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winning strategy**

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WAVING a Magic Wand

**Work ethic pays big
for Indiana pumper**

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Making Customers For Life

By Jim Kneiszel, Editor



Good customer service is half the battle to building a successful business. It's an obvious point, but one that can't be repeated too often. Until we no longer encounter or hear others relate poor service stories, it's time well spent to reinforce the importance of customer care.

I have three recent personal anecdotes of customer service worth retelling. One is a poor example that's had me ranting to anyone willing to listen and two positive experiences that have had me raving about the companies.

First, I called my local junkyard (or auto parts recycler, to be politically correct) looking for a replacement part for my car. The owner has a reputation for being so unpleasant that my mechanic has encouraged me to deal with the guy directly rather than calling him to track down a part. Every time I've called this fella, he's been uncommunicative ... no, downright rude, acting exasperated and annoyed to punch in the part name in his computer system.

If this junkman didn't have a parts car identical to mine, I'd never dial his number. His disdain for customers leaves me wondering how he stays in business. He is such a sourpuss I have a tough time calling any other business for a week, fearing the same kind of treatment.

On the other hand, there's the shop owner where I bought a new bike a year ago. The shop is inconveniently located and he doesn't have the lowest prices. But his friendly and competent service makes it worth the trip and higher prices.

Just the other day, I needed an adjustment to eliminate a squeak in my bike. I called the shop and the owner answered the phone. Right away, he said he would fix the bike, and at no charge. He said I could leave the bike for a few hours and the work would be done. When I showed up, he dropped everything else and tended to the bike while I waited, explaining what he was doing so I could address the problem myself in the future if I wanted to.

In 15 minutes I was rolling out the door. In this case, he made me happy by under-promising and over-delivering, making sure he could deliver the service in an afternoon, then performing the task in minutes.

My other good-service story came at the dentist's office, of all places. And this is the only time I've ever left a dental or medical office thinking I got a bargain.

I recently chipped a good-sized crater out of a front tooth. When I called the dentist's office, the receptionist said they immediately would fit me into a busy day. About 30 minutes after sitting in the chair, I walked away with my tooth expertly filled in like you'd use Bondo to repair the fender of a damaged car.

The dentist even felt my pain in the pocketbook. "As long as you don't feel a lot of pain, let's save you a little money and we won't give you a shot to freeze your mouth," he said. I felt no pain during the procedure, or when paying the \$150 bill, for that matter.

The difference in attitude between the junkyard owner and my bike shop owner and dentist was striking. The good service secured my loyalty for years to come. And I will be happy to never again visit that boneyard.

The message translates to each of us in our own daily business dealings: We can simply blindly follow the dollar signs alone or we can work on making customers for life. Providing good customer service is a choice we can all make. ■

Contact us: Pumper strives to serve the liquid waste industry with interesting and helpful stories. We welcome your comments, questions and column suggestions and promise a prompt reply to all reader contacts. Call 800/257-7222; fax 715/546-3786; e-mail Pumper editor Jim Kneiszel at editor@pumper.com.

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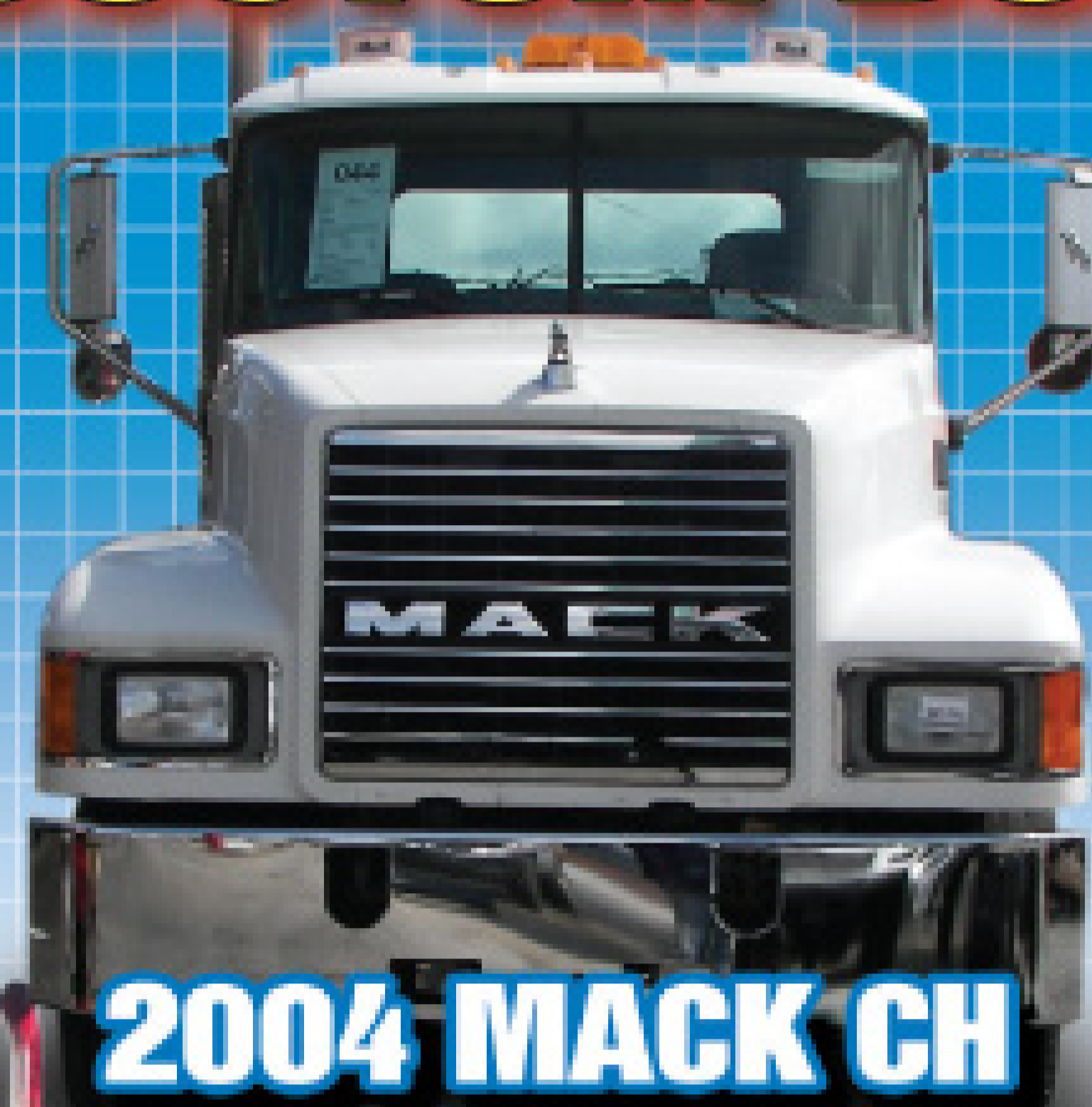
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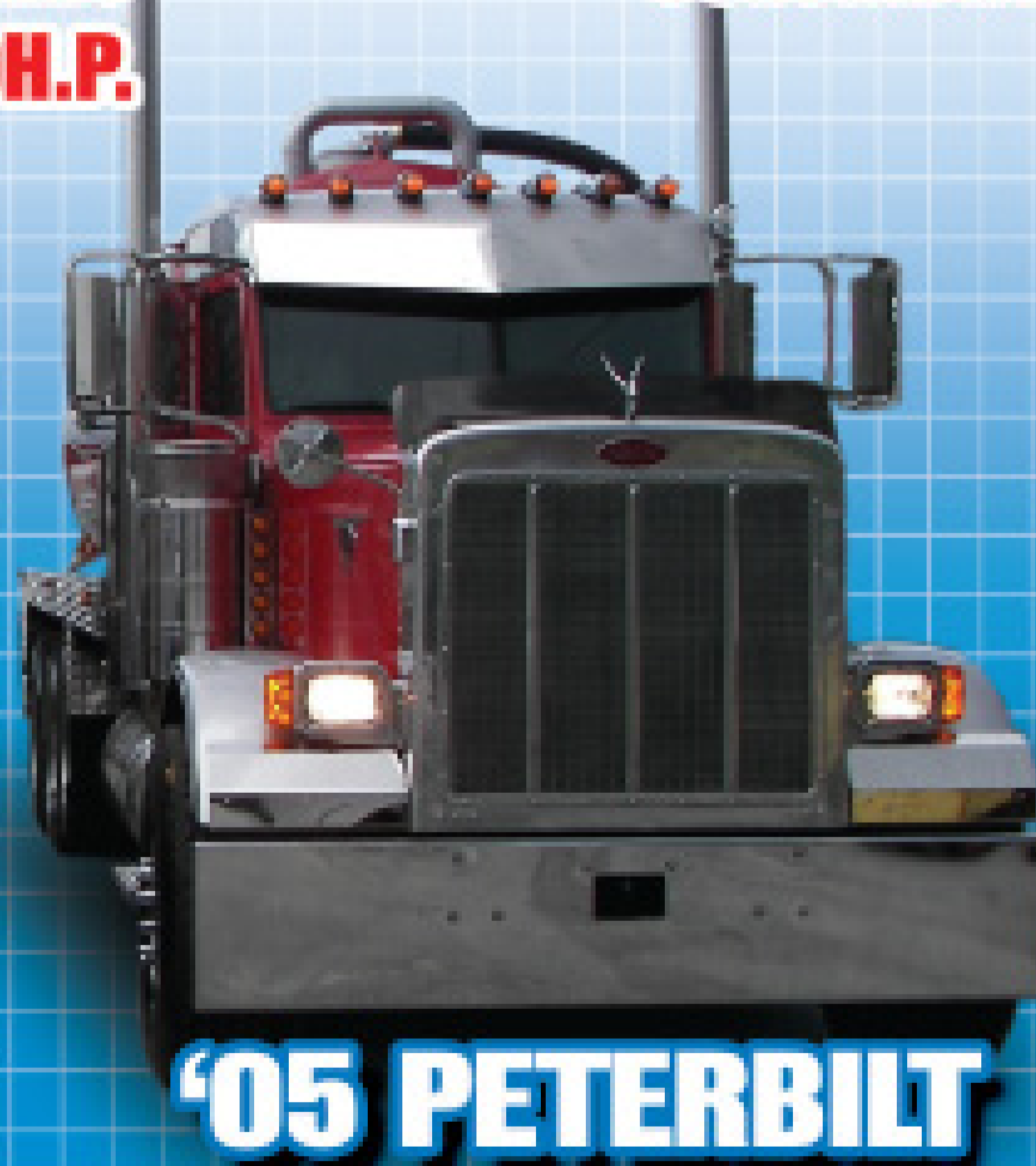
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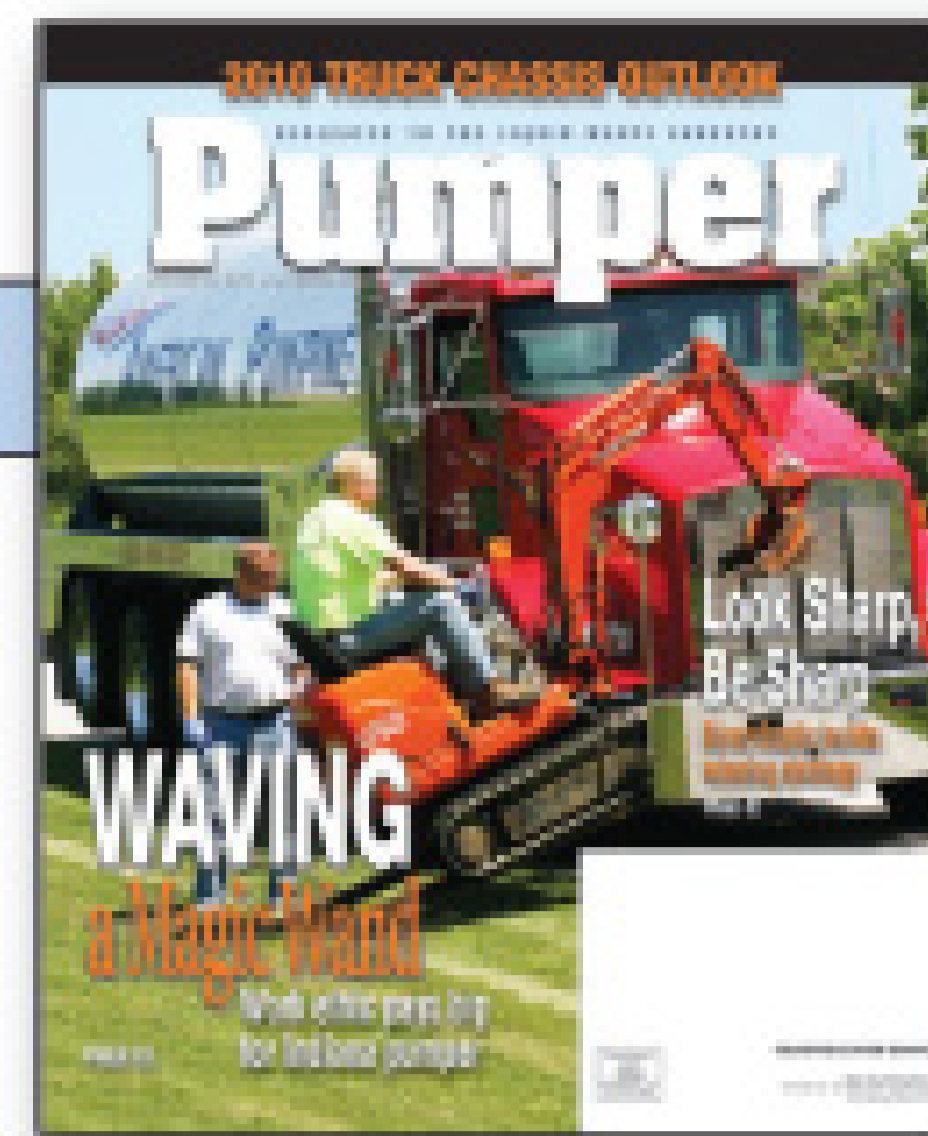
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- Seiche Sanders

Emphasizing a strong work ethic and overcoming challenges with a farmer's ingenuity, Jim Hodge has grown American Pumping in a tough economy. **On the cover:** Two of Hodge's trucks, including this Kenworth T800, have carriers on the front for transporting mini excavators, which come in handy when digging up tanks and lids. (Photo by Tim Bath)



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- Product Roundup: Septic tank additives
- Contractor Profile: Meet problem-solvers from Minnesota

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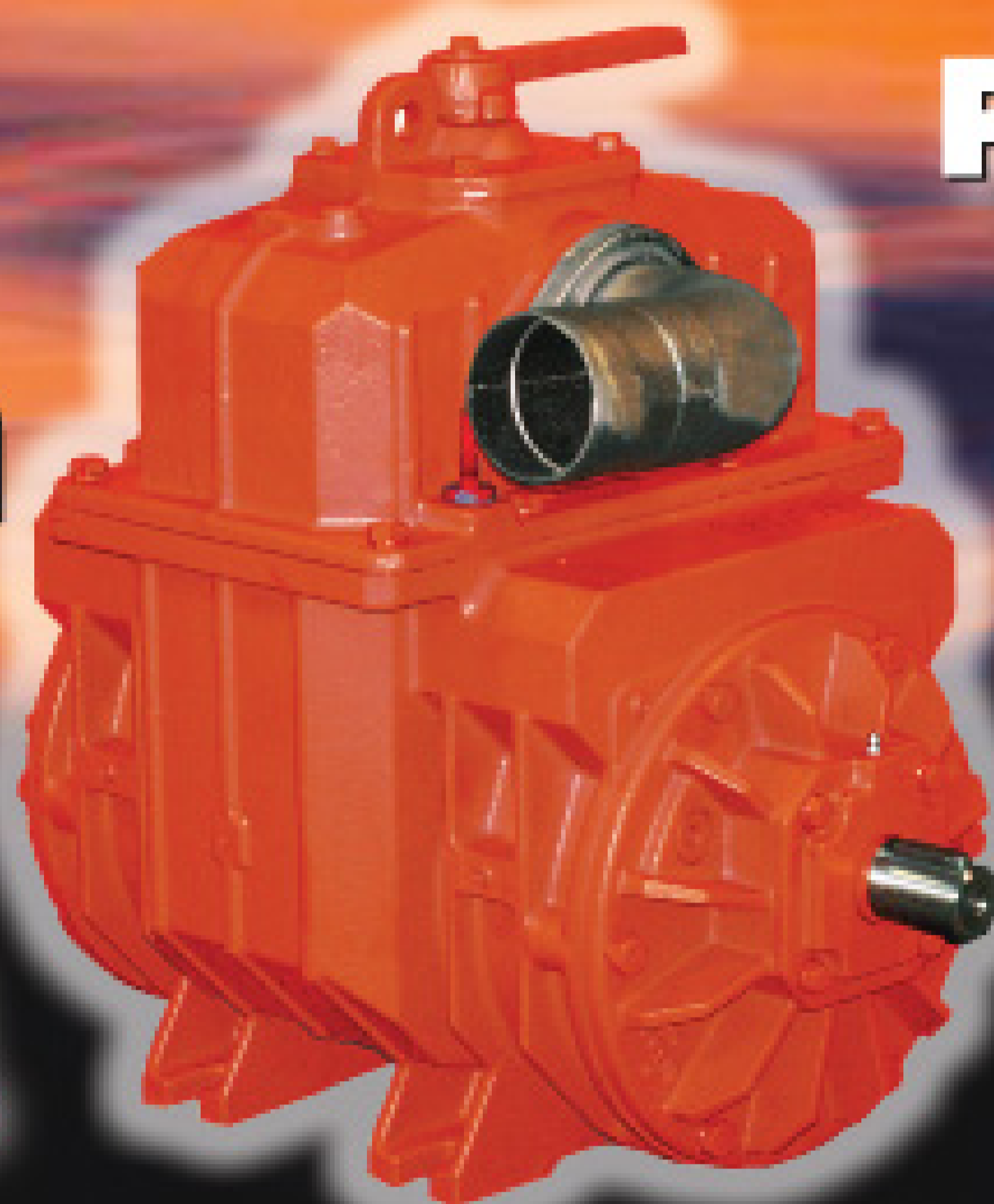
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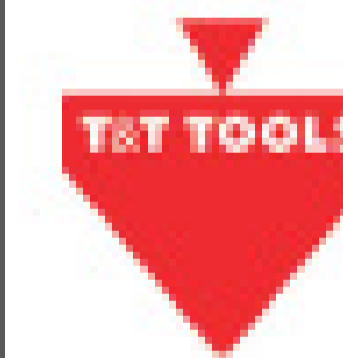
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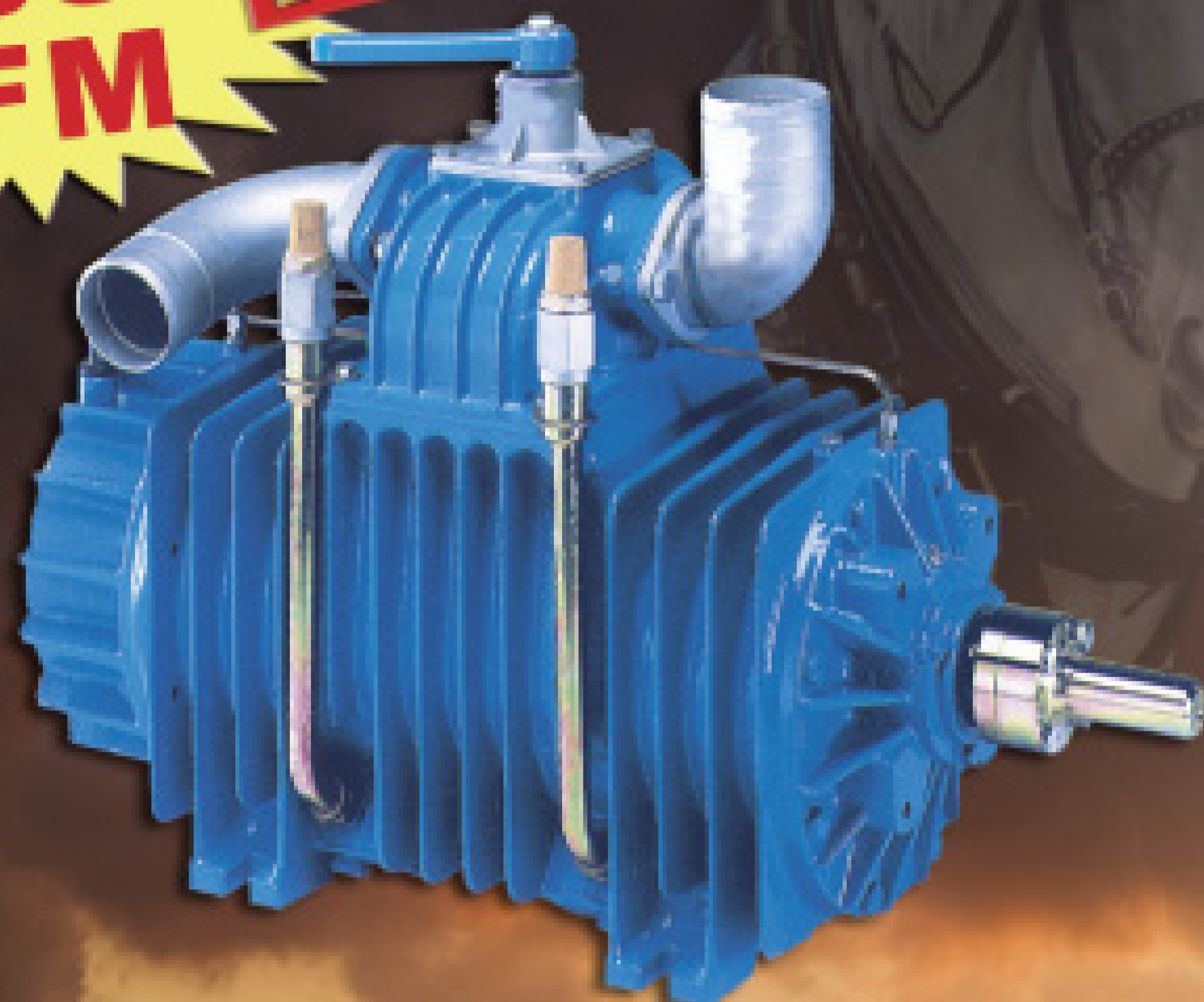
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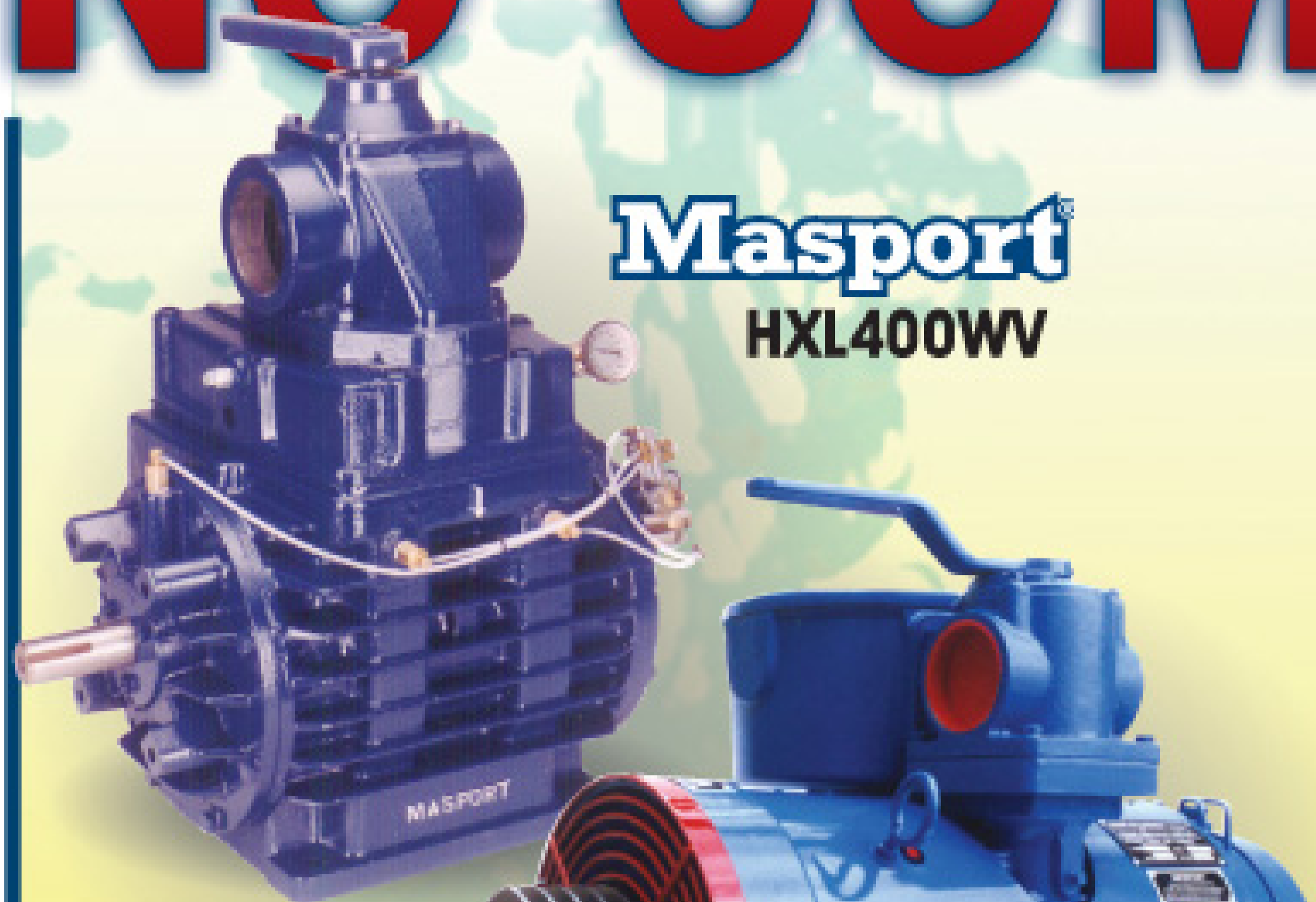
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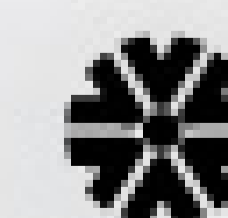
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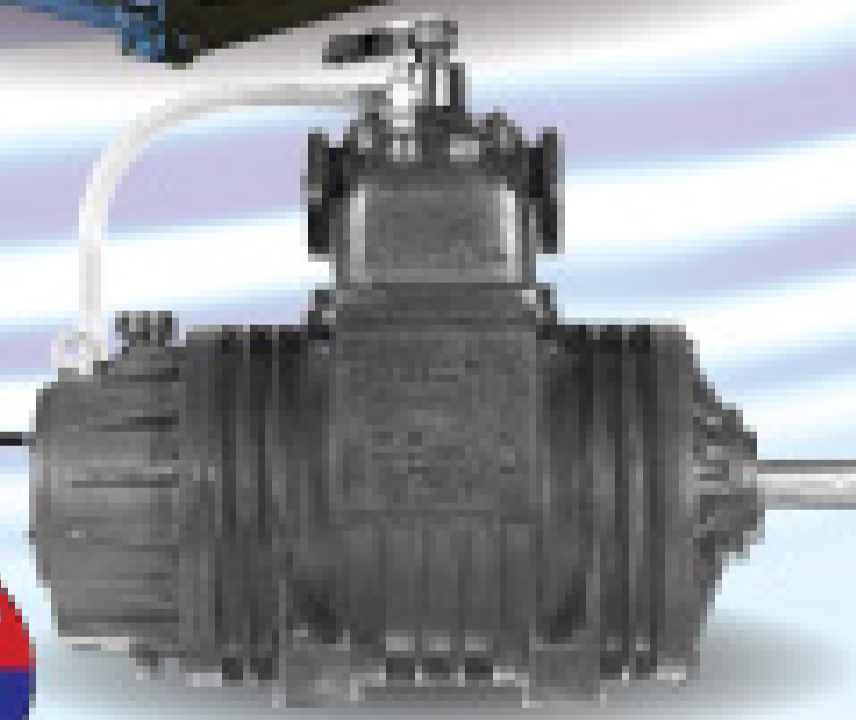
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Stop the Presses!

Learn the dos and don'ts of dealing with the media so your company can benefit from publicity

By Pam Lontos

If you've ever been on the local TV news as an environmental health expert, or been interviewed on the proper maintenance of a septic system for a newspaper's home and garden section, you know how publicity can contribute to the success of your business.

But the truth is, many entrepreneurs make crucial mistakes when dealing with the media — and then end up on reporter's block call or spam e-mail lists. You can avoid these pitfalls, however, by being aware of the dos and don'ts of dealing with reporters and editors.

Reporters, editors and producers are deluged with requests from hopeful business owners, corporate public-relations professionals and other people seeking coverage. Their days are spent meeting tight deadlines while doing large amounts of work, all the while constantly communicating with all of those publicity-seekers.

So, if you're ready to get the publicity your business deserves, here are 12 tried-and-true ways to get the most out of your media contacts, and ensure reporters, editors and producers answer your calls and respond to your e-mails:

1 DON'T forge ahead with whatever is on your mind. **DO** ask if the reporter or editor is on deadline. Journalists' time is as important as yours, and their deadline pressures are great. If they're on deadline, ask for a good time to call back.

2 DON'T be self-promotional; **DO** share actual information with viewers or readers. **DO** give value-added tips, advice or information to improve people's lives, offer insights or entertain. If you can achieve that goal every time, the media will always make time for you or even actively pursue you for interviews and articles.

3 DON'T ask the reporter to send you his or her article so you can review and approve it in advance. **DO** provide follow-up contact information and offer to be available to clarify any confusing points or answer additional questions. Offer to help the writer check facts or review small sections of the article for accuracy.

4 DON'T fail to prepare for interviews or fail to familiarize yourself with the readership or audience. **DON'T** assume everyone should be interested in your subject matter, just because. **DO** make sure your subject matter appeals to the media's target audience. Read the magazines you want to be quoted in; watch the interview shows where you want to be a guest.

5 DON'T nag the reporter. **DO** space out your calls so you do not become a pest. Use e-mail rather than expecting to connect every time by phone — many journalists rely on e-mail as a way to get work done quickly, and many let most calls go to voicemail anyway.

6 DON'T assume the reporter or editor remembers who you are. **DO** remember they deal with multiple sources and many different subjects. Immediately identify yourself by name or by topic before launching into the purpose of your call — even if you spoke to the same journalist the week before.

7 DON'T delay when returning calls from reporters or fact-checkers. **DO** understand journalists are on deadline and need to speak with you now. If you snooze, you may lose the chance for an interview.

8 DON'T leave your contact information off press releases or e-mails. **DO** err on the side of giving too much information. Leave behind or mail in a business card. Send a follow-up e-mail with your phone number.

9 DON'T just talk about what's important to you during an interview. **DO** answer the questions asked during the interview. You need to be responsive to the questions asked by the interviewer, or else the interviewer will be frustrated and never want you back. Also, know for a fact that the information you're giving out is accurate. **DON'T** give out information unless you're sure of it.

10 DON'T demand the article mention your company or your products. **DO** be happy that you are being interviewed. **DON'T** try to overly control the outcome. You'll seem pretentious or worse if you try to put conditions on the interview, such as insisting you are the first person quoted in the story or the only expert mentioned. High-and-mighty attitudes will get you dropped from the interview lists immediately.

11 DON'T complain if the reporter gets the slightest thing wrong in the story. **DO** be happy if the reporter includes you, even if he or she left out a point or quoted someone else more than you. A mistake that seems big to you may be small in perspective. **DON'T** ask for a correction unless it's absolutely necessary.

12 DON'T contact the reporter's boss, editor-in-chief or the publisher if you're unhappy with the way the story turned out. **DO** let an interviewer or reporter know if you're unhappy, but do it respectfully, remembering to listen during the conversation. He or she may say something that will change your feelings. Always try to work out the difficulty directly with the journalist — it will deepen your relationship in the long run.

GET TO WORK

Work these practices into your dealings with the news media, and soon and you'll have reporters and producers seeking you out whenever they need a contractor's input for a story. ■

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11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

NOVEMBER 2009

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

DECEMBER 2009

SUN	MON	TUE	WED	THU	FRI	SAT
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

VITAL STATISTICS

- COLOR:** No "camo" for me
- MEASUREMENTS:** Check me out. I always measure up.
- FAVORITE DRINK:** Make mine quick and DriPax
- HOBBIES:** Lining up on the action
- FAVORITE SAYING:** "When nature calls, I'm your gal."
- FAVORITE MUSIC:** Anything that honks
- FAVORITE THINGS:** Making short work of long lines
- PERSONAL GOALS:** Clean seats and your name on my door
- PET PEEVE:** Getting too quick on the trigger
- FAVORITE MEN:** I aim for Pumpers!

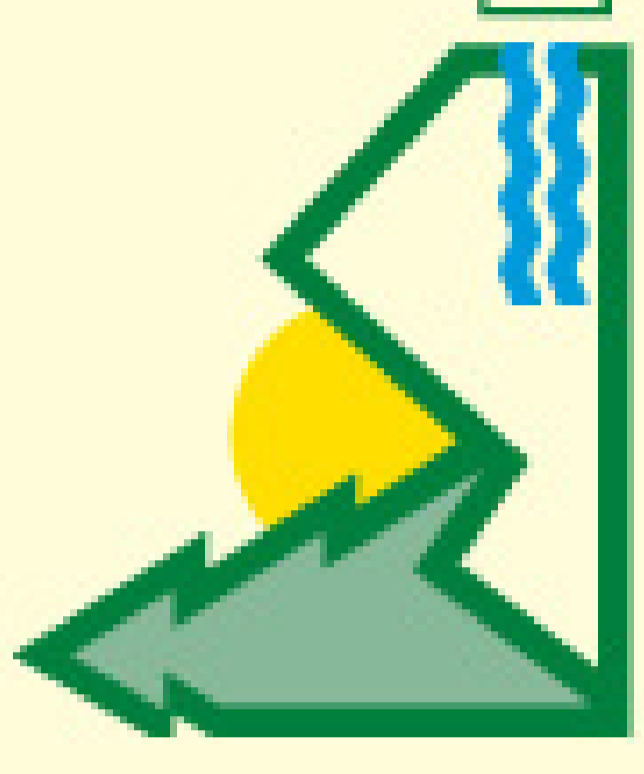
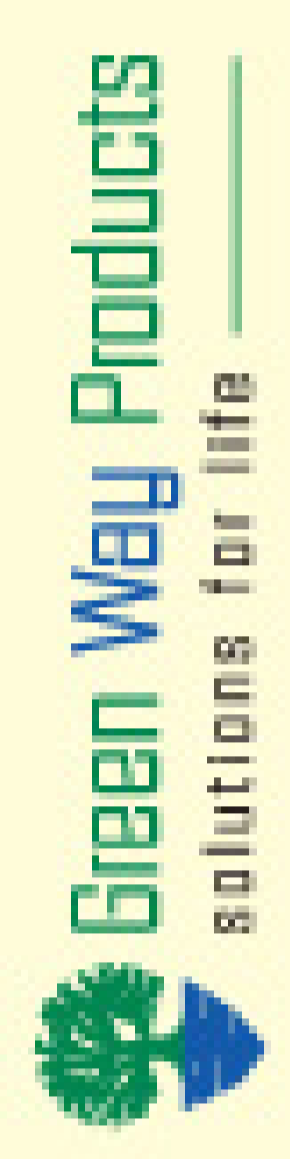
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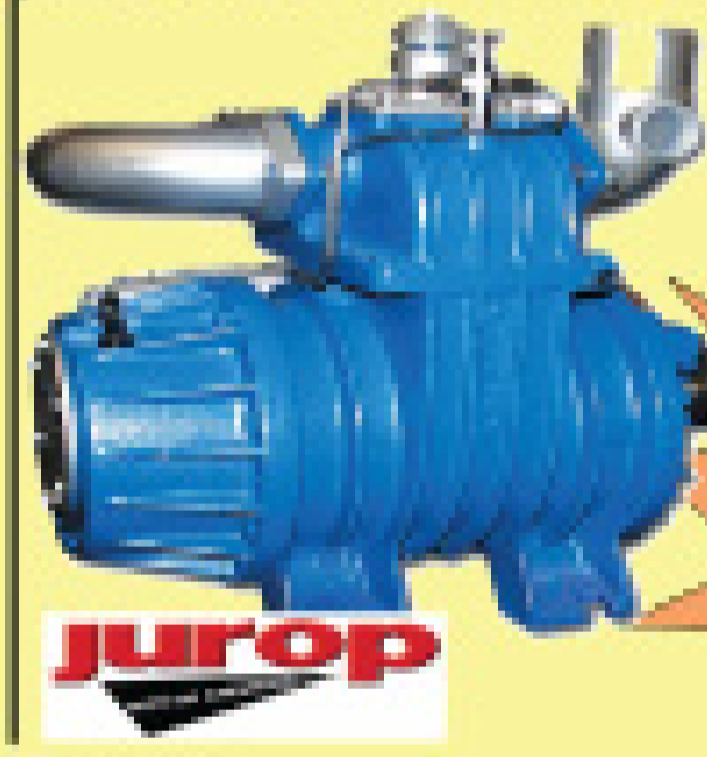
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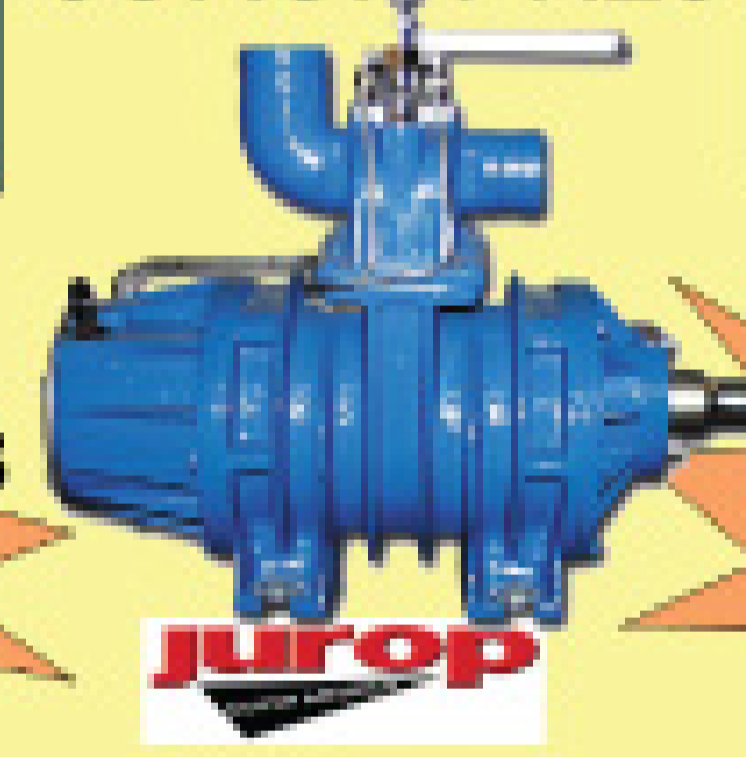
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- 3" CON-NECT

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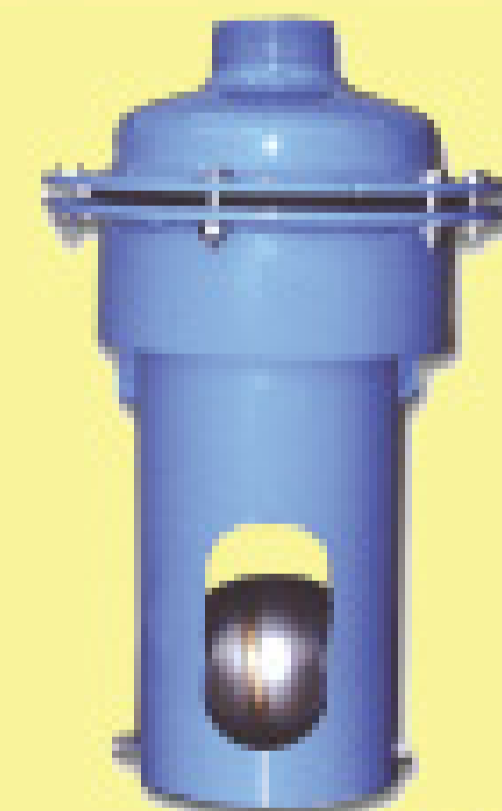


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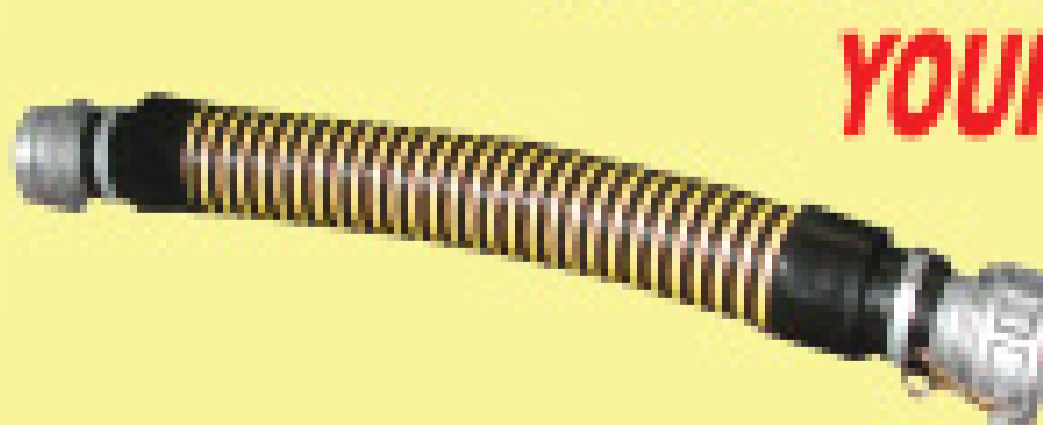
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Minnesota's Otter Tail County Mandates Septic Tank Insulation, Larger Capacities For Some Systems

By **Scottie Dayton**

Changes to the state's septic system rules require counties to implement their own ordinances by February 2010. Otter Tail County is one of the first to issue its rules for systems treating up to 5,000 gpd. The changes include new inspection criteria for existing systems, increased tank size for new systems, and 15 percent larger tanks for households with garbage disposers and dishwashers.

