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Reading Between the Lines

What's Wrong With This Marketing Picture?



By Jim Kneiszel, Editor

s consumers are bombarded with so many messages from companies offering products and services, effective marketing might be as critical to your company's success as expertise in septic service. You want to get noticed above the din created by a growing number of competitors offering similar pumping services. So a strong message about your professionalism is important.

But one pumping company's marketing efforts I noticed recently raised a red flag. Let's see if you have the same reaction I did.

PROMISES, PROMISES

On the front page of its website, Unnamed Pumping Co. notes it has 20 years of experience providing quality septic services. The company boasts that its courteous, friendly, skilled technicians use "the finest tools and materials" available. It lists an impressive array of services and added, "We work harder and smarter than our competition. We are at the forefront of the industry and offer our customers the latest services, technology and information available." The company promises personalized, same-day service to every customer and reasonable, affordable rates. "We meet or beat any written estimates!" the company proclaims.

Man, if I need my tank pumped in this company's service territory, I'm on the phone faster than you can say *scheduled maintenance saves septic systems*.

So what's wrong with this picture? I'll tell you what's wrong: Providing the best service with the best technicians using the best tools doesn't jive with guaranteeing the lowest price for service. The question I'd ask this contractor is: *If you've worked so hard to be the best, why are you charging like a mediocre service provider*?

First of all, the best tools come at a price. Keeping your truck fleet up to date and well maintained isn't cheap. I know many pumpers who are religious about planned replacement of vehicles, washing rigs at the end of every day and keeping careful track of engine maintenance. Many keep their trucks indoors at night and have a mechanic on staff to ensure efficient operation.

And let's address hiring and retaining quality technicians. That takes regular wage hikes, ongoing training and certification, vacation and sometimes health insurance benefits. Maintaining a dedicated, trustworthy workforce is expensive and requires a lot of time on the part of company owners and managers.

Cutting-edge technology and being able to offer diversified services also raises the cost of doing business for pumping contractors. If you want to inspect sewer lines, handle grease trap waste, jet out lines and make septic system repairs, you'll be loading up on accessories to do the job right.

IT DOESN'T ADD UP

So as a consumer, am I to believe a company that makes all those promises about quality service is also going to give me the rock-bottom price? I — and most of this company's potential customers — didn't just fall off the turnip truck. We know that you can't be the best and the cheapest and stay in business for 20 years. So either this company can't live up to its service promises or the bill is going to come in higher than I expect. And neither answer will make customers happy.

My advice to pumpers everywhere: If you're a top-notch service provider, don't act like a cut-rate contractor. Seldom is the cheapest also the best. The economics of that equation just don't add up. ■

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Doug Urke built a thriving California business on working with real estate agents moving new residents to a beautiful area of California. On the cover, Urke Septic technician Bob Zoellin carries a Crust Buster tank agitator to a pumping job. (Photo by Josh Miller)





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Time ale

By Marian Bond

Doug Urke built a thriving **Galifornia business on working** with real estate agents moving new residents to a beautiful area of California

Profile Urke Septie Services Grass Valley, Calif.

Owner: Doug Urke Founded: 2003 Employees: 6 Service area: Nevada, Yuba, and Placer counties, Grass Valley and Nevada City Services: Commercial and residential septic service and system repair Affiliations: National Association of Waste-

water Transporters Inc., California Onsite Wastewater Association

California

rom the start of his new septic service company in the foothills of California's High Sierras in 2003, Doug Urke saw a business niche in serving real estate agents looking to close home sales for people moving into this popular area within commuting distance of Sacramento.

Initially Urke Septic Services offered more general pumping and system inspections; however, over time his growing Realtor client list was asking specifically for repair and diagnostic services. He responded to demand, and today 50 percent of Urke's business is in inspection and repair, and about 90 percent of the work is in support of real estate activity.

"Realtors are our No. 1 priority," Urke says. "They can get a hold of us 24 hours every day. Even on Sunday. We will always talk. They are helping their clients make buying decisions."

Bob Zoellin, left, and Doug Urke thoroughly inspect an onsite system, a major service provided by Urke Septic. (Photos by Josh

Miller)

Urke says that when a real estate agent calls for an inspection, the first task is to pump out the septic tank, then check for defects and load-test the leach field to be sure it is accepting water at the adequate rate. "We walk the leach field to be sure it and the septic tank are at the proper setback from the house, wells and creeks. A report is then sent to the agent."

A significant portion of the work associated with real estate transactions results continued





in minor repair work due to the age of many systems. There is demand for Urke's services, even in what has been a tough economy nationwide. "The economy has not hurt us at all at this point. In 2010 we saw an 18 percent increase in revenue over 2009," Urke reports.

Urke has solidified his real estate business by developing a PowerPoint presentation, which he gives at meetings of local home sellers, with a mission of educating agents about how they can avoid litigation through proper handling of septic systems.

"We show them how (each system) works, and the importance of a proper inspection and repairs; what to look for when writing a contract," Urke says. While he continues to exploit the market created by brisk home sales, Urke continues to look for ways to build a more varied customer base and expand services.

FINDING SUCCESS AT HOME

Urke, 45, had worked as a commercial electrician in the Sacramento area and tired of commuting to work. His father, Al Urke, 67, of Urke Construction has been installing septic tanks since 1976, and he suggested his son start a complementary pumping business to serve the towns of Grass Valley, Nevada City and surrounding counties.

Septic systems are prevalent not only in the rural areas, but also in small towns in the area, and run from newer installations to those 30 and 40 years old. They are typically designed using 1,000- to 1,500-gallon concrete septic tanks. Common system problems Urke encounters include leach fields not accepting water, and the effluent coming to the surface or backing up into the tank. In these situations, Urke will look for root impaction or excessive biomat growth due to organic overloading.

Whether the problems are due to lack of regular maintenance or outside water sources getting into the leach field, Urke determines the best method to correct the problem. Root impaction may require a new leach field. This would be costly for the homeowner, at \$10,000 to \$30,000, requiring a licensed engineer for design. Rain also can wreak havoc on a system nearing the end of its useful life. They



At left, Doug Urke unloads his Bobcat mini-excavator to excavate a septic tank lid for a service call. Above, Bob Zoellin cleans a septic filter.





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Doug Urke

At left, Jared Urke uses a Crust Buster tank agitator while Justin Urke works in the background. Right, the crew is busy handling maintenance chores on a service call.

outlet tee and access risers on both chambers. Older systems are not required to be updated. In Grass Valley (11,000 population) and Nevada City (3,000 population), backflow and overflow devices are required on all city sewer lines at the time a house is sold.

"On my service truck I carry a complete inventory," Urke says. "People make fun of me for carrying such an abundance of material. But it's my rolling warehouse."

EQUIPMENT TO RELY ON

Urke's vacuum truck is a 1996 Kenworth T800 with a 3,500-gallon steel tank, hoist and a Masport pump from LMT Inc. The hoist is handy to level the tank while pumping on hillsides that dominate the landscape. The service truck also carries a Crust Buster tank agitator from Schmitz Brothers LLC. Urke also runs a 1997 Ford Super Duty flatbed that carries an extensive inventory of parts and fittings. This has a beaver tail so Urke can haul his Bobcat 323 mini-excavator. A 2,500-gallon aluminum tanker trailer is used along with the pump truck when they have large loads and long distances to cover.

At the yard in an industrial park Urke has three 5,000-gallon tanker trailers used to store septage, and two 20-foot storage containers to stock parts and equipment. Because all tanks are mobile, Urke is not required to have a permitted facility. The office is located in the Urke home.



Waste is hauled to Inviro-Tec, a treatment plant in Lincoln, Calif., a 46-mile drive. Tallying travel time and waiting in line to dump can mean three-hour roundtrips. Urke says the disposal procedure is very costly, running 23 cents per gallon including all hauling and dumping expenses. In 2010, he hauled over a million gallons to the plant.

Unfortunately for Urke and the other pumping companies, a better disposal solution doesn't appear likely. There has been discussion among pumpers about setting up a treatment process, but with regulations, cost and the time involved — about two years nothing has come to fruition.

In recent years, when Urke's clients requested sewer system inspections and repair, he added a MyTana Mfg. Company Inc. mini-cam system, and an InsightVision Digital Xpress camera system. He uses a Rycom Instruments Inc. 8872 locator.

DEALING WITH BIOMAT

system.

When biomat is the issue, Urke can use bacterial products to help clean out a leach field; he chooses CCLS and AfterShock from Cape Cod Biochemical Co. Urke learned about bioremediation attending seminars through the National Association of Wastewater Transporters Inc., and at Pumper & Cleaner Environmental Expo International Education Day training. The remediation work is a small percentage of the company's business, but Urke says it can be a beneficial service.

see effluent begin to surface and do what they

can to make repairs to extend the life of the

Other recurring issues are broken inlet and outlet pipes at the tank, and he sees concrete degradation in the outlet chamber. Replacement components may be required, and Urke is always prepared with necessary parts.

In the counties he serves, new systems must be equipped with an effluent filter in the

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Margaret Urke (left) and Chris Wheatley help run the office for Urke Septic Services.

MORE COMPLEX SYSTEMS

An opportunity for growth comes in maintaining more complex systems, both new and those built within the last 10 years. The counties require they be monitored and maintained annually by a certified provider. The homeowner must sign an annual contract

Look sharp and educate customers

Doug Urke, who has his general engineering contractor license, opened Urke Septic Services, Grass Valley, Calif., knowing his would be a familiar family name in the region where his father had been installing septic systems for many years.

Starting out in 2003, Urke handled all of the pumping work, but the company has grown to include six employees. Urke's wife, Suzette, and mother, Margaret Urke, handle office duties along with employee Chris Wheatley. Urke's older son, Jared, 23, is a service technician, and son Justin, 18, is on the service truck used for inspections and repairs. Employee Bob Zoelin is also a service technician.

Urke Septic Services takes a lot of pride in the uniform appearance of the fleet, using white with bold red and blue lettering on the trucks and a Bobcat. He calls the trucks his "shameless self-promotion," insisting the rolling billboards are his best advertising. He uses limited telephone directory advertising and says nearly all business comes from referrals and repeat customers. Technicians in the field wear shirts and baseball caps with the company name.

For Urke and his crew, success is all about educating both his real estate clients and area homeowners.

"We want people to understand the system. We want the homeowner to treat it as they would a car, where they change the oil. We say, "Open the hood now and then. Pump it out. Service it."

"WE WANT PEOPLE TO UNDERSTAND THE SYSTEM. WE WANT THE HOMEOWNER TO TREAT IT AS THEY WOULD A CAR, WHERE THEY CHANGE THE OIL. WE SAY, "OPEN THE HOOD NOW AND THEN. PUMP IT OUT. SERVICE IT."

Doug Urke

with the county and service provider. Urke Septic Services is responsible for more than 200 systems under this provision.

Components for these systems typically come from Orenco Systems Inc. The technologies used include pressure dose, sand filters and mound systems. Urke says his electrical background has been helpful in repairing and maintaining these systems, which are suitable for properties where soil conditions or higher water tables prohibit using more conventional septic systems.

Since adding sewer inspection, Urke has been impressed with the advances in camera systems and locating.

"I can't imagine doing some of this work without locators," he says, "and cameras give a visual aid. You can show the customer right where the problem is."

For maintenance promotion, Urke finds it beneficial to have effluent filters and access risers so the homeowner sees the lid in the yard as a reminder. "It's not 'out of sight out

> of mind.' They need to have the filter cleaned once a year. They are visible, and access is important. Unfortunately most tanks are buried in the back yard and people (Realtors included) don't have a clue where the tank is."

BUILDING RELATIONSHIPS

The current real estate climate has brought a significant change in the way inspections are handled. In the past, the seller paid. But with bank-owned properties, the buyer foots the bill, and in most transactions the buyer is at the inspection and wants to learn about the process. This provides Urke the opportunity to build on a residential customer relationship. Urke likes solving problems, and he always welcomes a homebuyer at inspection time.

"A lot of our new buyers are people who are retiring and moving from the cities, and their number one question is about adding bacteria to the tank," Urke says. "We don't recommend this unless there is a potential problem because of medications they are taking, which might cause the bacteria to struggle. In some situations we will put in an automatic bacteria dispenser so the bacteria can compensate. The dispenser will add CCLS back into the system on a weekly basis. We check periodically to see how the sludge and scum layers are doing."

In this process, on occasion a real estate agent will be concerned about the cost of recommended repairs, and want to know if there are ways to cut corners.

"We have heard the sob stories," Urke says. "Worries that they might lose the sale. But this has to be done properly." He adds that some agents will not use his services because they think he's too thorough. Urke's response: "I take that as a compliment." ■

More Info

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Crust Busters/Schmitz Brothers 763/878-2296 www.crustbusters.com (See ad page 68)

InsightVision 800/488-8177 www.insightvisioncameras.com

L.M.T. Inc. 800/545-0174 www.tanksandpumps.com (See ad page 60) Masport Inc. 800/228-4510 www.masportpump.com (See ad page 3)

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Spread the Word

Search every media nook and cranny to generate the kind of free publicity that will bring more customers to your front door

By Pam Lontos

Provery business needs a cost-effective way to keep their name and services in front of prospects and existing customers. For many business owners, publicity is the key to recognition and awareness. When done correctly, publicity develops your name recognition, gives your business instant credibility, and ultimately leads to increased sales. And best of all, publicity is absolutely free.

