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You Gotta Love What You Do

By Jim Kneiszel, Editor

I was reminded today of the single quality that marks most successful small business owners: Passion.

Not the first word that came to your mind? Maybe you thought mechanical aptitude, or accounting knowhow, or marketing prowess would be the ingredient most needed to run a winning septic service company. Yes, all of those skills are important to making a living as a pumper. But all the training and God-given talent in those areas don't amount to a hill of beans if you don't have a passion for pumping.

This morning I went home to meet a contractor to get an estimate on replacing a garage door opener. I figured this was pretty much an open and shut case (sorry about the pun). The opener stopped working and I needed a new one, I thought. It seemed pretty straightforward and I said as much to the contractor.

But, whoa, hold on there just a minute, said the friendly garage door man. The news was good, he announced, and I didn't need a new opener at all. Or a door, or springs and a set of tracks, for that matter.

Mike the technician enthusiastically explained each step in the process of how my 1/4-hp Sears opener (a 1994 model made by Chamberlain, he noted) raised and lowered the door. Seeing that I showed an interest, he told the history of door opener technology, and how today your opener and transmitter work together to change a series of rolling codes to improve home security. He talked about the evolution of wooden and steel garage doors and shared some handy maintenance tips to help me get the most out of my garage door opening system.

YOU ARE THE EXPERTS, AND IF YOUR PASSION FOR THE INDUSTRY MATCHES YOUR EXPERTISE, CUSTOMERS CALL YOU TIME AND AGAIN WHEN THEY NEED SERVICE.

There was a lot more to garage doors and openers than I'd thought. What I figured was just a mundane exercise in home repair was actually a lot more complicated if you want to do the job right. With Mike's expertise, the opener will be fixed and I'll have a better idea how to keep the door and opener running properly in the future.

I asked Mike about his obvious passion for garage door systems. As it turns out, he learned the trade from his father, who was a garage door technician going way back to the early days of openers. There is nothing more satisfying, he said, than solving a problem like the broken mechanism in my opener or helping homeowners pick just the right door for their garage.

Mike reminded me of so many pumping contractors I've met over the years. Many of you have spent a lifetime understanding the nuances of septic system operation, and take a great deal of pride in diagnosing a customer's problem and fixing it. You are the experts, and if your passion for the industry matches your expertise, customers call you time and again when they need service. ■

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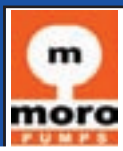
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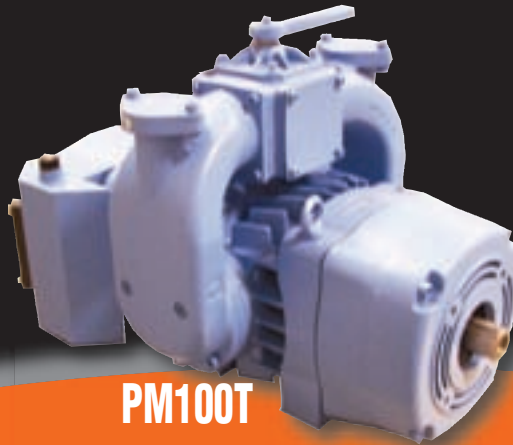
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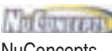

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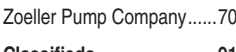

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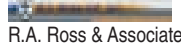

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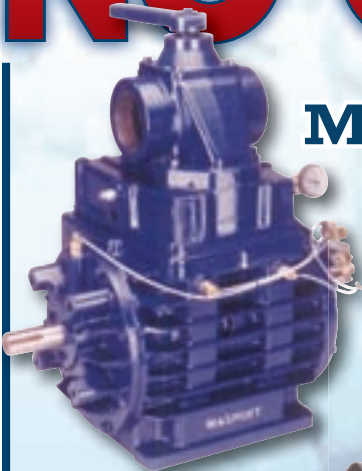

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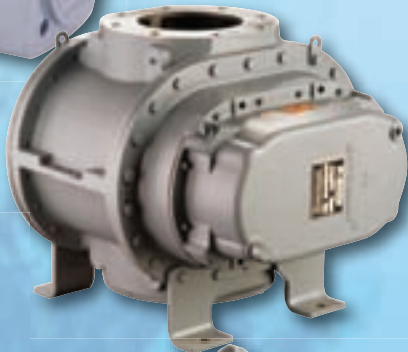
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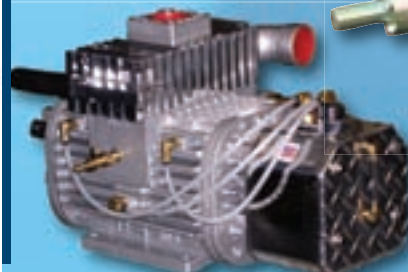
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The Full Moon Rentals team includes, left to right, Jamie Harmon, Gregg Sundstrom and Brent Harris. (Photo courtesy of Full Moon Rentals)

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STAR Treatment

By Peter Kenter

Canada's Full Moon Rentals has built a reputation for providing stellar location service for the British Columbia film and television industry

Boutique portable sanitation provider Full Moon Rentals has built a specialty with star power, serving a thriving niche film and television production industry in trendy Vancouver and all of British Columbia.

Based in suburban Coquitlam, the company has used its expertise in serving entertainment industry customers to maintain a base from which to expand into special event services and more traditional rental lines. A stock of high-end restroom trailers and a sparkling corporate image help maintain the contractor's reputation for high-end service.

Full Moon was established in 2001 by two Teamster drivers who recognized that the needs of the entertainment industry weren't being fully met by existing portable restroom

operators. Current owner Gregg Sundstrom, a 25-year construction industry veteran, had been loosely tied to the entertainment industry by operating a film production trailer rental sideline for a friend from Los Angeles.

"I'd heard that the business was up for sale and bought it in 2004, along with the contracts that the owners had established," Sundstrom says. At the time of purchase, about half the customer list was entertainment industry clients.

Full Moon's convenient location puts the company in easy range of most of the province's major film and television production facilities. It covers the entire Vancouver metropolitan area, largely to the west, including Vancouver Island.

FIT FOR A STAR

Over the years, Full Moon has served a veritable *Who's Who* of television and film clients, including *The X-Files*, *Millennium*, *Smallville*, *Dead Like Me*, the *Stargate* franchise, *Battlestar Galactica*, the *X-Men* and *Fantastic Four* film series and such one-off film projects as *Things We Lost in the Fire*, starring Halle Berry and Benicio Del Toro.

With three full-time employees, Full Moon offers a range of equipment from exclusive trailers to standard restrooms, and everything in between.

The company offers 11 specially built restroom trailers in three models. The entry model is the Deuce, while the next model up is the Town and Country, which handles up to five



Jamie Harmon cleans the interior of a trailer being used by the entertainment industry (above). At right, Harmon works in a series of trailers that contain offices and private restrooms. (Photos by Sheena Wilkie)



“THAT’S THE PROTOCOL OF WORKING WITH STARS ON THE SET ... ON THE OTHER HAND, ON ONE SET, ROBIN WILLIAMS APPROACHED US AND ASKED US WHAT WE WERE DOING. HE’S JUST A JOKESTER AND A VERY INTERESTING PERSON TO WORK WITH.”

Brent Harris

customers at a time. The top-of-the-line Squire features wood louvered doors, marble laminate walls and wood-look floor. It can serve an event of up to 250 people.

The Deuce and Squire models were built by Intercontinental Truck Body of Vancouver and the Town and Country model was built by Jexcar, part of the North America Trailer Company Ltd., located in nearby Chilliwack. Belying their deluxe appointments, the units are built to withstand frequent moves from set to set.

Full Moon’s portable line includes 10 VIP restrooms from NuConcepts. It also offers

about 35 Maxim 3000 units from Satellite Industries Inc. The company is ordering 10 to 20 Piccadilly Poly portable units from Piccadilly Concepts LLC.

GO-ANYWHERE FLEET

Servicing the units: a GMC T-7500 with 1,500-gallon steel tank and Masport pump, and a GMC T-6500 with 1,400-gallon steel tank and a pump by Elmira Pump Company Inc. The tanks were manufactured by Fort Fabrication and Welding of Surrey, British Columbia. Restrooms are delivered using a GMC Sierra 3500 pickup with a power liftgate. When needed, a 12-unit restroom transport trailer by Trailux is used. Occasionally, units are taken to offshore islands by ferry or barge.

For entertainment industry contracts, Full Moon usually provides its own rental units and

services other units already on the set, often owned by the production’s transportation coordinator or other independent contractors. Once on set, the units are frequently shuttled from location to location, usually by Teamsters who transport all of the production equipment.

The production area of the film set is known as “the circus.” “That includes (vacuum trucks), trailers, RVs, actors’ trailers, electrical trucks, make-up and wardrobe trailers, change rooms and catering trucks,” says operations manager Brent Harris, who has been with Full Moon for five years. “The circus can travel to three to four locations in a single day, from oceanside to mountains. Often, we get a call from the transportation coordinator at the production company telling us that we can service the restrooms at this location in the morning, or another location in the afternoon.

Profile

Full Moon Rentals

Coquitlam, British Columbia, Canada

Owner: Gregg Sundstrom

Founded: 2001

Employees: 3

Service area: Greater Vancouver area

Services: Portable sanitation, septic service, site services

Affiliations: Portable Sanitation Association International

Website: www.fullmoonrentals.com





Harmon loads a NuConcepts portable restroom onto a truck for delivery to a film industry client.

“WE GET A CALL FROM THE TRANSPORTATION COORDINATOR AT THE PRODUCTION COMPANY TELLING US THAT WE CAN SERVICE THE RESTROOMS AT THIS LOCATION IN THE MORNING, OR ANOTHER LOCATION IN THE AFTERNOON. WE JUST GO WHERE THE ACTION IS.”

Brent Harris

We just go where the action is.”

Full Moon has become a preferred contractor, in part because the staff understands on-set protocol and etiquette. Having worked the sector for a number of years, they also have developed personal rapport with contacts in the entertainment industry.

HIT YOUR MARKS

“They know us and the drivers by name,” Harris says. “And they know we’ll work within the restrictions of a film set. Recently, for example, a production company was filming a stunt on a closed residential street. We know the cues for when filming is on, and will wait

patiently off to the side until we get the signal that it’s OK to come in and provide service.”

Attitude is everything. Cameras, autograph-seeking and undue attention paid to actors are forbidden. Often there’s little to see on set, except actors standing in front of green screens where backgrounds and effects will be added electronically in the editing suite. Harris has, however, encountered a raft of celebrities that includes Nicolas Cage, Michelle Pfeiffer, Pamela Anderson and Steven Seagal. A-list celebrities, however, are generally hustled off set during service times.

“That’s the protocol of working with stars on the set,” Harris says. “You need to work

Who said film industry was glamorous?

For owner Gregg Sundstrom and the crew at Full Moon Rentals, Coquitlam, British Columbia, Canada, serving the entertainment industry can be downright hard work. One of the toughest jobs he recalls was being on the set of the wedding between lead characters Reed Richards and Susan Storm in the film *Fantastic 4: Rise of the Silver Surfer*.

“The wedding ceremony set was constructed on the eighth floor of a parking (garage),” he says. “They had between 300 and 400 extras in the scene and the only way to provide service to them was to deliver 14 portable restrooms to the sixth and seventh floors. We had to bring them up one at a time empty, and then we had to run a 150-foot freshwater hose up to the seventh floor. We tied off the hose and it stayed there for the length of the contract.”

The crew provided daily service to the site for three weeks before filming began each day. The additional catch? The parking ramp couldn’t be accessed by the trucks, so the vacuum hose was pulled up 100 feet each day by rope, then anchored to support the additional weight of the waste passing through the hose.

Water pressure was so anemic that after the units were pumped, they couldn’t be sprayed and were cleaned out by hand.

“It took several hours each day to do the clean-outs,” Sundstrom says.

Then there was the extra job on the set of TV series *Smallville*.

“The story line involved (Superman alter ego) Clark Kent being covered with thousands of gallons of green slime,” Sundstrom says. “We used the vacuum truck to clean it all up afterwards.”

While the local transfer station is open to accepting normal sanitary waste, Sundstrom was concerned that dumping an entire tank of green jelly might raise the ire of the disposal station operators.

“We had samples of the slime analyzed and it was mostly water, gelatin and tempera paints, which are pretty harmless ingredients,” he says. “We listed the chemical ingredients on the manifest, but we still had to pay a big premium for disposing of something out of the ordinary.”

around that. On the other hand, on one set, Robin Williams approached us and asked us what we were doing. He’s just a jokester and a very interesting person to work with.”

Working safely around the extensive film equipment is also a priority. Trucks are, for

(continued)

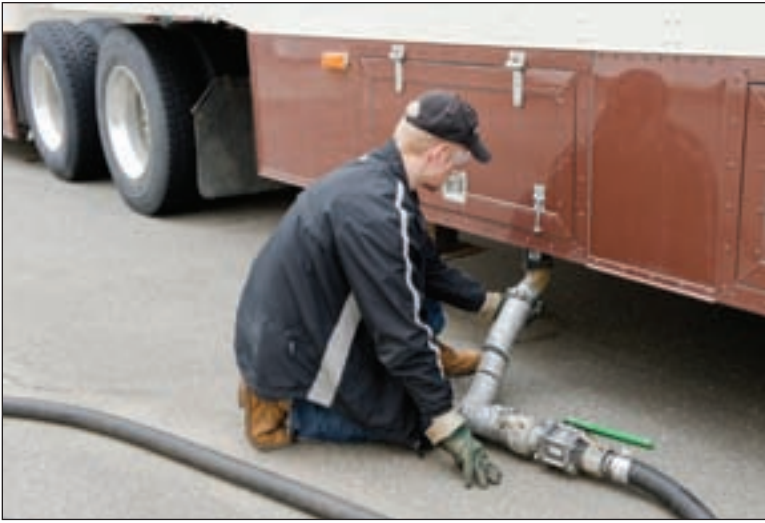
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Jamie Harmon connects a hose to a trailer at a movie set, preparing to clean the unit.



Modern fencing, a VIP tent and one of Full Moon's trailer units can be seen, prepared to serve visitors to a special event.

example, prohibited from parking on electrical cables, which can shut down the set's massive generators – and the entire production.

Entertainment contracts are variable, with film work measured in weeks or months, and television series contracts stretching from as little as three months to as many as 10.

A HELPING HAND

Entertainment industry contracts represent about one-third of the company's business. That's not because there's less entertainment work, but because the company has expanded into other areas. Another third of the contracts are special events, including corporate events and weddings. The final third includes miscellaneous contracts, including construction, universities and municipal work, such as parks. When a big event comes along – the Vancouver 2010 Winter Olympics for example – Full Moon relies on other partners to supply a ready stock of rentals.

"We might bring in some of the larger trailers or shower trailers from the U.S., because they're simply not widely available here," Sundstrom says. "For the Olympics, we partnered with Smithrite Portable Services in Coquitlam. We also used Porta Kleen restroom trailers brought in from the U.S."

The company has imported VIP restroom units from S & B Porta-Bowl Restrooms in Denver, Colo., and is working with trailer broker Conclusive Solutions of San Diego to bring in a supply of shower trailers for a future event.

MORE SITE SERVICES

Full Moon also has developed several ancillary services, including rental of Norwesco polyethylene waste tanks, offering 500-gallon and 1,000-gallon units.