The ordinance also states that new septic tanks must be marked with their capacities and insulated if installed less than two feet below grade. Furthermore, covers must weigh at least 95 pounds or

be locked and bolted. The rules also require owners of new onsite systems to have a management plan, and to file a form with the county if the system is no longer operational, then fill it in or remove it.

MARYLAND

A law on septic tanks passed at the end of Maryland's recent legislative session requires homes within 1,000 feet of Chesapeake Bay and its tidal rivers to use nitrogen-reducing technology when existing systems fail or when new homes are built. Statewide, an estimated 50,000 septic tanks are affected.

According to the Maryland Department of the Environment, just 7 percent of nitrogen pollution comes from onsite systems in the state. But that percentage jumps to 25 and 30 percent for tributaries feeding into the bay. The state's Bay Restoration Fund, supported by the flush tax, gives grants to homeowners for upgrading or replacing systems.

GEORGIA

Effective Oct. 1, the Georgia Department of Revenue will consider charges for portable restrooms as taxable leases or rentals of tangible personal property. Any mandatory services associated

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.

with the units will also be subjected to sales and use taxes.

An ordinance proposed by Forsyth County will ban issuing permits for properties requiring onsite systems and can potentially request that properties with them connect to a sewer. The ordinance, in the public hearing stage, is at www.forsythco.com. Under News, click Second Public Hearing Regarding Forsyth County Sewer Ordinance. ■

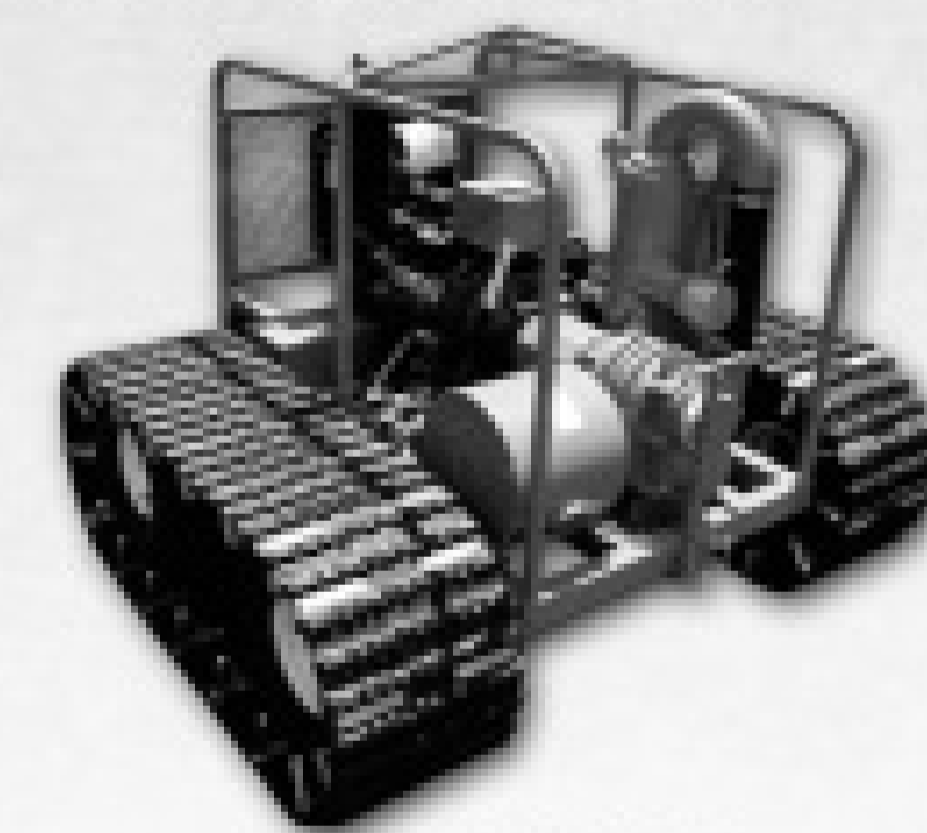
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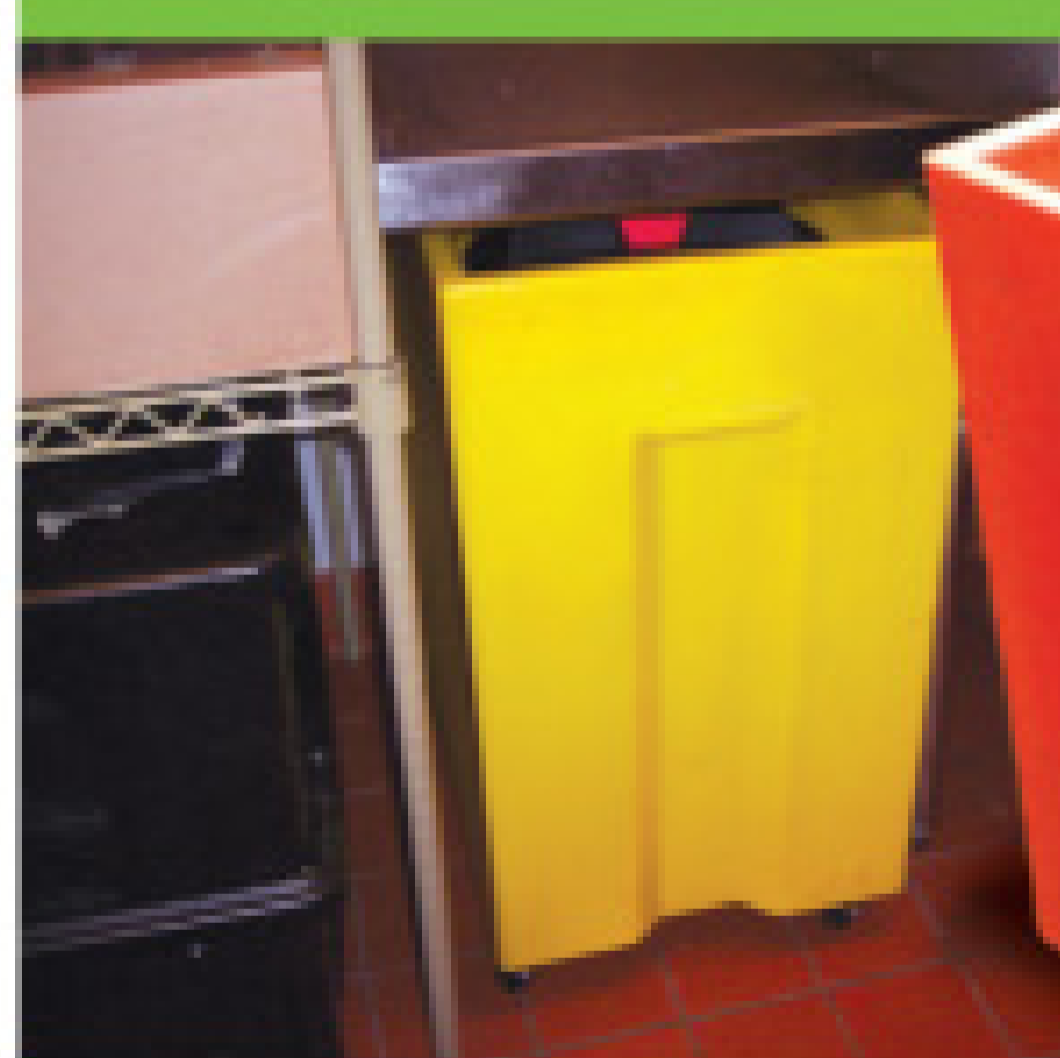
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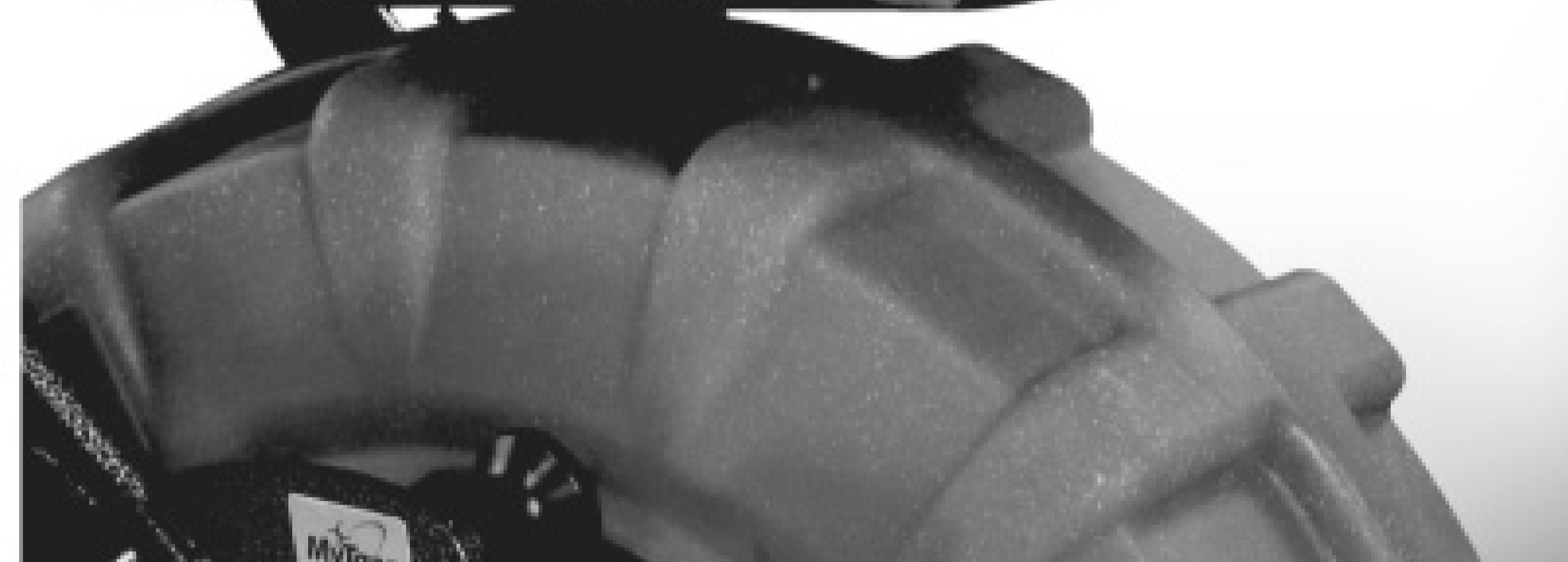
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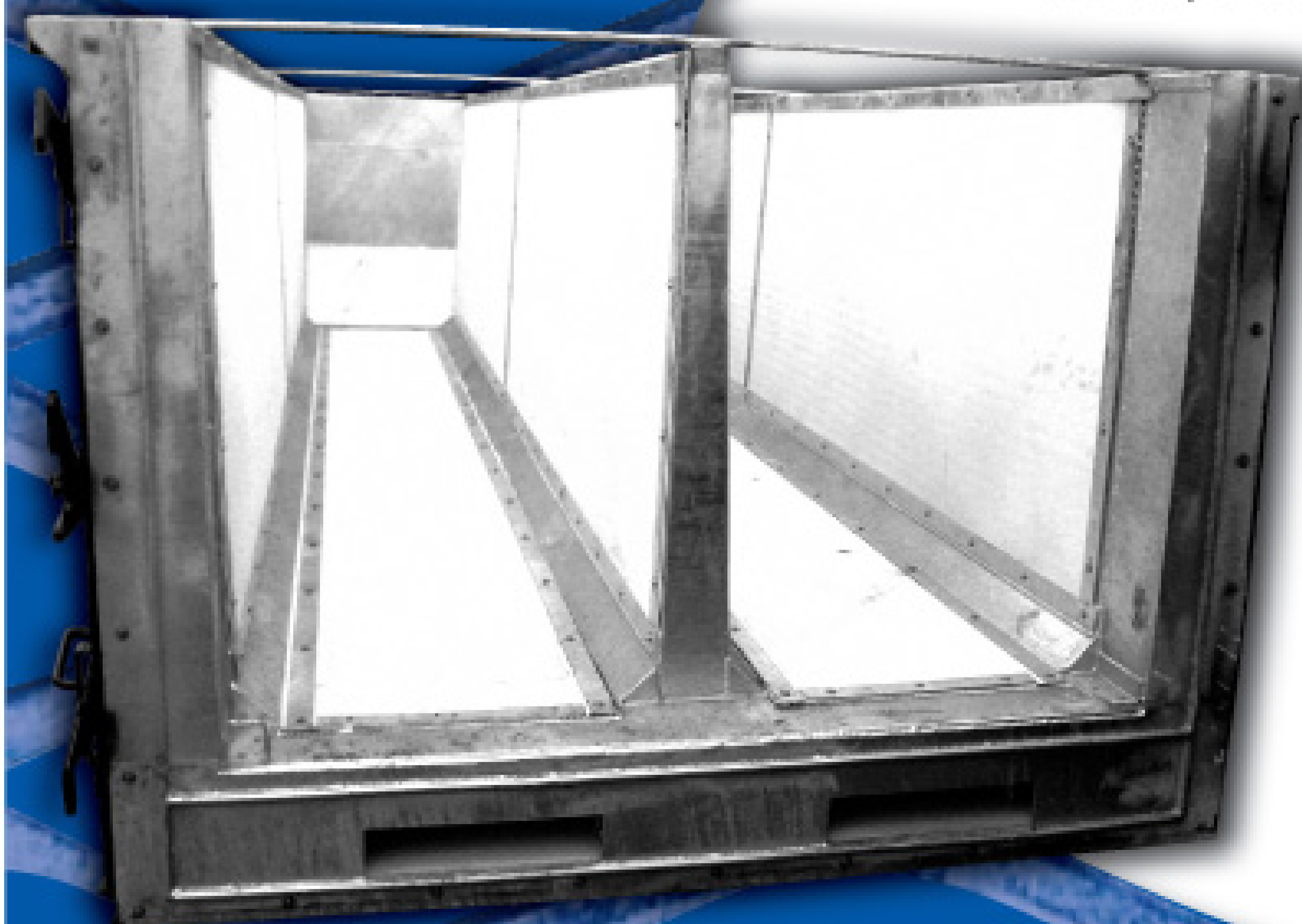
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Located in Balaton, Minnesota answered some questions for us on the NEW Clutch System.



1. In your opinion how does the clutch system compare to a hydraulic system in the following areas.
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 - b. Reliability? *Fantastic it is a lot friendlier to multiple drivers using the vehicle.*
 - c. Ease of use? *Very easy to use, a simple system with the flip of the switch you are ready to go.*
 - d. Performance? *Works great, much better than even regular angle drive systems.*
2. When you get ready to purchase your next truck will you use hydraulics or the clutch system? *I will go with the clutch system again, definitely.*
3. And why? *Because of the ease of use, its driver friendly and the simplicity of it. It's less weight, there are less things to deal with, and less things that can go wrong, I like it.*

Matt Musgrove of Tejas Equipment Rentals

Located in McAllen, Texas answered some questions for us on the NEW Clutch System.



1. In your opinion how does the clutch system compare to a hydraulic system in the following areas:
 - a. Cost? *The clutch system costs less, and in this economy that makes a lot of difference.*
 - b. Reliability? *We are putting it into a new territory and route and it is working great.*
 - c. Ease of use? *With being in a new area with a new driver, the training and the explanation on this new clutch system is much easier, and is much easier to use.*
 - d. Performance? *The ease of operation is great. The performance is comparable if not better than the hydraulic system, and it is cheaper.*
2. When you get ready to purchase your next truck will you use hydraulics or the clutch system? *At this point I would say we would buy the clutch system.*
3. And why? *We have not had any problems even though we are used to using hydraulics. The ease of use and the cost savings makes this system very promising and it is holding up very well.*



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WAVING a Magic Wand

By Seiche Sanders

Jeff Clawson of American Pumping uses a 2008 Kenworth vacuum truck with 6,000-gallon aluminum tank built by Advance Pump & Equipment to pump a residential septic system. (Photos by Tim Bath)

Emphasizing a strong work ethic and overcoming challenges with a farmer's ingenuity, Jim Hodge has grown American Pumping in a tough economy

Stories about small businesses today can sometimes focus more on hardship than health. Jim Hodge's is one of the refreshing "good" stories. As some companies struggle, Hodge has managed to build and grow American Pumping, his Camden, Ind.-based company. Even more impressive is that often, growth has been not only in spite of, but because of the economy.

Profile

American Pumping
Camden, Ind.

Owner: Jim Hodge

Founded: 1993

Employees: 5

Services: Septic pumping, grease trap cleaning and Terralift soil restoration

Service area: Indiana

Affiliations: National Association of Wastewater Transporters Inc.



Part of Hodge's success in recent years can be attributed to his ability to capitalize on economic conditions: Specifically, he has picked up skilled and talented employees laid off from manufacturing jobs, and has also employed liquid waste transportation and storage practices that maximize the efficiency of his employees — not to mention his big and impressive pump trucks. Tack on some level-headed pragmatism and a farmer's work ethic, and you've

got all the makings of a success story.

In recessionary times, work often dries up for small businesses. Hodge's specialty — emergency services — keeps him somewhat insulated from the tough economy.

David Crume (left) and Jim Hodge backfill a tank with a Daewoo mini excavator that is transported to the site on a carrier attached to the nose of the vacuum truck.





“OUR TRUCKS LOOK REALLY NICE, AND THEY’RE REALLY BIG. THERE ARE A LOT OF PEOPLE WHO CALL AND SAY IF YOU HAVE EQUIPMENT THAT NICE, YOU MUST KNOW WHAT YOU’RE DOING.”

Jim Hodge

At left: Members of the American Pumping team (from left) include David Crume, Mike Hodge, Jim Hodge, Jeff Clawson and Ben Bennington. Below: Jim Hodge unloads the Daewoo mini excavator from the Kenworth vacuum truck at a site in Kokomo, Ind.

“We’re kind of recession-proof because I don’t do installations,” he explains, adding that he has kept his business to strictly pumping by design. “It’s emergency work, when people are in trouble. If I was doing installations, my business would be way down.”

Hodge’s business is split equally between residential septic pumping and commercial grease trap cleaning. Commercial businesses — primarily restaurants — are not only lucrative accounts, but they are more consistent and predictable, which streamlines routing and scheduling, Hodge says. There tends to be more variables in residential business, and customers can be fickle — a trait that’s exacerbated by recessionary times.

The customer mix appears to be working for Hodge. While three of Hodge’s competitors have gone out of business within the last couple of years, his business has grown an aver-

age of 12 percent every year since 1992.

HIRING GOOD WORKERS

A business is only as good as its employees, and Hodge takes that to heart with every hiring decision. Finding good people has become easier these days, he says, as manufacturers lay off skilled and highly qualified employees.

“The nice thing about the downturn in the economy is there are some really great people getting laid off from factories. I picked up someone wonderful.” This particular employee had worked for Hodge years back, then, “went off and worked at a factory for 25 years and was in management. He walked in one day and they met him with guards and walked him out.”

In fact, Hodge’s five-person staff, which includes his wife, Cindy, is rounded out by former factory workers. “The two main people I have working for me are people who’ve been let go or the factories have closed down.”

The way Hodge values his employees shows in his treatment and respect for them.

“When I hire, I figure I’m hiring

American Pumping owners Jim and Cindy Hodge work at the computer in their home office.



them for life. I don’t want someone who I can hire cheaply. Our trucks and equipment are too important to just hire a truck driver,” Hodge explains.

Having quality employees heads off some of the problems other pumpers experience with unreliable and careless behavior. Hiring at a higher level keeps the business self-sufficient, says Hodge. “If I died today, the business would do just fine. They’d take over, and do just fine.”

Hodge’s upbringing on a family farm — and another 20 years on his own — instilled many of the values that have made him successful in business. Having always worked hard, he never batted an eyelash at putting in a 90-hour workweek. His employees today share his tireless work ethic. “We’re lazy now,” jokes Hodge. “My guys never work less than 52 to 60 hours a week.”



Jeff Clawson uses a Crust Buster septic tank agitator prior to pumping a grease trap at Purdue University near Ross-Ade Stadium.

BIGGER IS BETTER

Another advantage Hodge has is his fleet of trucks. They're big, they're eye-catching and they can haul a lot of septage. That, plus two trucks have a unique "crowned jewel" in the form of a mini excavator carried on their noses. One adorns his 2008 Kenworth T800 quad-axle, which also sports a 6,000-gallon aluminum tank and jetter. Another is built onto a 1992 Ford 2TL 9000 with a N14 Cummins 400-hp engine with a 6,000-gallon steel tank and jetter. Both trucks were built by Advance Pump & Equipment. The mini excavator carriers were made by a local machine shop.

The excavators come in handy for digging up tanks and lids. Hodge dreamed up the carrier design after hand-digging too many holes. The result is not only useful, but the trucks turn heads. Both trucks also are equipped with septic tank agitators from Crust Busters.

"Our trucks look really nice, and they're really big," he says. "There are a lot of people who call and say if you have equipment that nice, you must know what you're doing."

The trucks and equipment are meticu-

lously kept, just as his employees look crisp and clean in T-shirts all summer. Hodge believes a professional, clean image is important. Customers take notice, he says.

MULTI-TASKER

Several factors converged simultaneously to lead Hodge away from farming and into pumping. Having been a farmer all his life, Hodge knew the value of hard work, long hours and always having additional income sources.

"You have to have something on the side with farming," he explains. Hodge's father set that example early on, doing baling and

"WE DON'T DO EVERYTHING, BUT WE'RE REALLY GOOD AT WHAT WE DO. WE HAVE A BLAST DOING WHAT WE DO BECAUSE PEOPLE ARE SO HAPPY TO SEE US. THEY'RE HAPPY THERE ARE PUMPER'S OUT THERE THAT DO THIS SO THAT THEY DON'T HAVE TO."

Jim Hodge

lously kept, just as his employees look crisp and clean in T-shirts all summer. Hodge believes a professional, clean image is important. Customers take notice, he says.

Hodge's other trucks and equipment include a 1980 Ford 8000 with Cat power, 3,000-gallon hydraulic hoist dump and jetter; 1996 Chevy 3500 1-ton crew cab; a Terralift machine; International Harvester 1466 tractor and 21-foot disc for incorporating waste during land application.

The more waste you can carry, the easier it is to streamline

custom plowing above and beyond tending to his own crops. "You were always used to juggling different things," says Hodge, who describes himself as a "master multi-tasker."

After graduating from high school in 1976, Hodge farmed for almost 20 years. Much like his father, Hodge also took whatever side jobs came his way. One happened to be working with a local pumper when he needed extra help with grease trap cleaning and servicing processing plants.

Around the same time, Hodge was finding farming to be more and more difficult.

"It was harder to find ground, there was more and more competition, and the prices were horribly low — there was very little profit margin," Hodge explains.

As the farming business dried up, Hodge decided to apply the values and skills he had to a pursuit all his own.

In 1993, Hodge bought his first pump truck, a single-axle 1975 Ford with a 3,000-gallon tank. He started hauling hog manure for \$375 a week — business the pumping company he had worked for didn't want.

"I put an ad in the Yellow Pages and started doing business. Luckily, people started calling. The first month I operated, I was \$13 shy of my truck and Yellow Pages payment. After that first month, I've always been in the black."

He continued to "multi-task," holding down the pumping and farming jobs until



Ben Bennington pumps a food service site grease trap at Purdue University.

getting out of farming completely in 1995. Today, he rents his land to another farmer.

"This is the first time in my life where I've done just one thing," he says. And that one thing appears to be the right one: The business has grown every year since, and Hodge says he makes more money now than he ever did farming.

"I actually get paid, and I don't have to beg a banker for money to operate," he says.

DO WHAT IT TAKES

Hodge's business has seen ups and downs as he learned the ropes. His client base has shifted from mostly residential to now split with commercial, and he's tried plenty of different approaches. He's settled on a business operation that works — even though he has never done any formal marketing or advertising beyond the Yellow Pages. Mostly, he has always just done whatever it takes to get the business.

"I went wherever I could and took whatever I could. I really put the customers first," he says.

Hodge has also been willing to experiment to find ways to serve customers. For instance, at one time he paid someone to answer phones. But he soon realized the receptionist couldn't handle the calls and questions as efficiently as he could on his own. So although it's a hassle, Hodge is usually the one to pick up when a customer calls.

"It's a pain — sometimes I get nothing done but talk on the phone — but, it's gotten us an awful lot of business."

He also follows the advice of a sign he saw in a restaurant manager's office: If you do a good job, a customer might tell one person. If you do a bad job, they'll tell 12 people.

"It's not that you don't make mistakes, it's

what you do to correct the situation when you do." Addressing situations quickly and directly defuses most misunderstandings, he advises.

Recently, Hodge made a purchase that helps head off a common source of customer complaints: He purchased a SeeLevel Annihilator digital gauge for one of his trucks that has made it easy to show customers why they're being charged more than what they were quoted when their tanks are overfilled.

"That paid for itself in a month's time," he says.

LOOKING AHEAD

As he looks to the future, Hodge is still adaptable and willing to try new things. One of his current interests is environmental issues — for instance, finding a way to use fryer grease to make fuel. He is taking steps to test the waters in that area. "I want to take something that's a problem and turn it into an asset," he says.

He's also adding staff. Hodge is now in the enviable position where he has hired a salesperson to target the restaurants.

Hodge says he knows the niche his business fills, and has chosen to stick to doing what they do best.

"We don't do everything, but we're really good at what we do," he explains. It shows in his attitude and those of his employees. "We have a blast doing what we do because people are so happy to see us. They're happy there are pumpers out there that do this so that they don't have to."

And that seems to be Hodge's best kept secret — whatever he does, it's to make customers happy. ■

STORE and SAVE

Jim Hodge, owner of American Pumping, Camden, Ind., has found his septage and grease trap waste storage facility provides great efficiencies and workflow advantages.

Rather than making numerous trips to far-flung treatment plants, Hodge's trucks are emptied at the yard, and drivers are back on the road quicker. Even better, the temporary storage solution allows Hodge to land-apply waste that might otherwise need to be processed at a municipal plant, providing an additional \$30,000 in annual savings.

A Slurrystore Systems tank, acquired from a dairy farmer for \$5,000, is about 20 feet tall and 80 feet in diameter. Hodge says it's used practically every day. Its capacity is 250,000 gallons. Other pumpers, Hodge says, often drive hundreds of miles to dump waste, which eats up time that could be spent on the job, not to mention the fuel costs and wear and tear on trucks.

The second storage container is for grease — it is actually a rubber-lined, converted railroad tank car that can hold 24,000 gallons of grease.

Having the onsite storage solutions is a windfall for Hodge, but obtaining necessary permits to use them involved a nine-year battle with regulators. Hodge believes the interests of pumping professionals aren't often represented in government circles. He spent years trying to get the storage tanks licensed, and felt no one was on his side, and that no one wanted to help.

"The Indiana Department of Environmental Management didn't want to license it," he says. "They didn't want more on their plate to keep track of."

He finally took matters into his own hands, and worked with a state representative on the matter. The representative's advice: "Build it, and I'll take care of the administrative stuff."

"It's who you know not what you know," Hodge laments. "It was pushed through."

Because it's so effective, Hodge is considering building another storage system. To date, he's been reluctant to brave the red tape again — but he will.



Jim Hodge prepares to empty sludge from his truck into a 250,000-gallon Slurrystore Systems storage tank.

MORE INFO:

Advance Pump & Equipment Inc.
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www.advancepump.com

Aerratech LLC (Terralift)
603/253-4774
www.terraliftinternational.com

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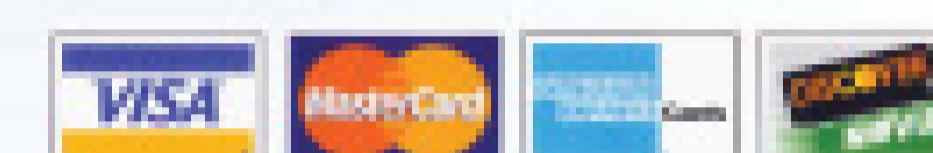
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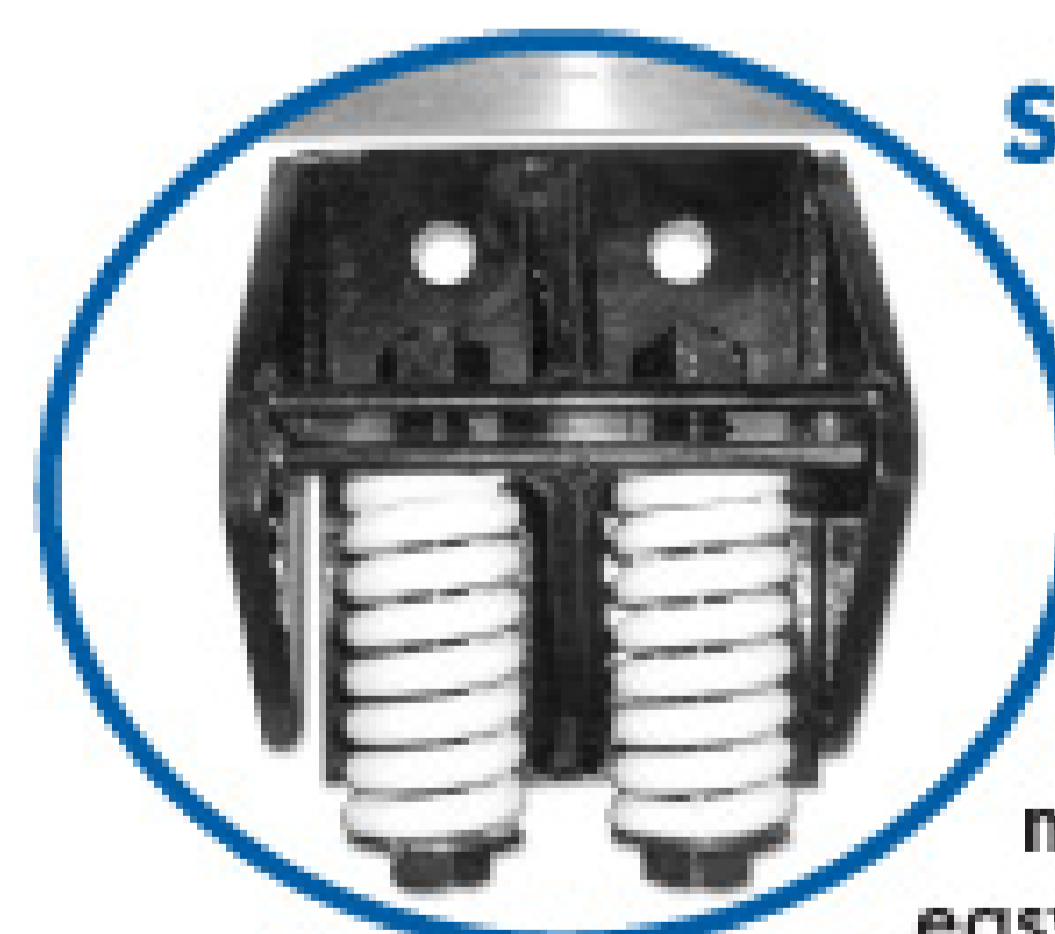
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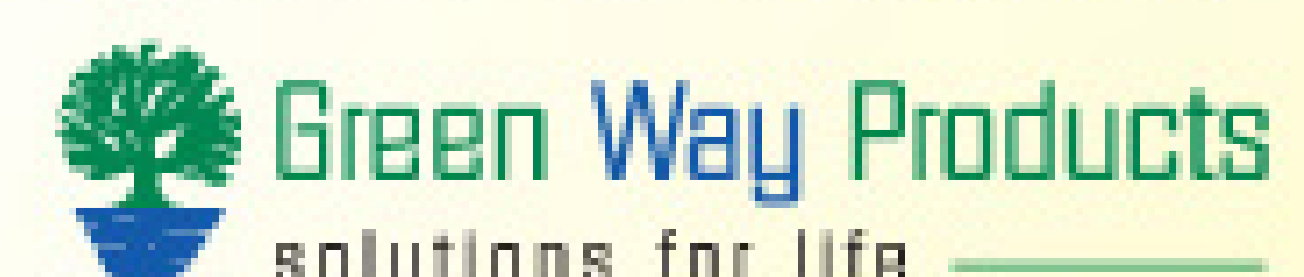


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- CAT 275 HP / Allison 3000RDS
- 50 @ 3000 / DEUTZ 138 HP
- Mileage: 23,000

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- Mileage: Approx 45,000

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- CAT 380 HP / 10-Speed
- 80 @ 2000 / Cummins 110 HP
- Mileage: 73,000

RECONDITIONED \$185,000



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2010

TRUCK CHASSIS OUTLOOK



Attendees at the 2009 Pumper & Cleaner Environmental Expo International check out a Peterbilt vacuum rig on the show floor.

By Ed Wodalski

guys is a little low," Jones continues. "International has basically owned that market for years and years and years, but the Freightliner M2 Series and the Peterbilt 335 and 340 have kind of infiltrated that market and done very well."

EMISSIONS CONCERNS

Jones says he hasn't heard of problems resulting from the 2007 engine emission regulations. "I haven't had a DPF (diesel particulate filter) issue or anything like that," he says. "I haven't heard of any problems from any of my customers. Not one."

That's not the case, however, for Jerry Kirkpatrick, vice president of Arizona-based Glendale Welding Co., whose customers say

that 2007-emission engines aren't lasting as long.

"This is just customers I have dealt with over the years," he says. "Before they were getting 300,000 and 400,000 miles; now all of a sud-

den they're popping and blowing engines at 77,000. I think with the new emissions and the new regeneration system, they hurt the truck. I think the more emissions (equipment) they put on it, they're going to kill the diesel engine."

Kirkpatrick says another issue is the way emission equipment has limited builders.

PUMP PLACEMENT

"When we're doing a pump system, if a customer wanted it on the driver's side or passenger side, before this emissions came out, you could move the exhaust out of the way and put the pump where he wanted it. But now you void the warranty on the emission system. So if the emission system is on the right side, you got to put the pump on the left side. The manufacturer determines for the builder what side he can put your pump on."

Fewer platform brands and tighter emissions standards will greet medium-duty septic service rig buyers in the coming year. But vac truck builders say contractors will still find a good variety of nameplates and cleaner, more fuel-efficient engines.

Advanced EGR technology" that does not require the diesel exhaust fluid (DEF) made from the liquid ammonia compound urea.

Toby Jones, sales manager for Canada's Transway Systems Inc. of Hamilton, Ontario, says International and Peterbilt are among his customers' most popular chassis choices. "The International has a good quality product at a good price and they have a large footprint all over the world," he says. "There aren't too many places that don't have an International dealer.

"Peterbilt is more of a truck you're going to sell to Americans; for whatever reason they love their Petes. The Pete 340 is what we call a Baby 8. It's a 58,000 GVW vehicle. Max horsepower goes to 330, which for some

With General Motors backing out of the medium-duty truck business, Sterling no longer an active brand and Isuzu's F-Series on hold, pumpers might question what chassis choices will remain when it's time to purchase a new vacuum truck for septic service. The answer: plenty.

From the 33,000 GVWR Hino 338 Series to the beefy Peterbilt Class 8 365/367, there's a make and model to meet most any need. While continued shrinkage of the industry is possible, current brands Western Star, International, Mack, Freightliner, Kenworth, Ford and Volvo remain.

Of greater concern to truckbuilders are the effects added emissions requirements might have on the placement of PTOs, pumps, tool boxes and other accessories. With tougher standards in 2010, builders wonder if they will face even greater space challenges as manufacturers opt for selective catalytic reduction (SCR) technology to trim emissions. The one exception is Navistar and its International brand, which offers what it calls "hassle-free MaxxForce

"A LOT OF IT COMES DOWN TO SERVICE. SOME GUYS WILL SAY, 'I DON'T CARE WHAT BRAND NAME IS ON THE FRONT OF THE HOOD, I'M GOING TO GET WHATEVER I CAN GET SERVICED.'"

Brian Stroetz

There's also the issue of how close items can be mounted to the collector. "It gets so hot, so you've got to watch so you don't burn up the tool boxes."

Tom Aerts, general sales manager for Imperial Industries Inc. in Rothschild, Wis., agrees.

"With everything being on the passenger side, the location of all the equipment to meet the emissions — the afterburners and everything else — it takes away that passenger side PTO. It also takes out capacity — you lose capacity on the passenger-side for tool boxes, for jetties, for alternative sources of equipment that we were used to mounting there. You can't do it," he explains.

"So now you've got to find a way to either go without, re-devise or go with gas engines. There are a lot of variables that play with each unit — what you can put on and what you can't." Aerts predicts the problem will only grow as more emissions equipment is added.

Brian Stroetz with V & H Inc. vacuum truck sales in Marshfield, Wis., dealer for Sterling and Western Star, says reliability issues can be expected with any new technology.

"It's still evolving and there might be some issues, but I don't think it's been a problem with any one engine manufacturer," he says. "They seem to be, overall, doing a pretty good job. They've all had their bugs to work through. But, overall, I think it's OK. And if you have good dealer support, they'll make sure you're up and running right away."

