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

Consumer Education From Sea to Shining Sea

By Jim Kneiszel

This month we travel coast to coast to introduce you to people working on the front lines of septic system maintenance and inspection ... with an emphasis on stellar consumer education. These folks know that when pumping contractors and government regulators care enough to explain how septic systems work, everybody wins.

An educated homeowner is more apt to recognize and repair a failing system. And that results in a cleaner environment and sustainable quality water supply. Trouble-free septic systems encourage greater acceptance of the private onsite model as a permanent alternative to municipal sewer systems. They also help build on the professional reputation of pumping contractors as qualified septic system maintainers.

SHOWING WE CARE

Pumping contractor **David Litchfield** of The Christopher Bryant Co., Simsbury, Conn., builds his family company in good and bad economic times through a people-pleasing model he calls “customer focus, concierge service.” In this month’s cover story (“Shuffle the Deck”), Litchfield tells writer **Seiche Sanders** that it’s important to allow customers to connect with a knowledgeable, caring person when they call the office or meet a technician in the field.

“I think seeing people is an important thing,” says Litchfield, whose website shows photos of the technicians who will meet customers in the field. “It’s comforting to see the face of someone – and you won’t be afraid of them being in your back yard.”

And after the job is completed, Christopher Bryant asks its customers to grade the service and ask questions through comment cards that receive an impressive 75 percent response rate.

“It subtly sends a message to customers that we care enough to ask how we’re doing. We’ve used those comments to make improvements,” Litchfield says.

DIFFERENT KIND OF SOCIAL NETWORKING


Surrounding Washington State’s beautiful Puget Sound, the environmental stakes are high if a septic system fails. Polluted water seeping into a fragile ecosystem already challenged by large population centers threatens a large shellfish farming industry. That’s where **Teri King** steps in and offers to conduct Septic Socials and other educational programs meant to protect the region.

In our *Pumper Interview* feature this month (“Make Customer Education a Party”), King, a Sea Grant water quality specialist, shares her unique recipe for educating homeowners about how their septic systems work. As she tells writer **Doug Day**, the neighborhood gatherings generate a lot of interest when a participating pumping contractor flips the tank lid.


“They have no idea that a healthy system doesn’t smell bad. When we pop the lid off of the tank, most are amazed that the odor is no worse than teenage sweat socks. It’s a real eye opener for them,” King explains. “We talk about scum and sludge, things that float and things that sink in a tank, and how to do your own observations. We ask them to ... walk around the drainfield and the yard, smell and look so they know what’s normal, and look for ponding and other evidence of trouble.”

HOW DO YOU EDUCATE CUSTOMERS?

Would the concept of septic socials work in your service area? Do you have another customer education initiative to share with fellow pumping professionals? Drop me a line and tell me about it at editor@pumper.com. ■




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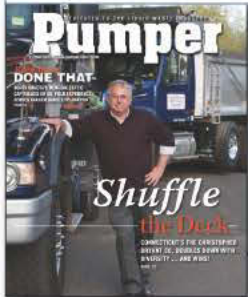
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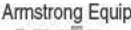
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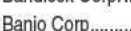
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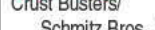
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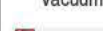
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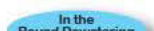


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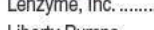


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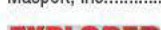
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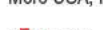
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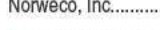


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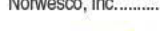


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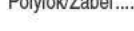
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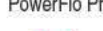


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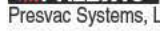
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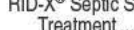
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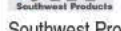
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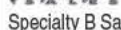
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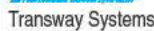
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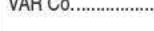


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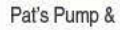
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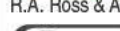
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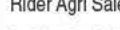
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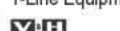
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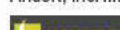
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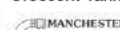
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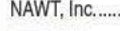
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Technician Todd Banning offloads hoses at a septic service pumping job. (Photos by Steven Laschever)

Dealt a couple of tough hands over the years by economic recession, The Christopher Bryant Co. doubles down with diversification ... and wins big!

By Seiche Sanders

Shuffle

the Deck

Innovation requires risk, and risk can be scary. Yet seldom is it possible to take a business to new heights without adapting and responding to change. David Litchfield, general manager of The Christopher Bryant Co. in Simsbury, Conn., has taken some calculated risks during his 38-year career and been rewarded for them – notably, the one that led him into the septic service business.

Today, Litchfield operates a thriving family business that includes septic service in addition to onsite installations, inspections and repairs (another division is dedicated to construction: David Litchfield Building and Remodeling). With the business, Litchfield has created a nest egg and legacy for his five children, two of whom work with him every day (and serve as the company's namesakes).

Now, the company is preparing for change yet again. Litchfield is poised to take advantage of an improving economy with the addition of a new, 5,100-gallon vacuum truck to his fleet, and he is also hiring new staff – namely, a new position dedicated to sales.

SWITCHING GEARS

Small business owners know you take the good with the bad, and a bad economy is often an impetus for change. Such was the case in 1980. The economy was tanking, and after seven years as a builder and carpenter,

Profile

The Christopher Bryant Co., Simsbury, Conn.

FOUNDED: 1981

EMPLOYEES: 12

ANNUAL SALES: \$2.4 million

SERVICE AREA: 30-mile radius of Hartford, Conn., and Berkshire County, Mass.

SPECIALTIES: Septic pumping, inspections, installation

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(continued)



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The working partners of The Christopher Bryant Co., (from left) Christopher, David and Bryan Litchfield, are shown on location at a septic system installation job.

Chris and Bryan are much more than the faces of the company, they are the reason customers stay with us throughout the years. The careful consideration they show in completing each job, from start to finish, leaves the customers satisfied and at ease.

- David Litchfield

Litchfield was looking to diversify to supplement income lost to the hemorrhaging construction market. One day he was talking to a bulldozer operator about the prospect for more varied work.

"The more we talked," Litchfield says, "the more we said this economy is dying. What skills did we have that we could put to use with this equipment? The answer was (installing) septic systems."

Litchfield says he found the septic side intriguing, having installed a few systems previously. And, very little investment was necessary as he already owned the needed equipment.

The new service was marketed alongside the company's building services. Initial traction came with a concentration on personal service. Christopher Bryant offered more "hand-holding" for homeowners than general excavators could, with someone always answering the phone and at-the-ready to answer questions. At the same time, an abundance of area homes built in the 1950s and 1960s were getting to the age that they needed their septic tanks replaced, so demand was high.

It was almost another 20 years before Litchfield branched into septic pumping. Over that time, the company offered the service, but subcontracted it to other pumpers. In 1998, he decided that to truly be a full-service company, he had to buy a vacuum truck and enter the market. And he did just that - pumping and inspections now account for 60 percent of the company's \$2.4 million in annual sales.

In 2011, Litchfield took delivery of his third vacuum truck, a 2012 Volvo with automatic transmission, built out by Com Vac Systems, with a 5,100-gallon waste/100-gallon freshwater aluminum tank and Jurob PR 200 liquid-cooled 700 cfm pump. He adds this to his current fleet: a 1999 International with a 2,500-gallon steel tank and 360 Challenger pump, built out by Lely Manufacturing Inc.; a 2002 Volvo truck with a 4,500-gallon steel tank, Utile fan-cooled 400 cfm LW625 pump that has been updated by Com Vac Systems; and two Ford E-250 service trucks.

On the excavating side, equipment includes a 2007 Volvo tri-axle dump truck; 1986 International dump truck; Case backhoe, bulldozer and skid-steer; John Deere excavator; Kobelco excavator; and Bobcat skid-steer.

A FAMILY COMPANY

The ownership arrangement of The Christopher Bryant Co. could best be described as "all in the family." Litchfield's five children each own 20 percent of the business - yet each is involved differently. Christopher, 31, and Bryan, 29, the company's namesakes, are both integral to day-to-day operations. The eldest girls, Shanan, 27, and Kylee, 25, are both in college working toward advanced degrees. And the youngest, Taylor, 16, attends high school.

Chris, who is an installer, and Bryan, a driver, are among the company's 12 employees: six on the septic side and five on the building/remodeling side (Litchfield oversees both.)