The company rents stainless steel portable sinks with hot and cold running water and wastewater holding tanks from

Apollo Manufacturing of Vancouver. "These are primarily rented to events where there's food preparation," Sundstrom says. "We often rent them to the catering services for special events."

Temporary fence rentals are offered as a complementary service to restroom rentals. "It's not expensive to get into and because the product is durable, once you have it, you have it forever," Sundstrom says.

Word-of-mouth is critical for the entertainment industry contracts, although Sundstrom places ads in some industry publications.

"We've completely given up on advertising like the Yellow Pages, which was becoming too expensive and generated little business," Sundstrom says. "We've done some trade shows and special event coordinator conventions, and we've also bought some Internet advertising on various industry websites."

Sundstrom's best lead-generator is his company website, which was given a complete overhaul to reflect Full Moon's upscale services. "It's currently our best sales tool," he says. "If there's one thing we've learned from working with the entertainment industry, it's putting our best face forward." ■



One of Full Moon's restroom trailers is set up outside a VIP real estate open house to provide necessary portable sanitation service.

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Employee Motivation is Job One

Follow these four steps to raise the level of enthusiasm and feeling of job satisfaction among your workforce

By George Hedley

I used to get tired of trying to get my people to do what I wanted them to do. They always had what appeared to be legitimate excuses why they didn't get the job done on time, or why they didn't follow my directions, or why it wasn't their fault when something went wrong on the jobsite. I thought I was the only one who could do the job right. Perhaps, you feel the same some days.

PEOPLE ARE DIFFERENT THAN YOU

There is a way to build your pumping business with the people you have. You can get them motivated, all on the same page, and working like a winning team with common goals, drive and excitement. Successful business owners and managers know their people are different than them. They realize employees are not motivated for the same reasons they are. Just because you pay employees a good wage doesn't mean they're going to work their fanny off for you.

Younger workers today are very different as well. They like continuous learning and personal growth in their careers. Their loyalty is to themselves. It is your job to discover each employee's differences, what makes them tick, and help them achieve their goals for you to reach your business goals.

THE MOTIVATIONAL PROBLEM IS YOU

Years ago, I went through 14 secretaries over a two-year period. I just couldn't find anyone who would work as hard as I wanted them to. One day I finally realized maybe the problem was me. I had to understand that it was my responsibility to motivate my staff. Once I realized this fact, my personnel problems turned around, our people became great and our employee retention improved to more than 90 percent every year.

To motivate your workforce, you've got to give them a reason to be motivated. Don't expect others to understand your passion for customers, quality work or the need to make a profit. They must want to follow your vision, achieve your goals, and get the job done properly.

Exceptional employees require two things: money and happiness. Money includes fair pay and competitive benefits, plus working for a strong company with a good reputation in the community. Happiness is the same, being motivated. Your job is to motivate your people to want to do what you want them to do. You accomplish this with inspirational leadership, clear and continuous two-way communication, an exciting vision, step-by-step directions, holding people accountable and giving them full and unquestioned responsibility.

FOUR PROVEN STEPS TO MOTIVATE PEOPLE:

1. Outline clear expectations

People need to know exactly what you want them to do and the results you want them to achieve — the expected results. Weak managers assume people understand what's required. The norm is to tell people to work real hard and try your best. But, this doesn't let people know exactly what's expected. People must be told and understand exactly what you want, the specific end results.

Be specific with clear targets and define the exact results you want. Make sure your people understand what their individual targets are, what's

George Hedley owns Hedley Construction and Hardhat Presentations, is a speaker on business-building topics and is the author of The Business Success Blueprint Series. To reach him, call 800/851-8553 or visit www.hardhatpresentations.com.



YOUR JOB IS TO MOTIVATE YOUR PEOPLE TO WANT TO DO WHAT YOU WANT THEM TO DO. YOU ACCOMPLISH THIS WITH INSPIRATIONAL LEADERSHIP, CLEAR AND CONTINUOUS TWO-WAY COMMUNICATION, AN EXCITING VISION, STEP-BY-STEP DIRECTIONS, HOLDING PEOPLE ACCOUNTABLE AND GIVING THEM FULL AND UNQUESTIONED RESPONSIBILITY.

acceptable and what's not, when they hit or miss their target, consequences for not achieving the results you want, and rewards for a job well done.

2. Give regular recognition and praise

The second important step you want is to provide ongoing recognition and praise for people who do the work. Weak and ineffective managers don't take time to thank people for a job well done. Over time, this causes lackadaisical employees and poor results. In a survey of why people left their company, over 90 percent said they'd never been recognized or praised by their boss.

Employees want and need feedback and positive reinforcement for their efforts. Effective leaders give out praises at least every week to everyone in their sphere of influence. Use words like, "I appreciate you" and "Thanks for a great job." Keep a simple chart in your day-timer to ensure you recognize all your staff on a regular basis. Strive to praise everyone at least weekly and check it off on your chart so you won't forget someone. Verbal praise works best, but occasionally write handwritten notes to those who went beyond the call of duty.

3. Share a clear understanding of the big picture

The third thing your people need is a clear understanding of the big picture (company, employees, customers, projects, etc.) and how they fit in. Successful business owners, managers, and supervisors are open and honest and tell employees where their company is going — its vision, what the future has in store, positives and negatives, and changes or adjustment required to be successful. People need to know what's happening; otherwise, they tend to think the worst.

Successful leaders constantly tell the real deal — business is good or bad, the future is positive or negative, sales are up or down, productivity is acceptable or not, our people are doing a good job or not. Hold semi-annual, all-company meetings plus monthly project and department meetings where the big picture is discussed and open to questions.

4. Promote a caring company attitude

Let your people know you care about them. Employees need to know you appreciate their contributions to company success. They want to know you care about their personal goals, future, personal development and their family. People must know they're important. They want to know they will be listened to and have a say in the future of their company.

To ensure you continuously show you care about your employees, keep a "team member profile" sheet on each person in your day-timer. Include their name, family members, schools, hobbies, sports, interests, goals, challenges, contributions, etc. This way you can refer to it on a regular basis and keep track of each team member's life. ■

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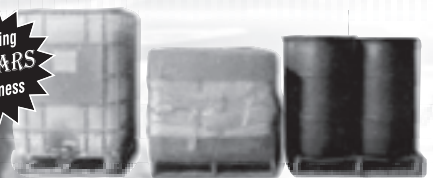
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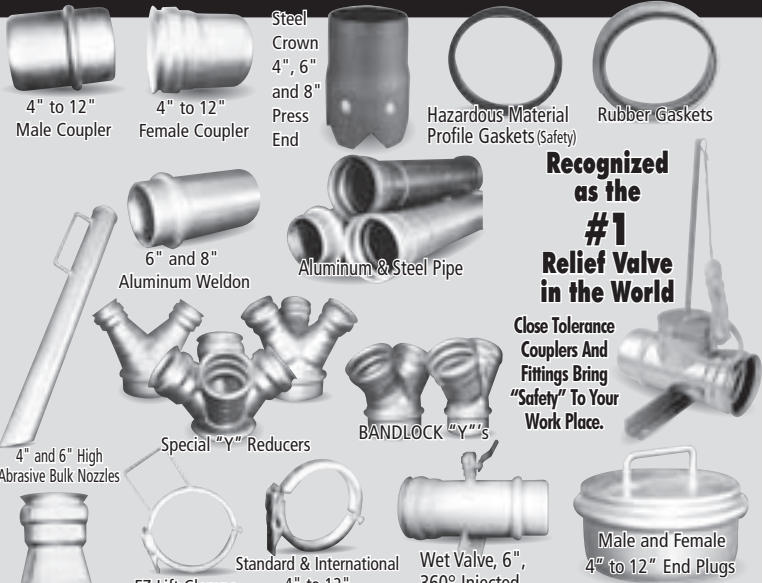
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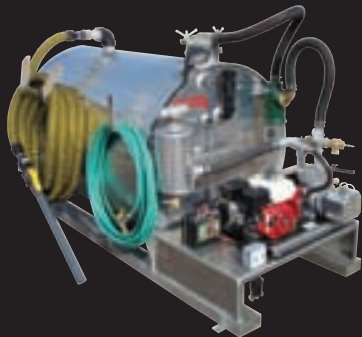
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By **Scottie Dayton**

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

Ontario to Adopt Quebec Onsite Standards

Changes proposed by the Ontario Ministry of Municipal Affairs and Housing would bring onsite regulations in line with those recently established by the Bureau de Normalisation du Québec, an accredited standards development council.

The province now uses an American standard that cannot measure how onsite systems perform in Canadian climates. Under the proposals, effluent must be pumped to the drainfields. Installers must use higher-grade sand in the absorption area and wrap the distribution laterals in copper wire for locating without excavation. The proposals, which could take effect by 2012, would affect new homes and remodeling projects.

NEW YORK

If proposed Westchester County onsite regulations are approved, the Maintenance of Separate Sewage Disposal Systems/Onsite Wastewater Systems ordinance would be added to town codes.

It would implement the state Department of Environmental Conservation municipal separate storm sewer systems permit for towns in the Croton watershed, and would require septic tanks to be pumped and inspected every five years. The permit, effective May 1, was mandated by the state as part of a federal stormwater initiative. It requires

towns to have an ongoing program in place to inspect, maintain and repair onsite systems. Towns will use pump-out records collected by the county to enforce the law.

OREGON

The Department of Environmental Quality instructed an advisory committee to establish proposed rules allowing citizens to use greywater outside their homes. A permit would allow do-it-yourself installation of commercial greywater systems. The department estimates 10 percent of new homes could be built with these systems. The state Environmental Quality Commission could institute the rule in August.

NEW HAMPSHIRE

The Great Bay Community Protection Act would require the U.S. Environmental Protection Agency to conduct a peer-reviewed study of the impact of nitrogen released into the Great Bay Estuary. It also would ban the agency from requiring nitrogen removal or taking further action for five years. The legislation was introduced after the EPA mandated that treatment plants in the Great Bay estuary limit effluent nitrogen volume to 3 mg/l. Some officials anticipate similar requirements for onsite systems.

CONNECTICUT

A bill proposing time-of-sale onsite inspections for onsite systems died in a committee of the state legislature. The proposal did not state who would perform the inspections, what level of proficiency inspectors would need, or provide a protocol for the inspection process.

DELAWARE

The Department of Natural Resources and Environmental Control entered its third year of rewriting onsite regulations. Some rule changes include accepting Wisconsin at-grade mounds as standard systems, requiring concrete septic tanks to meet OWPA/NPCA standards for structural integrity and water tightness, requiring effluent filters to be cleaned every six months and regulating the size of tire chip aggregate. The proposal creates a Class I construction inspector to inspect new gravity systems as well as replacements and repairs. It also would establish a tiered approach to licensing soil scientists and system contractors.

WASHINGTON

Public comment brought revisions to the Ephrata sewer ordinance requiring homeowners with a sewer within 200 feet of the property line to connect to it. Proposed changes would move the requirement to 200 feet from the residence, and would allow existing onsite systems to remain until they fail, the inspection is not reported or the property is sold. Systems outside the 200-foot distance could be replaced or rehabilitated.

The proposal also would require the pumping and inspection of high-use and residential septic tanks every five years, and commercial and low-use tanks every 10 years. Upon sale of the property, new owners would have 60 days to tie to the sewer. ■

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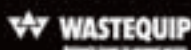


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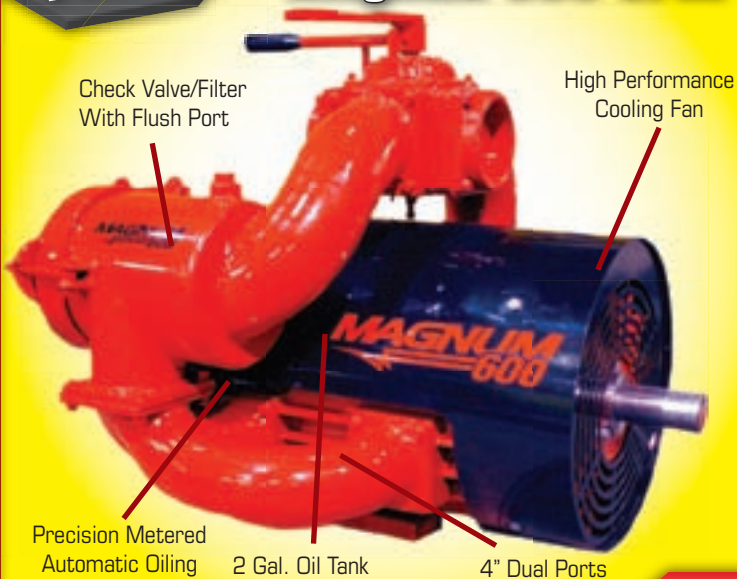


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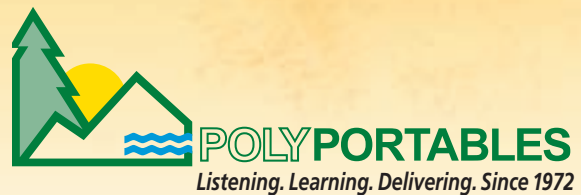
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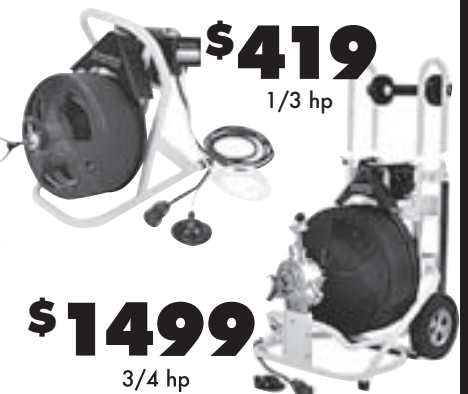
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SPECIAL EFFECTS

From flat-screen TVs to hands-free faucets and wall heaters, special events restroom trailers can add a touch of class to your next big event

By Ed Wodalski

It's the little things that count when looking to impress a VIP corporate client or discriminating festival guest. When your next special event calls for more than just functional facilities, it might be time to roll out a luxury restroom trailer. Custom cabinetry, water-saving flush toilets, automatic faucets, vessel sinks and privacy dividers deliver people-pleasing comforts and eye-popping curb appeal. Add convenient ADA service, air conditioning, flat-screen TVs, baby-changing stations and rollout porch steps and you're certain to make a lasting impression. Here are some of the latest trailers designed to add a touch of class to your next big event.



