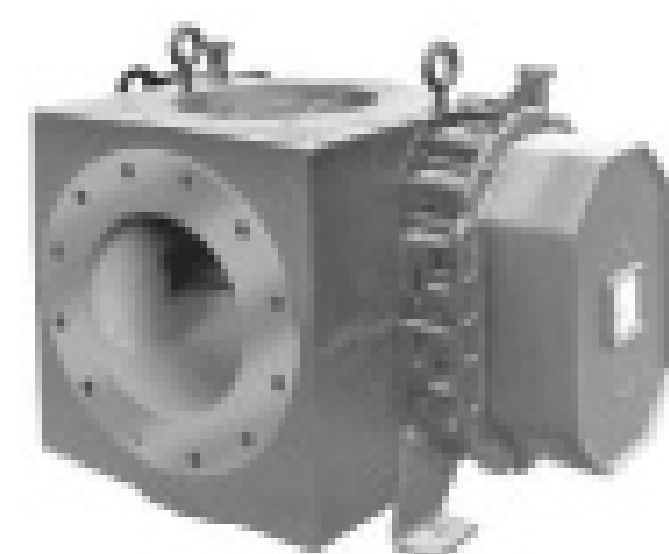
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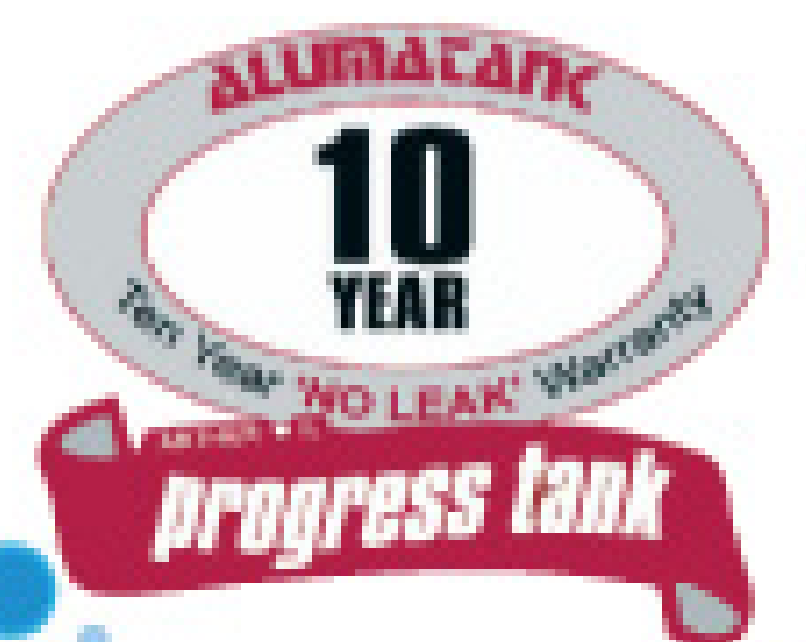
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# Separate But Equal?

Because it's unlikely that even side-by-side drainfield trenches will perform the same, the Answer Man promotes the use of a sequential distribution design

By Roger E. Machmeier, Ph.D.

**Q** One of your columns in *Pumper* related to serial distribution. Why is serial distribution better than parallel distribution? My understanding of serial distribution is that the first trench must fill before the second trench is used or gets any effluent. Then the third trench will get liquid after the second trench is full, etc. If this is correct and all of the trenches are full, is this described as serial failure? Did serial distribution come about because parallel D-boxes would not distribute correctly?

**A** If all of the trenches are full of effluent with serial distribution, they will also be full of effluent with parallel distribution. In either case, all of the trench system will be used to treat the supply of effluent.

Serial distribution is achieved by connecting the end of the first trench to the beginning of the second trench. The end of the second trench is connected to the beginning of the third trench, and so on.

Parallel distribution is defined as supplying effluent to the head end of each trench in the system. Theoretically the same amount of effluent is supplied to each trench.

Both of these effluent distribution systems have serious faults. The advantage of the serial distribution system is that the first trench receives as much effluent as it can treat. When the first trench is full, the effluent flows on to the rest of the trench system. The major objection to serial distribution is the possible blockage of a trench. If this happens, the remainder of the trenches in the

system will not receive effluent.

Parallel distribution using a distribution box must assume each trench is exactly the same. Each trench must be able to treat exactly the same amount of effluent. Each trench must be the same length. Each trench must have exactly the same soil texture. Each trench must have the same amount of distribution medium in contact with the soil. It must be further assumed exactly the same amount of effluent can be supplied to each trench.

However, the variation in soil texture and the variation in percolation rates is the reason each trench will not have exactly the same capacity. It is rarely true that soil texture is exactly the same over the entire area of the drainfield trenches. When soil textures vary, percolation rates vary. Construction procedures may also cause variations between trenches.

## REAL WORLD PERFORMANCE

It is one thing to observe the flow from a distribution box sitting on a display table during a product demonstration. It is different to have a distribution box placed into an excavation area that isn't entirely level. The bottom of the excavation may contain some fill used to replace excavated firm soil. This fill will likely settle unevenly, causing the final pipe outlets of the box to be at different elevations and have different flows.

A few questions come to mind regarding each installed system: Will water be added to the distribution box during installa-

tion to be sure all the outlets are at the same elevation? Will the distribution box be opened and checked a year later to be sure there has been no soil settling? Will the outlets be checked to see if they are all at the same elevation?

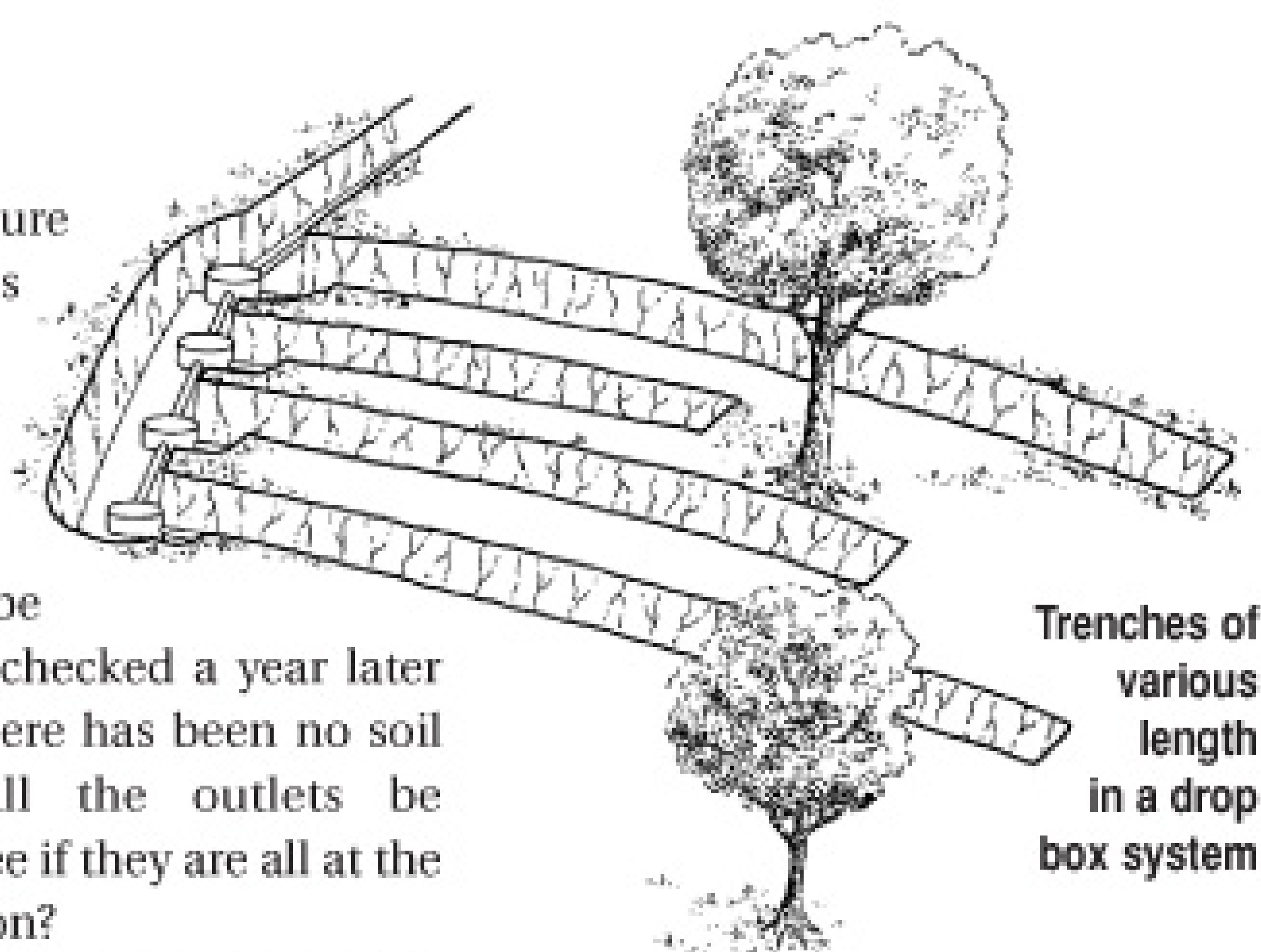
In my opinion, both the assumptions of equal trench capacity and equal distribution are not logical. Even if equal distribution of effluent could be achieved, it would be of doubtful value because the trenches likely will have unequal capacities.

A trench overloaded by effluent from an uneven distribution box will have sewage coming to the surface. The Federal Housing Authority studied "side hill seepage" in failed existing onsite systems. The study determined the cause of "side hill seepage" was the distribution boxes. The study condemned further use of distribution boxes in onsite sewage treatment systems.

So where do we go from here? The answer is to use a modified serial distribution system, which I call sequential distribution. The sewage tank effluent is directed into the head end of each trench. A distribution device known as a drop box is located at the head end of each trench. Four-inch supply pipes connect each of the drop boxes.

The sewage tank effluent flows into the first drop box, then into the first trench. As this trench begins to treat effluent, the liquid level rises in the trench. When the

Readers are welcome to submit questions to the Answer Man. Send your question to COLE Publishing by e-mail to [editor@pumper.com](mailto: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.



first trench is treating sewage at its capacity, excess effluent flows to the drop box of the second trench.

When the second trench reaches its capacity, effluent flows to the drop box of the third trench, and so on.

## IRREGULAR TRENCHES

Each trench will be supplied with the amount of effluent it can treat. Different trench lengths or characteristics are not important. Because a trench is full of effluent does not mean it has failed. Treated water is still percolating into the surrounding soil. Whenever effluent is not flowing into a trench, as overnight, or when the family is away, the liquid level in each trench will be dropping. When effluent begins to flow again, each trench takes as much effluent as it can treat.

Occasionally trenches need to be different lengths because of the irregular shape of the lot. Occasionally a lot owner wants to keep a valuable tree from being cut down. In situations like these, parallel distribution cannot be used. But these situations are adaptable to sequential distribution. ■



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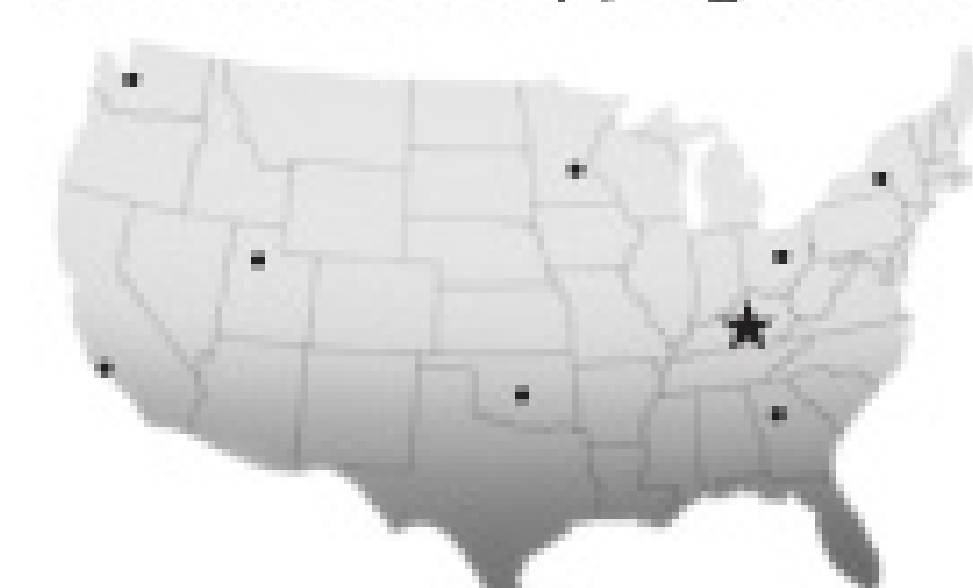


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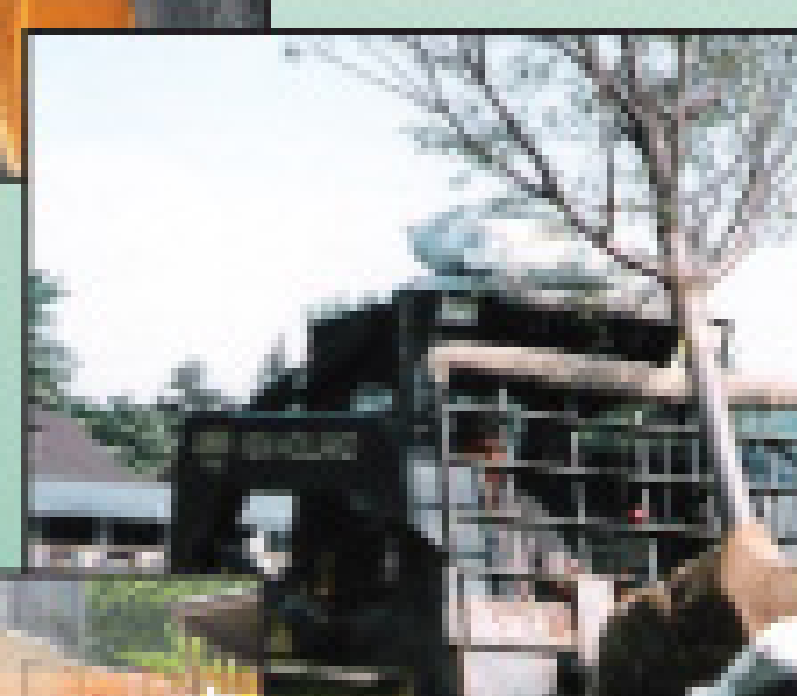
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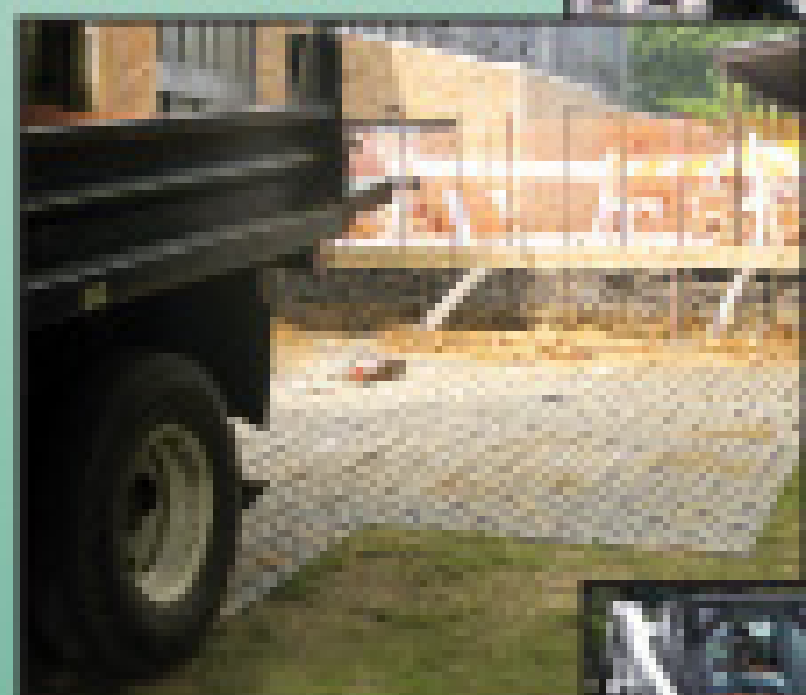
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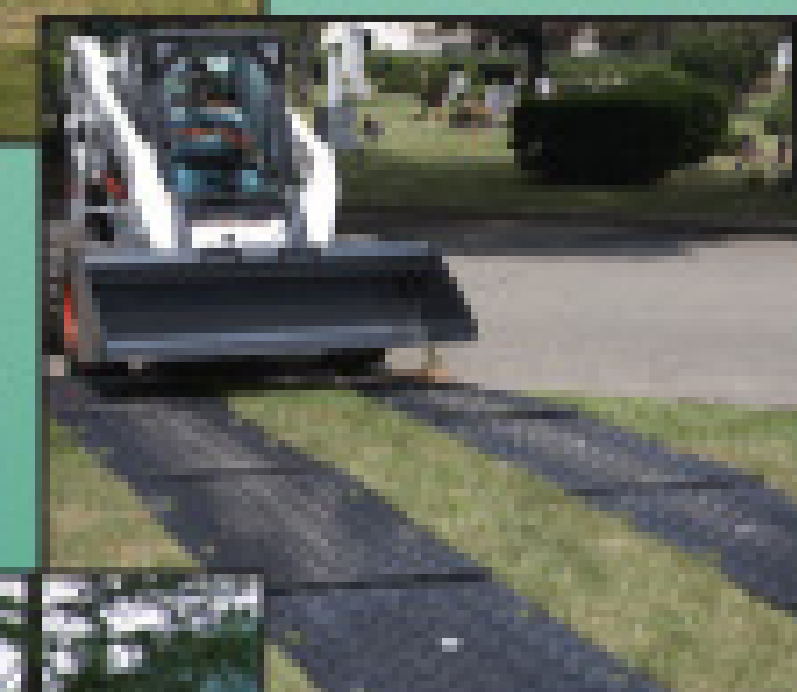
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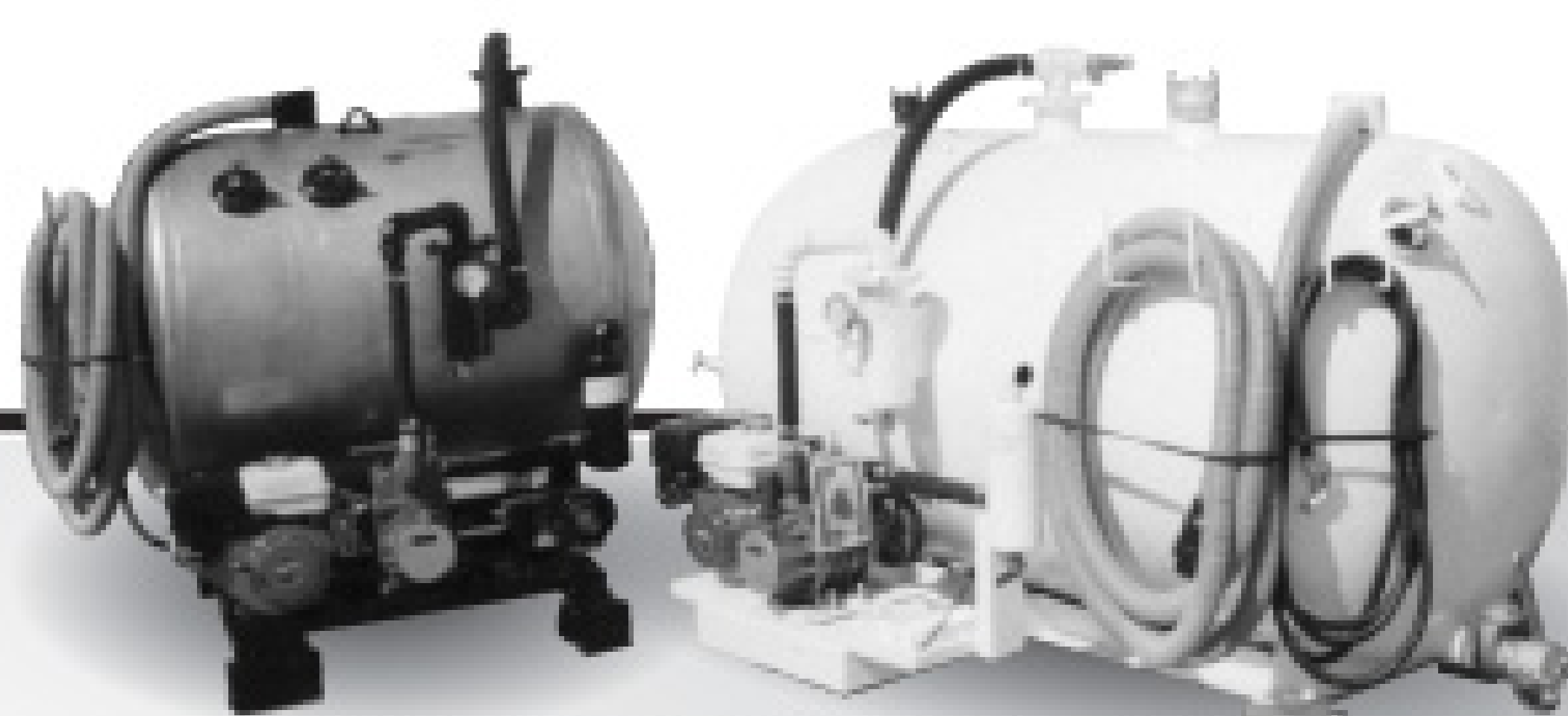
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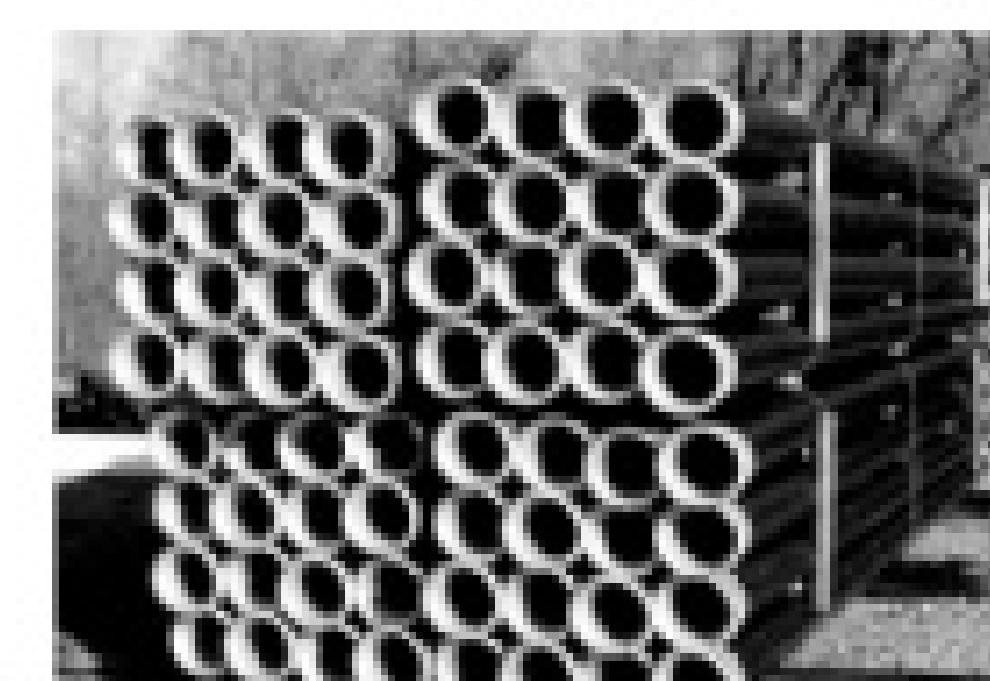
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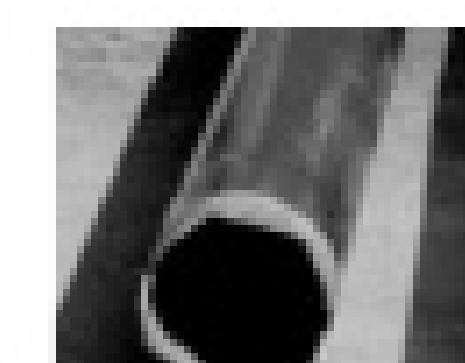
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USABlueBook also offers a 200-page wastewater operator companion manual. It includes formulas, conversion factors and answers to questions such as how many gallons in a cubic foot and how much sewage goes down a 4-inch pipe? NAWT, work-

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ing with USABlueBook, modified the operator companion, making it more relevant to our industry.

## NAWT IN LOUISVILLE

Our inspector training and certification course is Monday and Tuesday, Feb. 23-24, leading up to the Pumper & Cleaner Environmental Expo International in Louisville, Ky. Participants go to field sites Tuesday afternoon. We'll offer our vacuum truck training on Tuesday, too.

NAWT has a full track of six, one-hour sessions on Education Day, Wednesday, Feb. 25, at the Pumper & Cleaner Environmental Expo. The theme is *Treating Your Own Septage Waste*. Here's the schedule:

### What Are My Disposal Resources and How Do They Fit?

*Tom Frank, general manager for Tim Frank Septic Tank Cleaning Co., Huntsburg, Ohio.*

### Treatment Processes: What is Out There?

*Therese Wheaton, owner of Crystal Environmental, Springboro, Pa.*

### Evaluating Costs as Part of the Decision-Making Process

*Tom Ferrero, executive director of NAWT.*

### Meeting Part 503 Requirements

*Dave Gustafson, trainer for the Onsite Sewage Treatment Program of the University of Minnesota Water Resource Center.*

### Turn Grease Trap Waste Into Gold

*Claude Convisser, president of Plant Oil Powered Diesel Fuel Systems Inc., Albuquerque, N.M., and Greg Jarvies, owner of American Waste Removal in Albuquerque, N.M.*

### Developing a Business Plan

*Ron Mueller, business planning consultant for the Small Business Development Center of St. Charles County, Mo.*

## ALSO AT THE EXPO

Our state associations meeting will be held Thursday morning, Feb. 26. We'll present the NAWT Man of the Year Award and Wm. Hapchuk Scholarship.