Publicity can come in many different forms. It can be as simple as having your service reviewed by a blogger or as dynamic as having your company's name splashed across the headlines of a magazine or newspaper. Unfortunately, because of myths that shroud the concept of publicity, many business owners fail to seek it out.

Before you can get your business the publicity it deserves, you need to separate public relations facts from fiction. Below are the most common publicity myths and the truths behind them.

I need to own a 'big' business to get the media's attention.

While it's true that big business names are common in magazine and trade journal articles, the fact is big business makes up a small percentage of the American economy. Most readers know the big business names, but they often can't identify with them or their challenges. That's why many magazines and trade journals are eager to hear the opinions and perspectives from owners of small and mediumsized companies. So whether you're a solo entrepreneur, a franchise operator or a family business owner, find out what the reporters want and then enthusiastically give your slant on the topic.

My business will be a household name from one big hit.

Getting mentioned in or interviewed by a major national publication with a million readers is certainly impressive. But will such a stroke of luck make your business a household name? Not likely. To become a household name, you need to develop "top of mind awareness." That's when people in your market think of you first to fulfill their product or service needs. It's when customers and prospects say, "I've seen your company everywhere." The only way to become a household name is through constant exposure, not just one big media placement.

I need to use big words to impress the interviewer.

In most cases, the person interviewing you and the publication's readers are not well-educated about your industry. Therefore, they need the information you give them to be understandable to a layperson. It's best to avoid speaking with industry jargon or using technological terms. Instead, speak as if you were explaining something for the first time. The simpler you can make your information, the better your chances of being quoted as the expert source.

I need a unique theory or insight.

While you don't want to rehash old news, there's no need to rack

It's best to avoid speaking with industry jargon or using technological terms. Instead, speak as if you were explaining something for the first time. The simpler you can make your information, the better your chances of being quoted as the expert source.

your brain for a totally new theory or perspective. The best approach is to present your opinions or topic of expertise in a new light — one that may be close to someone else's, but that catches the reporter or editor's interest. Perhaps you can show how a current business challenge is affecting the publication's target readership. When you simply put a new spin on a current theory or insight that interests the publication's readers, reporters will want to present your findings.

I can't get my business into that publication.

It's common for small- and medium-sized business owners to feel intimidated by the big name publications. They envision high-powered magazine editors schmoozing with big company CEOs and lining up interviews with well-known figureheads for the next six months. In reality, editors scramble daily to find people to interview who have knowledge on the latest trends and topics.

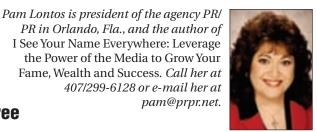
Realize too that editors must find new and exciting people to interview either weekly or monthly, so the more knowledgeable people they can add to their database, the better. Make yourself stand out as a reliable information source and you will get the media's attention.

Small publications don't matter.

Small publications are just as important as the big ones. Why? Because you never know who reads them. You may think a magazine with a small circulation couldn't generate the kind of publicity you want, but what if half of those readers were your target customers? Even better, what if your interview or article in a small publication prompted an editor from a large publication to call you? So target small publications as well as the large ones. As long as your information is interesting and accurate, you will gain more attention and get the publicity you need.

I don't need print publicity now that I have profiles on social media sites.

Don't assume you can abandon traditional public relations tools just because you start having some success with social media marketing. The social media sites are a useful and inexpensive element of publicity, but you also need the credibility and marketing from other traditional sources, such as print publicity in newspapers and magazines. Just remember, you still need media exposure and a physical presence, in addition to your online presence. ■





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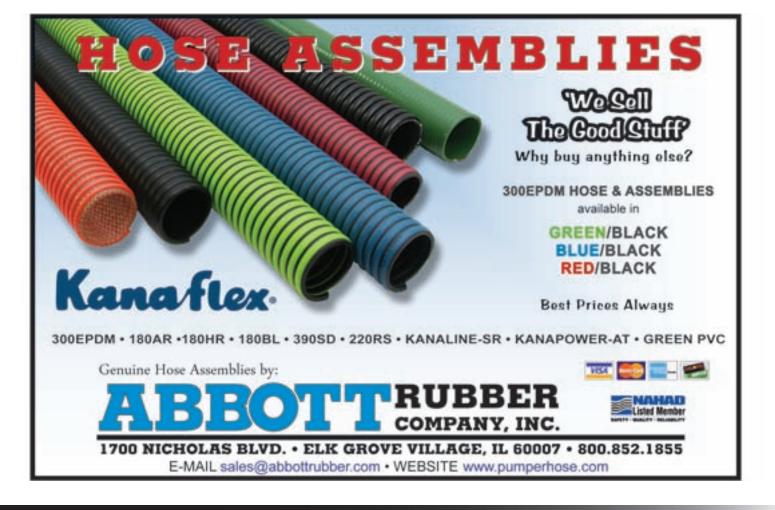
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Virginia Acts on Nitrogen Reduction

he Virginia Environmental Protection Agency-approved Watershed Implementation Plan includes nitrogen-reducing onsite systems and pumping of septic tanks every five years. Implementation would require legislation approved by the General Assembly.

Secretary of Natural Resources Doug Domenech called the plan the most far-reaching and ambitious ever devised to clean up state rivers and the Chesapeake Bay. Clarke County supervisors said such legislation would open the floodgates for alternative onsite systems without regard to local hydrology and other concerns. They hope to gain oversight and control of systems where local environmental conditions are not favorable.

MICHIGAN

Grand Traverse County has accepted a \$725,000 settlement over the troubled \$7.8 million septage treatment plant that suffered a partial collapse of a holding tank less than a month after opening in May 2005. The engineering firm that designed the plant will pay \$400,000, the construction company will pay \$225,000 and the former attorney for the Board of Public Works will pay \$100,000. Since repairs were completed, the operating costs were more than projected and it is taking in half as much septage as expected. The settlement ends a planned lawsuit.

In statewide news, after a year together as the Department of Natural Resources and Environment, the state DNR and Department of Environmental Quality are again separate agencies. Newly elected Gov. Rick Snyder split the two in January. Former Gov. Jennifer Granholm had combined the agencies as a cost-cutting move in January 2010.

MINNESOTA

The Mille Lacs County Board adopted an onsite ordinance that requires a point-of-sale compliance inspection before selling properties with septic systems. Previously, only those installed along lakes or rivers required an inspection. The county has about 600 onsite systems.

MONTANA

The Lewis and Clark City-County Health Department proposed two options on how homeowners with onsite systems could meet county maintenance standards. They could file paperwork detailing household water use and septic system pumping history to help determine how often the system should be pumped.

Or, they could hire county-certified inspectors to check their systems every four years and base a pumping schedule on the results. The guidelines would take effect over the next three to five years, targeting more vulnerable groundwater areas first. The guidelines would be the first of the kind in the state. Visit www.co.lewis-clark.mt.us.

ONTARIO

As of January, non-agricultural source material to be land-applied must be evaluated for pathogen content, odor potential, nutrient value and metals content. Applying treated septage based on nutrient requirements for crop growth instead of hydraulic loading rates will require significantly more land, according to the Ontario Ministry of Agriculture, Food, and Rural Affairs.

ALABAMA

John S. Young, the court-appointed receiver operating Jefferson County's sewer department, proposed a monthly clean-water tax on residences and businesses with onsite systems to help reduce the county's \$3.2 billion sewer debt. About 142,000 households are sewered and 105,000 have septic tanks, the environmental services department says.

MARYLAND

The Bay Restoration Fund Advisory Committee proposed doubling the annual flush tax from \$30 to \$60 per household. House Environmental Matters Committee chair Maggie McIntosh said she would introduce the legislation. The revenue is needed because the estimated cost to upgrade the state's 67 wastewater treatment plants doubled from \$750 million in 2004 to almost \$1.5 billion in 2010, and to meet stricter U.S. EPA guidelines. The increase would apply to households with sewers or onsite systems.

FLORIDA

While the Office of Fiscal Accountability and Regulatory Reform allowed new standards for septic tanks in the Florida Keys to advance, the governor signed legislation delaying implementation of a law requiring septic tanks be inspected every five years.

The law, which went into effect on Jan. 1, is delayed until July 1. Two legislators filed a bill to repeal it.

GEORGIA

Athens-Clarke commissioners will not start a utility to regulate septic tanks but instead launch an education program urging homeowners to have their systems pumped more often. The program, recommended by the Legislative Review Committee, will notify property owners and real estate agents that tanks should be pumped every three to five years. It will record where the tanks are, who owns them, and how old they are.

оню

The Geauga County Residential Infrastructure Revolving Loan Fund Program will help residents with low or moderate incomes pay for onsite system repairs. The loan requires consumers to pay 25 percent of the cost, then make monthly payments for the balance — about \$50 a month.

RHODE ISLAND

Portsmouth answered the state Department of Environmental Management insistence upon a \$40 million sewer system by creating a Wastewater Management Ordinance requiring inspection of onsite systems. The inspections, begun in March, will help the Wastewater Management Commission plan the replacement of failed systems with technologies tailored to properties or suitable for cluster systems. The ordinance requires cesspools to be replaced within five years or within six months of sale.

ILLINOIS

An ordinance passed by the Lake of Egypt Water District gave residents 60 days to pay their sewer bills or the district would remove their leased septic tanks and place a lien on the property. Customers pay a monthly \$25 sewer fee. Once tanks are removed, customers will have to pay up to \$5,700 to have them reinstalled.

MASSACHUSETTS

A lottery in Carver decided who had the first shot at \$400,000 in Community Development Block Grant money for homes with structural or septic system deficiencies. Numbers were assigned to homes, then selected in a random drawing to determine the order of review. Projects and applicants must meet certain criteria.

TEXAS

During the latest legislation session, the Texas Onsite Wastewater Association helped defeat a bill requiring onsite sewage facility authorized agents to purchase a \$2 million liability insurance policy before renewing their licenses. The association has received word that the legislature will reintroduce the bill or one like it.

SOUTH DAKOTA

The state budget would eliminate programs in the Department of Environment and Natural Resources that oversee septic tank regulations and other water issues if legislators cannot find federal money to offset the loss of state money.



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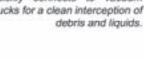
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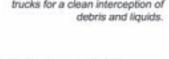
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Jason Nesenman, Josh Spano and Andrew Sweat position an Infiltrator Systems Inc. septic tank for a new system installation. (Photos by Alain Alminana and Javier Prado)

The Road to the second second

An uptick in onsite system installations and repairs signal an economic recovery brewing for hard-hit South Florida and Jason's Septic Inc.

Profile Jason's Septie Inc. Miami, Fla.

Owners: Jason and Brittnie Nesenman Founded: 2003 Employees: 3 Market area: 210 miles north

to south (Boca Raton to Key West on Florida's East Coast) Services: Septic and grease trap service, drain cleaning, jetting, onsite system installations, repairs, maintenance and management contracts Affiliations: Florida Onsite Wastewater Association Surviving the wild economic ride and choppy real estate market of the past few years would be a huge challenge for any company. But for a family run septic service and onsite system installation provider, such economic chaos leaves even smaller room for error.

With a small staff and operating in southern Florida — particularly walloped by real estate woes — Jason's Septic Inc. has deepened its customer service efforts and allocated its manpower carefully to sustain through tough times. And now that owners Jason and Brittnie Nesenman are seeing glimpses of a recovery, they're slowly building the business.

Started in 2003, the company's bread and butter business has been pumping septic tanks and installing onsite systems over a large territory from Boca Raton to Key West, Fla. But the Nesenmans also have grown the customer base by providing small system repairs, grease-trap service, real estate inspections and ongoing system maintenance.

"Pumping has brought us so much installation work that we would be foolish to abandon that service," Jason says. Inspecting existing systems brings repair opportunities as well, but demand for inspections has seen big swings in recent years. In 2007, Jason was performing five inspections a week, but by 2009, the number dwindled to one per week. In 2011, demand is continuing to build toward a slow recovery. "For about three years, Jason subbed out all of the new installation jobs, but when we realized how much business we were giving away, that changed," Brittnie says.

The pumper or system inspector is often the first to identify a problem with an existing



FLORIDA'S MANDATORY PUMPING The Nesenmans are watching a pointed political debate play out in their state, one they say could have impacts, both positive and negative, on the future of their business.

subcontracting.

"In July, a new mandatory pump-out law will kick-in across Florida. Every treatment tank will be on a five-year pump-out schedule. The purpose of this law is to protect Florida's groundwater," Jason says. It will have the secondary effect of forcing people to do the right thing regarding proper maintenance. "This will make our business grow," Brittnie says, "but there are downsides.

times requires subcontractors. Usually it is a trade-related license requirement that forces

Would-be septic contractors "will see this as an opportunity to make a 'fast buck' and get into the business," Jason says. The Nesenmans believe they could see the number of pumper businesses double in the next few years. This is not the type of competition they look forward to. Competing with other professionals is one thing; competing with fly-by-night contractors is another, they say.

There has been a lot of discussion in the state regarding the wisdom of this mandate, and in light of grassroots efforts to have the law repealed.

Proponents point to the benefits resulting from proper septage management, identification of noncompliant systems or components and their repair, and the general protection of the freshwater aquifers that underlay highly porous limestone geology. Opponents argue the timing of septic system maintenance should be up to the homeowner and that required service would be expensive in tough economic times.