AMERI-CAN ENGINEERING

The **Nantucket** luxury-grade restroom trailer from **Ameri-Can Engineering** features a graphic-wrap exterior and themed interior décor. Each toilet area is a finished suite with six-panel doors, matching trim and bead-board paneling. Other features include custom cabinetry, color coordinated Corian countertops and flushing, water-saving toilets. The burlap-style Beauflor vinyl flooring provides commercial-grade serviceability with designer looks. The unibody, steel-frame trailer has an integral waste tank (875 gallons standard), air conditioning, iPod dock sound system, upgraded lighting package, framed mirrors and brushed nickel hardware. A range of floor plans is available. Other options include heat and cold-weather packages, baby-changing station, trailer skirts, freshwater tri-filter system (1,000-gallon waste/300-gallon freshwater), hands-free faucets and rollup or rollout porch steps. **574/892-5151; www.ameri-can.com.**



ALPHA MOBILE SOLUTIONS

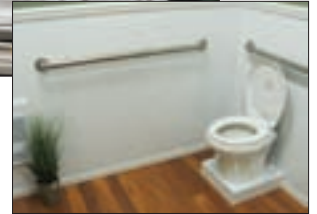
The 24-foot, **Alpha Ten** restroom trailer from **Alpha Mobile Solutions** features a women's room with four individual stalls, hands-free porcelain commodes, two stainless steel sinks, automatic shutoff faucets, L-shaped cabinet with solid-surface countertops and two mirrors. The men's side has three urinals with privacy dividers, three stalls, and long cabinet with two stainless steel sinks. Other features include a window in each door and fluorescent light fixtures. An entry and exit door in each room ensure even traffic flow. The exterior has a full-platform landing with handrails on each side. The trailer has air conditioning and heat, 650-gallon waste and 110-gallon freshwater tanks, water heater, 3-inch waste connection, soap dispensers, tissue holders, paper towel dispensers, LED porch lights, diamond-plate rock guard, waste tank monitor, scissor stabilizer jacks and electric brakes. **877/789-1213; www.alphamobilesolutions.com.**

A RESTROOM TRAILER COMPANY LLC

The 20-foot restroom trailer from **A Restroom Trailer Company LLC** has a 752-gallon waste tank with sight gauge, unibody steel frame, rollout steps, lockable exterior storage compartment boxes, insulated walls and ceiling, hot water, 15,000-Btu air conditioning unit, heat strip, 20-amp electrical circuits, one skylight per side and temporary backup battery power. Other features include custom maple cabinetry and trim, six-panel interior doors, wood-grain linoleum, Corian countertops, chrome metered faucets, city water hookup, china foot-flush toilets and waterless urinals. Options include hydraulic leveling system, interior pocket doors, hands-free faucets, soap dispenser, HVAC remote air sensor kit and vinyl plank flooring. **269/435-4278; www.arestroomtrailer.com.**



utility room. Both restrooms include stainless steel sinks, fiberglass-reinforced plastic interior wall panels, metal floors, 480-gallon waste and 310-gallon freshwater tanks. All sizes of trailers have a continuously welded, steel outer shell, high-efficiency insulation and climate-control heating and air conditioning. **866/457-5425; www.explorertrailers.com.**

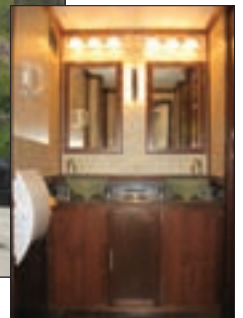


JAG MOBILE SOLUTIONS

The 18-foot, **Cottage Series**, three-station ADA restroom trailer from **JAG Mobile Solutions** features a men's room, ladies' room and unisex ADA room with white vinyl wainscoting, chair rail, crown molding and linen-textured walls. The men's and women's restrooms have Corian countertops. The unit has a lowering solid axle for ease of use. Other features include non-macerating toilet, 425-gallon waste and 200-gallon freshwater tanks, one-person deployable ramps, 12-volt lighting, powered vents, "Occupied" lights over doors, porch lights, white china toilets, wood-grain flooring, mechanical and storage room, Gel-Coat exterior and chrome wheels. Options include aluminum wheels, granite countertops, hands-free faucets, laser-cut gender signs, heat, air conditioning, water heater, CD player, DVD player, interior or exterior TVs and solar package. **800/815-2557; www.jagmobilesolutions.com.**

COMFORTS OF HOME SERVICES INC.

The 6-foot by 8-foot, single **ADA trailer** from **Comforts of Home Services Inc.** features a folding ramp off the rear of the trailer and axle that allows wheels to be removed and the unit mechanically lowered for easier access. Other features include 300-gallon waste tank, air conditioning and heat. The trailer can be hauled by a light truck or SUV and sets up by one person in 15 minutes or less. **847/856-8002; www.cohsi.com.**



RICH RESTROOM TRAILERS

The **CT817**, six-station luxury restroom station from **Rich Restroom Trailers** features a dent-proof Gel-Coat fiberglass exterior, 12-inch powder coated frame, LED lights inside and out and décor glass vessel sinks. The unit measures 17 feet long, 8 feet wide and 11 feet, 4 inches tall. It has a 790-gallon holding tank and optional 200-gallon freshwater tank. Other features include stainless steel sinks, self-closing metered faucets, waterless urinals and shutoff valves at each stool. Options include winter package, paper towel dispenser, water heater and wall heaters. Trailers are available in 2-, 3-, 8- and 10-station floor plans. Custom floor plans are available. **260/593-2279; www.richrestrooms.com. ■**

MCKEE TECHNOLOGIES INC.

The 26-foot **Explorer V** (five-unit) **Comfort Station** from **McKee Technologies Inc.** has a three-stall women's restroom with hands-free flush toilets and two-stall men's room with three divided urinals and separate walk-in



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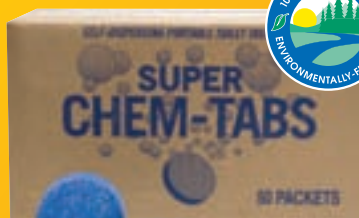
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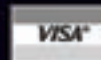


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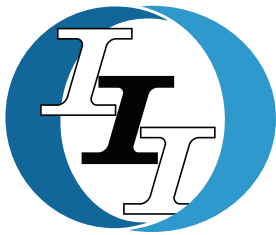
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ADDED VALUE

By Mary Shafer

Technician Carl Van Ormer makes one of his 15 to 30 daily stops to clean a restroom at a Pennsylvania Department of Transportation shed. (Photos by Gary M. Baranec)

A variety of wastewater services key growth during recessionary times for a small family trash business in Pennsylvania

Profile

Ken Wertz Hauling & Septic Services
Hollidaysburg, Pa.

Owners: Ken & Robin Wertz

Founded: 1979

Employees: 9

Service area: 50-mile radius of Hollidaysburg

Services: Septic pumping, portable restrooms; roll-off containers; trash hauling

Affiliations: Pennsylvania Septage Management Association

Website: www.kenwertz.com

PENNSYLVANIA



Ken Wertz is a ball of energy and ambition, always has been. "I can't sit still, so I'm always looking for something new to do," he admits. That constant search for new challenges is paying off for Ken and his wife, Robin, owners of Ken Wertz Hauling & Septic Services, Hollidaysburg, Pa.

A drive to diversify, attention to customer service and a sharp-dressed staff are keys to the family company enjoying growth through a stagnant economy over the past few years. One business offering always seems to lead to another, and, most recently, the company has been building up its portable sanitation service.

TALKING TRASH

In 1979, Ken went to work for a local trash collection contractor. Two months later, his boss sold him the business: a dump truck and a list of 125 customers. Wertz was ecstatic to be his own boss. "Ken's a hands-on kind of guy," explains

Robin, who is the company's executive business administrator. "He likes to jump right into things." "Dad had a Chevy C30 flatbed with a 10-foot bed and 6-foot sides," Ken recalls. "I started using that for trash hauling." Each year or so, Ken would add more vehicles and equipment as cash flow permitted, never allowing himself the luxury of using credit. "We pay cash by saving as we go," he says, careful never to over-extend themselves or to over-anticipate the market.

He began buying related local businesses in 1992. One was a neighbor's septic pumping company with an early '80s model Chevy C70 vacuum truck, a 2,000-gallon tank, diaphragm pump, and a list of about 400 customers, mostly residential. Ken felt comfortable with the many similarities to his solid waste company.

Over the next few years, he would drive existing routes and establish new ones as needed. Then he'd hire someone to manage and run that part of the business, training him or her, telling

“I DO THINK IF YOU WANT TO STAY BUSY, YOU NEED TO NURTURE REPEAT BUSINESS. WE’LL CALL OUR SPECIAL EVENTS CUSTOMERS TO MAKE SURE EVERYTHING IS GOING WELL DURING THE EVENT, AND FOLLOW UP TO MAKE SURE THEY’RE SATISFIED.”

Robin Wertz

them exactly what to do, how to do it and why he wanted it done that way.

The Wertzzes’ son, 21-year-old Ken Wertz III, worked in various facets of the business as he grew up. He started driving a portable restroom route when he graduated from high school. Their daughter, Melissa Wertz Delbiondo, 24, is the office manager.

The Wertzzes kept their eyes and ears open for other expansion opportunities. They began getting calls asking for roll-off containers. “Most of our business moves start with customer inquiry,” Robin says. “You’ve got to make sure there’s demand before you jump into any market.” In 1996, Ken saw advertisements for small (10- to 15-yard) trash containers, ideal for spring cleanup projects or do-it-yourself roofing jobs. He decided it was time to add that equipment and service.

ADDING PORTABLE RESTROOMS

The couple began attending the Pumper & Cleaner Environmental Expo International in 2000 as a way to stay abreast of industry developments. Robin recalls: “We’d gotten calls once in a while for portable restrooms, and realized maybe we should get into that. That very first year, we bought 10 restrooms at the show.”

The couple saved money and bought more units as needed, one trailer load at a time. They continued to attend the Expo as a shopping trip where they could talk to manufacturer representatives in person. “You get to see how they’re made and compare,” Ken says. “We like to buy American-made and look for durability that will stand up. How they look is nice, but if they don’t hold up, that’s no bargain.”

Talking to knowledgeable vendors was key to making confident buying decisions, according to Robin. “The reps gave us lots of helpful hints for approaching the market, too.”

Though trash collection remains a mainstay of their business, pumping and portables are significant and growing segments. Portable sanitation is the second-largest segment, with roughly 75 percent of that business in construction and the remainder in special events. Septic service comes in third.

BUILT FOR WORK

The Wertzzes add vehicles and equipment as needed and on a cash basis, used when possible. Septic pumping trucks include a 1995 International 8200 with a 3,750-gallon steel tank and a Masport HXL 400W pump; and

a 1990 International 4900 built by Binkley & Hurst LP in Lititz, Pa., with a 2,500-gallon steel tank and Masport HXL15 pump. Portable sanitation trucks are a 2006 Ford F-550 with Jurop PN33 vacuum pump, Moro water pump and 700-gallon waste/300-gallon brine/100-gallon freshwater aluminum tank from Robinson Septic Service Inc.; a 2004 Ford F-550 with Masport V4 vacuum pump, DC10 wash-

down pump and 700-gallon waste/300-gallon brine/100-gallon freshwater steel tank from Pik Rite Inc.; and a 2004 Trac Air 10-unit transport trailer built by Lane’s Vacuum Tank Inc.

The portable restroom inventory consists of 310 units, with 252 Taurus, 20 Global and three Global 1.5 units from Satellite Industries Inc. and 28 Aspen models from Five Peaks Technology. ADA-compliant units include five Matterhorn, one World Care and one Liberty model from Satellite. Hand-wash stations include five Sierra Sidekick units from Five Peaks and two Tuff-Jon models by T.S.F. Company Inc.

CUSTOMER CARE

Constant contact is part of being responsive to customer needs. Another part may entail turning work down, but still being helpful. If



Ken and Robin Wertz (center) are surrounded by the company crew, including (left to right) daughters Ashley Wertz and Melissa Delbiondo (with son Dominic), Carl Van Ormer, Ken Wertz III and Stephen Helsley.



Van Ormer services a unit set up at a stone and lime quarry in Roaring Spring, Pa.



Ken Wertz III cleans a Five Peaks restroom unit in the company yard. Portable sanitation is a growing part of the company's business.



Wertz III removes a vacuum hose to his service vehicle after pumping out a residential septic tank. His crew pumps 10-12 tanks on a busy day.

the Wertzzes can't help a caller due to distance, they'll refer someone who can. "We have a good relationship with our competitors," Robin explains. "It's not cutthroat in our territory, but very much a mutual aid atmosphere. We used to call these associates, too, before our son came into the business when we needed fill-in work done." This was an important factor in the company's growth.

Good follow-up with customer problems or questions also is key to the service the Wertzzes demand of themselves and their staff. "People appreciate us calling back if we were on the phone when they called," Robin

says. "We only use voicemail for busy lines or lunch break and after business hours, but during business hours, people will talk to a live person."

Another major factor in their growth is a sharp, professional appearance. "We've had customers tell us they wanted to work with us because of our clean units and clean trucks," Ken says. Realizing its value in making first impressions and maintaining an ongoing image, he is meticulous about keeping trucks and equipment clean. Even roll-off containers are kept rust-free and freshly painted.

UP IN A DOWN ECONOMY

The recession hasn't put a big dent in profits for Wertz. In fact, the company purchased a truckload of new restrooms at the 2010 Pumper & Cleaner Expo, as Ken has every year since adding that service. "We're not sure if it was stimulus money or what, but construction work has actually been growing here," he says. "Housing construction is down overall, but there are some commercial projects. We were busier last year than the year before." Now he's awaiting delivery of a 2005 Volvo, once a dump truck, now being refitted by Martin's Welding & Repair in Curryville, Pa., with a 4,250-gallon



Technicians Stephen Helsley and Ken Wertz III pump a tank while the elder Wertz looks on.

aluminum tank and Jurop LC420 pump to join the septic pumping fleet.

Part of this success may be due to a low-key but consistent promotional strategy. "I do think if you want to stay busy, you need to nurture repeat business. We'll call our special events customers to make sure everything is going well during the event, and follow up to make sure they're satisfied," Robin says.

When it comes to seeking new business, they originally sent letters to current construction customers and others they found through phone book advertising. It was their most successful promotion ever, resulting in all 10 of their original units being fielded for the entire year. The company has since ceased direct mail advertising, instead relying heavily on its website and phone book ads to generate new calls. "We probably split our marketing budget 50/50 between traditional print and the Web," Robin says.

They do have a list of regular septic pumping customers who appreciate the reminder calls Wertz makes every two to three years. "We'll take

our cue from them: If they want a simple notification call, we do that. If they seem to want or need more information, we'll do some education about their systems or pumping in general. We try to be sensitive to their personal needs."

WHAT LIES AHEAD?

The market will continue to drive new business initiatives for the Wertzses. Robin says in their area, "We're noticing people want something they can afford in portables. So we tailor our equipment purchases to being able to give better value."

They replace vehicles before they start nickel-and-diming them, and purchase quality used trucks when possible. They're taking the same approach to possibly adding a high-end events trailer, since they've had quite a few inquiries.

"You always have to pay attention to the balance between what you need and what your customer can afford. Everybody's trying to do everything right now the most economical way," Ken says. ■

PUTTING TECHNOLOGY TO WORK

As the internal operations strategist for Ken Wertz Hauling & Septic Service, co-owner Robin Wertz hasn't been shy about integrating new tools into her daily routine. "The computer, business software and putting cell phones in the trucks have been huge steps forward for us," she says.

When a septic service, portable sanitation, trash or roll-off call comes in, office manager Melissa Wertz Delbiondo or Robin answers the phone. Immediately, they reference their networked enterprise software, Trash Flow from Ivy Computer Inc., to either locate an existing customer record or open a new customer account.

Designed specifically for waste management contractors, Trash Flow has proven adequate for all the customer billing and scheduling, and equipment and service tracking needs of the expanded operation. Though it also offers dispatching and routing features, Wertz says this is handled manually by choice. "I need the feedback from my driver immediately, so I can decide how to dispatch and what to let my customer know," she explains.