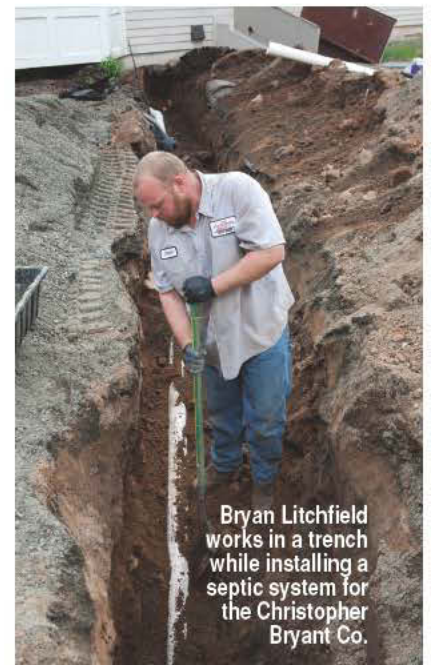
Litchfield understands the ownership arrangement is unique, but that it works for his family. "Having the ownership the way it is solves the problem many small businesses wrestle with - succession," he says. At least for now.

"They'll have about a generation to worry about it," Litchfield says. "If they stay with it they'll have until they're 60 before they have a problem."

And while he admits there is the potential for sibling squabbles, he doesn't foresee that for his children. "I hope and think we're probably not going to see that kind of thing," he says.

The children are all members of the limited liability corporation and have been since joining the family. The level of ownership shifted with the birth of each child.

The boys bring complementary skills to the company and are paid a fair hourly wage, Litchfield explains. Much of the profit is



Bryan Litchfield works in a trench while installing a septic system for the Christopher Bryant Co.

(continued)



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reinvested back into the business. The girls are essentially passive owners, but the siblings communicate via regular emails and meet at least once a year to air issues and discuss the future. They also meet once a year with the company's accountant.

Organic growth and reinvestment into the business have allowed the company to carry little debt.

Litchfield contributes as general manager, and is heavily involved in the company's marketing. Now 59, he plans to stick around at least a few more years – although his sons are prepared to take over.

"Frankly, I think they can run it now with very little oversight. Right now, I'm adding the marketing element they'll be able to take on. We're getting the systems in place to acquire a company, or to be acquired," he adds. "I don't know that we're there yet."

MARKETING MATTERS

Litchfield and the company's employees subscribe to a specific core value: *customer focus – concierge service*. But customer service and a solid reputation only go so far; consistent, strategic marketing is the key to drumming up new business, as far as Litchfield is concerned.

"We market extremely hard," Litchfield says. "We advertise full out through the year where others lay off in the winter – and we're able to stay busy."

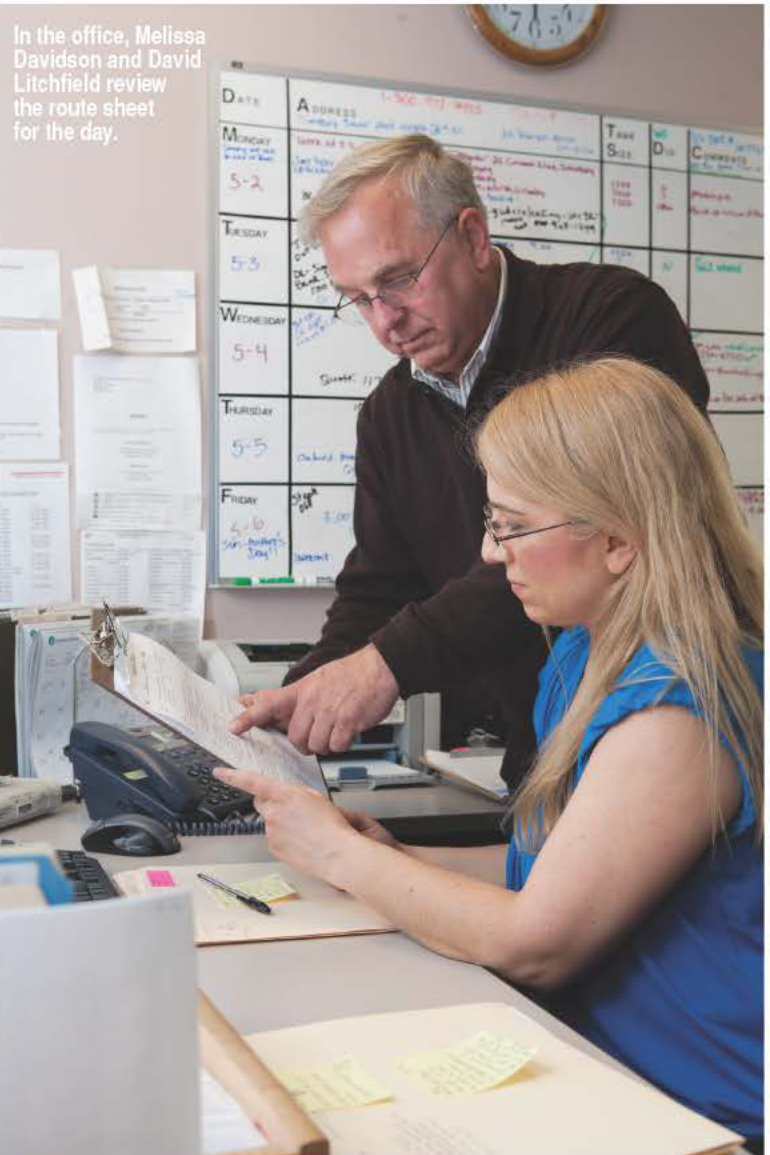
Among its more traditional marketing methods is direct mail; postcards continue to bring in nearly a quarter of the company's new customers. But, it's not always about what the postcards say, it's what they show.

Both the company's website and its most recent postcard promotion feature pictures of the Litchfield boys, as adults and when they were children. This tactic has proved more successful than Litchfield ever anticipated.

"I think seeing people is an important thing," Litchfield says. "It's comforting to see the face of someone – and you won't be afraid of them being in your backyard," he explains.

The boys' pictures made fans beyond the customer base. "A lady called one day who doesn't own a septic system, but said she wanted to have one put in because she loves the pictures of the boys. The fact she took the time to call really reinforced that the ad had worked."

Referrals and advertising also rank among the most popular ways new customers come in.



In the office, Melissa Davidson and David Litchfield review the route sheet for the day.

Giving customers access to a friendly voice whenever they call is key to Litchfield's service philosophy. The company's phones are answered from 5:30 a.m. to 7 p.m. daily, and on an emergency basis nights and weekends. Litchfield maintains it's just as important to have good people in the office as it is in the field. "When (customers) call and get someone who really cares, it really does make a big difference."

HOW ARE WE DOING?

Responding to customer feedback is essential to running any business successfully, and The Christopher Bryant Co. takes that pledge very seriously by sending comment cards with prepaid envelopes to its customers.

"It subtly sends a message to customers that we care enough to ask how we're doing. We've used those comments to make improvements," says David Litchfield, general manager.

For instance, a regular complaint has been added charges when digging is required to expose buried septic tank lids. While Litchfield has stuck to charging for the service, he is more careful and upfront in communicating the reasons to customers. The shift in approach has helped with expectation setting.

The cards, which have a 75 percent response rate, also have brought up some of the "above and beyond" things the company is committed to. For instance, a woman wrote to rave about how Bryan protected her dog that was in the backyard, and gave it freshwater while he was there.

"It made us aware of how important going that extra yard is," Litchfield says.

"We're almost disappointed when we get the check and not the card. We love it when people write comments instead of simply responding to the preprinted questions."

I think seeing people is an important thing. It's comforting to see the face of someone – and you won't be afraid of them being in your backyard, he explains.

- David Litchfield

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READY FOR RECOVERY

With the business having skirted much of the fallout of the economic downturn (the company was up about 7 percent in 2011 over 2010), Litchfield is confident a turnaround – especially in the housing market – will happen sooner than later, and that his company will be ready to take advantage of the recovery.

He uses the first quarter of 2011 as an example. "It was amazing the uptick we had, and that was from the stimulus package. We were 30 percent ahead on almost everything across the board," he says. "I think we need to be positioned so that when (the recovery) does happen, we can take advantage of it."