Small companies like Jason's Septic are waiting and watching the debate.

LOCAL DISPOSAL

In Florida, septage disposal is usually handled at municipal treatment facilities. In some cases the treated material is pumped into deep injection wells. Regardless of the technology, the tipping fee is uniform for all facilities in a particular county.

"FOR ABOUT THREE YEARS, JASON SUBBED OUT ALL OF THE NEW INSTALLATION JOBS, BUT WHEN WE REALIZED HOW MUCH BUSINESS WE WERE GIVING AWAY, THAT CHANGED."

Brittnie Nesenman



Anthony Sweat (above) uses a Caterpillar 430EW backhoe to place a new septic tank. At right, Nesenman checks the depth for proper septic tank placement.

system and report it to the owner. Trust built between the pumping contractor and the customer puts the pumper in a good position to land the contract for needed work. In the case of Jason's Septic, they offer both services.

GETTING STARTED

In Florida, starting a pumping business requires more than simply buying a vacuum truck and hitting the road. Business owners must complete a two-year apprenticeship before applying for the necessary operator licenses. Jason, like other business owners, began by working for someone else.

Over the years, Jason's Septic has matched its equipment and personnel resources to market demand. Tommy Edwards operates the vacuum truck with Josh Spano onboard as a helper. They operate a 1995 White Volvo GMC with a 2,750-gallon steel tank and a Battioni pump. A PTO-driven CAT pump delivers 6 gpm at 4,000 psi to the onboard jetter.

> Working with Jason on installation jobs is Richard Aoci. The company has two backhoes outfitted for specialized use. A 2008 Cat 430 E is used for digging and a 1990 John Deere backhoe is used for backfilling, final grading and transferring aggregate. A 1995 Ford F-350 pulls a gooseneck equipment trailer.

> > Installation work some-



"Lake Okeechobee sits on a rough dividing line that marks the transition between geological conditions that are suitable or unsuitable for land application," Jason says. To the north, land application is permitted. This area is more sparsely populated and has fewer and smaller municipal treatment facilities.

To the south in Monroe County, pumping brings other considerations. "Monroe County has no treatment facilities because of the underlying geology and the Florida Keys' higher water quality standards. Every gallon of septage removed from a tank in the Keys must go north for treatment and disposal," Jason explains. To minimize truck traffic on the mostly two-lane U.S. 1 causeway, loads are consolidated into semi-tankers.

To judge the cost of disposal Jason must factor in distance to the facility, distance to the service stop after disposal and related travel time in addition to the facility's treatment charges.

Most of the disposal sites Jason's Septic uses are charging \$81 for 2,500 gallons. There is no surcharge for "stronger" loads or grease-trap waste. This is not the case for his customers, however. Jason's Septic has over 100 grease traps under contract. "Because grease trap customers place special demands upon us that affect other aspects of our business, we add an inconvenience fee to their cost of service," Jason says. The additional fee is incorporated into the service charge.

Typically, Jason's Septic charges \$50 to \$75 more for grease-trap service compared to a septic tank of the same size. This offsets the off-hour pump-out times (often 2 or 3 a.m.) some businesses require. "We service one 24-hour restaurant after the overnight crowd *continued*



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Jason Nesenman

leaves and before the early breakfast crowd arrives. This gives our guys about a 30-minute window to get there, set up, clean up and go," Brittnie explains.

DESIGNING SUPER SYSTEMS

In Florida, onsite systems for new construction must be designed using two sizing parameters. First, the number of bedrooms is determined and a flow value is assigned. Next, the air-conditioned square footage is considered. The calculation that yields the larger absorption area dictates the minimum size. When a structure has more than 10 bedrooms or 7,800 square feet of air-conditioned space, state regulations require two separate and isolated systems. Additional reserve absorption areas must also be protected for future use.

Unique lifestyles are prevalent in south Florida. Jason recently repaired a system serving a single-family home with seven



bedrooms, 13 bathrooms, 17,000 square feet of air-conditioned living space, and an institutional-style kitchen. The owner of the house often entertains groups of 100 or more.

As the economy shrank a few years ago, some people moved business activities from storefront settings on municipal sewer to homes served by onsite systems. Brittnie took one call from a distraught woman who had moved her commercial bakery to her house.

Inspection revealed that flour, oil and other materials had escaped to the absorption area and destroyed the infiltrative soil surface. The repair required two septic tanks—installed in series — and a new, oversized drainfield. "Brittnie's customer interaction skills made all the difference with this customer, and now we have another friend of the family," Jason says.

SATISFYING CUSTOMERS

The Nesenmans agree that when a woman calls, upset by an onsite system problem, Brittnie's response has an immediate calming effect. "I understand what they are feeling," she says. "I reassure them by saying that we can solve their problem and that it is not the life-changing disaster they think it is. Yes, sewage on your floor is bad, but we can fix it."

During a customer's initial call, Brittnie works to build trust. This attention to customers continues long beyond the first contact. For pump-out jobs, Brittnie calls about 30 minutes before the truck arrives. "I call to remind them that we're on our way, make sure they are ready for us, and answer any questions."

About 30 minutes after the job is completed, Brittnie calls to make sure the site has been restored properly and to answer any lingering questions. "Every call ends with 'Thank you,' " Brittnie says.

Appreciating customers is part of the business plan.

"Our marketing relies exclusively on our customers telling their friends and business associates about us. We want them to only have good things to say about us," she says. "We show up when

Adapting to Change

Jason and Brittnie Nesenman of Jason's Septic Inc. have found success by adapting to change. "No matter how necessary, change is not always easy," Jason says.

Throughout the recession, business rose and fell, and is rising again. At the same time, the demand for employees has changed along the way. After downsizing from seven employees to three, Jason took on the vacuum truck operator role himself.

Mornings were devoted to servicing the more-than-80 grease traps they had under contract at the time. Three months is the typical pump-out interval, and this contract work allowed time for pumping residential septic tanks as well. The vacuum truck is also an important tool when resolving malfunctions.

"When responding to a 'sewage in the house' call, we arrive with the vac truck," Jason explains. After diagnosing the problem — which is always done while the septic tank is full and the vac tank is empty — Jason empties the tank, bringing nearly instant relief and homeowner appreciation.

Afternoons were spent doing installation and repair work. As newconstruction installations declined, the Nesenmans saw a corresponding increase in repairs. "People were not moving and they are more willing to repair a system to keep it functioning," Brittnie says. Using Infiltrator Systems Inc. chambers, Jason installs a complete absorption area in about two afternoons. The chambers themselves can be installed in about two hours.

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

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.



Question:

I have a 1,000-gallon tank on my truck, but with the front primary inlet (with stainless steel ball) it doesn't hold any more than roughly 840 gallons. Another local pumper told me that if I raise the ball a little more, I will be able to handle closer to 900 gallons and get the most space possible. The primary (Chandler Equipment) has a long metal tail (about 18 inches long) that the ball travels in. A 4-inch stainless bolt holds the ball in the bottom part of this tail. If I raise the bolt up about 3 inches, will I be able to pump a little more into the tank?

Answers:

We took the ball out. You just have to be careful not to run waste through the pump, but that's just one way to do it.

You have to make sure you trust your guys and that they are experienced enough to know when to stop. We used to run without balls, but after a couple of rebuilt pumps in a span of 2-3 years, we decided it wasn't worth it.

Thanks for the replies. I moved the ball up about 4 inches, but it



Our trucks have a big manway in the back of the tank that we open up and scrape debris out. It's amazing how many rocks, sticks and other things will hang up in the tank.

didn't really make a difference in my overall capacity. One of the biggest problems I have at the moment is about 3 inches of sand/silt in the bottom of my tank and I'm having a tough time trying to get it out. I have a 12-inch manway roughly in the center of the tank, and have tried pushing it with a shovel out the back valve. With this setup, it will take me days to get it out.

I've tried sloshing around a half-load of water to loosen things up and flush the tank, but that stuff is almost like cement and just stays in the bottom.

• • •

Weld a bigger manway on the back to get in and out easier whenever you have to clean the tank. They are not too expensive. You can get more gallons in the tank when it's clean.

* * *

Our trucks have a big manway in the back of the tank that we open up and scrape debris out. It's amazing how many rocks, sticks and other things will hang up in the tank. Or the hair that wraps around the baffles. The other thing you can do to increase volume is add a riser to the top of your tank and move up the whole primary shutoff. It looks goofy but it would work.

Should I Go Into Business?

Question:

A friend of mine approached me about going into the septic system pumping business. I've done some research and talked to a few local guys in Oklahoma. Aside from having absolutely no experience in this field, it seems like a good idea on the surface. Can you share some of the less obvious downsides to the business? Are there costs that are not obvious such as insurance, fuel, truck maintenance, dumping fees? Are there other downsides to the business, such as sporadic business or long waits at the dumping sites?

Answer:

If there's a business with less overhead and a greater return I would like to know about it! Just like any other business, there are times of the year that are slower. But most any business will have slower times during the year. This is a business that one self-motivated person with one truck can produce a six-figure income. A highly motivated people person will fit into this industry like a duck in water!

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Upon Further Review

Septic sleuth Dawn Long's documentation of tank conditions is helping the industry better understand system failures

Helping her then-husband study for his medical exams sparked Dawn Long's interest in things scientific and channeled her natural curiosity into the field of research. Today, as co-owner of American Septic Service in Sierra Vista, Ariz., Long is recognized as a pumper who studies septic tanks, concrete corrosion and drain flies.

She has presented papers at the Southwest Onsite Wastewater Conference, the National Onsite Wastewater Recycling Association Conference, and at the National Association of Wastewater Transporters

pumper and inspector training sessions. Her seminars have educated Realtors and homeowner associations and were part of the Water Wise program for the University of Arizona.

Long's studies attracted the interest of other researchers, but their greatest value enabled her to evolve into a troubleshooter for onsite system issues. Long's photographic record of pumped tanks is a powerful marketing and educational tool. These images better inform homeowners about what is in the ground and provide logical explanations to their problems.

Pumper Interview

By Scottie Dayton

Pumper: What drives your curiosity to the investigative level?

Long: When my husband, Don, and I opened American Septic Service in 2001, we didn't know anything about the business. After pumping a few tanks, I realized that we should vacuum so much liquid and became curious when not much came out. At that time, pumpers in Cochise County cleaned tanks through 4-inch plastic observation ports. I wanted to know what was going on inside, so we opened every tank we serviced.

The following Christmas, Don bought me a camera and that really sparked my interest. I began photographing all the jobs, first to provide legal evidence should the need arise, then to document the tank interior, the baffles, the scum, the sludge, everything. Whenever I sensed that something was wrong in a tank, I searched further. If I couldn't find an answer, I'd ask people in the industry. Our workload increased because the word was out that I wasn't afraid to ask questions.

Pumper: As you documented pump-outs, what patterns did you see emerging?

Long: Something very unusual and unique to Cochise County. Each decade from the 1950s forward had a distinct septic tank design because of different precasters. In the '60s, tanks had concrete baffles and quartered lids. The '70s brought concrete baffles, two half-ton lids, and no entrance — only tiny peepholes. In the '80s, ADEQ mandated a one-compartment tank with poured-in-place 24-inch manholes. In the '90s, the agency mandated two-chamber tanks with the second compartment one-third the overall capacity.

"HOMEOWNERS CAN'T ARGUE WITH THAT AMOUNT OF PHYSICAL EVIDENCE, AND IT CONVINCES THEM THAT I AM TRUSTWORTHY. I MAKE RECOMMENDATIONS, GIVE THEM PRICES, DIRECT THEM TO MY WEBSITE, AND LEAVE. MOST BECOME CUSTOMERS."

Dawn Long

Pumper: How did this discovery help you become a better pumper? **Long:** By determining the date of the tank, we knew where to dig for the manholes or inspection ports, what to expect for baffles, and what problems were peculiar to that design. We began troubleshooting systems rather than just pumping them. For example, backups plagued homeowners with 1980s systems. If no effluent drained back from the leach field as we pumped the tank, it was a clue that 24 inches of sludge was blocking the outlet. They were cast with a longer-than-normal extension, but because pumpers didn't open tanks until the code changed in 2006, drainfields were blamed and homeowners paid for unnecessary replacements.

When customers call with a backed-up system installed from 2000 onward, I know the reasons were clogged effluent filters and dipped, crimped, or severed inlets and outlets. The damage occurred during backfilling by careless installers. If we're summoned by new customers who know nothing about their systems, I call the assessor to learn the installation date. If he has no record, I run my RIDGID SeeSnake camera into the tank to look at the baffles. Their design will date the tank.

Pumper: Besides NAWT and NOWRA, what other associations have been interested in your research?

Long: The AZ Water Association invited me to present my NOWRA paper at its annual conference this May. Jack Bale, a founding member of the Arizona Onsite Wastewater Recycling Association, used my statistics in his presentation to the Arizona County Directors of Environmental Health Services Association and the AZ Water Association.

Pumper: What caught your attention after completing the septic tank study?

Long: I began seeing deteriorated baffles in the 1970s tanks. The outlet baffle was completely eaten away in the dirtiest ones with the most scum. After many observations and documentation, I concluded there is a direct correlation between poor maintenance and accelerated deterioration. Although the systems are 30 years old, many would have continued to function had the baffles been in place and the solids not reached the drainfield.