When they call, pumping customers often are unsure where their tank is located or the last time it was pumped. Staff enters the new customer into the system to eliminate future guesswork, then quotes a ballpark cost, depending on whether access requires digging or not. An appointment is set up for a service call, sometimes the same day if they already have a driver in the area.

"We're looking into GPS monitoring, as well, in the future," Robin says. Drivers carry a checklist for diagnosing septic problems and use this document to decide whether they can fix the issue.

After the call, if the customer hasn't paid at the time of service, the Trash Flow program will generate an invoice as the job is closed out. "We try to get paid on delivery for pumping and for roll-off units," Wertz says. "We'll bill for some residential customers, which is decided in advance on a case-by-case basis."

This smooth workflow ensures profit margins engineered through growth and other efficiency measures.

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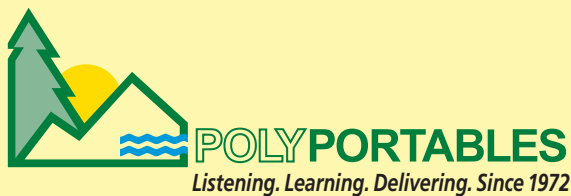
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This Kenworth T370 bucket truck is an early example of a hybrid-powered work truck. Hybrid technologies show promise for vacuum work trucks as fuel prices rise. (Photo courtesy of Kenworth)

The Future of HYBRID SERVICE VEHICLES

WHILE FUEL PRICES YO-YO AND CAUSE CONSTERNATION AMONG CONTRACTORS, THE MARCH TOWARD 'GREEN' WORK TRUCKS CREEPS ALONG AT A SLOW PACE

By Ken Wysocky

When manufacturers decide to ramp up production of hybrid vacuum trucks, you just might see Tim Kettler, president of Action Septic Service Inc. in Warsaw, Ohio, at the front of the line to become an alternative-power pioneer.

"I absolutely would consider buying one," Kettler says. "Personally, I'd be willing to pay more for a hybrid vehicle. It's a quality-of-life issue ... It's what we need to do to protect the environment. Sure, it's an expensive investment, but what better way to demonstrate our commitment as an industry to not just clean-water issues, but to the larger issue of environmental stewardship?"

On the other hand, Kettler concedes that the significantly higher price of hybrids compared to conventional vehicles would deter many smaller contractors. "It would require a real financial commitment," he says. "It definitely would be a challenge. You're going to need a larger motivation than just saving a few gallons of gasoline right now."

In a nutshell, Kettler's comments sum up the fundamental issues many pumpers will face in the coming years as they ponder the merits of going hybrid. The decision will require consideration of a host of factors aside from just higher cost or being eco-friendly, including whether or not their service area is urban or rural, where up-and-down fuel prices will settle, regional air quality and customer demand for "green" service providers.

A few industries in the United States and abroad already are dabbling in medium- and heavy-duty hybrid trucks (among the more common are dump, garbage, utility and delivery trucks). These hybrids combine diesel engines with electric motors and can provide up to 50 percent better fuel economy than conventional vehicles.

That's no small benefit in times like these when diesel prices hit record highs. But the high prices seem to come in waves, then wane

somewhat, leaving most contractors content to stay on the sidelines, refusing to enter the hybrid game. Or businesses might decide to start out small by buying hybrid pickup trucks and service vans to see how they work out, without as extensive a capital investment.

NUMBERS TELL A STORY

Sales of hybrid trucks remain sparse. A study compiled by the Center on Globalization Governance & Competitiveness, a group affiliated with Duke University, projected production of commercial hybrid trucks at 4,900 units in 2010, most for corporations that own large fleets.

A report from marketing research firm Frost & Sullivan estimates



This Kenworth-based dump truck is part of the fleet for Bexar County, Texas. The truck helps the county meet air quality restrictions.

“IT’S AN EXPENSIVE INVESTMENT, BUT WHAT BETTER WAY TO DEMONSTRATE OUR COMMITMENT AS AN INDUSTRY TO NOT JUST CLEAN-WATER ISSUES, BUT TO THE LARGER ISSUE OF ENVIRONMENTAL STEWARDSHIP?”

Tim Kettler

that 220,000 hybrid trucks will be sold in Europe and North America by 2016. That’s a 76 percent compound annual growth rate — but still negligible compared to the 4 million trucks the firm expects to be produced in total that year.

High prices are the biggest obstacle to hybrids. Truck producers can’t decrease prices much until volume dramatically increases. Not even federal tax credits of up to \$12,000 for some hybrid truck models were enough to offset the price premium.

Rich Piellisch, editor of *Fleets & Fuels* magazine, sums up the quandary by pointing out that a utility company or contractor might pay about \$260,000 for a hybrid aerial bucket truck, compared to about \$200,000 for a conventional model.

“That’s a big premium, so to make up the price differential, you’d better be driving a lot of miles or doing a lot of idling,” he says, noting that a hybrid’s batteries can power truck accessories, such as aerial lifts, instead of an idling diesel engine. “Or you’d better be banking on diesel fuel prices going up to \$5 a gallon.”

While fuel prices spiked this spring and summer, Piellisch says companies are getting used to the swings and that has taken away the knee-jerk reaction to buy into hybrid technology.

“These vehicles are usually bought for long term usage. Duty lives of 10 or 12 years are not uncommon,” he says. “Is hybrid technology more attractive now than when you have \$2.50 diesel? Yes. The expectation seems to be that prices will go up, but we had that expectation before and saw them go down.”

REDUCING IDLING TIME

The most common electric hybrid truck technology relies on an electric motor and a diesel-powered engine. Either power source or both can provide power at a given time. On many models, controls monitor driving conditions and automatically choose the ideal power mode, which is shown on a dashboard display.

These hybrids capture energy expended during braking and store it in lithium ion batteries, which can then either help with acceleration or operate truck accessories, such as cranes and lifts. As a result, hybrids that rely on so-called regenerative braking are best suited for urban, stop-and-go driving conditions, not high-speed, long-distance rural driving, experts say.

In Kenworth hybrid commercial trucks, the

stored electrical energy can power truck accessories for up to 40 minutes with the engine turned off, which saves fuel and reduces engine wear-and-tear. When the batteries run out, the engine turns on automatically and recharges them with just five minutes of idling, says Judy McTigue, marketing manager for medium-duty trucks at Kenworth Truck Co.

“This could be a very good application for vacuum trucks,” McTigue says. “If you’re in pumping mode, and all you need is power from the PTO, it’s a great application for those vehicles.”

In such cases, the hybrid’s fuel mileage is almost incidental compared to the value of dramatically reduced idling, Piellisch says, which underscores how complicated it is to determine the economic feasibility of going hybrid.

“Nothing is ever clear cut,” he notes. “In this case, you save a lot of money, even though you’re not driving a lot of miles ... powering the



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John Eldredge

truck’s equipment (with electricity) is more important than moving the truck itself. It’s always a question of what’s appropriate for the truck’s duty cycle.”

Tony Vasquez, streets and drainage manager for Bexar County, which surrounds San Antonio, Texas, agrees.

“You have to fit the right vehicle to the right application,” he notes. “We’re currently working with a vendor to produce a hybrid street sweeper. They travel at three to five miles per hour, which is a perfect application for a hybrid vehicle. Since we’re in an urban area, there’s a lot of stop-and-go driving, and that’s where the payoff is for hybrids.”

McTigue adds that the maximum benefit of a hybrid comes at lower speeds. “When I talk to someone about buying a hybrid truck, the first thing I ask is what a typical day of driving is like for them.”

PAYBACK STILL UNCERTAIN

Hybrids also become more economically justifiable in areas with air quality issues. A good example is Bexar County, where county officials — facing designation as an air-quality non-attainment area — approved an energy policy in 2007 aimed at conserving energy and promoting environmental responsibility.

That move led to the purchase of three 2009 Kenworth T370 diesel-electric hybrid dump trucks. The county uses the single-axle trucks, featuring six- to eight-cubic-yard beds, to deliver material such as asphalt and dirt. They also can pull a trailer that holds small equipment, Vasquez says.

At the time, rising fuel prices made the hybrid trucks more attractive. “The hybrids cost about \$128,000 each, which is 25 percent more than conventional trucks,” he says. “We expect about an eight- to 10-year payback period, largely based on fuel prices.” When fuel prices backed off \$4 highs two years ago, the payback didn’t look so good. But now that diesel is hovering around the \$4 mark, hybrid truck purchases look a little wiser.

“In reality, if you make a decision based just on a cost basis, it might not make as much sense,” Vasquez says, referring to the unknown of long-term fuel prices. “But if you take into account air emissions and the county’s environmental goals, then it comes into play.”

The county’s older conventional dump trucks achieved about six mpg, compared to an average of nine mpg for the three hybrids. As a bonus, the hybrid trucks’ crew cabs hold up to five people, as opposed to only two. “Now we can transport more people to jobsites with fewer vehicles, which also saves fuel,” Vasquez says.

In areas with air-emissions restrictions, contractors with hybrids can obtain work that competitors with conventional vehicles can’t. In addition, some government jobs might even require low-emission vehicles. “If you work in a non-attainment area, hybrids can open up work for your fleet, which gives you an edge in obtaining business,” McTigue says. “In addition, hybrids can provide an advantage in areas with noise-abatement laws. They’re so quiet that at 10 p.m., nobody even realizes your truck is there.”

GOING GREEN?

Some contractors find value in marketing their companies as

“green” entities that care about environmental stewardship. For them, large and visible hybrid trucks tangibly project that image.

“It’s very difficult to put a value on a ‘green’ image, but some of our customers develop marketing programs around it, McTigue says. “They put hybrid diesel decals on the doors of their

trucks ... they’re very proud of the trucks. We’ve seen everything from full vinyl wraps around box trucks to banners on bumpers. There’s a lot of creative ‘logoing’ going on.”

Nonetheless, without clear-cut financial or marketing advantages, it appears many contractors — such as John Eldredge, general manager of Eldredge Equipment Services, a large waste-hauling firm in West Chester, Pa. — will remain conflicted, standing on the hybrid sidelines. Or they might opt to experiment with smaller investments in hybrid pickups and service vans.

“We’re always interested in something that improves the environment,” Eldredge says. “On one hand, we have a responsibility to improve the environment. But on the other hand, there’s the financial feasibility. It’s a fine line.”

But in the long run, industry observers like Piellisch believe it’s a question of when, not if, hybrids become more common. Fuel price hikes like we’ve seen this spring and summer are part of a pattern of laddering, Piellisch explains, where fuel prices rise, then settle back down, but where they settle is still higher than the price before the spikes.

BECOMING FAMILIAR

Beyond the fuel price swings, Piellisch sees truck manufacturers keying on paybacks not based on receiving government subsidies to prove hybrid technology makes sense.

More and more manufacturers are promoting that the technology will pay for itself without government incentives,” he says. “It’s changed in the last six months, and they want to make their case without having to fall back on the government.”

Adds McTigue, “People are more comfortable with the technology ... they see it’s not crazy, weirdo, science fiction stuff. Hybrids are here to stay.” ■

A hybrid aerial bucket truck like this one from Kenworth costs about \$260,000, compared to about \$200,000 for a conventional version. Contractors need to consider whether the extra cost can be offset by fuel savings over the long haul.



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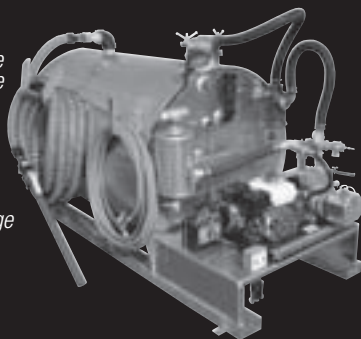
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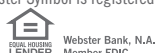
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Cleaning a Fouled Drainfield

A POSTER LOOKS FOR ADVICE ON JETTING OUT OLD, OBSTRUCTED DRAINFIELDS TO HELP AGING SYSTEMS LAST LONGER

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

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

Overheard Online

Question:

I'm interested in cleaning drainfields and flow-testing with water or air. Thoughts?

Answers:

I have been cleaning drainfields since around 1990. I first tried using a jetter at 30 gpm at 2,000 psi (not a good idea). I found out that 6-10

gpm at 3,500-4,000 psi works the best. With this you can blast into a biomat, cut out roots and flush solids back into the tank.

If the field is trapped by a biomat or sludge, once you establish a flow, treat the field with bacteria. If roots are the problem, buy a good jetter head (one that cuts with water, not blades). Roots usually cause a problem at the start of the drainfield or branch of fields blocking flow to the rest of the field or branches.

I have had great success and the last few years almost a perfect track record. If you start cleaning drainfields, you need to check the field first. Saturated ground will not take water, period. Bad installs will fail. Some systems can't be cleaned (open dome, dog house type). I have not had good luck with ground-tire systems or foam-peanut systems.

The good, old-fashioned rock and pipe systems that worked for years and just stopped working can be fixed 99 percent of the time.

Another point about drainfields: Back in the 1980s, plumbers in my area — including me — had separate drainfields installed for washing machines. If you try to clean one of these and a lint trap tank was not installed, you are wasting your time and your customer's money.

Between all the lint, soap, sand, and oil, the field cannot be cleaned (by me). The rock bed will be packed and clogged so tight that I will only make a big mess in the yard. Sink drainfields with grease traps can be cleaned. I have cleaned 40- to 50-year-old fields full of grease with good results, but not overnight.



Phosphates also will plug the wash-only lines. I even tried to Teralift a couple of them with no luck.



I have had good luck jetting sludge-filled drainfields. I pull everything back to the D-box and pump it out with the truck.

How do I avoid driveway damage?

Question:

I have a single-axle truck with a 2,200-gallon tank. I was pumping out a customer when, about half-loaded, I noticed my rear tires sinking into his driveway. I know some pavers lay the material thin. I had a tri-axle dump truck start cracking the blacktop as it moved and we had to unload it on the main road. But I have heard that a tandem pump truck does less damage to driveways than a single-axle due to weight distribution between the two axles. Would the weight of the tandem truck damage the driveway anyway?

Answer:

It depends on the driveway. All of our trucks have tandem axles, and while we don't have too many problems, it always is a possibility. We recently cracked a 6-inch concrete driveway on one of the edges where the dirt underneath washed away a little and the wire mesh was rusted. Before we drive on a driveway, we always get the customer to sign a form agreeing to let us drive on their driveway and that we are not responsible for any damage. ■

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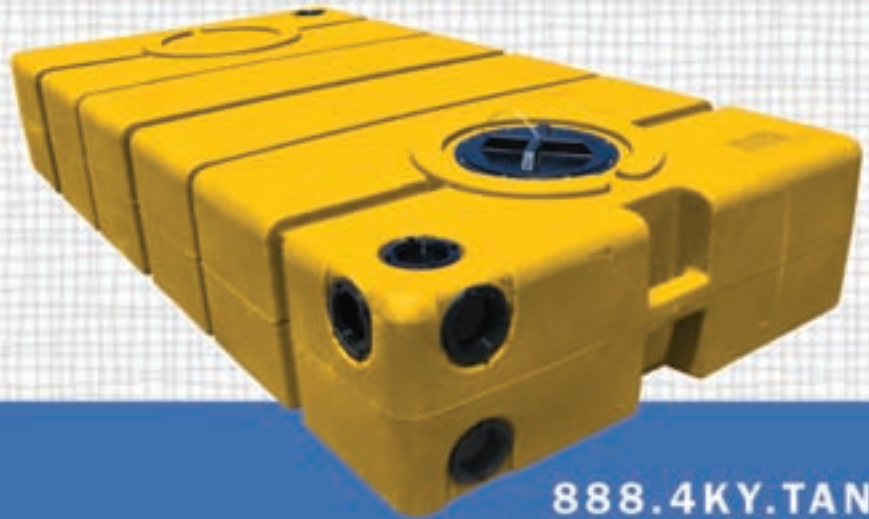
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Arkansas Portable Toilet Rentals chose a truck wrap for its latest service vehicle and eventually will wrap all of its vacuum trucks. (Photo courtesy of Arkansas Portable Toilet Rentals)

It's a Wrap!