And Litchfield is optimistic: "Our intent is that by 2014, our pumping will have grown by about a 35-50 percent margin from where it is now," he says. Heavy marketing, and having the right people in place – and at the right times – will fuel that growth, he says.

The company is seeking a salesperson – someone on the road to call on accounts. With the acquisition of the bigger service truck, Litchfield says the company is prepared to pursue larger accounts, stretching beyond its current customer base, which is 95 percent residential, and into more commercial work.

Litchfield's plans call for an additional \$350,000 in commercial volume due to the new truck, but he has no intention of losing sight of the bread-and-butter residential customers. This time, it will be Litchfield's sons – who seem to have inherited their father's same dedication to customer service – who will lead the business to new levels of success.

"Chris and Bryan are much more than the faces of the company, they are the reason customers stay with us throughout the years," Litchfield adds. "The careful consideration they show in completing each job, from start to finish, leaves the customers satisfied and at ease." ■

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Make Your Sales Pitch Count

First you need to reach the decision maker. Then you need to say the right things to close the deal.

By Joe Takash

Ten-year-old Billy Johnson just got home from school. He's been thinking about an ice cream bar all day. Unfortunately, the only person at the Johnson house is his teenage sister, Susie. As Billy approaches her, she quickly anticipates his agenda and cuts him off. "Billy, you can't have an ice cream bar. It's too close to dinner and it will ruin your appetite."

It's over. Billy's cooked without a chance to negotiate or be heard. Why? He didn't reach the ultimate decision maker. But wait ... who's walking in the house in good spirits and a bounce in his step? It's Dad! Billy rushes to the big guy with a hug and says, "Hey Dad, can I have an ice cream bar?" Dad's golden response: "Sure sport and I'll tell you what, get me one too."

Yee-haw, sale closed!

Think of all the time you've spent and the energy you've exhausted on attempts to cajole customer contacts, for instance companies that need industrial or commercial-pumping services, who love to say "no" but don't really have the authority to say "yes." It can be a frustrating, morale-beating process. It also happens to be bad for your business's bottom line.

Making a connection with the commercial customer, the individual who can say "yes," isn't always easy, but the first question I challenge you with is, "Who are you asking for an ice cream bar?" Aim low or aim high and, well, you know what you get.

THE DECISION MAKER

The following tips are both necessary and instrumental for landing bigger pumping accounts in less time, from the people who have the authority to say "yes!"

Remember, how you present yourself is stronger than any service or product you offer. A strong handshake, a confident personality and voice, and the right mental attitude can make a huge difference.

See yourself as a peer.

Before we get into approach, answer this: Are you confident enough to have a discussion on equal ground with the big wheels who run the show? You would be shocked at the number of grown adults who will answer this with a "yes" to others, but say "no" to themselves in subtle, counterproductive ways.

Trigger Tip: To view yourself as a peer, use positive self-talk and manage that internal cynic. Remember, how you present yourself is stronger than any service or product you offer. A strong handshake, a confident personality and voice, and the right mental attitude can make a huge difference.

Do your homework.

A lack of preparation may be the biggest deal killer there is. When it comes to connecting with buyers, you must know three aspects of the deal


(continued)

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and know them well. They are, 1. Their company. 2. Their competition. 3. Your product or service. Do these seem like no-brainers? You'd be surprised how many service providers don't know when a client company was founded, what their mission statement says or how they fare against the competition. As far as knowing your own product and service, read on.

Trigger Tip: If you haven't made Google your best buddy, start today. The Internet search engine will swiftly allow you to collect information about the companies you target, and often the professional resumes and personal interests of your buyers.

Speak in sound bites.

When you have the chance to speak to the buyer, get to the point and remember that *less is more*. Too many service providers ramble aimlessly about what they're selling and can kill their credibility because of the confusion they create about their product or service. Decision makers want you to be brief. Granted, when you get those few moments to audition, it can feel like a pressure cooker. So, prepare only information that demonstrates how buyers will benefit and what their return on investment will be. If you don't have this ready to be delivered in 15 seconds or less, keep practicing your pitch.

Trigger Tip: For every piece of information about your service or company you prepare, ask the questions that your buyer would ask, such as: "So what?" or "What's in it for me?" These force you to always speak in benefits-focused, buyer-friendly language.

Ask great questions.

Conventional sales jargon used to be ABC, which stood for *always be closing*. People are more perceptive than ever and most folks know when they're being manipulated. Today's world of collaborative, relationship

selling, especially with high-level customers, should be more about ABO, or *always be opening*. The more accurate diagnostic you make on a client's needs is always a reflection of the quality of data you can learn from them. Questions are the golden nuggets that lead you down the path to landing a new customer.

Trigger Tip: Be sure your questions are open-ended, (which allows customers to elaborate), and make certain they tie directly into the objectives the customer has and how they will know when successful results are realized.

Saying "No" can get the "Yes!"

When trying to impress a customer, it's easy to try too hard. We've all done it, but it's crucial to be yourself. If you disagree with something he or she says, tactfully push back and challenge them. Authentic candor has elevated many sales pitches and transforms you into a service provider the customer can trust and respect.

Trigger Tip: Don't try to be too enthused or eager right away. Think about how turned off you get when a telemarketer tries to impress you with an over-the-top sales pitch. You want to run the other way. Be genuine and be honest at all times.

PREPARATION IS KEY

Obviously, high-level buyers are usually a tougher sale than Billy Johnson asking his Dad for an ice cream bar. They require an eclectic approach of preparation, self-talk and smart behaviors. But just like Billy, if you choose the right approach with the decision maker, you'll get the "yes" answer you're looking for. ■



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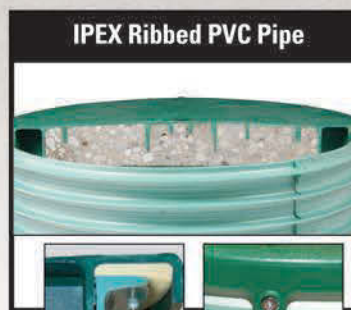
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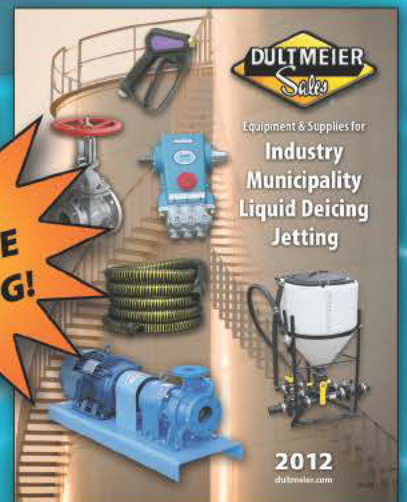
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Mandatory Florida Inspections May Only Apply To Some Counties

By **Scottie Dayton**

Florida's Senate Environmental Preservation Committee approved a measure that would limit mandatory onsite inspections to counties with first-magnitude springs. The bill (SB 820) is an alternative to an all-out repeal of a 2010 law requiring septic tank inspections every five years.

A House committee unanimously accepted a proposal by the state Department of Environmental Protection to bypass stricter federal water pollution rules and apply state standards. The proposal still must be approved by the U.S. Environmental Protection Agency and withstand a legal challenge from a statewide environmental advocacy group.

Minnesota

The Minnesota Pollution Control Agency issued a shorter, more concise onsite inspection form that became effective in February, as did regulations requiring service providers, advanced inspectors and advanced designers to be licensed, and onsite professionals to use only registered treatment and distribution products. The rules are at www.pca.state.mn.us.

Missouri

Officials said rural and urban residents of Linn County were not following regulations requiring inspections of onsite systems for the sale of property. County sanitarian John Maloney stated that new people have moved in, but his office was never called for an inspection. The county commission proposed sending a second mailing to real estate agents and brokers about the legislation.

Wisconsin

Beginning in January 2013, Wisconsin septage haulers must file annual land application reports electronically with the Department of Natural Resources. Contractors must complete the Switchboard Registration form at <http://dnr.wi.gov/topic/switchboard>. The site has a registration tutorial and detailed summary of the process.

Idaho

The Department of Environmental Quality is considering new guidance on the use of evapotranspiration/infiltration systems. The proposed regulations are available on the agency website. "The guidance describes the site and design considerations for these types of systems to account for wastewater discharge into the surrounding soils," according to a public notice.