Be sure to visit us at Booth 19003 at the Expo Thursday through Saturday. NAWT 401(k) representatives will be with us every day. ■





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- Mileage: 23,000

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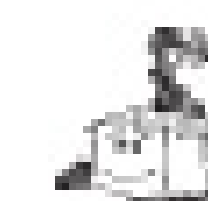
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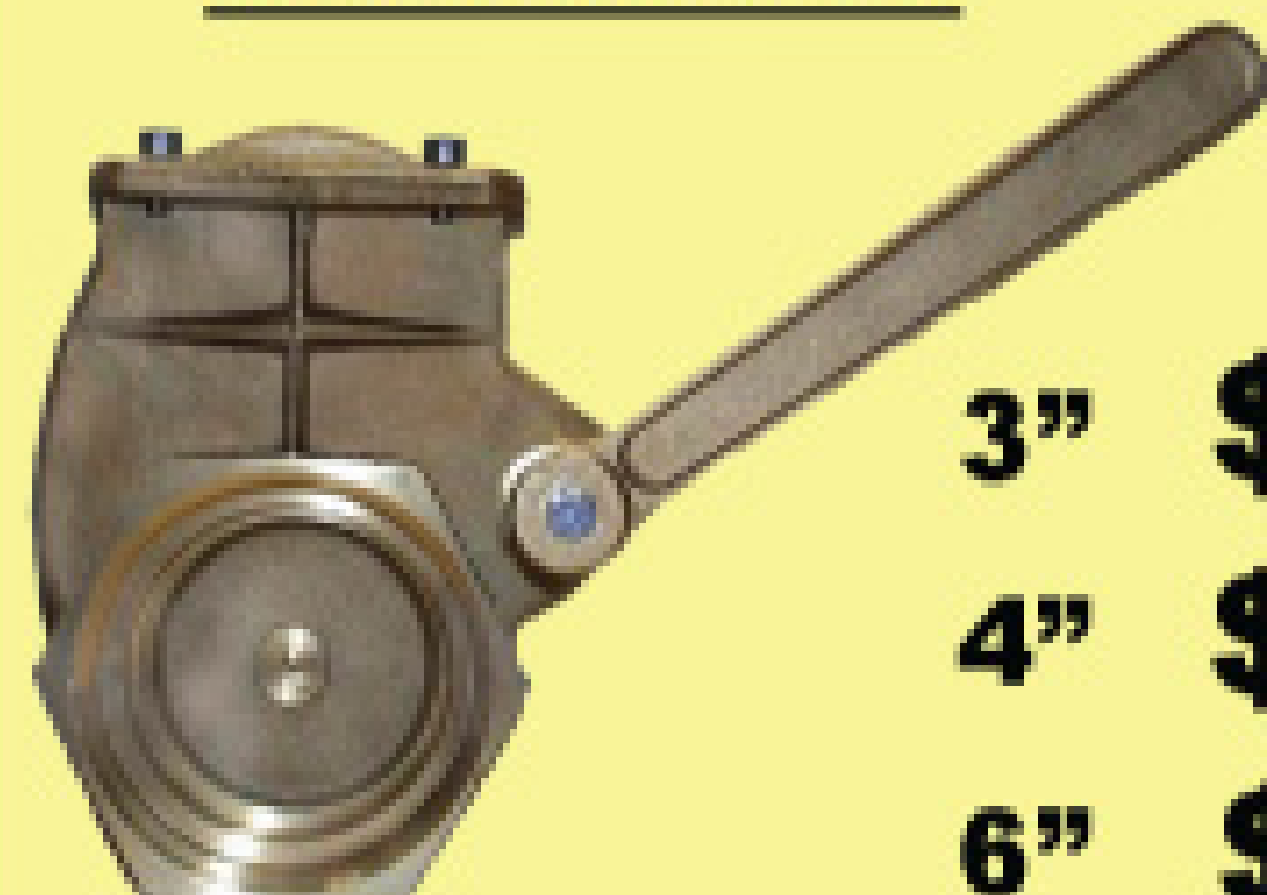


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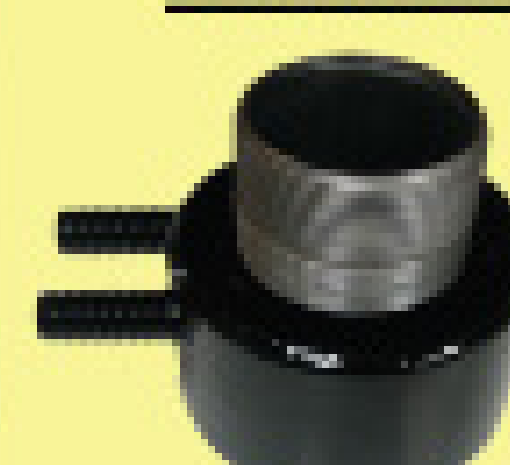


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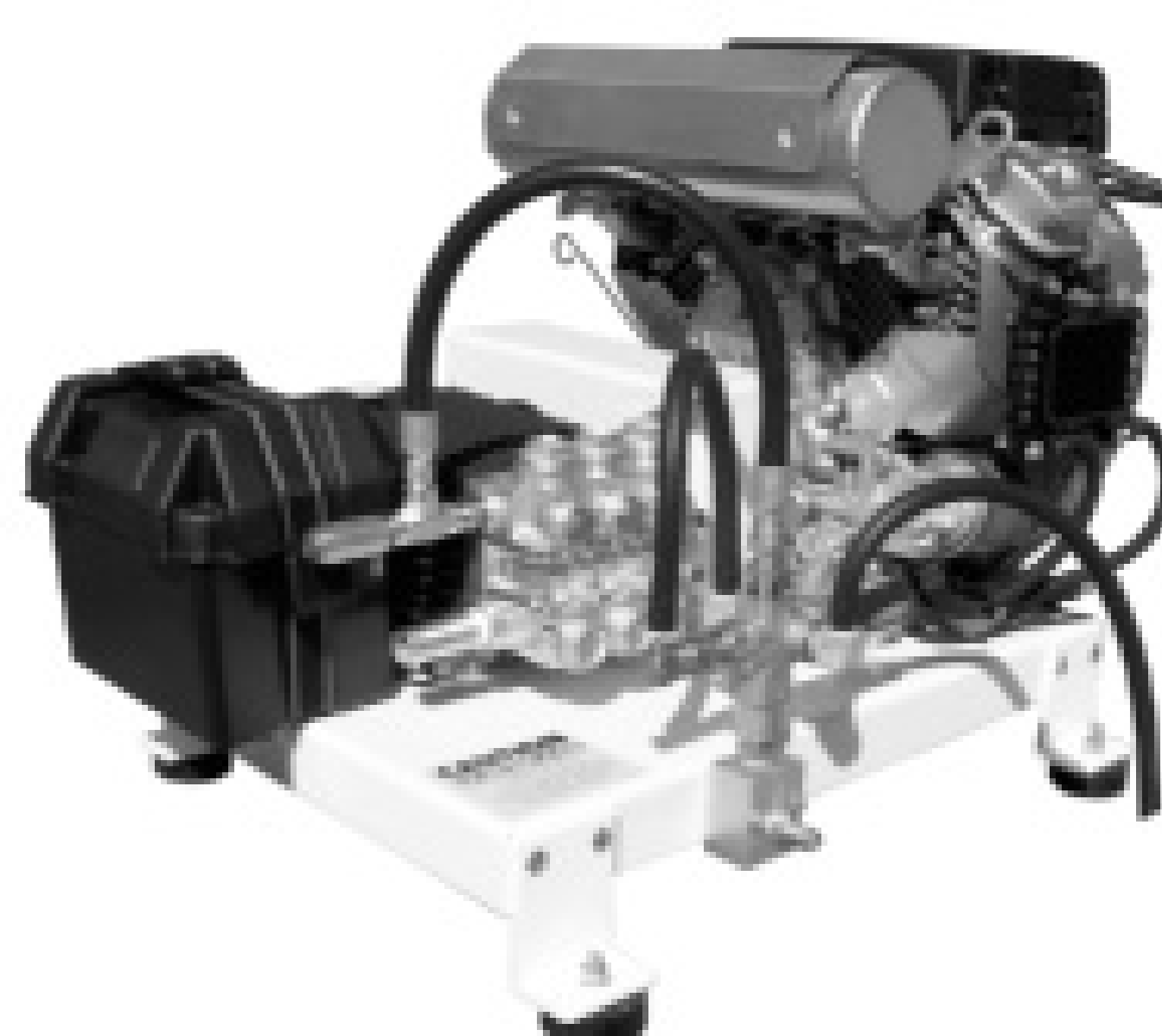


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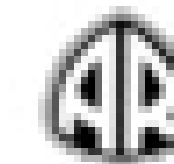
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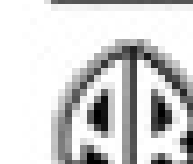


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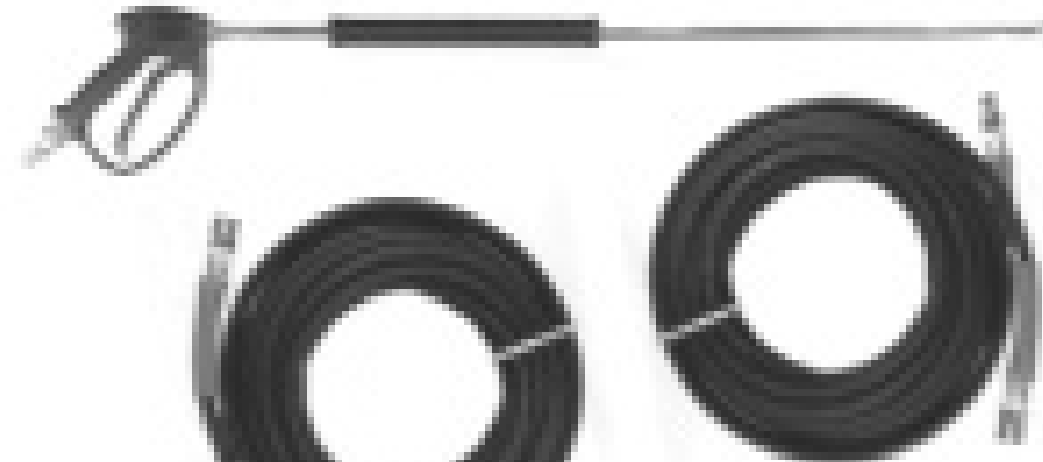


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See Page 10



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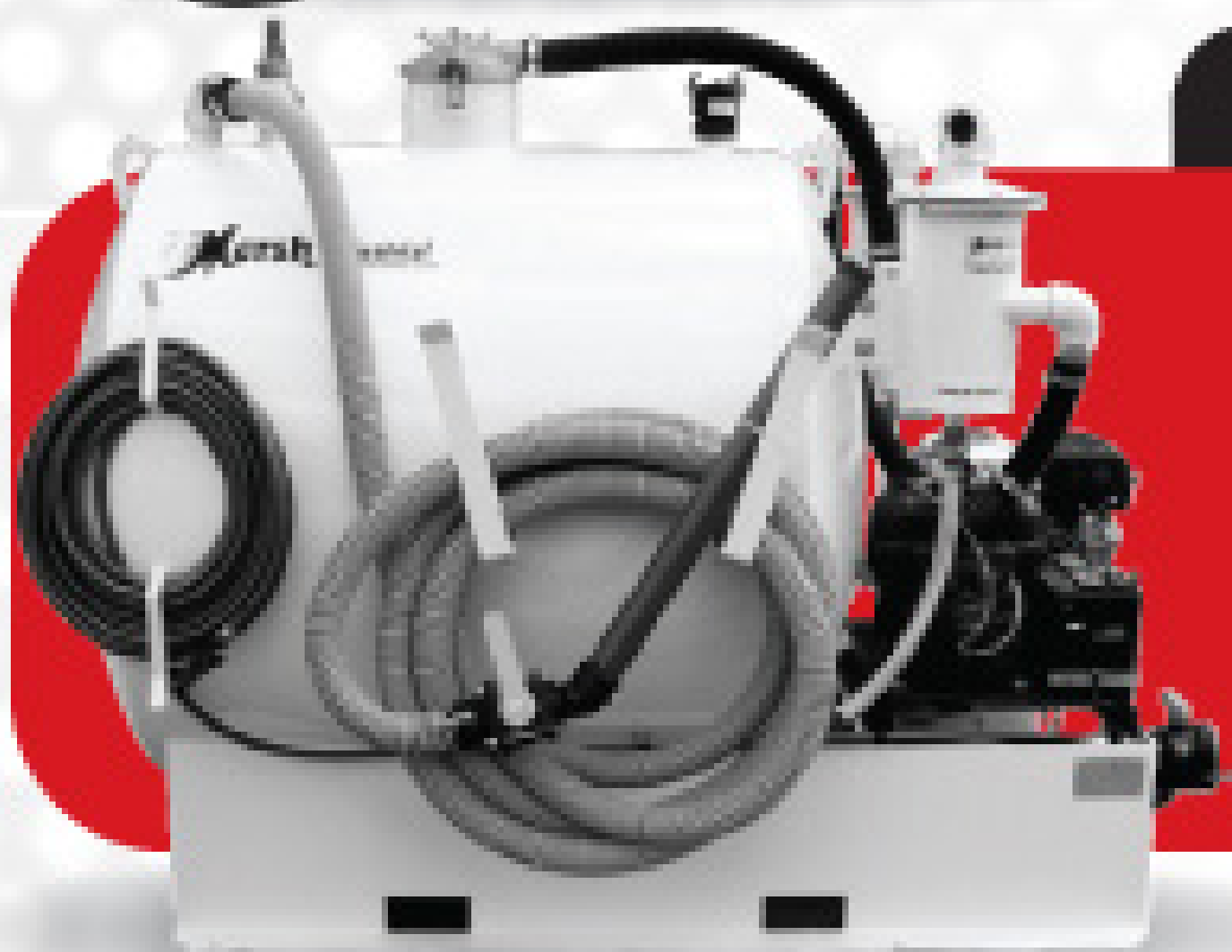
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# Employee or Independent Contractor?

The IRS is digging deeper these days to determine if your independent contractors are truly independent

By Fred S. Steingold

**B**e careful how you classify workers. Most people who work for you are likely to be employees — not independent contractors. If you treat someone as an independent contractor and the IRS determines that he or she is really an employee, you may have to pay some whopping tax penalties.

The Internal Revenue Service prefers to treat workers as employees. Why? Because the IRS believes that it will take in more tax revenue that way. The belief is that independent contractors often avoid paying income tax, as well as the self-employment tax that covers Social Security and Medicare.

Employers can usually be counted on to withhold and remit all these taxes for their employees.

## MORE STATES AIDING IRS

It's always been necessary to classify workers correctly. But these days — for a number of reasons — the chances have increased that the IRS will check up on you. A respected tax resource, the *Kiplinger Tax Letter*, points to three developments that may put you in greater jeopardy:

- More states are aiding the IRS. Some 33 states are showing the IRS the results of their payroll-tax audits.

- The IRS is using software to spot businesses that send out Form 1099s to workers who don't have other sources of income. (Form 1099 is the annual income statement that an independent contractor receives; an employee, by contrast, receives Form W-2. Based on its software matches, the IRS can look into whether the 1099 recipient should be re-classified as an employee.

- Workers who believe that a business misclassified them as an independent contractor can now file a new form — Form 1819, Uncollected Social Security and Medicare Tax on Wages. Again, this alerts the IRS to take a closer look at the situation.

If you classify a worker as an employee and meet your payroll taxes duties, you have nothing to worry about. You only have a problem if you make a mistake in classifying someone as an independent contractor.

So how do you avoid that kind of mistake? By understanding the IRS's approach.

The IRS looks mainly at how

The IRS offers several online articles and publications dealing with worker classification. There's a good overview in the article called *Employee or Independent Contractor?* Look for it at IRS site, [www.irs.gov](http://www.irs.gov). The topic is also covered in IRS Publication 15-A, *Employer's Supplemental Tax Guide*, also available online.

much control you have over the worker. If you control — or can control — not only what is to be done but also how it's done, the worker is an employee. Consider the following example:

Star Brite Manufacturing Co. hires Lou Ann as a management consultant for its sales department. She is to ensure that the department is fully staffed and that sales brochures are stocked and available. She also is to review all sales contracts. However, Star Bright requires Lou Ann to get prior approval before she hires or fires anyone, purchases additional sales materials or accepts a sales contract.

The IRS views the requirement of prior approval as evidence that Star Brite controls how Lou Ann gets her work done. If Star Brite simply lets Lou Ann exercise her own discretion, the company would have a good basis to treat her as an independent contractor.

Also, if a worker needs to buy or rent equipment to get the work done, that can help a company justify its position that the worker is an independent contractor. The worker's investment in equipment must be significant, however.

The IRS offers several online articles and publications dealing

with worker classification. There's a good overview in the article called *Employee or Independent Contractor?* Look for it at IRS site, [www.irs.gov](http://www.irs.gov). The topic is also covered in IRS Publication 15-A, *Employer's Supplemental Tax Guide*, also available online.

If you're unsure whether it's safe to classify a given worker as an independent contractor, check with a lawyer or accountant. Or you can seek a determination from the IRS by using its Form SS-8.

## FORM A CORPORATION

To be on the safe side, you can ask the worker to form a one-person corporation — a fairly simple and low-cost process. The worker would be an employee of his or her own corporation. You'd pay the invoices sent to you by the worker's corporation, and the corporation, in turn, would pay the worker. In virtually all cases, the IRS will accept this type of arrangement and not re-classify the worker as your employee.

But heed this warning: Don't help the worker set up the corporation or pay for incorporation costs. If you do, the IRS may treat the arrangement as a sham and hold you responsible for payroll taxes. ■

Fred S. Steingold practices law in Ann Arbor, Mich. He is the author of *Legal Guide for Starting and Running a Small Business* and *The Employer's Legal Handbook*, published by Nolo. Legal strategies may vary depending on the state in which you live and the specifics of your situation. See your lawyer for legal advice.



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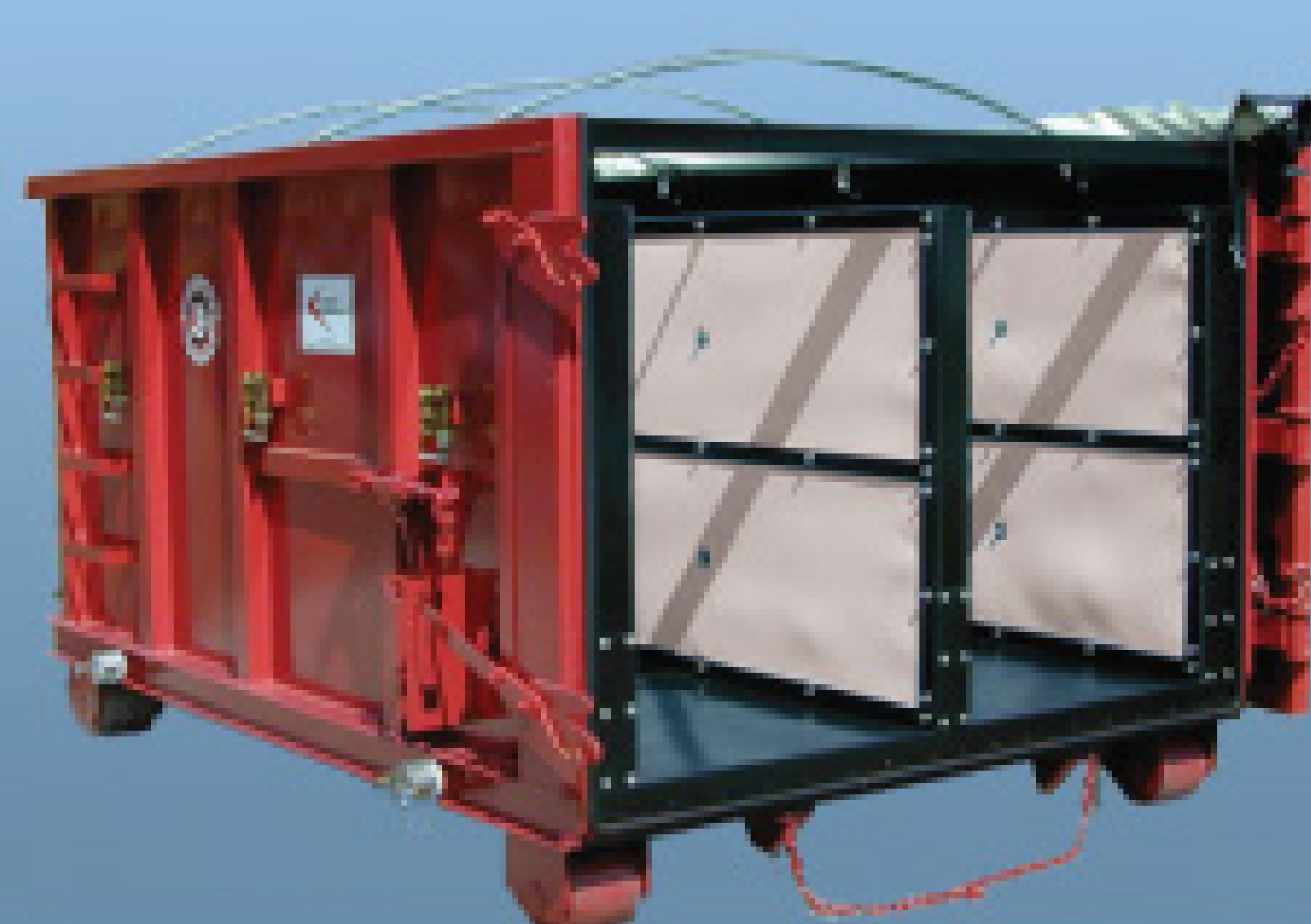
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**Booths 7020, 7021 & 7025**

## Industry References:

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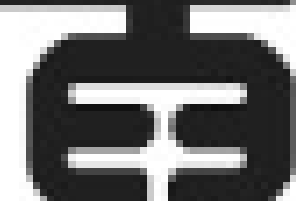
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This 2008 Peterbilt 340 from Transway Systems Inc. is the proud ride of Brian K. Russell, who uses it for septic and grease trap work. According to A-1 Septic Tank Cleaning owner Tamara L. Russell, the rig is nicknamed "Big Blue" for obvious reasons. The truck carries a 3,600-gallon Progress aluminum tank, with vacuum created by a Masport HXL 400 pump. The truck is carried down the road by a Paccar PX-8 powerplant tied to a 10-speed Eaton Fuller transmission. Work features include a three-stage telescopic hoist, matching aluminum toolboxes, and a nifty "It's Time" indicator float gauge that serves to inform the driver of capacity at any given time, but also reminds passing motorists that they might have a cleaning coming due. Handsome exterior accents include aluminum hose trays, diamond-plate aluminum hose guard on the tank and aluminum wheels. Vinyl graphics were done by Todd Schaffer at Custom Neon & Vinyl Graphics. For driver comfort, the truck has air-ride driver's seat and AM-FM/weatherband radio.

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Your submission must include your name, company name, mailing address, phone number, and details about the truck, including tank size, cab/chassis information, pump information, the company that built the truck, and any other details you consider important. In particular, tell us what features of the truck help make your work life more efficient and more profitable. E-mail your materials to [editor@pumper.com](mailto:editor@pumper.com) or mail to Editor, Pumper, P.O. Box 220, Three Lakes WI 54562. We look forward to hearing from you!





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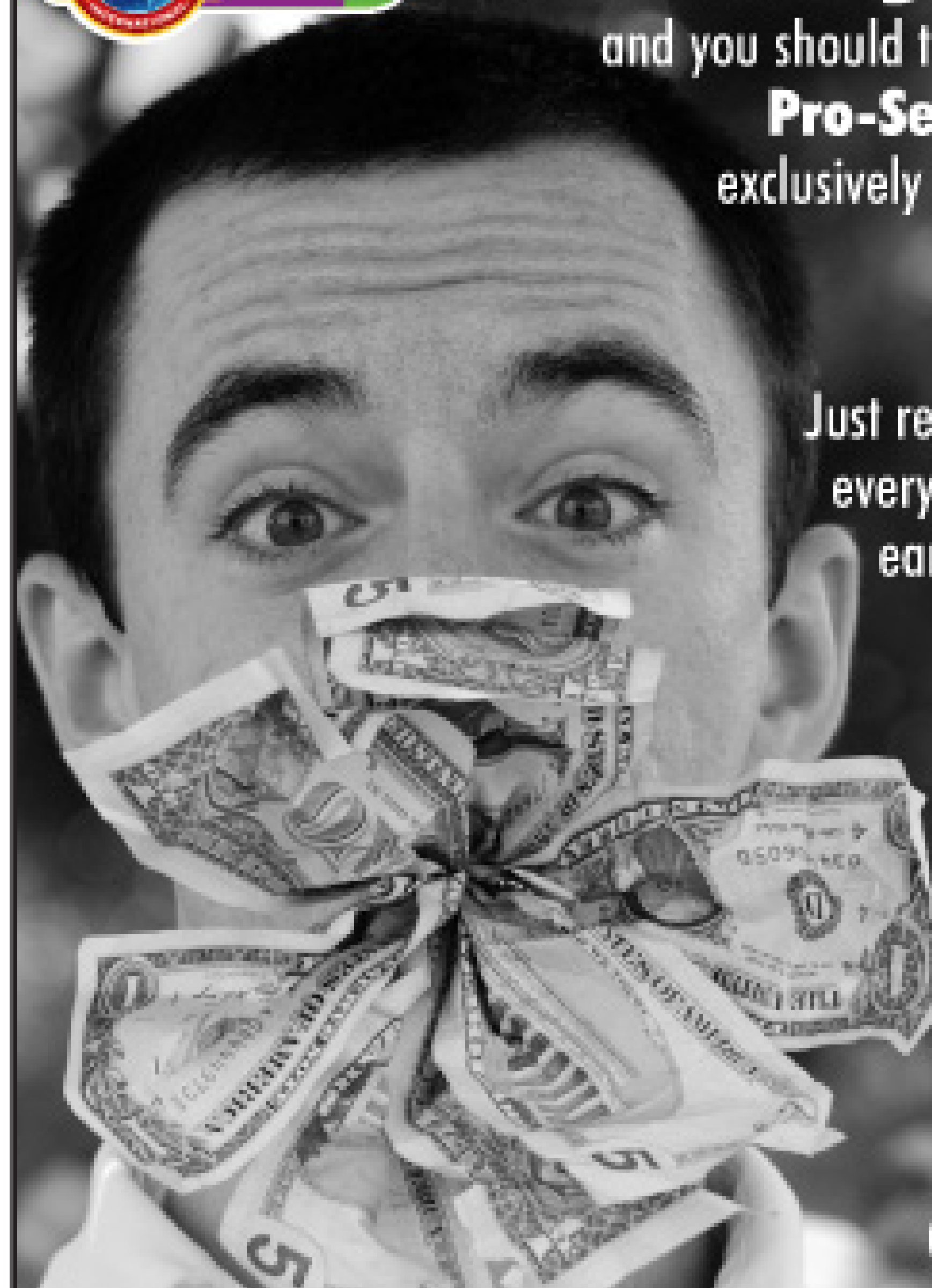
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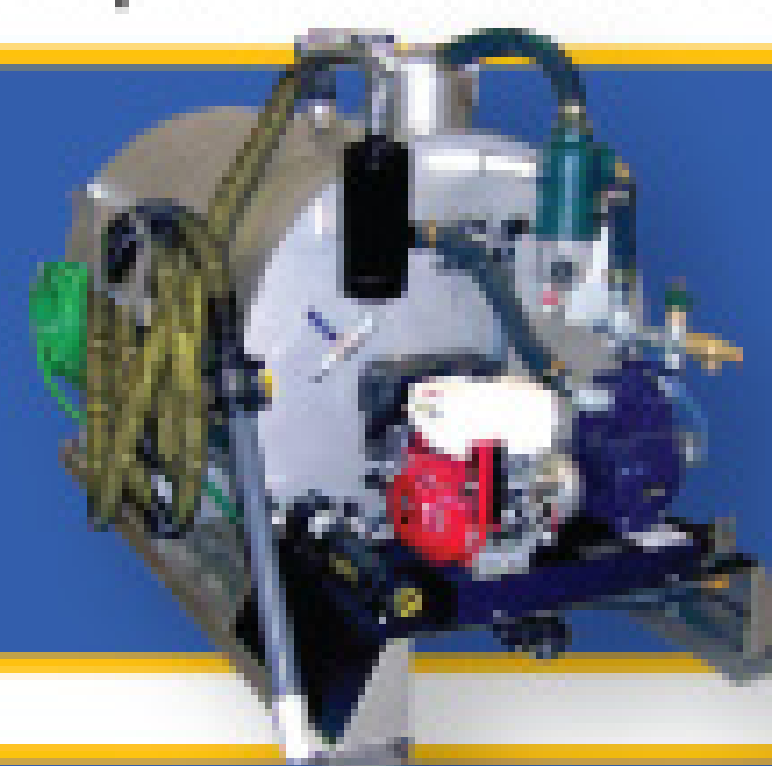