Because of my interest, Aaron Ausen, concrete engineer for Dalmaray Precast Concrete Products in Janesville, Wis., recommended me to Roland Bydlon, senior strategist and founder of EYP Advisors. The National Precast Concrete Association hired him to investigate microbial-induced corrosion. Roland used my photos in his presentation to the board of directors. According to Aaron, NPCA will spend about \$250,000 in the next few years to research the problem. **Pumper:** How does your research help convince homeowners to maintain their tanks?

Long: My goal is to make them better informed and to tell them the truth. I visit their property, tell them the age of their tank, show them photos of tank interiors with their design, explain the design's pros and cons, and why keeping the tank clean will keep their leach field viable for the life of the home. I do believe that properly maintained systems will last a lot longer than their supposed design life.

Homeowners can't argue with that amount of physical evidence, and it convinces them that I'm trustworthy. I make recommendations, give them prices, direct them to my website, and leave. Most become customers. After servicing their tanks, I make prints of the photos and enclose them in a thank-you letter with some business cards. I ask them to call with questions and offer to come again gratis to troubleshoot.

If this was a point-of-sale inspection and the property doesn't sell within the six-month limit, I say that we'll inspect the system again for free in appreciation of their business.

Pumper: How did you become interested in studying drain flies?

Long: We were accustomed to finding drain flies in newer, shallower systems, and I wondered if that was because they were closer to oxygen. We never found drain flies in previously unopened tanks, but they appeared after we installed risers on them. It seems to be an oxygen issue.

Then customers began calling with backedup systems that were three months old. None of them knew that they had an effluent filter. When I cleaned the screens, I noticed black particles on them, but didn't pay much attention. One customer called back two months later with the same complaint. Then he called again. This time I disassembled the filter, examined it with a magnifying glass, and saw thousands of dead and dying flies plugging the filter. As I continued my investigation, I saw the same scenario and also noticed that if the filter was totally plugged, drain fly larvae lived at the top where there was no effluent.

The problem appears to be the filter's design, and Cochise County has mostly one brand. I'm testing filters from different manufacturers in the worst problem tanks and installing more gratis in other tanks to see what happens.

Pumper: What motivated you to publish a quarterly e-newsletter?

Long: I wanted customers to become more aware of maintenance issues and to provide facts that would help pumpers become better service providers. Anyone can subscribe for free at www. americansepticservice.com. The information is general enough to apply to most septic systems. My inspiration began at conferences where I'd hear pumpers say, "We opened the tank and there was nothing in it, not even water, so we didn't need to pump it." Well, tanks must have water or there's a problem. My next newsletter is titled "Let's Talk Levels," because that is one of the most misunderstood topics. If it is too high or too low, service providers must find the reason for it. Each tank has an exact static level and won't operate properly without it.

Pumper: What else is on your educational horizon?

Long: Next year, I want to begin writing a book on septic inspecting and troubleshooting. Pumpers have many questions about those subjects, and while the information may be out there, it isn't consolidated. When we first went into business, nobody would answer my questions. That inspired me to learn and I want to pass that knowledge to others. I am not a scientist. I'm an observer with my boots on the ground and my head in the tank.

Dawn Long may be reached at 520/378-9569 or septicsleuths@qwest office.net. ■

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



The Art of Debt Collection

When customers fail to pay their bills, you have a variety of remedies. Being persistent without resorting to harassment will bring results.

By Fred S. Steingold

If you extend credit to your customers, sooner or later you'll have trouble collecting unpaid bills. Your first goal, of course, is to get paid. A second goal is to avoid legal problems and unnecessary expense in the collection process. And you also may want to be able to do business with the slow-paying customer in the future, if possible.

Extending credit will never be risk-free, but you can reduce the risk by screening those who apply for credit, especially where larger sums of money are involved. Make sure the credit terms are clear. The customer should know when payments are due, how much is due and what penalties will result from late payment.

Many debtors give priority to bills that bear interest or service charges. Your lawyer can tell you how much you legally can charge in your state and how to set up the account.

PRECAUTIONS UP FRONT

When you first extend credit to a customer, get his or her signature on a credit application that explains the terms of payment. In addition, get the customer's address and phone number for both home and work. That will make it easier to get in touch if payments aren't made.

If you extend credit to a small corporation without a proven track record, have owners co-sign the credit application as individuals so that they will be personally liable if the corporation later goes broke.

If there's a credit bureau in your city, consider ordering a credit report. This can help you avoid getting in too deep with a customer who had payment problems in the past. As you continue to do business with a customer, try to get signed orders for services, or at least get a receipt, so that you can later verify that the service was performed.

Accepting credit cards is a good form of protection. This transfers any collection problems to the bank issuing the card. Such convenience doesn't come free — you must decide whether you have enough collection problems to justify the credit card fees.

OVERDUE BILLS

Let's assume your company has extended credit directly to a customer and that no credit card is involved. What do you do if the bill is overdue? Prompt action is essential. The longer you wait, the harder it will be to get paid in full. Let the debtor know that you intend to pursue the matter and that you expect payment in accordance with your usual policies.

Develop a set of three letters that escalate in urgency. Your first letter can be a simple request for payment. You might suggest that perhaps the bill was overlooked. Encourage the customer to send payment immediately to maintain a good credit rating.

The second and third letters should be polite, but increasingly firm. In the third letter, state that if payment isn't received promptly, you plan to take collection action.

Vary the format of your letters. Each one should look a little different. Avoid letters that look like form letters. Mention the specifics of the transaction, including the service the customer bought. And remind the The most practical way to collect is through garnishment. This allows you to reach into the debtor's bank account to collect the money or to require the debtor's employer to pay it to you out of wages.

debtor that continued delay means you'll assess further interest and late payment charges.

Have the letter signed by a responsible company officer. Provide a return envelope to make payment easier. Suggest that the customer contact you immediately if there's a problem that will cause any further delay in payment. Occasionally, you may wish to follow up with a telephone call or certified letter. That will get the debtor's attention.

DON'T PUSH TOO HARD

But be aware that if your collection efforts get too aggressive, the debtor may sue you. Your lawyer can give you specific guidance on collection practices that can get you in trouble in your state. Generally, you should avoid calling debtors late at night or early in the morning. Some state laws specifically say that unless you have the debtor's permission, you should make phone calls only between 8 a.m. and 9 p.m.

Be careful not to mislead or deceive a debtor by writing a collection letter on a lawyer's letterhead or credit bureau stationery. Don't contact the debtor's employer unless the person has given you permission in advance. However, it's usually all right to contact the employer if you're only trying to locate the debtor or verify his or her employment.

What if you've extended credit to someone and, despite all your efforts, the bill remains unpaid? At that point, you can turn the matter over to a collection agency or a lawyer. Another alternative is to proceed in small claims court yourself. That way, if you get a judgment and collect, you won't have to share the proceeds with a collection agency or a lawyer.

WHEN TO WRITE IT OFF

Procedures in small claims court are simple and speedy. Court personnel are usually able to help you complete the papers. But obtaining a judgment is just the first step. You must still collect on it.

The most practical way to collect is through garnishment. This allows you to reach into the debtor's bank account to collect the money or to require the debtor's employer to pay it to you out of wages. That's why it's important to get as much information as possible upfront about bank accounts and employment.

There are other methods of collecting a judgment, such as going after the debtor's real estate or personal property, but these are much more complicated procedures and generally less productive than garnishment.

As a rule of thumb, if you can't collect the debt from bank accounts or wages, you should consider cutting your losses by writing off the debt. Some unpaid bills are hopeless. It doesn't pay to spend your time, money and energy chasing after bills where the chances of recovery are practically nil. ■

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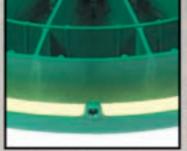
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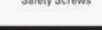
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Septic System Answer Man

A Matter of Inches Inlet and outlet baffles must be carefully placed to ensure the cleanest effluent and the fewest issues over the life of the septic tank

By Roger E. Machmeier

In my 10 years of experience, the scum layer in the septic tank is thickest at the inlet end and tapers off, perhaps by 50 percent, at the outlet end. Also, the inlet pipe extends about one-third of the way vertically into the tank, whereas the outlet pipe extends halfway into the tank. This means an excessive scum layer (greater than 12 inches) usually reduces sewage flow into the tank — if not totally capping it off — long before the outlet pipe caps off.

I always measure the scum layer from the inlet end and note this for the customer. Also, I've found the bottom sludge layer is pretty uniformly distributed. Am I missing something?

It is a good practice to measure the thickness of the scum layer and inform customers. The critical place, however, is at the outlet baffle so that scum or sludge is not carried out into the soil treatment unit.

From your comments it would seem your area has different specifications for baffle submergence than we use in Minnesota. First of all, I will explain the dimensions Minnesota uses for septic tank baffle submergence and baffle extension above the

liquid level.

Research on septic tank performance and dimensions was made quite a few years ago. We have used those results in septic tank specifications for Minnesota. Those dimensions are shown in the graphic.

The length of the septic tank should be two to three times greater than the width. The purpose is to provide a settling distance and prevent short-circuiting, which means some of the sewage inflow to the tank flows out at the same time.

The septic tank liquid depth, D, is used as the basis for other dimensions in the tank. To provide for floating scum stor-

age, the inlet and outlet baffles must extend 0.2D above the liquid level. The top of these baffles must be no closer than 1 inch to the tank cover. These dimensions are to provide for adequate scum storage and movement of gases through the septic tank.

The inlet baffle must extend at least 1 inch above the top of the inlet sewer pipe. The inlet baffles must extend at least 6 inches into the liquid level, but no more than 0.2D. The invert (bottom) of the house sewer must be at least 3 inches above the liquid level of the septic tank. This is to provide a downward velocity to the incoming sewage so the scum is carried down and past the bottom of the inlet baffle.

ZOLITLET 1000

Roger Machmeier, Ph.D., P.E., retired as a professor and 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 715/546-3786; or by mail at P.O. Box 220, Three Lakes, Wis. 54562.

The septic tank should be cleaned when the bottom of the scum layer is measured to be 3 inches or closer to the bottom of the outlet baffle. Or the tank should be cleaned if the sludge layer is 12 inches or less below the bottom of the outlet baffle.

PUMPING RECOMMENDATIONS

The outlet baffle should extend a depth of 0.4D into the liquid of the septic tank. Septic tank research studied the location of the bottom of the outlet baffle to determine the depth providing the cleanest effluent to be discharged. That dimension may not be as critical now since the advent of outlet filters.

The septic tank should be cleaned when the bottom of the scum layer is measured to be 3 inches or closer to the bottom of the outlet baffle. Or the tank should be cleaned if the sludge layer is 12 inches or less below the bottom of the outlet baffle.

To explain the various dimensions, I will use a septic tank liquid depth of 60 inches. The inlet baffle should extend at least 6 inches, but no more than 12 inches into the liquid level of the tank. The inlet baffle should extend 12 inches above the liquid level of the tank. This is a total

baffle length of 18 to 24 inches.

The outlet baffle should extend 24 inches into the liquid depth and 12 inches above the liquid level, which is the elevation of the invert of the outlet pipe. This is a total outlet baffle length of 36 inches.

You indicated the scum layer was the thickest at the inlet end of the septic tanks you observed. Those tanks may not have the specified 3-inch drop from the inlet sewer to the liquid level in the septic tank. Also, your inlet baffle extends farther into the liquid depth than suggested by the research. This is also true of your outlet baffle.

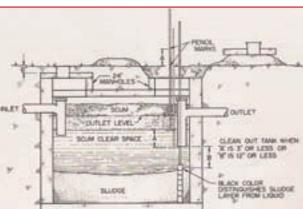
Scum buildup near the inlet of the septic tank would not be of concern as far

as effluent quality. It would be of concern if the scum tended to prevent the flow of sewage into the tank.

Scum buildup near the bottom of the outlet baffle is of concern because of particles being discharged with the effluent. In a similar way, if the sludge is too high, particles will be carried along with the flowing effluent. As we all know, effluent quality is a top concern in the successful operation of an onsite sewage treatment system.

REFERENCE INFORMATION

Another column I wrote addressed a question about deteriorat-



ing concrete septic tanks. Carl S. Buchman, P.E., executive director of the Precast Concrete Association of New York, responded. He noted the National Precast Concrete Association has a booklet on concrete septic tank design, manufacture, and installation, Best Practices Manual - Precast Concrete On-Site Wastewater Tanks, available at the website, www.precast.org.

Buchman reported that PCANY published a series of Tech Notes on various aspects of septic tanks, including testing for water tightness, proper installation, warranties, etc.

"PCANY instituted a Certification Program for septic tanks, intended to assure the public and officials that tanks are properly designed, fabricated and tested for water tightness," Buchman explained. "The NPCA has a similar program (patterned after ours). I don't care under which program tanks are certified, as long as they deliver the same quality."



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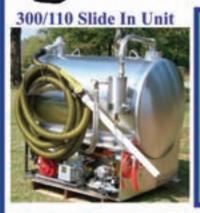
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This is a guest commentary from Eric Casey, executive director of the National Onsite Wastewater Recycling Association

Raise Awareness and Funds to Promote the Use of Onsite Systems

By Eric Casey

disorganized industry, legislative and regulatory ignorance/inertia, public misconceptions, and a bias against the onsite/decentralized wastewater industry from competing interests have led to a situation where:

- Negative media coverage about onsite systems and solutions frequently goes unchallenged, regardless of accuracy.
- The industry's interests are often steamrolled by better-funded and organized interest groups when securing more favorable regulation and support.
- Our industry is almost always slighted in the funding necessary to address
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Ralph & Rosalie Macchio

the use of onsite systems in rural, suburban, and even urban environments as a more economical and environmentally sound alternative to municipal sewers.