One possible concern is what to do with the particulate filter when it fills up. Stroetz says engine manufacturers are working to establish an exchange program where truck owners can take their filter, exchange it for another and be back on the road.

"You won't necessarily get your filter back. You'll get someone else's, but that's not a problem. They'll go by engine manufacturer."

A CLEANER ENVIRONMENT

One positive of the 2007 requirements has been cleaner burning engines, Stroetz says. "There's no doubt about it. They do run cleaner. We've had all manufacturers' brands that we work on, and we have seen that they are definitely running cleaner; the exhaust pipes are clean on the inside — they're not all full of black soot. So they are doing what they said they would do. They're cleaning up the atmosphere."

Another positive, says Stroetz, is better fuel mileage anticipated with the 2010-model engines. "They went down a little bit in the last round in '07; now in 2010 that should come back up. This should help larger fleets in particular," he says.

When it comes to selecting a make or model truck, Stroetz says it often comes down to personal preference and dealer performance.

"A lot of it comes down to service," Stroetz says. "Some guys will say, 'I don't care what brand name is on the front of the hood, I'm going to get whatever I can get serviced.'"

If you happen to be the owner of a Sterling truck or are considering purchasing a remaining unit from the end of production, Stroetz says parts and maintenance should not be an issue.

"The Sterling brand's parent company is Mercedes-Benz and the Freightliner Truck Corp., and they're still going to have parts and service available for at least 10 years down the road. It's not like they were a stand-alone

"THERE MIGHT BE SOME ISSUES, BUT I DON'T THINK IT'S BEEN A PROBLEM WITH ANY ONE ENGINE MANUFACTURER. THEY SEEM TO BE, OVERALL, DOING A PRETTY GOOD JOB. THEY'VE ALL HAD THEIR BUGS TO WORK THROUGH. BUT, OVERALL, I THINK IT'S OK. AND IF YOU HAVE GOOD DEALER SUPPORT, THEY'LL MAKE SURE YOU'RE UP AND RUNNING RIGHT AWAY."

Tom Aerts

company that went out of business. They were part of a larger group with Western Star, Freightliner and Daimler."

There also are discounts and incentives on remaining Sterling trucks, although features such as air-ride suspension and automatic transmissions are becoming harder to find, he says.

SALES SPIKE UNLIKELY

Steve Nelson, owner of Tank Tec Technologies & Supply Co. LLC in Minneapolis, doesn't anticipate another buying frenzy like the one that preceded the 2007 emissions rules. "I think we're just going to poke along and do our thing," he says. "The latest estimates I've seen is we're not going to get new emissions engines into production until about April."

Nelson believes the new regulations might cause some truck owners to pause, but they won't accelerate purchases like they did the first time around. "And I think that's only because of the economy being where it is," he says.

And there doesn't appear to be much interest in hybrids among vacuum truck owners. "That's because this industry is more of a mom and pop type," Stroetz says. "If you

were a big corporation that had 500 trucks running up and down the road, that's a different story. But septic companies generally have one truck and they stay very local. Most of them don't go more than 20 miles from their home. The hybrids just aren't something they're in need of."

That's also been the experience of Bill Abernethy, owner of Abernethy Welding & Repair Inc. in Vale, N.C. "I haven't had a call for one (hybrid). I think it would be a good thing, but I haven't seen one," he says. ■

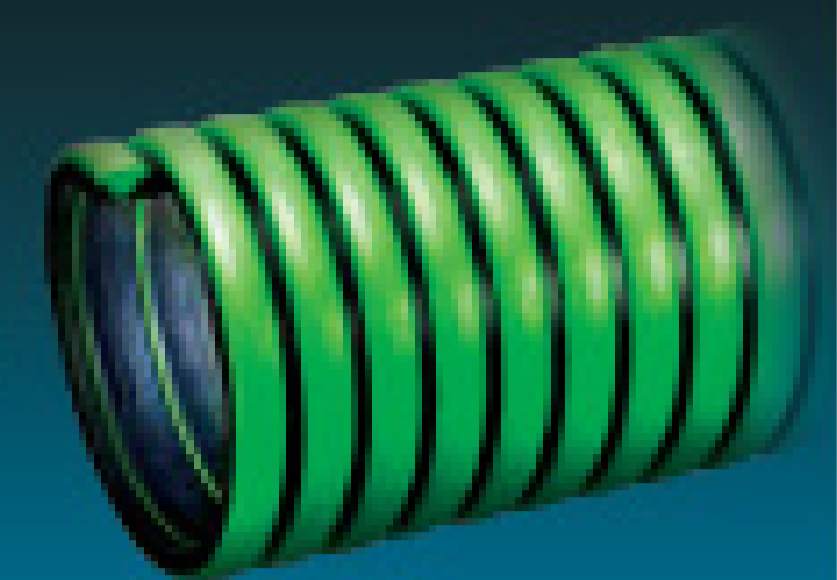


Among the trucks featured at the 2009 Expo were a 2009 International (above) built by Best Enterprises Inc. for A & G Pumping of King City, Calif., and this International 7500 (left) built by Tri State Tank with 3,800-gallon aluminum tank painted white.



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Robert Kuczynski maintains the clean, professional look that is the trademark of Biros Septic & Drain Cleaning. Trucks are washed two to three times a week during the summer months and nightly during the snowy, muddy Pennsylvania winters. (Photos by Michael Lucas)

LOOK SHARP, BE SHARP

By Paul Holley

A professional image, coupled with expanding marketing and education efforts, is a winning combination for Pennsylvania's Biros Septic & Drain Cleaning

Profile

Biros Septic & Drain Cleaning Inc. Zion Grove, Pa.

Owner: **Mike Biros**
Founded: **1991**
Employees: **11**

Specialties: **Septic system pumping and maintenance; drain cleaning and maintenance; grease trap pumping; onsite system installation; sewer inspections; general contracting and mechanical services for residential, commercial and industrial wastewater systems.**

Service area: **75-mile radius of Zion Grove, Pa.**

Affiliations: **Pennsylvania Septage Management Association, National Onsite Wastewater Recycling Association, National Association of Wastewater Transporters Inc.**

Web site: **www.birosseptic.com**



A neatly uniformed service technician emerges from a sparkling clean, late-model truck that just pulled up to a customer's home. In an instant, the technician has greeted the customer and started work.

That's an image that Mike Biros works hard to maintain for Biros Septic & Drain Cleaning Inc. of Zion Grove, Pa.

"When you're pulling up to a customer — whoever they may be — you want to look and act professional," says Biros, the company's president. "Keeping the trucks clean and having the techs in uniform makes a good, lasting impression."

The clean, professional look starts with a well-maintained fleet that is washed two to three times a week in the summer months and nightly during the snowy,

muddy Pennsylvania winters. And the uniforms are mandatory for all workers.

"That includes me. Sometimes I think I sleep in a uniform," Biros jokes.

But, professionalism is a serious part of Biros' homegrown business, which serves a seven-county area of Eastern Pennsylvania. The company's clean equipment plays a prominent role in its advertising and marketing materials, including on the Internet and local television. Mike Biros also makes sure his staff is thoroughly trained and able to educate customers about the care and maintenance of onsite systems.

This combination of image and expertise has helped Biros Septic & Drain develop a pattern of steady growth. The company provides septic tank and drain clean-

“WHEN YOU’RE PULLING UP TO A CUSTOMER — WHOEVER THEY MAY BE — YOU WANT TO LOOK AND ACT PROFESSIONAL. KEEPING THE TRUCKS CLEAN AND HAVING THE TECHS IN UNIFORM MAKES A GOOD, LASTING IMPRESSION.”

Mike Biros

ing, septic and sewer line installation and inspections, general contracting and mechanical services for residential, commercial and industrial wastewater treatment facilities.

HOMETOWN SUCCESS

Biros and his brother, John, entered the wastewater industry as a sideline 18 years ago while both were employed at a construction firm. The opportunity arose when their home village of Shepton, Pa., and the adjoining village of Oneida, installed a municipal wastewater system.

The brothers went door-to-door in the villages offering to reroute service lines from existing septic systems to the new municipal system, then fill in the abandoned septic tanks. As an incentive, they gave property owners the opportunity to pay half the cost upfront and finance the balance over six months.

Their original equipment — a used vacuum truck with a 1,000-gallon tank and a diaphragm pump, along with a Case 480 loader/backhoe — was soon doing additional duty as the Biros brothers started marketing septic pumping and repair service. The household service installation work continued to grow as municipal wastewater systems were developed in other communities.

The growth continued, and when a local portable restroom provider suddenly went out of business, the Biros brothers saw an opening and bought

50 portable restrooms. But Mike wanted to specialize in septic service and drain cleaning. “Instead of doing 10 things, I decided to do one thing,” he says.

So the brothers split the business in 2002 with John taking the portable restroom and excavation portion and Mike taking the residential and commercial septic service and drain-cleaning portion.

Mike and his wife, Kim, ran the business themselves for the first two years with Mike handling the service and Kim keeping the books. In response to customer requests, he added septic tank installation and grease trap cleaning. The payroll has grown to 11 employees. Kim continues as the company’s bookkeeper and billing coordinator.

FLEXING A MARKETING MUSCLE

Word-of-mouth has been an effective business builder, but

several marketing initiatives have kicked Biros Septic & Drain into high gear. These include a detailed Web site, traditional telephone directory and newspaper advertising, a booth at home shows, and local TV commercials. A commercial posted on YouTube, a popular video sharing Web site, is the innovation.

The Web and video promotion are the work of Justin Stauffer, who splits

time between the office as marketing and sales manager and the field as a service tech. When Stauffer joined the company about two years ago, Biros immediately tapped into his Web



Robert Kuczynski seals an outlet line with cement on a sand filter tank.



At left: Members of the Biros Septic team include (from left) Jimmy Kershner, Kevin Bellum, Alan Caldwell, Jesse Davenport, Danika Biros, McKenna Biros, Bronson Biros, Michael Biros, Kimberly Biros, Patti Raoss, Justin Stauffer, Eric Moyer, Robert Kuczynski and Sandra Martinelli. Above: Kuczynski and Raoss record a truck maintenance report.

development experience.

"I'd wanted to have a Web site, but with 10- to 12-hour days in the field, I absolutely didn't have the time," Biros says. "When we interviewed Justin, we found out he had some training in Web sites. The first thing we did was get him busy putting our Web site together."

The Biros site (www.birosseptic.com) includes a rundown of the

company's services, photos of its equipment in action and customer testimonials. There are also links to the Pennsylvania Septage Management Association, the National Onsite Wastewater Recycling Association and the National Association of Wastewater Transporters Inc. — organizations Biros belongs to.

Stauffer narrates a one-

On the Marketing Menu

Whether it's handing out literature at home and garden shows, mailing brochures to prospective customers or running TV commercials, Mike Biros keeps multiple marketing balls in the air.

"You've got to do a lot of things to reinforce your name," says Biros, president of Biros Septic & Drain Cleaning Inc., Zion Grove, Pa. "If people see you in several places, they'll remember to call you first."

Here are some other marketing tips from Biros and Justin Stauffer, the company's marketing and sales manager:

Measure your marketing activities

"We try to pinpoint which methods are most effective so we can make adjustments," says Biros. For example, customer satisfaction survey cards handed out by Biros' techs include a question on how customers found out about the company. The company tracks the redemption of telephone directory coupons that offer \$10 off septic maintenance service. And the Biros staff is trained to ask callers where they learned about the company. That information is logged and used later to evaluate the company's marketing activities.

Make your Web site work for you

On your Web site, include an e-mail link for prospective customers to request information. Stauffer knows immediately that these prospects are using the Internet. "We get quite a few e-mails from people who have learned about us from the Internet. We follow up with them right away," he says.

Be visible in the community

A Biros vacuum truck has occasionally appeared in area parades as a rolling billboard. Biros rents booth space at two or three home and garden shows in the area. The display includes a video on septic system maintenance produced by the Pennsylvania Department of Environmental Protection. "I'm always happy to answer people's questions. If it brings me business, that's great," Biros says.

Be creative

As an example, Biros offers customers a \$5 discount when they refer a neighbor. Mike Biros also reports good success in repeat business by using his customer database to generate reminders when septic maintenance is due.

Be proactive

"When you're running a TV commercial, you don't want it to appear at 1 a.m. when almost nobody's watching," says Biros. He works with a local TV station's sales staff to arrange a schedule that ensures the Biros Septic & Drain Cleaning ads will run at various times throughout the day.

Look for deals

Media outlets often offer packages that provide additional advertising space or air time at a discount. Biros purchases space in a weekly business service directory published by a local newspaper, including an occasional photo and large ad for the company. Total cost for the year-round exposure is \$2,000, far less than the price of individual newspaper ads.



Michael Biros backfills stone bedding for a septic system delivery line.

minute commercial on YouTube. Produced through the Yellow Book advertising service, the video work was included in this year's ad package. Stauffer and Biros are waiting to see if the Web-based commercial helps deliver more business.

Biros started his TV presence a little more than two years ago by appearing as a guest expert on a local TV show in the nearby Scranton, Pa., market.

"There's this home and backyard show on our local TV station. It features a lot of topics but they weren't addressing septic systems," he says. "So, I called and introduced myself and they had me on as a guest. After that, I decided to give commercials a try."

Biros worked with the TV station's sales department to produce the ads, settling on a 30-second ad to promote its services and a pair of two-minute educational commercials. The longer commercials recommend maintenance products, including septic tank outlet filters and washing machine lint filters.

The TV ads run for two months in the spring and fall, times when property owners are likely to be thinking about home maintenance needs. All advertising features the slogan, "We do it right the first time."

At \$10,000 a year, Biros says

the TV advertising is a significant investment, but he credits the commercials, along with other marketing strategies, for a 20 percent annual revenue growth since he struck out on his own.

MAKING EDUCATION A PRIORITY

Biros calls education of his service technicians — and customers — "our biggest asset."

Biros and the technicians participate in a variety of certification training programs through the Pennsylvania trade group, including NAWT's Vacuum Truck Technician, as well as Onlot Wastewater Treatment System Inspection and Confined Space Entry.

Biros provides customers with a septic system information kit, which is built around a booklet from the U.S. Environmental Protection Agency and information from state environmental officials and the state trade group. He says the materials add to his company's credibility.

Visitors to the Biros site can also learn some of the ins and outs of septic systems. Links include brief descriptions and diagrams depicting various types



Robert Kuczynski and Jesse Davenport measure plumbing for a pump installation in a dosing tank.

of systems and answers to common questions.

In addition to education, Biros has built long-term customer relationships with what he calls a “no hassle” system maintenance program. The program works like this: Customers who have had a service call or maintenance are placed in a database that includes information about their household size and type of onsite system. Then, at an interval ranging from one to five years depending on system requirements, they receive a postcard and phone call reminder of needed maintenance.

“It’s a no-pressure, no-obligation reminder to keep their system maintained,” Biros says. “A

lot of people really appreciate that we keep track of it for them.”

CLEAN AND SHINY

A 2006 Peterbilt 357 vacuum truck, washed and waxed to a glossy shine, is the centerpiece of the company’s Web site and marketing materials. The red Pete, built out by Pik Rite Inc. with a 5,500-gallon Progress aluminum tank and a Robuschi pump, signifies Biros’ insistence on having a fleet of well-maintained, late-model vehicles.

“You have to stay on top of things if you want to be able to rely on your equipment,” he says.

Other vehicles in the Biros fleet are a 2009 Peterbilt 367 built out by Pik Rite with a 5,500-gal-

“THERE’S THIS HOME AND BACKYARD SHOW ON OUR LOCAL TV STATION. IT FEATURES A LOT OF TOPICS BUT THEY WEREN’T ADDRESSING SEPTIC SYSTEMS. SO, I CALLED AND INTRODUCED MYSELF AND THEY HAD ME ON AS A GUEST. AFTER THAT, I DECIDED TO GIVE COMMERCIALS A TRY.”

Mike Biros

lon Progress aluminum tank and a Robuschi pump; a 2003 Kenworth T800 built out by Allied Tank with a 4,000-gallon Progress aluminum tank and Masport pump; and a 1999 Peterbilt 357 built out by Presvac Systems Ltd. with a 3,500-gallon steel tank and a Wittig pump.

Biros also runs a 2005 Chevrolet 4500 cube van carrying a 4018 jetter from US Jetting, a J-3055 jetter from General Pipe Cleaners, a RIDGID push camera, a RIDGID Mini-SeeSnake camera and a RIDGID rodder; a 2003 Chevy van carrying a RIDGID push camera and a RIDGID SeeSnake camera; and a 2007 Dodge pickup carrying tools for septic system inspections.

A Case 580K loader/backhoe, a Bobcat 430 mini excavator and a Rovver 125 crawler camera from Envirosight round out the equipment. Biros hopes to someday set up the crawler camera in its own truck to improve efficiency.

LOOKING TO THE FUTURE

Biros is among business owners who are “cautiously optimistic” about business conditions. After several years of steady growth, sales have flattened out this year as residential and commercial customers are behaving differently than in the past.

“Last year, it would have been ‘Come on over and do it.’ Now, when they call they’re interested in price,” he says. “It makes you a

little nervous.”

But, Biros also thinks his team’s size and experience is a plus in the long run. He’ll continue to emphasize a professional image and education.

“We watch our equipment and watch our expenses,” he says. “But the main thing we do is serve our industry as a professional company. We’ll continue educating our staff and our customers.” ■

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Jimmy Kershner keeps the 2009 Peterbilt 367 with Robuschi blower pump and 5,500-gallon Progress aluminum tank looking spotless.

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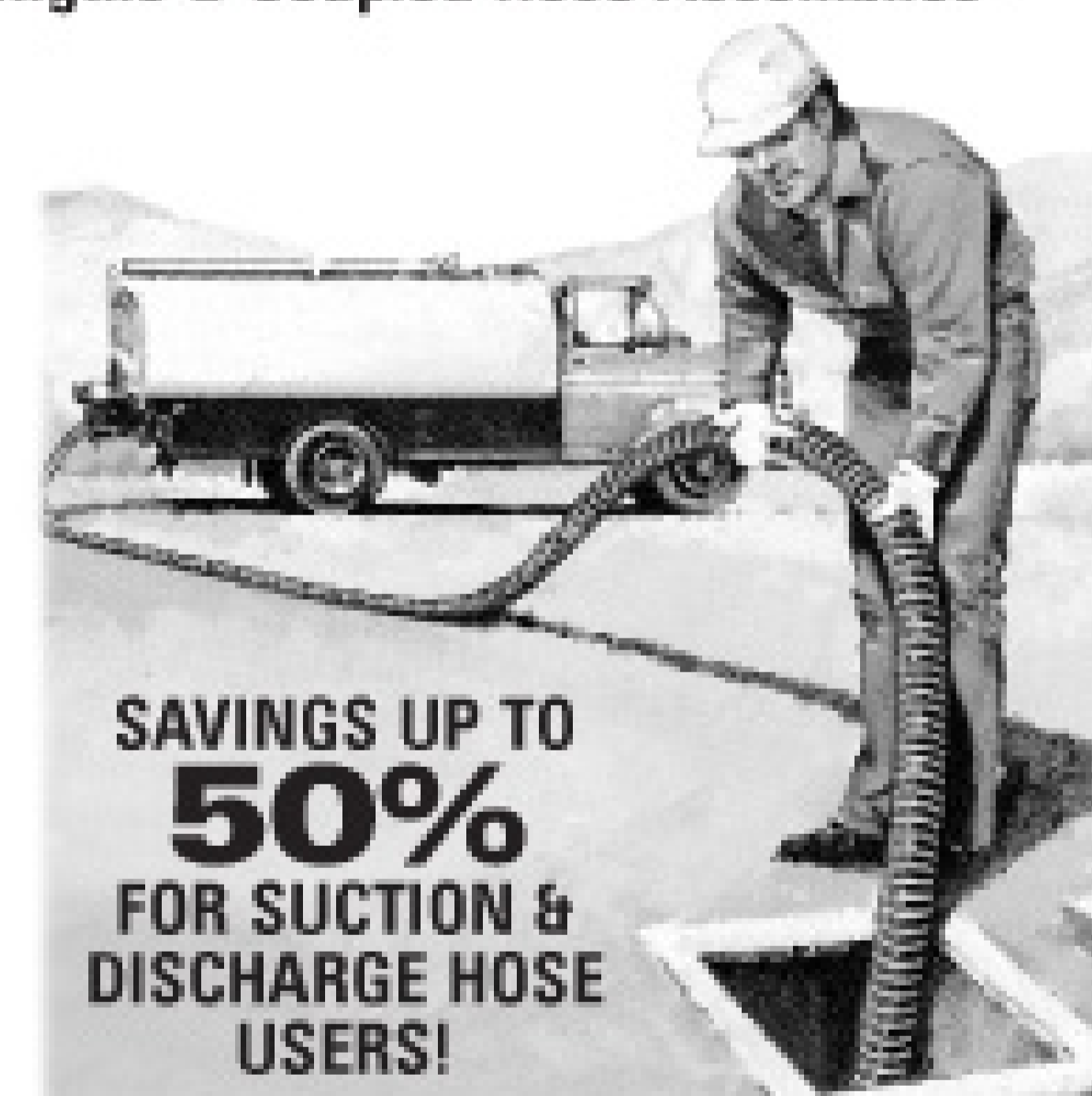
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Write a Spill Response Plan

WHEN A PUMPER IS OVERWHELMED BY A SPILL CRISIS, OTHERS JUMP IN TO GIVE THOUGHTFUL ADVICE ON HOW TO REACT THE NEXT TIME DISASTER STRIKES

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, chemicals and additives, and much more. To find out more about Pumper Discussion, or to subscribe, visit 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 I CLEAN UP THIS MESS?

Question:

A driver pumped a septic tank today that apparently had some kind of foaming agent in it, maybe a cleaner. The next stop was a residence. Even though the vacuum tank was only half full, it filled completely with foam, which went through the pump and all over the truck, the yard and the street. Being foam, of course, it didn't float the balls. So he's got no vacuum, and the neighborhood is contaminated.

Answers:

This is a great story with lots of lessons to learn. What should the driver have looked/smelled for in the tank before pumping to avoid this? When did he detect the issue? How should he respond? Was there a spill plan to follow? Did it work? If not, why not? Do his contracts place the liability for unusual/illegal substances on the owner of the tank from which the material was removed? If the answer is no, when will the contracts be revised? What agencies got involved with the cleanup? Who pays for the cleanup? What were the environmental impacts, penalties or fines?



One product to keep on hand is a de-foaming agent. If this was your first experience with wastewater foam, you should be prepared for the next one because you will have another. We use a Hydrite Chemical Co. product called Suppressor 1310. It knocks down wastewater foam on contact, and if you have wastewater, which you suspect may cause a foam incident, you can pre-treat as a precaution. This product can also be used to knock down foam from a spill site such as you had. The suppressor is sprayed onto the foam with a garden sprayer and breaks it down to liquid upon contact.



What you need to have is a spill response plan. In Wisconsin we are required to submit one to our regulatory authority upon receiving a license, and it is reviewed as part of the standard equipment along with any required spill response equipment when our trucks are inspected for licensing.

Check your state regulations for your spill response requirements. If you have no state regulations, you may want to think about implementing something on your own.

This plan must be carried in each service vehicle and each employee trained in how to utilize the plan and implement it. The plan details the events that qualify as a spill, the appropriate response as dictated by the type and magnitude of a spill, who must be contacted during the event, who needs to handle each aspect of the event, what methods and equipment need to be utilized to handle the spill event and how each spill should be handled from a public safety and environmental basis.

Check your state regulations for your spill response requirements. If you have no state regulations, you may want to think about implementing something on your own.



Things to consider in a spill response plan would be:

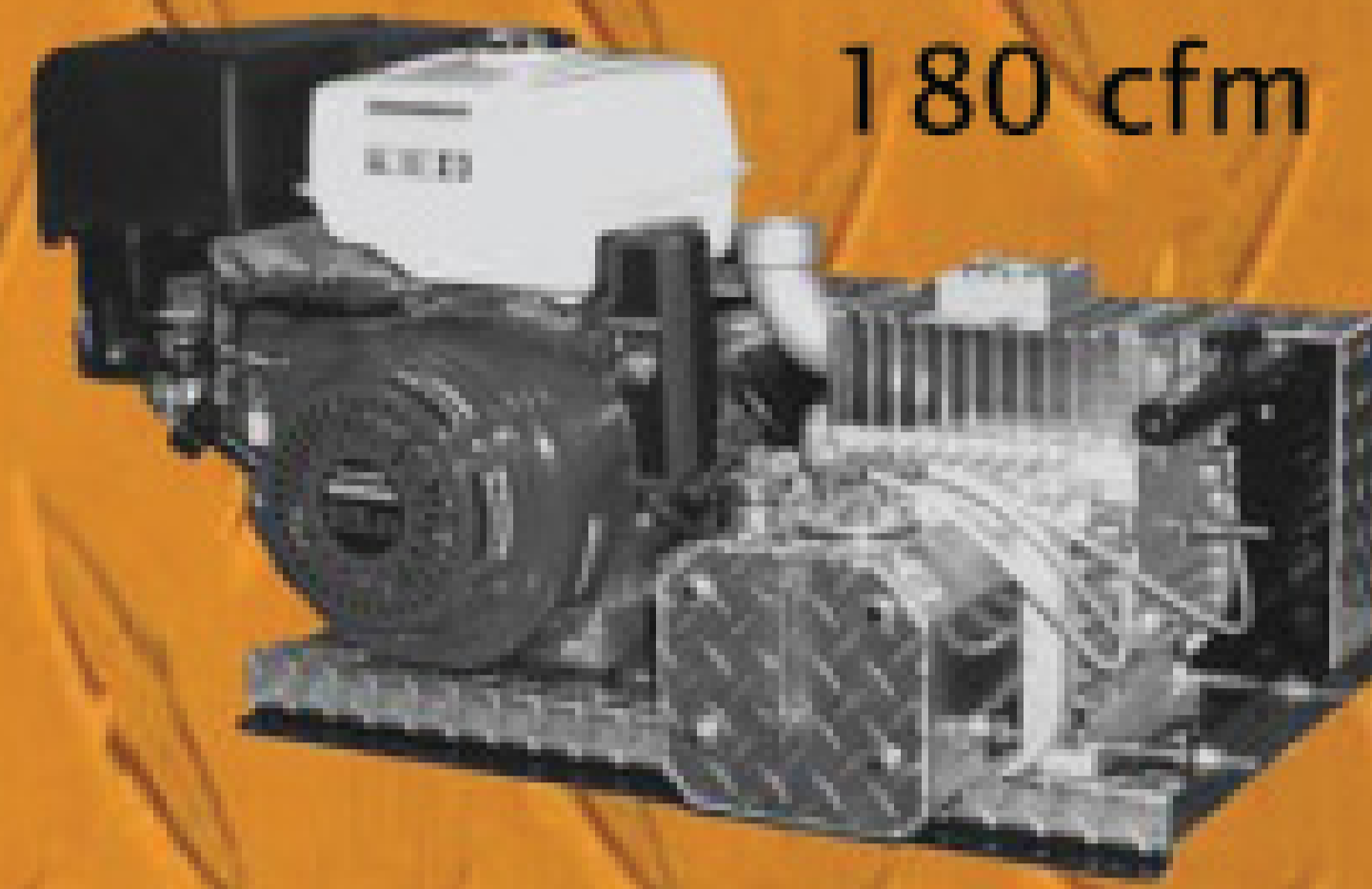
1. The telephone numbers of people who immediately need to be informed of the spill. Depending on the severity of the spill and what the spill contains, this might/should include the manager, owner or immediate supervisor, city or county government office, local department of natural resources, the U.S. Environmental Protection Agency, and emergency response personnel.
2. Consider the need for respiratory or personal protective clothing, especially important if hauling hazardous or potentially hazardous material or if contents of the spill are unknown.
3. Clear the area of any people. Ensure public safety by keeping passersby out of harm's way. Ensure employees cannot be harmed by the contents of the spill, even if wearing protective clothing.
4. Consult material safety data sheets, or MSDS, if they're available or pertinent.
5. Acquire and carry appropriate absorption or containment materials. If the spill is a known, non-hazardous agent, be proactive to keep it contained to the smallest possible area.
6. Means for disposal of the contaminants. Use a second truck or get it back into the original tank if possible.

These items, among others, would get you going in the right direction. Consult your local DNR Web site for more information. The EPA site seems to be geared toward oil and/or hazardous spills and cleanup, but some of the basic principles are the same. The main thing is each employee should be aware of this plan and it should be kept in every truck/service vehicle. ■