ARKANSAS PORTABLE TOILET RENTALS OWNER SCOTT THONE TURNS TO SHOWY GRAPHICS AND A BIG ONLINE PRESENCE TO MARKET HIS BUSINESS FOR THE 21ST CENTURY

By Ken Wysocky

With four local competitors, Scott Thone knows full well how important name recognition is to his business, Arkansas Portable Toilet Rentals Inc. in North Little Rock, Ark.

Although Thone claims he doesn't know a lot about marketing, he's enjoyed success since founding the company in 2000 by following his instincts and embracing a trial-and-error approach. A good example is his most recent brainchild – a distinctive vinyl wrap on a 2009 Freightliner FL60 (one of the company's seven vacuum trucks, outfitted with a 1,500-gallon waste/500-gallon freshwater Progress aluminum tank and a Masport Inc. pump). The wrap features a watery-looking, bluish-white background dotted with rolls of toilet paper, which ties into the company slogan, "That's how we roll."

Produced and applied by a local design firm, the wrap cost about \$3,000. Thone is certain the eye-catching graphics will pay dividends down the road in terms of boosting brand recognition.

"I can't say it has necessarily turned dollars ... but the truck looks real nice when it's rolling down the road," he says. "So far, no one has called and said, 'I saw that cool truck and I want to rent toilets from you.' But our business is not an impulse-buy kind of thing. It isn't likely that someone will see the truck right when they happen to need a restroom for a big backyard barbecue that weekend. But six months down the road, they may remember us when they need a restroom."

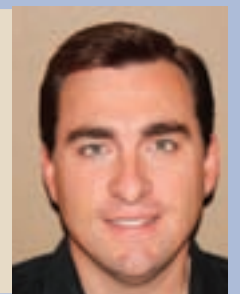
Here are more of Thone's thoughts about the truck wrap and other marketing tools he employs.

Pumper: Why did you opt for a vinyl wrap?

Thone: Vinyl wraps have become pretty popular around here during the last two or three years and I usually remember company names because of them. So since we were buying a new truck, it seemed like a good time to give one a trial run. We were already paying \$85,000 for the truck, so another \$3,000 at that point to turn it into a rolling billboard seemed like a good investment. I wanted to make it a show truck – a prototype – and eventually put wraps on all our trucks. With the number of eyes that will see the truck

"WE'VE GOTTEN AWAY FROM FUNNY, TOILET-HUMOR ... I THINK THAT'S ONE OF THE THINGS THAT HOLDS THE INDUSTRY BACK. IT DEVALUES THE SERVICE IF WE DON'T VALUE IT. WE TRY TO DEAL WITH PEOPLE IN A PROFESSIONAL, BUSINESS-LIKE MANNER."

Scott Thone



over the next five years or so, I think I'll get that \$3,000 back. Plus it's just one more thing that sets us apart from the competition.

Pumper: Who came up with the design?

Thone: My partner, Bubba Wood, and I were kicking around some ideas when we recalled a T-shirt we saw at a festival. It showed a roll of toilet paper and the words, "That's how I roll." We gave the idea to a local graphic-design place and they took it from there.

After we wrapped the truck, we went back to the designer and worked out an agreement where they wrapped the front door of 10 (Satellite Industries Maxim 3000) restrooms with the same design for free in exchange for letting them incorporate their logo into the design. We also told them we'd set those units aside at special events with lots of traffic. Other pumpers could do something similar and get it for free by trading off that bottom quarter of the door.

Pumper: Do you budget a certain percentage of revenue to marketing?

Thone: I've never really put a hard percentage on it. I do it all by feel. I see opportunities or have ideas, and if I think they're justifiable and we can afford them, we do it. It changes from month to month and year to year.

Pumper: How else do you market your company?

Thone: The best thing we've ever done, hands down, is develop a website (www.arkportabletoilets.com). A friend just redesigned ours for about \$900.

Even back when we established our first website four or five years ago, I noticed I was using the Yellow Pages less and less and the Internet more and more. And I figured if I'm doing it, other people are, too, so we needed to have a presence there, especially for out-of-state contractors. We do a lot of construction rentals, and the Internet allows, say, a regional construction contractor from Dallas – who doesn't have a Little Rock phone book or the benefit of seeing our trucks on the road – to learn about our company's services.

Pumper: How do you determine the website's effectiveness?

Thone: We get reports from the website host and also track leads through Yellow Books (an Internet business-listing service that includes a link to businesses' websites). We average 70 to 80 hits a month on our site from unique visitors. The tracking results help us determine where to spend money on sponsored links.

For example, we know we're not going to rent a restroom trailer to someone in California. So we have it set up so we only pay for searches that originate in Arkansas, Tennessee, Oklahoma, Missouri, Texas, Louisiana and Mississippi. That gives us better value and potential payback.

We're scaling down our Yellow Pages presence and moving more dollars to our website. We probably spend 20 to 30 percent less on the actual hard book now than a couple years ago, and I imagine that will increase a little bit each year going forward.

Pumper: The Internet is one thing. How do you raise your company's profile in the community?

Thone: The restrooms themselves are one of the best advertising vehicles for portable restroom operators – they're like mini-billboards. Everyone should spend money on nice decals and put them on as many sides of the restrooms as you can afford. We put decals on both sides and the front door. You want them big enough that someone can see them while driving by.

We also try to get involved in community events. Sometimes we'll provide reduced pricing to help groups with fund-raising events. If we're personally involved, we donate services. And sometimes we do in-kind trade-outs with radio stations, in which we provide free restrooms for an event they sponsor in exchange for radio advertising, usually geared toward our restroom trailers.

Pumper: What's your image-building strategy?

Thone: The image we project is critical. Our name alone is a marketing strategy – it's basic and easy to remember. We've gotten away from funny, toilet-humor ... I think that's one of the things that holds the industry back. It devalues the service if we don't value it. We try to deal with people in a professional, business-like manner.

Also, there's no question that there's marketing value in clean trucks and clean restrooms. If you do a good job, customers tell other people about you. Word-of-mouth is still the best advertising out there.

We also use social media. We have a Facebook page and we do Twitter, too, to a lesser extent. We have a couple hundred friends on Facebook. When we started, I reached out to everyone I know in the special-event and party-planning business. Other people 'friend' us because they just think it's funny to be friends with a portable restroom operator, I guess. But we'll be friends with anybody.

We post videos on Facebook. For example, last summer, the water pumps malfunctioned in a little town near here. We got a call from the mayor and ended up taking 40 restrooms up there and staging them around town. A television station in Little Rock did a story and interviewed me. When I got home, I recorded the interview off my television with my smart phone and posted the video on our Facebook page within 30 minutes after it aired. Again, I can't quantify its effectiveness. But it contributes to name recognition and goes to the image we're trying to create – a company that's business-minded and progressive, and willing to do things a little differently. ■

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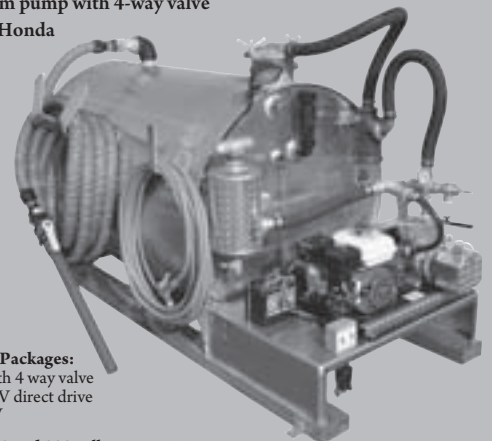
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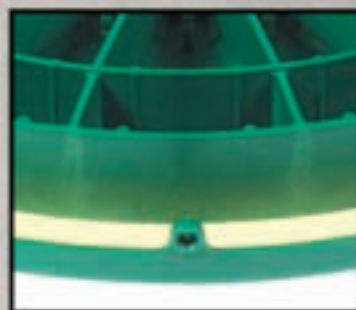
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An Alternative to Court

ARBITRATION CAN HELP BUSINESSES SETTLE DISAGREEMENTS FASTER AND WITH LESS EXPENSE THAN FILING A LAWSUIT

By Fred S. Steingold

In business circles, “See you in court!” is out. “Let’s arbitrate!” is in. As the costs of lawsuits have climbed out of sight, business owners and managers have discovered that arbitration is generally a better deal. Usually, arbitration is cheaper and speedier than litigation – and it’s private. There’s no need to parade a business dispute before the public as happens in a court case.

Sooner or later, almost every business will run into a dispute that can’t be settled by negotiation. For example, a painter redecorates your facility and insists on full payment even though the job was poorly done and he spilled paint on the carpet.

Or maybe your landlord hasn’t installed improvements as promised in your lease. Or perhaps a customer to whom you sold a service is claiming her business lost money because your work was tardy or substandard.

Disputes such as these can be arbitrated. And in many cases, the business relationship can continue: Arbitration seems to create less rancor than litigation.

If you decide arbitration is the right choice, you and the other participants are free to decide on the procedures and the person who will arbitrate.

AGREEING TO ARBITRATE

Many businesses choose to arbitrate through the American Arbitration Association, a national organization with years of experience. You can do likewise by putting this wording in a business contract:

“Any controversy or claim arising out of or relating to this contract, or a breach of this contract, shall be settled by arbitration under the commercial arbitration rules of the American Arbitration Association. Judgment upon the award rendered by the arbitrator may be entered in any court having jurisdiction.”

The arbitrator’s ruling is binding. Except in extreme cases, such as those involving fraud, neither party can appeal the arbitrator’s decision. But you can go to court to enforce the decision, just as you would enforce a judgment given by a judge or jury.

So far, so good. But what if a dispute comes up and you haven’t already provided for arbitration? No problem. You and the other party can submit the dispute to arbitration by signing a clause such as: “We agree to submit the following controversy to arbitration under the commercial arbitration rules of the American Arbitration Association.” You then go on to briefly describe the dispute.

STARTING THE ARBITRATION

What next? If you’ve agreed to use the AAA, you file one of two forms that organization provides: a Demand for Arbitration, or a Submission to Dispute Resolution. These are simple, one-page forms. The second requires both parties’ signatures.

The AAA will send each party a list of proposed arbitrators, including biographical info on each one. The AAA compiles its short list from a panel of more than 50,000 arbitrators with backgrounds in many industries, trades and professions. You and the other party each have 10 days to study the list, strike any names you object to, and number the remaining names in your order of preference.

The AAA administrators then look for a mutually acceptable name. If you

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.



ARBITRATION HEARINGS ARE LESS FORMAL THAN COURT TRIALS. ARBITRATORS DON’T HAVE TO FOLLOW STRICT RULES OF EVIDENCE. THE DIRECT TESTIMONY OF WITNESSES IS USUALLY MORE PERSUASIVE THAN HEARSAY EVIDENCE.

and the other party can’t agree, the AAA will choose an arbitrator – one neither side has rejected.

PREPARING FOR THE HEARING

The arbitrator will make an award based on facts and exhibits presented at a hearing, so prepare carefully. Assemble the papers you’ll need at the hearing, making photocopies for the arbitrator and the other party. If crucial documents are in the hands of the other party, ask that they be brought to the hearing. In some states, the arbitrator or a party can subpoena documents and witnesses.

Interview your witnesses. Make sure they understand what the dispute is about and know their role at the hearing. Make a written summary of what each witness will prove. This will help you make sure nothing has been overlooked. Study the case from the other side’s point of view. Be prepared to answer the opposition’s evidence. If a lawyer will represent you, notify the AAA and the other side.

PRESENTING YOUR CASE

Arbitration hearings are less formal than court trials. Arbitrators don’t have to follow strict rules of evidence. The direct testimony of witnesses is usually more persuasive than hearsay evidence. To present your case effectively:

1. Make an opening statement that briefly describes the controversy and tells what you’re going to prove.
2. Explain what you’re asking for. Do you want money awarded to you? If so, how much? Or are you asking that a bill that was sent to you be voided? Be specific.
3. Introduce your witnesses and documents, and be prepared to cross-examine witnesses on the other side.
4. Summarize your case in a closing statement and show how you have refuted the arguments of the opposition.

Arbitrators are human, so courtesy and cooperation do count. Exaggeration and concealing facts, on the other hand, can hurt you.

THE AWARD

Within a few weeks of the hearing, the arbitrator gives a written award, usually on a single sheet of paper. Typically, the party who owes money will pay promptly or work out a payment plan with the other side. But the winning party can have the award turned into a legal judgment and take collection action, such as garnishment of bank accounts.

Keep in mind too that many business disputes are resolved by mediation, which is non-binding. A neutral mediator tries to bring the parties to a voluntary settlement. Mediation can be even faster and less costly than arbitration. ■

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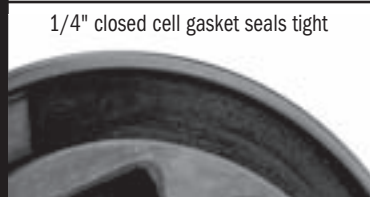
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Tank Deterioration, Part 2

With readers' help, maybe we're getting closer to explaining why some concrete septic tanks are having issues

By Roger E. Machmeier

I received another interesting letter concerning the deterioration of concrete septic tanks, particularly compartmented tanks. The letter from Lupe De la Garza of Texas may explain the reason for some of the concrete tank deterioration. He sent along a diagram that I've included here, with the following comments:

"This tank (of concrete construction, shown in the accompanying diagram) is what I use in Texas. I use the No. 1 tee fitting allowing air to flow from one chamber to another. We have no troubles with these tanks, but if you build a tank and use the No. 2 fitting and not No. 1, then the tank is full of water and doesn't allow gases from the second compartment to vent out. We have one company that builds two-piece tanks with seams in the middle of the tank; their tanks have no way of venting, so every time we open one up, the second chamber is thin on walls and top above the water level. So, it is how the tank is built; it doesn't have anything to do with concrete itself."

De la Garza goes on to conclude (I have modified his comments a bit for clarity):

"A concrete septic tank that is poured in two sections, and then put together in the middle, has no vent from the second to the first chamber. There is no way for the gases to escape from the second compartment. The concrete in the second chamber is thin above the liquid level after four years.

Not all concrete tanks have a problem. So it would be nice if you would not write these articles about concrete tanks in general."

Lupe chastised me a bit as he felt I was unfairly criticizing concrete septic tanks. This of course was not my intent, but I do mean to challenge the concrete industry. Apparently action is needed to solve the problem of excessive deterioration in concrete septic tanks based on reports I have been receiving from readers.

Hopefully, we are together on a path to solve some or most of the problem.