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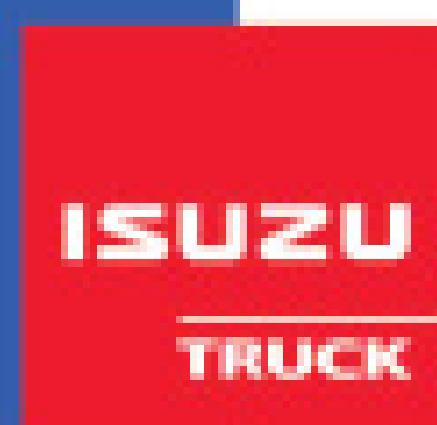
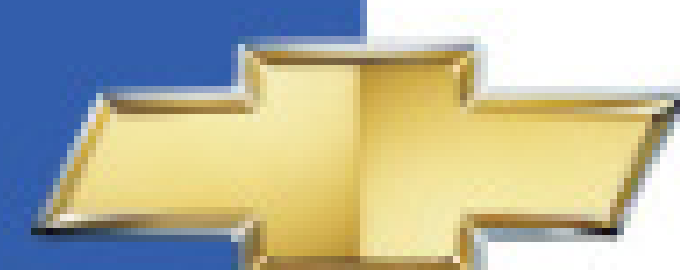
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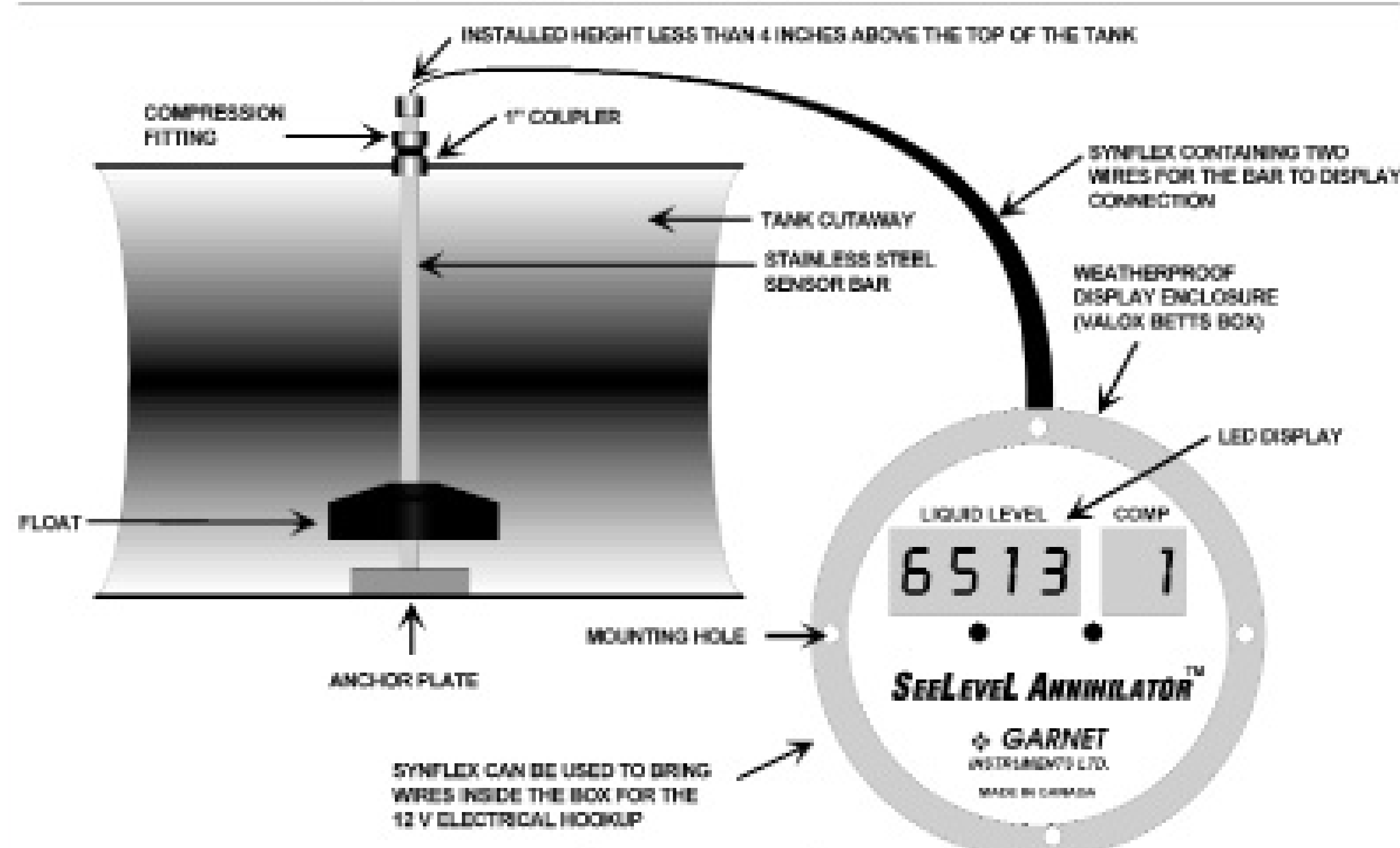


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## Industry NEWS

### Vanair Moves to New Facility

Vanair, a manufacturer of vehicle-mounted compressors and accessories used in power-takeoff technology, has completed its move to a new 60,000-square-foot manufacturing facility in Michigan City, Ind.

### Screentech Re-Designs Web Site

The re-designed Screentech Imaging Inc. Web site, [www.screentech.com](http://www.screentech.com), features an improved online store.

### United Site Services Acquires Nickel Ridge Portables

United Site Services has acquired Nickel Ridge Portables of Reliance, Wyo. The acquisition allows the company to expand its services to the Wyoming Plateau areas, including Evanston, Green River and Rocky Springs. ■

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.....New 4x4 \$65,500

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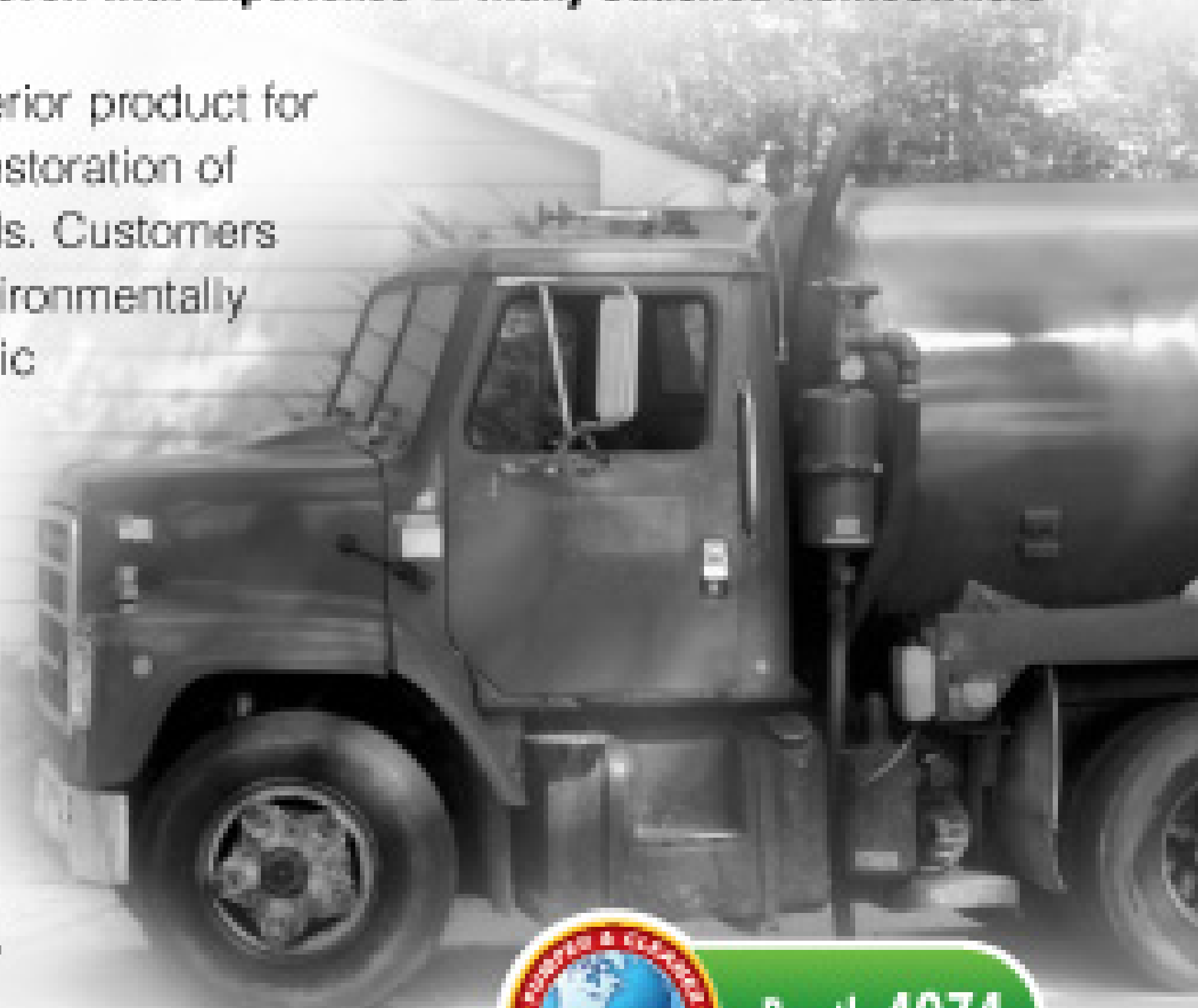
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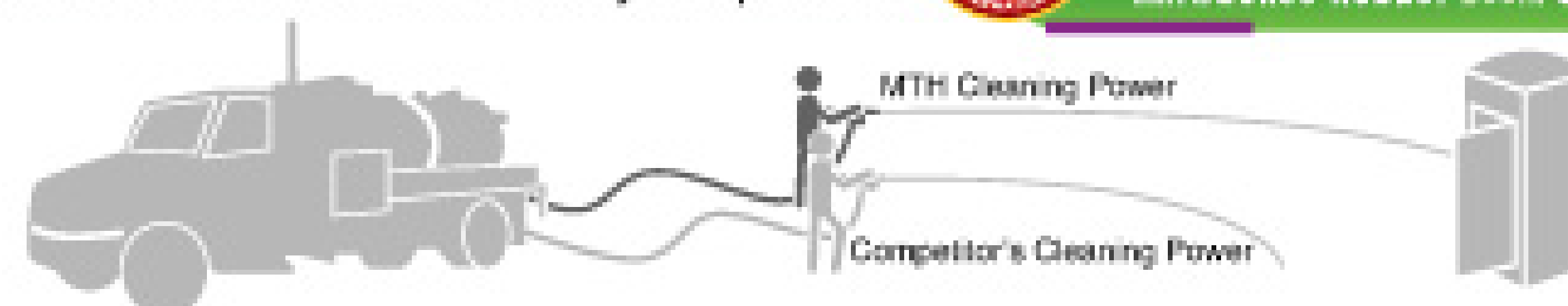
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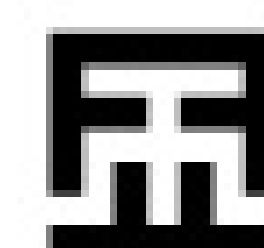
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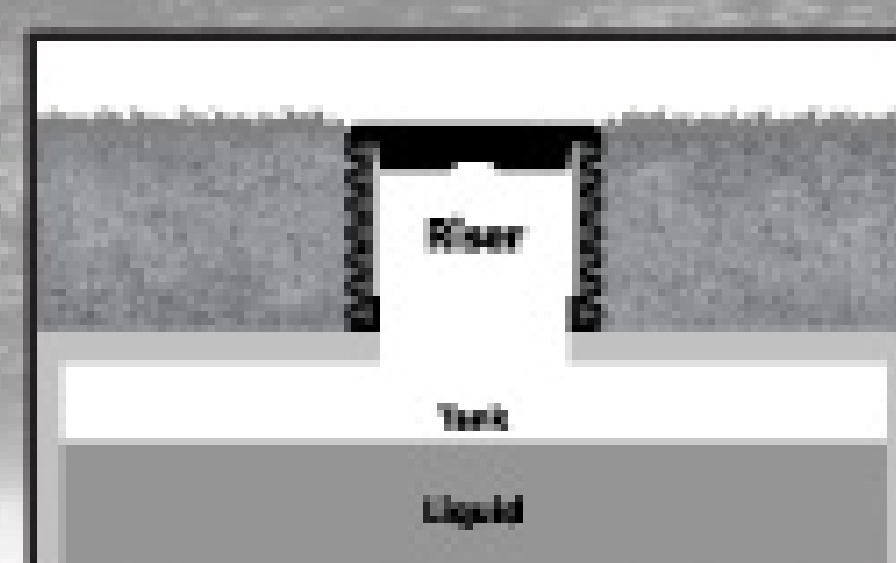
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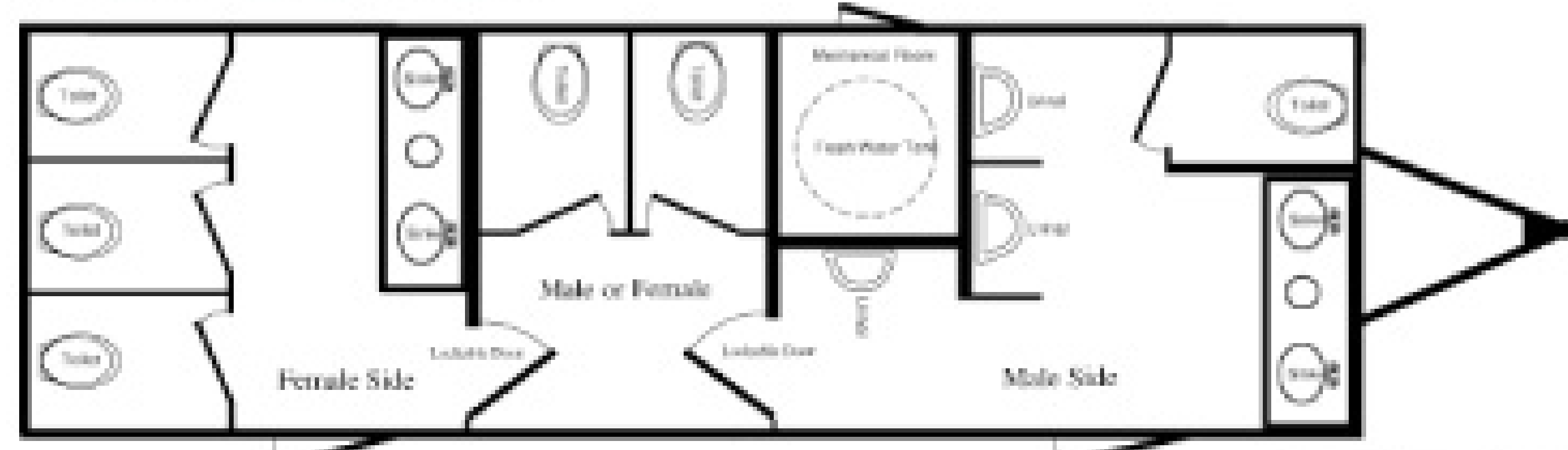


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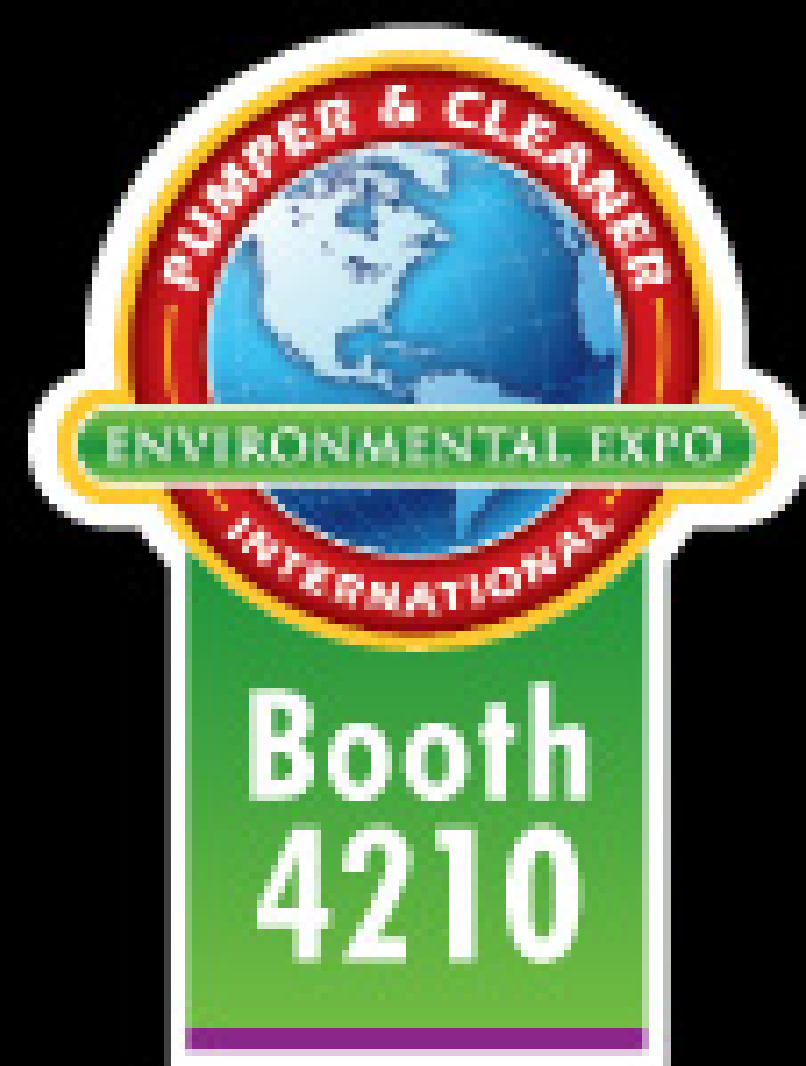
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## Denali and Century III Restroom Trailers

*in the*  
**SPOTLIGHT**

By Ken Wysocky

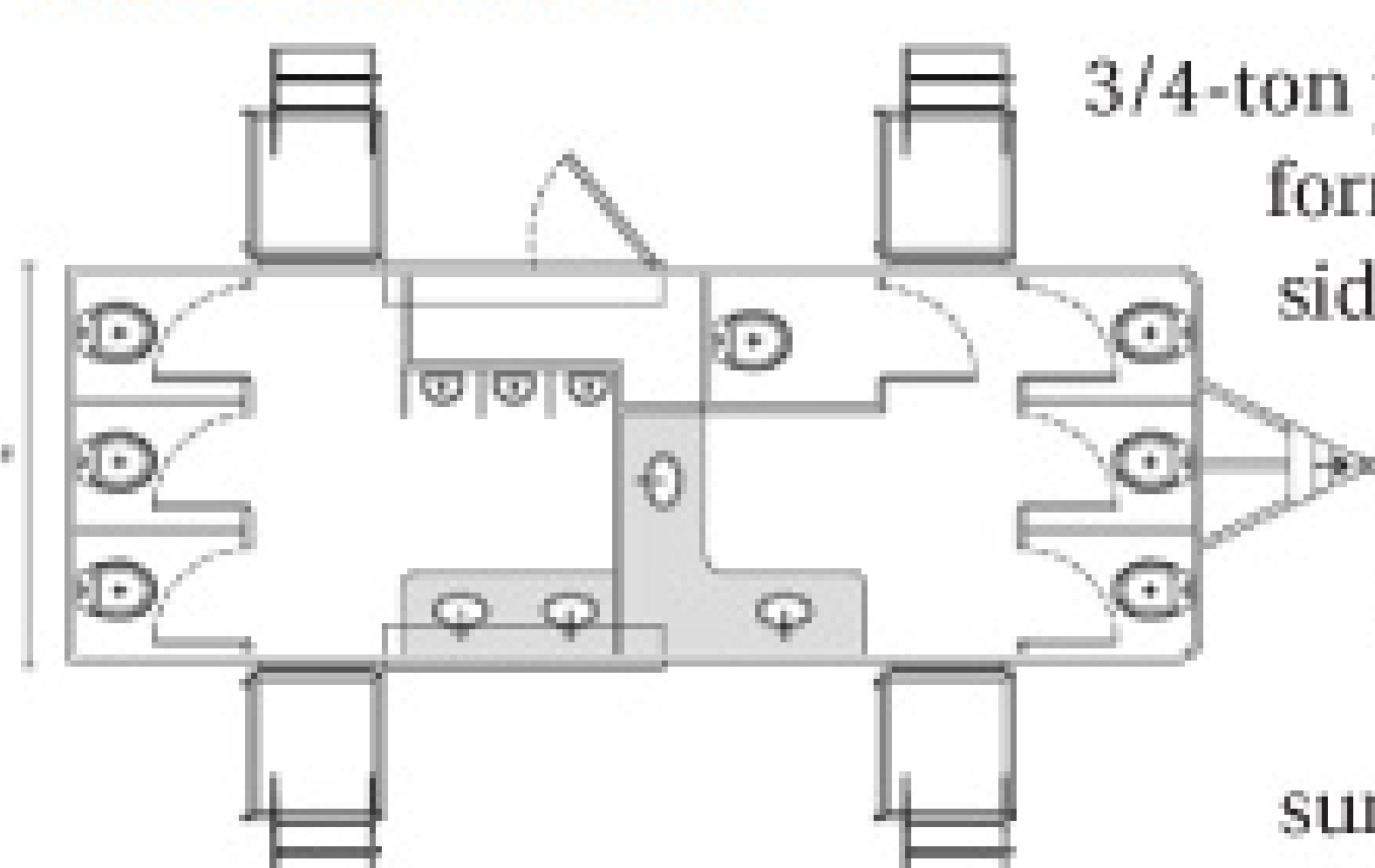
**T**he **Denali** and **Century Series** restroom trailers, made by Forest River Inc. for **Alpha Mobile Solutions**, offer one-man setup and interiors aimed at handling large crowds at special events or disaster-response sites.

The low-profile Denali stands 10 feet, 2 inches tall from ground level to the top of the roof-mounted air-conditioning/heating unit, and is 8 feet wide and 24 feet long. The aluminum, bonded-seam body features separate entrance and exit doors located on opposite sides, which enhance traffic flow by minimizing user bottlenecks, says Gene Jackson, general manager of Alpha Mobile Solutions.

"Customers like it because they're not bumping into one another as they come in and out," Jackson says. "With a steady stream of people entering the trailer, it helps to have separate exit doors."



The Denali restroom trailer (above) and its floor plan (below).



The tandem-axle trailer can be easily towed by most 3/4-ton pickup trucks. It features platform landings with handrails outside all four doors, which provide safer entry and exit than a typical 10-inch step, Jackson says.

Inside, the unit offers solid-surface countertops with solid color throughout, enabling contractors to buff out scrapes and scuffs.

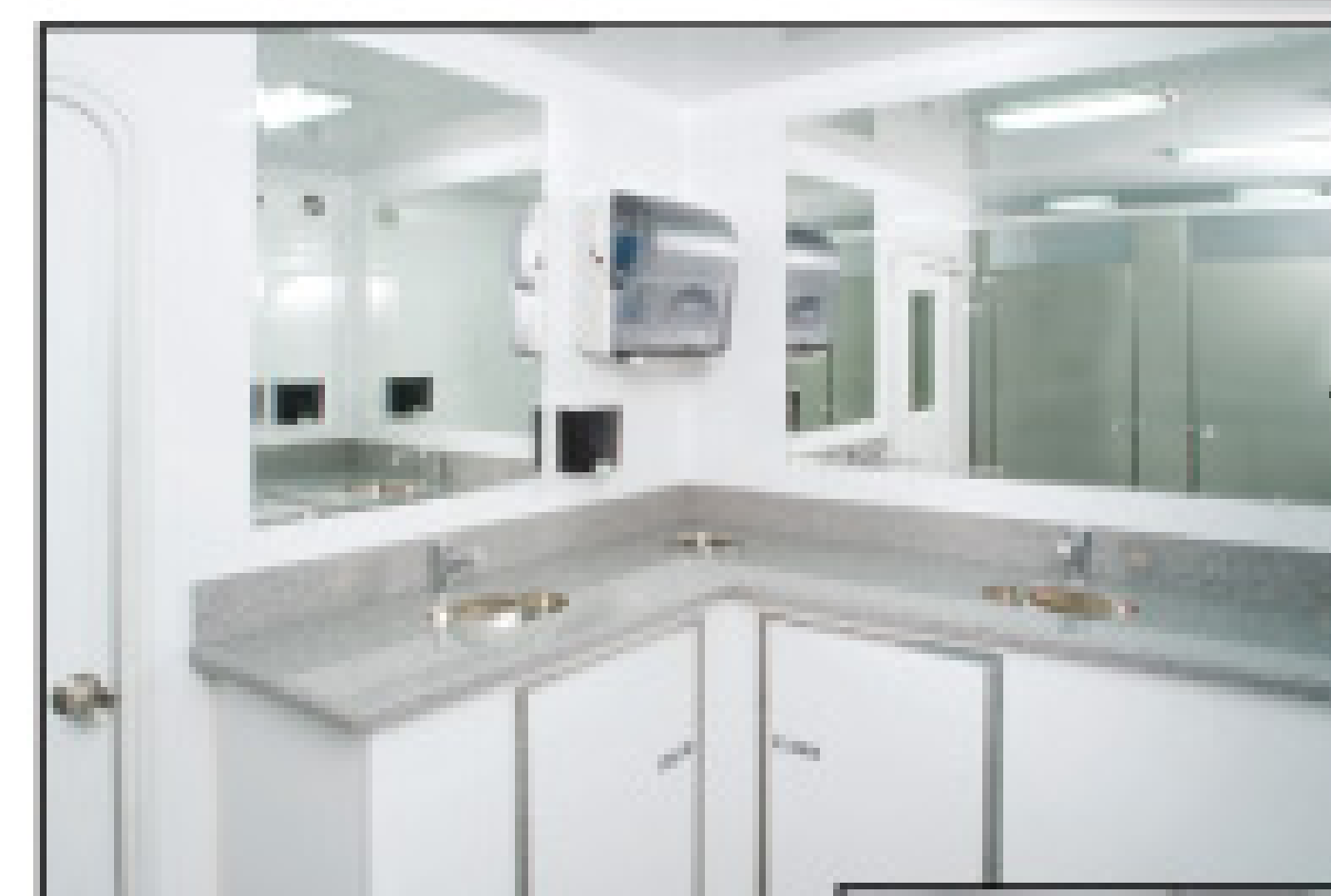
The pedal-flush toilets and self-flushing urinals, which save water and promote good hygiene, are made of durable porcelain. The stainless steel sinks feature water-conserving, automatic shut-

off faucets. The interior also features shatterproof mirrors, trash receptacles, non-skid rubber flooring, tissue and paper towel dispensers, lockable cabinet doors and hot water heaters.