PERFORMANCE



230 cfm



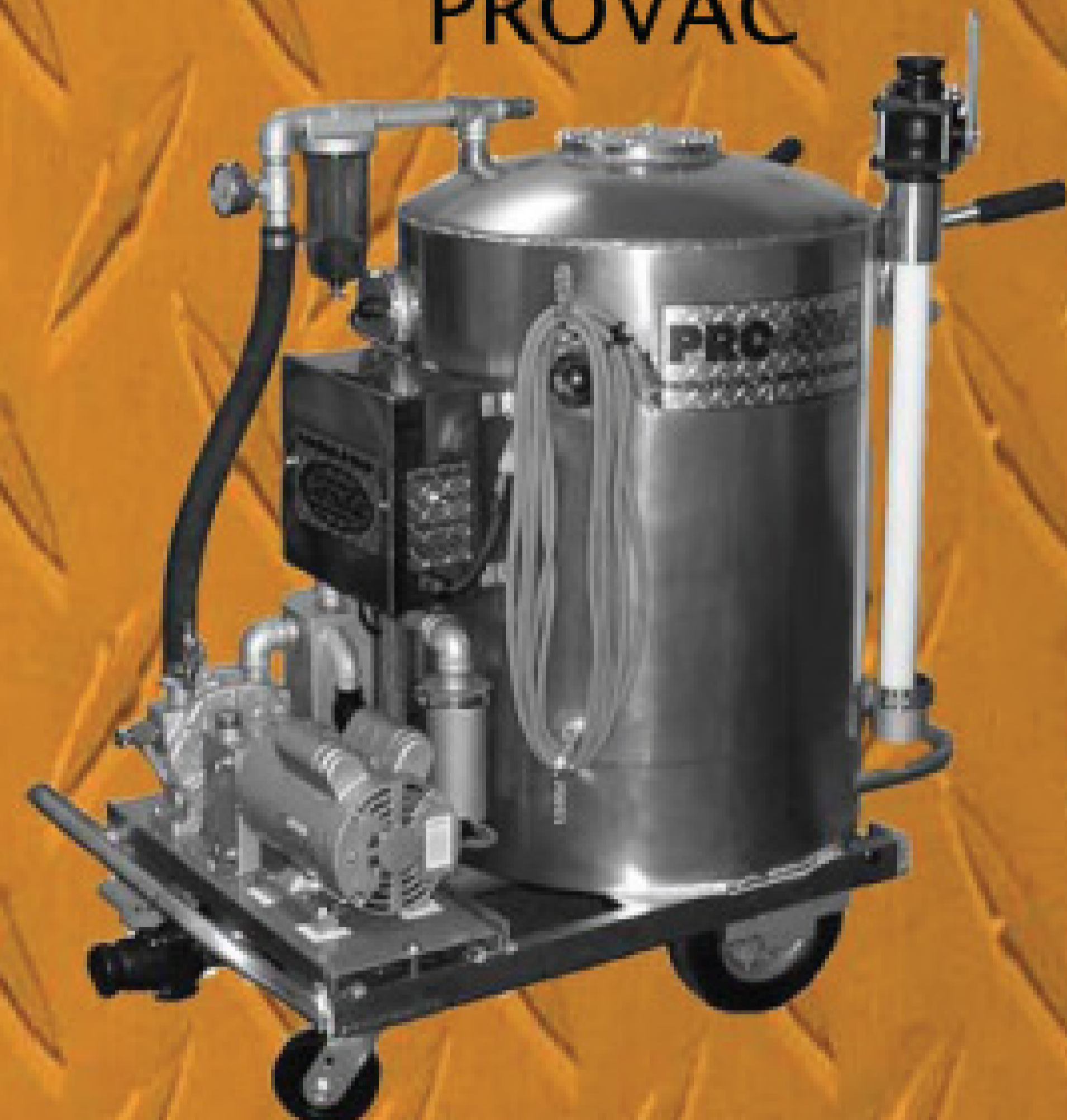
180 cfm

RELIABILITY

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115 cfm

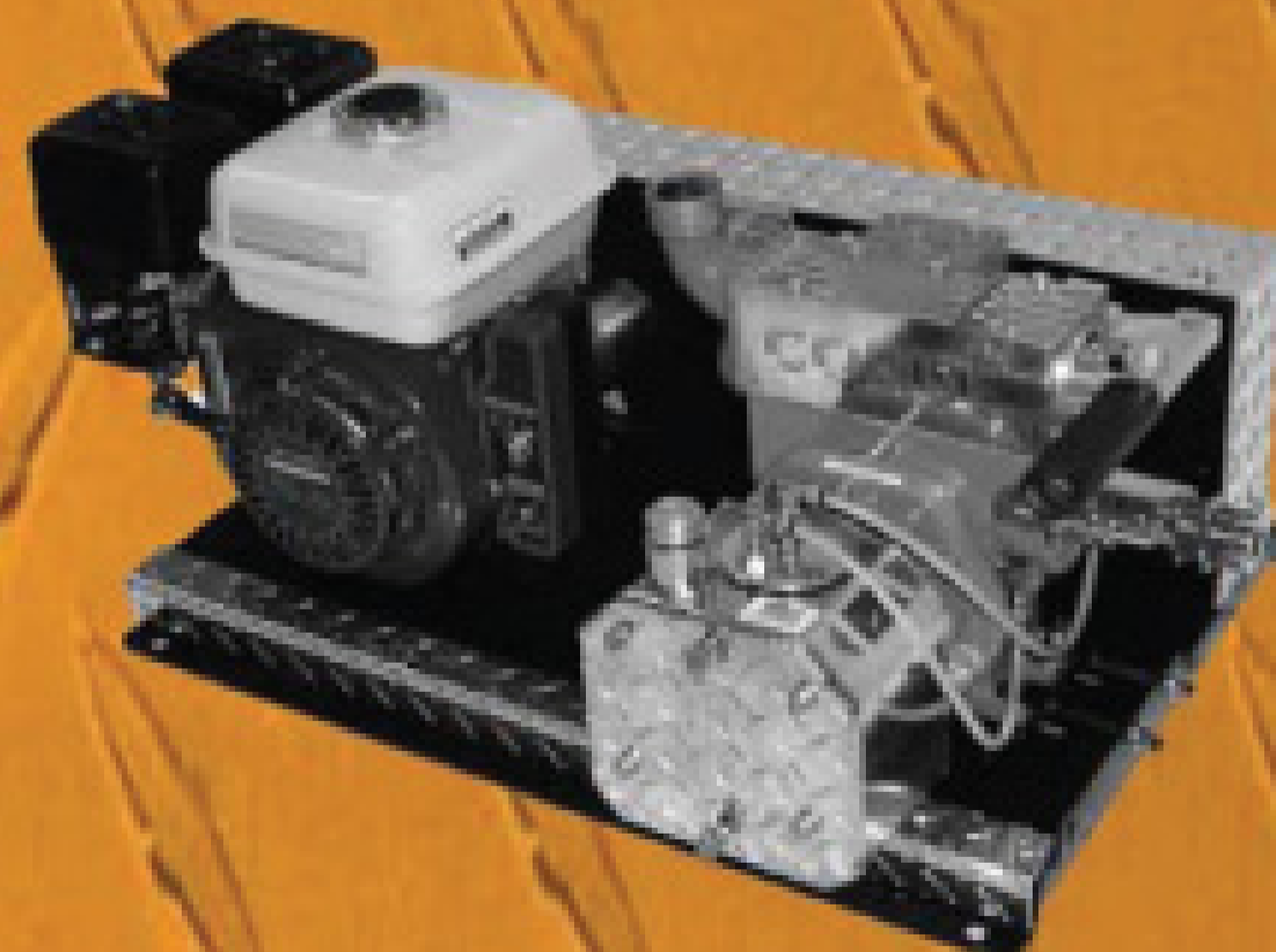


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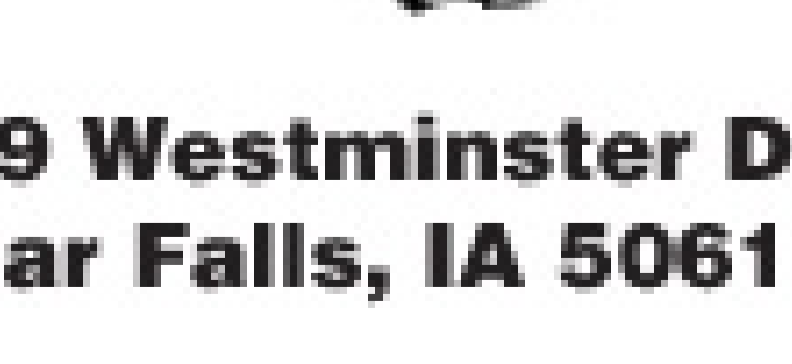
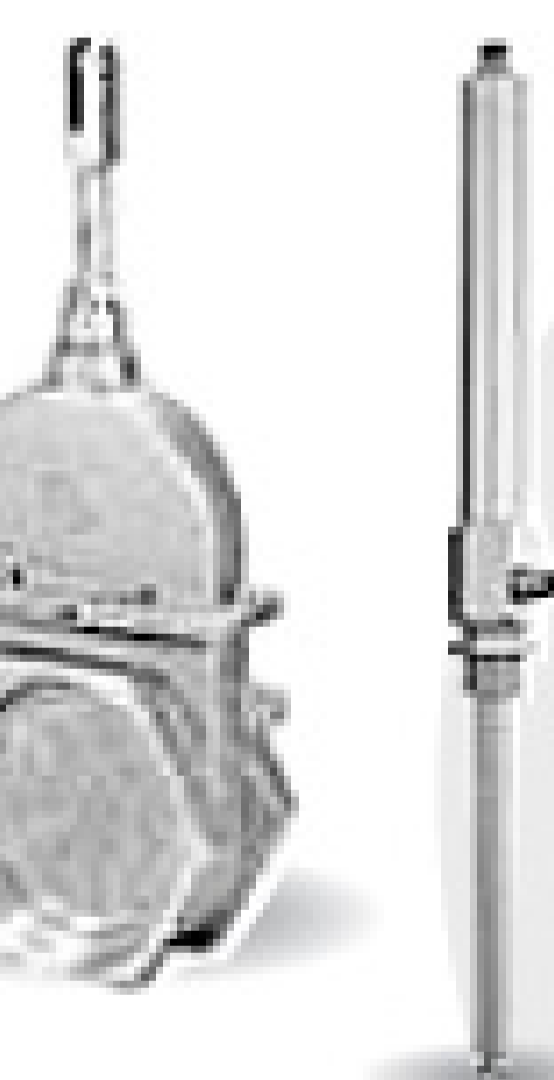
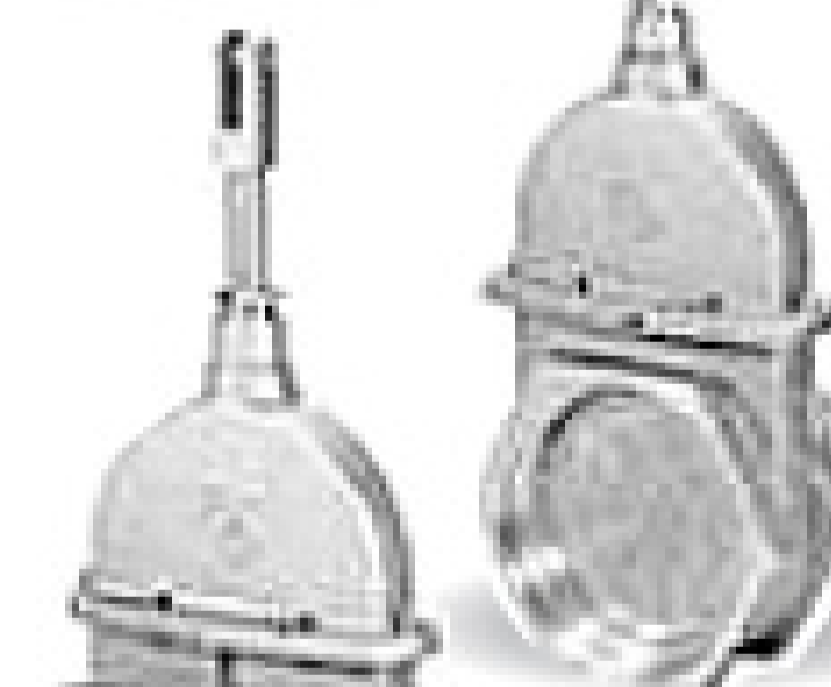
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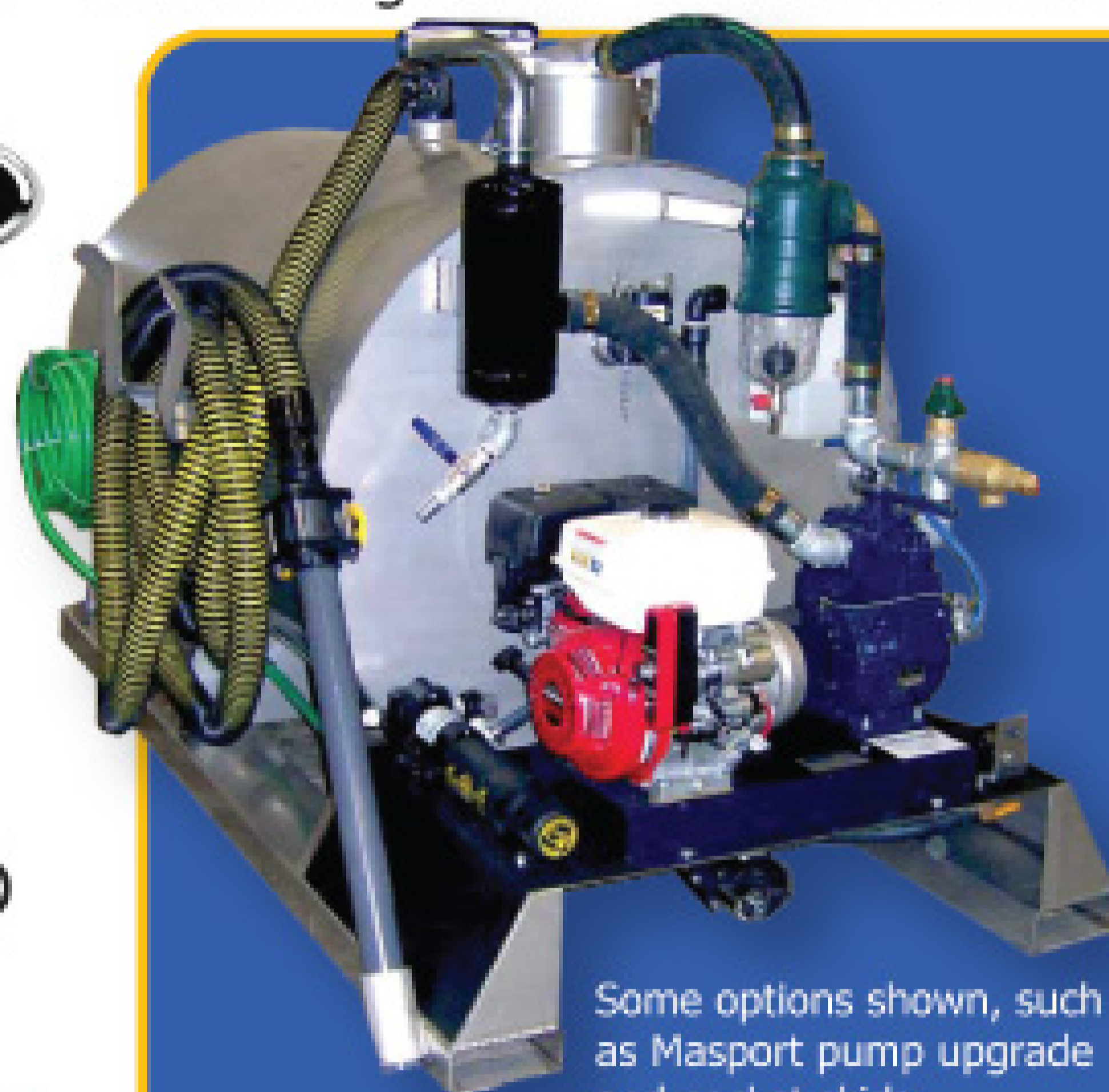
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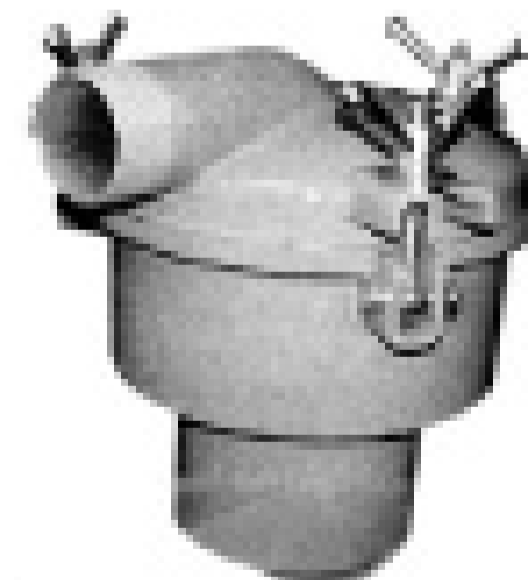
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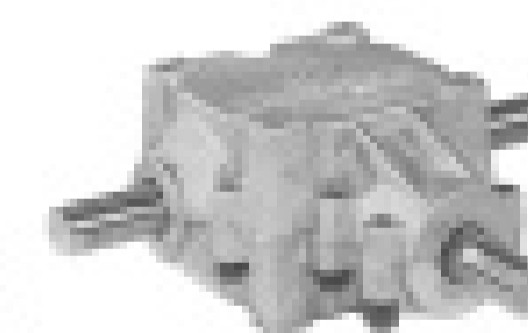
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4" - \$93



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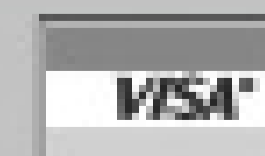
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Tighter Regulations Prove Beneficial

IOWA WASTEWATER PROFESSIONALS SEE A CLEANER ENVIRONMENT AND MORE REVENUE THROUGH STRICT ENFORCEMENT OF ONSITE SYSTEM RULES

A new Iowa law that took effect in July requires systems to be inspected, pumped, and brought up to modern standards when real estate changes hands. And the state's Department of Natural Resources has begun cracking down on old systems that dump untreated household wastewater into open ditches, bedrock or waterways.

According to DNR estimates, as many as 100,000 rural homes in Iowa still use systems that do not adequately treat household sewage.

The Iowa Onsite Waste Water Association is the statewide association for the septic industry, with about 400 members, including pumpers, regulators, installation and maintenance contractors, soil scientists, engineers, manufacturers and educators. George Dickerson is treasurer and immediate past president of the association, holding the top job as the new regulations were drawn up and implemented. He also owns Dickerson Mechanical, which provides septic system installation, pumping, maintenance and repair.

Dickerson spoke with *Pumper* about how the new regulations are raising standards for the industry and how regulators and pumpers are learning to work together.



"A LOT OF MY FRIENDS ... SAY, 'I DON'T WANT ANY OF THIS TO HAPPEN. I DON'T WANT ANY LICENSING, I DON'T WANT ANY CERTIFICATION, I DON'T WANT ANY INSPECTIONS.' WELL, GEORGE DICKERSON'S RESPONSE IS, 'IF YOU ARE A PROFESSIONAL AND YOU'RE DOING THESE THINGS RIGHT, DON'T WORRY ABOUT ANY OF THOSE THINGS. THEY'LL FALL IN PLACE JUST RIGHT FOR YOU.' "

George Dickerson

ground." We need to protect our environment. I haven't had any trouble, but it's been a hard thing for the pumpers because they've really had to raise their prices to be able to dump all the sewage at waste treatment plants. (The regulation) gives us some tools to educate the homeowner. It gives tools for the installers to be a lot more professional.

Pumper: Do you think these developments could lead communities or individuals to back away from onsite treatment and instead go for larger sewer system infrastructures?

Dickerson: I think the onsite part of it is just going to keep growing and growing. In the last five years it's changed dramatically, because some of these inspectors and some of the rules force you to go to an advanced system, to a peat filter or a sand filter or (other) treatment systems. It's not all just about going in and putting in a regular system. You have to be a professional, you have to keep up, and I think that word is finally getting out.

Pumper: In these matters, what kind of education has IOWWA been doing?

Dickerson: IOWWA offers a certified installer program. It's been working very well; six counties have already jumped on board. We're trying to do that through NEHA (National Environmental Health Association) so we have a national testing. IOWWA also is requiring continuing education.

Pumper: How have things been working between your organization and the state DNR? Have you been able to work together? Do you feel they understand you and vice versa?

Dickerson: It's a great communication line. At our 2008 conference, the DNR regulators were there and the Public Health Department regulators were there. The communication lines are open and they're wonderful.

Pumper: What kinds of problems have there been and how have you resolved them?

Dickerson: One of the biggest issues on Chapter 69 is soil separation. Everything needs soil analysis now. It's not mandatory yet but leading that way. Percolation tests are going by the wayside. As a contractor and as an installer, and having been on the IOWWA board, we have to keep learning about soils, because if we're going to keep doing those residential systems, we want them to last 50 years.

Pumper Interview

By Erik Gunn

Pumper: Tell us about your experiences with the DNR's tougher enforcement of standards for septic systems and requiring property owners to take out old systems.

Dickerson: My firm helped with a job in Mount Carmel, Iowa, a little town that had about 40 systems that actually dumped out into a farmer's field. The DNR caught it about 11 years ago and last year said, "OK, folks, we're done with you, and you're going to figure it out." They couldn't figure out how to build a lagoon there to have a sanitary sewer system, so we built individual septic sites.

We're seeing sanitarians in all of the counties where we work become a lot more strict about our state code, Chapter 69. We're actually seeing the sanitarians become a little better educated. They're learning more about the soils and they're actually following up on calls (reporting sewer odors), and finding quite a few systems discharging into ditches.

Pumper: Is this crackdown better for the septic and pumping industry?

Dickerson: Absolutely. I think it's something that had to happen. You have to be licensed now in Iowa to pump, and I'm very pleased that the DNR followed through with that. It made those guys become a lot more accountable. Prices went up for pumping and some (customers) are complaining; I tell them, "The good Lord's not making any more

Also, it's really hard to clarify the interpretation of all these new laws. Even the smaller guys that are installing are starting to ask more questions. The DNR has just been wonderful about answering all those questions.

Pumper: You mentioned before that sanitarians seem to be improving their knowledge. How has that come about?

Dickerson: The sanitarians have their own conference each year. Because a lot of sanitarians come to the IOWWA conference — maybe 50 percent of them now in the state — we should interact back on their side (and get) a better understanding why some of their rules are coming down the line.

We have sanitarians that (see a septic repair situation) and they'll say, "Oh gosh, you've got to do this \$14,000 sand filter." And I go out and dig up the soil and tell them, "This can be an at-grade, pressurized dose system" — an alternative that's maybe only \$7,500. So I'm trying to interact with them.

Let's be able to talk to each other and not hold grudges that go on to the next system. We are communicating much better, and I think IOWWA was influential in helping sanitarians get some more training, too.

Pumper: How should pumpers respond when, as in Iowa, more intensive regulation comes to their state?

Dickerson: They need to fill out the paperwork and comply. The intent of all this wasn't to put pumpers out of business. A few pumpers are going to end up getting themselves in trouble because they still haven't complied. My other advice is, once they comply, do their paperwork. I work with some wonderful pumpers (as subcontractors). But I ask them, "Are you filling out all your paperwork? Because I don't want you or me to get in trouble. I want it to be taken to the proper place to be dumped."

Pumper: Do you see this as actually helping to increase business? It sounds like there's going to need to be, over time, a lot of new, additional installations.

Dickerson: The time-of-transfer (inspections and upgrades) are going to increase everybody's business. It's going to take a lot of quality people from the beginning to the end. It's going to take pumpers that are professionals and installers that are professionals. We're going to be installing these systems; we're going to have to have pumpers that are responsible.

Pumper: So what's the bottom line response to enhanced regulation?

Dickerson: I think we're making great progress. A lot of my friends in the same business call me repeatedly and say, "I don't want any of this to happen. I don't want any licensing, I don't want any certification, I don't want any inspections." Well, George Dickerson's response is, "If you are a professional and you're doing these things right, don't worry about any of those things. They'll fall in place just right for you." ■

What's Your Opinion?

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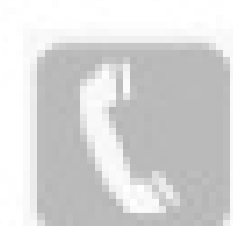
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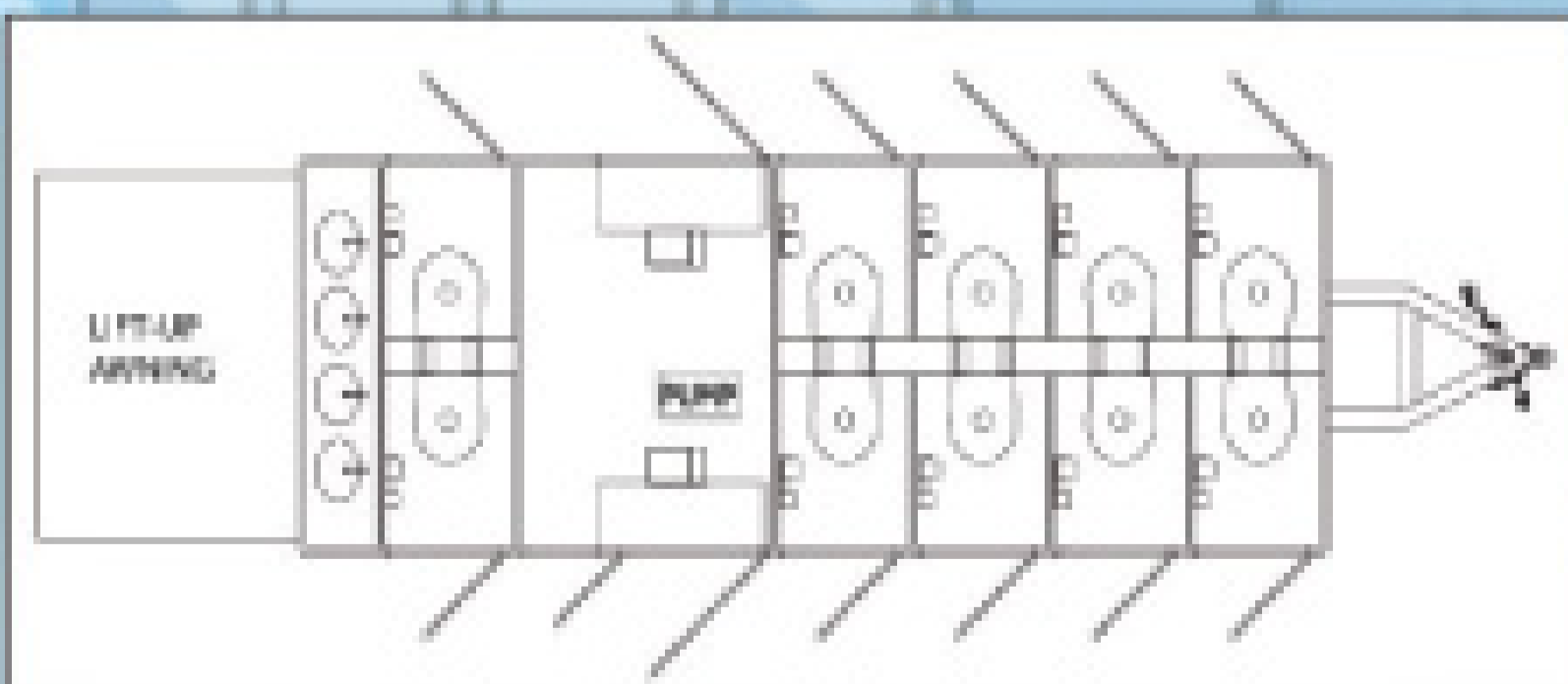
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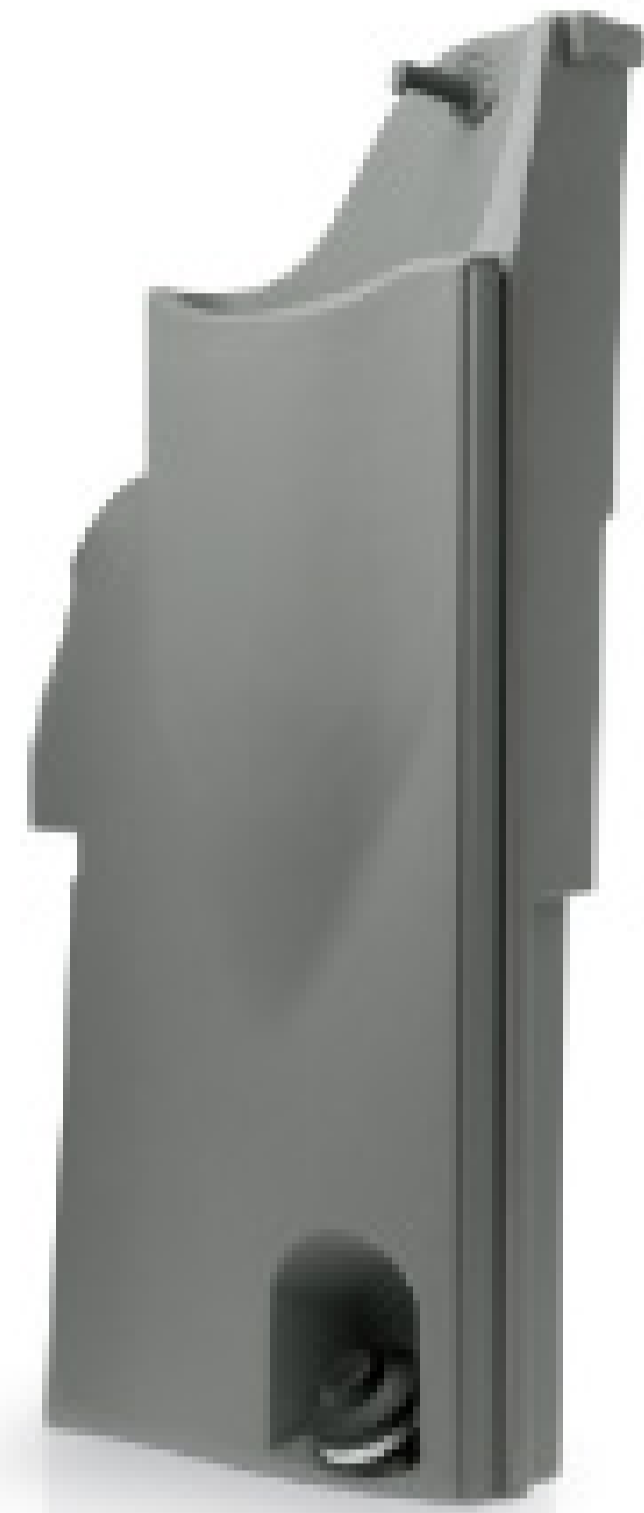


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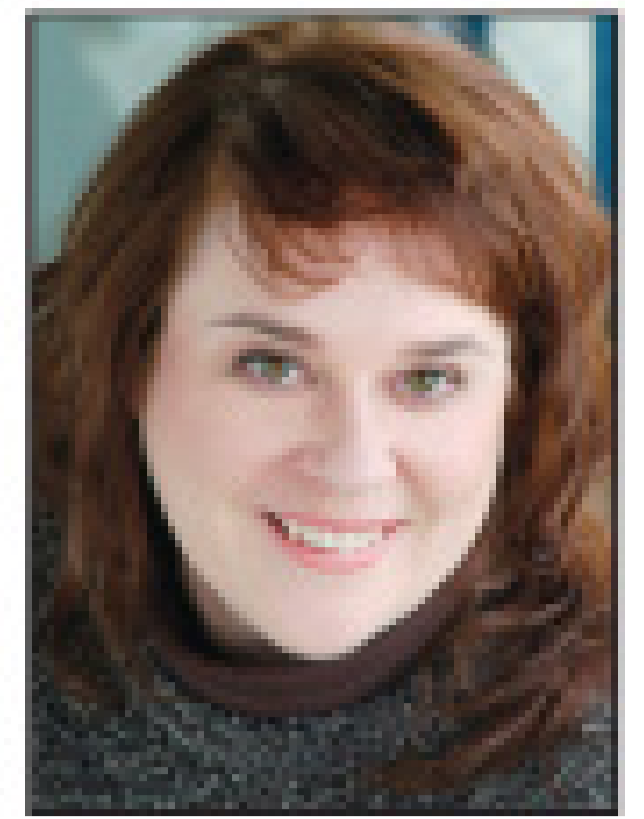
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Finding a Top Gun

Searching for and keeping top-flight employees remains a challenge even in a wide-open labor market

By Mary Shafer

The labor market has loosened up considerably in the past year with the economic recession. Though this particular facet of the downturn may translate into an easing of the long-term labor shortage in our industry, quantity doesn't necessarily translate into quality. So there's always the challenge of finding the best employees, bringing them on board, and keeping them in the fold. Three pumpers talk here about what they do to attract and hold onto the people who are the lifeblood of their profitability.



Name:
Daphne Blankenship
Company:
Able Septic Tank Service
Location:
Asheville, N.C.
Employees: 9
Years in Business: 9

When Daphne and Gary Blankenship bought Able Septic Tank Service, the 44-year-old business was a healthy, going concern. From this strong beginning, they've valued their employees as a significant part of their success.

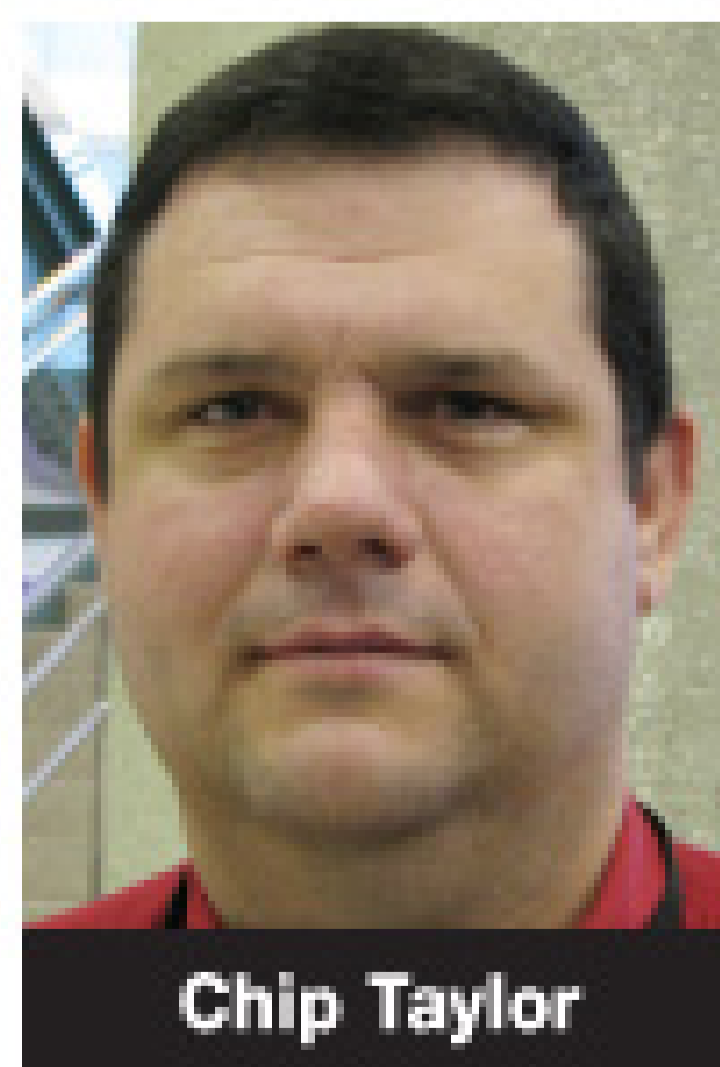
"We don't have big employee turnover," says Daphne

Blankenship. "We have some who have been with us for years, even in other businesses. And this is a steady job, so we're beginning to see more calls from people looking for work. But the employees we already have are like family to us. Some are closer than family, and we depend on them for our livelihood."

She knows their employees also rely on Able for their livelihoods, and she stresses this interdependence when talking with them. She believes the acknowledgment stirs feelings of responsibility and pride. "They know that what they do affects whether we get more work and they still have jobs." And she believes this family-like atmosphere she and her husband foster really makes a difference in employee retention.

"They want to work with us. We're family-owned, and know what it is to have family. So if they have any personal emergencies, we're right there to help, and we're flexible about their availability."

The flexibility and understanding goes a long way for this business that doesn't offer a lot of employee benefits. If Able could offer more benefits, Blankenship says health insurance would likely be the most desired component. But she says that on-the-job training, provided uniforms and generous pay seem to be enough for now.



Name:
Chip Taylor
Company:
Wastewater Control Inc.
Location:
Florence, Miss.
Employees: 5
Years in Business: 35

Recruitment and retention of employees is all about making the work experience pleasant and satisfying, says Wastewater Control Inc. owner Chip Taylor. Located just outside Jackson, Miss., the small company depends heavily on its employees' attitudes and productivity, so

Taylor makes sure they're happy.

"The most important thing is to pay them as best we can, treat them

fairly and give them the best tools to work with," he says. "We provide them with uniforms to build team spirit and give them good trucks to run. All our trucks are fully lettered and these things are very helpful in making them proud to be part of our company. I'm not saying they have to have the best of everything, but if you make sure they have what they need to do the job you're asking them to do, you're going to have a happier employee."

He says his workers ask about health insurance, which he can't furnish at this time. "We offer benefits, but not that. But we do compensate them enough that they can go out and pay for it on their own if they really want to."



Name:
Ray Kongsjord
Company:
RK Construction Services Inc.
Location:
Marcell, Minn.
Employees: 13
Years in Business: 42

Recruiting and retaining employees is a bit of a different challenge for Roy Kongsjord. Though he started his construction firm back in 1967, he's only been in the septic pumping business for three years. Located between Bemidji and Hibbing in Minnesota's Arrowhead

Region, Kongsjord learned to be versatile in the services he offers his rural customers. His heavy construction services include road building, general excavation and even logging.

He began pumping septic tanks after realizing he was leaving money on the table by installing but not offering to service them. It also made sense to do the work himself rather than kill the clock on a job, waiting for the septic pumper to show up and empty a tank slated for demolition. Septic pumping has added a dependable channel to his revenue stream.

The diversification, however, can make it a real challenge to find and keep good workers. "We're seasonal, so it can be really tough," he says. Along with making sure his employees are generously compensated for the physically demanding work, he's always looking for a new hook that will reel in and hold dependable labor. "What appears to be our best asset so far is that, after three months, we match funds with whatever they've put into their retirement account. They really like that little bonus."

Another helpful tactic is Kongsjord's willingness to open his mind to relatively untapped labor pools. "We try to work the retired sector a little bit. All these guys that have retired at 55 or 60, some of them aren't really ready to be retired yet. We find that if you give them six months of work, that's just what they're looking for."

He's tried trolling for younger employees such as college students, but it hasn't worked out well. "The younger guys these days, they just don't know a thing about our kind of work," he laments. "It's sad. But we've had really good luck with the retirees, and they come back every year. Three or four of these guys even show up at our Christmas party."

It appears that employee retention strategies are as varied as pumping firms themselves, limited only by the interest and creativity of management. ■

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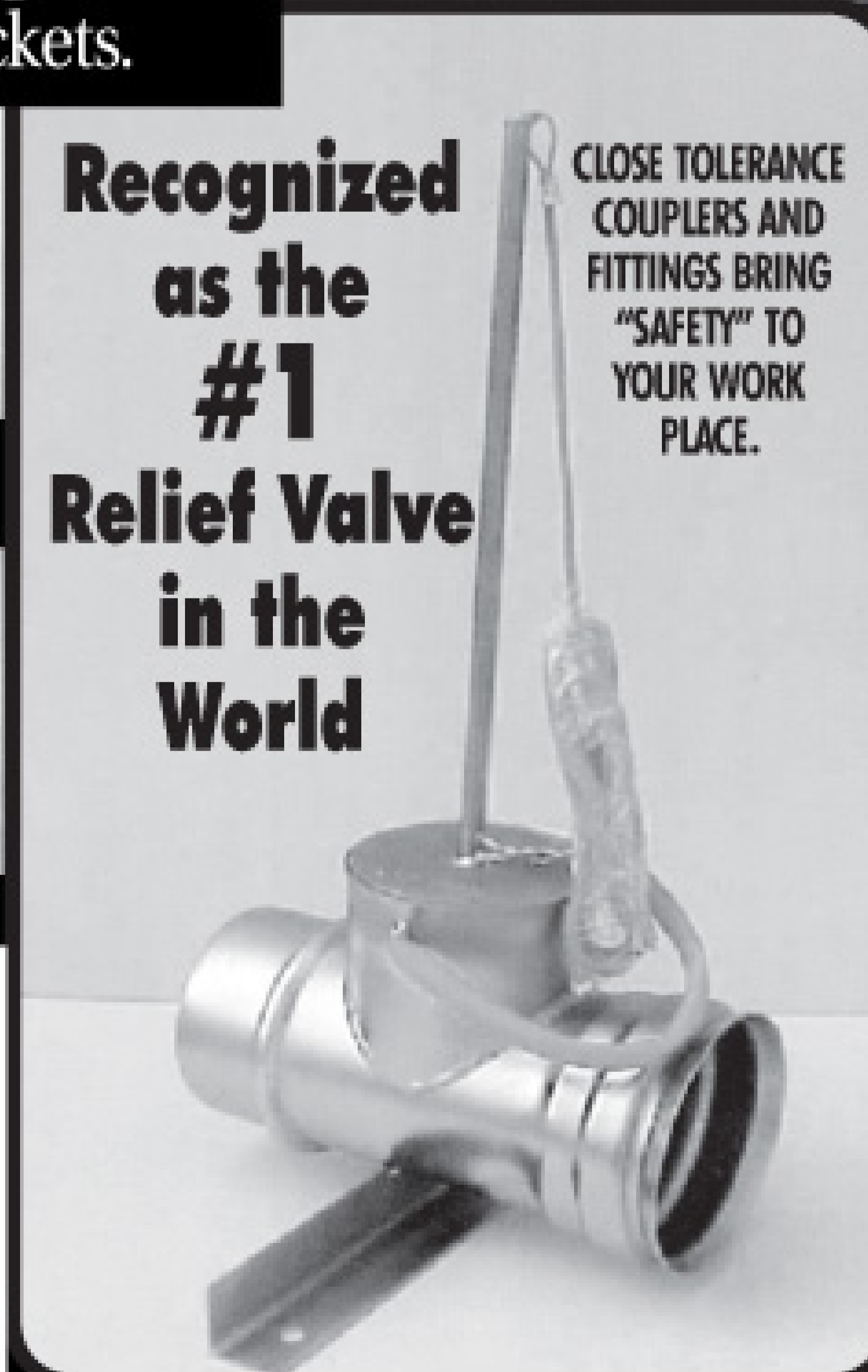
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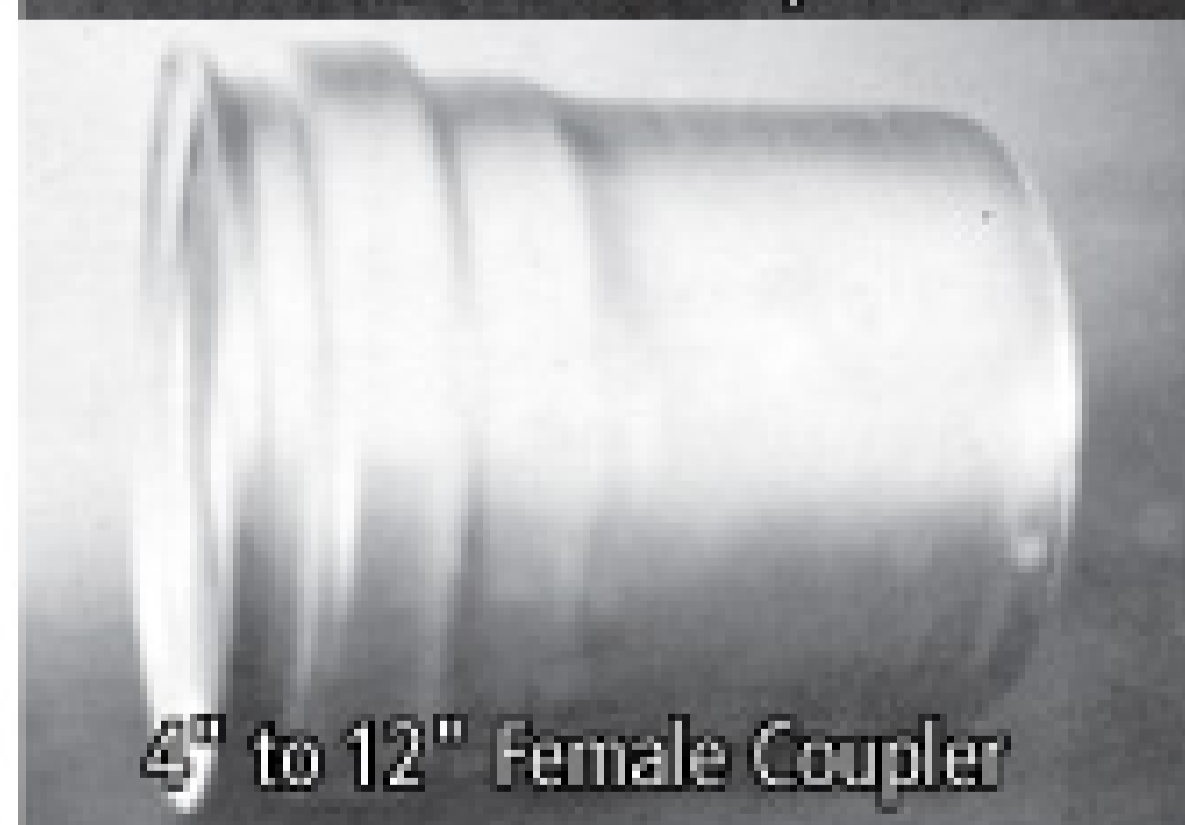
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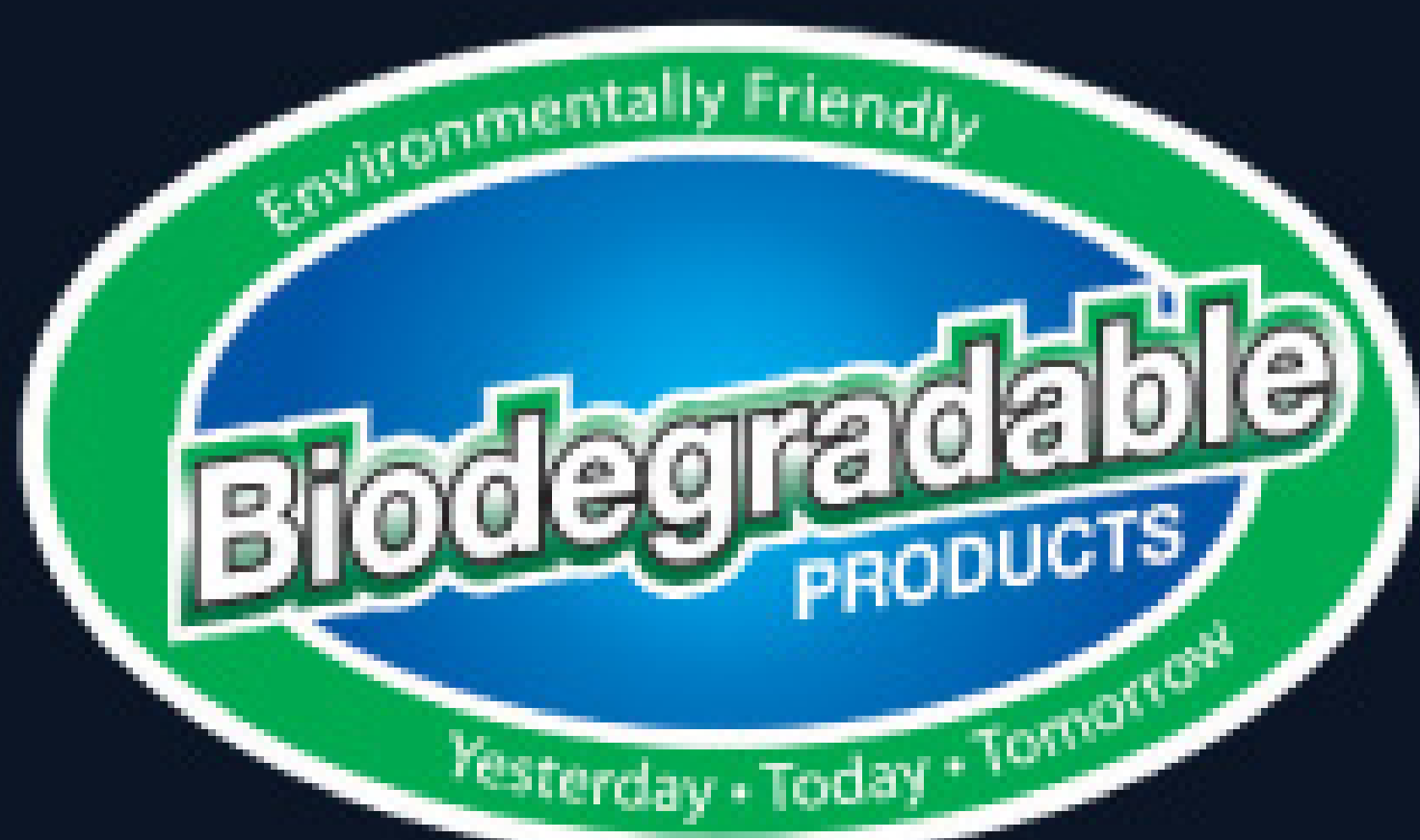