The most egregious example of the industry's lack of access to funding is the U.S. Environmental Protection Agency's Clean Water State Revolving Fund (SRF). In 2008, according to the EPA's website, the total amount of assistance provided by the fund through loans, grants and other means was slightly more than \$5.5 billion. The amount of assistance provided for onsite systems was \$9.1 million. That is less than 0.2 percent of available funding for 25 to 30 percent of the population using onsite systems.

SEWER PROJECTS SCORE

Virtually all of the remaining funding goes to municipal sewer projects. The EPA claims that 4 percent of SRF assistance goes to onsite projects, but the agency has not made public any data supporting that claim. Further, abundant anecdotal evidence suggests that much of the funding labeled as onsite/decentralized is spent for other purposes.

If our industry received funding commensurate with the number of homes and businesses it serves, its annual share would be \$1 to \$1.5 billion. With that amount, we could address problems associated with public image and education, practitioner training, remediation of systems, technology transfer, disposition/reuse of biosolids, and expansion of onsite systems. It also would help stabilize companies facing financial challenges and possibly increase employment.

We have a terrific story to tell. When properly installed and maintained, onsite systems are an ecologically sound, safe, and energy-efficient solution. They are frequently a more cost-effective alternative to sewers. They safely recharge dwindling aquifers. With disinfection, effluent is safe for reuse to flush toilets, wash cars and irrigate landscapes. Stabilized biosolids are an excellent and safe agricultural fertilizer. Onsite technologies have a key role in movement toward integrated watershed management. Proper funding would enable us to share these important stories with the public, the regulatory community and the environmental community.

GAINING MORE SUPPORT

The onsite community must recognize the need to work together to enlarge the pie for everyone. Success will not occur without a unified effort. While there are many possible ways to address the issue, the most direct route is to secure additional funding from federal sources such as the SRF and the U.S. Department of Agriculture's Rural Water Program. That funding would be used to:

- 1. Repair failing onsite systems.
- 2. Prevent future system malfunctions through proper maintenance and service.

3. Better educate the public and other stakeholders about the economic, ecological, and societal benefits of onsite systems.

4. Empower and encourage states to develop the capacity to receive and properly manage federal funding for onsite projects.

5. Develop professional standards to help eliminate substandard, shoddy, dishonest, and fraudulent activities.

6. Encourage faster and more consistent transfer of new technologies from the research stage to implementation in the field.

ACTION PLAN

1. Establish an Onsite Wastewater Coalition that includes the National Association of Wastewater Transporters, National Onsite Wastewater Recycling Association, related organizations, state affiliates, individual members, and manufacturers.

2. Secure funding from coalition members to develop a lobbying presence in Washington to change the disbursement of SRF monies.

3. Secure commitments from other coalition partners for support in areas such as research, public and media relations, grassroots advocacy and related activities.

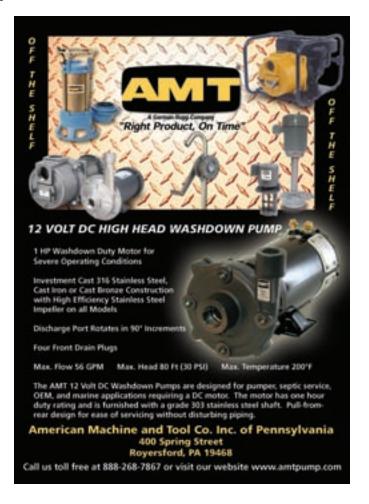
4. Engage a Washington lobbying firm to develop the most effective strategies for carrying the coalition's message to the EPA and Congress, and to work on other issues as they arise.

5. Develop a working group of coalition members to define specific goals of the lobbying effort and to report on strategic approaches suggested by the lobbying firm.

IN CONCLUSION

When Willie Sutton was asked why he robbed banks, he replied, "That's where the money is." Many of our industry problems are unlikely to be addressed unless we go where the money is. The effort is not aimed at increasing federal spending; rather, it is intended to ensure that our industry secures funding commensurate with the role it plays in protecting the public's health and America's clean water.

Reach Eric Casey by phone at 703/535-5265 or by email at wecasey@nowra. org. ■



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- Rick Howe, President



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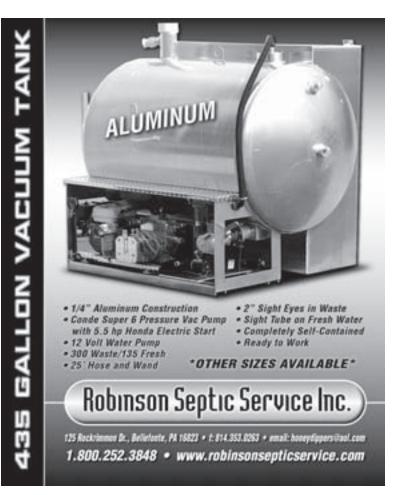
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Summit Reminders Plus Offers Basic Approach to Customer Tracking

Summit Reminders Plus software from **Ritam Technologies LP** provides repetitive-service businesses, such as septic tank pumpers, the tools to more easily track customer maintenance schedules and send service reminders — and efficiently generate repeat business.

Product

"This software is a pared-down version of one of our existing products," says Mark Billings, senior software engineer. "It's designed to address two major concerns for users: create basic job histories without too much fuss, and generate service reminders to capture repeat business."

The software is compatible with personal computers and Windows 7 operating platforms. It's aimed at business owners who may not be computer savvy and don't need a complete job history for each client tied into billing and accounting.

"It's very user-friendly," Billings says. "It doesn't offer multiple screens of data. Instead, it basically provides the customer name and contact information, the jobsite location, the last service date, the next service date and room for a few notes."

The software can generate labels, reminder cards or a reminder report with customer



contact information. It also can generate customer "thank-you" notes. For businesses that offer multiple services with different reminder/scheduling needs, such as septic tank pumping and drain cleaning, the software can organize reminders according to job type.

"You can customize it to what your customers want," Billings explains. "Some customers like phone calls better than mailing cards, for example. This allows pumpers to address the expectations of their market. For a small software program, it offers some cool customizable features." Pumpers can tailor the reminder-card message to reflect seasonal services or add a new-product announcement. Or they can send a note that includes a price discount to pass along to a friend

or neighbor, Billings says. In addition, it can put non-paying customers on a credit hold, which prevents the system from sending them reminder cards while their accounts are in arrears.

Ritam offers training videos on its website and also offers a toll-free telephone number for customer support. **800/662-8471; www.** ritam.com.

Honda Introduces GX Engine Line

Single-cylinder, horizontal-shaft **GX120**, **GX160** and **GX200** model engines from **Honda Power Equipment** are designed for generators, water pumps and pressure washers. Features include valve timing, compression ratio, carburetor settings and cooling system modifications for improved fuel economy and lower noise levels from changes in muffler design, breather valve and push rod materials. www.honda.com.

Equaris Offers Greywater Treatment System

The three-tank **Greywater Treatment System** from **Equaris Corp.** features a series of wastewater treatment and filtration tanks. The surge tank provides flow control while the aeration tank produces aerobic conditions. The clarification tank returns settled solids back to the surge tank. Bacteria on the interior tank surface naturally clean the water. The rotationally molded polyethylene tanks are 26 inches in diameter and 51 inches high. A sludge removal system pumps solids from the bottom of each tank. **661/337-0261; www.equaris.com.**





SSPMA Offers Sizing, Installation Packet

A three-part packet on sewage pump sizing, installation and maintenance is available from the **Sump and Sewage Pump Manufacturers Association.** The packet includes a calculator to assist in determining required pump capacity, total dynamic head and basin size. The 32-page *Recommended Guidelines for Sizing Effluent Pumps* also is available. **847/559-9233; www.sspma.org.** EZflow Gravelless Drainage System from Infiltrator







Effluent Turbine Filtered STEP System from Zoeller Pump

from Biokleen



The **Ezflow gravelless drainage system** from **Infiltrator** features polystyrene aggregate enclosed in woven geotextile mesh for trench, curtain, landscape, foundation, retaining wall and interceptor drains. The pre-assembled, 10-foot bundles weigh approximately eight pounds and are available in 7-, 10- and 15-inch diameters. **800/221-4436; www.infiltratorsystems.com.**

Clarus Offers Tru-Flow Splitter System

The **Tru-Flow Splitter System** from **Clarus Environmental** can split wastewater effluent flows of 1/10 to 30 gpm into two to five distribution lines. The splitter is constructed of lightweight and non-corrodible materials for easy installation and long life and has a 4-inch riser for inspection and maintenance. The system consists of a diverter basin and cover and diverter. The bubble level design allows for post construction adjustments associated with distribution box settling. **877/244-9340; www.clarusenvironmental.com.**

PumpBiz Introduces Propane-Powered Pump

The **PortaPump** propane-powered pump from **PumpBiz Inc.** is designed to remove standing water from golf course bunkers and fairways, flooded parking lots, sidewalks, or drain water from pits that need to be excavated because of pipe breakage or root damage. Able to pump up to 2,000 gph, the one-person unit is powered by a Honda 4-stroke, 35cc engine. A larger unit, able to pump up to 16,800 gph, is available. **800/786-7249; www.pumpbiz.com.**

Flo Trend Introduces Front Loader De-Gritting System

The **Front Loader De-Gritting System** from **Flo Trend** features a gum-rubber-lined, steel body hydrocyclone with a front loader container filter. Underflow from the hydrocyclone and concentrated wet grit is discharged into the container filter, allowing water to pass through and exit the discharge ports on the bottom of the unit. **713/699-0152; www.flotrend.com.**

Zoeller Offers Effluence Turbine Filtered STEP System

The **Effluent Turbine Filtered STEP System** from **Zoeller Pump Co.** is designed for simplex or duplex applications in a single polyethylene pump vault. The flat-bottom design is made for free-standing applications. Pipe supports are available for suspended applications. The inlet is predrilled at the factory or can be blank for field customization. The deep-pleated filter offers a

large surface area and can be easily removed for cleaning. The large, unobstructed area for float placement reduces the risk of hang-ups. **800/928-7867; www.zoeller.com.**

Biokleen Offers Bac-Out Septic Care

Bac-Out Septic Care from **Biokleen** combines live cultures and enzymes that break down household waste, grease, fats and other organic matter into minerals, water and oxygen. The product contains no artificial fragrance, color or preservatives and is safe for humans, animals and plants. **800/477-0188; www.biokleenhome.com.**

JWC Introduces Sludge Monster Grinder

The **Sludge Monster** grinder from **JWC Environmental** is designed to protect sludge pumps, heat exchangers, centrifuges and other dewatering equipment from clogging with rags and debris. The grinder processes 274 gpm and

Sludge Monster from JWC Environmental also can be used in scum line applications. 800/331-2277; www.jwce.com.



Panel from Control Works

AlarmBot from

CSI Controls

Control Works Introduces 331LC Duplex Control Panel

The **331LC digital level controller duplex control panel** from **Control Works Inc.** is designed for 208-, 240- or 480volt, three-phase pumps with overload protection of up to 32 amps each (10 hp max at 208 volts, 10 hp max at 240 volts and 20 hp max at 480 volts). Each panel has a CW6CDC 4-20mA controller, solid-state alternator relay for run time, run lights, elapsed time meters, lag delay circuitry, seal leak lights, HAND/OFF/AUTO selector switches, alarm horn and highlevel flashing red alarm beacon with dry contact for telemetry connection. **513/831-9959; www.controlworksinc.com.**

Grote Introduces Cube Work Lamp

The 4-inch-by-4-inch **Trilliant Cube LED WhiteLight** work lamp from **Grote Industries** has a polycarbonate lens and light rating of 1,000 lumens. The lamp has a service rating of 50,000 hours and two beam patterns (wide flood and TractorPlus). **800/628-0809; www.grote.com.**

CSI Controls Introduces AlarmBot Post Alarm

The **AlarmBot** outdoor post alarm from **CSI Controls** features a clear 360-degree beacon and four alternating red flashing LEDs that signal when tank levels rise. The system also has a 95-dBA beep tone audible alarm that can be silenced using the on/test/silence switch. Operating on 12 volts, pump and alarm power can be separated. Other features include a universal plug and factory-sealed weatherproof enclosure. **800/363-5842; www.csicontrols.com.**

Trillian Cube LED WhiteLight from Grote Industries



Gradall Introduces All Excavate Hydroexcavator

The **Vacall All Excavate hydroexcavator** from **Gradall Industries Inc.** features a dedicated system for efficient operation and performance excavating around water, sewer, gas and utility lines. The unit's high-pressure water unit has a hydraulically driven variable speed system with rheostat control to minimize water usage and refill time. The system powers a wand that delivers a high-pressure stream to break up material. Water pumps are available in 10, 15 and 20 gpm with 3,000 to 3,500 psi. To protect from freezing, the water system, wand, control panel, tools and worker apparel are enclosed in a heated compartment. Water tanks are fabricated from aircraft-quality aluminum for extra strength and mounted high on the chassis to reduce damage from debris. Features include CAN bus intelligent control system, multi-stage filtration and hydro boom at the rear of the chassis. **800/382-8302; www.vacallindustries.com**.