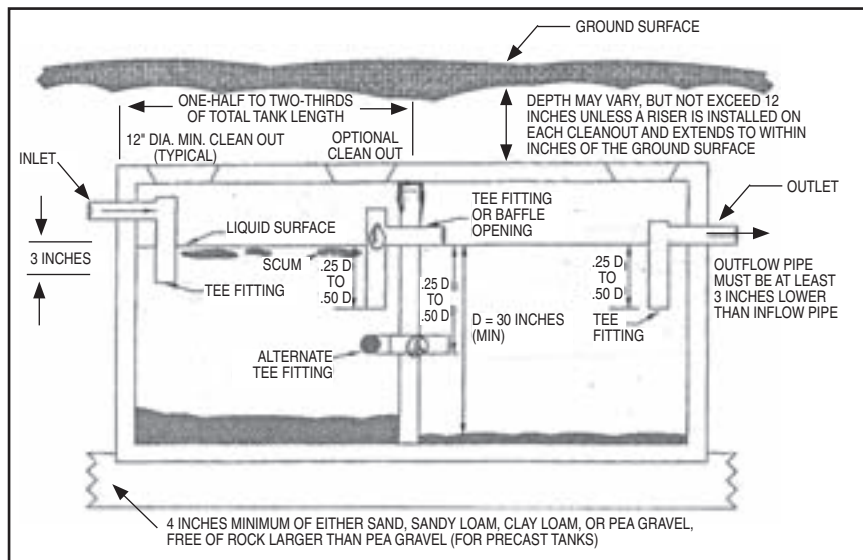
FIRST OF ALL, THERE APPARENTLY IS A CONSIDERABLE VARIATION IN CONCRETE SEPTIC TANK MANUFACTURING PROCEDURES. ONE READER REPORTED THAT TANKS MADE BY ONE MANUFACTURER DID NOT DETERIORATE, WHILE TANKS FROM ANOTHER MANUFACTURER NEEDED TO BE REPLACED IN ABOUT 10 YEARS.

CONCRETE MANUFACTURING VARIES

First of all, there apparently is a considerable variation in concrete septic tank manufacturing procedures. One reader reported that tanks made by one manufacturer did not deteriorate, while tanks from another manufacturer needed to be replaced in about 10 years.

In my opinion, there has to be considerable differences in the pro-

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 email at editor@pumper.com, by fax at 715/546-3786; or by mail at P.O. Box 220, Three Lakes, Wis. 54562.



cesses used to make concrete septic tanks. There may be a difference in the type of cement used, the wetness of the mix, and maybe in the curing of the concrete tank. Any one, or all of these procedures, will likely affect tank performance.

Now I will state my opinion of the situation from what I have gathered from readers.

One reader reported that older tanks were not deteriorating, but newer ones were deteriorating. Is it possible that the older tanks were single-compartment tanks, while the newer tanks were two-compartment tanks with no ventilation between the compartments? This is what De la Garza suggests: that inadequate ventilation of the second compartment is the problem.

I would suggest that other onsite professionals observe the ventilation, or lack of ventilation, between the compartments of compartmented septic tanks. I am of the opinion that this may be a major reason for the deterioration of the second compartment only.

OTHER POTENTIAL CAUSES

The absence of a scum layer was blamed by one reader for the deterioration of the concrete in the second compartment. I have difficulty accepting this as the reason for more deterioration in the second compartment. I am inclined to believe that the gases generated by anaerobic bacteria are more concentrated in the first compartment but are allowed to escape through the plumbing system vent pipe. I suspect that the gases in the second compartment do not have an opportunity to escape if the tank has improper ventilation.

One reader observed that pumping station concrete tanks were suffering severe deterioration. There should be very little hydrogen sulfide gas generated in the pumping tank.

Consider the operation of a septic system with a pumping tank. Effluent flows slowly into the pumping tank as sewage flows from the home. There will be considerable time before the liquid level controls in the tank start the pump. The air or gases in the pumping tank are slowly replaced by the effluent. When the pump operates, the liquid level drops quickly, likely in less than five minutes.

This causes a partial vacuum in the pump tank. That vacuum must be satisfied as dear old Mom Nature abhors a vacuum. We learned about that in high school physics. Does the gas flow in from the septic tank to reduce the vacuum? Is this gas mostly hydrogen sulfide? Should the pumping tank have a vent pipe to allow fresh air to satisfy the vacuum in the pump tank? Is the pump tank manufactured by different standards of concrete quality than the septic tank? Questions, questions, questions ... What is the best solution? Please share your opinion with me and I will share them with other readers.

A WORD ON PLUMBING VENTS

One more observation by De la Garza: In a phone conversation, he mentioned an "automatic" valve is often installed in the vent pipe of the plumbing system when a homeowner is experiencing odor problems because of a low roof. The "automatic" valve does not allow gases to escape out from the plumbing system, or a septic tank, but when a toilet is flushed, the vent pipe allows air to flow down into the plumbing system so a vacuum is not created.

He always leaves one open vent, always the highest on the roof of the house. On flat roofs he extends one vent high to move gases away from the house. This seems to work very well.

And there you have it! Tank construction? Absence of a scum layer? Improper ventilation? What is the answer? ■

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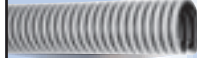


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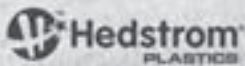


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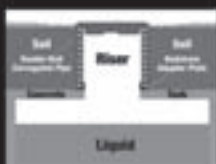
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NAWT Waste Treatment Workshop Comes to California in October

By Jim Anderson, NAWT Education Program Coordinator

The National Association of Wastewater Transporters is partnering with the California Onsite Wastewater Association to present the Waste Treatment Workshop, Oct. 6-7, in Sutter Creek, Calif. A continuation of the popular NAWT Waste Treatment Symposiums of the past five years, part of the workshop will be held at the Sierra Septic Waste Treatment facility owned by COWA member Dean Trevaskis.

The event will help satisfy a goal of NAWT to provide a convenient workshop location for members in California, Oregon and Washington State. Four of the five Waste Treatment Symposium events so far have been held east of the Mississippi River, and this is the first similar – though a slightly smaller scale – event of its kind in the Western U.S.

TREVASKIS IS EAGER TO SHARE WHAT HE'S LEARNED DURING THE EVOLUTION OF HIS TREATMENT OPERATION. THE PLANT IS MODERN, CLEAN AND OF A SIZE AND SCALE THAT WOULD REFLECT THE NEEDS OF MANY PUMPING COMPANIES.

We're pleased to be working with COWA and Kit Rosefield to bring this vital information to California pumpers. A goal of COWA is to bring more industry program opportunities to its septic service members.

TWO DAYS

The two days of activities will be split into three parts. The first is a classroom

workshop, followed by presentation of the NAWT Vacuum Truck Driver training course. The third part is a forum on the decentralized approach to wastewater treatment for regulators. This will be a pilot run in anticipation of bringing this program to other state associations.

The classroom portion of the workshop will be held at the Jackson Rancheria Casino, three miles from the Sierra Septic plant. The hotel-casino complex also will provide lodging for conference participants. On the first day-and-a-half of the workshop, classroom sessions will give an overview of waste treatment options and ways to analyze if a treatment facility should be part of your future business plans. There also will be an opportunity for attendees to visit with vendors during the breaks, lunch sessions and in the evening.

Workshop and training events will begin at 10 a.m. Oct. 6 and carry over until after lunch on Oct. 7, when participants will visit the Sierra Septic facility. Visitors will tour the three-year-old treatment facility and experience hands-on vacuum truck and technology demonstrations by vendors showing equipment used in the dewatering processes discussed during the workshop.

The Sierra Septic operation utilizes an Alar system along with dewatering boxes and a unique tank storage configuration. Trevaskis is eager to share what he's learned during the evolution of his treatment operation. The plant is modern, clean and of a size and scale that would reflect the needs of many pumping companies.

To learn more and register for the Waste Treatment Workshop, go to our website, www.nawt.org. You'll find the schedule details and information on lodging for the event. We hope to see many members take advantage of this great education opportunity.

A HELPING HAND

Todd Frank, son of Tom and Carol Frank of Tim Frank Septic Cleaning in Huntsburg, Ohio, is the first college intern to work with NAWT. You might remember Todd as a past recipient of the William Hapchuk Memorial Scholarship. As a matter of fact, he won it twice.

As part of his work toward a business degree at Ashland University in Ohio, Todd is required to serve an internship to gain practical experience in his area of interest. He felt serving an internship would be a good way to give something back for the support he has received from NAWT. So he shared the idea with his college advisor, and the internship was approved. Entering his senior year at Ashland, Todd will receive credits toward his degree by working with NAWT.

Todd is working with the NAWT Education Committee on two projects. One is to develop a spreadsheet that can be used to analyze septage treatment costs, which will give pumpers a valuable tool to determine if they should pursue establishing treatment facilities. The second project is to work with NAWT program sponsors to create a framework for continuing financial support.

Todd started working with NAWT in late May and will continue through late August. He will contribute 240 hours of service to the association. ■

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Safe-T-Fresh Hires Sales Representative

Sara Brownlee has joined the Safe-T-Fresh national sales team and will be working in the north-eastern region of the United States and eastern provinces of Canada. She has three years experience selling restroom deodorizers.



Sara Brownlee

Nilodor Promotes Harmon to Inside Sales Manager

Rachel Harmon was promoted to Inside Sales Manager for Nilodor Inc. She will oversee all bids and sales leads, support and improve relationships with distributor partners, and train and motivate the company's customer service team.

Hino Named Medium Duty Commercial Truck of the Year

Hino Trucks model 338 was named the 2011 Medium Duty Commercial Truck of the Year by the American Truck Dealers division of the NADA. Trucks were judged on innovation, design, fuel economy, driver and owner satisfaction, ease of maintenance and safety.



SJE-Rhombus Receives Wellness Award

SJE-Rhombus received the Wellness in the Workplace Award from the Detroit Lakes Minnesota Chamber of Commerce for creating a wellness program that focuses on achievement awards and promotes health, safety and wellness among employees. SJE-Rhombus also received the 2011 Wellness by Design Award from the Hennepin County Human Services and Public Health Department.

Coxreels Expands Manufacturing Capabilities

Coxreels is expanding its manufacturing facility. The added space will enable the company to double capacity levels by the end of 2011.

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RIDGID Promotion Raises \$8,000 for PHCC

RIDGID donated \$8,101 from its Invest in Your Future promotion to the Plumbing-Heating-Cooling Contractors National Association Education Foundation. Proceeds were raised by selling customized K-1500 sectional drain cleaning machines on eBay. The Top Fuel Drain Eliminator raised more than \$4,500. It also was voted Best in Show by attendees at the Pumper & Cleaner Environmental Expo. The American Power machine raised over \$2,000 and the Venom machine raised \$1,500. Bruce Francisco of Pikeville, Ky., was randomly selected the winner of K-1500 sectional machine from the best machine voters. ■



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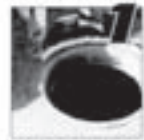
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SJE-Rhombus Introduces C-Con Converter Box

The C-Con converter box from SJE-Rhombus is designed to convert most simplex and duplex control panels to utilize the floatless technology of the C-level sensor. The C-Con unit converts the signal from the C-Level sensor to simulate float levels (up to four floats). Activation can be set and adjusted at the converter box. The unit features a Type 1 enclosure for indoor use and can be mounted inside a control panel. **888/342-5753; www.sjrhombus.com.**

C-Con Converter Box from SJE-Rhombus



Nilodor Introduces superSocks Deodorizer

Odor-fighting superSocks from Nilodor Inc. eliminate odors for up to 60 days. An alternative to para block, the 100 percent corncob sock is saturated with Nilodor concentrated deodorizer. Each sock deodorizes an area up to 650 square feet. Fragrances include original, cherry and citrus. **800/443-4321; www.nilodor.com.**



superSocks from Nilodor Inc.

Greenovative Introduces EcoHancer Septic Treatment

EcoHancer septic treatment from Greenovative Technologies is designed to stimulate existing microbial populations, accelerating growth and activity within the system. Made from naturally occurring peat, the non-toxic treatment works to improve septic tank settling, reduce sludge buildup and maximize drain performance while reducing suspended solids in effluent. **856/234-4540; www.jshinternational.net.**

Coxreels Introduces DEF Hose Reels

Diesel exhaust fluid hose reels from Coxreels feature a stainless steel external full-flow swivel and chemical-resistant Viton seals for safe and reliable dispensing. The reel is available in heavy-duty, single-pedestal (SH Series) or supreme-duty, dual-pedestal (T Series) configurations that handle up to 75 feet of 3/4-inch or 50 feet of 1-inch I.D. DEF hose. Both designs have Super Hub dual-axle support systems for increased stability. Models are available with standard spring retraction and EZ-Coil controlled retraction systems. **800/269-7335; www.coxreels.com.**



DEF Hose Reel from Coxreels

Infiltrator Introduces IM-1060 Septic Tank

The IM-1060 injection molded, plastic septic tank from Infiltrator Systems features a mid-seam joint that accepts an engineered EPDM gasket for a watertight seal. The two-piece design is permanently fastened using a series of non-corrosive plastic alignment dowels and locking seam clips. The tank can be installed with 6 to 48 inches of cover and can be pumped dry. Other features include inboard lifting lugs, heavy-duty lids that interconnect with TW risers and pipe risers, structurally reinforced access ports to eliminate distortion during installation and reinforced structural ribbing and fiberglass bulkheads for additional strength. **800/221-4436; www.infiltratorsystems.com.**



IM-1060 Septic Tank from Infiltrator Systems

Poly Klyn Offers Folding, Stackable Restrooms

E-Merge folding portable restrooms from Poly Klyn extend from a folded height of 27.6 inches to 88.6 inches when deployed. No tools are needed. Units can be stacked up to three high when transporting or up to six high when stored. Each restroom weighs from 143 to 173.8 pounds, depending on model. Units feature four anodized aluminum telescoping bars with M2 fireproof treated textile and plasticized fabric and zip front. The fabric is attached to the roof and remains rolled on the inside of the unit when folded. The roof and base of the unit are made of UV-resistant polyethylene. **www.poly-klyn.com.**



E-Merge Folding, Stackable Restroom from Poly Klyn

Vacall Introduces AllSmartFlow Control System

The AllSmartFlow CAN bus control system from Vacall features a wired or wireless pendant and color LCD screen that enables operators to monitor such functions as engine performance, water flow and vacuum, as well as precise boom and reel adjustments. An automatic water pressure compensator delivers precise jetting action. **800/382-8302; www.vacallindustries.com. ■**



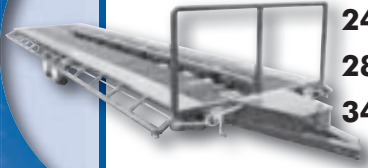
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2000 INTL 2554 Combo Sewer Truck, Intl Dt530E Diesel, Allison 3060 Auto Trans., A/B, Vac-Con V350 OSHA Combo Sewer Cleaner, 3 Fans, 5 Yd. Debris Tank, 6 Ft. Tele Boom, Cummins Rear Diesel, 69,331 Miles, **Lot #3016447 - \$69,500**



1999 Ford Rodder Truck, Cummins ISB Diesel Engine, Standard Trans., A/B, A/C, 66,575 Miles, Vac-Con HS1600A, Meyers Pump, Cummin 3.9L Diesel Rear Engine, 1,635 Gal. Water Tank. **Lot #3116780 - \$31,100**

1998 INTL Vacuum Truck, Diesel Engine, 7 Spd. Trans., Port A Potty Truck, 1,500 Gal. Keith Huber Tank, 400 Gal. Fresh Water Tank, 1,100 Gal. Waste Tank **Lot #3116728 - \$25,500**





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By **Scottie Dayton**

ALBERTA, CANADA: Oilfield Wastewater Tanks

The Alberta Onsite Wastewater Management Association Industry spring newsletter warns installers that wastewater treatment plants decommissioned from oilfields are coming on the market. In Canada, the tanks are used only under a variance in the oilfields. When their original purpose is voided, so is the variance. The tanks must be approved again before they can be installed in different locations, and another variance will probably be required to use them.