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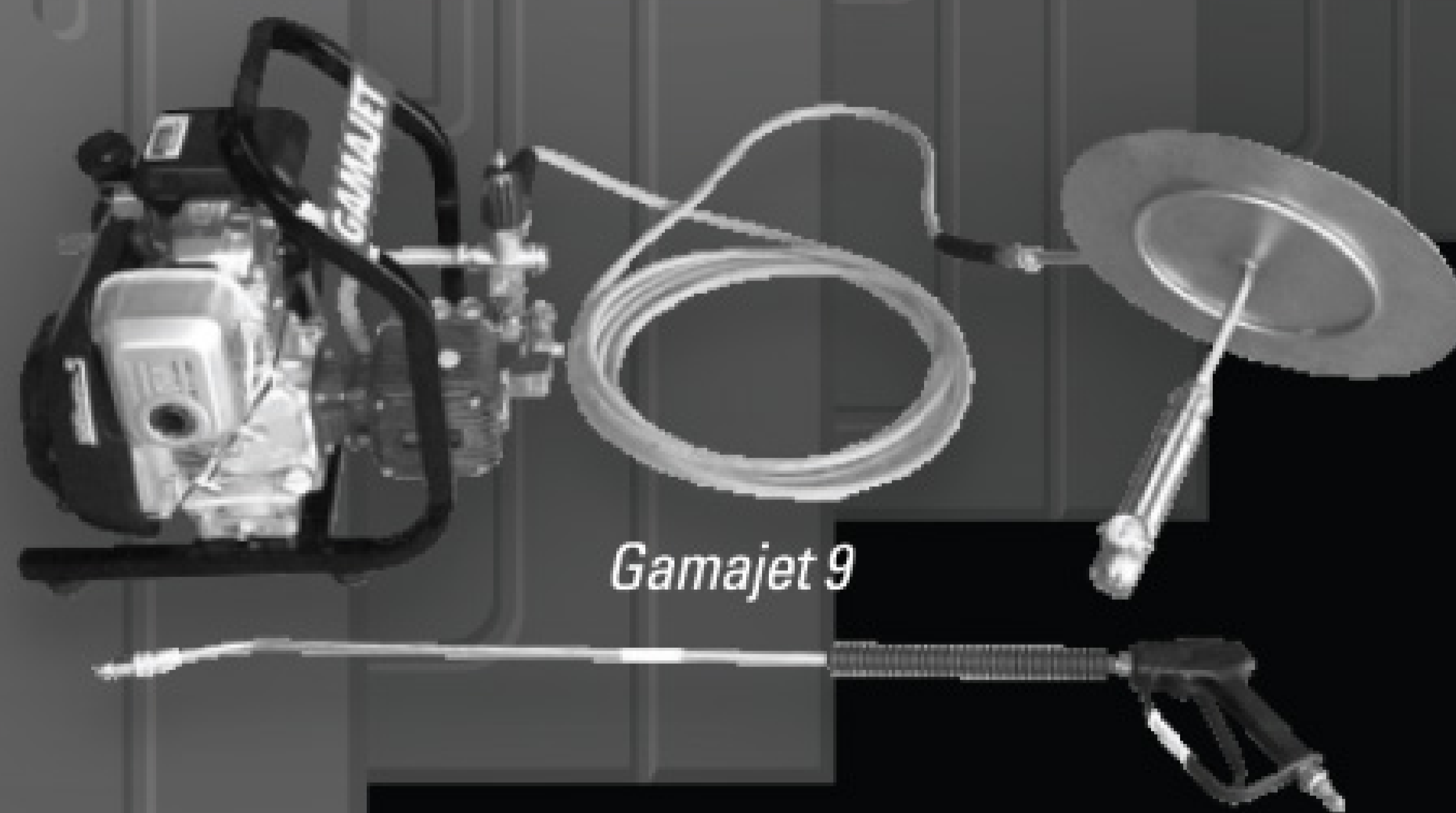
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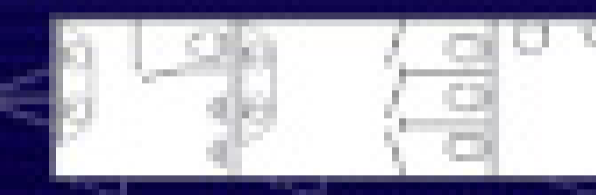


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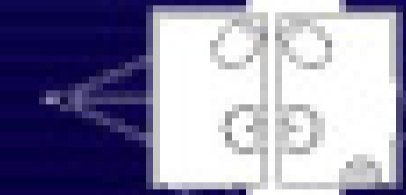
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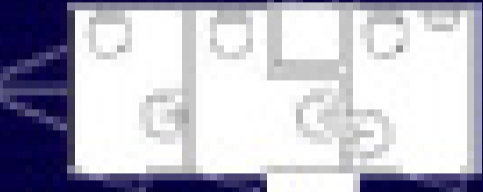
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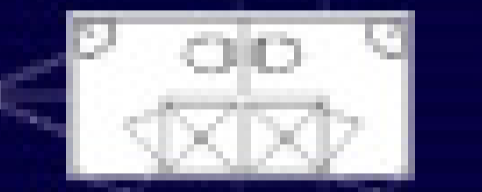
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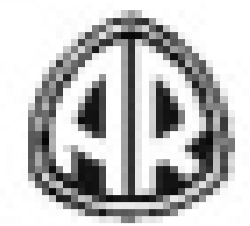
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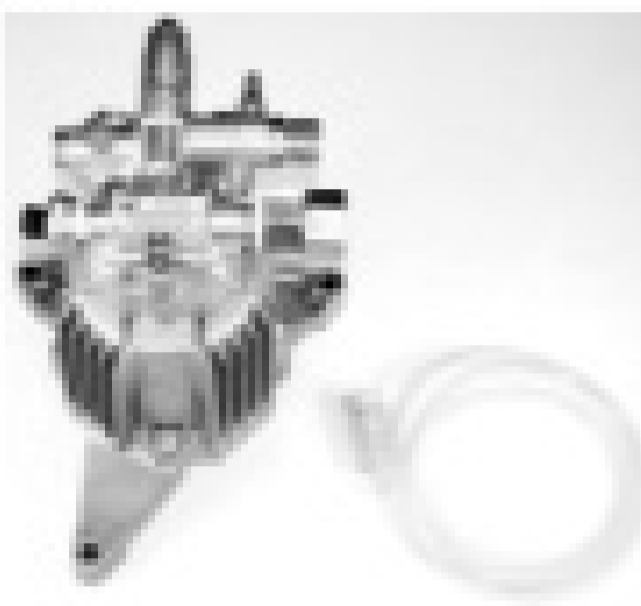


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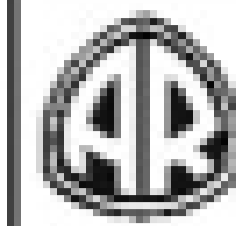
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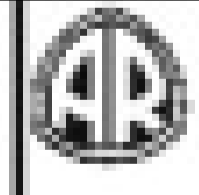
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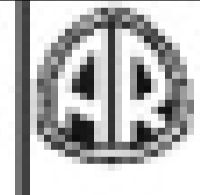
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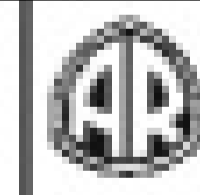
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Who Writes Onsite Rules?

State onsite system codes must be developed with the help of contractors who install and maintain the systems, as well as local governments

By Roger E. Machmeier

Q Our state is finally in the process of developing a code for septic systems. They have some wild ideas, and they aren't listening to any of our concerns as installers and pumpers. Shouldn't our industry be involved a little in getting a good code? We know a lot more about sewage than those people at the state capital.

A I agree with you. Industry professionals should definitely have input to the onsite code for a state. And local units of government should also have input. They will be enforcing the code at the local level. A person with sound technical knowledge and field experience should provide the leadership for the code. The state agency responsible for developing the code must be involved, but only in an advisory capacity.

I recently corresponded with a state that was developing an onsite code. It was apparent there was not sound technical expertise for onsite systems. And there was no evidence of input from the local level.

Another state was recently written about in *Pumper* dealing

with onsite systems. That state had already failed several times to develop a code because they accepted no input from the local counties. Their present attempt was also being challenged at the local level.

A technically sound and enforceable state code must include advice from the local level and not be just from the top down. Unless there are local inputs and advice, the code will likely not be practical or successful.

A technical resource person must guide the process of writing a code, and involve those who will be affected by the code. I believe the technical resource person should be a full-time faculty member of the state land-grant university, and also a member of the Extension Service. County Extension directors will provide continuing feedback about state conditions. The Extension professor will conduct or direct needed research, attend technical meetings to maintain expertise, and present educational materials and programs.

SOIL PHYSICS

The technical knowledge needed for onsite sewage treatment systems is a combination of engineering, soil science and biological science. The hydraulics of flow through pipes and the

soil is used in the design of every treatment system.

The hydraulics of flow through a soil is even more complicated. First, an adequate knowledge of soil physics is required. The flow of liquid through the soil may be by capillary attraction or gravity. Open channels, such as worm holes, may allow effluent to flow through them if the supply is adequate. A pan layer in the soil profile will restrict the downward movement of liquid. Subsurface ponding may lead to the failure of a soil treatment unit.

The flow through the soil under an established biomat will be partially saturated flow. Sound research has established that biomat is needed to provide treatment in a gravity flow system. In addition to the physical properties of soils, knowledge is needed about the chemical and biological properties of soils.

A septic tank or aerobic tank that receives the domestic sewage is a simple, yet complicated, biological and biochemical system. An understanding of bacteriology is important to know the conditions favorable for bacterial action, both aerobic and anaerobic. Soil bacteria thrive and multiply as the effluent flows through the soil profile. They are necessary for the adequate treatment of effluent.

Book learning alone is not adequate to be an "expert" in onsite sewage treatment. While technical knowledge is necessary as a foundation, it is also

absolutely necessary to get into the field. Onsite sewage treatment professionals, such as you, who have the experience of installing successful systems, know what works and what doesn't work.

However, in some cases, adequate treatment does not take place with some techniques used at the local level. As an example, a seepage pit excavated into water-bearing coarse sand and gravel may be successful from the viewpoint of flushing the toilet. But such a system is an absolute disaster as far as adequate treatment is concerned. The technical resource person must point this out, and such practices must not be allowed in the code.

NOT IN BOOKS

Adequate knowledge about onsite sewage treatment systems will likely not be found in college textbooks or manuals. Most of my knowledge on septic systems came from onsite professionals in the field. Continuing contact with the onsite industry by the technical resource person is necessary.

A state code must be technically sound, but must also be enforceable at the local level. Unless local units of government understand and can enforce the provisions of the code, it will not be effective. As the code is developed, it should be separated into subject matters such as sewage tanks, house sewer and venting, and soil treatment units such as



Roger Machmeier, Ph.D., P.E., retired as an Extension Agricultural Engineer for the University of Minnesota and is a past recipient of the pumping industry's Ralph Macchio Lifetime Achievement Award. He answers reader questions regarding septic system operation and maintenance. Contact Machmeier through COLE Publishing by e-mail at editor@pumper.com, by fax at 71/546-3786; or by mail at P.O. Box 220, Three Lakes, Wis. 54562.

Adequate knowledge about onsite sewage treatment systems will likely not be found in college textbooks or manuals. Most of my knowledge on septic systems came from onsite professionals in the field.

trenches, mounds, effluent distribution, pumping stations, etc.

Each of these subject matters should be developed for the code by a subcommittee with members from both the onsite industry and local units of government. Sound technical practices from other state codes may be used, if they are appropriate. However, care must be taken not to copy poor practices. Including distribution boxes in a code is a classic example of an often-copied, but ineffective technique.

The code should also have a provision for adopting new techniques. There are many innovative people in the onsite industry with excellent ideas. The code should have a provision so new products can be used, if they can be tested in the field. However, the testing program must be adequate and thorough, and if the product does not perform as claimed, there must be adequate space on the site to install a proper system.

No matter how great the state code was when adopted, changes will be needed as time goes on. Research may show new treatment techniques to be effective. Some of the original provisions may have had flaws when the code was enforced. It is a good idea for the state to establish an advisory committee with members from the onsite industry and local units of government. The committee would make recommendations for changes.

A FINAL WORD

A successful state code needs to be developed from the bottom up, have continuing sound technical advice, have an ongoing educational program, and provision for introducing new products and ideas. ■

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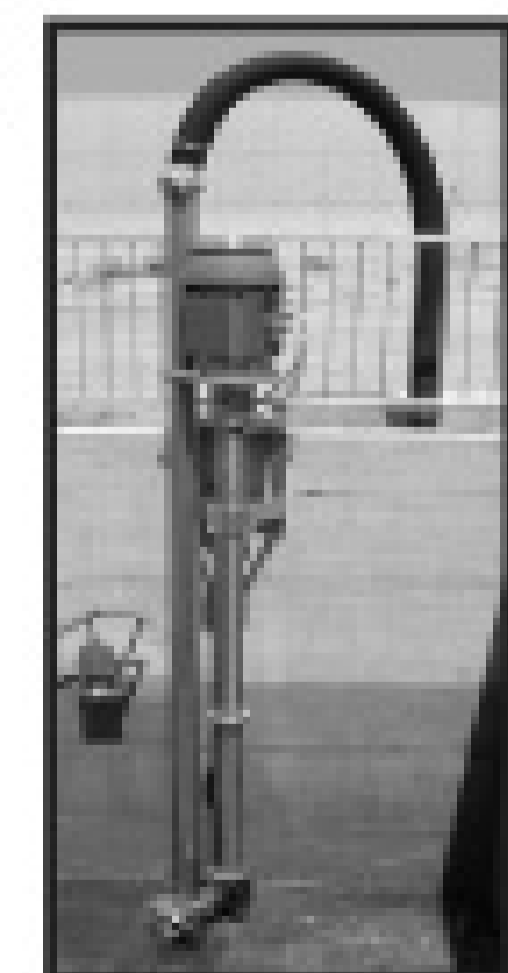
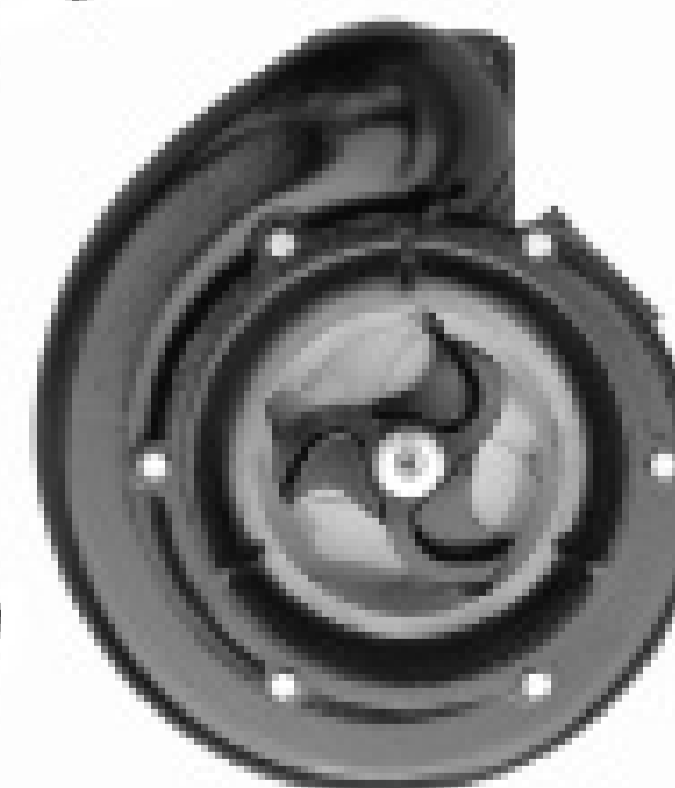
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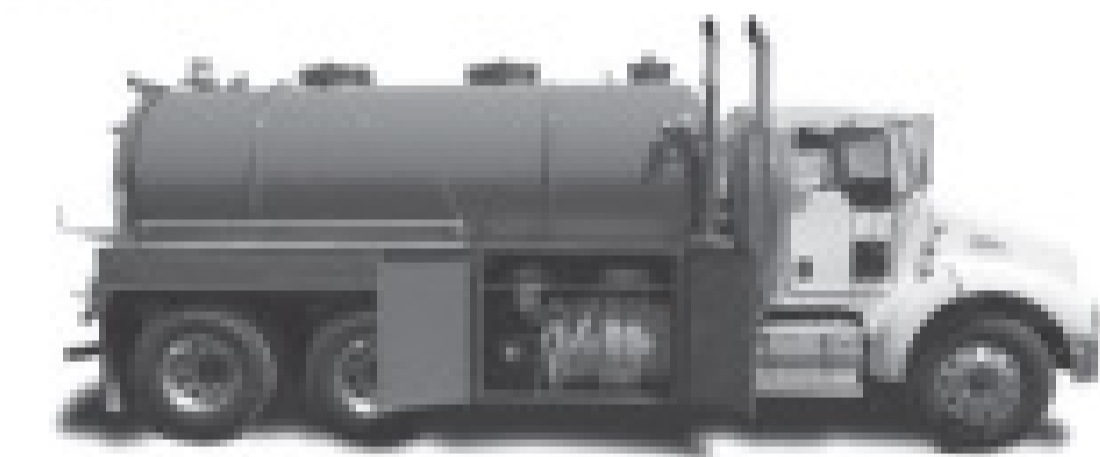
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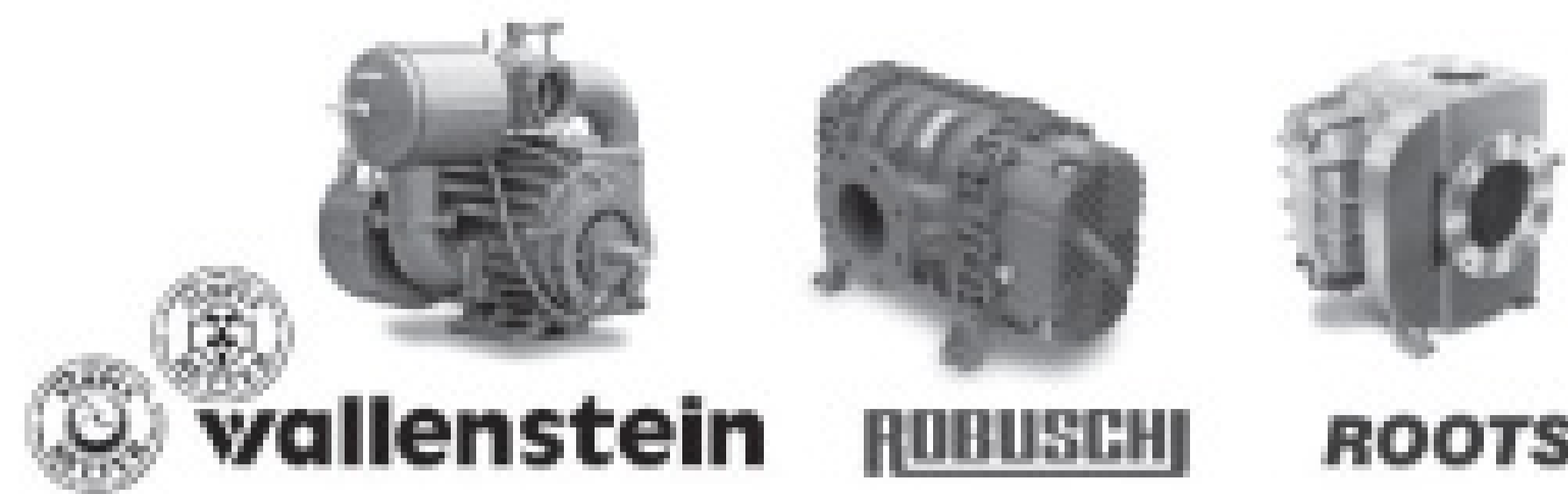
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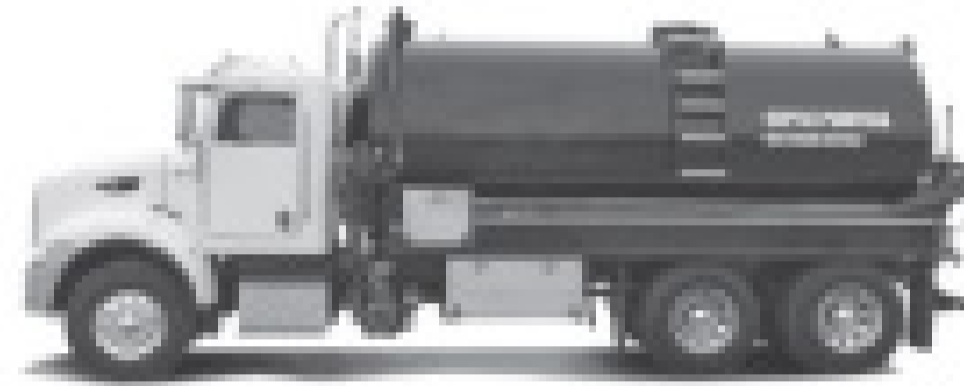
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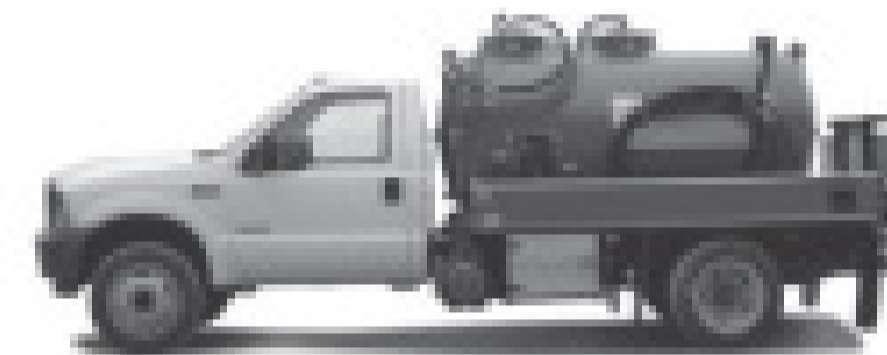
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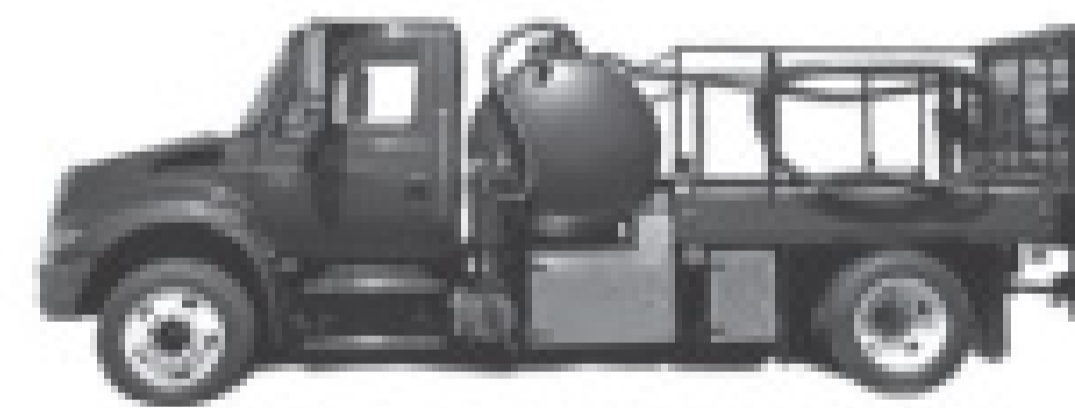
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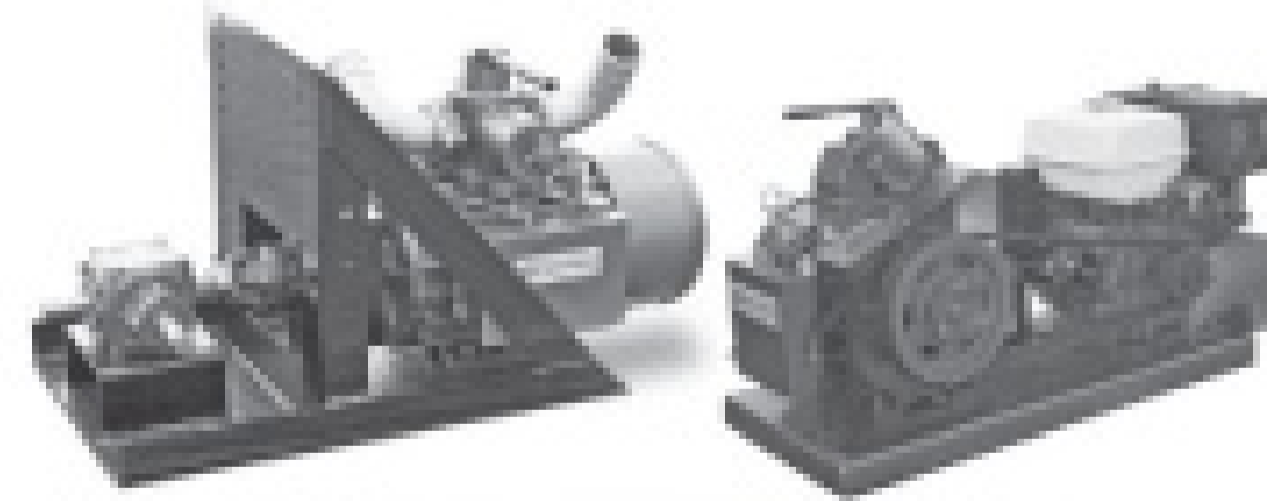
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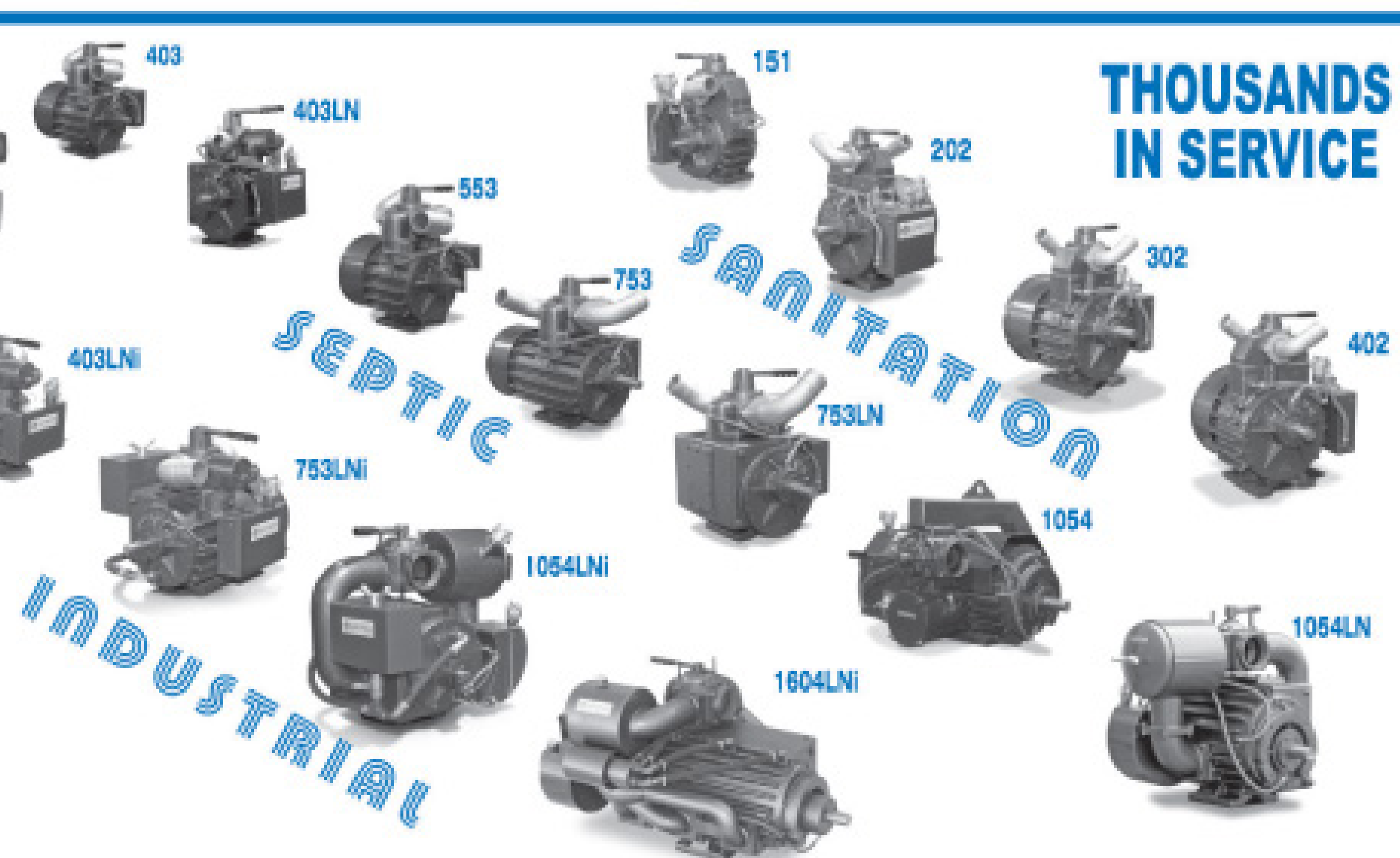


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Diverse Educational Opportunities Await Wastewater Industry Professionals

By Tom Ferrero

NAWT IN LOUISVILLE

With another successful Waste Treatment Symposium behind us, it's time to draw a bead on the Pumper & Cleaner Environmental Expo International in Louisville, Ky., Feb. 24-27, 2010. Once again, NAWT will offer its two-day onsite inspector training course and, for the first time at this show, its two-day, 12-hour onsite operation and maintenance course on Feb. 22-23. The one-day vacuum truck technician training course also is on Tuesday, Feb. 23.

The inspector course is at the operation level. The first day covers the basics of sewage treatment and system types using a troubleshooting perspective. The second day goes through a step-by-step procedure to conduct a system inspection. It requires

attendees to locate and identify all parts of the system, assess their condition, and determine if they are operating properly.

The first day of the operation and maintenance course focuses on conventional gravity and pressure distribution systems — including operating and maintaining septic tanks, trenches, beds, mounds, and at-grades. Day two addresses aerobic treatment units, single pass, recirculating media filters, drip irrigations, and disinfection before final dispersal. Both courses have field opportunities, come rain or shine, and a written exam for NAWT certification.

NAWT's vacuum truck technician training course is for new owners and employees who operate vacuum trucks to clean septic tanks, aerobic treatment units, holding tanks or grease traps. It can also serve as a refresher course and overview for experienced operators. Training includes presentations, videos, and hands-on exercises with a vacuum truck.

REGISTRATION FORM



NAWT Inspection Training & Certification, Louisville, KY • Feb. 22-23, 2010

NAWT Operation and Maintenance Training & Certification, Louisville, KY • Feb. 22-23, 2010

NAWT Vacuum Truck Technician Training, Louisville, KY • Feb. 23, 2010

Name _____ Company _____
Address _____ City _____ State _____ ZIP _____
E-mail _____ Phone _____ Fax _____

Inspection Training (2 days)

- Full Registration Fee: \$395 Member \$495 Non-Member
 Recertification Fee (Day 1 or 2 Only): \$295 Member \$395 Non-Member

Operation & Maintenance Training (2 days)

- Full Registration Fee: \$395 Member \$495 Non-Member
 Recertification Fee (Day 1 or 2 Only): \$295 Member \$395 Non-Member

Vacuum Truck Technician Training (1 day)

- Full Registration Fee: \$175

PAYMENT METHOD: Check enclosed (Payable to NAWT) VISA MasterCard Discover

Card Number: _____ - _____ - _____ - _____ Expiration Date: _____

Name on Card: _____ Signature _____

Fax or send your form with payment to the NAWT office by Feb. 15, 2010. PRE-REGISTRATION AND PRE-PAYMENT REQUIRED.

NAWT, 336 Chestnut Lane, Ambler, PA 19002-1001

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

The course includes basic vacuum truck operation, materials to pump and avoid, reasons to manage these materials, pumps, basic science of vacuum and pressurization, truck equipment and components, drive and control mechanisms, basic and advanced pump-out skills and procedures, loading and unloading, safety and emergency response plans, customer interaction and education, manifests and reports, and government regulations

NAWT will list all certified service providers on its Web site, www.nawt.org.

EDUCATION DAY

Once again, NAWT has a full track of six, one-hour sessions during Education Day at the Pumper & Cleaner Expo, Wednesday, Feb. 24. The seminars focus on topics related to just our industry, and will help pumpers expand into operation and maintenance agreements, understand EPA regulations, and gain valuable tools for handling alternative technologies and high-strength waste streams.

Seminar titles and presenters for the 2010 Pumper & Cleaner Expo are *Sampling Protocols and Methods for Alternative Technologies*, Matt Lee, Aqua Test Inc., Maple Valley, Wash.; *Dealing with Restaurant or High Strength Waste*, Bill Stuth Sr., Stuth Company Inc., Maple Valley, Wash.; *O & M for ATUs*, Kit Rosefield, Accredited Septic Monitoring, Mi Wuk Village, Calif.; *O & M for Drip Irrigation*, Dave Gustafson, P.E., Extension engineer at the University of Minnesota and Onsite Sewage Treatment Program trainer; *What to Expect When the EPA Comes A-callin'*, Tom Blankenship, owner of All Town & Country Septic Service Inc., Norton, Ohio; *A Template for Keeping Your Employees Trained*, Jim Mathis, Kline's Services, Salunga, Pa.

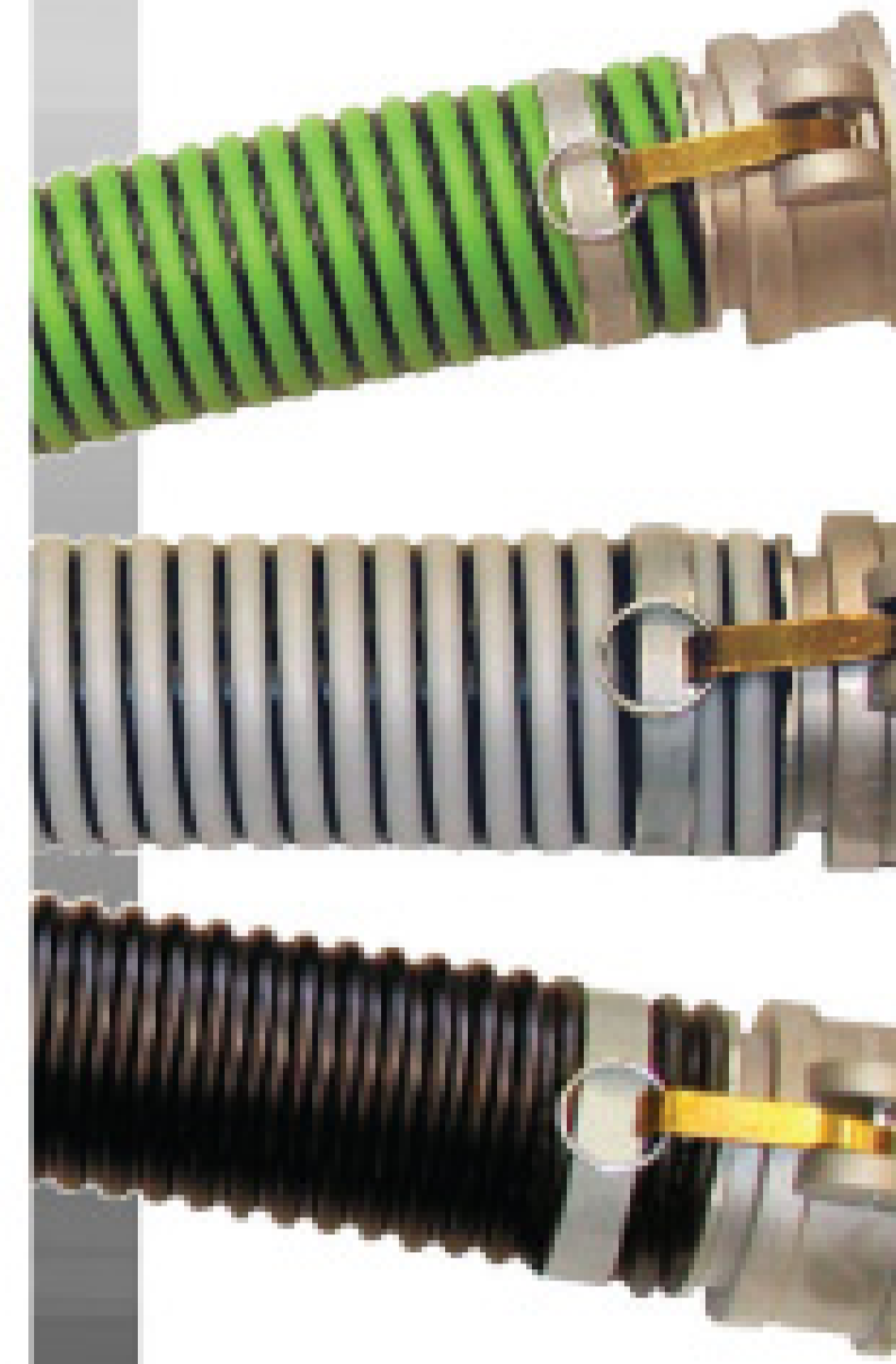
Register for Pumper & Cleaner Expo NAWT training courses using the form on the preceding page or go to www.nawt.org.