Maryland

Gov. Martin O'Malley's legislative plan for 2012 includes a new bill dealing with septic system restrictions, replacing a similar proposal that failed in 2011. The new version prompted negative reaction concerning its complexity and the amount of power it would give state government to control residential subdivisions.

After last year's bill failed, O'Malley formed a task force to study the use of septic systems in the state. According to a news release, the Sustainable Growth and Agricultural Preservation Act would include "a four-tiered comprehensive plan to guide growth on central sewer and septic systems and ensure the land use and pollution impact of future Marylanders is minimized." The bill discourages septic systems in favor of centralized sewer systems, according to opponents.

California

The California State Water Resources Control Board issued the final draft policy designed to institute AB 885 in March. The law was passed in 2000, but the regulatory changes, originally due by 2004, have been delayed several times. The agency says the rules will affect about 2 percent of existing onsite septic systems. After a public comment period that ends May 4, final adoption is scheduled for June 19. Go to www.waterboards.ca.gov/water_issues/programs/owts/. ■



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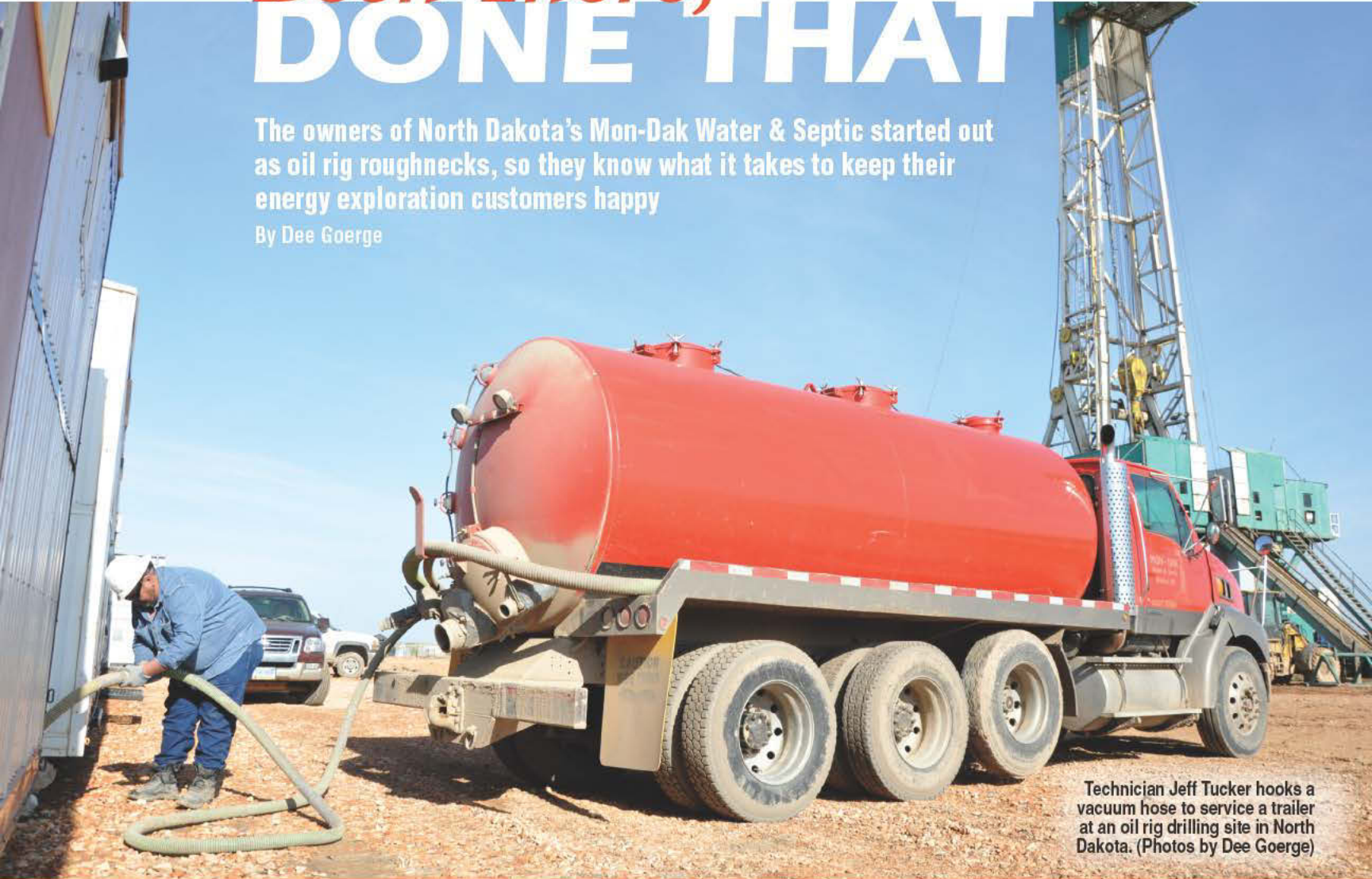
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Been There, DONE THAT

The owners of North Dakota's Mon-Dak Water & Septic started out as oil rig roughnecks, so they know what it takes to keep their energy exploration customers happy

By Dee Goerge



Technician Jeff Tucker hooks a vacuum hose to service a trailer at an oil rig drilling site in North Dakota. (Photos by Dee Goerge)

Profile Mon-Dak Water & Septic and H & K Construction, Stanley, N.D.

OWNERS: Curt and Beau Vachal

FOUNDED: 2005

EMPLOYEES: 25

SERVICES: Septic service, portable sanitation and water hauling; crushed scoria and excavation

SERVICE AREA: Bakken Formation in western North Dakota and eastern Montana

WEBSITE: www.mon-dak.com



In the North Dakota oil fields, where luxuries are few, it's more than just irritating when water lines freeze and there's no water for basic needs like taking a shower or making a pot of coffee.

Curt Vachal and his son, Beau, understand that. They have worked in the oil fields. Since March 2005, however, they've been on the other side of that situation, providing septic and water services to oil rigs and other companies servicing the drilling companies.

As production of the Bakken Formation has boomed, the family business in the little town of Stanley, N.D., has grown from father and son to a company with two divisions and 25 employees. Beau manages the Mon-Dak Water & Septic side, while Curt branched off into another business, H & K Construction, which does on-site dirt work and crushes scoria rock to landscape finished drilling sites.

Their success, they agree, comes down to an emphasis on service and a strong work ethic.

"What we say is, there are no holidays in the oil field," Curt says. "As long as nothing happens on Christmas or New Year's Day, you have them off. If something happens, you go to work. Otherwise, the oil field is 24/7, 363 days a year."

(continued)

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Typically, wastewater holding tanks at drill sites are emptied twice weekly.



OIL FIELD TO SEPTIC

The Vachal family history in oil started with Curt's father, John, who has provided telephone and communications services for about 31 years. Cell-phones have reduced the demand, but at 68, John still offers services in areas without cellular coverage – in addition to running a farm near Ross, N.D.

Curt spent six years as a roughneck on the drilling rigs in the early '80s, and his wife, Lynnette, worked as an oil field geologist. Their son, Beau, worked as a roughneck on the rigs for about eight months. He was working as a car salesman in 2005 when his parents recognized that the booming oil fields were ripe with opportunity to start a new business. They decided to take the advice that had been given years before to John.

"People in the oil field had always told my dad he should get into water and septic," Curt says.

Beau agreed to team up with his dad, and Mon-Dak Water & Septic opened for business, with Beau managing. The Mon-Dak name is short for Montana-Dakota, which reflects the region it serves.

"Most of the work we have acquired has been new rigs coming in or from companies that have used us in the past," Curt explains. "In the very beginning, Beau was out beating the brush, handing out business cards and talking to people. Now we've established ourselves."

Mon-Dak has become a true family business with Curt's wife, Lynnette, working as the office manager and Beau's wife, Kim, working as the financial

manager. Curt and Lynnette's daughter, Cassandra, 22, works for H & K Construction running excavation equipment, and their son, Austin, 17, works summers and some weekends doing rig moves and other Mon-Dak work. Mon-Dak also employs several members of the extended family.