Vacall All Excavate from Gradall Industries



Bio-Microbics Introduces MyFAST Treatment System

The **MyFAST wastewater treatment** system from **Bio-Microbics Inc.** is designed for commercial properties or a small community. The system features multiple FAST treatment units in one tank. The prepackaged, high-performance, decentralized treatment system can handle flow rates up to 160,000 gpd. **800/753-3278; www. biomicrobics.com.** ■





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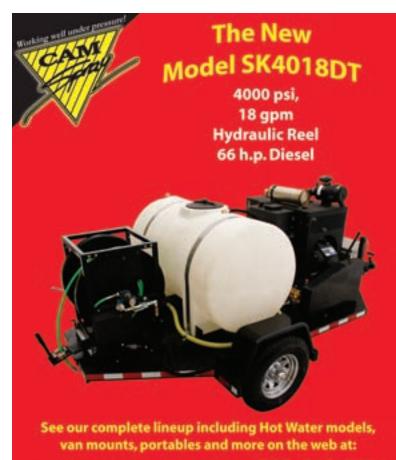
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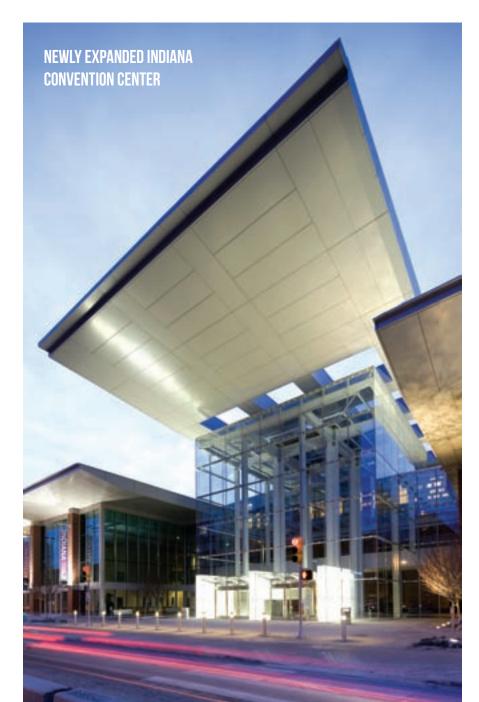
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- 9. If they can handle 80,000 Super Bowl fans, 15,000 Pumper & Cleaners should be doable.
- 8. 4,700 hotel rooms connected to the convention center that's nearly 2,000 more than Opryland.
- 7. Over 200 restaurants, bars, and entertainment options all within walking distance close walking distance.
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- 5. Send your significant other shopping the Convention Center is attached to a mall!
- 4. No matter what state you are from, there's only one way to pronounce "Indianapolis".
- 3. The last major crime spree in the city was by Indianapolis native John Dillinger in 1931.
- 2. 35 cities fly non-stop to Indy's brand-new airport opened in November 2008.
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Cal-State Site Services Acquires Nature Calls

Cal-State Site Services Inc., Sima Valley, Calif., has acquired Nature Calls Port A Potties and its restrooms, ag trailers, VIP units, wash stations, sinks and ADA units. Cal-State, formerly Cal-State Rent A Fence Inc., also acquired the inventory and accounts of All-State Rent A Fence and Statewide Rent A Fence.

CST Industries Names McLaughlin President, CEO

CST Industries Inc. of Lenexa, Kan., manufacturer of factory-coated metal storage tanks, named Declan McLaughlin president and CEO. He joined the company in 2009 as president of Columbian TecTank and was later named to lead the combination of Columbian TecTank and Engineered Storage Products, another CST company.

Godwin Pumps Hosts Membership Meeting

Godwin Pumps' San Diego branch was host to the Engineering & General Contractors Association membership meeting in March. Guest speaker was Sean Edgar of CleanFleets.net. He spoke on diesel regulations for off-road and on-road vehicles

Bear Onsite Achieves NSF Standard 46 Certification

Six effluent filters (ML3-910, ML3-916, ML3-925, ML3-932, ML3-948, ML3-964) from Bear Onsite LLC have received NSF/ANSI Standard 46 Certification.

Satellite Receives Top Manufacturing Award

Satellite Industries was presented the Progressive Manufacturing 100 Award for 2011 by *Managing Automation* magazine. The award recognizes manufacturing companies that have transformed themselves through the use of information technology. Satellite was recognized in the Business Model Mastery category for its use of technology to connect customers, suppliers and employees on a global level through such functions as online ordering, inventory monitoring and shipment tracking.

McDermott Hosts Annual Dealer Meeting

A.I. McDermott Co. Inc. held its 66th Annual Dealer Meeting in February. Theme for the meeting was "Team McDermott – The Pro's Source for Three Generations." Speakers included manufacturer representatives, state regulators and a representative from Wisconsin's Focus on Energy. New products and technologies were introduced at the 30 exhibit booths.



New SSPMA officers (from left) are Mark Huntebrinker, vice president; Jeff Hawks, secretary-treasurer; Scott Stayton, director; Susan O'Grady, president; and directors Greg Simon and Charlie Cook.



New SSPMA member company representatives (from left) are Linda Kerdolff, director of marketing, Wayne Water Systems; Charles Murphy, vice president of sales, Wayne Water Systems; Alan Schulman, owner of Glentronics Inc., and John Evans of Motor Protection Electronics.

SSPMA Elects Officers, Welcomes Members

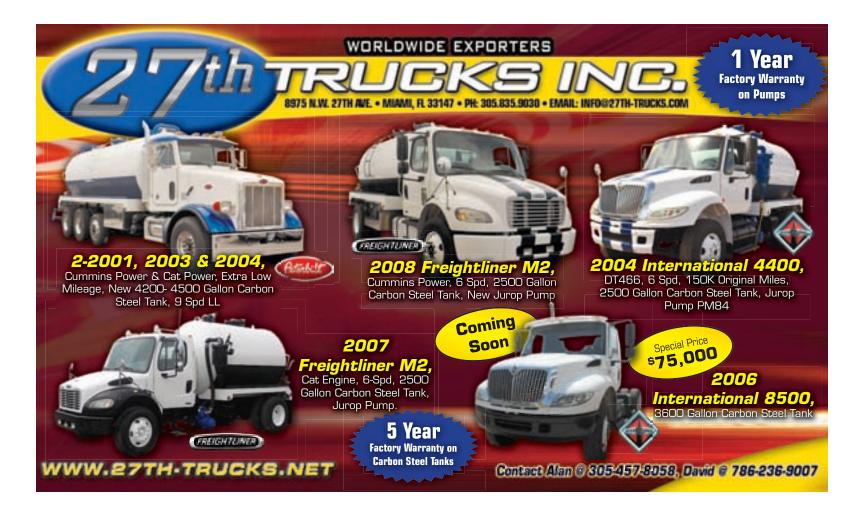
The Sump and Sewage Pump Manufacturers Association elected Susan O'Grady of Pentair Water to a two-year term as president. Mark Huntebrinker of Zoeller Co. was elected vice president and Jeff Hawks of Champion Pump was elected secretary-treasurer. Directors elected were Charlie Cook, Liberty Pumps; Scott Stayton, Franklin Electric Water Transfer Systems, and Greg Simon, Alderson Industries. Nike Professional Services provides management services with Pamela Franzen serving as managing director. SSPMA also welcomed new members Glentronics Inc., Wayne Water Systems and Motor Protection Electronics.

Carver Wins NVE Pump at Expo

Louis Carver, Augusta, Ga., won a NVE607 pump from NVE and Lely Manufacturing Inc. at the 2011 Pumper & Cleaner Environmental Expo in Louisville. Carver's name was picked at random from about 800 entries.

Hedstrom Plastics Completes Relocation

Hedstrom Plastics has relocated its rotational molding facility and headquarters into formerly vacant retail space in Ashland, Ohio. The new facilities provide the maker of septic system components and supplies with 129,000 square feet of manufacturing space and 22,500 square feet of office space. ■



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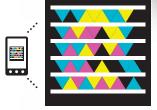
New Jersey VIP Restroom/ Portable Toilet Business. Servicing Metro Philadelphia and Southwest New Jersey with VIP restroom trailers and portables. Many late model assets including 2 nice service trucks, 1 back-up service truck, pick-up truck, 4 VIP restroom trailers, nearly 300 restrooms, sinks, holding tanks, slide-in unit, 2 forklifts, and more. Assets worth over \$300,000 - priced to sell at **\$399,000**.

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Established portable restroom and septic service business located in central Virginia. Excellent gross each of the past 3 years with no decline in revenue makes this business recession-proof. Steady work including many contracts and repeat customers. Extensive equipment inventory, good revenue, and owner willing to train. Great opportunity for expansion or a new career. **Asking price \$775,000.**

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Chicago-Area Biosolids, Land Application, Dredging and Industrial Services Business. Established in 1985, owner is retiring. Reputable business includes real estate servicing the entire Chicagoland area with sludge and biosolids disposal and treatment services. Real estate and shop included with sale valued at \$750,000, business grosses in excess of \$3 million annually, \$6.3 million in equipment and assets including several TerraGators, Vac Trailers, dump trailers, loaders and much more. **\$4,900,000**. Huge potential, good profit and priced right. Non-disclosure Agreement required, all P&L statements, list of assets, and financials available to qualified buyers.



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INDIANA: Helping Children's Charity

Members of the Indiana Onsite Wastewater Professional Association helped New Song Mission, a Christian nonprofit organization, build homes in Brown County for abused and neglected children. L.A. Brown of L.A. Brown Inc. worked to involve many other professional organizations. Dick Blazer, president of IOWPA, donated more than \$10,000 in equipment and labor to install a drip field.

Soil scientists Gary Hudson and Randy Staley installed the manifolds and drip tubing. Scott Rexroth of Clear Water Environmental Systems oversaw the project, created the drainfield layout, and helped install the tubing. Brown employees installed 1,000 feet of perimeter drain. Jay Ingram provided a backhoe and Dave Wagler helped with labor. Vermeer of Indiana donated 8,500 feet of drip tubing and loaned a vibratory plow. Buchner Distributing of Kokomo and Francisville Tile Co. provided 1,300 feet of tile with sock for the perimeter drain.

Built in three phases, nine traditional family homes will nestle in a neighborhood setting with a future horse barn, school, and two-acre pond. Each home will have house parents, a teacher/mentor, and six to eight children.

WISCONSIN: WOWRA Officers Elected

Christopher Fellner of Fellner Septic & Soil in Sturgeon Bay; Tony Birrittieri of Petersen Supply in Fredonia, and Sue Schambureck of Madson Tiling & Excavating in Manitowoc were re-elected to the Wisconsin Onsite Water Recycling Association board of directors. Fellner and Birrittieri will serve two-years terms and Schambureck will serve a one-year term.

Clay Vander Leest won the 2011 Robert Lindner Memorial Scholarship. Vander Leest, the son of Dan Vander Leest of Sturgeon Bay, is studying soil science, specializing in waste management at the University of Wisconsin. Samantha Johnson, daughter of Chris Johnson of Burlington, won the Gretchen McQuestion Scholarship. She plans to study human resources and education. WOWRA has awarded \$107,800 in scholarships to 97 students since 1991.

ONTARIO: Septage and Soil Studies

The Ontario Association of Sewage Industry Services made presentations to the Township of Tiny and is developing initiatives to help citizens address septage issues.

Since 2005, OASIS urged the Ministry of the Environment and Ontario Ministry of Agriculture, Food and Rural Affairs to conduct a soil sample study to gather facts about the impact of applying untreated septage to land. Some members volunteered to have their sites sampled. In 2010, researchers took domestic septage samples and soil samples. The study will compare the concentration of pharmaceuticals, personal care products and antibiotics, some human pathogens, flame-retardants, metals, nutrients, and organic matter in land-applied and control samples.

OASIS members serve on the Biosolids Utilization Committee and the Ministry of Municipal Affairs and Housing Technical Committee. Colleen Swider, OASIS executive director, pursued the Ministry of Labour to discuss proposed regulations requiring wheelchair accessible portable restrooms on all government-funded municipal construction sites.

Training & Education

Land Application Workshop

The Pennsylvania Septage Management Association, National Association of Wastewater Transporters, the Mid-Atlantic Biosolids Association, and the Pennsylvania Water Environment Association will sponsor a Land Application Workshop on June 22-23 in Carlisle, Pa. While anyone may attend, the intention is to educate sewage enforcement officers and state Department of Environmental Protection employees about land application.

After morning classroom sessions, attendees will be bused to a live demonstration of land-applied biosolids from an anaerobic digester and lime-stabilized septage.

The second day will discuss the U.S. EPA Part 503 requirements and actual operations, including calculating loading rates and recordkeeping. For more details, visit www.psma.net or www.nawt.org.

NAWT

The National Association of Wastewater Transporters has these training sessions:

- June 8 Inspector Training and Recertification, Tucson, Ariz.
- June 22-23 Land Application Workshop, Carlisle, Pa.
- July 21-22 Inspector Training and Certification, Sonora, Calif.