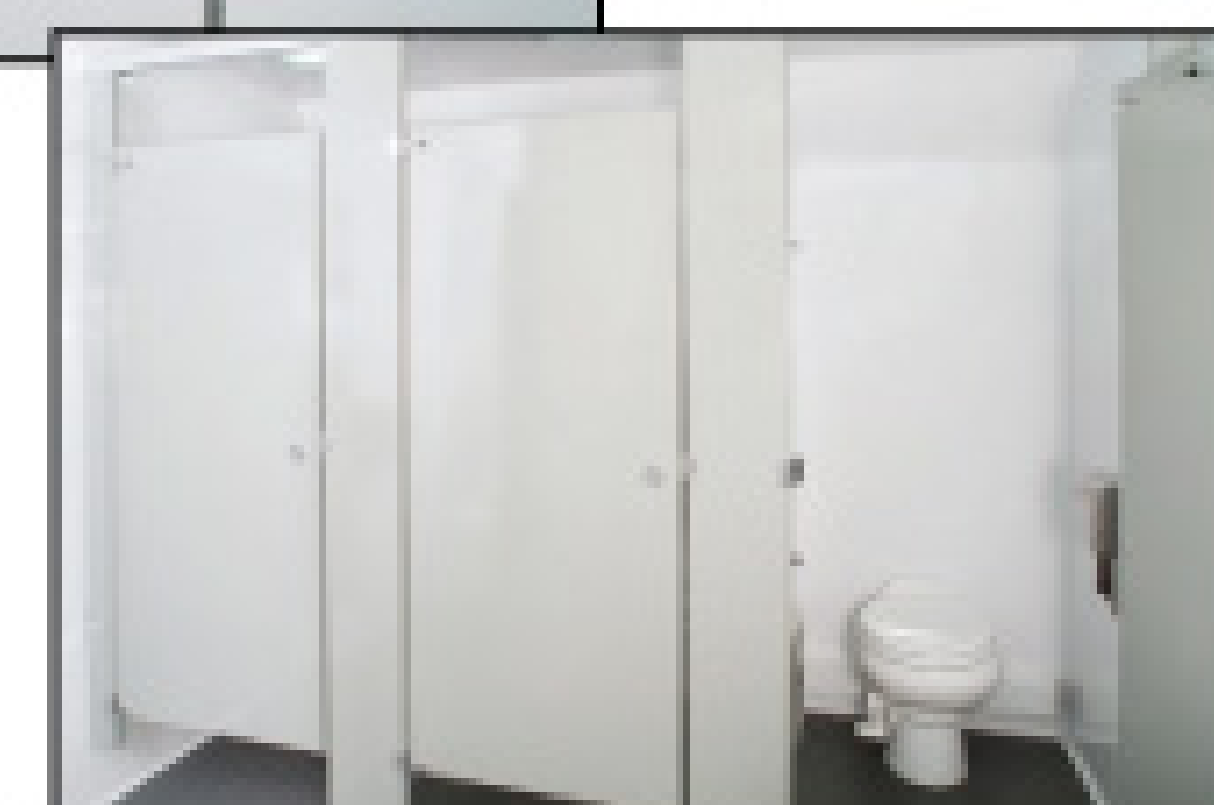
Additional features include folding aluminum steps, crank-down stabilizing jacks, a 750-gallon wastewater tank, a 200-gallon freshwater tank, a standard 110-volt extension cord outlet, a standard water hose connection, a standard 3-inch banjo waste tank cleanout connection, amber LED porch lights, a standard 2 5/16-inch ball hitch with adjustable tongue and sand pad, freshwater and wastewater tank monitors and a weatherproof coating on the trailer frame.

The low-profile Century Series of private restroom trailers come in several configurations, ranging in size from two to five rooms. Some models are equipped with showers. They share many of the Denali's features and equipment.

**For more information: 877/789-1213; [www.alphamobilesolutions.com](http://www.alphamobilesolutions.com); Expo booths 11052, 11055, 11057.**



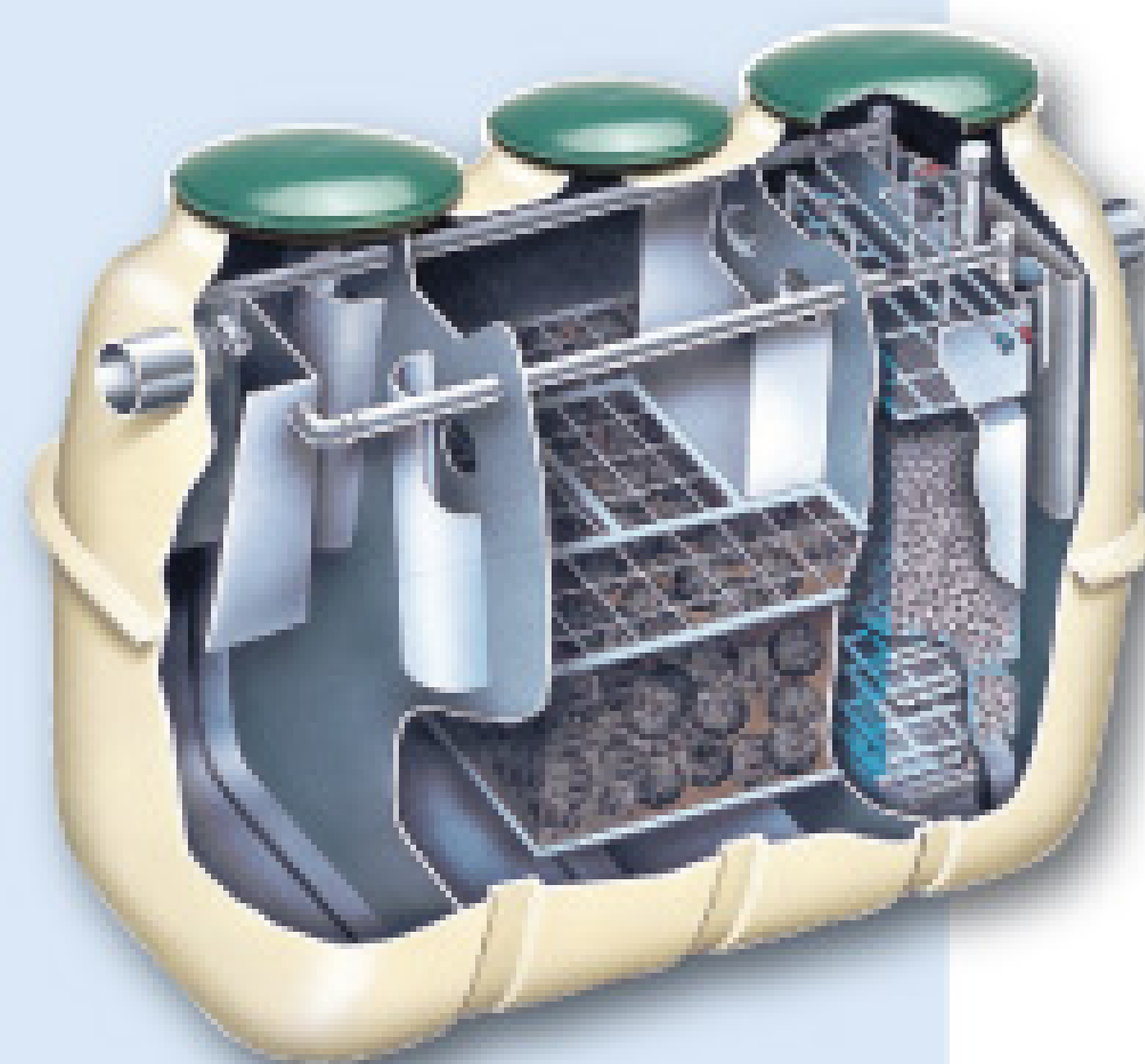
The Denali interior features hard-surface countertops (left) and durable porcelain pedal-flush toilets (below).



Century III

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Fusion Series Treatment System from Zoeller Pump Co.

## Reelcraft Offers Side-Mount Cart Handle

The side-mounted handle option on Reelcraft hose reel carts enables the cart to easily attach to mobile equipment for transport to multiple locations. The carts have a square, tubular-steel frame and corrosion-resistant, powder coat finish. Designed to be used with Reelcraft's 6- and 12-inch series 30,000 reels, the cart also features a zinc-plated 1/2-inch steel axle and 8-inch semi-pneumatic tires.

**For more information: 800/444-3134; [www.reelcraft.com](http://www.reelcraft.com); Expo booth 6051.**



Reelcraft hose reel with side-mount cart handle





## Guzzler Introduces Predator

The Predator liquid vacuum tanker from Guzzler Manufacturing is designed for handling bulk liquids, sludge and semi-solid waste. The tanker features 3,000-gallon capacity, vacuum pump capable of 27-29 inches Hg and maximum airflow of more than 400 cfm (300 cfm at 18 inches Hg). Other pump sizes are available. The unit's carbon steel tank is rated for 15 psi working pressure. The tank also complies with the U.S. Department of Transportation specification DOT412 for hauling hazardous materials. For more information: 800/627-3171; [www.guzzler.com](http://www.guzzler.com); Expo booth 1076.

## Hannay 6000 Series Designed for Longer Hose Lengths

Hannay's 6000 Series reels are designed for a variety of power rewind options, with heavy-duty construction to handle longer lengths of hose. Features include either a manual gear-driven crank rewind or chain and sprocket driver powered by an electric, hydraulic or compressed air motor. Crank rewind reels have a pinion brake, while power reels have a comet brake. For more information: 877/467-3357; [www.hannay.com](http://www.hannay.com); Expo booth 3161. ■





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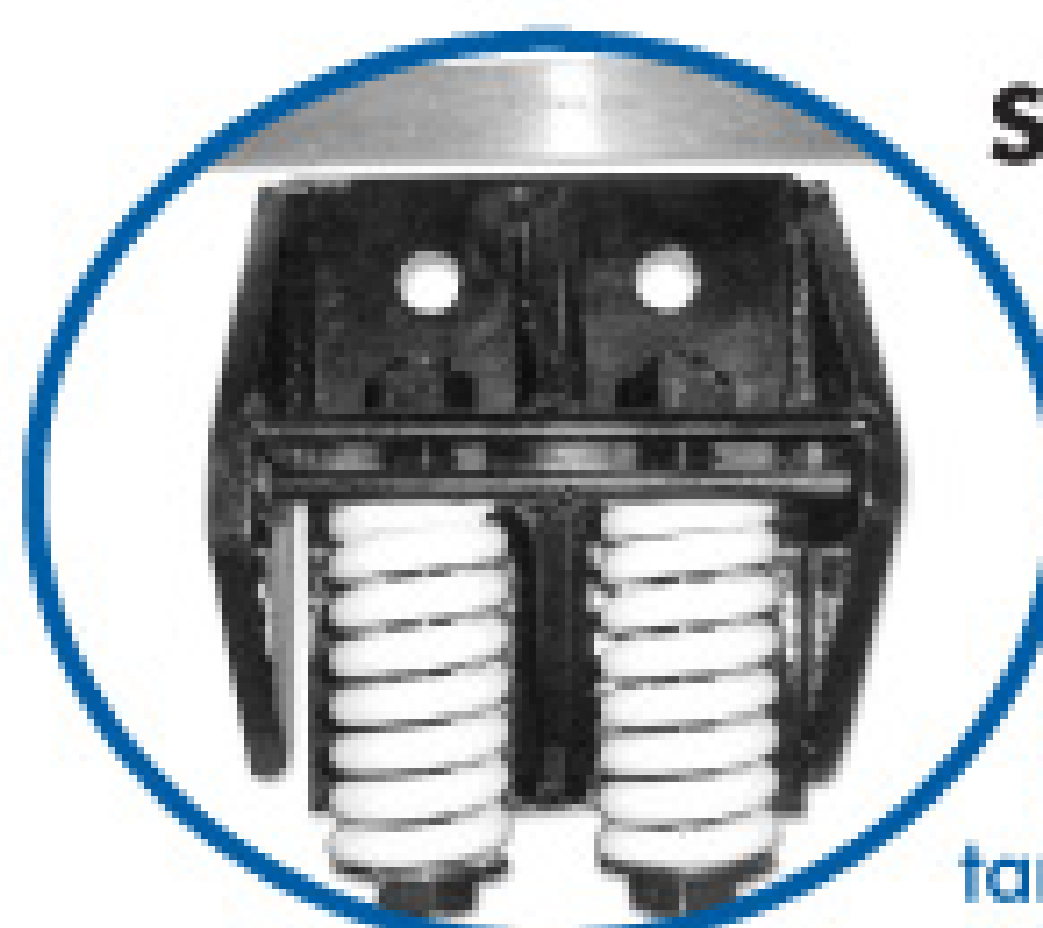


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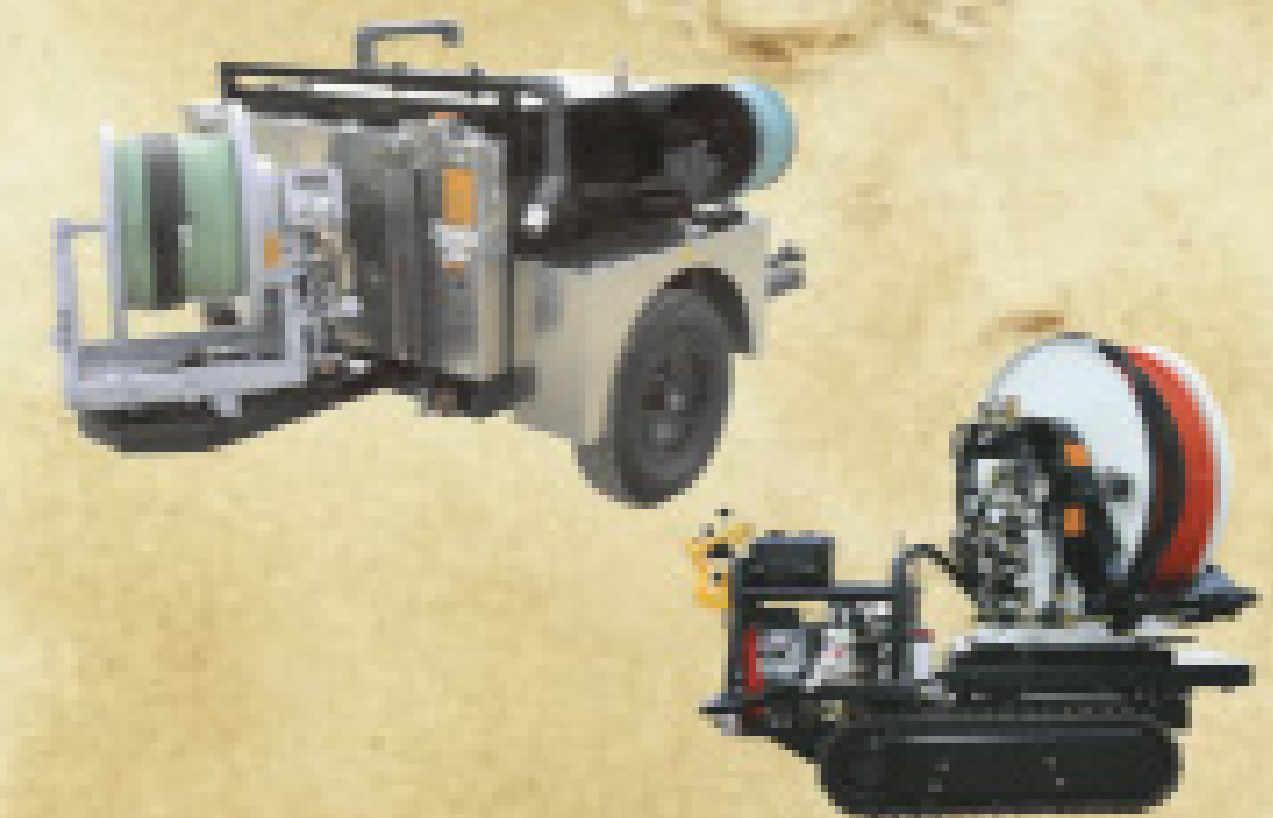
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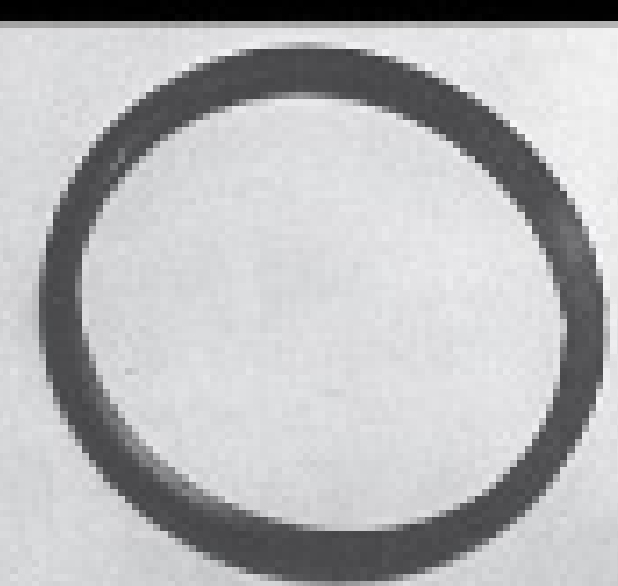
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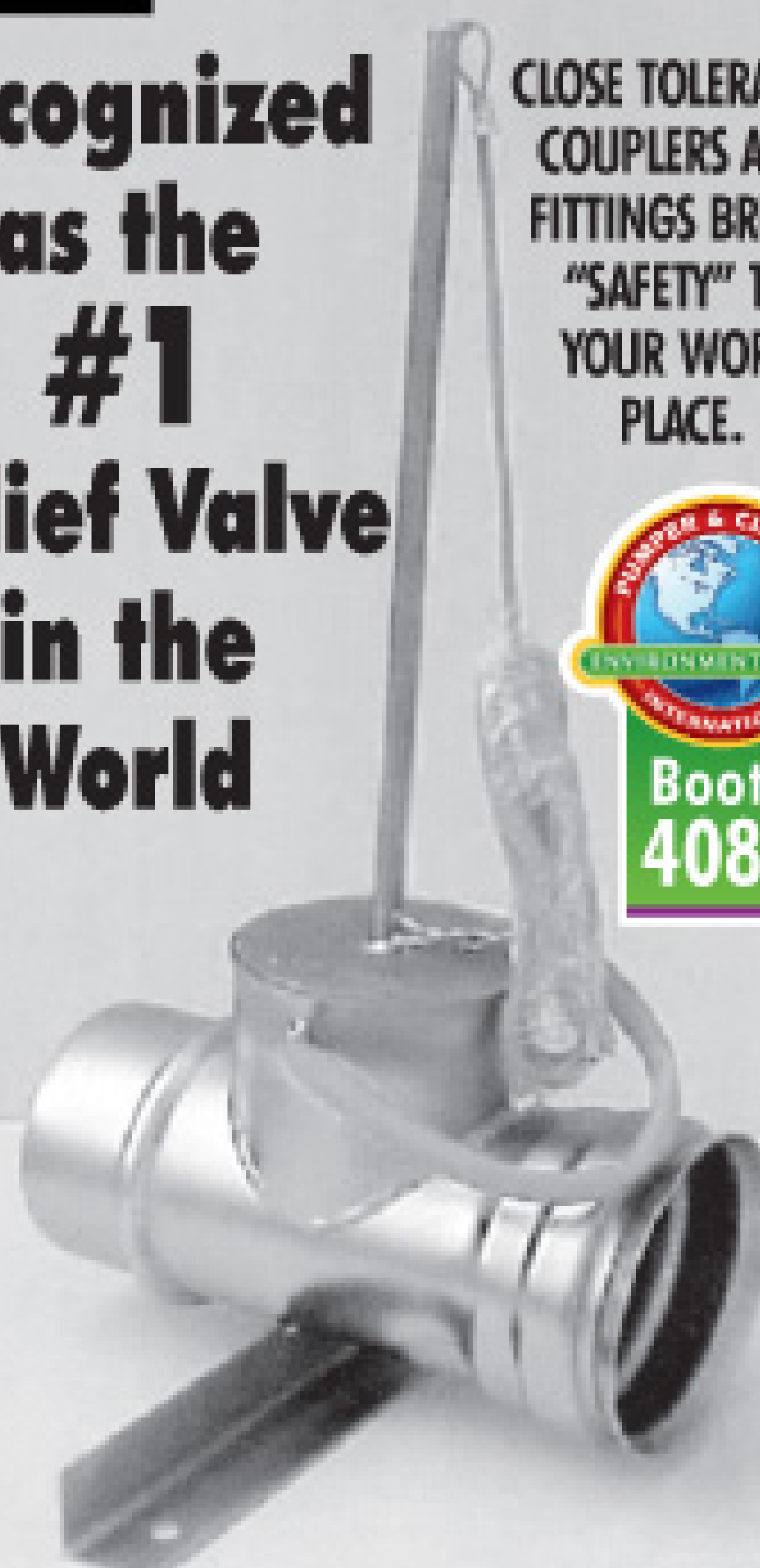
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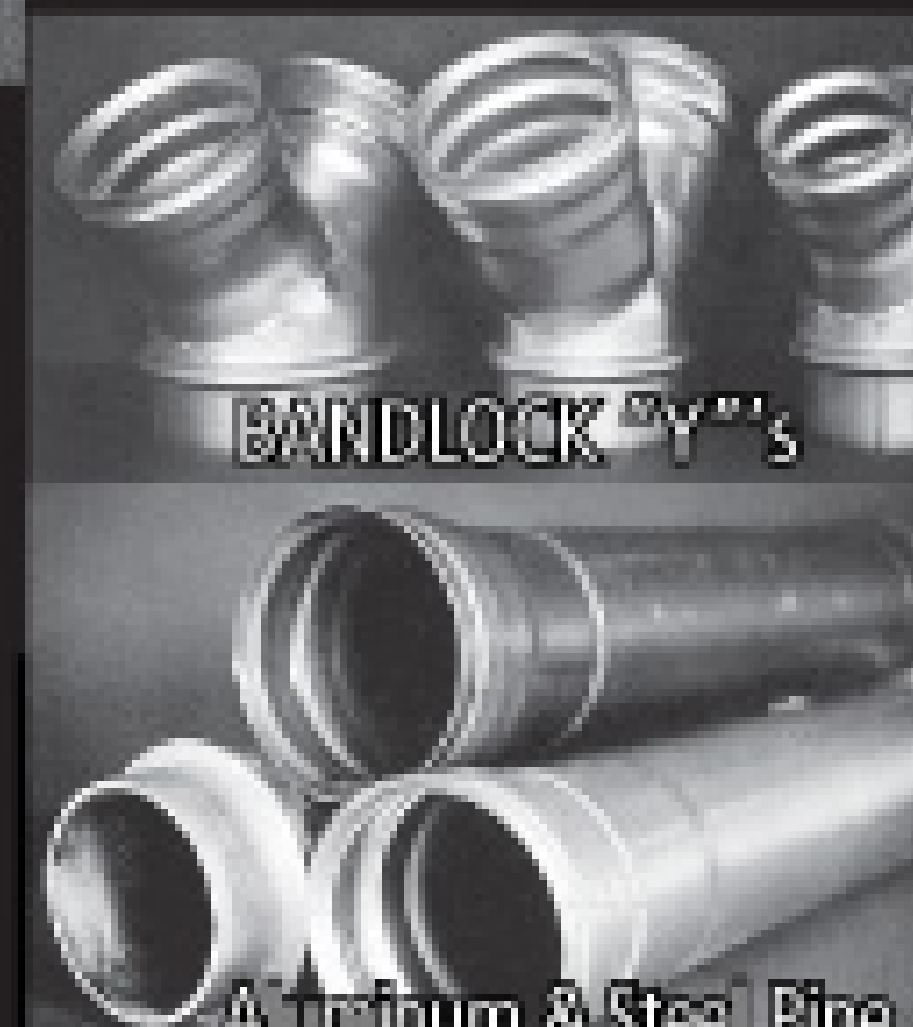
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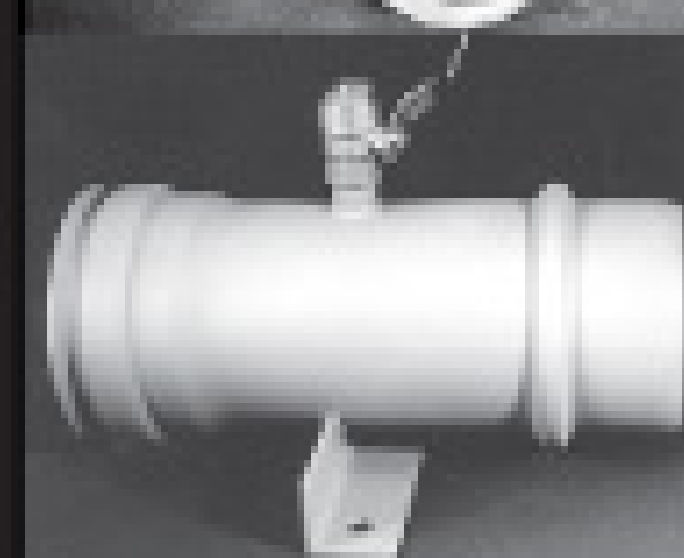
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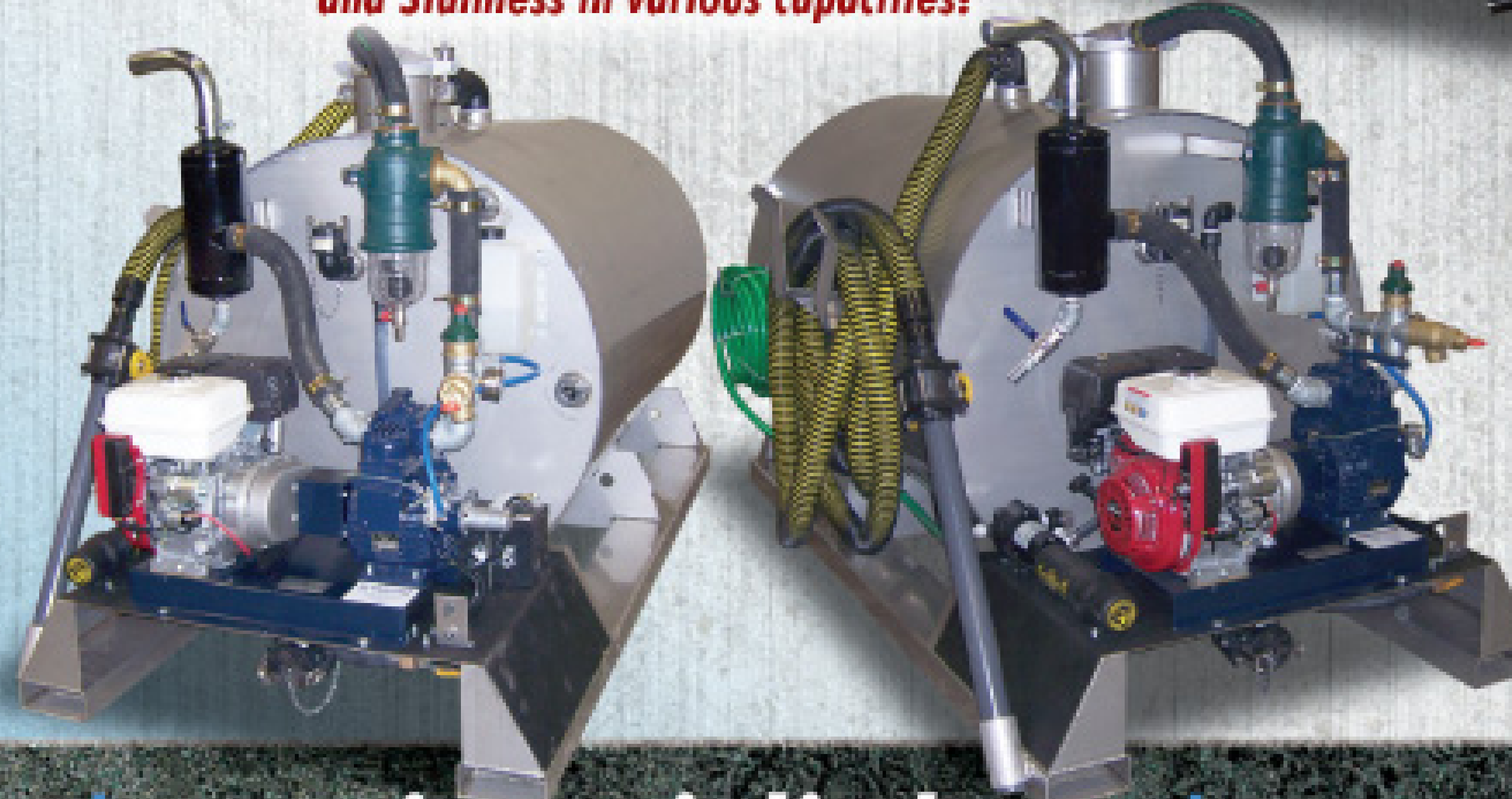
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# Finding a Parking Place

**Your cash reserves don't have to sit idle. With a little planning, you can put these dollars to work earning more for your business.**

By Erik Gunn

**A** healthy business generates cash. But what to do with your earnings can be a more challenging question. For too many small business owners, cash not yet paid out for expenses just sits around in a checking account, or perhaps a passbook savings account.