In addition to these courses, we sponsor training courses across the country by working with state associations and other industry-related groups. To bring a training course to your area, call Tom Ferrero at 800/236-6298 or e-mail info@nawt.org. Check www.nawt.org for the latest updates on our training programs and seminars. ■

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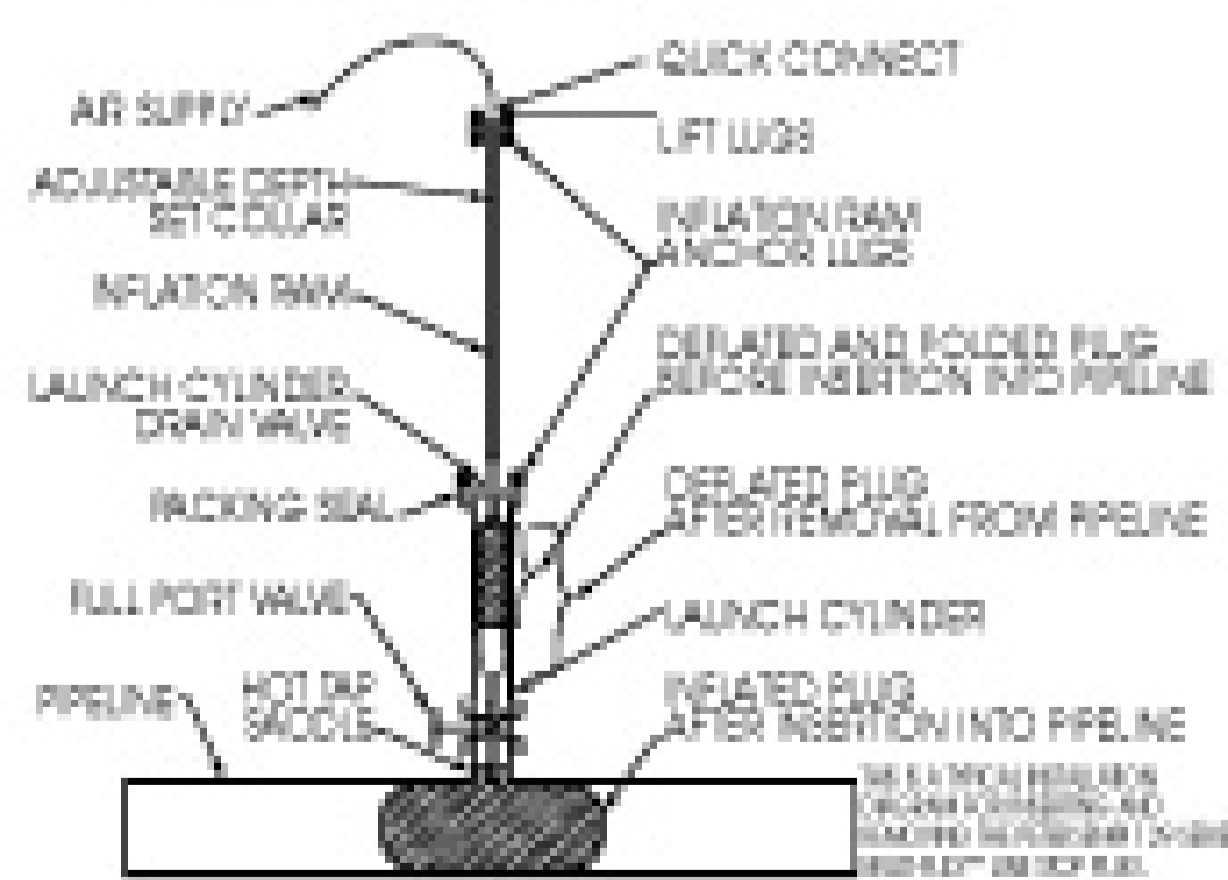
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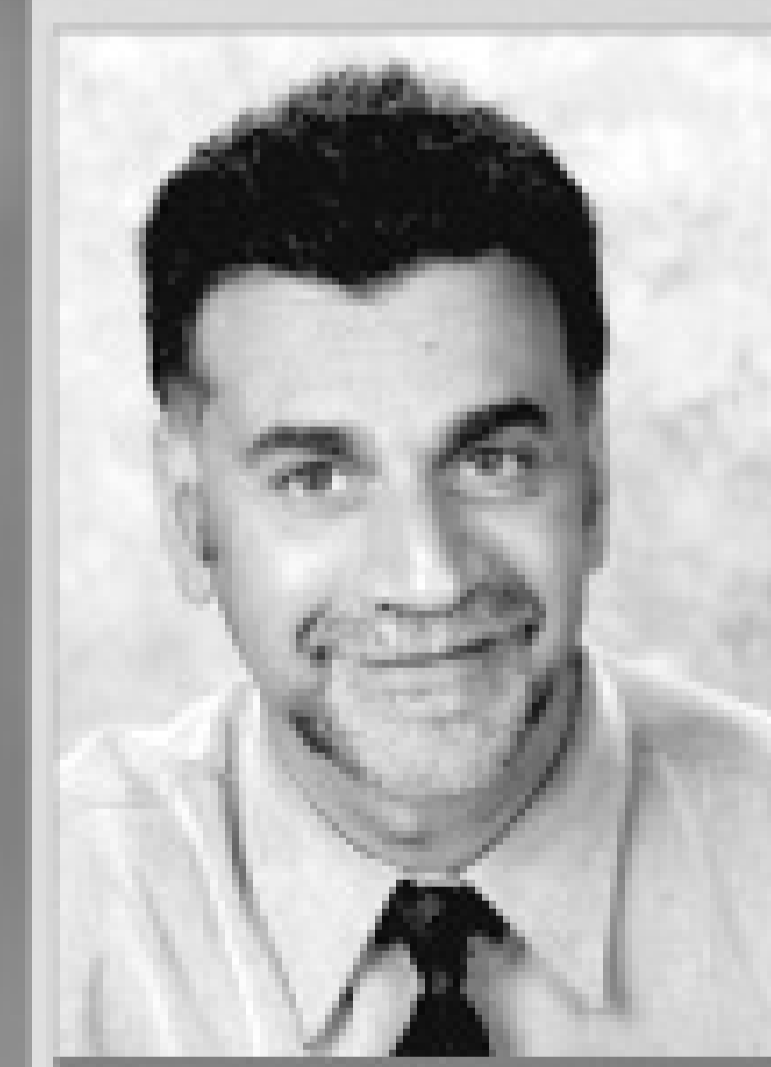
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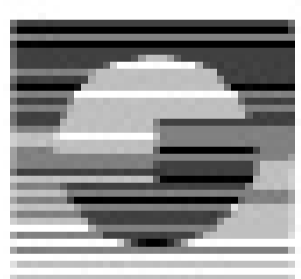
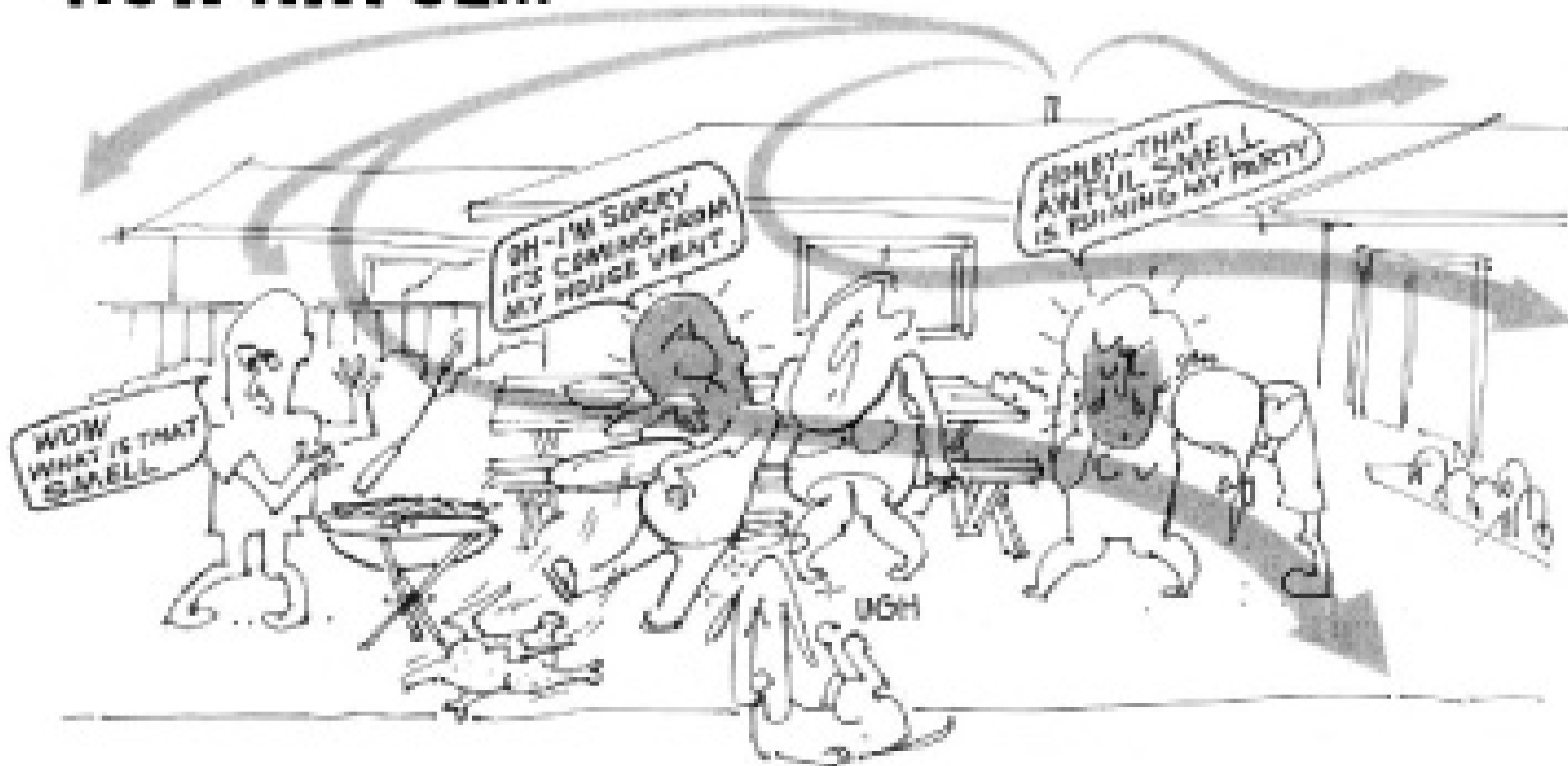
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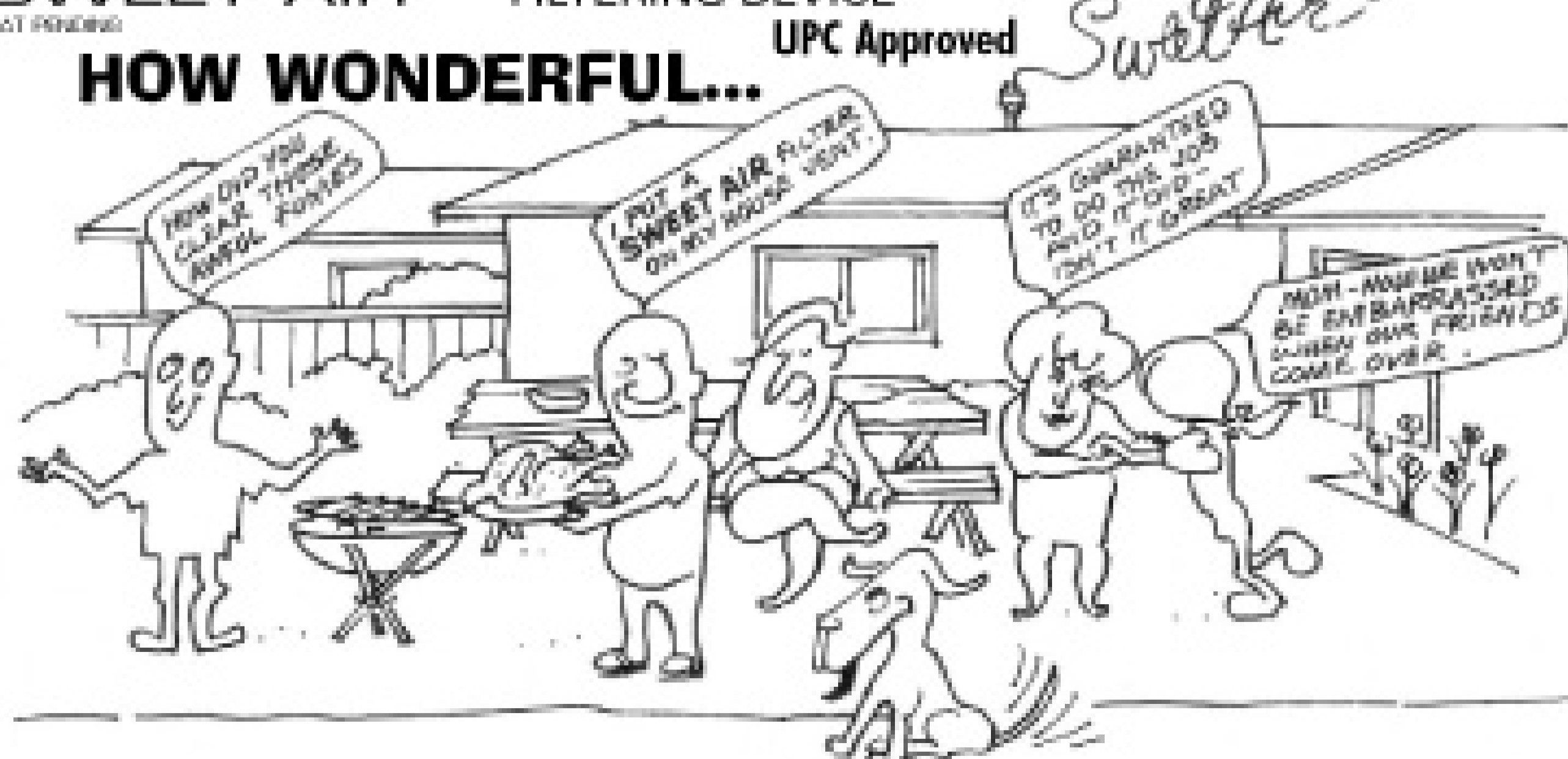


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Make Them Pay (On Time)

Running a customer-friendly business doesn't mean being the banker at zero interest for customers who make a habit of delaying payments

By Gene Siciliano

Your business was running pretty smoothly — sales growing, and profits growing, too. Then the credit crunch hit, someone said the R-word, and everything started slowing down. Most troubling of all, your customers have been paying later and later, as if they are using your money to fill their own personal credit crunch.

Well, they probably are. Most of us don't realize how dependent we are on credit to run our businesses. Vendor open-account credit — the kind you extend to your customers — is by far the largest source of borrowing power in our economy.

When you sell products and services on credit, you are making interest-free loans to your customers, even if you are financing those loans with a bank loan for which you pay interest every month. When collections roll in on time, it all seems to work out nicely, but when collection slows down, you still need to replace goods you've sold, pay your workers, and pay the rent and all the other expenses of running a business.

Assuming your bank credit lines are in place and your margins are adequate, you can have a bit higher interest expense and still ride it out with your customers. However, if your credit lines or cash reserves aren't sufficient to cushion you from the sudden change in cash flow, your business could be in big trouble.

Besides, most bad debt write-offs come from old balances, not current ones. The older the balance, the higher the risk it will never be collected. So your best bet is to encourage your customers to pay on time. No added interest, no hassle with customers, no write-offs, everyone is happy. You are probably thinking: "That was helpful. How do I do that, exactly?" Here are five ideas.

IMPROVE YOUR CREDIT PRACTICES

Screen new customers more closely before granting a credit line. Spend a few dollars actually getting a credit report, and a few minutes calling a couple of their credit references. The conversation might go to their payment patterns when the economy slows, which could be different from good times.

A comment that, "They sometimes struggle to keep current but they always manage to get caught up," could be a red flag. Also, be watchful of a prospect who has changed service providers more than once in the past year. If you can learn the name of the previous pumping contractor, that's someone you want to talk to.

MAKE A COMMITTED COLLECTION EFFORT

Make collection follow-up a key duty of at least one person in your company. Don't give the job to someone to handle in his or her "spare time." Assign the job to someone who is a good negotiator, has an amiable but firm phone personality, and who understands that collection is a key job.

Gene Siciliano, CMC, CPA, is author of the book, Finance for Non-Financial Managers, and a speaker and financial consultant. Reach him at www.GeneSiciliano.com or e-mail gene@CFOforRent.com.



If you do everything you said you would — quality service, competitive price, prompt response — then it's reasonable to expect your customers to do everything they agreed to, and that includes paying you promptly.

Most importantly, do what you say. If you promise something in return for prompt payment, make sure you deliver. If you say you must deny future work orders until an account is brought current, stick to it — every time. Key point: If your collection practices have been lax in the past, a culture change may be needed in the minds of your customers, who may be tempted to "wait you out" to see how long the new rules will stick around. This is called a test.

CALL AHEAD — MAKE SURE THEY'RE READY TO PAY

Have your collection person call the customer a few days before the due date for payment, "as a courtesy," just to make sure everything is in order and the check will be going out on time. This little reminder, when positioned with friendliness and a desire to help, can make a friend of the person who actually cuts the check.

If your customers are lacking something they need to pay you, this would not be a good time to be condescending at their inefficiency. Your effort to quickly provide it, without them having to run it down in their company instead, could put you at the head of the line for payment.

CONSIDER DISCOUNTS FOR PROMPT PAYMENT

This old technique worked well years ago but has fallen out of favor in recent years as business practices evolved. The old "2 percent/10 net 30" was and still is a great deal if explained to customers clearly. Consider this: a two percent discount for paying 20 days earlier than normal amounts to an annual return of 36 percent — not a bad yield for a customer whose savings account is probably earning two percent a year.

Even if your customers planned to pay in 45 days, getting them to pay in 15 days instead represents an annual return to them of 24 percent. You can juggle the numbers any way that makes sense, but the key is getting the customer to understand the value they get from paying promptly. And by the way, if you do business with certain organizations, such as local governments, many are required by their policies to take advantage of such discounts. Key point: Be strict about charging back discounts taken when payments don't come in on time.

TRY A PREFERRED CUSTOMER PLAN

Want to think out of the box? Consider a program for special customers: extra discounts, advance notice of price changes, special sales. Promote this as a customer benefit and make it available only under certain conditions, one of which is consistent payment according to terms.

Make the conditions list beefy enough that it doesn't look like a poorly disguised collection program. Use it as an opportunity to reward the customers you enjoy doing business with, especially those who pay on time every time. Key point: Avoid alienating customers who are in the program but then fall behind in one or more criteria. Give them the opportunity to rejoin the program after a few months of again meeting all conditions for participation.

You can appreciate your customers' dilemma in trying to stretch their cash. But that's not the same as agreeing to be their banker — interest free. You can extend their payment terms, as many companies do at times like these, but in the end you still need to collect your money by a date you can plan on. And you need to avoid alienating your customers in the process.

If you do everything you said you would — quality service, competitive price, prompt response — then it's reasonable to expect your customers to do everything they agreed to, and that includes paying you promptly.

Still, these days, many service providers will get paid late by their customers. Follow these suggestions and you can be the exception to the norm, and better positioned when the economy turns around again, as it always does. ■



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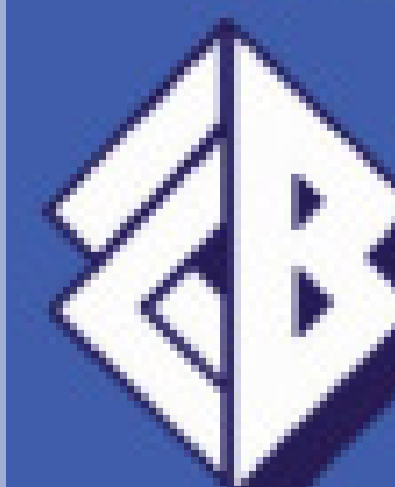
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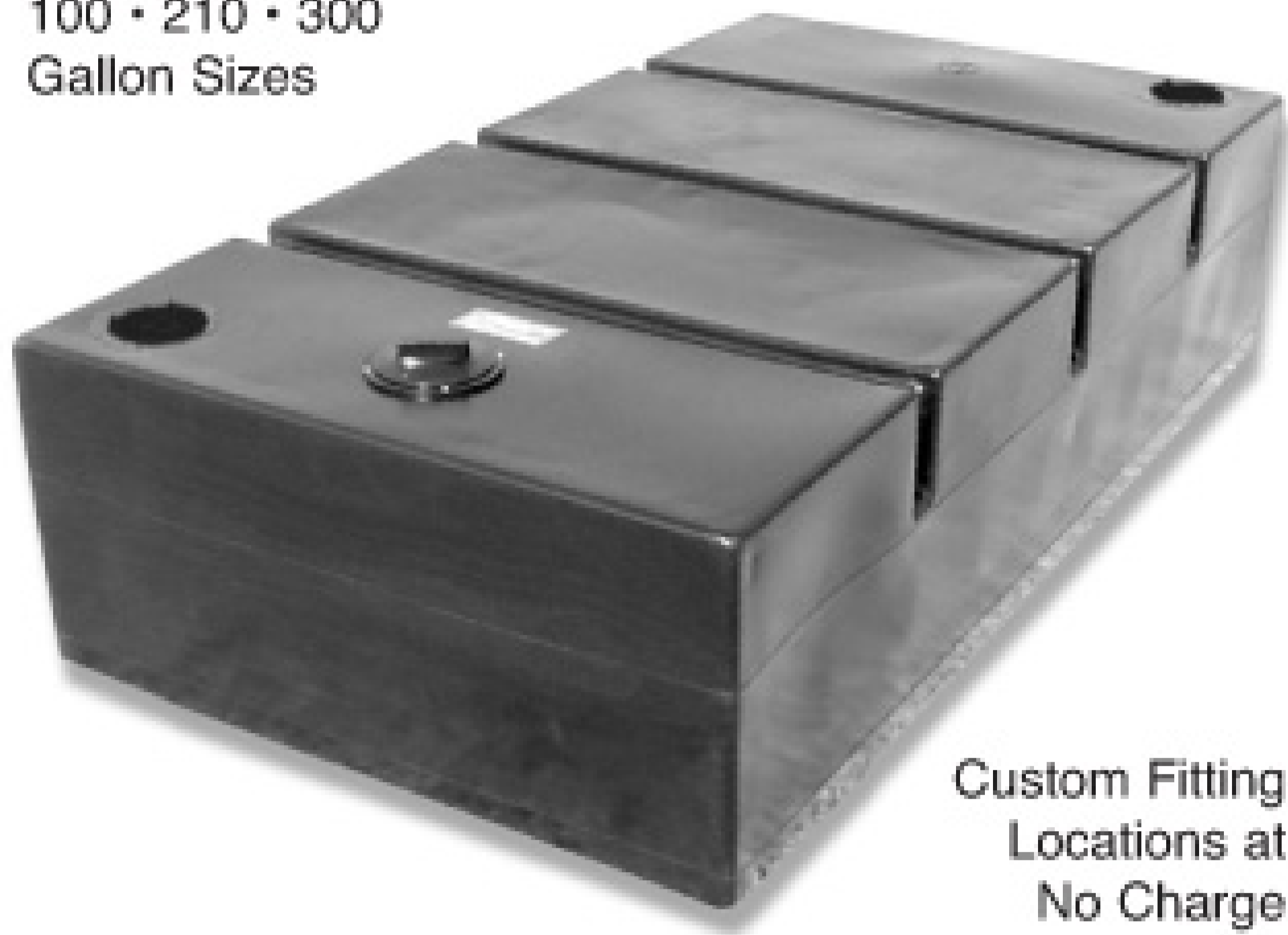
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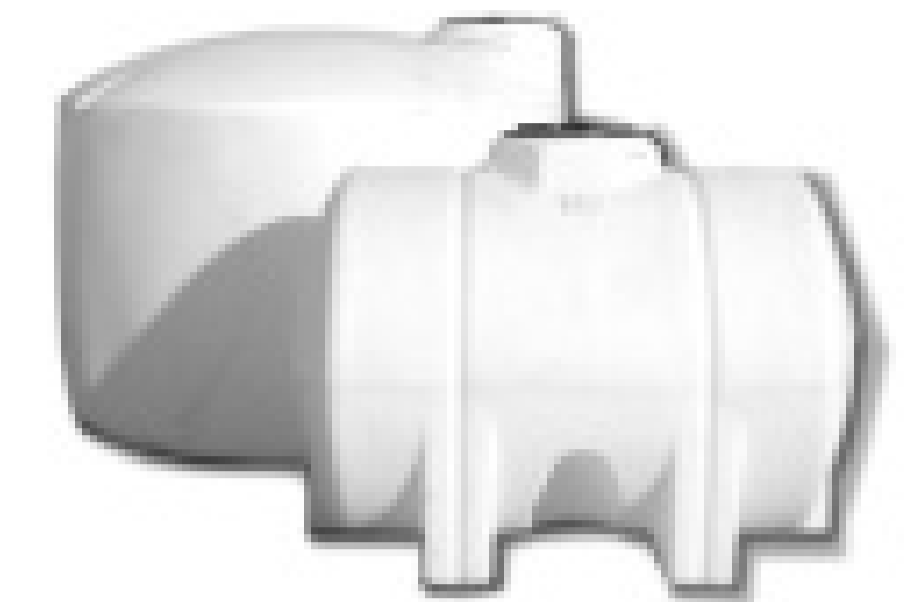


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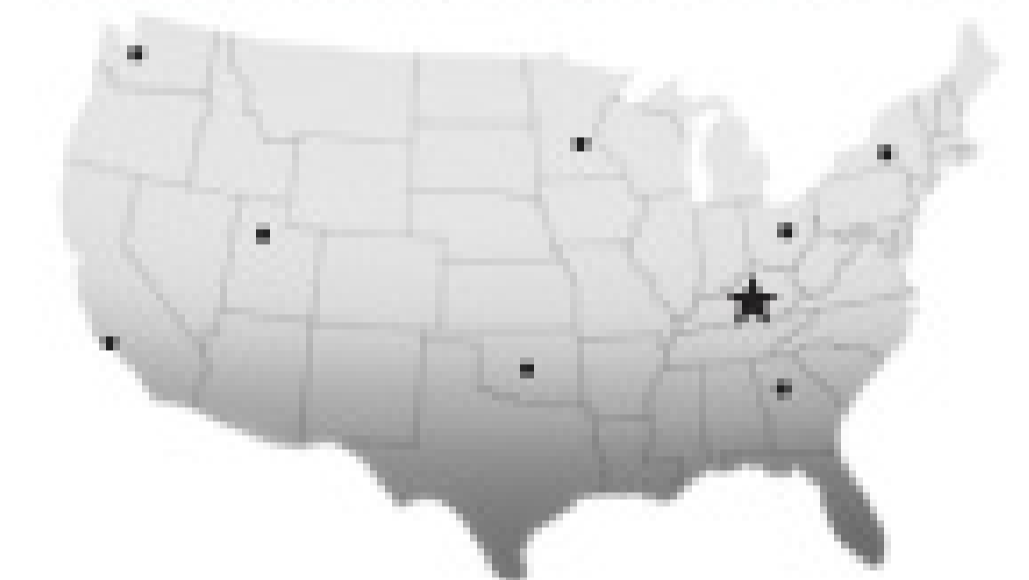


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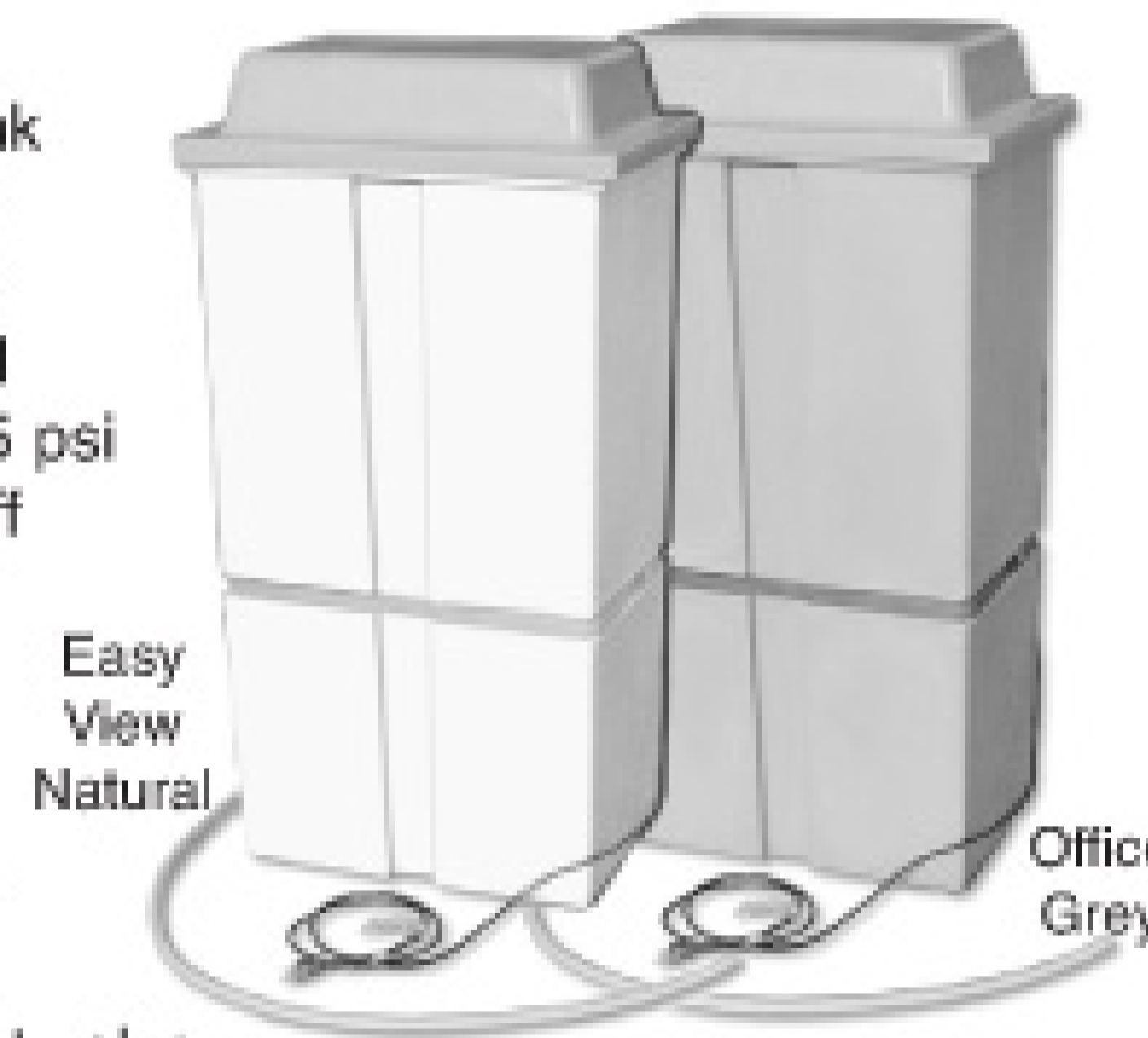
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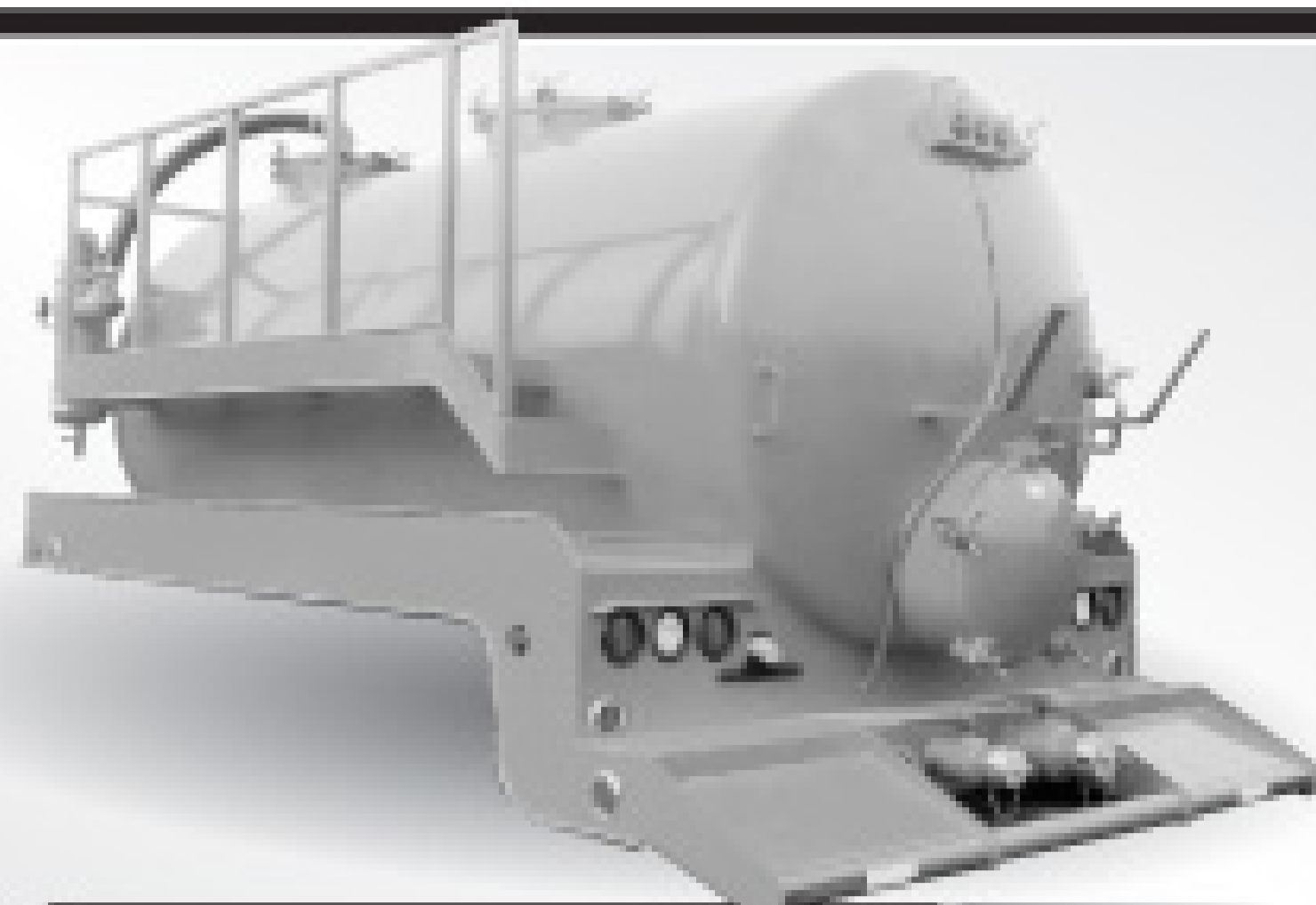
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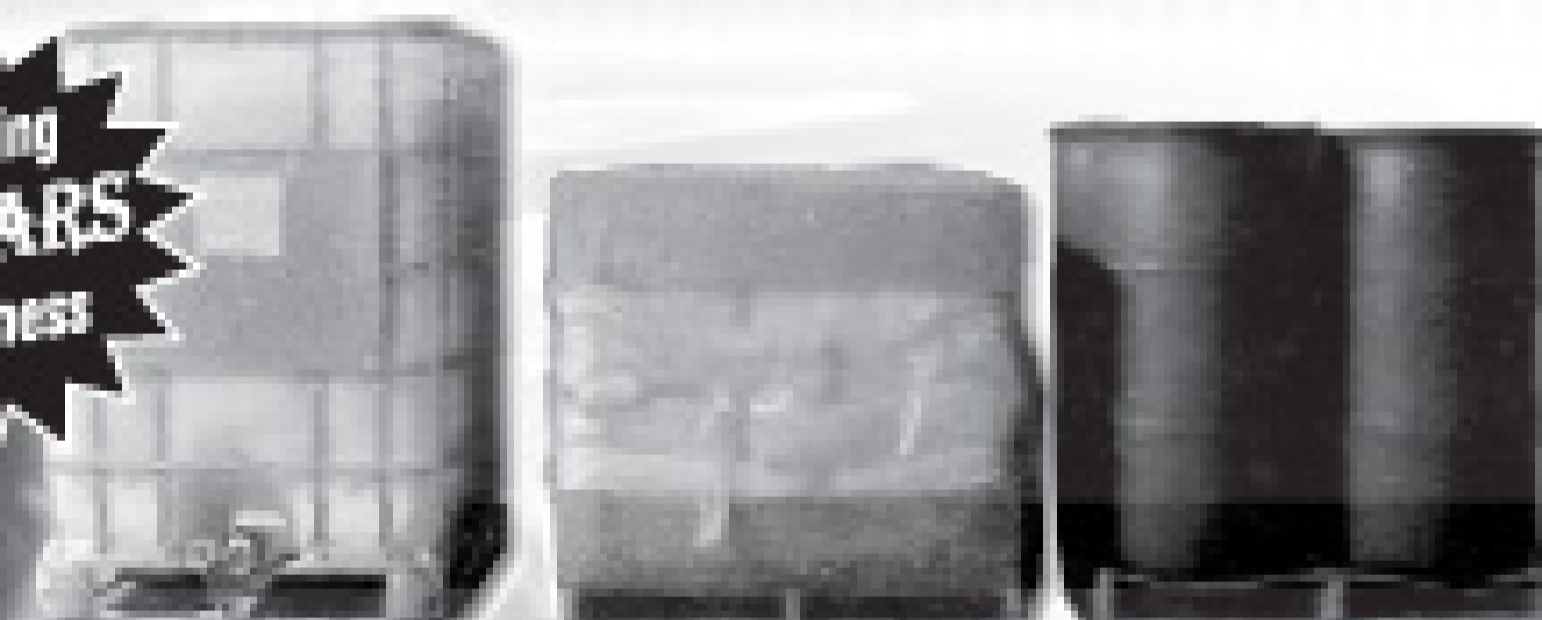


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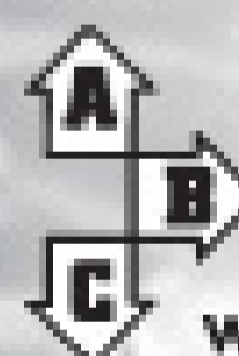
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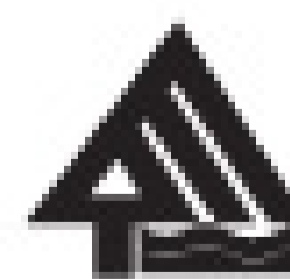
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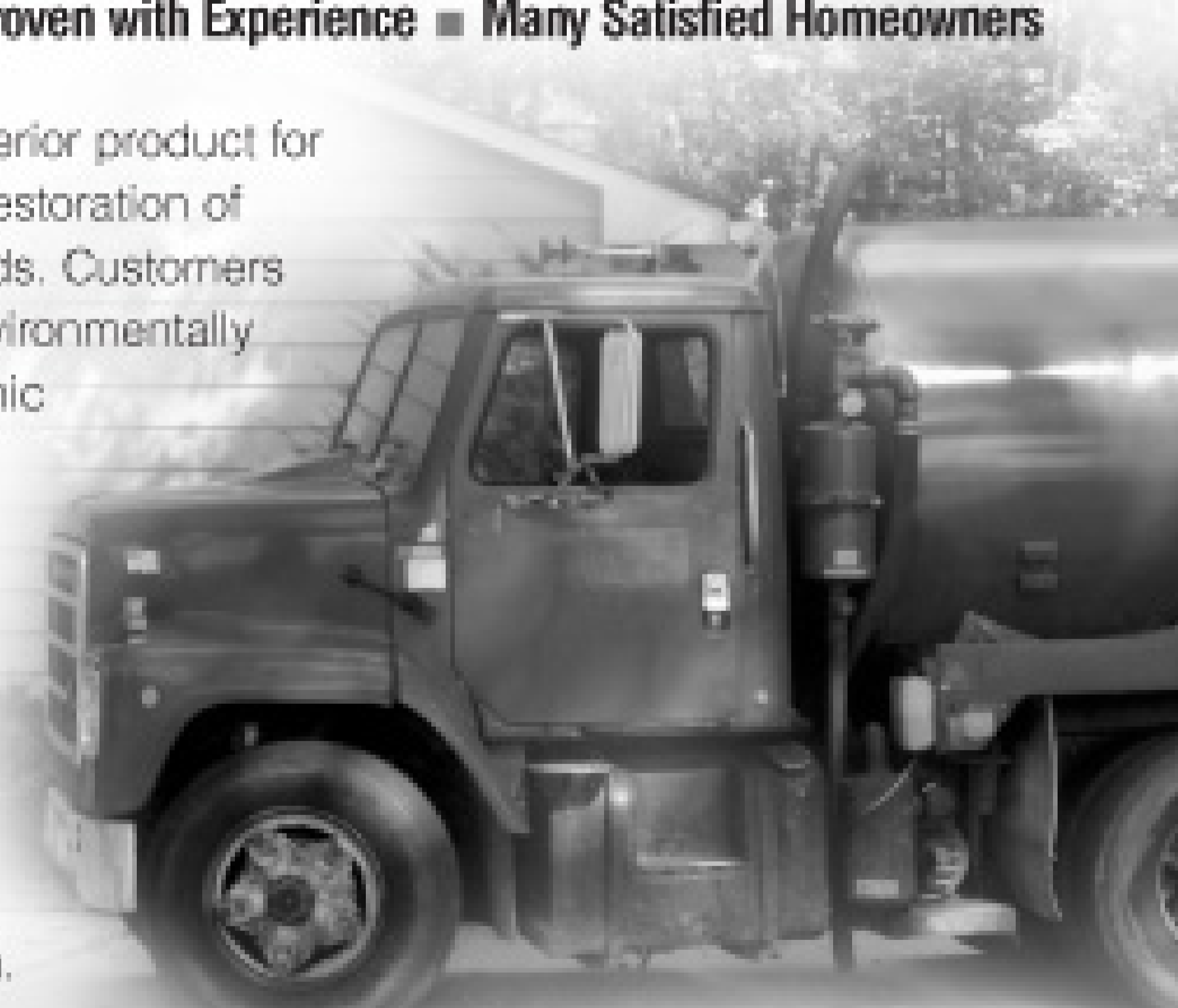
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By **Scottie Dayton**

NATION: Evaluating Methane Gas

The Water Environment Research Foundation is funding evaluation of the potential for methane emissions from onsite systems.