For Pennsylvania classes, call NAWT at 800/236-6298 or visit www. nawt.org. For Arizona classes, call Kitt Farrell-Poe at 520/621-7221. For California classes, call Kit Rosefield at 530/513-6658 or visit www.cowa. org.

Alabama

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

- June 1-3 Basic Installer
- June 23-24 Continuing Education, Dothan
- July 7-8 Pumpers
- July 20-22 Advanced Installer I

The first day of continuing education classes is for installers and the second day for pumpers and portable restroom operators. Call the training center at 205/652-3803 or visit http://aowatc.uwa.edu.

Arizona

The Arizona Onsite Wastewater Recycling Association and University of Arizona Onsite Wastewater Education Program are sponsoring the NAWT Inspection Training and Recertification course on June 8 in Tucson. Call Kitt Farrell-Poe at 520/621-7221, or email kittfp@ ag.arizona.edu or visit http://ag.arizona.edu/waterquality/onsite.

California

The California Onsite Wastewater Association is offering the NAWT Onsite Inspector Training and Certification class on July 21-22 in Sonora. Call Kit Rosefield at 530/513- 6658 or visit www.cowa.org.

lowa

The Iowa Onsite Wastewater Association offers the Site Evaluations and Soils course on June 17 in Emmetsburg. Call Alice Vinsand at 5/5-225-1051, email execdir@iowwa.com, or visit www.iowwa.com.



June 9-10

Arizona Onsite Wastewater Recycling Association Onsite Wastewater Educational Conference, Radisson Suites, Tucson. Email Suzanne Ehrlich at suzanne. ehrlich@co.yavapai.az.us.

June 15-17

North Carolina Septic Tank Association Symposium, Sea Trails Resort, Sunset Beach. Visit www.ncsta.net or -mail ncsta@earthlink.net.

June 16

Utah On-Site Wastewater Association mini-conference on pressure distribution system design, operation and use, Salt Lake City. Call 435/797-3155 or visit http://uwrl.usu.edu/partnerships/training/uowa.html.

June 17-20

National Environmental Health Association, National Onsite Wastewater Recycling Association, and State Onsite Regulators Alliance joint Onsite Wastewater Summit and NEHA 75th Annual Educational Conference and Exhibition, Columbus, Ohio. Visit www.neha2011aec.org/wastewater.html.

Aug. 4-6

Florida Onsite Wastewater Association Conference and Trade Show, Daytona Beach Convention Center, Daytona Beach. Call 407/937-2228 or visit www. fowaonsite.com.

Aug. 27-28

Georgia Onsite Wastewater Association Conference and Industry Exhibit, Callaway Gardens, Pine Mountain. Call 678/646-0379 or visit http://onsitewastewater. org.

Minnesota

The University of Minnesota Extension has these classes:

- June 1-3 Soils, Alexandria
- June 7-8 Inspecting Onsite Systems, Waseca
- June 15 Soils Continuing Education, Forest Lake
- June 21 Soils Continuing Education, Worthington
- June 22-24 Soils, Mankato
- June 29 Soils Continuing Education, St. Cloud

Call Nick Haig at 800/322-8642 or visit http://septic.umn.edu.

Missouri

The Missouri Smallflows Organization is offering these CEU courses:

- June 28 Selling the System to the Site Conditions, Sedalia
- June 29 Media Filters, Sedalia
- July 19-20 Operations and Maintenance, Liberty
- Call Tammy Yelden at $417/739\mathchar`4100$ or visit www.mosmallflows.org.

New England

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

- June 2 Installing Advanced Onsite Systems
- June 2 Innovative and Alternative Technology Field Training, Peckham Farm
- June 8 Soil Basics for the Onsite Wastewater Contractor
- June 16 Hands-On Component Installation
- June 23 Bottomless Sand Filter Design and Installation
- July 13 Microbiology for Wastewater Professionals
- July 14 Surveying Techniques for the Wastewater Professional

• July 20-21 – Advanced Soil Morphology

Call 401/874-5950 or visit www.uri.edu/ce/wq. For soil courses, call Mark Stolt at 401/874-2915 or email mstolt@uri.edu.

North Carolina

North Carolina Soils and On-Site Wastewater Training Academy has the following Webinars:

- July 14 Global Positioning and Geographic Information
- Aug. 4 Soil Survey in the 21st Century

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

North Carolina

North Carolina Septic Tank Association has an Installer, Inspector, Pumper, and Land Application class on June 15-17 at Sunset Beach. Visit www.ncsta.net or email ncsta@earthlink.net.

The North Carolina Pumper Group and Portable Toilet Group are holding the four-hour septage management training and three-hour land application seminar on June 18 in New Bern. Call Joe McClees at 252/249-1097, visit www.ncpumpergroup.org or www.ncportable toiletgroup.org.

Pennsylvania

The Pennsylvania Septage Management Association is offering a Land Application Workshop on June 22-23 in Carlisle. Call 717/763-7762 or visit www.psma.net.

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



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BUSINESSES

If you need a Registered Septic Tank Contractors license, for your Florida based company, call Lee @ 561-723-5001, or BLRServices@ aol.com. (CP05)

Amarillo, Texas sewer, drain & plumbing business established in 1976. Owner wants to retire, so take the keys to a 2004 Sprinter outfitted with all of the equipment you'll need to run this business. Price includes real estate with 80x100 shop/office on two city lots. Good gross, good profit, financials available with signed non-disclosure. Offered at \$495,000. E-mail jeffb@colepublishing.com or call 800-257-7222 and ask for Jeff Bruss for more details. A B2 Business Brokerage Listing - www.BTwo.biz. (PBM)

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. (PBM)

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Well-Established and Profitable Texas Septic, Sewer & Installation Business For Sale. PRICE RECENTLY REDUCED. Grossing in excess of \$600,000 annually, customer list of nearly 2,000 accounts and 430 contracted customers. Includes nice late model equipment, most are 2007, 2008 model years. Owner retiring after nearly 40 years in business. Real estate available upon request. Reduced to \$450,000. E-mail jeffb@colepub lishing.com or call 800-257-7222 and ask for Jeff Bruss for more details. A B2 Business Brokerage Listing - www.BTwo.biz. (PBM)

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(PBM)

Successful business with a large amount of equipment and inventory. Profitable sewer and septic business in central Pennsylvania. Increasing revenue over the past 3 years and a large amount of equipment and inventory. Equipment is a mix of old and new, but all is working and making money. Selling price \$250,000. E-mail jeffb@colepublishing. com or call 800-257-7222 and ask for Jeff Bruss for more details. A B2 Business Brokerage Listing - www.BTwo.biz. (PBM)

New Jersey VIP Restroom/Portable Toilet Business For Sale. Servicing Metro Philadelphia and Southwest New Jersey with VIP restroom trailers and portables. Many late model assets including 2 nice service trucks, 1 back-up service truck, pick-up truck, 4 VIP restroom trailers, nearly 300 restrooms, sinks, holding tanks, slide-in unit, 2 forklifts, and more. Assets worth over \$300,000 - priced to sell at \$399,000. E-mail jeffb@colepublish ing.com or call 800-257-7222 and ask for Jeff Bruss for more details. A B2 Business Brokerage Listing - www.BTwo.biz. (PBM)

BUSINESSES

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Established restroom business for sale, Central Massachusetts. All equipment, customer list. Will help with transition period. Serious inquiries call 508-341-3559. (P05)

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Serious buyer looking to purchase portable restroom and/or septic businesses in the North NJ or Hudson Valley, NY area. All inquiries are kept confidential. If you're thinking of selling, please call Jeff at 800-994-7990 or e-mail jeffb@colepublishing.com for more information. (P06)

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1997 Freightliner with Presvac 2300 gallon DOT certified vacuum tank, Presvac PV750 vacuum pump with new paint and tank inspections. KLM Companies, 617-909-9044. (P05)

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SECA trailer jet model 747, diesel with 394 hours, 35 gpm, 2000 psi, 500 feet new hose. Was city owned. \$13,500. Pictures at www. empireequip.com. 714-639-8352. (CPBM)

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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. \$45,000. Call 601-373-3736 MS. (CP06)



\$29,500 715-546-2680 WI PBM

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2005 Sterling LT7501: Cat C7 300 HP, Allison 3000 RDS trans., 10,000 miles, Vactor 2112-J6, 500' x 1" rodder hose, 38" centrifugal compressor, electric/hyd. 4-way boom, double acting dump hoist, 2" Y-strainer w/25' fill hose, 1500 gal. water tank, 2-stage 6 cyl., John Deere w/fluid CP. Excellent condition. Call for price. Jenna 715-574-5362 WI P05

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2008 Sterling LT7501 with a VacAll AJV1015, 10-yd. debris body, 1500 gallon water, combination vacuum/jetting unit. (Stock #13366) www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648). (PBM)



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2005 Olympian 20' Executive, (2) womens stalls, (1) sink, (1) mens stall, (1) urinal, (1) sink. Heat, A/C, and hot water. Stereo, interior and exterior lighting. \$14,000. Located in NY. Call 845-883-7880. (P05)

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PORTABLE RESTROOM TRUCKS



(2) 2006 Mitsubishi Fuso FE180s: 101,850 miles, new auto trans. installed April 2010. (2) 131,100 miles, new auto trans. installed May 2009. Both have a/c, power steering, power windows & locks. 17,995 GVW. PTO unit w/no bed; perfect for adding pump unit.

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Pre-owned 325 US gallon vacuum tank with two (2) 75 gallon poly water tanks mounted on a 2007 FML Fabforn Trailer model FMI12-10K Workmate. (Stock #0477) www.Vacu umSalesInc.com, (888) VAC-UNIT (822-8648). (PBM)

2002 Int. 4300, \$27,500; 2001 Int. 4700, \$27,500; 2000 Int. 4700, \$25,000; 1998 Int. 4700, \$17,500. 200 restrooms, \$125 - \$300 each. Call 256-757-9900 or visit www.pbsos. com for more info and pictures. (PBM)



317-635-0000 IN P05 2003 Keith Huber 1100 US gallon waste, 400 US gallon water, 2-compartment, carbon steel vacuum tank with Masport H7 5V vac-

400 US gallon water, 2-compartment, carbon steel vacuum tank, with Masport H7.5V vacuum pump. Tank only. (Stock #6499C) www. VacuumSalesinc.com, (888) VAC-UNIT (822-8648). (PBM)

2001 Ford F-350, 4-wheel-drive, Imperial aluminum slide-in unit, 300 waste/150 fresh, 72" toolbox, new 8 hp Honda engine & gearbox in December 2010. Hitch-mounted toilet carrier. 165,000 miles. \$12,000. 765-744-8789 IN. (P05)

2000 International 4700, 7-speed transmission, 278,800 miles, 1000 gallon waste/400 gallon fresh, Non-CDL. \$16,000. Call John 610-587-8879 or e-mail les@pottyqueen. com. (PBM)

PORTABLE RESTROOM TRUCKS

2007 International 4100, 109k miles, 350 fresh/750 waste Crescent tank, dual side service, carries 8 toilets, pressure washer, lift gate, new Masport pump, excellent condition. \$46,000. www.pumpertrucksales.com. Call Mike @ 303-478-4796 or JR. @ 720-253-8014. (PBM)



2001 Ford F650 Portable Toilet Truck: 1500 gallons (1000 waste/500 fresh), steel tank, air suspension, Cummins 225 hp, Allison auto, 252,286 miles...\$15,000 **1-800-858-3111 PA** P05

2004 4300 International, 25,500 GVW, DT466, Allison, A/C, airbrakes, 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: Salt Lake City, UT and Boise, ID. \$35,000. 208-362-3193. (P05)

2005 Ford F-550 diesel, auto, behind cab aluminum tool box, Satellite 600 waste, 350 fresh, two unit carrier. Top end of engine rebuilt, 172,000 miles. \$19,500 OBO. NY 845-883-7880. (P06)

2003 International 4300, DT466 engine, auto trans., 1100/400 SS tank/carrier, wet kit, Conde vac, 233K miles. \$36,000. 262-483-6380 WI. (P06)

2007 F650 with Satellite MD1250 tank, Cummins, automatic, 2-unit toilet carrier, 106,000 miles. Excellent condition. Call 585-657-4104 NY. www.crescent-tank.com. (P05)

2000 Ford F550 Super Duty 4WD, V8 power stroke, 600 waste/300 fresh, 240K miles. Portable toilet carrier. \$13,900 OBO. Call 320-762-2838 MN. (P05)

FOR SALE: Aluminum portable toilet tankers: '03 Inter., \$32K; '04 Inter., \$34K. Contact Manuel @ 305-970-9837, or email malonso @ port-o-tech.com. (P05)

2003 Ford F550 2WD, auto, 700 waste/200 fresh, 6L Diesel, fresh water pump, portable toilet carrier. Used in daily operation, 216K miles. \$13,000. 317- 440-1206 IN. (P06)

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Five Peaks Technology, a portable toilet manufacturer, is seeking Regional Sales Managers. Responsibilities include business development, forecasting sales and customer support. Experience in the industry is preferred. Send resume to: info@fivepeaks.net. (PT05)