That's OK if you need quick access to that money. But with just a little bit of inquiry you could do much more with it, and earn a little more money in the process.

So where do you park your money?

The first thing to consider is how soon you need the money you're parking. "People need to know their business and their business cycle," says Jerry Love, a certified public accountant in Abilene, Texas. "Just the fact that you have money today does not mean you're not going to need it 30 days from now or six months from now."

## LOOK AT CASH FLOW

So take a close look at your cash flow budget. Your month-to-month bills — payroll, fuel, supplies, insurance — should be fairly predictable. Your monthly gross revenue may be a bit less so. But if you look over the last year, you should be able to estimate how much you need on hand to meet your expenses in any given month.

"If you've got to have that money six months from now, you need to know that," says Love, president and CEO of the accounting and consulting firm Davis, Kinard and Co. Love has another tip: Start very close to home in your search for a cash-management solution. "In most cases, small businesses are best served by going in and sitting down with the banker they already have a relationship with."

Whatever you put cash in, it should be as secure and easy to get at as possible. That means, not the stock market. Because stocks can go down as well as up, they're best investments made with a long time horizon, and even then, you may be better off picking a broad-based mutual fund rather than individual stocks.

"The general consensus is, don't go to the stock market with something you need in less than five years," Love says. The good news is you have other options.

## CONSIDER CDS

Certificates of deposit, or CDs, are short- and medium-term savings instruments available at the bank. They pay higher interest than almost any savings or checking account, and like your bank account, they're insured by the federal government.

CDs have one big drawback, though. They're for a set time period, and if you suddenly need the money before they mature, you'll pay a penalty. At the very least, you may be forced to forgo the interest you've earned, and depending on the policies of the institution, you may have to pay an additional fee.

Still, for medium-term savings, they're a safe haven. You could even view the penalties as an advantage, if you need that kind of a roadblock to keep you from spending otherwise ready cash impulsively.

You can also make your money a little more accessible by purchasing several small CDs that expire at different times, instead of buying one big CD. "Laddering" CDs in this way makes at least some of the money available at almost any time.

*Erik Gunn 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.*



## MONEY MARKET CHECKING

A money-market checking account doesn't pay as much as a CD, but it offers an important advantage: The money is immediately accessible. Money market accounts usually carry minimum deposit requirements. If your account falls below the minimum, you get no interest and may be charged a maintenance fee.

## BOND FUNDS

Various kinds of bond funds may be an option if they don't tie up your money for longer than you can realistically afford. "If you've been through a full business cycle and you're confident that you've got so much money or more available to you, then you might look into moving into a bond instrument that would give you a bit higher return than CD rate," says Love.

Use caution, however. Bonds are safer than stocks, but they aren't risk-free. Pick a bad one and you could end up losing money. Also, like CDs, they'll lock up your money for a time.

If, after consulting with your financial advisor, you decide bonds make sense, you have one other question: taxable or tax-free? Various kinds of municipal or government bonds pay less interest than private-sector bonds, but their tax-free earnings can actually make some of those funds a better deal.

## SWEEP ACCOUNTS

Banks offer these accounts to people with substantial amounts of cash. A sweep account is one that lets the bank put your money overnight into a money-market fund. Essentially, the bank is borrowing money for very short-term investments, using the cash to oil the wheels of commerce. You get the money back, along with an interest payment, by the time business opens the next day.

## ASK QUESTIONS

Web sites such as [www.money-rates.com](http://www.money-rates.com) can give you ready access to information about the best deals on these and other accounts nationwide, but it's important to be sure that you're doing business with an institution that allows you easy access — to its personnel and to your money.

"You're still going to need to move money back and forth," Love points out. "You need to make sure that you know something about them." You'll also need to make sure no single bank account you carry exceeds the federal limit for deposit insurance.

Never make a change in your current banking and investing arrangements without first understanding your alternatives and the risks and benefits of the change you plan to make. As Love notes, your existing banker is a good place to start.

Indeed, if you move money to some other bank chasing a higher rate, you may find your current bank, where you may hold a line of credit or have a good loan history — will hike your lending rate in the future, because you're no longer a favored customer.

But don't let those warnings turn you away from exploring all possible alternatives. After all, you work hard in your business. Your cash should, too.





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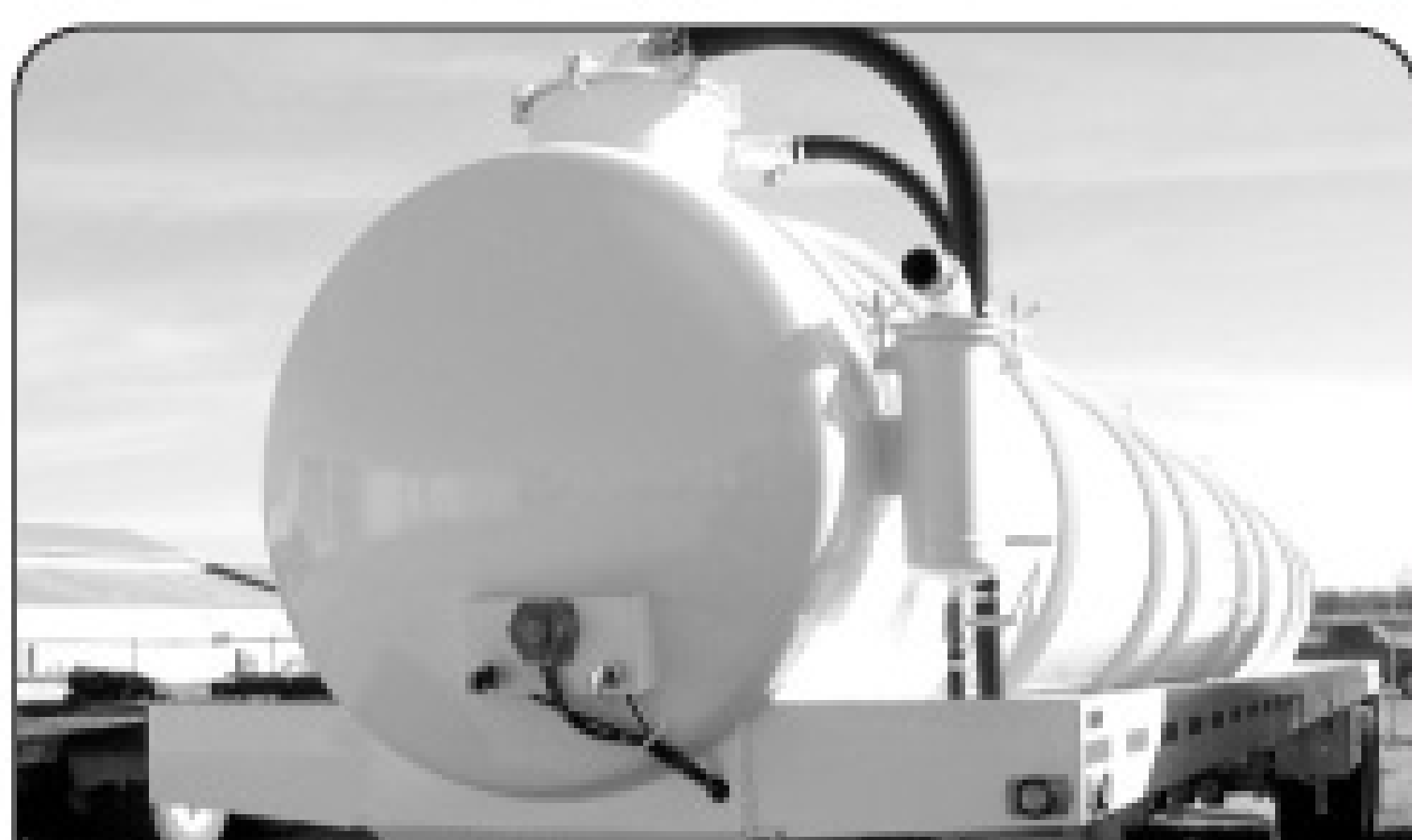
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**FOR SALE:** Septic and Portable Toilet Business located in White Mountains, Arizona. 150 toilets, 2 ADAs, 3 trucks. For more info, respond to: 11448 East Monte Ave., Mesa, AZ 85209. (PBM)

**NC PUMPER BUSINESS FOR SALE,** established 10 years, \$140,000 annual revenues, '99 FL70 2,000 gallon tank, GEM jetter and backhoe. Alan 828-432-2900, [aclark@hatterasgroup.com](mailto:aclark@hatterasgroup.com). (P3)

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## BUSINESSES

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## JET VACS

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1998 Vac-Con 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](http://www.empireequip.com). (CPBM)

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(1) 2002 Vactor 2110; (1) 2002 2115; (1) 2003 2110. All PD units. All were city owned units in excellent condition. Located in Dallas. 972-938-1905. [www.empireequip.com](http://www.empireequip.com). (CPBM)

1998 Vac-Con Model V350THA, 3-stage fan, 50 gpm, 3000 psi pump, 5-yd. debris tank, new white paint. Was city owned. 714-639-8352. [www.empireequip.com](http://www.empireequip.com). (CPBM)

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**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)

2004 Wee Engineer 27', 12-unit hauler, either 12 standard units or 8 standards + 1 handicap. Excellent condition. \$5,500 OBO. 815-970-7253. (PT4)

**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)

**JET FORMS FOR SALE.** One monolithic, one non-monolithic. \$12,000 for the package. Call 305-872-2033. (P2)

## PARTS & COMPONENTS

Piranha Horizontal Sewage Machine, 1- Vactor snorkel nozzle kit #50507, 1- O'brien root cutter with spiral blades 6", 8", 10" 1-Hydro Excavation tube and misc. Vactor parts. \$1,200 takes it all. Please call 802-948-2082. (P3)

**PARTS & SERVICE** for vacuum pumps and vacuum tanks. Vacuum pumps also in stock. 800-909-6909. Ask for Ken or Randy. (PBM)

## PORTABLE RESTROOMS

Portable Toilets and Service Truck! Must sell! 16 PolyJohn units. Like new, \$75 - \$125 each. 1996 Chevrolet C3500 also for sale. Truck used daily, 600/200, Jurup pump, steel tank, engine and transmission replaced within the past 18 months. \$10,000 OBO. Please call 352-446-0475. (P2)

500 Olympic Fiberglass units for sale. Units are older construction grade. Located in Albuquerque, New Mexico. \$100 each. Call 505-345-3965. (PT4)

100 Satellite units, all sand color. No damage; no graffiti. Pick up in So. Oregon. \$285. 541-882-0045. (P2)

## PORTABLE RESTROOMS

100 green PolyJohn units. Units are in excellent shape. Located in southeastern Michigan. We can provide transportation. Call at 248-529-3159 or e-mail at info@portabletoiletsmichigan.com. (PT3)

Used PolyJohn, PolyPortable tan units, plastic skids, average to excellent condition. \$225-\$325 each. Can arrange shipping. Call Bob at 1-352-796-4540. (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 Toilets:** Poly constructed, molded seat, urinal, latching door. Handicap accessible units available. New and used. CCI/Brian Touey 805-896-3777. (PBM)

Almost new PolyPortable toilets, red, \$300. Also PolyJohn and PolyPortables used \$200. Most are green, some grey. Call 706-669-1934. (P2)

## PORTABLE RESTROOM TANKS

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

New and used SandDollar Comfort Loos restroom trailers for sale. 864-787-6989. (PT3)

Trading two new 18' bathroom trailers for two new shower trailers. Serious inquiries only. 608-835-3459. (P3)

**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 TRAILERS

**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)

New 2008 Olympian 24': (3) women, (4) men; 2001 Olympic 26': (4) women, (4) men; 2005 Olympian 20': (2) women, (2) men. All have heat, A/C, HW. Located in NY. 866-883-9538. (P2)

## PORTABLE RESTROOM TRUCKS

1994 International 4700 with a Keith Huber 1,500 carbon steel portable toilet service unit. (Stock #6499V) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

**2006 Crescent Tank** (manufacture re-furbished) **Isuzu Truck:** 750 waste, 350 fresh, carry 8 units, Masport pump & traps; NRR diesel, automatic with 88,222 miles. Good condition and ready to work \$45,500. Call **Crescent Tank Mfg.** 585-657-4104; **www.crescent-tank.com.** (P2)

1999 Ford F450 diesel, manual, aluminum vac tank, 300 waste, 170 fresh, hot water, flat bed and lift gate. 2004 Freightliner FL50 with new bed and vac unit. Pictures at **www.robinsonsepticervice.com.** 814-355-4474. (P3)

1998 F-800 w/stainless 200/100, 5.9 Cummins w/Allison auto, 80,000 miles, holds 10 units. \$20,000 OBO. 334-319-1412. (PT4)

**DREAMING OF A CRESCENT RECTANGULAR VACUUM TANK? And you have an existing chassis... Crescent Tank Mfg.** will up-fit or ship to you tank only. Call to get tank only quote. **Crescent Tank Mfg.** 585-657-4104; **www.crescent-tank.com.** (P2)

1999 Mitsubishi 600/225, auto, A/C, diesel, 242,000. Ready for service. \$9,900. Located in PA. 800-433-2070. (P2)

New 2007 Isuzu NQR with a 1,250 gallon aluminum portable toilet service unit. (Stock #43580V) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

## PORTABLE RESTROOM TRUCKS

2001 Isuzu FTR, 2005 Crescent tank pumper, 25,900 GVW, 152,000 miles, runs good. New transmission, new tires, 1000 waste, 300 fresh. Will trade for restroom trailer. \$28,850. FSBO. 585-657-1010. (PBM)

1995 International 4700 with a Prime 1,500 US gallon, 2-compartment (1000/500 split) carbon steel; portable toilet service unit. "As is." **Available!!!** (Stock #3469C) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

**MULTIPLE TRUCKS FOR SALE:** 2000 Mitsubishi 10-unit hauler, 300 waste/60 fresh; 1995 International 950; 2000 Mitsubishi 10-unit hauler; 1995 International 950 waste/400 fresh; 1991 GMC 3500, 500 waste/200 fresh; 1990 International 700 waste/300 fresh; 1989 International 700 waste/300 fresh; 1989 International 12-unit hauler; 1988 International 6-unit hauler 400 waste/150 fresh; 1990 Ford Vactor/Jetter 1800 gallon; 1989 Ford 12-yard tandem dump truck. All prices reduced for fast sale! **For pictures, descriptions & pricing: www.mrbobs.com.** 1-800-521-2014 NJ. (PT2)

1999 Freightliner w/automatic with a Keith Huber 1,000 waste, 500 water, toilet service unit. (Stock #4506V) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

2004 4300 International, 25,500 GVW, DT466, Allison, A/C, air-brakes, 3-compartment aluminum tank (450/1400/250), M-10 Water-cooled pump, spot lights, 2 Burk water pumps for fill and spray down, restroom carrier. Pictures **www.acoinc.com/classified.** Located Phoenix, AZ. \$45,000. 208-362-3193. (P2)

(2) 1994 Ford with Coleman 700 waste, 300 water toilet service units. (Stock #6084V) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

2005 Ford F550 Super Duty diesel pump truck. White with gray interior, Best built with a 1050 gallon stainless steel tank, PTO driven Masport pump, 75,000 miles. Perfectly maintained by Gabrielli Ford in Jamaica, NY. Wholesale price of \$32,900. 800-634-2085. (PT2)

## PORTABLE RESTROOM TRUCKS

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

**Used Crescent Tank/Chassis** (GMC & Isuzu) **Available NOW!** Call **Crescent Tank Mfg.** for more details 585-647-4104; **www.crescent-tank.com.** (P2)

2006 International (6H263172) DT466 Model 4300 with Transway tank 2200/300, air brakes, Transway T-250 pump, 6-speed, 11Rx22.5 tires, 33,000 GVW, 42K miles, white cab, green body. 716-823-3606. (P3)

2000 Isuzu NPR with Workmate Model 750, 500 waste, 250 water, with Masport pump and Masport odor control. Good rubber, 227,000 miles. Engine has 150,000 miles. Priced to sell. \$14,900. Call Frank King 978-452-7750. (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)

1999 Ford F550, 7.3 diesel, auto, Satellite 500/200 tank with 2-unit carrier, Conde pump. \$6,000. NY 800-275-3616. (P3)

New 700 US gallon 2-compartment (450/250 split), carbon steel, portable toilet service unit. (Stock #13238V) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

2005 International (5H166614) DT466 Model 4300 with Transway tank, 1500/300, air brakes, and air ride suspension, Transway 250 vac pump, 6-speed, 11Rx22.5 tires, 32,000 GVW, 35K miles, white cab, green body. 716-823-3606. (P3)

2008 Ford, 49,000 miles, \$45,000. 2007 C5500 Chevrolet, miles in 40s with aluminum and steel tanks. Still under warranty. Slide-ins 600/200, \$10,000. 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 RESTROOM TRUCKS

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)

## POSITIONS AVAILABLE

Looking for Regional Sales Mgrs. to cover regions of GA and the FLA panhandle. Promoting sewer cleaner and treatment plant equip. sales and repairs to municipal and commercial accounts. Contact: Kevin 1-800-359-7867; Email: kfender@patspump.com. (P2)

New Jersey based industrial cleaning company has two job openings. Looking for experienced sales person and a safety/operational manager. Call Mike at 974-466-3030 or fax resume to 973-466-3040, michael@adlertankrentals.com. (P2)

## POSITIONS WANTED

Liquid and solid waste management professional looking for stable employment. 17 years experience in septic, portable restrooms, and solid waste. Not afraid to get hands dirty. Call Mark at 620-202-0796. (P2)

## PUMPS- SUBMERSIBLE

(2) 4" submersible pumps with self-contained Lister diesel engine, hyd. drive powerpac. Separate hyd. tanks, both on portable skids. Will run (2) 4" pumps or (1) 6". Must see. \$12,500. KLM Companies 617-909-9044. (P2)

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)

## PUMPS-VACUUM

FRUITLAND RCF 800 VACUUM PUMP: Brand new. \$10,000 Canadian. Call Brent 905-642-2132. Toronto, Canada. (P2)

## PUMPS-VACUUM

Utile Compressors Vacisystems, vacuum pump for sale. Model LE450 serial # M104653, 350 cfm. \$3,500 OBO. 631-283-1403. (P3)

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

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)

Moro PM100, 460 CFM, new vanes, seals, bearings. Total rebuild, ready to work. \$3,295 plus shipping. 503-842-1005. (CP2)

466 NVE factory rebuilt vac pump, like brand new. Call for info. 218-750-3394. (P2)

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)

## RENTAL EQUIPMENT

Liquid vacs, wet/dry industrial vacs, combination jetter/vacs, vacuum street sweeper & catch basin cleaner, truck & trailer mounted jetters. All available for daily, weekly, monthly, and yearly rentals. **VSI Rentals, LLC, (888)VAC-UNIT (822-8648) www.vsirentalsllc.com.** (PBM)

## ROLL-OFF TRAILERS/TRUCKS

1993 Galbreath AC416 single container roll off trailer. Bridge weight design, just sandblasted and painted with aluminum Budds. Good condition. \$17,500. KLM Companies. 617-909-9044. (P2)

## SEPTIC TRUCKS

1992 Ford LN9000 with new 4,000 US gallon carbon steel vacuum pressure tank, Presvac PV 750 vacuum pump. 44K rears, 18K ft. axle, 145,000 miles, in excellent condition. \$37,500. KLM Companies. 617-909-9044. (P2)

2006 International 4300 DT466, 6-speed, 2150 gal. steel tank, Jurop R260, 90K miles, A/C. Good clean truck. 1 owner. \$48,000. 903-852-3740. (P4)

1971 C60 Chevy. New 366 V8, less than 5,000 miles, 33,000 GVW, 5-speed, air brakes, A/C, 2-speed custom cab with 1,500 gal. tank. Brand new Masport pump. 4-way valve sight glasses on rear. Excellent condition. Asking \$13,500. 845-744-3536. (PT2)

1999 Sterling with a 2,500 US gallon CS dump type unit and pump package. (Stock #2192V) **www.VacuumSalesInc.com, (888)VAC-UNIT (822-8648).** (PBM)

Must Sell: 1994 Freightliner FL 70, 240,000 miles, full open back door with lift, 1,600 gal. tank, new Masport water cooled pump, new tires, good paint, always shedded, one-owner. Make offer. Located in Southern South Dakota. Jack at 605-661-7519. (P3)

1998 International 8100, 9-speed, 2500 gallons, 1-yr.-old Jurop R 260 pump, Cummins diesel 350 hp. Very, very strong truck, jetter pressure washer combo, 3 tool boxes, trailer hitch & lights. \$38,000 OBO. 678-873-7934. (P2)

2000 Ford Sterling, 84,000 miles, 9-speed, 2200 gal. waste, 300 gal. fresh water, Harbin 4016 Jetter w/400' of hose, new tires. Call Ron at 641-673-9377 or 641-660-6991. (P2)

1992 Ford F-600, 1500 gal. tank, new tires. This truck is not a CDL truck. Asking \$6,500. Call Daniel at 706-394-1185. (P2)

2005 International Model 4300 with DT 466 245 hp diesel, 2600 gallon carbon steel tank, gear driven pump, 200 ft. Kana Flex hose, premium interior, AC stereo, power steering, low mileage. \$52,000. 601-249-8724. (P2)

2003 International 7500 with a 3,000 gal. carbon steel vacuum tank unit. (Stock #2319C) **www.VacuumSalesInc.com, (888)VAC-UNIT (822-8648).** (PBM)

## SEPTIC TRUCKS

2005 Sterling, 58,000 GVW, 4,000 gal. aluminum tank, Demag RFW 150 pump, two 4" and one 6" heated valves, 330 hp Mercedes engine, air ride suspension. Excellent condition, maintained regularly. 800-282-8727. (P2)

2002 Presvac 4,000 US gallon C/S tank only. (Stock #6255V) **www.VacuumSalesInc.com, (888)VAC-UNIT (822-8648).** (PBM)

2006 Sterling. Volvo 450 hp, Jake 8 speed. Air ride, AC, cruise control. 3600 gallon alum. tank. Masport pump, tri-axle. 100 gallon fresh water tank w/jetter. FM-CD player. Low mileage. 15,000 miles. \$120,000. Call Ronnie Thomas at 703-398-7762 or 540-428-3986. (P3)

**1985 Ford L-8000 Septic Tank Pump Truck:** 2400 gallon tank, Battioni pump, 3208 Caterpillar engine. Daytona Beach, FL. \$9,400. Phone 386-566-2277. (P3)

2001 Progress 4,800 US gallon C/S tank only. (Stock #0138C) **www.VacuumSalesInc.com, (888)VAC-UNIT (822-8648).** (PBM)

FOR SALE: 1989 Mack DM with 1994 Presvac 3200 gallon steel tank and 1400 cfm Hibon blower. Dumps with full opening rear door. Great for car washes, sediment pits and deep pump chambers. \$10,000. Dick Mottolo 978-276-0217. (P3)

2003 Mack CV713 cab and chassis with a 3,200 gal. s/s vacuum pressure tank. Masport pump package. **Coming soon!!!** (Stock #3680V) **www.VacuumSalesInc.com, (888)VAC-UNIT (822-8648).** (PBM)

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)

1989 Petro Steel 5,500 US gallon carbon steel vacuum pressure trailer with a front porch mounted PV-750 vacuum pressure pump driven by Deutz diesel engine. (Stock #1142V) **www.VacuumSalesInc.com, (888)VAC-UNIT (822-8648).** (PBM)

## SEPTIC TRUCKS

1974 Mack RD685SX triaxle with a 1993 Presvac 4,000 gal. vacuum tank and Masport pump. (Stock #4783C) **www.VacuumSalesInc.com, (888)VAC-UNIT (822-8648).** (PBM)

1995 International 9000 series truck with 4500 gallon alum. tank; quad axles; 425 Cat engine; 2008 DOT ready. Runs strong, 13-speed manual transmissions; 6" valve for loading, N.A.V. vacuum pump Challenger series. Please call Walt @ 231-620-3228. (P2M3)

2004 Peterbilt Model 330C, 76,000 mi., 300 Cat, 3600 gal. tank, TSI500 pump, 3", 4", 6" heated valves, air ride, AC, locking differential and tandems. \$82,500 OBO. Call for more info. 715-484-7711. (PBM)

2000 Volvo WG64 with a Pikrite 4,000 gal. vacuum tank and a Jurop PNR-102 pump. (Stock #9010C) **www.VacuumSalesInc.com, (888)VAC-UNIT (822-8648).** (PBM)

1991 GMC Topkick, good condition, 2500 gallon tank, PTO pump, full set of hoses, fresh water holding tank, ready to work. \$12,500. 850-497-8421. (P3)

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. 978-618-6110. (PBM)

2009 Peterbilt 340 with a Presvac 3600 gallon (US) aluminum vacuum tank unit. **Special Show Pricing!** (Stock #13337 A,B,C&D) **www.VacuumSalesInc.com, (888)VAC-UNIT (822-8648).** (PBM)

2006 Peterbilt 335 with a Presvac 3,600 gallon aluminum vacuum pressure tank with a Masport pump package HXL400WV liquid cooled. (Stock #7504V) **www.VacuumSalesInc.com, (888)VAC-UNIT (822-8648).** (PBM)

2002 Chevrolet Kodiak C7500 with 2000 gallon IME tank, Pierson pump. One owner, good condition. Gas 8.1L V8, 11K front axle, 19K 2-speed rear axle with max spring & handling pkg., 25,950 GVWR, under CDL, AC, 147K miles. Lebanon, MO. \$19,900. 417-531-2326. (P2)

## SEPTIC TRUCKS

1992 GMC Topkick, good condition, runs well, A/C, 176,000 miles, 2100 gallon tank, Jurop pump. \$24,500. Chicago area. 815-741-4440.