When we started, everything we did was going to be based on quality of service. I've turned down work because it's too far away. It's going to stretch us so far out that I know I'm not going to be able to supply them with the service I expect. It takes a lot of years of hard work to build a good business reputation. It doesn't take very long at all to ruin it.

- Beau Vachal

BUILD FOR QUALITY

"When we started, everything we did was going to be based on quality of service. I've turned down work because it's too far away. It's going to stretch us so far out that I know I'm not going to be able to supply them with the service I expect," Beau says. "It takes a lot of years of hard work to build a good business reputation. It doesn't take very long at all to ruin it."

The company's first focus was supplying water, septic service and portable restrooms for workers living on oil drilling sites. The Vachals built the first restrooms themselves. The 5- by 6-foot units were built for heavy duty, to suit roughnecks and withstand North Dakota winds and long winters.

"We built the first ones on skids, but always needed something to load or unload them," Beau recalls. "After the first three, we realized that was not adequate, and we began putting them all on trailers." It wasn't long before they were busy, and they hired local builder Adrian Belstad to construct the portable units.



Everything moves in an oil field situation, so all of Mon-Dak's portable restrooms are installed on trailers to be quickly redeployed.

(continued)

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One of Mon-Dak's buildings stores extra vehicles and trailers and is heated during long North Dakota winters to thaw frozen restroom holding tanks.



Along with the restrooms, they set up freshwater and waste holding tanks at worker camps and rig sites. A Mon-Dak crew moves in the water tanks and plumbs the skid-mounted living quarters and offices. The average rig site uses 3,000 to 4,000 gallons of water a week. Freshwater is delivered and wastewater is removed twice a week.

The goal is to stay on top of it – especially during the winter, when it seems workers use even more water and bad weather makes driving difficult to impossible. Technicians service portable restrooms twice a week.

“We put a lot of thought into our setup and how we eliminate freezing problems in the winter. We spend money to eliminate issues,” Curt says.



Curt (left) and Beau Vachal worked in the oil fields prior to building their pumping business, Mon-Dak Water & Septic in Stanley, N.D.

For example, they spend about \$600 to winterize every 100 feet of flexible PEX hose with heat tape, Polyfoam pipe insulation and duct tape. That generally ensures that water won't freeze between the tanks and living quarters, which eliminates complaints from workers over frozen lines.

MEETING CHALLENGES

After 25 to 35 days with restrooms and water tanks on a rig site, Mon-Dak crews return to unhook them and move to the drilling com-

What we say is, there are no holidays in the oil field. As long as nothing happens on Christmas or New Year's Day, you have them off. If something happens, you go to work. Otherwise, the oil field is 24/7, 363 days a year.

- Curt Vachal

pany's new site. Those sites are easy to keep track of on a map. One of Beau's duties is scheduling workers as efficiently as possible, with some sites as far as 125 miles from the shop.

January through May is the toughest time because of the weather. During the winter, the portable units inside heated buildings on rig sites avoid freezing and are easy to pump. When they are set up outside in areas without electrical power, Mon-Dak workers set up PolyJohn Enterprises units with removable holding tanks that are lifted out and replaced. The frozen units are hauled to the shop to thaw and pump out.

Water tanks are outfitted with tank heaters to prevent freezing, but sometimes the biggest challenge is getting to the tanks. Late last winter, an early thaw washed out the road to one oil rig site. The company hired a helicopter to bring in fuel and made arrangements for a Mon-Dak driver to deliver water to a Sno-Cat tracked vehicle rigged with a 1,000-gallon tank. Workers pumped the tank full three times for the Sno-Cat to deliver and fill the holding tank on the rig site.

Getting around on the maze of gravel roads is difficult enough for locals, but many of Mon-Dak's employees are from out-of-state, including California and Georgia. North Dakota Job Service helps find workers, but finding places for new workers to live is the biggest challenge. Many live in campers they winterize as best they can. Recognizing a need for housing for their employees and for other workers, the Vachals are in the process of developing a worker camp of their own.

(continued)

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As Beau Vachal oversees Mon-Dak Water & Septic in Stanley, N.D., his father, Curt, is busy managing H & K Construction, a nearly 60-year-old company the Vachal family purchased in 2009. The H & K crew of 13-15 excavates, crushes and grades scoria rock that was formed when coal beds caught fire and baked clay to form the hard red rock. The rock is spread on finished well pads for surface drainage and landscaping.

The other half of H & K's income comes from doing dirt work: ground leveling, installing roads and site maintenance, including drainage and snow removal.

H & K has a pit south of Tioga, N.D., about 45 miles away, with equipment to process the rock and load it into trucks. Machines at the pit include a 2007 Caterpillar 928GZ loader, 2009 John Deere 844K loader, 2000 John Deere 350C haul truck, 2007 Hitachi ZX350LC-3 excavator, 2007 John Deere 350D excavator, 580J Komatsu crusher and Cedar Rapids crusher, Terex Finley screen plant, two 2011 Cross Country side dumps and a John Deere 850J dozer.

Dirt work is accomplished with two Terex TS14B scrapers, 2004 John Deere 772CH motor grader, 2001 John Deere 770CH motor grader, Komatsu 61PX LGP dozer, John Deere 850J dozer, 2008 John Deere 524K loader and miscellaneous laser leveling equipment.

The two sides of the business complement each other. For example, this spring, Curt's crew hit pay dirt while helping a friend build a road and excavate property to create a pad for setting up campers to house oil field workers.

"All of a sudden, when we were dozing away, we started pulling up scoria, where no one would dream it exists," he says. That's good news for his friend, who will have income from renting camper lots and selling rock to oil companies.

Demand for scoria continues to grow. Curt sold just over 512,000 yards in 2010, and he expected that figure to double in 2011.

JOBSITE EQUIPMENT

Since those first homebuilt restrooms, Mon-Dak's sanitation inventory has diversified and expanded greatly. "We put everything on trailers, because in the oil field everything moves," Beau says.

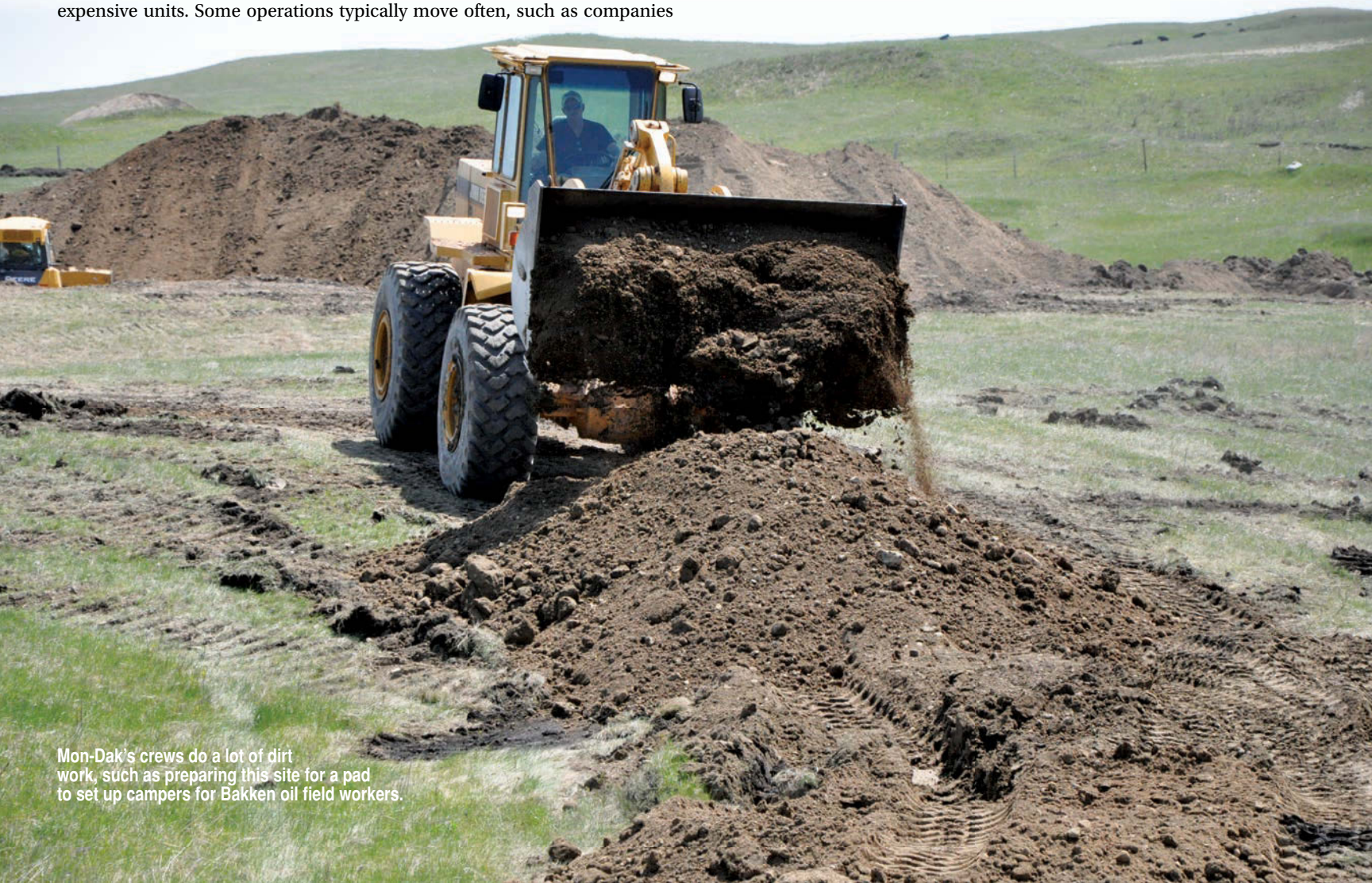
To meet demand, he has about 150 PolyJohn PJN3 units mounted on steel trailers built by Prairie Truck Equipment in Minot. "With the road conditions, using a steel-built trailer works best as we can fix it if it (the frame) bends," Beau explains.