Prior estimates by the U.S. Environmental Protection Agency suggest that 76 percent of the wastewater sector's methane emissions are from onsite systems. However, the EPA methodology assumes that all carbon in anaerobic systems converts to methane, which then enters the atmosphere. Recent studies suggest that is not the case. The actual levels of methane production are still in question.

The research will obtain data from onsite systems with common configurations and identify any degradation pathways. The team also will investigate the variety and effectiveness of existing controls, and provide an analysis of methane production, capture and control of common septic tank designs.

ARIZONA: Septic Education Program

The community of Prescott, Ariz., has an ongoing debate about whether to sewer certain areas. As a result, Lowell Fagen, Brian Bishop, Suzanne Ehrlich, Geoff Meek and Lou Brown, board members of the Arizona Onsite Wastewater Recycling Association, developed the first-of-its-kind Septic Education Program for Homeowners. Two presentations to capacity crowds taught Prescott homeowners how their onsite system works, how to recognize problems, and how to maintain and operate the systems to extend the service life and save money. Attendees received an operation and maintenance manual developed by the team. The program is available to all Arizona communities.

OHIO: Alternate Energy Source

Urine-powered cars, homes and personal electronic devices could be available by the end of the year with new technology developed by scientists from Ohio University. Using a nickel-based electrode, the scientists can create large amounts of cheap hydrogen from any animal's urine, energy that could then be burned or used in fuel cells.

By attaching hydrogen to nitrogen, Gerardine Botte, a professor at Ohio University developed the technology, and her colleagues realized that they could store hydrogen without exotic environmental conditions, then release it with less electricity, 0.037 volts instead of the 1.23 volts if bonded to water.

Botte's prototype measures 3 by 3 by 1 inch and produces 500 milliwatts of power. However, the team is trying to commercialize several larger versions of the technology. A urine-powered vehicle could theoretically travel 90 miles per gallon. A refrigerator-sized unit could produce one kilowatt of energy for a rough estimate of \$5,000. The team believes this is the kind of process that will find many applications and make for a greener world.

National Association of Wastewater Transporters

NAWT has these sessions:

- Nov. 5-6 – Operation and Maintenance, San Luis Obispo, Calif.
- Dec. 3-4 – Onsite Installer Training, Sacramento, Calif.
- Jan. 12 – Vacuum Truck Technician, East Lansing, Mich.
- Jan. 26-27 – Onsite Inspector Training, Laughlin, Nev.
- Feb. 13-14 – Onsite Inspector Training, Georgetown, Del.
- Feb. 13-14 – Operation and Maintenance Training, Georgetown, Del.

For California classes, call the California Onsite Wastewater Association at 530/321-2207. For Michigan classes, call Mark Scott at 989/275-5011. For Nevada classes, call Kitt Farrell-Poe at 928/782-3836. For Delaware courses, call Jerry Williams at 302/855-5904.

Alabama

Licensing classes are the joint effort of the Alabama Onsite Wastewater Association and University of West Alabama. Courses are at the UWA Livingston campus:

- Nov. 11-13 – Basic Installer
- Dec. 3-4 – Continuing Education
- Dec. 9-11 – Advanced Level II Installers

Call 334/396-3434 or visit www.aowa.org.

Arizona

The Arizona Onsite Wastewater Recycling Association has an Advanced Design of Onsite Wastewater Treatment Systems course Nov. 19-20 at Maricopa. Call Kitt Farrell-Poe at 928/782-3836 or e-mail kittfp@ag.arizona.edu.

California

The California Onsite Wastewater Association training schedule is as follows:

- Nov. 5-6 – CIDWT Operation and Maintenance, San Luis Obispo
- Dec. 3-4 – Installer Training, Sacramento.

Call 530/321-2207 or visit www.cowa.org.

Michigan

The Michigan Onsite Wastewater Training and Education Center at MSU Tollgate Center in Novi has Onsite Wastewater Systems 101 courses on Nov. 4-5. Call Barb DeLong at 517/355-4720 or visit www.egr.msu.edu/age/outreach.html.

Missouri

The Missouri Smallflows Organization is offering these CEU courses:

- Nov. 10-11 – Dispersal and Water Management, Branson
- Nov. 17-18 – Troubleshooting and Hydraulics, Camdenton
- Dec. 8-9 – Dispersal and Water Management, Hillsboro
- Dec. 15-16 – Operation and Maintenance, El Dorado Springs

Call 417/739-410 or visit www.mosmallflows.org.

Oct. 20-21

Delaware Onsite Wastewater Recycling Association Technical Conference, Dover Downs Hotel and Casino, Dover. Call Mike Cotten at 302/226-2844 or visit www.dowra.org.

Oct. 22-23

Ontario Association of Sewage Industry Services Rural Wastewater Treatment Expo, Hamilton. Call 877/202-0082 or visit www.oasisontario.on.ca.

Oct. 25-28

Virginia Onsite Wastewater Recycling Association Conference and Trade Show, Holiday Inn Select/Koger South Conference Center, Richmond. Call Ben Morrell at 540/465-9623 or visit www.vowra.org.

New England

The New England Onsite Wastewater Training Program at the University of Rhode Island in Kingston has these workshops:

- Nov. 5 – Rhode Island Designer Examination Preparation
 - Nov. 19 –AutoCALC: Automated Bottomless Sand Filter Sizing and Pump Calculations
 - Dec. 3 – Regulatory Setback and Buffers
 - Dec. 10 – Nitrogen in the Environment and Onsite Systems
 - Dec. 15 – Designing Nitrogen Removal Technologies
- Call 401/874-5950 or visit www.uri.edu/ce/wq.

North Carolina

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

- Nov. 3 – Introduction to Advanced Pretreatment Technologies, Manteo
- Nov. 4 – Inspector Field Practicum, Plymouth
- Nov. 10 – Getting the Dirt on Soil, Mills River
- Nov. 10 – Onsite System Technologies
- Nov. 11 – Introduction to Advanced Pretreatment Technologies, Mills River
- Nov. 11 – Septic System Options for Difficult Sites
- Nov. 17-19 – Introductory Installer Training
- Dec. 1 – Inspector Field Practicum, Bolivia
- Dec. 2 – Introduction to Advanced Pretreatment Technologies, Bolivia

- Dec. 8 – Inspector Field Practicum, Plymouth
- Dec. 9 – Introduction to Advanced Pretreatment Technologies, New Bern
- Dec. 9-10 – Troubleshooting and Remediation of Septic Systems
- Dec. 11 – Advanced Design Lab
- Dec. 11 – Pumps and Controls, Manteo
- Dec. 15 – Basic System Troubleshooting, Greensboro
- Dec. 16 – Remote Systems, Greensboro
- Dec. 17 – The Science behind the Soil and Site Rules, Greensboro

Call Joni Tanner at 919/513-1678 or visit www.soil.ncsu.edu/training.

The North Carolina Septic Tank Association is offering the Installer/Inspector course Nov. 12-13 in Hickory. Call Connie Stephens at 336/416-6394 or visit www.ncsta.net.

Virginia

The following courses by the Virginia Center for Onsite Wastewater Training are at Blackstone:

- Nov. 2-6 – Design Camp II
- Nov. 4-5 – Wastewater 101
- Dec. 2-3 – Effluent Dispersal Systems

Call Lydia Cox at 434/292-3101 or visit www.southside.edu.

Pumper invites state associations to post notices and news items in this column. Send contributions to editor@pumper.com. ■

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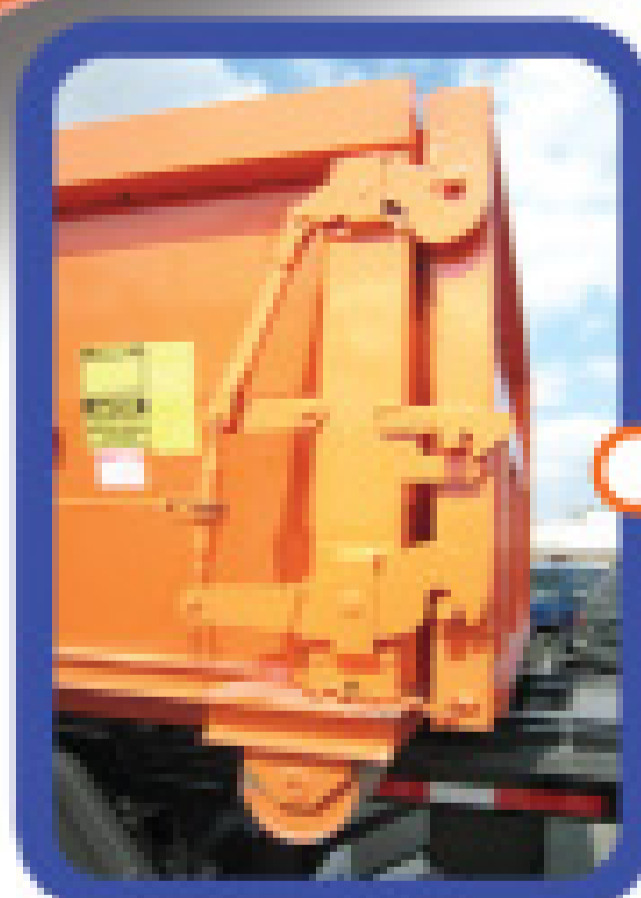
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When Mike Ink took the family pumping business over from his father, Robert, in 2005, he decided to refurbish the company's 1988 Peterbilt 379 service vehicle. The truck, running a Cat 3406 engine and 15-speed Eaton-Fuller transmission, was repainted in its same bright red color with blue and charcoal gray accent stripes. With the help of his dad, Ink replaced a steel vacuum tank with a 3,500-gallon aluminum model from Pik-Rite Inc. Vacuum comes courtesy of an HXL400 pump from Masport Inc. Dad bought the truck in 1993 as an over-the-road tractor with 300,000 miles. They removed the sleeper and created a solid day-cab hauler, which now has 660,000 miles. To build capacity for trips to the treatment plant, the guys had always envisioned a matching tagalong trailer for the Pete. So with the refurbishing project, they worked with C.W. Martin Machine to convert an old lime spreader chassis for the purpose. Air-ride suspension was added, along with 20,000-pound axles front and back. The Inks mounted a 3,600-gallon aluminum tank from Imperial Industries. Ink hooks a hose between the trailer and truck-mounted vacuum tank to generate suction to fill the trailer. With the setup, they can transport the waste from several septic tanks to the nearest disposal sites. ■

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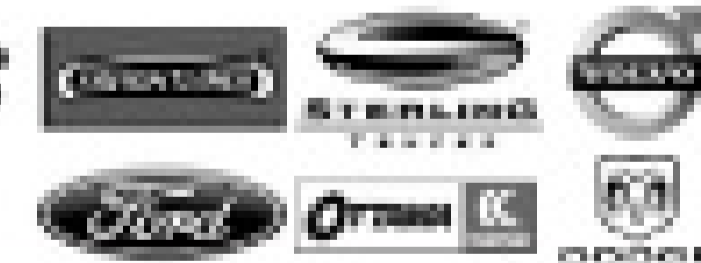
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PolyPortables Hands-Free Spigot

The hands-free spigot from PolyPortables Inc. enables field workers to wash their hands without transferring germs and helps customers comply with more stringent workplace hand-washing regulations prompted by agricultural-related disease outbreaks.

"We wanted to find a way to prevent cross-contamination," says Robert Davis, PolyPortables western division manager. "Everyone is becoming so conscious of the necessity for hand-washing. Some counties in California already are increasing the number of times workers are required to wash their hands."

Each spigot features an arm extension, with a slightly curved face at the end. Users activate the spigot by putting their forearms against the curved face and pushing in.

A 30-gallon water tank sits atop the sink unit, which is made of rotationally molded polyethylene. It measures 84 inches wide, 24 inches tall and 11 inches deep and weighs 35 pounds. A built-in reservoir and a metering device behind each spigot ensure consistent water flow and pressure.

"Usually, you lose water pressure as the tank drains," Davis says. "But with the reservoir and metering device, the spigot will dispense water evenly, no matter how low the water level is."

The unit includes four spigots, which minimizes long lines and helps maintain worker productivity. It mounts with bolts on the back of a restroom trailer without major fabrication. A 30-gallon tank below the spigots catches graywater (both tanks measure 39 1/2 inches wide, 20 inches tall and 9 1/2 inches deep).

"It doesn't require a major overhaul of an existing trailer system," Davis says. "There are so many ag trailers out there, so we wanted something that wouldn't require a lot of adaptations — cutting and welding. You can mount the unit, then run a hose from an existing water source into the back of it."

Moreover, customers can turn traditional hand-wash stations into hands-free units by swapping out the existing spigots with individual hands-free spigots, Davis points out. Each spigot weighs 1 1/2 pounds.



in the
SPOTLIGHT

By Ken Wysocky

"It's universal, so it works on PolyPortables as well as other hand-wash stations. It's an inexpensive modification for customers who must meet new requirements for hands-free operation," he says.

**For more information: 800/241-7951 or
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EasyPak pump package from Orenco Systems Inc.

Orenco Introduces EasyPak Pump Package

The EasyPak pump package from Orenco Systems Inc., designed for wastewater dosing tanks, includes a low-profile pump vault surrounded by three filter cartridges, 4-inch turbine effluent pump, control panel with floats and adjustable float collars, splice box and discharge assembly. The system is suitable for new installations and retrofits, with packages available for both timed and on-demand dosing. 800/348-9843; www.orenco.com.

Clear Computing Offers Electronic Write-On Work Orders

Electronic Write-On Work Orders from Clear Computing Inc. enable office staff to e-mail drivers an electronic version of a work order, including a detailed list of services and maps with comments. The program also stores images of equipment and service points. The driver can read and write the actual work completed, add customer signature and print or e-mail the order back to the office for immediate processing.

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Blue Angel Offers Cap Switch Technology

Cap Switch Technology from Blue Angel Pumps features a sealed, microprocessor-controlled switch that detects the presence of water versus air and determines the cycle time of the pump. 888/636-6628; www.blueangelpumps.com.



S-Box Offers Modular Leach Field System

The Modular Leach Field system from S-Box eliminates the need for stone and intricate pipefitting. Delivered complete with plumbing, the system can be installed in any weather condition. The module includes a narrow, fabric-covered fin arranged in a serpentine pattern. A wire frame, which also supports a pre-installed distribution pipe, holds the fin in place. Effluent can be supplied to the system by gravity flow, pump or siphon. The modular unit also can be used with other alternative treatment systems. 860/740-6884; www.sbox.us.

Infiltrator Introduces Quick4 Plus Chambers

The Quick4 Plus line of chambers from Infiltrator Systems Inc. includes the 8-inch tall LP for shallow installations and the 12-inch tall Standard. Both 4-foot-long chambers feature the Contour Swivel Connection, which allow 10-degree turns. The chambers also have two end-cap options and All-in-One Periscope for 180-degree inletting. 800/221-4436; www.infiltratorsystems.com.



Vac-Tron Introduces LP555DT Industrial Vacuum

The LP555DT industrial vacuum from Vac-Tron Equipment offers a lower profile and center of gravity, pressurized tank and hydraulically operated, full-open/locked rear door with pushbutton controls. Features include a 500-gallon spoil tank, twin 100-gallon saddle water tanks with automatic low-water cutoff, 0.5 micron filter, 4,000-psi water pump with electric clutch for on/off control, waterproof, fully lockable control panel and two-torsion axle, heavy-duty trailer. Powered by a 36-hp water-cooled diesel engine, an optional 49-hp engine is available. 888/822-8766; www.vactron.com.



LP555DT industrial vacuum from Vac-Tron Equipment

Front Range Precast Offers Rainwater Collection Systems

Rainwater harvesting solutions from Front Range Precast Concrete, manufacturer of watertight concrete tanks for wastewater storage, septic systems and grease and oil interceptors, are designed for ordinary household, fire protection, watering of animals and the limited irrigation of lawns and gardens, in accordance with Colorado Senate Bill 09-080. 303/442-3207; www.flxx.com.

Vector Offers 1021R Vacuum Loader

The 1021R trailer-mounted industrial vacuum loader from Vector Technologies Ltd. delivers 6,150 cfm at 28 Hg with a maximum 350 hp. Featuring coated bag, pulse-air cleaned primary filtration and pleated cartridge secondary filtration, the vacuum loader has a 6-inch hose, empty weight of 22,350 pounds, maximum bulk performance of 28 to 35 tons per hour and maximum liquid performance of 600 gpm. The unit measures 24 feet, 10 inches by 8 feet, 4 inches by 11 feet, 4 inches. 800/832-4010; www.vector-vacuums.com.



Norweco Offers AT 1500 UV Disinfection System

The Model AT 1500 ultraviolet disinfection system from Norweco Inc. is designed to reduce pathogenic bacteria levels in onsite treatment systems. Installed downstream of treatment tanks and upstream of receiving environments, the system features demand-use treatment, longer lamp life, increased bulb intensity, sealed NEMA 4X weatherproof enclosure, single low-voltage power cable and flow that provides dual doses of UV light. Able to treat up to 1,500 gpd, the system can reduce fecal coliform to less than 200 CFU/100 mL when used in conjunction with NSF Standard 40 Class 1 aerobic treatment systems. 419/668-4471; www.norweco.com.

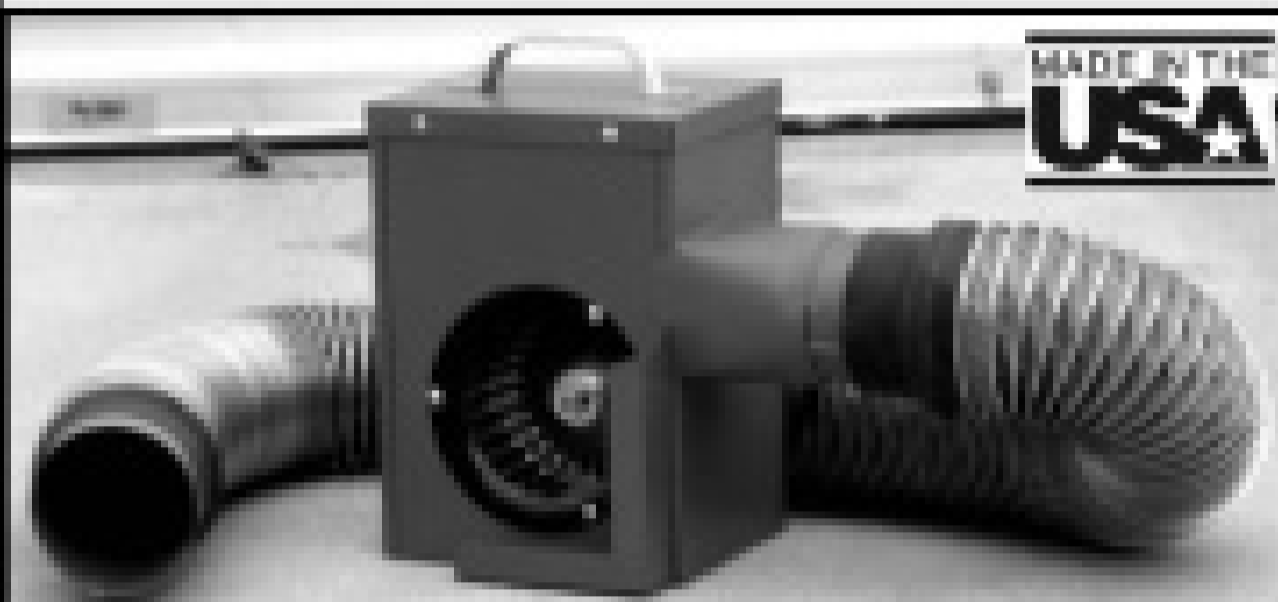
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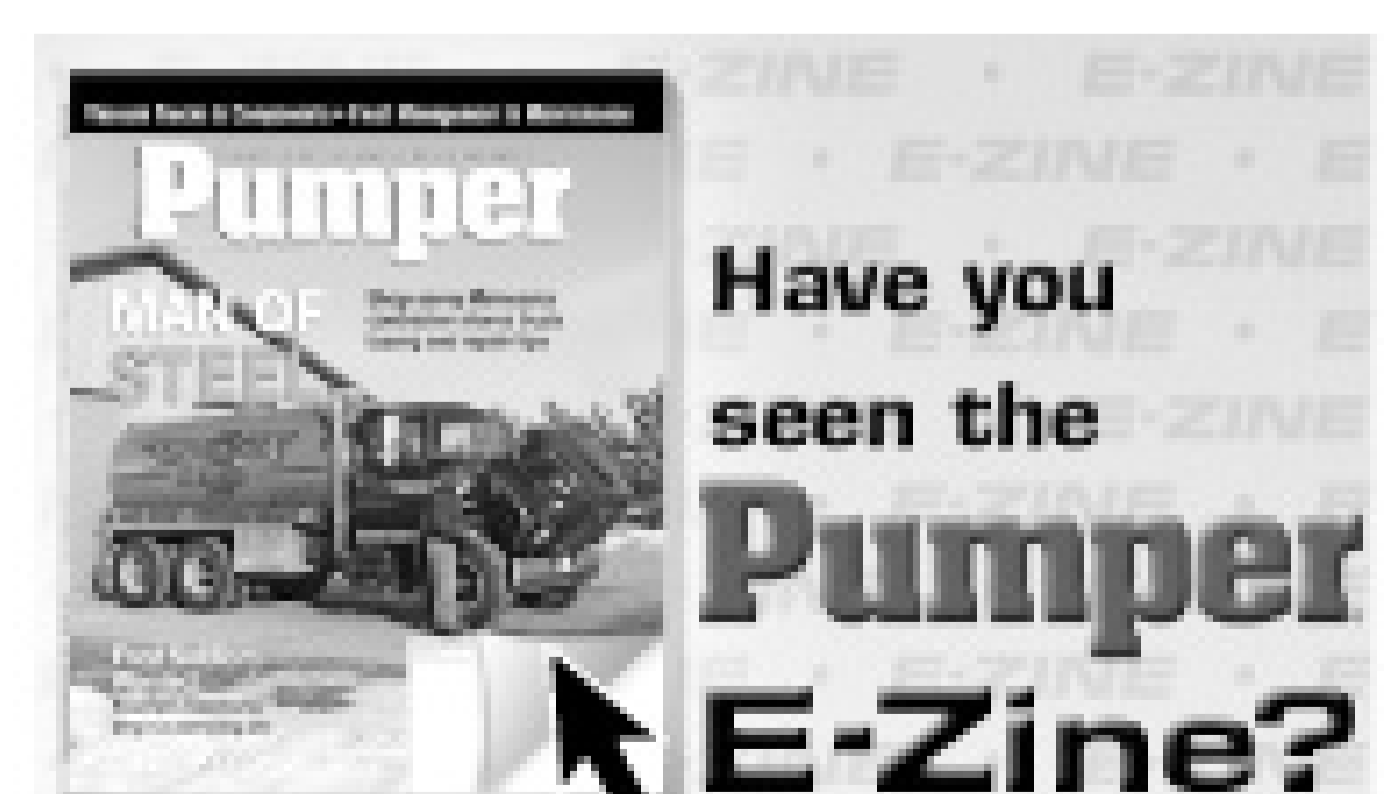
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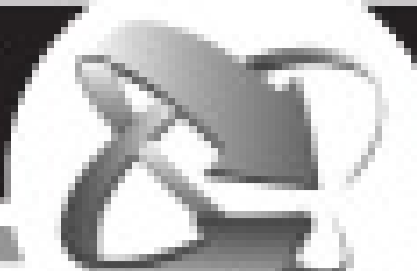
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Texas Pumper Dies in Crash

Longtime pumper Larry Goodwill, owner of Larry's Septic Tank Services in Bastrop, Texas, was killed in a traffic crash July 29. He was 52.

According to news accounts, Goodwill was driving his loaded septic truck on Texas 95 near Austin when he collided head-on with a United Postal Service truck driven by George Center, 37, who also died in the crash. Police said a tire blew on the UPS truck, sending it into the path of the septic truck.

Goodwill operated his one-truck pumping company for 17 years. In addition to pumping, he was a volunteer pastor at the Church of the Living Savior. He built the church on his property several years ago.

Larry's Septic is no longer in business, according to Goodwill's wife, Debbie.

Cooper New England Named Liberty Pump's Top Rep

Liberty Pumps named Cooper New England Sales top representative for 2008 at the company's national sales meeting.

Bord Na Mona Marks 15 Years of Puraflo

Puraflo peat fiber biofilter wastewater treatment systems from Bord na Mona Environmental Products U.S. Inc. have marked 15 years of service in Alabama and Virginia. The system was first installed in Virginia in 1993.

Wieser Receives NPCA Certification for 20th Year

Wieser Concrete Products Inc., Maiden Rock, Wis., has received National Precast Concrete Association plant certification for 20 consecutive years. The company's plant in Portage, Wis., was awarded NPCA certification for 14 years running. Certification requires passing an initial inspection and annual, unannounced inspections by an independent engineering firm.

Bio-Microbics Receives Technology Merit Award

Bio-Microbics Inc. received the Technology Merit Award in the water/wastewater category for its BioBarrier Membrane BioReactor technology from the Environmental Business Journal.

Zoeller Launches Web Site, Branding Initiative

Zoeller Co. launched a new Web site, www.zoeller.com, for its corporation and four brands of water solutions. The site includes product navigation, news and events, interactive literature index, as well as new logos for all brands.

Engle Fabrication Receives Best of Sauk Award

Engle Fabrication LLC, Sauk Centre, Minn., received the 2009 Best of Sauk Centre Award in the fabricated plate work category from the U.S. Commerce Association. The award recognizes companies that achieve exceptional marketing success in their community and business category, enhancing the image of small business through service to their customers and community. Engle specializes in the design and construction of stainless steel tanks and trailers.

Vector Technologies Launches Web Site

Vector Technologies Ltd. launched its new Web site, www.vector-vacuums.com. The site contains trailer-mounted vacuum product information as well as newsletter registration.

SOS Offers Hoot Commercial Treatment Systems

Superior On-Site Solutions of Sacramento, Calif., offers Hoot commercial systems, suitable for new projects, retrofits or upgrades. Performance-based packages are designed for daily flows from 2,000 to more than 1 million gpd. ■

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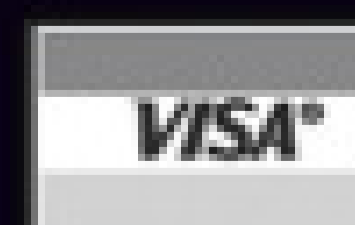
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USED 2000 Keith Huber 600/300 Gal. Tank: Very good condition, includes tool-boxes, Shor Flo fresh water pump, 2-toilet carrying rack and Masport pump model HXL4DE.\$6,500 OBO
410-365-1109 P10



Brand New 3000 Gal. Erickson Tank: Masport 400, 1996 W900L, fresh 525 Cummins, 13-spd., new tires, new leather seats, too much to list. Call for more pics.
.....\$79,500
406-360-4638 P10



2000 KW T300 Vacuum Pumper Truck: Cummins 8.3, 240 hp diesel, 6-spd., A/C, air brakes, 31,000 GVW, Masport H15W vac pump, 2200 gal. tank, 1800 waste, 400 gal. fresh, hose reel, 2-toilet rack.
562-926-5015 P10



2006 Vactor HXX: Only 25,000 miles and 500 hours! Inter. chassis, CAT C13, A/C, 20 gpm @ 2,500 psi, 940,000 BTU boiler, sludge pump, 7' teleboom, wireless remote, air purge, winter recirc & more. Make an offer!
866-737-8470; chris@q-equip.com
or www.q-equip.com CP10



1998 International 4700 W/466E: Allison auto. trans., air brakes, A/C, new tires, batteries. Satellite 750 waste, 350 fresh w/dual cabinets and catwalk, Masport M2. Under CDL.\$28,500
970-215-3281 P10



2000 International 2500: Very good shape Vac-Con combo. Working every day! 80 gpm @ 2000 psi, 600' of new 1" jetter hose, 12-yd. debris tank, 1000 gal. water, assortment of nozzles, 30' of 8" vac tubes.Priced to Sell \$110,000
606-877-2670
riteway@ritewayservices.info P10



1995 Ford F800: 5-spd., 30,000 GVW, 187,732 miles.\$12,000 OBO
386-255-6505 P10



Isuzu Flat Bed: Honda motor, Imperial tank, 350 gallon waste, 200 gallon fresh, 175 hp Isuzu, 141,744 miles. New paint, real nice condition.
631-727-3939 P10



O'Brien Trailer Jetter: Like new, 25 hrs., 350 gal., 650' of hose. Financing available.
.....\$25,000
Call Jim 877-333-4539 P10



2006 Ford F550: 6.0L diesel, Progress 1500 gal. 3-comp. alum. tank, Allison A/T, PTO driven Masport pump, Pumptech washdown w/hose reel. Clean and well maintained, 113K.\$38,500 OBO
Steve @ 402-965-9700 P10



2004 International: 90,000 miles, 2500 gal. aluminum tank with a 300 gal. jet rodder (3000 psi), Myers vac pump. Very good condition. Only 1 owner.\$54,000
240-298-3066 P10



Supersucker Model 6227: Only 58,000 miles on 2006 Sterling truck with only 3037 hrs. on vacuum.\$129,000
Craig @ 615-207-8245 CP10



2005 Freightliner: Full ACME coded aluminum liquid ring vac truck w/only 159K miles! CAT engine, 2300 psi high pressure jetter, 3500 gal. tank w/300 gal. fresh water supply for jetter. Full dump and rear opening door, all air ride. Garage kept. Must see to appreciate.
614-795-1899 P10



2007 Isuzu NQR: 900 gal. Crescent flat bed tank, Masport pump system, 58,904 miles. Excellent condition.\$39,000
Call Scott 706-832-5224 or email
scott@williamsseweranddrain.com P10



(2) NLB 225 Series Water Jetting Systems: NLB Model 305, only 1100 hrs.\$69,000
NLB Model 275, only 2300 hrs.\$49,000
Craig @ 615-207-8245 CP10

Pumper

see photos in COLOR at www.pumper.com

TRUCK STOP



October



1994 Louisville 9000: 33,000# GVW, air brakes, 260 Cummins, 8-spd. Fuller with 9 year old 2500 gal. tank unit. Very clean heavy duty unit. \$23,900
Call Judge Coleman 516-398-5638
or e-mail cwjudge@aol.com P10



2002 GapVax HV56 Tri-Axle Hydro Excavator/Industrial Vacuum Loader: 27' Hibon blower, 5300 cfm, 5000 hrs., wireless telescopic boom, 880,000 BTU burner, heated pump and water cabinet, 1000 water/15-yd. debris, coated tanks, exc. cond. \$165,000
612-328-2158 CP11



2004 Freightliner: 300 hp, Allison 6-spd., loaded cab with an Andert 3,500 gal. tank. 126,000 miles, one owner, garage kept. Nashville show truck. \$65,000
845-744-3536 P10



(2) New 2007 International DT 466: 225 hp, pre-emission, 6-spd. with new 2300 gal. tank and R-260 Juroop vacuum pump, 350 cfm. \$65,000 each
1-800-592-3308
Rodney Cell 270-832-3793 P10



2008 T 300 Kenworth: 2000 gallon tank, 1500 gallon waste, 500 gallon water, dual service, Cummins motor, automatic transmission, under 26,000 GVW brand new, 34,219 miles, maintenance records available.
631-727-3939 P10



1999 T-300 Roll Off: VERY CLEAN, 60K miles, Cat 3126, 6-spd., 30K lbs. Rudco lift. Trash and concrete boxes available.
 \$37,000
916-454-2000 P10



1988 RD680: 58,000# GVW, 300 hp Mack diesel, 5-spd., 248,000 miles, 3500 gal. Coleman, 400 cfm pump. Chassis excellent. Tank unit requires some repair. \$13,900
Call Judge Coleman 516-398-5638
or e-mail cwjudge@aol.com P10



2001 International DT 466: 6-spd., air brakes, 274,000 miles with new 2300 gal. tank with 350 cfm Masport vac pump.
 \$37,500
1-800-592-3308
Rodney Cell 270-832-3793 P10



2004 Freightliner M2: Mercedes-Benz motor, 2500 gal. aluminum tank, 367 Challenger pump, heated valves, 140K miles, serviced every 3K. New tires. Runs great. \$58,000
1-888-758-6599 P10



1986 Mack R Model: 54,000# GVW, 300 hp Mack with 5-spd. Maxidyne, 3000 gal. Coleman with 350 Gold vacuum/pressure pump. \$29,990
Call Judge Coleman 516-398-5638
or e-mail cwjudge@aol.com P10



2006 Mitsubishi: 140,000 miles, great truck, works every day. 400/200, powerful pressure washer. PA
814-277-6227 P10



2005 Peterbilt 330 ENG: Automatic, 48,000 miles, 1200 Fruitland pump, 2500 gal. steel tank, 2200 gal. waste, 300 gal. fresh, jetter w/200' hose, tank hoist, full rear opening door. \$92,000
715-874-5274 P10



1997 International 4700: DT466, 6+1 trans., 300K miles, runs very strong, new paint, all new lights, new front tires, 1000 gal. tank (850 waste/250 fresh) all new hoses & sight glasses. Comes with 32 Seabach toilets less than a year old, 6 PolyJohn toilets, and all toilet supplies. \$30,000 OBO
919-498-5665 P10



2005 Mack CX-Vision: 330 hp, 10-spd., used 3600 gal. tank, Juroop LC-420 pump. Bank repo. Truck was only used for 2 months. Huge savings! \$56,000
www.nationaltruckcenter.com
Office: 305-691-8407
Michael Vera: 786-554-0892
George Gonzalez: 954-558-0816 P10



2004 Ford F550 XLT: 4X4 diesel, auto, alum. wheels, 120K miles, 600 gal. stainless steel waste tank, 330 gal. poly fresh water tank, 100 gal. poly spray tank w/12V pump and hose reel. New Honda engine w/Conde pump. Stainless steel fold-down restroom carrier. \$28,000
Frankfort, KS 785-292-4933 PBM



1993 International 4900 DT 466: 250 hp, 33,000 GVW, 6+1 trans, new motor 80,000 miles, 2,350 gallon tank, Juroop R260 pump, cab repainted, new tires. Great starter truck. \$35,000
770-898-3761 - Georgia P10

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



October



2008 Vactor HXX: 12-yd. body, 1300 gal. water capacity, variable pressure system, 400,000 BTU water heater, dual 38" fans, 2008 International 7600 6x4, Cat 380 hp engine, extremely low hrs. and miles. (Stk 1479) ~~\$275,000~~ \$265,000

Call Joe 312-208-6373

P10



1994 IHC: 6+1 spd., newly rebuilt DT466 less than 1000 miles, A/C, new rubber, new 2006 tank 2250/250/75, universal portables or sewer, Moro AC4 pump, pressure washer, poly liner, too much to list. Make offer.

Call Troy @ 1-800-498-3000

P10



Reconditioned 1997 FL80 Freightliner with Vactor 2115C Combo: Cummins 6BTA Pony motor with 6308 hr., Cat 275 hp chassis engine with 36,680 miles, Allison auto. trans., new 1" x 600' jetter hose, 80 @ 2500.

888-564-0202

www.kmhequip.com

P10



1989 Ford (Vactor 2045) 1020 Holmes: 16', 4500 cfm blower, safetied and ready to work. \$18,000 OBO

Call Rob 519-384-3416

or email hdind@mnsi.net

P10



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

570-829-3231

PBM



1995 Ford Aeromax 9000: N-14 Cummins, 350 hp, 52K GVW, 12 ft., 40 rears, 150K miles, 3500 gal. tank, built in 2004. Excellent truck. \$48,000 OBO

203-879-3746

P10



2001 Sterling: 54000# GVW, Cat 3126B 300 hp, 8-spd., 3500 gallon Transway with TST500 vacuum-pressure pump, heated valves. Very clean unit. \$46,900

Call Judge 516-398-5638

or e-mail cwjudge@aol.com

P10



2007 Volvo VHD with Aquatech B-12 Jet Vac and Hydro-Excavator: 65 gpm @ 2500 psi, 1000 gal. water, Hibon TS56 blower 18" hg., 12 CY debris, 980,000 BTU Hotsey boiler, hydro hand gun 2500 psi @ 18 gpm, 10-spd. manual, Volvo 12.1 liter, 365 hp.

888-564-0202 • www.kmhequip.com

P10



2003 Ford 550: Satellite 650 waste, 350 fresh, auto, diesel, 6.0, 168,000 miles, runs excellent, new injectors, new paint job. Very sharp. Priced to sell: \$16,500 OBO

315-247-0582

P10



2001 Supersucker: Freightliner FL112 chassis, Cat C-10 engine, 27' blower, Cotta transfer case. \$95,000

Call 1-888-739-0838

P10



1994 TopKick Pumper Truck: Non-CDL (25,950 GVW), hyd. disk brakes, good tires, Battioni 6,500 vac pump, 1,550 gal. tank. \$15,400

231-331-7533

P10



1993 Vactor 2103: 3-yd body, rear decant, rear mounted arrow board, extendable boom, 500 gal. water capacity, 30 gpm @ 3000 psi water pump, 1993 Ford chassis, 175 hp engine, 5-spd. manual trans., low hrs. and miles, ex-municipal truck. (Stk. 1590)

Call Joe 312-208-6373

P10



2004 Sterling LT7500 with AquaTech B-10 Jet Vac: 80 gpm @ 2000 psi, Roots 824 blower, 15 Hg., 10 CY debris, 1000 gal. water, 10-spd. manual, Cat C-7, 275 hp, lateral hose reel.

888-564-0202

www.kmhequip.com

P10



2003 VacCon V390SH: 9-yd. debris body, 3-stage vacuum compressor, hydrostatic blower drive, telescopic boom, articulating hose reel, 2003 Sterling chassis, diesel, automatic. Extremely low hours and miles. (Stk. 1596)

Call Joe 312-208-6373

P10



2003 Ford 550: Satellite tank, auto, 7.0 diesel, 650W, 350F, 2-unit carrier, 210,000, washdown unit. Great running truck. \$16,500 OBO

315-247-0582

P10



2007 Volvo VHD64F, VacAll Jet Vac: VED12 365 hp, Eaton 10-spd., 12 CY debris, 1500 water, 80 @ 2000, Hibon TS56 blower, low miles and hours. Also have available with Hydro. Exc. kit.