ADVANCED WASTE SERVICES is seeking Journeyman-Level Mechanics to add to its New Castle, PA, Portage, IN, Milwaukee, WI, and Ohio locations. Primary duties will include all aspects of repair on Semis, Straight Trucks, Tankers, Vacuum Trucks, Heavy Equipment, Forklifts and Plant Equipment consistent with a Water Treatment Operation. Qualified candidates will be skilled at Cutting, Welding, Fabricating, Hydraulics, Electrical Diagnosis and Repair. Experience with Vacuum Equipment (Trucks, Tankers and Plant) is a must. 8+ years of experience required. Class A CDL mandatory within 90 days of hire. E-mail your resume and letter of introduction to: hr@advancedwasteservices.com. (P07)

Medium size portable restroom company based in South, is searching for Operations Manager, with excellent routing, management, and driver relations experience. Candidate will be required to route trucks, distribute routes, work closely with drivers, hold weekly meetings, safety meetings, and work closely with all divisions moving the company forward. It is a full time job, Monday thru Saturday, \$50K - \$65K, benefits, and production bonuses. Please email all resumes portableoperations@yahoo.com, understanding of Summit Software is a plus. (P05)

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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.vsirentalsIIc. com.** (PBM)

SEPTIC TRUCKS

1999 Freightliner, 4000 gal. septic truck for sale. Good truck. Job ready. 9-speed trans. \$40,000. Call Barry 256-832-7867 AL. (P05)

1986 GMC Brigadier, 240 hp, L-10 Cummins, 9-speed trans., 200K miles, 2500 gallon tank, stainless catwalks, 5 3" hoses. \$6,900. 717-469-2463 PA. (P05)

Pre-owned 1,750 US gallon aluminum restroom tank unit. Tank only. (Stock #7233V) www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648). (PBM)



1998 Volvo WG64 quad axle roll-off truck with new 4500 gal. vacuum tank, new Fruitland 500 vac. pump with hyd. drive, full auto. tarp and 75K hoist. Cummins 400 HP. All new tires, brakes. In excellent condition. 80,000 GVW. Work roll-offs and vacuum tank with the same truck. Must see. 617-909-9044. KLM Companies. (P05)



SEPTIC TRUCKS

2011 Freightliner M2 112 cab and chassis with new 4600 US gallon carbon steel vacuum tank and Masport HXL400WV vacuum pressure pump. (Stock #13464V) www.Vacu umSalesInc.com, (888) VAC-UNIT (822-8648). (PBM)

1994 International, 1,800 gal. tank, new back brakes, an excellent runner and vacs excellent. Have pics, can send them. \$19,500. Call Fred at 219-928-8962 IN. (P06)



2008 Mack: 485 hp, 135,000 miles, 13spd. Jake, AC, cruise, air ride, new 4500 gal. tank and Jurop LC420 vac pump, new paint, tires and alum wheels....\$124,000 **740-820-5520 0H** P05

1999 Peterbilt 379, Cummins N14, 435 hp, 15-spd., 3365 gallon LMT vac tank, tank approx. 4 years old, Masport H15W pump. \$46,000. www.pumpertrucksales.com. Call Mike @ 303-478-4796 or JR. @ 720-253-8014. (PBM)



1987 Ford F-800: 2200 gallon Transway septic truck, 3 manways, GAS MOTOR, CDL truck, 5-speed/2-speed rear end, air brakes, Battioni pump-new vanes 1 year ago. This truck is used daily and is very clean and reliable. The truck has 63,000 original miles. This truck NEEDS NOTH-ING, starts on the coldest days. This is a great starter truck or a back-up. Call for details or e-mail.......\$16,200 dustin@preventativeseptic.com

or 802-839-8431 MA P06



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SEPTIC TRUCKS

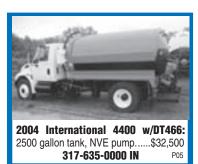
1999 International Tri, 4900, 300 hp, 10-spd. Fuller, new 4300 gal. tank, pusher axle, Wally, water-cooled vac, tires, brakes, 73K miles. Sweet! \$58,000. 262-483-6380 Wl. (P06)



1997 Mack CH613 with a pre-owned Quality 3500 US gallon vacuum tank, NVE 367 vacuum pressure pump package. (Stock #4289V) www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648). (PBM)



1993 Kenworth W900, 3-year-old 3360 gal. vac tank, Masport pump, 100,000 miles on overhaul w/papers. \$39,500. www.pumper trucksales.com. Call Mike @ 303-478-4796 or JR. @ 720-253-8014. (PBM)



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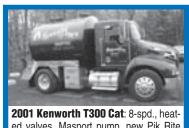
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sandpumps.com.

2010 Peterbilt 348 with new Presvac 3,600 US gallon aluminum vacuum pressure tank with Masport HXL400WV vacuum pressure pump. (Stock #8808V) www.Vacu umSalesInc.com, (888) VAC-UNIT (822-8648). (PBM)

1998 Mack RD6885 with a 3,200 US gallon stainless steel vacuum tank unit. (Stock #6653V) www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648). (PBM)

1998 Freightliner 3500 gal. septic truck. 9-speed trans. Job ready. Good truck. Asking \$38,000. Call Barry 256-832-7867 AL. (P05)



2001 Mack 4800 Gallon Pump Truck:

E7400 engine, Eaton transmission and

4:42 rear ratio. Top end of motor rebuilt

3,000 ago. Excellent mechanical condi-

Tim @ 703-631-2222 VA

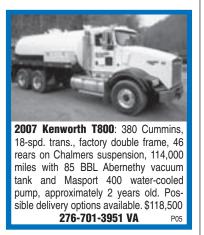
....Askina \$50.000

P05

tion and ready to go to work.



RETIRING: 1984 Freightliner, Cummins, 4-axle, vacuum truck. Thompson pump, Thompson 3800 gal. tank. \$18,000 OBO. Jim 951-545-9604 CA. (P05)

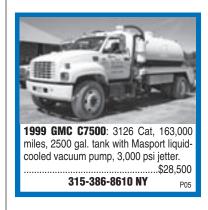


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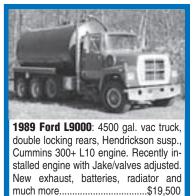
with Viper vac pump, Ford 7.8L motor w/54,000 miles, 8-speed trans., 16K front, 38K rear. Working daily.\$14,500 **319-345-2861 IA** Pos

2010 Peterbilt 348 with a new Presvac 3,600 US gallon carbon steel vacuum pressure tank with a Masport HXL400WV vacuum pressure pump. (Stock #8806V) www.Vacu umSalesinc.com, (888) VAC-UNIT (822-8648). (PBM)



SEPTIC TRUCKS

1999 Freightliner FL80, 295,000 miles, 2500 gallon with hoist and full rear opening. Work ready. \$28,000. 810-650-1029 MI. (P05)



1998 9100 International, Eaton Fuller 10-speed, 3500 gal. tank, Masport pump, truck with a M-11 Cummins diesel engine. Runs great, used daily. \$32,000. 2003 International Model 2674, 4000 gal. pump truck with Harben jetter. \$59,000. Call 434-979-5414 VA. (P05)

814-688-4607 PA

P06







2005 International 4300: 210 hp DT 466, 6-spd. Allison auto, 190,000 miles, Jurop R260 pump w/2000 gal. tank and 3000 psi jetter with 150 ft. hose..\$43,500 318-349-9106 LA P05



1993 Volvo Septic Truck: Detroit series 60 @ 350 hp, Fuller 13-spd., engine brake, 273K miles, walking beam susp., air up/down pusher axle, spoke wheels, 22.5 tires, PTO, Masport pump. .\$24,500 **715-546-2680 WI** PBM

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New 400/150 slide in unit. \$8,500. 360-357-4338 WA. (P05)

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1991 Ag Chem 2505 T-Gator, 4000 gal., Cummins turbo 6, Fuller 18-spd. New tires, Battioni vac, pres. washer, hyd. top hatch or vac load. Excellent. \$78,000. 262-483-6380 WI. (P06)

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1100 gallon vacuum pressure tank, bare, 1/4" steel. \$850.00. 845-863-6080 NY. (P05)

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

TRAILERS: VACUUM/TANKER

1999 Mack CH600 tractor with Masport vac pump & 2006 Agro vac tanker 6000 gal. Both in great shape. Pump used only 3 times. \$85,000 OBO. Call Barry 256-832-7867 AL. (P06)

RETIRING: 1984 Peterbilt w/7500 gallon aluminum semi trailer. Transport or store grease or septic. \$25,000. Jim 951-545-9604 CA. (P05)

TRUCKS, MISC.

2004 International. 14/40. 2010, 3600 gallon steel tank with hoist and 36" rear door. 350 Masport. Powerwash. All hydraulic. Heated valves. Paint 2010. 335 Cummins. 10-spd. \$90,000. Lease option possible. Call Dave 314-277-7005 MO. (P05)

1984 Autocar Conventional tractor, 511,000 miles, 3406 DI 400 Cat, 13 speed transmission, tag axle. \$20,000. Call JD at 775-825-1595, email jd@watersvacuum.com. (P05)

TV INSPECTION



2005 Cues Oz II: Pan & tilt w/zoom color camera, ultra shorty transporter with adapters from 6" to 30" pipe, Cues Pro-Data 2000, DVD recorder, 1000 ft. cable, 40-gal. washdown tank, sink and cabinets built in a 14' enclosed trailer, Generac 5000 generator, A/C, will separate camera from trailer.........\$18,000 Ben @ 615-210-0112 TN or bbobo@boboexcavating.com P05

TV INSPECTION

2002 Ford E-450 Cube Van, V-10, 57,500 miles, Onan generator, Omni III Camera pan/ tilt with zoom, dual monitor, POSM software. \$50,000. Call JD at 775-825-1595 or jd@ watersvacuum.com for photos. (P05)

VACUUM EQUIPMENT

Vacuum pump and install kit, JUROP PNR122, 430 cfm. Recent rebuild with new housing, pumpstand, Muncie TG Series PTO kit, 1.25" gearbox, driveshaft, pressure relief. Very good condition - off 2000 truck, w/Eaton Fuller. \$3,500. 419-629-3016 OH. (P05)

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1999 International **heavy spec** with **Guzzler ace** wet/dry industrial vacuum loader. 8" top load boom truck is in excellent condition! (Stock #7390V) **www.VacuumSalesinc. com, (888) VAC-UNIT (822-8648).** (PBM)



2006 International Guzzler CL and 2007 Sterling Guzzler CL: Both in excellent condition and extremely clean. \$153,500 each 416-410-7222 Can. P05

1995 Keith Huber Berringer, 3300 gallon ASME/DOT tank, liquid ring vacuum truck. Mounted on 1995 Ford L8000. Low miles/ hours. \$89,900. Call 765-430-5727. (P06)

2011 Peterbilt 365 POWERVAC 3800, 3,250 US gallon carbon steel vacuum tanker with Hibon PD blower 3800 SCFM with vacuum to 27" mercury. Dump type; DOT 407/412 regulations. www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648). (PBM)

VACUUM TRAILERS



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WANTED TO BUY: High rise (polyLift type) portable toilets for multi-level construction project. Email merle.metz@gullifordservices. com or call 877-398-5776. (P06)

Serious buyer looking to purchase portable restroom and/or septic businesses in the North NJ or Hudson Valley NY area. All inquiries are kept confidential. If you're thinking of selling, please call Jeff at 800-994-7990 or e-mail jeffb@colepublishing.com for more information. (P06)

Very serious and well qualified buyer looking for sewer, septic or industrial business in Dallas, Texas area. Must be grossing between \$500,000-\$1,000,000. All inquiries are kept confidential. Call Jeff at 800-257-7222. (PBM)

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

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Gardner Denver TF-450 VSDT 52 GPM max 10K max. Gardner Denver T-450 w/Jetstream fluid end transmission 12K max 40.91 GPM max. THE-500UH 50K bare shaft pump. Wheatley 165 20K @ 17 GPM. Wheatley 125 10K @ 20 GPM. Wheatley P-313 10K @ 8.4 GPM. Aqua-Dyne C 450-DS 20K @ 33 GPM. Allis-Chalmers 10x8x22 700 HP. Boatman Ind. 713-641-6006. View @ www. boatmanind.com. (CPBM)

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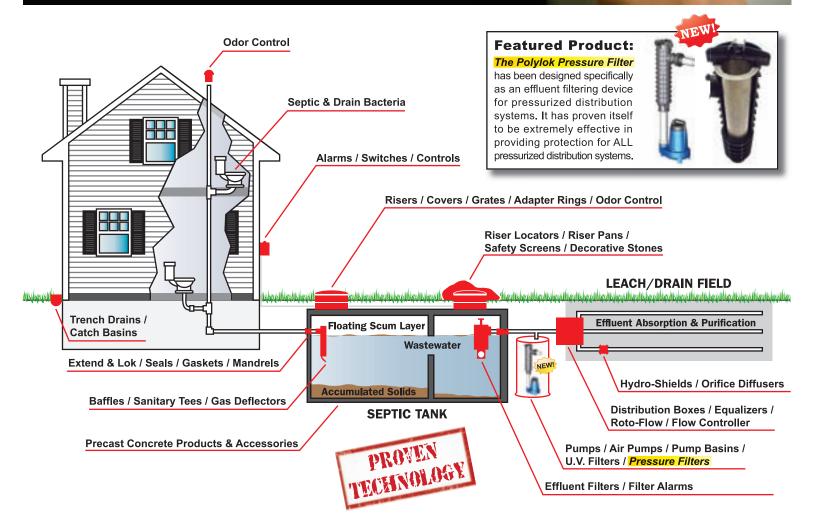
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