(PBM)

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

**Shower 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. CC/Brian Touey 805-896-3777. (PBM)

## SLIDE-IN UNITS

Vacutrux slide-in portable toilet unit, 450 gal. waste, 210 gal. fresh, all galvanized, new Honda engine, very good shape. \$6,500. 716-676-3388. (P4)

Best Enterprises (2005) Stainless Steel Slide-in Unit: 300/110, Honda engine, new Conde pump, electric start. Excellent condition. \$7,200. 217-224-1932. (PT3)

## SLUDGE APPLICATORS

AGCHEM AG GATOR FOR SALE, model #2004, s/n 2005636, 2200 gal., articulating 4x4 sludge machine with injectors. For more details please call 910-245-3583 or 910-215-7144. (P2)

1990 Ag Chem Terra Gator has 2004 Cummins 6 BTA Diesel engine, 10 speed Fuller Roadranger manual transmission, John Deere inboard planetary axles, 2200 gallon p/v & #1 Anderson 4 shank tool bar. Call Walt 231-620-3228.

(P2M3)

## TANKS

Vacuum tanks, 100 to 6000 gallons. All options available; hatches, primary, secondary, valves, catwalks, ladders, etc. Everything needed to build your own septic truck. Choose mild, stainless, or galvanized steel. Ask about full open doors. 800-545-0174. www.tanksandpumps.com. (PBM)

2002 Presvac 4,000 US gallon c/s tank only. (Stock #6255V) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

Used 2003 portable toilet Satellite MD 950 tank in excellent condition. Includes work lights, toolboxes, freshwater pump, 650 waste 300 fresh, ready to mount on truck. Includes 2 toilet carrier and Conde 6SS vacuum pump. \$11,000 OBO. 231-924-8994. (P3)

FRAC TANK: 16,000 gal., steel, exterior rings, front & rear, 3" disch. w/valves, top loading, ladder & catwalk, skid mt. w/rear rollers, prime condition, clean, PWC Ind. 1991. \$14,950. Atlantic 904-387-3276. (P2)

2001 Progress 4,800 US gallon c/s tank only. (Stock #0138C) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

1,500 gal. VACUUM TANK, 1995 Badger w/Masport vacuum pump, 2-compt., 21" manways, 3" disch., mounting rails, tank length 9', hvy. duty, clean, excellent condition, your truck chassis. \$7,950. Atlantic 904-387-3276. (P2)

STORAGE TANK FOR SALE. 46,000 gallon on skid. Please call for further details. 910-245-3583 or 910-215-7144. (P2)

**New 3400 gallon tank,** 20" manway bottom, 3" intake, 4" dump, hose trays, valves, painted. \$12,000. Delivery available. 800-721-2774. (PBM)

## TANK TRAILER

NEW Presvac 5500 gallon c/s, DOT certified vacuum tank unit, self-contained. **In stock!** (Stock #13373) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

5,000 gal. vacuum tank trailer, 1978 Strick, steel, single compt., rear 36" manway, domed ends, full chassis, walkways, tandems, 22.5 radials, air brakes, clean, excellent condition. Your vac pump. \$13,950. Atlantic 904-387-3276. (P2)

3,750 gal., Butler 1982/83, aluminum single compt. w/baffles, exterior rings, 3" discharge, tandem axles, 11R:24.5 radials, air brakes, clean, excellent condition. For: Liq. waste, vacuum, etc. \$8,950 each. Atlantic 904-387-3276. (P2)

## TOOLS

**T&T Tools:** Probes, Hooks. Probes feature steel shafts with threaded and hardened tips. The insulated **Mighty Probe™** tested to 50,000 volts. **Top Poppers™** open manhole covers easily. Free catalog. **www.TandTtools.com.** Phone **800-521-6893.** (CPBM)

**Crust Busters** - Portable, lightweight machine guaranteed to mix up septic tanks and grease traps! Save time and money! **www.crustbusters.com, 1-888-878-2296.** (PBM)

## TOYS

Septic pumper and vacuum die-cast toy trucks in your choice of colors and logos. Several cabs available. Call 877-450-2100 or write to Granite State Collectibles, PO Box 440, New Ipswich, NH 03071. (PBM)

## TRAILERS VACUUM/TANKER

2000 Longhorn aluminum vacuum trailer, 5180 gallons, single compartment, very good condition. \$30,000. Dave 814-465-2299. (P2)

Presvac 5500 gal. 316 stainless steel DOT certified vacuum trailer, new Finland 500 vac pump w/complete rebuilt Lister diesel engine. Original tank thickness; no pitting. Excellent overall condition w/new Imron paint. Must see. \$62,500. KLM Companies 617-909-9044. (P2)

## TV INSPECTION

Cobra Camera Truck: 2005 E450 Ford diesel. Contact service@jetplumbing.com for full pictures-details-price. Perfect condition. Sparks, Nevada. (P2CM3)

14 'High Cube RST CCTV. Nice looking truck, 1990 GMC truck. Ready for work. Retrofitted 8 years ago. 40K original miles, Onan 65KW generator, OE3 pan & tilt camera tractor system, front & rear monitors & controls, work bench, tool boxes, Rhino covered floors. Many, many extras. Will accept the 1st offer over \$38,500. Excellent buy! Pictures via email. 541-396-6414, Oregon. (P2C3)

## VACUUM LOADERS

2007 6027 Supersuckers: Mounted on 380 HP Sterling Cat chassis, low hours and miles. \$190,000. Call Mike 219-398-4000 or 888-551-1998. (CP3)

2000 Sterling with Cusco Mastervac 3,800 CFM 27" blower with 3,000 gallon tank. Wet/dry unit with full open rear door and Moro vacuum offloading pump. Low miles/hours. Ready for work. KLM Companies 617-909-9044. (P2)

1992 Ford with Guzzler 4816 with swing out Cyclone 6,000 CFM blower (4 yrs old). Cat engine with Fuller trans. 150,000 miles, 5,000 hours. Runs very good. \$22,500. KLM Companies 617-909-9044. (P2)

1983 International F2674 with 1989 Ormson 8800 Fast Vac body. Chassis and cab in good condition. Vacuum body in fair condition. 800-773-4671 x224. (P2)

1999 International **heavy spec** with **Guzzler ace** wet/dry industrial vacuum loader. 8" top load boom truck is in excellent condition. Blower was reconditioned approximately one year ago. RENT ME!!! (Stock #7390V) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

## VANES

American Industrial Components: Our vanes are manufactured from the highest quality laminated materials available and are fabricated to exact tolerances and specifications. 800-272-7557. (PBM)

## VANES

Dura Comp 535, high-quality non asbestos vacuum pump vanes. Good to 400°F. Buy factory direct and save. Same day shipment on most models. Jurop, Battioni, Moro, Masport, Fruitland, Demag. Long lasting Dura-Comp 535 pump vanes carry a "Money-back" guarantee. Call us today. Powerflo Products 800-758-4788 or 562-997-0720. (PBM)

## WANTED

**WANTED: TERRALIFT.** Must be in excellent condition. 1-877-797-6072. (P3)

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## WATERBLASTING

NLB 860E, 2 units, 3000 hr. ea. 12.5 gpm @ 8k, also NLB 812 trailer w/453 Detroit. All units excellent. \$12,000 ea. 262-783-8100. (P2C3)

2001 Vactor Vaxjet, closed loop surface cleaning system, 10,000 psi, 1000 gal. tank. Call for details. \$160,000 OBO. 330-270-9900 ext.109. (P2C3)

2003 NLB 10-150 electric waterblaster, (0) hours on unit - never used. Marathon Motor on skid. If you want brand new this is it. Priced to sell @ \$32,500. KLM Companies, 617-909-9044. (P2)

Wanted to Buy: Vactor 2100s and late model Guzzlers. Cash. Phone 800-336-4369. (CPBM)

2005 NLB 40K 40201, excellent condition. \$75,000. Call for details. 330-270-9900 ext. 109. (P2C3)

NLB 10-250 2000 model year with 1,200 hrs., 250 hp @ 43 gpm. Complete mounted on 1993 International truck with 120,000 miles. Fluid/power end just rebuilt by NLB. In good shape. \$42,500. KLM Companies, 617-909-9044. (P2)

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- |   |   |  |
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| <input type="checkbox"/> <b>CLEANER</b><br>Deadline: 1st of the Month                     | <input type="checkbox"/> <b>PUMPER</b><br>Deadline: 10th of the Month           | <input type="checkbox"/> <b>PRO</b><br>Deadline: 17th of the Month |
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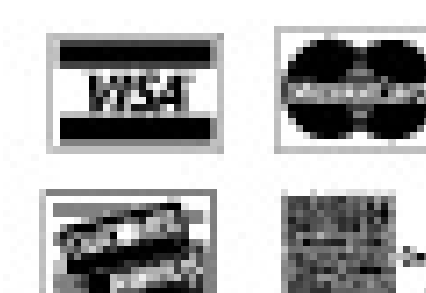
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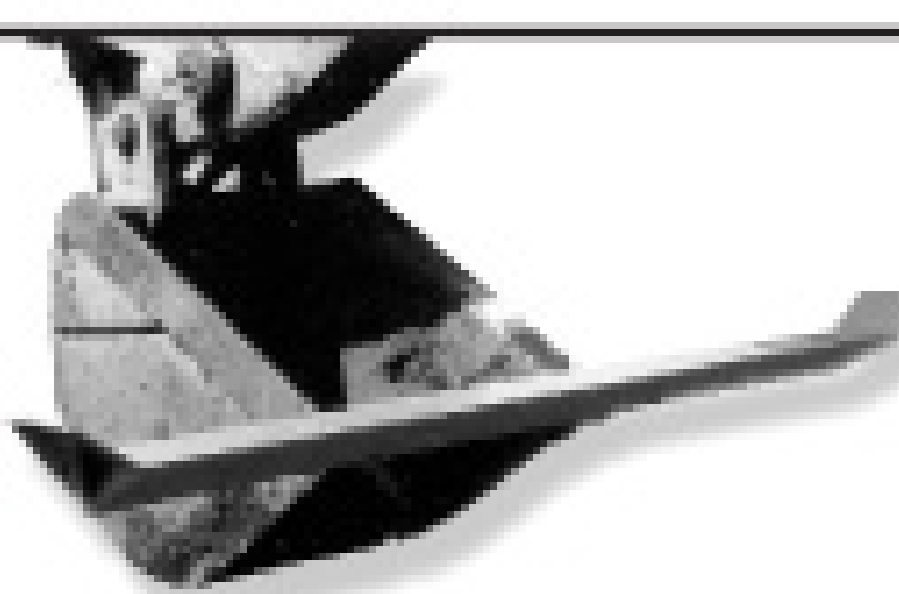
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*February*



**1967 Peterbilt:** 3 axle, vacuum 2500 gallon, 335 Cummins, new inframe rebuild less than 25,000 miles, 85% rubber, hoses, new radiator, power steering.

.....\$20,000  
**408-779-9553** P2



**1995 Ford/Vactor 2100:** 15 yd. body, 85 gpm @ 2500 psi, PD blower, pull down pipe racks. Perfect condition.

**Call Jim 707-748-7775** CP2



**WITH THE PRICE OF FUEL, THIS IS THE TRUCK FOR YOU! Ford L8000:** New 4000 gal. tank and Masport pump, 250,000 miles, new motor king pins, exhaust with less than 5,000 miles on them. Great fuel mileage. Everything is new!! \$42,000 OBO

**Dave 763-427-8333** P1



**2005 GMC C5500 4X4:** 1500 gallon Progress tank, loaded chassis, 102,000 miles, 1100 waste/400 fresh, built by EngAccMfg. Buy now and take delivery at Pumper Show.

**Please Call Lance 706-831-6458** P2



**2003 International:** DT466 engine, auto trans., A/C, cruise, new 2000 gal. tank and Jurop PN84 vac pump, super nice truck. Two in stock

.....\$38,000  
**877-898-5104**  
**hullstruckbodies.com** P2



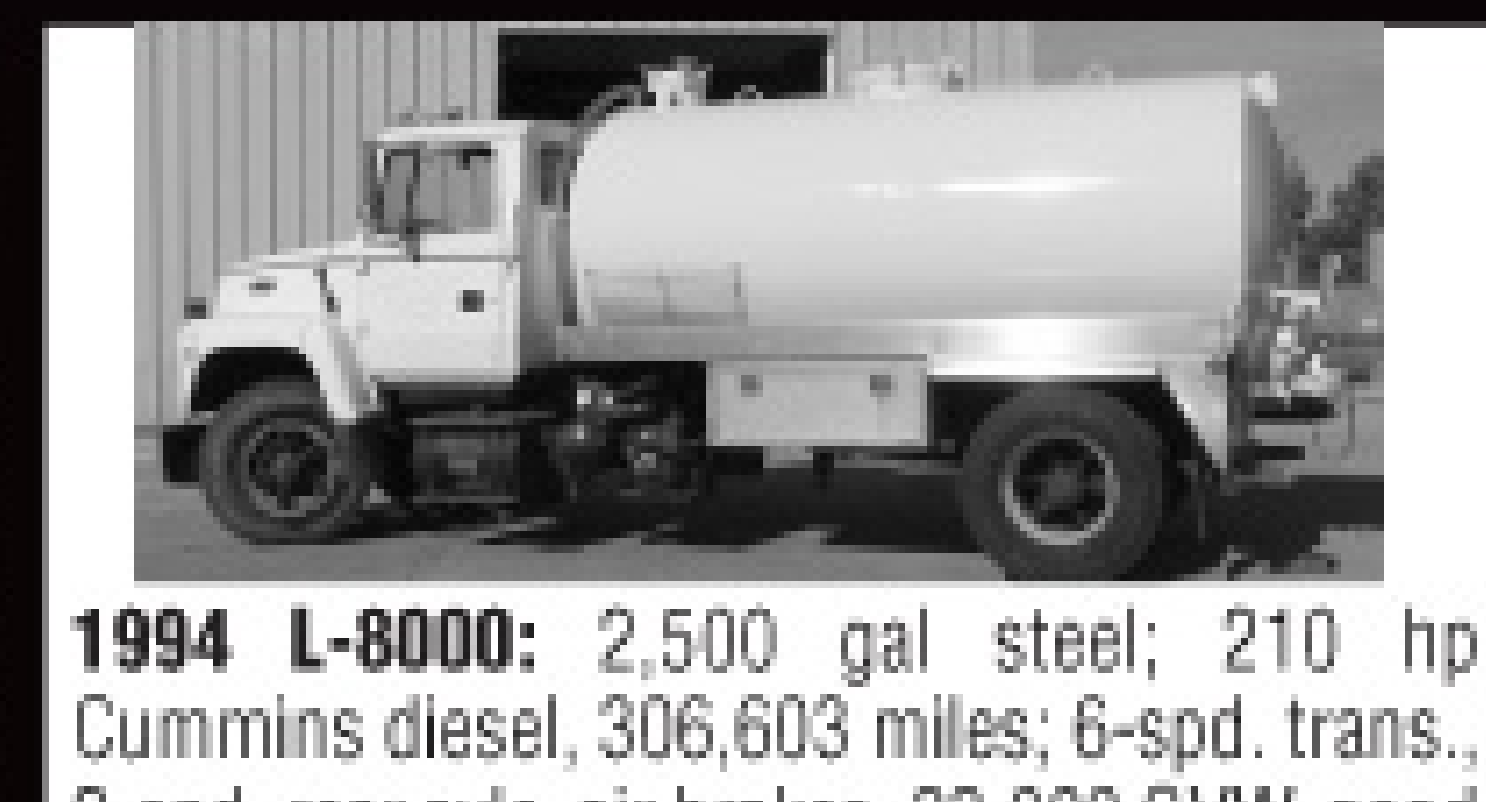
**1999 International Toilet Truck:** 300 gal. fresh water, 800 waste, new paint, 225,000 miles, runs great and ready to go.

.....\$16,500 OBO  
**919-656-4862** P2



**2002 Western Star:** C-12 8LL 20/46 43K miles with 15-ton crane, \$115,000. '05 Cat 420D L/B 800 hrs., \$52,000. '01 T-40 20-ton trailer, \$9,500.

.....Package price \$150,000  
**Kevin @ 850-333-1651, Baker, FL** P2



**1994 L-8000:** 2,500 gal steel; 210 hp Cummins diesel, 306,603 miles; 6-spd. trans., 2-spd. rear axle, air brakes, 33,000 GVW, good rubber; 48" & 60" alum. toolboxes, stainless catwalks, 4" front/rear intakes, 6" discharge, brand new Masport H15W water-cooled (10 hrs); reliable truck, one owner.

.....\$24,500  
**Tim 513-755-8050**  
**mikeullman@winelco.com** P2



**Belt Press Semi Trailer Mounted:** 2.0 meter press capable of producing cake sludge of 24% or more and up to 300 gpm, reversible load conveyors, twin polymer tanks w/mixers, polymer blend system, A/C control room w/complete cabinets. Unit is in show condition. ....\$165,000

**863-956-0315** CWP2



**1999 IHC Paystar:** Cummins 370 hp 8LL with 2005 Imperial 5500 gallon tank, 2-6" outlets in rear, 1-6" in front, 506 Challenger pump.

.....\$64,500 OBO  
**715-569-3868** P2



**Purchased New 05/2007 Pre-Emission Kenworth T-800:** C15 475 Acert. 475 hp, Fuller 10-spd., Concept 2000/5300 gal. alum. tank, 2 compartments. (5000 waste/ 300 fresh), 3 full-size anti-surge internal baffles. Jetter sys. w/300' hose

.....\$160,000  
**570-881-2775** P2



**1999 Freightliner FLD:** Loaded, 410 Detroit, 10-spd., 18/40, 3600 gal. Progress alum. tank, tool boxes, heated valves, jetter, maintenance records.....\$60,000 OBO

**845-883-5440**  
**dawzie@yahoo.com** P2



**1999 Vactor 2115/IH 2574 Chassis:** Vactor 15-yd. body, 80 gpm/2500 psi pump, loaded with options. Chassis & body rebuilt. (Stock #1489)

.....\$125,000  
**Call Joe 312-208-6373** P2



**1986 Chevy C65 Cat:** Diesel 175K, 5-speed manual split shift. New brakes and tires. Pump-Meyers D-65, 2000 lbs @ 65 GPM. One hour on rebuild. Perkins diesel. 1000 gallon tank. Good hoses and nozzles. Ready to work.

.....\$25,000 (a steal)  
**770-527-0376** (CPBM) P2



**2000 Vac-Con V350 LHA/850:** On Intl. 2554 chassis, 110K miles, 5 yd. debris body, 850 gal. water, 10' telescopic boom, 50 gpm 3000 psi water pump, variable water flow, debris body flush out, etc.

.....\$72,500  
**602-237-0292** P2



**2004 Freightliner/Vactor:** Auto. trans, diesel engine 1300 gal. water, 80 gpm @ 2,000 psi system, Roots 824RCS 18" 3500 cfm blower, debris body flush-out, cold weather recirc., accumulator, multi-flow system, 8' hyd. telescoping boom, tele/rotating reel, unit loaded, low hours and miles.

**Call Joe 312-208-6373** P2

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# TRUCK STOP



February



**1991 International 4900 DT466 Septic Truck:** 230 hp, 6-speed, 2300 gallon Abernethy tank, liquid cooled 15HXL pump, air brakes. Truck in excellent condition. ....\$23,500  
**906-265-2771 or 906-367-2771** P2



**One 1986 and one 1987 Aquatech:** '86 Cat diesel engine, auto. trans., 12,000# front axles, 23,000# rear axles, 55,000 miles, Triplex rodger pump, Robuschi RB120 PD blower, front mount hose reel, hydraulic rear door locks.  
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**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



**1994 Vactor GMC White Cabover:** Cummins 6 cylinder x2, 1,000 gallons, 5 yards, dual fans, excellent condition.  
 .....\$70,000 OBO  
**Contact Bill at 1-866-744-9921** CP2



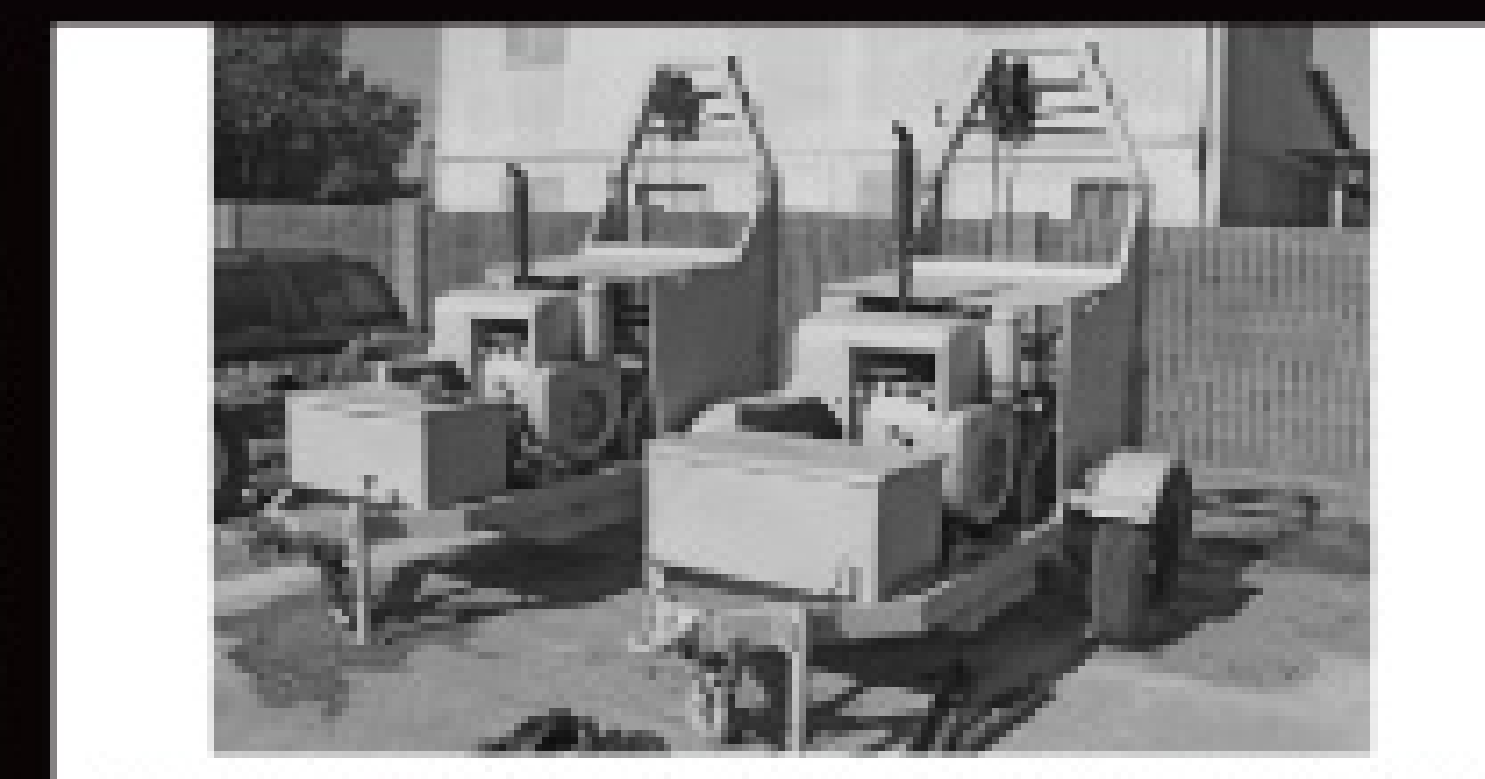
**2006 Safewacs - Six (6) To Choose From:** Sterling LT9511 chassis, MBE 460 engines, 27" Wispair blowers, OMSI transfer cases. ....\$165,000 Each  
**Call 1-888-739-0838** CP2



**2005 Ford F550 Super Duty Diesel Pump Truck:** White with gray interior, Best built with a 1050 gallon stainless steel tank, PTO driven Masport pump, 75,000 miles. Perfectly maintained by Gabrielli Ford in Jamaica, NY. ..Wholesale Price of \$32,900  
**800-634-2085** P2



**1999 IHC 2764, Vac-Con VPD-2616L:** ISM Cummins, HD4560 Allison, 46,000 rears, former municipal truck.....\$59,900  
**814-696-4343 - Hollidaysburg, PA** P2



**Bucket Machines:** Primary cable drums have standard capacity up to 1000 ft. of 1/2" (300 M of 13mm) steel wire tow cable & positive clutches designed for manual operation with a positive locking safety handle. ....\$19,500 for complete set  
**602-237-0292** P2



**1999 Freightliner CF7000:** 73,256 miles, 6-speed, 2300 gallon tank, good rubber, Jurop pump R260. ....\$27,000 OBO  
**207-563-5150 - ME** P2



**1997 Vac-Con Model V390THA:** 71,000 miles, 8-spd. trans., 65 gpm, 2000 psi pump, 3-stage fan, hydrostatic drive, extendible boom, 600' of new jet hose, new white paint. ....\$57,500  
**Craig 714-639-8352** CPBM



**1997 Ford:** 300 hp w/Supersucker, 17" HG 1020 blower, wet/dry.  
 .....Asking Only \$50,000  
**For More information, Contact Sergio at 361-318-4459** P2



**1996 Ford L-7000 w/Aqua-Tech SJ-1500:** 5.9 Cummins, 5-speed, 33,000 GVW, air conditioning, former city truck, 88,857 miles. ....\$24,900  
**814-696-4343 - Hollidaysburg, PA** P2



**Cues CCTV Inspection Van:** Diesel, 16' box, Onan diesel generator, 53K miles, 2005 Kodiak Duramax. ....\$125,000  
**Bill Kendrick, 866-744-9921** CP2



**1994 KW T-600:** 300 hp Cummins, 180K, 2500 gal. tank, large storage compartments, tires 75%, 200 gal. fresh water tank, 6" heated dump valve, stainless steel hose trays, great truck!!.....\$36,000  
**320-269-2920** PBM



**2006 Spartan Model 798 Trailer Mounted Sewer Jet:** Rated at 4000 psi @ 18 gpm, 55.4 hours. ....Asking \$22,000  
**Call 1-888-739-0838** CP2



**1993 International 4900 DT 466:** 250 hp, 33,000 GVW, 6+1 trans, new motor 80,000 miles, 2,350 gallon tank, Jurop R260 pump, cab repainted, new tires. Great starter truck. ....\$35,000  
**770-898-3761 - Georgia** P3

# Pumper<sup>®</sup> see photos in COLOR at [www.pumper.com](http://www.pumper.com) TRUCK STOP



February



**2001 Freightliner FL70:** 74K miles, NEW 2500 gallon vacuum unit, 400 cfm Masport vacuum pump.

Call 734-777-0390

P2



**1997 Mack RD600:** Double framed, 11.24.5 tires, E7-350 engine, 18#F-44#R, 4,000G steel w/baffles, Transway TSI-1200 pump, 227,973 miles, 6" & 4" valves.