A wide range of oil field service companies prefer the lighter and less expensive units. Some operations typically move often, such as companies

that provide fracking services, so sturdy, easily moveable restroom units are necessary. Drilling rig companies, on the other hand, generally prefer the heated, insulated units.

Beau tried various models, including flushable and incinerator toilets in the heated sheds. Results have been spotty using the incinerator toilets, due to users not knowing how to operate them properly.

Standard drop-tank restrooms with holding tanks work better in the oil field. Mon-Dak has 32 insulated units between its custom-built toilets and the single and double American Hauler units purchased from Prairie Trucking.



Mon-Dak's crews do a lot of dirt work, such as preparing this site for a pad to set up campers for Bakken oil field workers.

Beau Vachal and his wife, Kim, the Mon-Dak Water & Septic financial manager, review billing records at the company office.



Keeping up with the demand also has meant expanding the truck fleet. The Vachals' most recent additions were former dairy trucks – three quad-axle Kenworths (2000, 2001 and 2006) with 5,500-gallon stainless steel tanks for hauling potable water.

“The biggest thing is that being a stretch-frame truck, it’s easier for the guys to handle and get around rigs,” Beau says. It’s much easier to back up a 32- to 40-foot truck than a semi with a trailer. The former dairy trucks with insulated, food-grade tanks are ideal for hauling water.

The rest of the Mon-Dak trucks are a combination of units bought used of unknown manufacture, or built out by Dickinson Pump Sales in Dickinson, S.D., and some new units – a number purchased from Satellite Industries Inc. The vehicles include: 2002 Sterling with a 3,600-gallon steel tank, a 2000 International with a 4,000-gallon steel tank and a 2001 Kenworth with a 4,500-gallon steel tank – all outfitted with Masport 400 pumps; a 1999 Mack with a 3,500-gallon steel tank and a Jurop 260 pump; 2003 and 2005 Kenworth winch trucks; a 2002 International semi, 1997 Western Star semi; three Ford F-450 portable sanitation trucks (a 1995 with 500-gallon waste/150-gallon freshwater steel tank; a 2000 with 650-gallon waste/200-gallon freshwater steel tank and a 2011 with 400-gallon waste/100-gallon freshwater stainless steel tank).

PROMISING OUTLOOK

The future for Mon-Dak is promising. While the residential side of the business is small – pumping three to 12 septic tanks a month and some portable restroom rentals – the oil field work continues to boom. Beau, 27, is appreciative that his parents provided the opportunity for him to manage the water and septic company, while Curt branched into another service.

“It works good that Dad does one side of the business and I do another,” Beau says. Running Mon-Dak is more than a full-time job. As he receives calls from new customers, schedules workers and keeps track of the steady movement on the oil fields, he has to make sure he has enough portable restrooms and trucks and a big enough crew to keep up with the quality service the company promises.

“We basically keep a running ad going for people,” Beau says of worker recruiting efforts. “We’re expecting we will be picking up even more work.” ■

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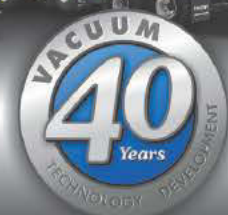


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Make Customer Education a Party

Washington State homeowners organize backyard Septic Socials to spread the word about proper onsite system maintenance

By Doug Day

Fire up the grill, cook up some burgers, and then let's look inside a septic system. That is not an unusual sight around the Puget Sound where Washington Sea Grant has been working for 20 years to raise awareness of the importance of proper onsite system maintenance and monitoring for homeowners.

"Septic systems are amazing and they work really well when they work," says Teri King, a Sea Grant water quality specialist. One of her jobs is organizing Septic Socials, neighborhood gatherings for homeowners to make septic system education a fun community event. She's been organizing them for 20 years around the state and even into the Canadian province of British Columbia. She talked to *Pumper* about Septic Socials and other educational programs that touch a couple of thousand people a year across her state.

Pumper: After 20 years, why is there so much interest in septic systems?

King: The state of Washington is one of the largest producers of farmed shellfish in the United States, and the Puget Sound is the heart of shellfish country. Many rural homeowners harvest them or lease their tideland rights to companies that do, and most properties have septic systems. A single septic system failure can close down a shellfish bed if the effluent leaks into the bay. People have an incentive to keep their system healthy because they enjoy their beach and its seafood riches and they might make enough money from shellfish sales to pay their taxes.

Pumper: What is a Septic Social?

King: Someone invites us into their home and they invite people over. We uncover the system and talk about how it works. Four a year is about average, but I had five in five weeks last fall thanks to a grant from the U.S. Environmental Protection Agency. The homeowner is in charge of the event and invites a few friends or a whole neighborhood. The larger Septic Socials have had 60 people.

We help the homeowner uncover the tanks and observation ports so people can see the various components. We also have models and pictures to show the portions of the system they can't see. We open the tanks and people practice measuring sludge and scum levels and we show them how to check and clean effluent filters by spraying them back into the tank instead of on their lawn so they don't track bacteria back into their house. We keep it simple.

Pumper: What's the typical reaction?

King: They have no idea that a healthy system doesn't smell bad. When we pop the lid off of the tank, most are amazed that the odor is no worse than

teenage sweat socks. It's a real eye opener for them. We talk about the pump, if there is one, and how if there is a power outage and they still have access to water, system troubles could occur when the power comes back with a high water alarm or water surfacing in the yard.

We talk about scum and sludge, things that float and things that sink in a tank, and how to do your own observations. We ask them to do them once a quarter at first and then yearly; just walk around the drainfield and the yard, smell and look so they know what's normal, and look for ponding and other evidence of trouble.

Pumper: What kind of questions do you get?

King: We get a lot of questions about additives. I've heard them all, like feeding the tank a whole cut up cabbage or a pound of raw hamburger every month. We let folks know that they have everything they need in their own bodies to make a septic system work properly and to feed it like they would themselves; regular meals, not all at once. If they aren't willing to put it in their bodies, perhaps it wouldn't be good for their septic system either.

Pumper: What's their biggest surprise?

King: Usually it's toilet paper; where it goes and how it accumulates in the system. They don't think about the quantity they use or that it should stay in the tank. As it degrades, it forms cellulose and lignin and will make papier-mâché in the drainfield if it escapes from the tank.

Pumper: Have you seen behavior changes?

King: Absolutely. We do surveys about six months to a year afterwards. One person knew their garden flooded when they did laundry. The Septic Social allowed them to correlate that with their septic system and they found their d-box was tilted. Another person had a big yellow patch on the lawn and found out their tank was so full of sludge that wastewater was coming

Teri King



CONTACT: Teri, water quality specialist for the Washington Sea Grant, at 360/432-3054 or by email at guatemala@uw.edu.