The association elected Dale McLure president, Daniel Morris vice president, and Charles Hallett secretary/treasurer.

MISSOURI: Smallflows Board Changes

The Missouri Smallflows Organization membership elected Janet Murray president, Christina Keller vice president, Seth Coggin secretary, and Nancy Leighton treasurer.

training & EDUCATION

NAWT

The National Association of Wastewater Transporters has the first half of its Operation and Maintenance course Sept. 22-23 at Citrus Heights, Calif. Contact Kit Rosefield at 530/513-6658; 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 stated otherwise:

- Aug. 11-12 – Continuing Education, Guntersville
- Aug. 24-26 – Advanced Installer II
- Sept. 8-9 – Continuing Education, Florence
- Sept. 21-23 – Basic Installer

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, in sponsorship with the University of Arizona Onsite Wastewater Education Program, has a Soil and Site Evaluation for Onsite Systems class Aug. 17-18 in Flagstaff.

Call Kitt Farrell-Poe at 520/621-7221, email kittfp@ag.arizona.edu, or visit <http://ag.arizona.edu/waterquality/onsite>.

California

The California Onsite Wastewater Association is offering these NAWT classes:

- Aug. 12 – System Controls, Citrus Heights
- Sept. 22-23 – Operation and Maintenance, Part 1, Citrus Heights

Call Kit Rosefield at 530/513-6658 or visit www.cowa.org.

calendar

Aug. 4-6

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

Aug. 19-20

Georgia Onsite Wastewater Association Conference and Industry Exhibit, Hilton Atlanta/Marietta Hotel and Conference Center, Marietta. 678/646-0369; <http://onsitewastewater.org>.

Florida

Courses are at the Florida Onsite Wastewater Association Training Center in Lake Alfred unless stated otherwise.

- Aug. 4-6 – FOWA Convention & Trade Show, Daytona Beach
 - Aug. 17 – Master IV: Low-Pressure Distribution System Design, Tallahassee
 - Aug. 18 – Master IV: Low-Pressure Distribution System Design, Jacksonville
 - Aug. 25 – Advanced Treatment Systems, Part I, Ft. Meyers
 - Aug. 30 – Advanced Treatment Systems, Part I
 - Aug. 31 – Advanced Treatment Systems, Part II
 - Sept. 7 – Advanced Treatment Systems, Part II, Key Largo
 - Sept. 13 – Advanced Treatment Systems, Part I, Hawthorne
 - Sept. 15 – Advanced Treatment Systems, Part I, Port St. Joe
- Contact FOWA at 321/363-1590 or visit www.fowaonsite.com.

Iowa

The Iowa Onsite Wastewater Association has a Small Community Systems course on Sept. 19 in Ogden. Call Alice Vinsand at 515-225-1051, email execdir@iowwa.com or visit www.iowwa.com.

Michigan

The Michigan Onsite Wastewater Training and Education Center at MSU Tollgate Center in Novi is offering these courses:

- Aug. 10-11 – Onsite Systems Evaluator
- Sept. 28-29 – Onsite System Maintenance

Call Barb DeLong at 517/355-4720 or visit www.egr.msu.edu/age/outreach.html.

Minnesota

The University of Minnesota Water Resources Center has these classes:

- Aug. 3 – Sampling Onsite Systems, Waterville
 - Aug. 5 – Soils Continuing Education, Alexandria
 - Aug. 23-26 – Service Provider, Brainerd
 - Sept. 8 – Soils Continuing Education, Brainerd
 - Sept. 27-29 – Advanced Design and Inspection, Part 1, 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:

- Aug. 30 – Media Filters, Cape Girardeau
- Aug. 31 – Aerated Treatment Units, Cape Girardeau
- Sept. 6 – Drainfields and Water Management, St. Louis
- Sept. 7 – Earthen Structures, St. Louis
- Sept. 27 – Troubleshooting, Springfield
- Sept. 28 – Hydraulics, Springfield

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New England

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

- Aug. 11 – Surveying Basics for the Onsite Wastewater Contractor
- Sept. 1 – Conventional Onsite Treatment Basics for Installers
- Sept. 15 – Innovative and Alternative Technologies
- Sept. 21 – Conventional Onsite System Inspection
- Sept. 21-22 – Conventional Onsite System Inspection and Field Training
- Sept. 29 – Installing Advanced Onsite Systems
- Sept. 29 – Innovative and Alternative Technology Field Training, Peckham Farm

Call 401/874-5950 or visit www.uri.edu/ce/wq.

North Carolina

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

- Aug. 4 – Soil Survey in the 21st Century, webinar
- Aug. 9-11 – Subsurface Wastewater System Operator, Mills River
- Aug. 30 – Septic System Options for Difficult Sites, Concord
- Sept. 1 – Wastewater in the Environment, Concord
- Sept. 7-8 – Introductory Installer, Mills River
- Sept. 9 – Installing Pump Systems, Mills River
- Sept. 14-15 – Subsurface Wastewater System Inspector, Greensboro

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

The North Carolina Pumper Group and Portable Toilet Group are holding the four-hour septage management training and three-hour land application seminar on Sept. 24 in Asheville. Call Joe McClees at 252/249-1097, visit www.ncpumpergroup.org or www.ncportabletoiletgroup.org.

Pennsylvania

The Pennsylvania Septage Management Association is offering the Basic and Advanced Onsite Treatment Inspection Certification course on Sept. 13-14 in Montoursville. Call 717/763-7762 or visit www.pσμα.net.

Utah

Utah State University has these On-Site Wastewater Treatment Training Certification Workshops:

- Sept. 12-13 – Level 1, Heber City
- Sept. 14 – Renewal Level 1 Certification, Heber City
- Sept. 15 – Renewal Level 2 Certification, Heber City
- Sept. 28-29 – Level 2, Logan

Call 435/797-1000 or visit <http://uwrl.usu.edu/partnerships/training/classes.html>.

Virginia

The Virginia Center for Onsite Wastewater Training has these classes at Pickett Park:

- Aug. 30-Sept. 1 – Basic Skills Camp
- Sept. 5-Nov. 11 – Nitrogen Dynamics, Online Course
- Oct. 3-7 – System Design Camp I
- Oct. 17-21 – Soils/Site Evaluation (location to be announced)
- Oct. 31-Nov. 4 – System Design Camp II

Contact Lydia Shepherd at 434/292-3101, email lydia.shepherd@southside.edu or visit www.southside.edu.

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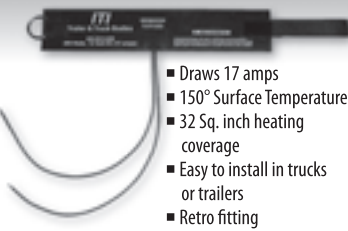
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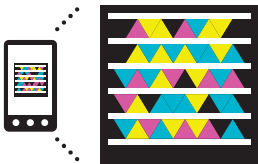
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LISTINGS

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.**

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.**

Well-Established and Profitable Texas Septic, Sewer & Installation Business For Sale. Price 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.**

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.**



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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 Chicago-land 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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BUSINESSES

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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@colepublishing.com or call 800-257-7222 and ask for Jeff Bruss for more details. **A B2 Business Brokerage Listing - www.BTwo.biz**. (PBM)

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. Offered at \$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. 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)

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Used portable toilets for sale in Tennessee and Alabama. 931-320-2255. (P07)

Construction units for sale. Satellite, PolyJohn, Five Peaks. Delivery possible in Northeast. \$125 to \$175. Units located in Wells, ME. 207-646-2180. (P09)

Up to 400 used teal Satellite units in excellent condition in Central Florida. \$200 each. Minimum purchase 50 units. 352-860-0195. (PBM)

FOR SALE: Construction condition \$75-\$150; Special Event Units \$150-\$225; Half Units \$300-\$375; Handicaps; Handwash Stations \$250. All PolyPortables, PolyJohns, FivePeaks, Satellites MUST GO! Contact Manuel 305-970-9837 or email proequip1@yahoo.com. (P07)

500 White Olympic Fiberglass Portable Toilets. Standards - \$75.00 ea. Handicaps - \$250.00 ea. Older construction grade units. Quantity discounts available. Located in New Mexico. 505-345-3965. (P07)

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

For Sale: Satellite construction grade units, up to 60. \$225 each. Also, 250 gal. holding tanks. Located in Central US. Call 402-463-8073. (P07)

PORTABLE RESTROOM HAULER

For Sale: 20-unit portable restroom hauler. Good condition. \$3,500. Call 570-388-6352, Northeast PA. (P07)

PORTABLE RESTROOM TANKS

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

PORTABLE RESTROOM TRAILERS

For Sale: 2008 24-unit trailer, WEE Engineer Inc. Model #510002. \$7,500. Location: NJ. Contact Steve, email sbisbee@russellreid.com or call 732-692-6888. (PT08)

2 and 4 unit NuConcept (VIP) trailers w/ portable. See link for video of trailer and VIP portables: <http://www.youtube.com/watch?v=0MLrImUp6J4>. Email: joe@wepumpit.com; Joe: 818-355-0253. (P09)

3 Decons. McKee portable toilet transport trailers, 3-12 pack; 2-6 pack. American Engineering 828 Tonto and 814 Royale. 2001 ASCI 16' Presidential. 315-437-1291. (P07)

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

GE Modular Restroom Trailers For Sale. 2 units. Both units have no holding tanks and will need to be restored on the inside. Asking \$7,500 each OBO. Al Brown 319-378-8900 IA. (PT07)

(8) Custom made portable restroom trailers, (1) flush trailer, (320) regular portable unit, (48) handicap unit, (11) urinals w/blinds, (5) hand sanitizing, (40) 300 gal. gray water tanks, (1) 2004 Isuzu delivery truck, (3) International tank trucks, (1) 2005 GMC 5500 6WD tank/delivery truck. It's everything you need to go in to business today. For details & pictures call or e-mail 614-837-3010 OH or ejones@feecorpinc.com. (P08)

PORTABLE RESTROOM TRUCKS

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.pbos.com for more info and pictures. (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. \$9,000. 765-744-8789 IN. (PT07)

2008 F-750 Ford with Satellite tank, 1100 waste/500 fresh. 76,977 miles. Very clean. Nice truck. \$50,000. 573-473-4093 MO. (P07)

2005 International 850 Tugger by Keith Huber unit, 230,719 miles, 10,000 miles on new motor, new paint, new Masport pump. \$25,000. 573-473-4093 MO. (P07)

2005 - F350 XLT, 6.0 diesel, auto, 500/225 tank, Masport M-2 pump, galvanized troughs, hauls two toilets, 172,000 miles. Price \$19,000. Call 989-379-3054 MI. (P08)

PORTABLE RESTROOM TRUCKS

2006 Ford F550 4WD, diesel, Auto, 151,000 miles, 1100/400 alum. tank, \$32,500. 2005 Ford F550 diesel, auto, 132,000 miles, 1100/400 alum tank, \$28,500. 2006 GMC 5500 4X4, Duramax diesel, auto, 1100/300, \$34,000. 2000 Ford F350, diesel, auto, 235,000 miles, 500/250 tank, \$6,500 OBO. 2006 Chevy 7500, 7.8L diesel, 6-speed, 2300 septic pumper, 99,000 miles, \$38,000. 500/250 Lane slide-in unit, Honda engine, \$4,000. 270/130 slide-in, \$1,200. 1100/400 Abernethy tank & toilet rack, \$2,500. 400/150 Best stainless slide-in, \$5,800. Call 334-389-2341 AL. (P07)

1998 GMC 6500. Gas motor, automatic, AC, 1000/400 tank. Ready to go. Has lots of miles, but has lots of life left. \$7,500. Florida 386-931-0291. (P07)

1996 Chevy Tiltmaster, gas, auto trans., low miles, Satellite vac tank, 200 waste/130 water, Conde pump. \$15,900. www.pumpertrucksales.com. Call Mike @ 303-478-4796 or JR. @ 720-253-8014, CO. (P07)



2005 Chevy Isuzu Pump Truck (#8): 700 gallon tank, 200,000 miles, 8-ton GVW.....Asking \$9,950
563-556-2434, Dubuque, IA
8 am - 5 pm Mon.-Fri. P07

FOR SALE: Aluminum portable toilet tankers: '03 International, \$32K; '04 International \$34K. Contact Manuel 305-970-9837 or email malonso@port-o-tech.com. (P07)

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



1997 Chev 3500: 250/100 gallon, Masport, 95K miles. Includes pressure washer and RV attachment.....\$8,500
360-357-4338 WA P07

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. \$49,000. www.pumpertrucksales.com. Call Mike @ 303-478-4796 or JR. @ 720-253-8014, CO. (P07)



2006 Freightliner M2: Mercedes 250 hp engine, Allison 3000 auto trans., Dyno-Vac tank, 1200 waste/500 fresh, Masport HXL75V pump, DC10 water pump, 197K. In good shape.....\$50,000
330-763-3706 OH P07

2004 International DT466, 110,000 miles, auto., new 2000 gal. aluminum dual station tank, 1500 waste/500 water, Jurop pump. In production. www.pumpertrucksales.com. Call Mike @ 303-478-4796 or JR. @ 720-253-8014, CO. (P07)



2005 Chevy Isuzu Pump Truck (#9): 600 gallon tank w/100 gallon fresh water tank, 200,000 miles, 8-ton GVW.Asking \$11,850
563-556-2434, Dubuque, IA
8 am - 5 pm Mon.-Fri. P07

2003 Keith Huber 1,100 US gallon waste, 400 US gallon water, 2-compartment, carbon steel vacuum tank. (Stock #6499C) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)



2004 International DT-466: 135,000 miles, 33,000 GVW, new 2500 gallon tank.....\$49,000
270-832-3793 KY P07

PORTABLE RESTROOM TRUCKS

1988 Ford LN-8000, 210 hp Ford Diesel, 2,200 gal. waste and 260 gal. fresh, Jurop R-260 cfm pump, 50' washdown hose, 5+2 trans, A/C, CDL truck, 2 toilet carrier, heated rear valve, used as septic/portajohn truck. \$18,000. 609-267-6411 NJ. (P07)

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. (P07)



Four (4) 2009 Peterbilt 335s: 33,000 GVW, Allison 2500 automatics, 300 hp PX6, 2500 gallon Keith Huber, dual suction, dual water, Masport HXL 75. Trucks in great shape.....\$62,000-\$75,000
Glen @ 225-937-9461 LA P08

POSITIONS AVAILABLE

SALES REPS WANTED: Check details on our website www.gapvax.com or send resume to betty@gapvax.com. (P07)

Seeking skilled Operators for JetVac and CCTV positions located in Nashville, TN. Will train the right candidates but prefer experience. PACP credentials for the CCTV operator a plus. Positions require moderate to heavy travel. Please send resume or work history, including work references and employment history to fax 615-386-9292. (P08)