[chrisdunn@lapinservices.com](mailto:chrisdunn@lapinservices.com)

for pics/questions

Ph: 321-436-0150

P2



**1998 Freightliner FL80:** 3126 Cat, 300 hp 10-spd., 40 rears, 18 front, difflock, 1-axle lock, Freightliner airride, auto greaser, 3400 gal. steel tank w/hoist, strong, not rusty. 3 internal baffles all in good shape, Wallenstein 750 pump 3600 psi 8 gpm jetter. 2 - 200 gal. fresh water tanks. .... \$40,000 US

604-819-2430

P2



**2007 GMC C5500:** Duramax diesel, Allison automatic transmission, 1,000 gal. waste, 300 gal. fresh water, approx. 40,000 miles. Still under warranty. .... \$48,000

800-592-3308

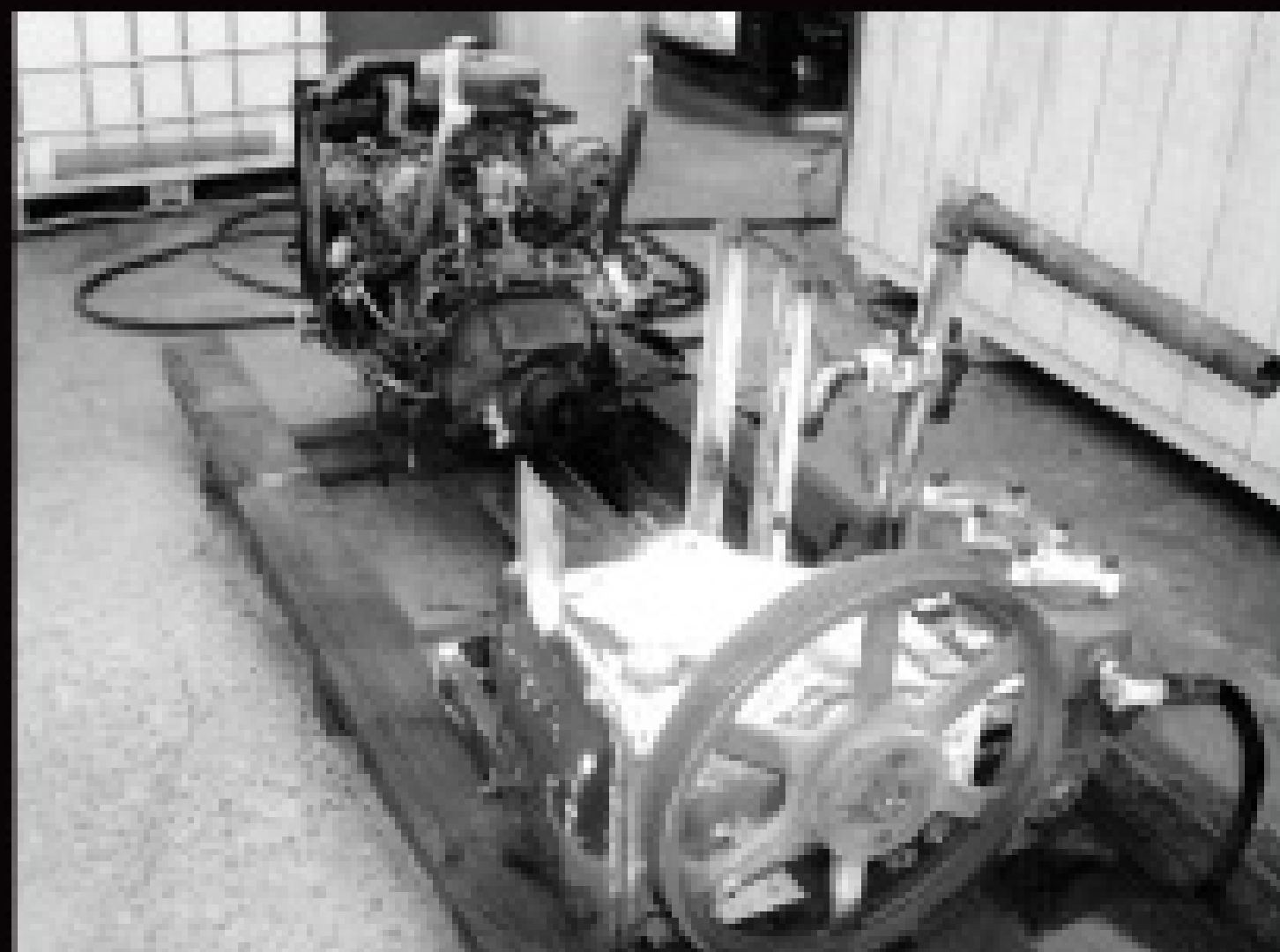
P2



**1993 Vactor 2110/Ford Chassis:** 10-yd. body, accumulator, centrifugal, recirc., telescopic rotating hose reel, fold down pipe rack, arrowboard. Checked by Vactor dealer. (Stock #1516)

Call Joe 312-208-6373

P2



**Bean Jetter Pump:** 35 gpm and Ford engine. Selling as set. .... Asking \$2,200

540-309-5288

P2



**2007 Mack CTP713B:** 6,000 miles, 405 hp, 6-spd. auto, 20/46, all aluminum wheels. Air ride seats, AM/FM/CD. 4,000 gallon steel tank, Challenger 506 pump. No FET tax. .... \$115,000

Kevin 850-333-1651 - FL

P2



**1998 Ford:** 300 hp Cat, 7-speed, AC, cruise, new 2500 gal. tank and Jurop R260 vac pump, new paint and tires. Big, stout truck. .... \$39,000

877-898-5104

[hulltruckbodies.com](http://hulltruckbodies.com)

P2



**1999 Kenworth** 425 hp Cat engine, 10-spd., AC, cruise, new 3500 gal. tank & Jurop R260 vac pump, new paint & tires, beautiful truck. .... \$59,000

877-898-5104

[hulltruckbodies.com](http://hulltruckbodies.com)

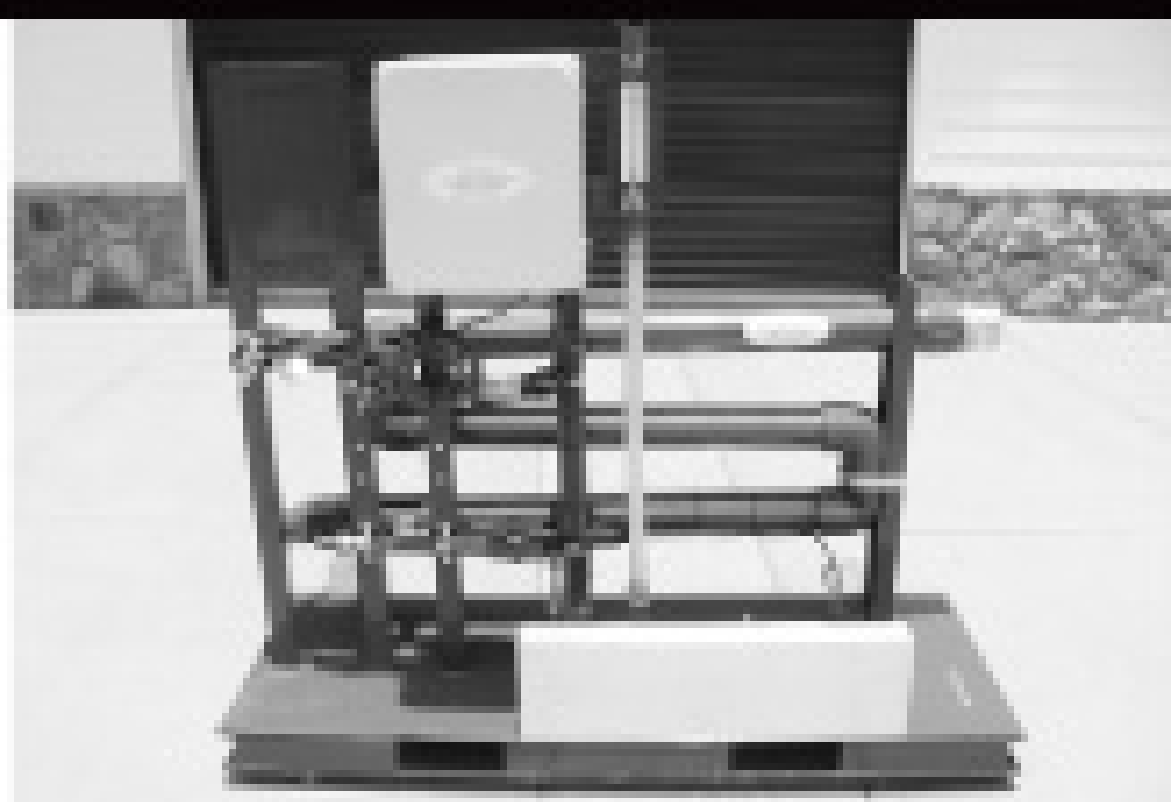
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**2001 Isuzu Toilet Truck:** 17,900 GVW, mfg. by Prime tank, 600 gal. waste, 250 gal. fresh, 164,000 miles. Priced to sell. .... \$17,500

Call Frank King 978-452-7750

PBM



**Polymer Mixer:** Polymer blend system unit with polymer injector mixer, variable flow control, flow valve, 3' piping and control panel, skid mounted. Units available with 500 gallon poly tank also, one piece or two. Call for details.

863-956-0315

CMP2



**WITH THE PRICE OF FUEL, THIS IS THE TRUCK FOR YOU! 1997 Ford L9000:** With hoist and 36" manway, 420 cfm pump, 250' of hose, tank and pump new this summer. Great fuel mileage. This is a real truck. 20 front and 40 rears, only 62,000 miles. .... \$62,500

Dave 763-427-8333

P2



**2007 Freightliner M-2:** 19K miles, NEW 2500 gallon vacuum unit, 400 cfm Masport vacuum pump.

Call 734-777-0390

P2



**2004 Sterling Pump Truck:** 1500 gal. w/100 fresh, 68K miles, runs 100%, Masport PTO pump, new tires, GVW 27,500. .... \$45,000 OBO

MUST SELL ASAP!

201-945-9900

P2



**1984 International DT 466:** Full tilt bed, full open rear door, water cooled vac system. New engine overhaul with less than 1000 miles. 45' of hoses, good rubber. .... \$15,000

580-493-2571; Cell 580-977-8613

P2



**2000 Isuzu NPR with Workmate Model 750:** 500 waste, 250 water, with Masport pump and Masport odor control. Good rubber, 227,000 miles. Engine has 150,000 miles. Priced to sell. .... \$14,900

Call Frank King 978-452-7750

PBM



# Pumper<sup>®</sup> see photos in COLOR at [www.pumper.com](http://www.pumper.com) TRUCK STOP



February



**1998 Freightliner FL 70:** 2000 gal. septic pump truck, 190,000 miles. Pump & truck in good condition. Will sell for \$23,500 or will trade for a 20,000 gallon FRAC tank.  
**Call Charlie Plumley anytime!**  
**770-962-9962** P3



**1985 Ford LN 9000:** Cat 3208, Jurop R260 pump, 2500 gallon capacity. Tank is 5 years old. ....Priced right \$25,000  
**352-637-1411** P2



**2002 F-550 XL:** Loaded chassis, records avail., Lely/Progress tank 650/300, HXL4V w/DC-10 spray down, dual side service, large boxes, 2-unit carrier, 1-owner, daily use. ....\$21,000  
**877-398-5776**  
**[russ.gulliford@gullifordservices.com](mailto:russ.gulliford@gullifordservices.com)** P2



**2009 New Dewatering Filter Boxes:** Containers are sandblasted, epoxy primed and coated inside & out, exterior painted w/polyurethane top coat, 1-4" fill port, 6-3" drain ports, 2-6" wash-out ports, seal tail gate, complete roll-over tarp system w/wind guard. Call for pricing.  
**863-956-0315** CMP2



**2006 Peterbilt 335:** 300 Cat, 10-spd., 2000 gal. Imperial tank (1500 waste/500 fresh), 3" inlet, 2 side service, only 5K miles! New truck! ....Asking \$71,900 OBO  
**815-970-7253** P4



**2009 New 20 Yard De-Cant Tainer Dewatering Filter Box:** Designed for hi-dump vacuum trucks, sealed tail gate w/heavy duty center door latch, complete roll-over tarp system w/wind guard. Call for more info.  
**863-956-0315** CMP2



**2002 Isuzu NQR:** 1100/400 split, 160K miles, in service daily. Pressurized water system, 2-unit toilet carrier, large utility boxes. Well maintained.  
**Call 734-777-0390** P2



**1994 C-70 Chev:** 1200 gal. tank, Mec pump, 366 cu. in., 5x2. Resort truck, like new, good rubber, MNDOT cert., only 26,700 miles.  
**612-940-9161** P2



**2009 New Polymer Mixer Tank:** 500 gallon vertical poly tank with mixer, skid mounted. Call for more info.  
**863-956-0315** CMP2



**2001 Freightliner:** 425 hp Cat, 8LL trans., heavy axles with lift, AC, cruise, new 4500 gal. tank & Jurop LC420 vac pump, new paint & tires, heavy bumpers .....\$62,000  
**877-898-5104**  
**[hullstruckbodies.com](http://hullstruckbodies.com)** P2



**1995 Ford L9000:** Cummins M11 engine, 10-speed transmission, 3800 gallon tank and Jurop R260 vac pump. Comes with hose ready to work. ....\$46,000  
**435-691-2316** P2



**2002 F650 3216 CAT:** 150,000+ miles, power steering, disc brakes, 7-speed, air, cruise, well maintained.....\$28,500  
**304-725-9120** P2



**2001 Freightliner FL 70:** 250 hp, Cat, 190K miles, 2500 gal. tank, NVE Challenger pump, new tires & brakes. Great, reliable truck. ....\$33,500  
**804-781-0118 Evenings** P2



**1997 Ford Louisville:** 2300 gallon tank with Challenger pump, 8.3L Cummins diesel, new 6-speed transmission ('08), 200K miles. Runs every day. Large diamond plated toolboxes. Aluminum bud wheels. ....\$20,000  
**610-716-4031** P2



**1989 Ford LN8000:** 2300 gallon tank, rebuilt Masport HXL75WV pump, fresh water tank, tool box, runs great, hardly used, bought for backup. ....\$17,900  
**918-576-4440** P2



**2001 Ford F-550:** Powerstroke diesel, A/T, AC, 136,000, runs great. Best 600w/300f, high pressure wash. Partial trade for slide-in unit possible.....\$27,500 OBO  
**816-537-5623 Warren** P2

# Pumper<sup>®</sup> see photos in COLOR at [www.pumper.com](http://www.pumper.com) TRUCK STOP



February



**1989 Sewer Equipment Jet Truck:** Ford F800 chassis, 116K miles, 1,000 gallon tank, enclosed 60 gpm pump, pony motor and hose reel w/600' of 1" hose, new paint and parts. ....\$27,000

630-366-2480

P2C3



**1997 Ford Super Duty:** 7.3 turbo diesel, 5-speed manual transmission, Lely steel tank 650 waste/250 water, manual PTO, NVE vacuum pump, Burkes water pump, new tires.....\$9,000

757-438-6858

P2



**1996 Kenworth:** 445 hp Cat, 8LL trans., AC, cruise, heavy axles, Hendrickson susp., lift axle, new 4500 gal. tank & Masport 400 vac pump, new paint & tires, very impressive truck.....\$59,000

877-898-5104

[hullstruckbodies.com](http://hullstruckbodies.com)

P2



**2000 IHC S-2554 Tri-Axle:** 3000 gal. steel vacuum tank, DT-466 250 hp, Allison automatic, 40 rears, 18 front, municipal truck.

814-696-4343 - Hollidaysburg, PA

P2



**2003 F-550:** 6.0 diesel, automatic, lots of extras, Satellite tank, truck is extremely well kept, 190,000 miles. ....\$26,000

563-924-2225

P2



**1990 Vactor Model 850 Water Jet:** 65 gpm, 2000 psi pump, 1500 gallon water tank, good running condition. ....\$9,500

Craig 714-639-8352

CPBM



**1994 Chevy Kodiak Vac Truck:** Cat 3116 @ 250 hp, 8LL, 4,000 gal. tank with National Vac unit, 16K/40K axles, 237K miles, 22.5 tires, new paint. ....\$24,500

715-546-2680

PBM



**1999 International 4900:** 116K miles, NEW 2500 gallon vacuum unit, 400 cfm Masport vacuum pump.

Call 734-777-0390

P2



**2009 New 35 Yard De-Cant Tainer Dewatering Filter Box:** Interior epoxy coated, exterior painted w/polyurethane top coat, seal tail gate, complete roll-over tarp system with fiberglass, aluminum or quick release bows. Call for details and pricing.

863-956-0315

OMP2



**1996 Ford L-8000, Vac-Con V-350:** 8.3 Cummins 275 H.P., John Deere diesel upper, 600' 1" hose, telescopic boom, 3-stage blower, well maintained municipal truck. ....\$39,900

814-696-4343 - Hollidaysburg, PA

OMP2



**2002 Camel Jet Vac:** Sterling LT9500 chassis, 64K miles, 1300 gallon tank, 15-yr. debris, 80 gpm Meyers pump, 1,000' reel, Whisp Air 27" PD blower. ..\$120,000

630-366-2480

P2C3



**Freuhauf HI-VAC:** Stainless 5,000 gallon, non-coded, 5-stage hydraulic dump, 4 axles, front 2 steer & lift, new tank installed 1995, new engine & Roots blower 1993.....\$30,000 OBO

Contact Steve: 866-579-6900

P2

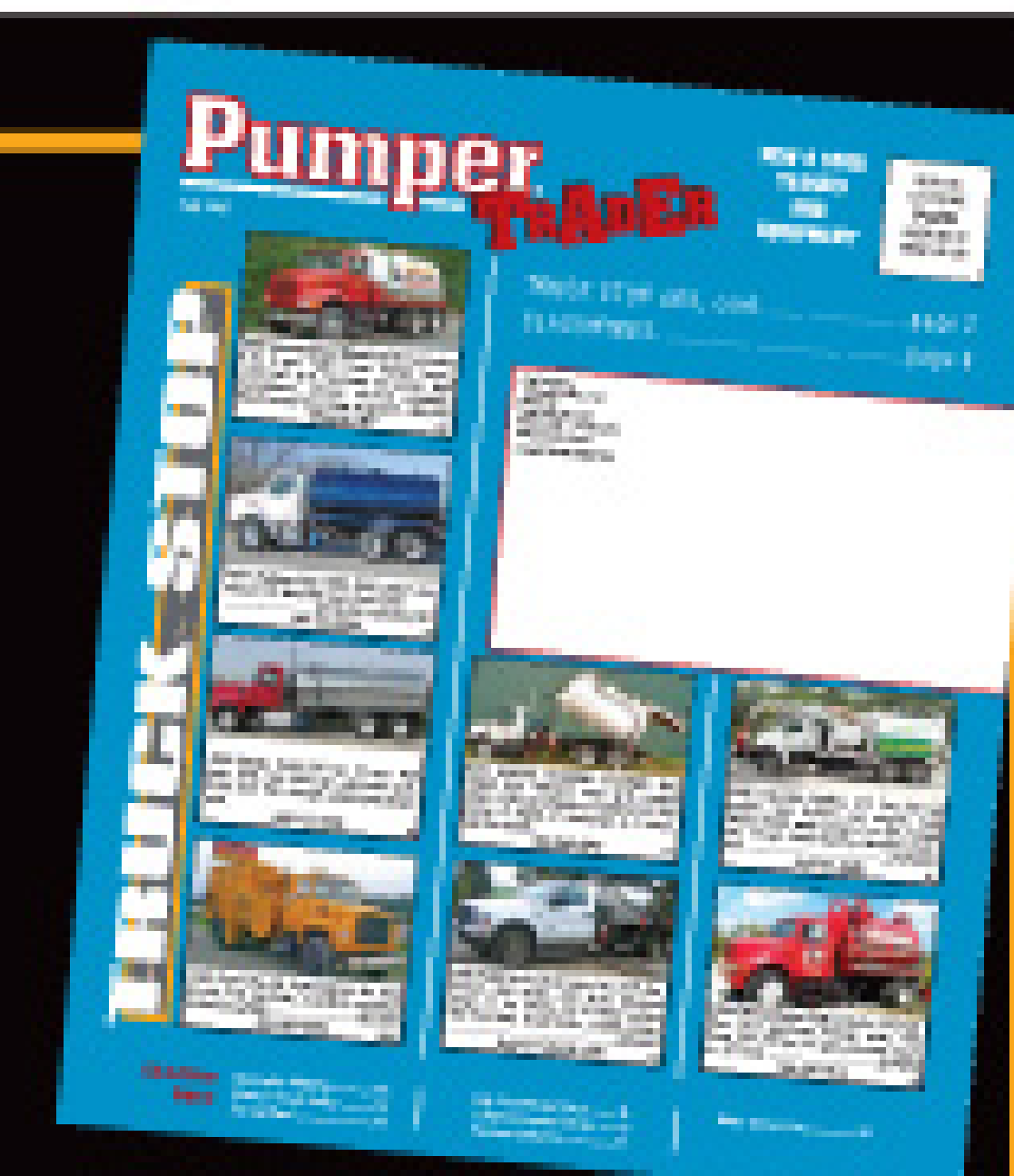
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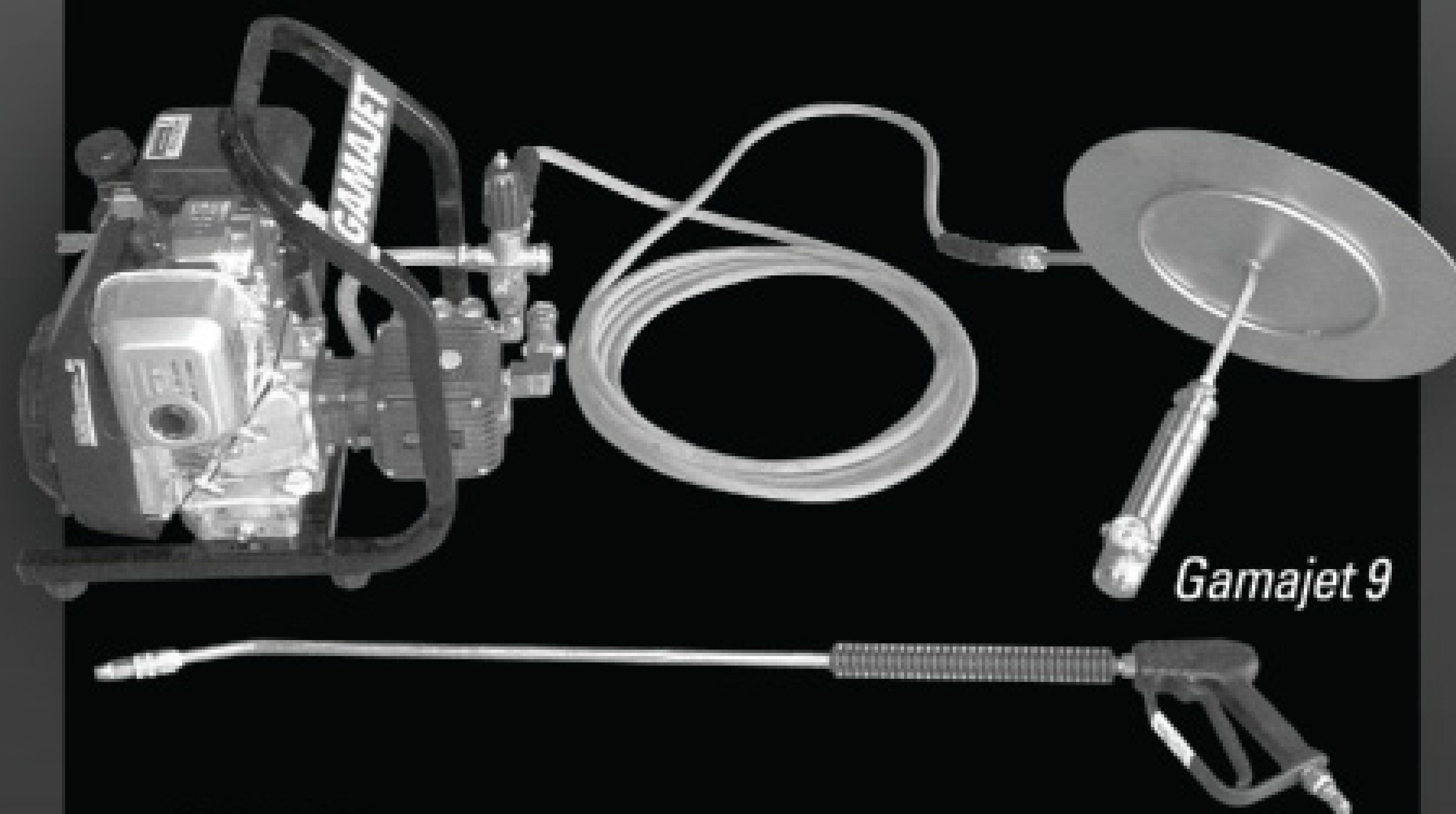


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Rodney and LaRae Upton with their children Josiah (held by Rodney) and (from left) Augusta, Isaac, Emily Grace and Andrew. (Photos courtesy of Rodney Upton)

The drivers he passes on Georgia highways between septic pumping jobs may be surprised at what Rodney Upton is listening to in his truck cab.