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www.kmhequip.com

P10

Pumper

see photos in COLOR at www.pumper.com

TRUCK STOP



October



2006 Safevac - Five (5) To Choose From: Sterling LT9511 chassis, MBE 460 engines, 27" Wispair blowers, OMSI transfer cases.Special Price \$149,950 Each
Call 1-888-739-0838 P10



2007 Ford F-750: 300 hp Cummins GVW, 2000 gal. tank, 1500 waste, 500 fresh water, dual service, mileage 64,000, like new condition.\$67,000
631-727-3939 P10



2003 Freightliner FL-70: Cat, 210 hp, 6-spd., 199K original miles, new 2200 gal. tank, new Jurop R-260 pump, new paint.\$39,900
www.nationaltruckcenter.com
Office: 305-691-8407
Michael Vera: 786-554-0892
George Gonzalez: 954-558-0816 P10



For Sale or Lease: Several stainless steel or aluminum vacuum and non-vacuum tank trailers.
Bulk Tek Sales & Leasing
217-268-4917 P11



2004 Mack CX-613 Vision: E-7 427 hp, Jake, 10-spd., new 5000 gal. tank, new Jurop LC420 liquid-cooled pump, 20K tag axle, all new accessories, aluminum wheels, 160K original miles.\$82,500
www.nationaltruckcenter.com
Office: 305-691-8407
Michael Vera: 786-554-0892
George Gonzalez: 954-558-0816 P10



1993 Vactor 2110: 2-stage fan, 10-yr. body, 80 gpm @ 2500 psi water pump, rebuilt by Vactor dealer. (Stk. 1605)
Call Joe 312-208-6373 P10



2005 Ford F-650: 250 hp, C7 Cat, Allison, A/C, 74,000 miles. Alum. wheels with a Crescent model 1350 tank, Masport HXL4, air shift PTO. Will carry up to 10 restrooms.\$65,000 OBO
Call Troy @ 1-800-498-3000, WI P10



2005 Mack CX-Vision: 330 hp, 10-spd., used 4000 gal. tank, Jurop LC-420 pump. Bank repo. Truck was only used for 2 months. Huge savings!\$56,000
www.nationaltruckcenter.com
Office: 305-691-8407
Michael Vera: 786-554-0892
George Gonzalez: 954-558-0816 P10



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 P8A



2007 Mack CV713: 335 hp, 8LL trans., double frame, 25K miles, 18# FA, 44# RA, Troxill 3360 gallon lined tank, National Vacuum 367 Challenger pump. Like new.\$92,000
205-657-7972 P10



2006 Ford F750: 5-spd., 26K lb. GVW, 2006 Progress portable toilet service unit, 2000 gal. alum. tank, 2-comp. 1500 gal. for water or premix, 1 1500 gal. for waste/debris, Masport pump, 3' suction hose.\$54,900
Opdyke Truck Sales 800-520-4704 P8A



2002 Freightliner FL80: 3,600 gal., Cat 250 HP, 9-spd. Eaton Fuller, 162,289 miles, 11x22.5 tires, 18#F-40#R, 58K GVWR, Transway TSI-800 pump, 2-4" and 1-6" valves, 4K psi jetter system, 250 gal. separate water tank.\$49,900
chrisdunn@lapinservices.com
for pics/questions, Ph: 321-436-0150 P10



2000 Peterbilt 6 X 6 Chassis: C-10 CAT, 9-spd. lo-hole, 46 rears, 21 front, 213' useable frame, A/C, 1-owner truck, 79,533 miles.\$26,900
814-696-4343
Hollidaysburg, PA P10



2005 GMC 7500 Topkick: AC, power windows, 250 hp, Duramax engine, 6 spd., manual, 31,000 miles. Engine has 1-1/2 yr. warranty, tranny and clutch has 1 yr. warranty. 2,000 gallon dipped galvanized steel tank. 367 NEV pump. Many tool boxes. Remote control loading valve. Sea level indicator. Truck looks and runs like new. \$55,000 OBO
507-635-5590 P12



2001 Custom Homemade 24' VIP Restroom Trailer: 1000 gallon built-in HT, womens 4 stalls, 2 sinks. Mens 1 stall, 3 urinals, 1 sink. Both sides A/C & heat, sky lights, all porcelain fixtures, laminate hard wood floors. 5 Star Restroom Facility.
715-723-3449 P10



2005 KW 900L w/GapVax VTX820: 27' Hibon blower, new 2009 Presvac vacuum tanker trailer, hyd lift/dump, full open tail-gate, wireless remote extendable boom, pressure offload, vibrator. Extremely mint. Only 29,000 miles.
612-328-2158 CP11

Pumper[®] see photos in COLOR at www.pumper.com

TRUCK STOP



October



2007 Vac-Con: IH 7400, AC, Allison 3000RDS, Vac-Con PD suction, 80 gpm/3000 psi Giant, 1" x 500' Piranha hose, 12-yd. Hi dump tank, 1500 gal. water, 23.5K mi., 2700 hr. front motor, 691 hr. Duetz aux eng., 25' suction tube, loaded, excellent condition.

631-242-4999 P10CM11



BRAND NEW 2008 Ford F-550 Portable Restroom Truck: Auto trans., powerstroke motor, brand new 1100 gallon tank w/new pump. See full inventory at PumperTruckSales.com.

Jeremy @ 720-254-6176 P10



1995 International 4900 Vacuum Septic Tank Truck E/C: Ready for work, 2300 gallon, R-260 pump.\$23,500

703-361-4517 P10



1999 Ford F-450: 850 gal. Satellite tank, 2-toilet rack, Conde Super 6 pump, 4WD. Call for more pics and questions. \$16,000

Jeremy @ 720-254-6176
www.pumpertrucksales.com P10



2006 Volvo VHD64 w/Gapvax HV56 Industrial Vacuum Loader: 465 hp, 10-spd., hydrostatic drive, 27' Hibon blower 5300 cfm, 6 cyclones + 46 filter bag house, 1200 gal. water tank, 17 yd. debris tank, Uraca water pump (11,600 psi), 22,391 orig. mi., 1,700 blower hrs. Warranty.\$197,500

Daryl @ Four Way 717-354-3199
New Holland, PA P10



1995 Ford L9000: Cummins M11 engine, 10-speed transmission, very new 3800 gallon tank and Jurop R260 vac pump. Comes with hose ready to work...\$40,000

435-691-2316 P10



1991 Dodge 1-Ton Portable Restroom Pump Truck: 500/300 waste/fresh, dual services, Super 6 Conde pump under hood, 2-toilet rack, individual pressure washer tank. Runs great. Excellent back-up truck.\$6,500 OBO

651-430-0916 P10



2000 Sterling, Sewer-Jet, VacCon Model HS1600A: 1635 gallon tank, Cat 3126 engine, AT, 43,055 miles, power unit 3.9 Cummins. Can assist w/delivery...\$19,500

503-663-7200 - Chambers Motor Co.
www.chambersmotorco.com P10

TRUCK STOP

See photos in **COLOR** at
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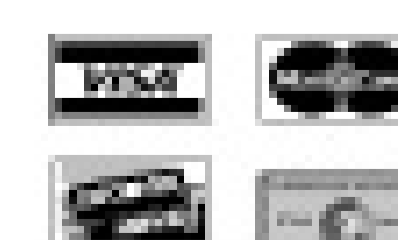
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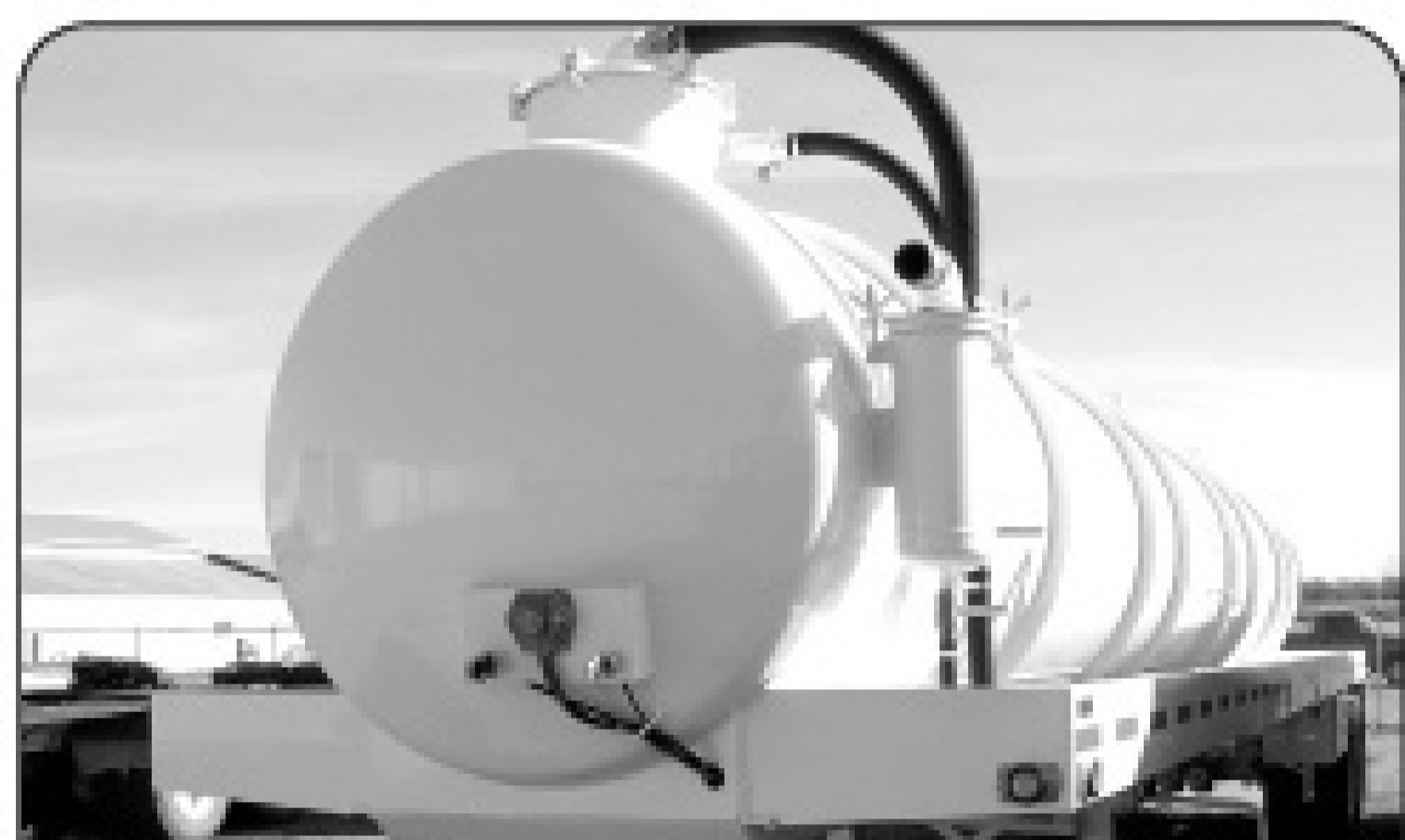
1981 Peterbilt 359, Cummins 350, 13-speed, Fruitland RCF500 vacuum pump, 2500 gallon vacuum tank.



2007 Troxell vacuum trailer, 5460 gallons, ready to work.



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



New Fluidmaster 5460 gal. vacuum trailer in stock. Also several used vacuum trailers in stock.



1999 IH 9900, Detroit 60 series (430/500 hp), 10-spd., new Wally 753LN vacuum pump, new 3000 gallon vacuum tank.



1989 Chevrolet C70, 8.2 ltr. diesel, 5+2 air brakes, double frame, MEC 5000 vacuum pump, 1500 gallon vacuum tank.



2002 Freightliner FL70, Cat 3126 (210 hp), 6-speed, new Masport HXL75V vacuum pump, new 2300 gallon vacuum tank.

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BUSINESSES

Septic, Cesspool, Line Cleaning and Installation Company For Sale: 16 years in business with 5 phone numbers and mega customer clientele. (2) 2500 gallon pump trucks, dump truck, flatbed, Case 590, Super M extend-a-hoe and trailer. Van with mounted compressor. Many extras. Suffolk County, NY. 631-874-5488. (P12)

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

BACKHOE, SEPTIC PUMPING, INSTALLATION BUSINESS: Central Illinois. Established 14+ years. Great for father/son, husband/wife. Most work is in a 30-mile radius. Very nice, wealthy town; great schools. 25 miles from University of IL. MUST, MUST SELL ... HEALTH REASONS AND AGING OWNERS. Don't let this pass you by. This business has more potential for growth and expansion, we just do not have the stamina to go larger. Will train and get you licensed. \$120,000. ANY OFFER will be seriously considered. 217-417-0374. (P12)

BUSINESSES

SEPTIC TANK & GREASE TRAP PUMPING, SERVICE, INSTALLATIONS. In SW Florida. Excellent recession-proof company nets over \$150,000 per year. Owner is retiring and will finance buyer with good down payment. \$275,000. Must be hard working. Ph. 877-266-0962. (P10C11)

Portable Restroom Business For Sale: Will sell equipment separately. 185 toilets, plus holding tanks and handwash stations. Trailer that hauls 14 units. 2005, F550, Satellite aluminum and 2006 International 4300, Best stainless steel. All equipment and units in excellent shape. Call 904-759-0714 or 904-282-5207. (PT10)

PORTABLE RESTROOM BUSINESS: Front Range, CO. 360 toilets, 2 handicap, 8 wash stations, 3 trailers, 2 professionally built trucks. Family owned and operated 18 years. 719-499-8335. (PTBM)

Florida - Installation, repair, pumping business for sale in South-Central Florida. Willing to qualify license. Advertising and name recognition in place. 863-441-5264. (P10)

BUSINESSES WANTED: Septic pumping, grease trap, drain cleaning and other ancillary businesses wanted. We are buying well run businesses in New England, Mid-Atlantic and Florida. All opportunities will be given proper consideration. Confidentiality ensured. Will move quickly for the right opportunity. Serious inquiries only. Please contact Richard Bedard @ Blue Water, 617-326-3344 or rbedard@bwseptic.com. (CPBM)

Arizona pumping company and portable toilets. Owner earned \$111K in 2008. Asking \$300K, Financing available. Call Scott WC Brokers 928-445-1144. (CP11)

Family owned portable toilet business. Owner with health issues forces sale. 500+ units, 4 service trucks, located in beautiful Sacramento, Calif. area. 16 years established business, loyal customers. Serious inquiries only. Leave message; will return calls. 916-343-3326. (P10)

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WWW.ROOTERMAN.COM. Franchises available with low flat fee. New concept. Visit web site or call 1-800-700-8062 x26. (CPBM)

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Attention PolyJohn Owners: Receive a **free CD-Rom** of our products to use in your company marketing efforts. Ask your PolyJohn business coach in your area to send you this material today. 1-800-292-1305 Kell. (PBM)

MOVING TO FLORIDA? Would you like to start a septic and sewer cleaning business? I have license - will sponsor. For more information call Larry at 931-200-2705 or 931-248-1284. (CP10)

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Pumper Plus Billing Software: Regularly \$795. Mention this ad in Pumper.com and purchase for only \$595. Pumper Plus is a billing software package from Galaxy Systems, www.galsys.com/pumperdemo.asp, that handles billing for septic pumping and portable toilet service-type companies. Inquire at solutions@galsys.com or call 800-985-3029. (PBM)

Advertise in Classifieds for only **\$1.00 PER WORD!** at www.pumper.com

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Terralift with trailer for sale. New in 2007, 154 hours. Runs excellent. \$28,000. Call 248-765-1248. (P10)

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Why spend hours on grease clogs? Cut your work time in half with the **Pushjet**. Cleans 2" & 4" lines. \$79. www.pushjet.net. 918-606-1221. (P10)

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Septic Receiving Station, 10 gauge double wall stainless steel tank, w/4" flanged inlet. Wash assembly, 12" outlet, flow meter/plug valve rock trap stainless auger/brush and roll pins, stainless steel spray wash grinder, 12" cutting chamber, 7 tooth cam 4130 alloy steel, 5hp, 3.7kw 29:1 reducer controller, pc2450-100503, operator interface, panel heaters, billing card reader, receipt printer, emerg.stop button, connection to scada system, 2hp, 1.5kw, serial# 100503. Total flow meter. Contact Tim 832-473-7222. (CMP11)

Netzsch Plate Filter Press no. 1200/LP/III for sale. Excellent working condition with controls and documents. Automated plate open/close. New filter fabric, ready to install. Asking \$70,000. Call 717-587-1917 for details. (PT11)

Buy - sell - trade - lease: Filter presses, belt presses, vacuum filters, filter cloth, dewatering bags, tanks, mixers and more! Call Waste Treatment Equipment Specialties at 440-808-8844. www.wescoequip.com. (PBM)

Alar, Model 650, very good cond. Completely automatic with all controls and panels, filters down to 1/2 micron, sludges generated by septic and grease haulers. Reducing BODs, F.O.Gs, TGS, total phosphorus, meters and NH3-N. 770-917-0377. (PBM)

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DREDGES

Seepex sludge & polymer mixing & pumping unit. 5 years old. Excellent condition. Asking \$20,000 OBO. Call 1-506-672-2100. (PBM)

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HAZARDOUS WASTE UNITS

2010 Peterbilt 340s loaded with every option except with automatics with a new Presvac 3200 gallon stainless steel, DOT 412 certified, full open rear door, dump style units. PVB750 vacuum pumps. (Stock #13393V) In production. **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

Brand new 2009 Sterling Acterra with Presvac DOT 407/412, 3250 US gallon, full open rear door and dump body, Cummins ISC-315, 330 hp, 10-spd. trans., PV750 vane pump, 28.5' Hg., 400 cfm. 888-564-0202. **www.kmhequip.com.** (P10)

ATTENTION: Fleet of Mack vacuum waste oil trucks for sale/trade by owner. Assorted size MC312 aluminum vacuum tanks. 417-619-5111. (PBM)

2000 Mack RD686 triaxle with 4,000 DOT certified dump and door Presvac vacuum tank. New Moro PM100 vacuum pump with new NVE valves and tank inspections. 350 hp engine with 44K rears with 15K pusher, 18K ft. axle. Must see. KLM Companies. 617-909-9044. (P10)

1994 GMC Topkick cab and chassis with a Presvac 2300 US gallons, DOT certified vacuum/pressure tank. "As is." In stock. (Stock #8094V) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

2009 Sterling LT9500 triaxle with a new Presvac, **Powervac** 3800, 3,250 gallon (US), DOT, wet/dry industrial, vacuum tank loader. (Stock #13354V) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

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2010 Peterbilt 340s loaded with every option except with automatics with a new Presvac 3200 gallon carbon steel, DOT 412 certified, full open rear door, dump style units. PVB750 vacuum pumps. (Stock #13384 C, D & E) In production. **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

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)

1997 Pete, 365 Cat, 425 hp, power triaxle with DOT haz certified, dump door, 4000 gallon Presvac vacuum tank, Presvac PV750 vacuum pump with new valves and tank inspections. 46K rears, 20K pusher with 20K front axle. Runs/looks excellent. KLM Companies, 617-909-9044. (P10)

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Xtreme Flow Cold Jetter - Model # CJ85-3600TU, tandem axle trailer, 35 HP Vanguard, 8.5 gpm @ 3,600 psi, 325 gal. water tank, 300' hose, General pump. List \$19,995. **Sale only \$14,995. Fully loaded & delivered!** 800-624-8186. (P10C11)

Sewer Equipment Co. of America 747 FR2000 Jetter, FMC 40 gal. @ 2000 psi, John Deere 4 cyl. 80 hp 700 gal. water tank, rotating hose reel, 3/4" x 500' cap. **888-564-0202, www.kmhequip.com.** (P10)

2 SECA trailer jets. Both have Myers 35 gpm, 2000 psi pumps. New paint on both. Located in Dallas. 972-938-1905. **www.empireequip.com.** (CPBM)

New O'Brien Model 3518-SC jetting unit, trailer mounted unit w/350 poly water tank, 4000 psi @ 18 gpm, 400' of hose and attachments. **In Stock!!!** (Stock #3024V) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

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1990 Ford L8000 Camel with only 54,000 miles. Chassis is in great condition. Camel jet vac is only good for parts. Only \$8,000. Call 601-373-3736. (CP11)

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1988 Ford F800, SRECO jet truck, 140,000 miles. Former city truck. \$9,000. 651-489-5185. (CP10)

1994 Ford F-800, manual transmission, 210 hp diesel, Ram Rodder w/Myers pump, 1,000 gal. water tank, 525' 1" hose, 180-degree pivoting reel, winter recirculator, 162,500 miles. \$7,800. 815-741-4440. (PBM)

2006 GMC TC6500 cab & chassis truck mounted jetting unit with JET EYE camera system, 3,000 psi @ 50 gpm, 1,000 gallons water, 600' hose, 500 cfm blower, debris tank and attachments. **Available for purchase or rent!!!** (Stock #13234) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

JET VACS

2005 Vac-Con on 2005 International, ext. boom, articulating reel, 39,000 miles, 3,950 hours. Call Ken for more info. 904-993-5211 or 904-744-9138. (P10C11)

2001 Vac-Con V312LHA/1300, 12 cu. yd., 80/120 gpm 2000/3000 psi, 600' hose, Sterling LT7501 with Allison auto, extended rear wheel kit (legal with a full load). Loaded, low miles, low hours, ready to make you money! \$100,000 firm. CA 916-416-7901. (CP10)

1985 Ford 7000 Cabover, 5-speed standard transmission, 55,420 miles. Single engine PTO, 1500 gallon tank. Myers D65-20 water pump, Caterpillar engine 3208. \$10,000. Call 601-373-3736. (CP11)

2008 Sterling LT7501 with a Vac/All All Jet Model AJV1215 1500 water comp, 12-yd. debris body, Roots 824 PD blower, 80 gpm @ 2000 psi jetting system with 600' of 1" hose. Combination vacuum-jetter unit. **Available for purchase or rent!!!** (Stock #0329V) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

JET VACS

1995 Ford 8000 Vac-Con V290, jetter 2500 psi @ 60 gpm w/9-yd. debris, good shape, ex-county owned. \$39,500 OBO. Financing available. Consider partial trade for pump truck. 334-347-0905. (P10C11)

1994 Vac-Con, 16-yard debris tank, 1250 gal. water tanks. Telescoping boom with articulating hose reel, 3-stage vacuum. L8000 Ford chassis, 127,545 miles. \$50,000. Call 601-373-3736. (CP11)

1989 International Vac-Con with 12-yd. debris tank, extendaboom, 1000 gal. water tank, 3-stage fan, 2000 psi @ 100 gpm, low miles, like new. Price \$39,000. Call 503-969-9557 or 503-682-2723. (CP10)

2006 AquaTech Model B-10 on International, 39,000 miles, 1800 hrs., Myers 80 gpm, 2000 psi, Roots blower, 1500 gal. plastic water tanks, pump-off system, debris flush-out system. Truck is like new. Located in Dallas. 972-938-1905. **www.empireequip.com.** (CPBM)

1992 International 2554 cab and chassis with a Vac-Con Model V211TR combination unit, 12-yard debris body, 1000 gal. water, front mounted hose reel, extendable top load boom. **In stock.** (Stock #5045) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

1989 International Camel with 12-yd. debris tank, extendaboom, 1500 gallon water tank, Meyers pump, 80 gpm, 2000 psi, ex-municipality. Price \$34,320. Call 503-969-9557 or 503-682-2723. (CP10)

2004 Sterling LT7500, AquaTech B-10 Jet Vac, 80 gpm @ 2000 psi, Roots 824 blower, 15 Hg., 10 CY debris, 1000 gallon water, 10-speed manual, Cat C-7, 275 hp, lateral hose reel. 888-564-0202; **www.kmhequip.com.** (P10)

1993 International Camel, diesel, push plate, large blower, 1000 gallon water tank, low miles, excellent condition, ex-municipality. Price \$43,120. Call 503-969-9557 or 503-682-2723. (CP10)

2007 Volvo VHD 64F, VacAll jet vac, VE D12 365 hp, Eaton 10 speed, 12 Cy debris, 1500 water, 80 @ 2000, Hibon TS56 blower, low miles & hours. Also have available with hydro-exc. kit. 888-564-0202; **kmhequip.com.** (P10)

JET VACS

1989 AutoCar, st. 7-spd. Cummins & Cummins, Vactor 810C dual fan, 5-yd, 65 gpm/2000 psi, low hrs. & mi. \$19,500. Dick or Anthony 800-794-9265. (P10)

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.** (CPBM)

2001 Vac-Con Model V390 SHA, 3-stage fan, 80 gpm 2000 psi pump, 600' of new 1" jet hose, new paint. Was city owned. 972-938-1905. **www.empireequip.com.** (CPBM)

(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.** (CPBM)

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

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BSM Financial Group is a nationally recognized finance company. We offer flexible payment schedules for all types of equipment new or used. Trucks, pumps, jettors, portable toilets, and software easily financed. We do first time start-ups, established businesses, and challenged credit. **Call Brett at 877-524-7972 or email brett@bsmfinancialgroup.com.** (PBM)

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PARTS & SERVICE for vacuum pumps and vacuum tanks. Vacuum pumps also in stock. Chambersburg, PA. 717-709-0000. Ask for Ken or Randy. (PBM)

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30 hunter green PolyJohn toilets for sale. Units in very good condition. Prices vary from \$150 - \$200 per unit. Bulk discount option available. Please call 352-446-0475. (P11)

Satellite Units. 125 blue 6 female units, blue with gray door. \$325 each. Excellent condition. 1 Satellite handicap 500. 10 Satellite holding tanks, \$150 each. 318-548-3900. (P10)

40 USED POLYJOHN PTS, blue, good-excellent condition; some as new as 2008. \$250-\$350 depending on condition. A+ Septic & Drain. 432-264-9311 or getaplus@hotmail.com. (P10)

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)

PORTABLE RESTROOMS

50 Five Peaks Aspens, A-1 condition, hand sanitizers, 3-roll holders. \$325 + delivery. Ohio area. 419-865-4830 Tim or Frank. (P11)

100 PolyJohn units. Aqua and yellow. \$150 to \$200 each. Southern MI. Ph: 248-437-5595 Email: johnsanit@yahoo.com. (P10)

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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)

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'08 ACSI Advantage Series 12' Restroom Trailer; NEVER USED. 2 women's stalls, 1 urinal, 1 man stall. **\$27,000.** Call for further details. **Crescent Tank Mfg. 585-657-4104;** www.crescent-tank.com. (P10)

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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)

ACSI Advantage Series 16'. Purchased new 9/2006. Very good condition, several upgrades. No holding tank. \$20,500. Pictures available. 970-300-7156. (P11)

PORTABLE RESTROOM TRAILERS

McKee portable toilet transport trailers, 3-12 pack; 2-6 pack. American Engineering 828 Tonto and 814 Royale, 2 decors. 315-437-1291. (P10)

2 IDENTICAL TRAILERS FOR SALE. Each is 15' with 2 stalls, 1 sink, 1 urinal on each side with privacy screen, radio, lighting. Static tanks, 20 years old, good condition. Uniquely designed from two Olympic Fiberglass handicap toilets on each trailer. Call Rich 219-405-0405. (P11)

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

2006 Wells Cargo Comfort Elite III restroom trailer ready for rental, just detailed inside and out. Everything is in working condition. Used for special events and office bathrooms. \$16,500. Lots of earning potential. 504-838-0358. (PT10C11)

PORTABLE RESTROOM TRUCKS

For Sale: 2003 Isuzu, auto, gas, with rack, body & lift gate. 350 waste/150 fresh tank. Asking \$12,000. Call 973-418-7732. (P11)

1994 Ford Superduty, 550 waste, 250 fresh w/rack. Pump under hood, starts, runs, new front end. Fair condition, 148K miles. \$4,500 OBO. Rich 815-277-3263. (P03)

1995 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)

2000 Freightliner FL50 portable toilet truck, 24 valve 5.9 liter Cummins, 5-speed, A/C. Equipped with Erickson Tank 400 gal. pressure/vac waste tank, 200 gal. fresh-water w/washdown pump & 200 chemical side. Has a 8'x10' bed to haul toilets w/tommy lift & locks to secure toilets. \$45,500 OBO. 406-222-0025. (P10)

PORTABLE RESTROOM TRUCKS

2005 International 4300 service truck. Aluminum tank 1500/500. Aluminum wheels, A+ condition, 125,000 miles. \$49,000. 866-944-5536. (P12)

1998 Keith Huber 4700 International, 2000 Lane 4700 International, 2002 International 4300. All in good condition and ready to use. Call for details 770-439-2888 or e-mail: wjwigley@bellsouth.net. (P11)

1999 Mitsubishi 600/225, auto, A/C, diesel, 242,000. Ready for service. \$9,300. Located in PA. 800-433-2070. (P10)

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. Location Phoenix, AZ and Las Vegas, NV. \$45,000. 208-362-3193. (P10)

TANK ONLY - Do you have an existing chassis ... We have a Crescent Rectangular Vacuum Tank ... Crescent Tank Mfg. will up-fit at our facility or ship to you tank only. Call for quote today. **Crescent Tank Mfg. 585-657-4104;** www.crescent-tank.com. (P10)

2000 International 4700, 192K, 1-owner, 25,500 GVW, 900/300/150 boom, chemical pump hose. \$25,500. Also 2000 International 4700, 230K. \$25,500. Also 1998 International 444 low pro, 205K miles. \$22,500. Call 256-757-9900. (P10)

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)

2008 Isuzu NPR-HD chassis ready to be up-fitted with **Model 800 (550/250) Crescent Rectangular Vacuum Tank. REDUCE** operating costs and **IMPROVE** productivity with the **all-in-one** vehicle. Also available '09 GMC 5500 4x4. Call for quote today. **Crescent Tank Mfg. 585-657-4104;** www.crescent-tank.com. (P10)

PORTABLE RESTROOM TRUCKS

Flatbed 2003 International 4300 A+ condition, all chrome, aluminum wheels, side lift gate, hauls 10 units. \$18,000. 866-944-5536. (P12)

2001 International 4700, 150K, 1-owner, 25,500 GVW, air brakes, 900/300/150 tank, hose boom, chemical pump hose on wand. \$32,500. Also 100 used portable restrooms. \$125-\$250 each. Call 256-757-9900. (P10)

1998 International 4700 cab and chassis with a Coleman 1,000 US gallon, 2-compartment (700/300 split) carbon steel portable restroom service unit. **Available!!!** (Stock #1327C) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

1990 International 4600, 261,000 miles, Allison auto transmission, 900 gal. stainless steel tank (600 waste, 300 fresh), Masport vacuum pump, all in good working order. \$8,500. 731-660-1781. Mike@allbritesignsandrentals.com. (P01)

2007 GMC C-5500, 1000 waste, 300 fresh, 51,000 miles, \$46,000. 2008 GMC C-5500, 1000 waste, 300 fresh, 58,000 miles, \$48,000. Both trucks under warranty bumper to bumper. Slide-in tanks 600/200, \$10,000. Portable toilet transport trailers, new and used. Lane's Vacuum Tank Inc. 1-800-592-3308. Rodney Lane cell 270-832-3793. (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)

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GapVax, Inc., a nationally recognized manufacturer of industrial and municipal vacuum units and hydro-excavation units, is seeking highly motivated individuals to fill **three full time Sales Positions** in the Southeast, West, and Gulf Coast regions. **A detailed listing can be viewed at www.gapvax.com.** Send resumes to betty@gapvax.com or 575 Central Avenue, Johnstown, PA 15902. (CMP10)

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EnviroWaste (Miami, Orlando, Tampa, Ocala, Houston, Dallas) seeking the following positions: Operations Manager, CCTV Operators, Vactor Operators. High compensation package for experienced personnel. Send resume: info@envirowastesg.com. (CP12)

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Commercial Grade Trailer Special - Single axle, hot water trailer unit, 18 HP Vanguard, 5.0 gpm @ 3,000 psi, with 200 gal. water tank, General pump. List \$11,995. **Sale only \$8,995. Fully loaded & delivered!** 800-624-8186. (P10C11)

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(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. \$9,500. KLM Companies 617-909-9044. (P10)

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2006 NVE 506 Challenger vacuum pump, air cooled with self alignment bracket. Call us at 715-569-3888, or email afterallinc@tds.net. (P11)

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

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Steel tank, 3300 gallons, with Presvac pump model PV750, all brackets and tray for hanging pump. All in good working condition. Off truck; need to pick up in our yard. \$5,000 OBO. 203-838-7000. (P10C11)

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KMH Equipment company has a full range of late model combo units and industrial vacuum loaders for sale, rent or lease. Call us at **888-564-0202**. (CMP10)

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)

SEPTIC TRUCKS

2000 Freightliner FL 70, 6-spd. trans., air brakes, 300k miles, 2100 gal. tank, 33,000 GVW, Cummins Diesel, Moro pump, alum. diamond plate tool box. Was \$34,000. New price \$26,000 OBO. 269-684-2580, MI. (P11)

Septic Tank Truck: 2001 Sterling Acterra, Cat 8 engine, 35,000 miles, good shape. Hauls up to 1500 gal. tanks. \$32,900. 321-632-7909. (P10)

2005 Peterbilt 357-C13 CAT, 190,000 miles, with a 2005 Keith Huber Dominator 4000 gallon tank with hoist, end dump and vibrator. \$85,000. 2000 Peterbilt 357-C12 CAT, 340,000 miles, with a 2008 Keith Huber Dominator 4000 gallon tank with hoist, end dump and vibrator. \$75,000. 941-429-6842. (P10)

SEPTIC TRUCKS

1998 Int. 9100, Cummins M11 330 hp, 2001 3,500 gal. tank, heated valves, Masport HVL20V, jetter, A/C, 10-speed, well maintained, 325,000 mi. \$35,000. 434-531-2720. (CP12)

1990 International 4900 diesel septic pumper, 2200 gal., built by Boyd (10-6-99), Jurop 260 pump, good working, Electric Eel & cables. \$22,500. 502-352-9613. (P11)

1991 GMC Topkick, 1200 gal. tank, Moro M-10 pump with extra pump, both in GC. New tires & new clutch, split shift 5-speed, 8-cylinder gas, runs good. \$10,500 OBO. Call 315-783-0803. (CP10)

1996 Mack M690 roll-off, 271,000 miles, Battioni liquid-cooled 450 cfm pump, two 20-yard roc cans, 5200 gal. aluminum tanker, 12TN Econoline backhoe, pro trailer, excellent condition. \$55,000. 386-984-5128. (P11)

2002 Int. 4300, DT466, 200K miles, sharp, clean. 1500 gal. Abernethy tank, air brakes. **Non-CDL!** \$37,000. 715-772-3442. (P11)

1990 Mack RB, 300 hp, 10-spd. Fuller, 20,000 front, 44,000 rear tandem, new tires, brakes, clutch assembly, heated manifolds, 4000 gallon tank. \$38,000. 262-483-6380. Wis. (P10)

1992 International 4900 7-speed, 2500 gallon tank with hydraulic lift and full open rear door. Masport liquid cooled pump. \$25,000. WI 920-585-9924. (CP10)

For Sale: 1985 International Cargo-Star septic truck w/ 2000 gal. tank. 1991 GMC TopKick septic truck w/2000 gal. tank. Both for \$16,000. cheremc@sbcglobal.net or 916-267-0829. (P10)

2002 International 4300, DT466, sharp, clean, 1500 gal. Abernethy tank, air brakes, **Non-CDL**, 200K miles. \$36,000. 715-772-3442. (P11)

FOR SALE: 2004 Int. 4300 w/2500 gal. tank, 127,000 miles, complete engine rebuild @ 120,000 miles, 500 gpm Transway pump, 4 heated 4" valves. \$42,000. 607-746-3003. (CP10)

Septic Tank Truck: 1997 Ford L-9000, Cat 12 engine, 495,000 miles, good shape. Hauls up to 1500 gal. tanks. \$25,900. 321-632-7909. (P10)

SEPTIC TRUCKS

1995 Mack C53 pumper truck, 2300 gal. steel tank, only 83,000 miles, Presvac tank and pump. Good condition. \$18,000. New York truck. Call 914-739-3405. (P11)

1987 Ford LTS 9000 L-10, 3,500 gallon steel Imperial tank, Fruitland vacuum pump. Good condition. Asking \$10,000. 262-490-4443. SE Wisconsin. (P12)

1991 International 4900 cab and chassis with a 1700 US gallon, carbon steel vacuum-pressure tank. Dump type with rail-gear "as is." **In stock!!!** (Stock #1443V) **www.VacuumSalesInc.com, (888)VAC-UNIT (822-8648)**. (PBM)

2005 Presvac pumper truck, low profile unit, 500 gallon tank, full dump rear opening door with vibrator. Fruitland RCF-500 vacuum pump, mounted on Ford F-450 chassis, 6.0L V8 diesel, manual, air cond., 8,000 km, OTTAWA CANADA, \$48,500 USD. 613-841-8410. (CP10)

TWO TRUCKS FOR SALE: 1977 GMC, gas engine, 2000 gal. tank, lift gate: 1984 Ford 9000, diesel, split tank - 3200 gal. total, with jetter. Both for \$9,000. Oregon Coast. 541-921-7377. (P10)

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

1993 IHC 4900, "33,0000 GVW", w/a 2500 gal. carbon steel tank. Equipped with a Moro AC4 vacuum pump. Truck has 275,000 miles and comes complete w/hoses. Asking \$20,000. Call 618-939-3001. Ask for Stan. (P10)

2002 International 4400 DT466 with 2500 gallon tank. Tekilo pump. 139,000 miles, Am/Fm, AC, air ride seat. Good clean truck. \$38,000 OBO. 410-275-2647. (P10)

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)

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SEPTIC TRUCKS

1988 Ford F-600, 1500 gal., Masport pump, \$11,500; 1973 GMC 6000, 1,000 gal., Masport pump, \$8,500. Kingston, NY. 845-494-2311 or 845-382-2112. (P10)

2004 GMC, 6-speed, AC, Cat diesel, 99,000 miles, 2300 gal. tank, \$44,000. 2001 International DT-466, 270,000 miles with new 2300 gal. tank, \$37,500. 2001 International DT-466, 238,000 miles, 3600 gal. tank, \$45,000. New and used septic and toilet trucks available. Lane's Vacuum Tank Inc. 1-800-592-3308. Rodney Lane cell 270-832-3793. (PBM)

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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)

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RETIRING: 130 BBL self-contained vacuum semi tanker, 36 cyl. diesel, Fruitland pump, belly mounted pressure rings, haz or non-haz, aluminum wheels. Very good condition. Ready to work. Jim 951-545-9604. (P12)

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BEST BUY: Must see this 1997 RST video system that includes a P & T, tractor, and an additional mainline camera. Converted ambulance with odometer of 48,000, perfect studio, storage space and safety lights. The software includes printed reports, hard disc, and Sony Photomate. Photos of interior and exterior are available via e-mail. Special Price \$10,000. Call Don at 503-969-9557. (CP10)

TV INSPECTION

1993 Ford E350 box van, 7.3 diesel with Aries TV inspection, pan/tilt camera. 2 extra tractors all on tracks, 1 stationary camera, many extra parts, TV, rear air, diesel generator, 1000' multi conductor video cable. \$12,950. Call or email, 573-374-8785 or elitemotors@charter.net. (P10C11)

Cobra Technologies equipment with 2 Cues cameras and 2 transporters, 1000' of cable on one reel and more than a 1000 on the other reel. All equipment seems to be mfg. in 1998, mounted in a 1995 Chev. W-5 cabover with 20' box. Only 47,000 miles. Lots of spare parts, very nice truck and equipment. Pictures and more details on our web site: letsrollautoandequipment.net; go to medium duty trucks-van trucks. Value priced at only \$29,950. Ned 719-338-3767. (P10C11)

Cyclops color camera system with transporter, 625' cable, color TV, DVD, voice recording system. Video 6"-24" pipe, mounted in 1986 Chevrolet van, 102K miles, runs great. Purchased 1 year ago for \$23,000, ASKING \$12,000. 727-501-6176. (CP10)

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2009 Sterling LT9500 triaxle with new Presvac Powervac 3800, 3,250 gallon (US) DOT wet/dry industrial, vacuum tank loader. (Stock #13354V) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

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2006 Freightliner FL80 with DOT Dominator tank. \$95,000. 985-707-4444. (P10)

1996 International 9200 with a 2008 DOT Diamond Series 3000 gal. tank. \$80,000. 985-707-4444. (P10)

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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. (P10)

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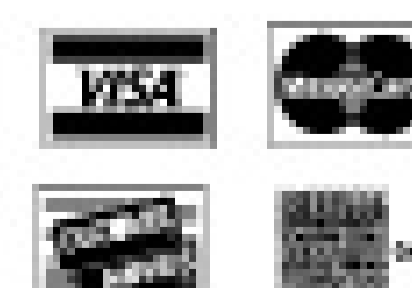
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