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)

POSITIVE DISPLACEMENT BLOWERS

2005 HIBON 4283 HICKS HARGROVE vacuum pump rated at 3600 CFM at 16 hg at 2100 rpm. Low hours. \$5,000 OBO. 313-218-3086 MI. (P07)

PUMPS-VACUUM

New water end barrel for Vactor water pump, \$1,250.00. 714-381-4141. (CPBM)

New **Masport** and **Jurop** vacuum pumps. Serving the industry since 1980. Compare our price before you buy. W-K Machine & Supply Co. Call 1-800-633-8947. Distributor. (PBM)

Distributor/Dealer offering Direct Bolt-In Replacements for Hibon VTB and SIAV series blowers and vacuum pumps. **Blowertech Ltd., 780-466-4716;** toll free **1-866-466-4716;** **www.blowertech.ca.** (PG07)

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

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

Buy & Sell all makes and models, **new & used** vacuum pumps & high pressure water pumps, and good used replacement parts. Call for an inventory sheet and save. **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

RENTAL EQUIPMENT

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

SEPTIC TRUCKS

2005 Freightliner M2, Cat C7, acert. turbo diesel, 230 hp, 6-spd., 36,300 GVW, 13,300 front, 23,000 rear, new 2300 gal. LMT vac tank, new Jurop pump. www.pumpertrucksales.com. Call Mike @ 303-478-4796 or JR. @ 720-253-8014, CO. (P07)

2001 Sterling Septic Truck: 370 Cummins, 3450 gallons, 8-speed Fuller transmission, Rockwell rears 46,000, 147,000 miles, Vacutrux body, Wallenstein pump. Illness forces sale. \$40,000. 315-673-1036 NY. (P8C9)

SEPTIC TRUCKS



2004 Kenworth T800: 335 hp, Cat engine, 10-spd. transmission. New 3500 gal. tank, Juroop R260 vac pump, paint and tires. Absolutely beautiful truck! ..\$69,000
740-988-7878 OH P07

1989 Ford LTL-9000, 4,000 gal., 315 Cummins (855 cu), 9-spd. o/d, Juroop PNR122 pump, A/C, 14,600 front/40,000 rear, walking beam, 4" front and heated rear 4" valve. \$20,000. 609-267-6411 NJ. (P07)



1993 Chev Kodiak with DelZotto 7-Ton Septic Tank Boom: Hydraulic outriggers, 3116 Cat, 9-spd. trans., 33,000 GVWR, air brakes, 20-ton pintle hitch w/ air connections, 147,000 miles. Good condition.\$14,500
920-362-2437 WI P09

1989 Freightliner vacuum truck. 1992 Keith Huber pump and 3200 gal. tank. \$35,000 OBO. Contact Clay - 618-216-8600 IA. (P07)

1999 International 4700 diesel septic pump truck. 159,000 miles, 1600 gallon tank. \$45,000. Call Ed @ 760-687-6900 or Holly 951-795-0265 CA. (P07)



1986 Chevrolet Septic Truck. Approximately 2000 gallon tank. New tires and clutch. Ready to go, now in use. ..\$8,500
Joe 616-292-5805 MI P07

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)

SEPTIC TRUCKS

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.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)



2004 Sterling Vac Truck: Cat C-7 engine, 300 hp, Fuller 8LL, lockers, 222" WB, PTO, double frame, spring susp., 18/46 axles, cruise, 109K miles \$89,500
715-546-2680 WI PBM

1994 Ford F700 pump truck, 1350 gallon tank, diesel, automatic. Excellent starter truck or second truck. \$9,000 OBO. Call Roger Queen 336-870-1144. (P07)



2006 Peterbilt 335: 50K original miles! Transway truck. Classy truck of the month in 2008. 3600 gal. steel tank, new tires. Great condition!\$84,000
585-657-1010 NY P07

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. (P07)



1978 Mack Vac Truck: Mack diesel, M/T, 10,500/19,040 axles, camelback susp., spoke wheels, 22.5 tires. \$24,500
715-546-2680 WI PBM

SEPTIC TRUCKS



2002 Ford F-750: Cat diesel motor, runs like new, 320 cfm pump, 2700 gal. tank, air conditioning, 90,000 miles.Asking \$32,000
727-848-3401 FL P07

1997 Kenworth T800, 4200 gallon, Cummins M-11 engine, NVE Challenger 460 pump @ 519 cfm, 10-spd. \$30,000. draincaresolutions@gmail.com or 919-696-4572 NC. (P07)

Strong 2003 Freightliner FL70, new 2500 gallon vacuum tank, Juroop LC420 pump. 6 speed manual transmission, Cat 3126 225 H.P., 190k miles. Complete D.O.T. \$37,000. Call 734-731-5256 for pictures and more information. MI. (P08)

1999 International 4900, DT466, non-CDL, 230 hp, 6-spd. w/o-hole, new 1850 gal. Colt tank, new PN84 Juroop pump. \$43,000. www.pumpertrucksales.com. Call Mike @ 303-478-4796 or JR. @ 720-253-8014, CO. (P07)



1986 International 9370 Model: 350 Cummins, 13-spd., air ride, 3350 gal. tank, Wally pump, complete with hoses. USED EVERY DAY.....\$18,000 OBO
Greg 815-645-8360 IL P07

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



1997 International: 275 hp, 185,100 miles, 8 DD tram w/power divider, A/C, cruise control, 60% tires, 3200 gal tank, Masport 400 pump. Looks great, runs good.....\$37,000
315-497-0102 NY P07

SEPTIC TRUCKS

1990 International with 2000 gallon unit. (Stock #NJT1) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

2005 Freightliner M-2 Cat engine, 6-spd., air brakes, under CDL, 350,000 miles. Unused 2000 gallon vacuum tank and PB-3 vacuum pump. \$30,000. 616-218-3155 MI. (P07)

RETIRING: 1984 Freightliner, Cummins, 4-axle, vacuum truck. Thompson pump, Thompson 3800 gal. tank. \$18,000 OBO. Jim 951-545-9604 CA. (P08)



1997 International 4700: DT466 engine, 2500 gal. tank.\$15,000
1996 Topkick, 1500 gal. tank, R260 pump, 85 gal. fresh water tank.\$18,000
Call for more photos
314-614-7897 MO P07

2000 Freightliner FLD, 3350 gallon tank, Masport water-cooled vacuum pump. \$30,000 OBO. Queen Creek, AZ. Call Keith @ 602-359-3042. (P07)



2006 Sterling LT9500 Vac Truck: Acert C-13, Fuller 8LL, lockers, 18/40 axles, 4x6 drive, air ride, 24K miles, 208" WB, 227" frame behind cab, 22.5 tires, engine brake, disc wheels, 2006 Presvac tank, s/n: APV-4000-0705-7052, 4,000 gal. tank, Masport pump.....\$89,500
715-546-2680 WI PBM

2007 Ford 750 XLT, Cummins, auto trans. Loaded. 12,900 orig. miles. 2,000 gal. Abernethy. Set up like new. \$50,000. 903-389-9614 TX. (P07)

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

For Sale; 1992 International 8100, 300 H.P. Cummins L-10, 9 speed, 300K, 2300 gallon, heated valves, current lic & DOT, good rubber, good reliable unit. \$17,900. Minnesota 218-326-2967. (P09)

SEPTIC TRUCKS

1998 Freightliner, 4200 gallon tank, 16,000 fronts, 40,000 rears, PM 80 Moro pump. Great running truck. \$28,000. Call John 814-594-2659 PA. (P07)



1999 Peterbilt 379: Cummins N14, 435 hp, 15-spd., 3365 gallon LMT vac tank, tank approx. 4 years old, Masport H15W pump.\$49,000

**Mike @ 303-478-4796
or JR @ 720-253-8014, CO
www.pumpertrucksales.com** P07

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.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)



2002 Kenworth Pump Truck: C-7 Caterpillar motor, air ride, air brakes, 2500 gal. 60 barrel tank. Pump and tank only 3 years old.Asking \$40,000 OBO
479-996-9700 AR P07

1987 Chev C70. Newer Cat 3208 and clutch with very few miles. 5 speed trans., 2000 gal. tank. Hydraulic drive pump. \$9,900/make offer. Chris. 218-343-0108 WI. (P07)

1987 Ford LN-8000, 2,500 gal., Jurop R-260 cfm pump, rebuilt motor, new 8-spd. trans, garage kept since new, heated front and rear 4" valves, A/C, 351,000 miles. \$17,000. 609-267-6411 NJ. (P07)

SERVICE/REPAIR

Dynamic Repairs - Inspection Camera Repairs: 48-hr. turn-around time. General Wire, Ratech, Ridgid, Pearpoint, Electric Eel, Gator Cams, Insight Vision, Vision Intruders. Quality service on all brands. **Rental equipment available.** For more info. call Jack at 973-478-0893. Lodi, New Jersey. (PBM)

SLIDE-IN UNITS

WANTED: Best stainless steel 400/200 slide-in unit. 218-820-3693 MN. (PT07)

200/100 Conde + 5.5 Honda, \$5,500; 200/100 Masport + 5.5 Honda, \$5,000; 400/150 w/Masport + 5.5 Honda, \$8,500. Phone 360-357-4338 WA. (P08)

TANKS

1100 gallon vacuum pressure tank, bare, 1/4" steel. \$750.00. 845-294-5771 NY. (P07)

2003 Keith Huber 1,100 US gallon waste, 400 US gallon water, 2-compartment, carbon steel vacuum tank. (Stock #6499C) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)



TANK ONLY - 3600 Gallon Imperial for Septic Pumper: With all the options, 4" and 6" dump, top manhole and 36" rear manhole, front and rear load, inspection glass, heated valves, chip guard. Very clean; good condition.\$12,000
608-751-6911 - Clinton, WI P07

4500 gallon vacuum tank - \$3500. (Brownstown, IN) 10 gauge steel tank 1/4" carbon steel band shell, 1/4" steel heads 68" dia. x 276" shell length, (2) 1/4" removable baffles, 7 gauge steel subframe, 21" top manway. Tank must be removed from truck chassis by purchaser. Package deal of chassis and tank available upon request. Contact Nancy at 812-525-8813 or nsterling@midwestenvironmentalservices.com. (P07)

2100 gallon Lely vacuum pressure tank and 3" vacuum pump, complete. Ready to mount. Good condition. \$3,000. 845-294-5771 NY. (P07)

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

Vacuum Tanks - New: Sizes range from 1,900-4,000 gallons. Many options available. If you want a quality tank at the best price give me a call. I will make you a deal. Delivery available. **www.JEagleTanks.com** or Jerry at **800-721-2774.** (PBM)

TOOLS

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

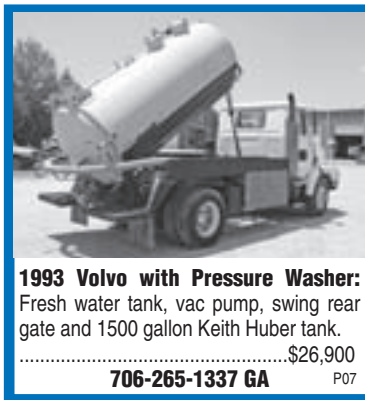
Crust Busters - Portable, lightweight machine guaranteed to mix up septic tanks and grease traps! Save time and money! **www.crustbusters.com,** 1-888-878-2296. (PBM)

TOYS

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

TRAILERS: VACUUM/TANKER

RETIRING: 1984 Peterbilt w/7500 gallon aluminum semi trailer. Transport or store grease or septic. \$25,000. Jim 951-545-9604 CA. (P08)



1993 Volvo with Pressure Washer: Fresh water tank, vac pump, swing rear gate and 1500 gallon Keith Huber tank.\$26,900
706-265-1337 GA P07

TRUCKS, MISC.

1999 Peterbilt 379 sleeper tractor. 18-spd. trans., Cat 475 hp, Fruitland pump. \$27,500. **www.pumpertrucksales.com.** Call Mike @ 303-478-4796 or JR. @ 720-253-8014, CO. (P07)

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. (P07)

1991 Peterbilt 379 sleeper tractor. 13-spd. trans., 425 Cat, NVE vac pump, water-cooled. \$22,500. **www.pumpertrucksales.com.** Call Mike @ 303-478-4796 or JR. @ 720-253-8014, CO. (P07)

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. (P07)

2002 RST television inspection system mounted in tandem axle trailer with air conditioning, restroom. Comes with Omni Eye 3 zoom camera, Mainline transporter, generator. EasyCan computer system. In excellent condition. See pictures at **www.empireequip.com.** Unit located in Fresno, CA. \$24,900. Call 559-276-0186. (CPBM)

VACUUM EQUIPMENT



2004 Vermeer E550: 500 gallon evaporator, Duetz 4 cyl, 220 gal. water tank, triplex pump.\$24,500
715-546-2680 WI PBM

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)



1999 Mack: 350/380 hp, 100% Mack (engine, trans., diffs.), 3-in. Masport, 36-in. manway, 80BBL tank, good brakes, 60% tires, 342,000 original miles. \$43,000
Kevin 970-309-6143 CO P08



2004 Vermeer E550 Vac Trailer: 500 gallon evaporator, 725 hours, Duetz 4 cyl, 220 gal. water tank, mounted on 13' trailer.\$24,500
715-546-2680 WI PBM

PLACE YOUR AD ONLINE AT **www.pumper.com** - IT'S ALWAYS THERE TO MEET YOUR BUSY SCHEDULE

VACUUM LOADERS



2001 International 2674 Vac Truck: C-10, 10-spd., shows 103K miles. 6x4, 258" WB, 20/44 axles, spring susp., disc wheels, 22.5 tires, 2000 Guzzler body, model ACE.....\$99,500
715-546-2680 WI PBM



1995 International Paystar 5000 Vac Truck: Cummins M11, Fuller 8-spd., lockers, 340" WB, PTO, disc wheels, 22.5 tires, spring susp., 1995 Pesvac 3200 gal. tank, 32,000# max load, s/n: PVSDH-3200-0595.....\$89,500
715-546-2680 WI PBM

VACUUM LOADERS

2011 Peterbilt 365 POWERVAC 3800, 3,000 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



2007 Ring-O-Matic 750 High CFM Vac Trailer: Cat 3024 @ 50 HP, 696 hours, liquid-cooled, 750 gallon cap., 850 CFM lobe style blower, 20,860# GVW.....\$29,500
715-546-2680 WI PBM

VANES

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

VANES

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

WANTED

WANTED: Best stainless steel 400/200 slide-in unit. 218-820-3693 MN. (PT07)

WANTED TO BUY: Any make/model GapVax. Email inquiry@gapvax.com or call 888-442-7829. (P07)

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

WATERBLASTING

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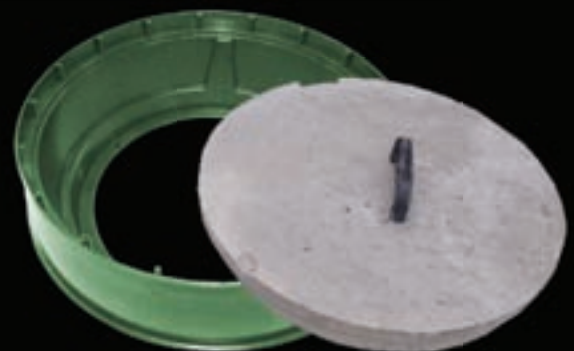
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