There's no country or rock music or talk radio coming from Upton's speakers. The 28-year-old owner of Hero Septic Inc. is more likely listening to Greek lessons on his MP3 player. That's because in addition to pumping, Upton is answering an even higher calling ... He wants to become an ordained minister in the Reformed Presbyterian Church in the United States and someday lead his own congregation.

"I'm not able to study as much as I would like right now," Upton says. "But my hope was to start the business and, as it grew, step out of the way and eventually just manage it from an office."

That's when he hopes to shift his ministry from after hours to prime time.

"Right now I'm doing correspondence courses," Upton says. "It will probably take me three or four years of study. Then I have to pass an ordination examination, which is a pretty tough exam that lasts a couple of days and is almost completely oral."

Upton has always known he wanted to be a pastor, but married at 17 and soon had a family to support. Today, that family has grown to include his wife, LaRae, 10-year-old Andrew, 8-year-old Augusta, 6-year-old Isaac, 4-year-old Emily Grace and 20-month-old Josiah. LaRae is also pregnant with the couple's third daughter.

"It's always been my assumption as far back as I can remember that a minister was something I would be some day," Upton says.

He grew up in Pennsylvania, the son of a

## A Higher Calling

Georgia waste hauler Rodney Upton preaches more than effective septic system maintenance. He's studying for a second career in the ministry.

In addition to learning Greek and Hebrew, Upton is deepening his knowledge of the denominational doctrine by memorizing the Westminster Confession of Faith, including the 107 questions and answers that make up the Westminster Shorter Catechism, which his wife and two oldest children are learning with him. Though this particular Presbyterian Church was established in 1983, the doctrine dates back to 1646, making memorization an interesting challenge for this 21st century family.

traveling preacher, and moved to Atlanta when he was 16. He and LaRae met at a church function when they were both four years old.

"And I've been in love with her ever since," Upton says.

### STARTING THE BUSINESS

Before striking out on his own in June 2007, Upton worked as a subcontractor for an Atlanta septic company. He decided owning his own company would give him the flexible schedule he needed to pursue his goal of becoming an ordained pastor.

"I had to be freed up from the job I had," he says. "I had to have a lot more time and freedom. When you own a business and have regular customers, you have to keep them happy. But I have more time at home and more time for studying than when I worked as a subcontractor."

He says he expected to ease into the business, which serves customers within 60 miles of both Atlanta and Athens, Ga. But the first year was busier than anticipated.

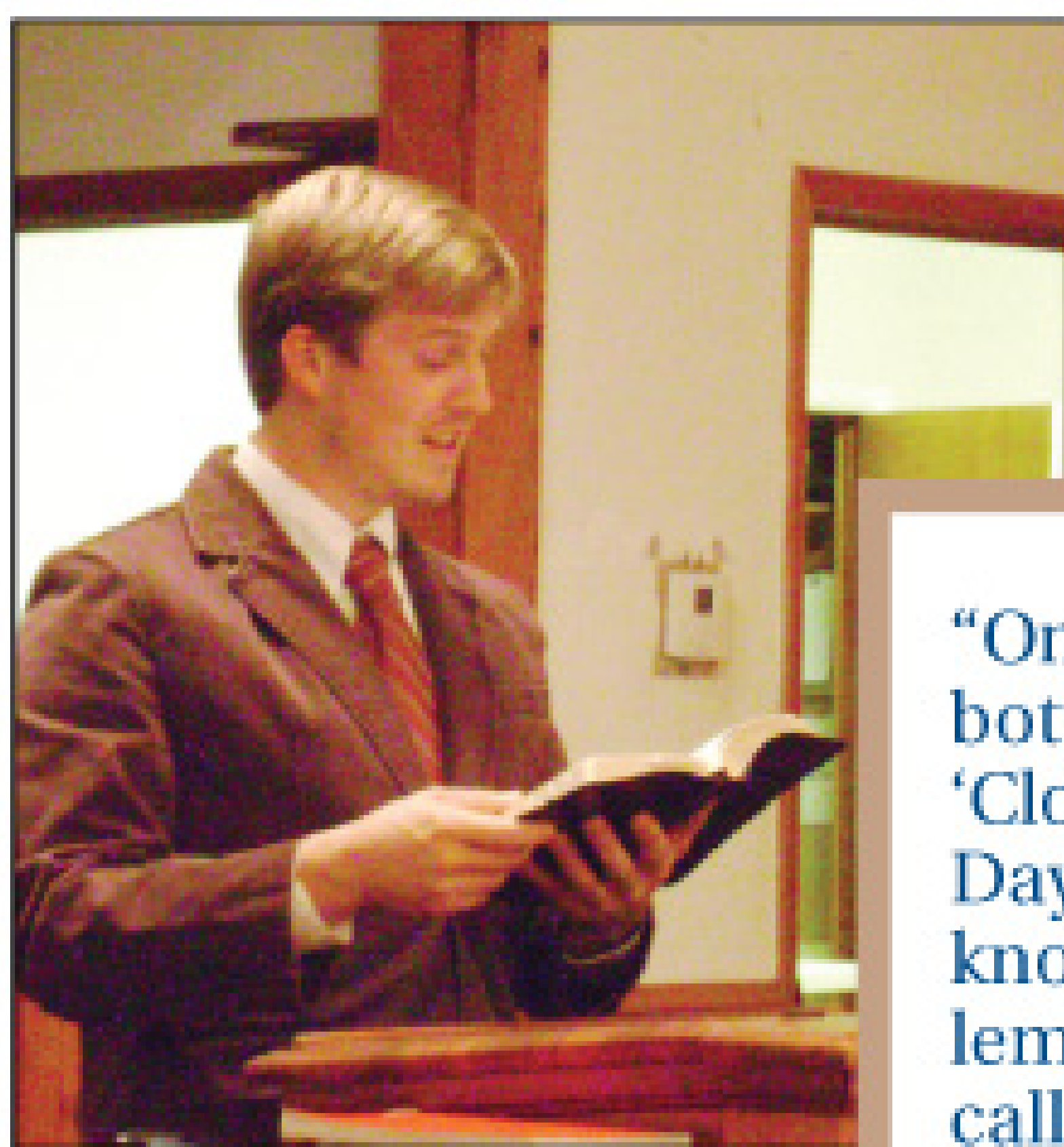
"The average has grown to three tanks a day," Upton says. "That's a lot of driving and pumping. I generally work 10 hours a day, five to six days a week, and I hired a guy a few months ago to work with me."

Hero Septic does installation and repair



Upton, who started Hero Septic Inc. in June 2007, studies for the ministry in his after hours and as he travels between jobs in his 2001 International 4900 truck.





Upton preaches at his local church in Covington, Ga. Some of his sermons can be heard online as well.

"On my Web site, on the bottom of the page it says, 'Closed Sunday (the Lord's Day).' I just wanted people to know that if they had a problem on Sunday they'd have to call someone else, because I do not work on the Lord's Day. But people frequently comment on it and it actually gets me a lot of business."

Rodney Upton

work as well as pumping. Upton owns a 2001 International 4900 truck with a 2,500-gallon tank built by Abernethy Welding & Repair Inc. It is equipped with a Masport Inc. pump.

He advertises primarily through his Web site, linking to it through local advertising on search engines Google and Yahoo.

Upton also has an Internet presence on YouTube, thanks to an educational video he made. He says while his after hour's time is usually reserved for faith and family, he spent some time last summer with his oldest son making a short video on how to locate a septic tank. He also has a 30-second commercial for Hero Septic on YouTube.

"The commercial is short, telling people where to call," he says. "And I did the video as an experiment. It's had a few hundred views, but whether or not they were local I don't know. It's hard to judge if it has had impact. But it was fun to do."

#### THE LORD'S DAY

Some of Upton's sermons can also be found online at sermon audio.com. Upton is already active in his local church, Providence Reformed Presbyterian Church in Covington, Ga. — between Atlanta and Athens — and has done some preaching there.

"I'm on call there," he says. "We have one pastor and one ruling elder, and since I'm a ministerial candidate, any time they need me to preach they'll call on me. Last year I preached a lot more; this year I've only been asked to preach once every couple of months so I can focus on my studies."

Upton has taught catechism class at his church, too, but his job and studies keep him too busy for that now. But don't get the impression that Upton is working seven days a week.

"On my Web site, on the bottom of the page it says, 'Closed Sunday (the Lord's Day),' he says. "I just wanted people to know that if they had

a problem on Sunday they'd have to call someone else, because I do not work on the Lord's Day. But people frequently comment on it and it actually gets me a lot of business."



*After Hours is an occasional feature that describes how business owners reconcile work life with family, leisure time, charitable pursuits, and personal interests and passions. Pumper welcomes story ideas. If you take part in something interesting outside work, or if you know someone in the pumping business who does, please send a note to editor@pumper.com.*

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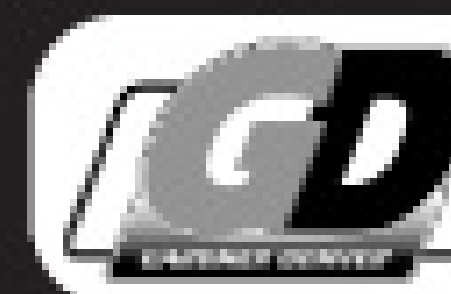
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- **1994 UD** - 1200 gal. tank

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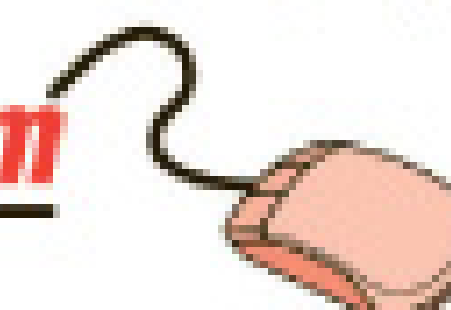
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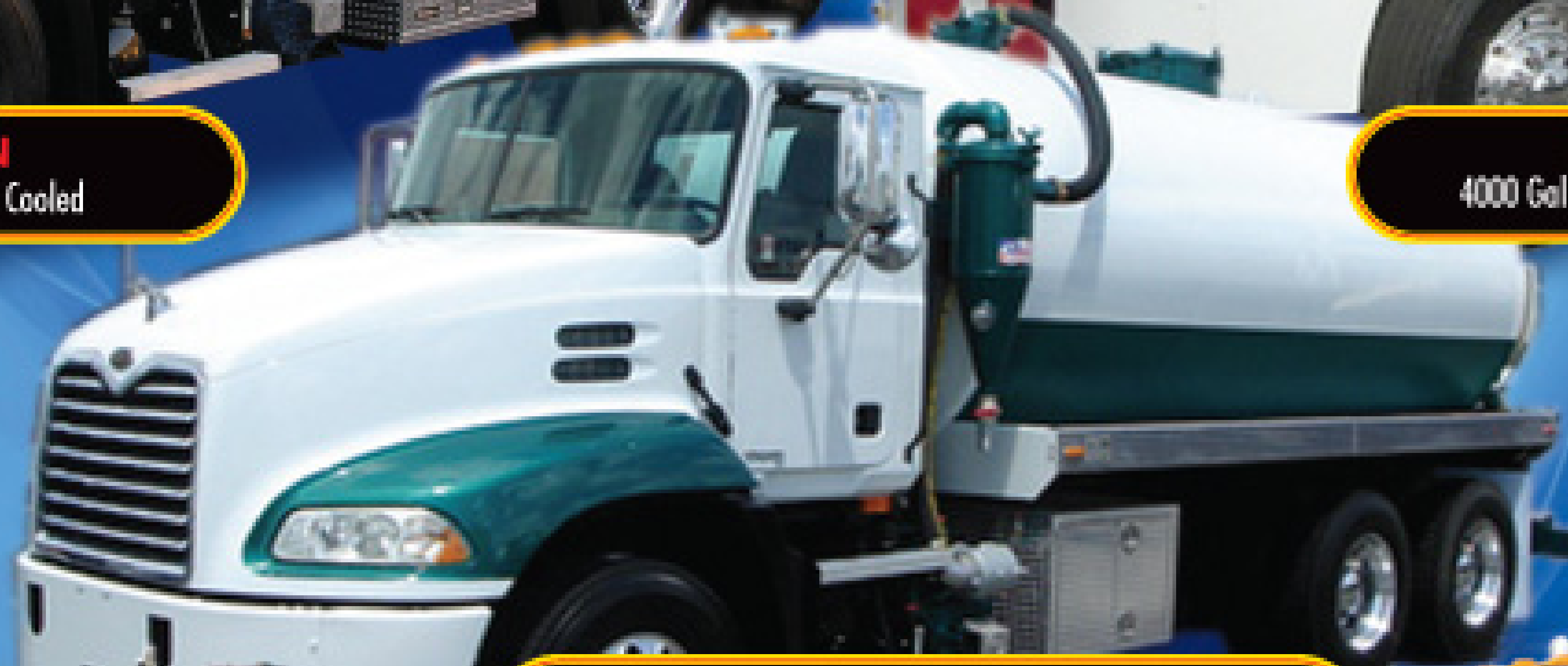
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By **Scottie Dayton**

## **WORLD: Global Standardization of Toilets**

During the November 2008 World Toilet Summit, the World Toilet Organization and International Code Council signed a memorandum of understanding to introduce initiatives that promote global codes for the design and construction of toilets.

WTO, a network of 151 member organizations from 53 countries, is supporting leading health officials who advocate replacing flush toilets with dry toilets that separate urine from feces without using water.

Speaking at the summit, WTO founder Jack Sims said that the concept of the flushing toilet is unsustainable, and that the thousands of gallons of drinking water they waste each year was one of sanitation's greatest challenges.

The proposed waterless systems store and process urine and feces on site, then a further off-site process sterilizes the biosolids, making them safe for recycling as fertilizer. Other solutions include solar-powered commodes that run without water, and bathroom systems that convert waste into biogas, a burnable fuel to heat water for bathing and washing.

## **WISCONSIN: Low-flow Toilet Rebate**

The November newsletter of the Wisconsin Onsite Wastewater Recycling Association reports that the Waukesha Water Utility has introduced a \$25 rebate to homeowners who replace 3.5-gallon-per-flush toilets with high-efficiency toilets, or HET models, that use only 1.28 gpf or less. HETs can save a family of four more than 20,000 gallons of water annually, representing a \$2,000 savings over the lifetime of the toilet. HET models retail for \$250 to \$1,000.

## **Waste Management Lab Proposed**

The first combined wastewater center/classroom facility of its kind built at a Wisconsin technical college or university is being planned by the University of Wisconsin-Stevens Point. The 10,000-square-foot laboratory and resource recovery center will have a pilot wastewater treatment plant, composting and microbiology labs and an adjoining materials recycling center.

Components of the wastewater treatment plant will include an activated sludge plant, air supply system, controlled input feed system, solids settling tanks, feed and storage tanks, dewatering system, aerobic and anaerobic solids stabilization units and an air emission control system. The Wisconsin Onsite Wastewater Recycling Association is encouraging the center to be a resource for the onsite industry as well.

Construction of the center is contingent on funding from the state.

## **MICHIGAN: NAWT Training Opportunities Coming**

After an inquiry from Mark Scott of the Michigan Septic Tank Association, the National Association of Wastewater Transporters Inc. began obtaining approval for its courses from the state Department of Environmental Quality. Once approved, the courses qualify for license-required continuing education units. The courses under con-

sideration are vacuum truck technician, introduction to and inspection of onsite systems, operation and maintenance of onsite systems and waste treatment.

NAWT is working with Onsite Wastewater of Northwest Michigan to submit grants that will bring the courses to locations around the state. NAWT also is working to make training materials Michigan-specific.

## **MARYLAND: Free Septic System Upgrades**

In an effort to remove nitrogen from effluent, the state Department of the Environment is offering onsite owners free upgrades that include new equipment, installation and five years of maintenance. Expenses are paid through the Bay Restoration Fund that onsite owners finance via a \$30 per year user tax. The state has approximately 420,000 onsite systems or about 20 percent of residences and a few businesses. More than 150 Maryland property owners have participated. For more information, call MDE at 410/537-4195.

# Training & Education

## **National Environmental Health Association**

The National Environmental Health Association is offering the exam for Certified Installer of Onsite Wastewater Treatment Systems national credential at the Pumper & Cleaner Environmental Expo, Feb. 25-28, in Louisville, Ky. Contact Carol Newlin at 303/756-9090, ext. 337 or at [cnewlin@neha.org](mailto:cnewlin@neha.org).

## **National Association of Wastewater Transporters**

NAWT has scheduled sessions in the following locations:

- March 5-6 – Onsite Inspector Training and Certification, location to be determined
- June 16 – Inspector Recertification Training, Flagstaff, Ariz.

Call NAWT at 800/236-6298 or visit [www.nawt.org](http://www.nawt.org). For Arizona classes, contact Kitt Farrell-Poe at 928/782-3836 or e-mail [kittfp@ag.arizona.edu](mailto:kittfp@ag.arizona.edu).

## **California**

The training schedule for the California Onsite Wastewater Association is as follows:

- March 4 – Pumper Training, Sacramento
- March 5-6 – NAWT Onsite Inspector Training and Certification; TBD.
- May 8 – Science of Soils and Onsite Wastewater Disposal; TBD.

Call MaryAnne Bobrow at 916/722-8168 or e-mail [maryanne@bobrowassociates.com](mailto:maryanne@bobrowassociates.com).

## **Florida**

Courses are at the Florida Onsite Wastewater Association's Training Center in Polk City:

- March 16-17 – Master III, Basic Florida Soils
- March 18-19 – Master I, System Design and Function
- March 19-20 – Master II, System Materials and Regulations
- March 24-26 – Onsite Technologies from A to Z

Contact FOWA at 407/937-2228 or [www.fowaonsite.com](http://www.fowaonsite.com).



## Georgia

The Georgia FOG Alliance "Fats, Oils and Grease" inspection training course is Feb. 25-27 at the Atlanta Marriott Hotel. Call Xavier Davis at 770/487-7993 or visit [www.georgiafog.com](http://www.georgiafog.com).

## Minnesota

The University of Minnesota Extension has these classes:

- March 10 – Design Continuing Education, Hinckley
- March 11 – Inspector Continuing Education, Hinckley
- March 12 – OSHA Competent Person/Pipelayer Certification, Owatonna
- March 24-25 – Continuing Education, Hinckley
- March 26-27 – Installer Continuing Education, Willmar
- March 27 – Pipelayer Certification, Willmar
- April 14-16 – Basic Design of Onsite Systems, White Bear
- April 17 – OSHA Competent Person/Pipelayer Certification, Sauk Centre
- April 27-29 – Introduction to Onsite Systems, Grand Rapids
- April 30-May 1 – Installing Onsite Systems, Grand Rapids

Call Nick Haig at 800/322-8642 (612/625-9797) or e-mail [haigx003@umn.edu](mailto:haigx003@umn.edu).

## New York

The New York Onsite Wastewater Treatment Training Network Inc. is offering Alternative Onsite Wastewater Treatment Technology courses on May 27-28 in Skaneateles. Call 800/963-3544 or visit [www.delhi.edu/bcs/otn\\_wastewater](http://www.delhi.edu/bcs/otn_wastewater).

## Texas

The Texas Onsite Wastewater Association is offering a Basic Maintenance Provider course on March 1-2 in Waco. Call 888/398-7188 or visit [www.txowa.org](http://www.txowa.org).

## Virginia

The following courses by the Virginia Onsite Wastewater Recycling Association.

- April 15 – Proprietary System Training
- April 23 – A to Z of Onsite Wastewater, Fredericksburg
- May 13 – Proprietary System Training

Contact Jeff Barr at 703/771-5250 or visit [www.vowra.org](http://www.vowra.org).

## 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:

- March 12 – Troubleshooting
- March 25-26 – Competency Exam Review
- April 8 – Maintenance Basics
- April 15 – Pumper 101
- April 22 – Designers: Subsurface Drip Systems

Call WOSSA at 253/770-6594 or visit [www.wossa.org](http://www.wossa.org).

Pumper invites your state association to post notices and news items in this column. Send contributions to [editor@pumper.com](mailto:editor@pumper.com). ■

## C A L E N D A R

### Feb. 5-6

Ohio Water Quality and Waste Management Conference, Holiday Inn on Lane, Columbus. Call 614/292-8571 or visit <http://setll.osu.edu>.

### Feb. 11-12

Nebraska Onsite Waste Water Association Conference. Call Lee Orton at 402/476-0162 or visit [www.nowwa.org](http://www.nowwa.org).

### Feb. 14-15

Utah On-Site Wastewater Association Conference, Expo Center, West Valley City. Call Carmell Burns at 435/797-3174 or visit <http://uwrl.usu.edu/partnerships/training/uowa.html>.

### Feb. 25-28

Pumper & Cleaner Environmental Expo International, Kentucky Exposition Center, Louisville, Ky. Call 800/257-7222 or visit [www.pumpershow.com](http://www.pumpershow.com).

### March 1-4

Ontario Onsite Wastewater Association Conference and Exhibition, Sheraton Conference Centre, Richmond Hill. Call Denis Orendt at 905/372-2722 or visit [www.oowa.org](http://www.oowa.org).

### March 3-4

Texas On-Site Wastewater Association Conference, Waco. Call 888/398-7188 or visit [www.txowa.org](http://www.txowa.org).

### March 8-10

Pennsylvania Association of Sewage Enforcement Officers Conference, Grantville, Pa. Call 717/761-8648 or visit [www.pa-seo.org](http://www.pa-seo.org).

### March 18-19

Tennessee Onsite Wastewater Association Continuing Education Workshop and Annual Meeting, UAW Union Hall, Spring Hill. E-mail Scott Fellwock at [scott.fellwock@nashville.gov](mailto:scott.fellwock@nashville.gov) or visit <http://onsite.tennessee.edu/TOWA.htm>.

### April 6-9

National Onsite Wastewater Recycling Association Technical Exhibition and Conference, Midwest Airlines Convention Center, Milwaukee, Wis. Call 800/966-2942 or visit [www.nowra.org](http://www.nowra.org).

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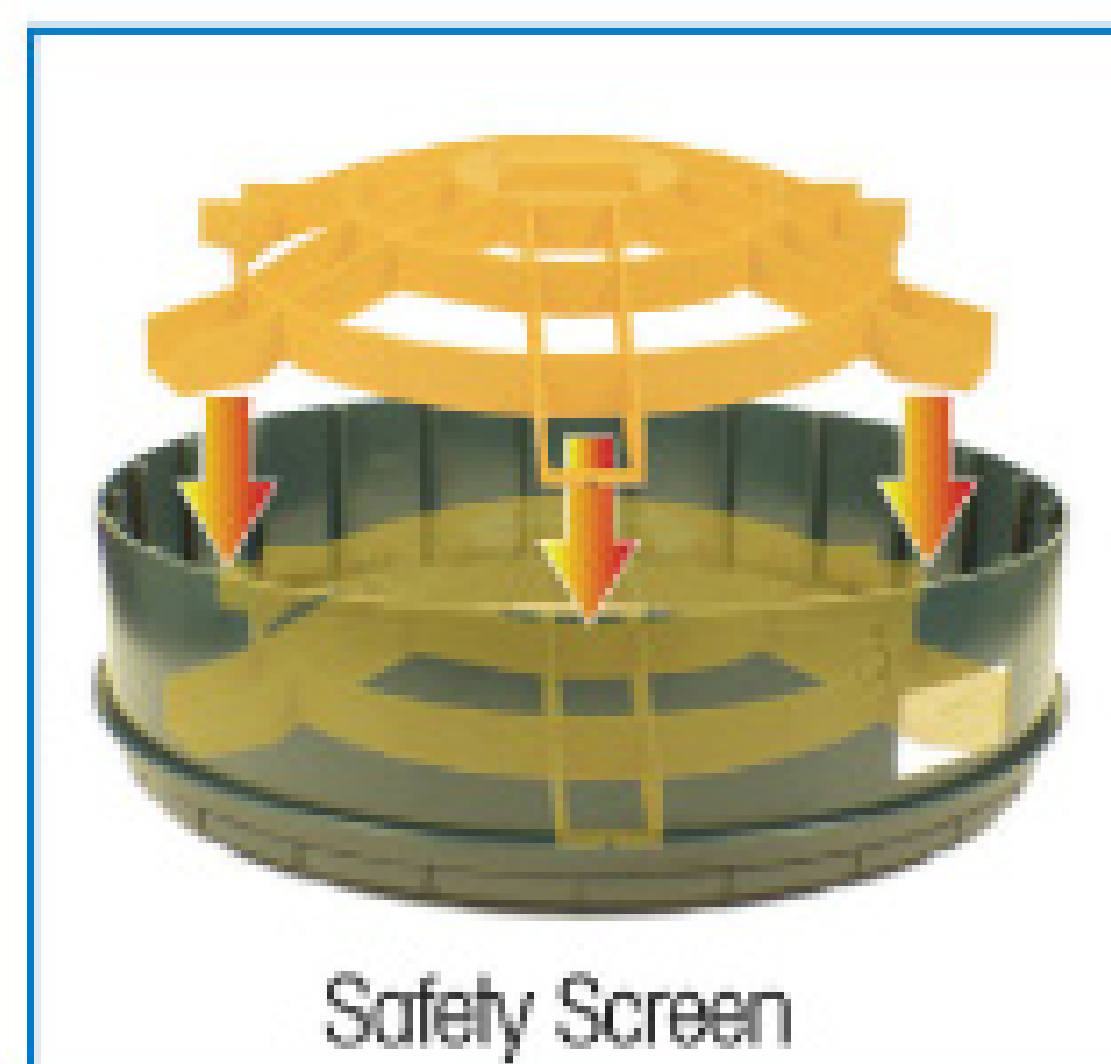
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