They have no idea that a healthy system doesn't smell bad. When we pop the lid off of the tank, most are amazed that the odor is no worse than teenage sweat socks. It's a real eye opener for them.

out of the lids and contaminating the soil. Another person found out their advanced system was installed before their new house had power so the

MORE ABOUT SEA GRANT PROGRAMS

Sea Grant is a national organization administered by the National Oceanic and Atmospheric Administration with 32 university-based programs. "We have generic septic system materials that apply anywhere in the country," says Teri King, a water quality specialist who recommends pumpers get involved with their local health departments to establish consumer education programs. "Local groups in Colorado, Alaska,

California, New York and North Carolina are using materials developed in our office."

Other Sea Grant offices can assist in setting up educational programs. Sea Grant has offices in every coastal state, including the Great Lakes Region. King says some may have grant money available for establishing Septic Socials. For more information, check out www.seagrant.noaa.gov.

pump wasn't calibrated. Nobody thought to call the installer when power was hooked up, so sewage was leaking into the ground from the calibration ports. A lot of seasonal homeowners have learned that if they add antifreeze to keep their pipes from freezing in the winter, they need to suck it back out in the spring instead of flushing it into their system.

Pumper: Do septic service contractors get involved?

King: We work with the pumpers in the area to develop our materials, along with local and state health departments. Some homeowners have a really good working relationship with their pumper and invite them to Septic Socials.

We work with pumpers to help them communicate effectively with customers. Together, we designed brochures and a packet of information for pumping companies to distribute to their clients.

We have a consumer brochure developed with pumpers, *Pumping Your Septic System*, about best practices that lists the things a quality pumping company should do each time they visit. We also encourage homeowners to be there at least once when their tank is being pumped because the pumper can tell them a lot about their system and how it is being used.

Pumper: What other septic system educational programs do you have?

King: We hold *Septic Sense, Scents and Cents* classes about once a month in various places in the community. We have a slideshow and different activities, like shaking up toilet paper in water to see if it dissolves. The class covers things like how to find your system, additives, hot tub draining, water softeners, household cleaners and detergents. We have walk-through septic models and use them at fairs and festivals, too.

Clean and Simple is a program on household cleaners. One of the problems pumpers identified is that people use highly toxic chemicals in their homes. We teach them how to read commercial labels and give them options for using less toxic cleaners. We've seen a shift in product use over time.

We also have septic landscaping classes. We teach people about protecting drain lines, the right plants to use over a septic system and how to hide unsightly components.

To keep organic material out of sewage, we've done garbage disposal roundups, trading them in for compost bins and worm beds. We also give out kitchen sink screens. People tell us they serve as a good trigger to make them think about their septic system. One pumper liked it so much that they now provide sink screens to all of their clients.

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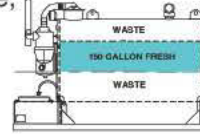


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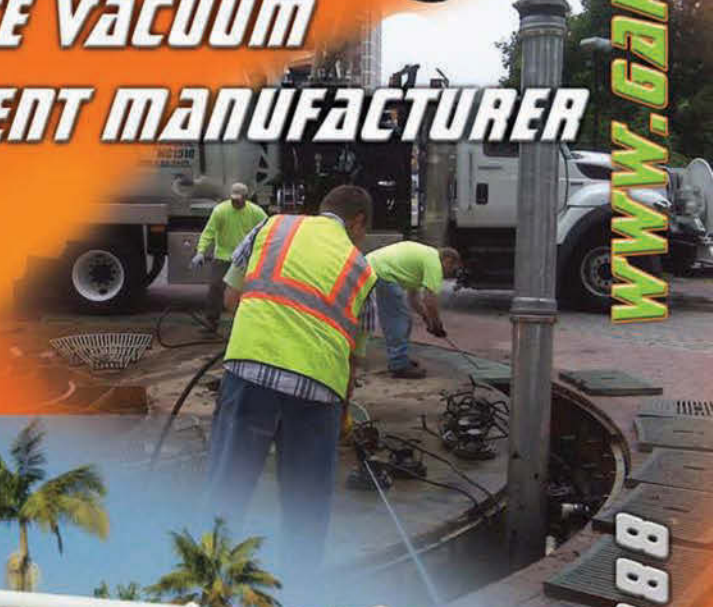
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By Ed Wodalski

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The **Go-for-Digger compact towable backhoe** from **R. H. & M. Machine Co.** can be towed at highway speeds without the need for a trailer. It weighs 2,800 pounds and is 77.5 inches wide with a length of 168 inches in towing position. Features include two independent hydraulic drive motors for jobsite mobility, four independent stabilizers for leveling and stabilizing the machine and ROPS canopy for operator safety. The backhoe has a digging force of 4,500 pounds and digging depth of 8 feet. Powered by an 18 hp Kohler engine, the stabilizer spread in operating position is 80 inches; the boom can swing 145 degrees. **304/296-7000; www.gofordigger.com.**



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The **35D excavator** from **John Deere** is powered by an IT4 emissions certified 28.6 hp engine. It has an independent swing boom and 360-degree rotation. Designed to work in tight locations, the excavator has a standard quick coupler and auxiliary hydraulics. It has a maximum digging height of 16 feet, digging depth of 10 feet and digging reach of 17 feet, 1



inch. Weighing 3,520 pounds, the excavator has a transport length of 15 feet, 3 inches, height of 8 feet, 1 inch and width of 5 feet, 9 inches. Compatible with many John Deere Worksite Pro attachments, the optional angle blade expedites grading and backfilling. **www.deere.com/wps/dcom/en_US/products/equipment/excavators/35d/35d.page?**

RATECH ELECTRONICS LTD.

The **Plumber's Inspector PC-XI inspection system** from **Ratech Electronics Ltd.** is an all-in-one system for pipes down to 2 inches in diameter. The lightweight system incorporates all recording capabilities using your laptop. The laptop mounts on a swivel stand on the cable reel and is removable. The system records mpeg video and jpeg still photos of inspections to the laptop's hard drive, USB port, flash drive or to the built-in DVD recorder. Built-in custom software enables users to record defects and provide customers with a final report. Also included is an on-screen display overlay distance counter, time, date and eight pages of memory. Features include LED lights, condenser microphone, AC/DC switchable, variable light intensity control, 1.375-inch self-leveling color camera with scratch-resistant sapphire lens and 200 feet of Gel-Rod cable. Longer lengths are available. **800/461-9200; www.ratech-electronics.com.**



SHARK ELECTRIC, GAS DRAIN CLEANERS

Seven models of gas and electric drain cleaning jettors from **Shark** deliver up to 3,000 psi. The electric hand-carry and two portable units operate on 115 volts. Designed for indoor use on 2- to 4-inch pipes, the electric models deliver 1,500 psi and feature a steel roll cage chassis, triplex pumps and Baldor motors. The gas models are powered by Honda and Vanguard engines and deliver from 4 to 8 gpm and up to 3,000 psi. Three gas models are gear driven and one is a portable direct-drive unit. **800/771-1881; www.sharkpw.com.**



SIM/TECH FILTER INC.

The **TruCore sludge sampler** from **SIM/TECH FILTER INC.** is designed for use in thicker sludge common to septic tanks. The 1 3/8-inch inside diameter and restriction-free tube enables samples to be taken quickly without creating excessive turbulence. Capacity per foot is approximately 10 ounces. Made of polycarbonate, the sampling tube is clearly marked every foot. It comes as an 8-foot unit or as two 4-foot units that join together. Custom sizes and configurations are available. Options include a customizable extension kit for deeply buried tanks. **888/999-3290; www.simtechfilter.com.**



JENNY PRODUCTS INC.

Four Steam Jenny direct-drive, cold pressure washers from **Jenny Products Inc.** are powered by 9- or 13-hp Honda GX Series engines and feature a triplex ceramic

(continued)



plunger pump. Available with pressure ratings between 3,000 and 4,000 psi, flow rates range from 3 to 4 gpm. A customizable option enables users to choose a unit with pressure and flow ratings based on specific needs. Standard features include thermal pump protection, unloader valve and high-pressure relief valve. The unit automatically shuts down if low oil levels are detected. The powder-coated chassis is made from seven-gauge steel. Other features include insulated trigger gun with safety lock, quick-connect nozzles, high capacity inline water strainer, gun/wand holders, hose reel mounting adapter and dual rubber isolators. **814/445-3400; www.steamjenny.com.**

VIVAX-METROTECH CORP.

The vCam inspection system from Vivax-Metrotech Corp. includes modular control module with 8-inch color LCD monitor, dual frequency transmitting sonde, digital recording to the internal hard drive or SD card, full function keyboard, internal microphone, AC/DC power, rechargeable batteries, USB interface, RCA jacks for both video and audio, distance counter and camera LED brightness control. The modular system is fully serviceable. A range of reels enable the system to inspect 3- to 12-inch pipes from distances of 60 to 400 feet. All reels are fitted with field serviceable camera terminations. **800/446-3392; www.vxmt.com.**



WATER CANNON

The XT Jetter package (models 17HJ39, 17HJ45 and 17HJ47) from Water Cannon is available with power up to 5.5 gpm and pressure to 4,200 psi. The jetter also functions as a drain cleaner and high-power pressure washer. Powered by a Honda GX 630 engine, the unit is available with an Annovi Reverberi or General Pump. Features include hydro pulse for pulsation on demand, adjustable throttle for operating pressure from 100 psi and up, ball valve shutoff, 15-gallon fuel tank, electric key start and portable wheel kit. Accessories include 300 feet of 3/8-inch Piranha jetter hose with an additional 125 feet of 1/4-inch hose, four stainless steel jetter nozzles and 50-foot super kit. **800/333-9274; www.watercannon.com. ■**



Case Studies:

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Problem: Culver City, Calif., was experiencing major problems with its wetwells. The flat region requires three massive pump stations to transfer the city's waste to the treatment plant. Grease would clog the wetwells and back up the system. Gamajet was contacted about a cleaning method that would eliminate the clogging.

Solution: Gamajet suggested its fluid-driven Gamajet VIII rotary impingement tank cleaner that operates with the standard flow provided by most jetter trucks. Lowered into position, the machine distributes two high impact jets in a 360-degree pattern, blasting grease from the surface, emulsifying it so it can be pumped downstream. During a demonstration, using the jetter at 65 gpm and 300 psi, the station was cleaned in approximately 12 minutes.

Result: The Gamajet VIII was added to the regular maintenance plan. The city has been clog-free since. **877/426-2538; www.gamajet.com.**

INSPECTION CAMERA TAKES GUESSWORK OUT OF SEPTIC REPAIR

Problem: Guesswork used to be the norm for Auburn-Bainbridge Excavating, an Ohio-based company that regularly faces underground septic system problems. "We would put a snake down the pipe and the snake wouldn't go any further. Then we'd have to dig it up and put the snake down again," says Lewis Tomsic, vice president.

Solution: At the Pumper & Cleaner Environmental Expo, Tomsic was introduced to the RIDGID SeeSnake video inspection system and purchased the unit with up to 100 feet of push cable capable of navigating 1 1/2- through 4-inch lines.

Result: Four years later, the equipment has become a necessity. "We camera pipes underground and it tells us exactly where to dig," Tomsic says. "It comes in handy every day. It's a troubleshooting tool that I can't be without." **800/474-3443; www.ridgid.com.**

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Delaware Contractor Wins NOWRA Roe-D-Hoe



Sponsors and winners of the NOWRA Roe-D-Hoe: From left, Chris Mandich of Jet, Greg Graves of Norweco, Paul Flynn of Bio-Microbics, first-place finisher Charles Webb of R. Webb Excavating in Hockessin, Del.; fourth-place finisher Mark Schairer of Mark Schairer Excavating in Campbellsport, Wis.; second-place finisher Mike Smallwood of Smallwood Excavating in Hamilton, Ohio; fifth-place finisher Joe Siewert of Siewert Services in Cheney, Kan.; and third-place finisher Ryan Bassett of Bassett Excavating in Knoxville, Iowa.

Charles Webb of R. Webb Excavating in Hockessin, Del., won the \$1,000 first prize in the NOWRA National Roe-D-Hoe competition at the Pumper & Cleaner Environmental Expo in Indianapolis Feb. 27-March 1.

In the finals, Webb recorded a time of 1:09 combined for the bowling and golf events, edging out second-place finisher Mike Smallwood of Smallwood Excavating in Hamilton, Ohio.

The competition was shortened to a single day of qualifying, and the basketball event from previous years was not included. IHI Compact Excavator Sales provided the electric mini-excavator used for the competition. Other event sponsors were Bio-Microbics, Norweco and Jet. ■



Winner Charles Webb completes the Roe-D-Hoe bowling event.



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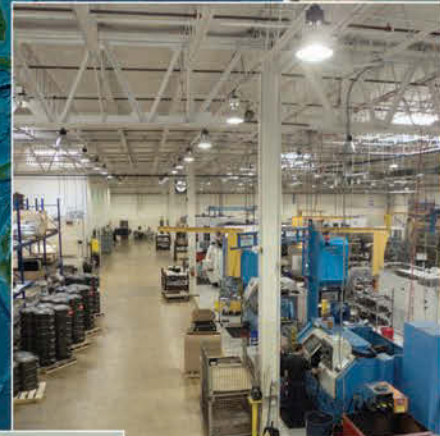
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Flip Your Lid

Share your techniques for removing a stubborn, heavy tank cover without causing a back injury

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

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

QUESTION:

I'm looking for a better way to remove concrete lids to gain access for septic tank pumping. Taking a tractor along is not feasible. Currently we use pry bars and stack boards under the lids. Any ideas?

ANSWERS:

We usually pry them up and lay them against the dirt on top of the tank (imagine that the lid is on a hinge to the middle part of the top of the tank). Take a long breaker bar (we call them rock bars) and pry up the lid, then use a hook from the other side to pull the lid up and set it basically straight up.

With regard to a concrete cover set into a concrete tank, which I am assuming you are usually talking about; if you hit the center of the cover a few times with a heavy bar, it will often break loose and can be picked up. If you put a backhoe on it without breaking it loose first you will probably

only damage the cover. I have been told if you put a plastic trash bag down over the opening before replacing the cover it will be easier to remove the next time.

If you hit the center of the cover a few times with a heavy bar, it will often break loose and can be picked up. If you put a backhoe on it without breaking it loose first you will probably only damage the cover.

I think you are talking about a pop lid. That's what we call them anyway. I was referring to a full-size concrete lid that spans the width of the tank. Pop lids usually have a hook on them to pull them out, if not they can be pretty tricky.

How about the plastic lids that screw on? Those can be a pain sometimes. I usually spin them off with a shovel. If the tank collapses they are a nightmare to get on after being a nightmare coming off.

Yes, I was referring to lids that span the whole tank. They are usually in three sections. However, even at that, a 3-foot by 5-foot piece of concrete is very heavy. I do lift these lids without help from the homeowner or business. I was looking more for some kind of device like a tripod or something portable. Some of these lids are 3 feet or more below grade and very difficult to get a pry bar under to lift.

I used to tip them up by using a couple of shovels, get my hands on it and use brute strength to tip it up. Now I usually dig up one end, but I dig enough extra at the end of the tank to slide it off the end. Hopefully it's a single compartment tank or you wind up digging up most of the top of the tank.

I carry a tripod and a come-along with me on each truck for stubborn lids. I usually have an old piece of strap (like a trucker's strap or 2-inch ratchet strap) that I can tie around the lid if the handle is broken. Most of the time, I leave the strap with the lid and find a new piece. I had the tripods made at a local fabrication shop. ■

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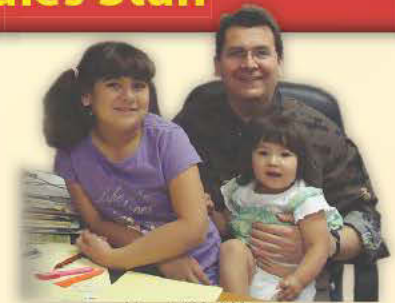
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Erik is a business writer in Racine, Wis. Readers may direct inquiries to him by contacting this publication at 800/257-7222 or emailing editor@pumper.com.

The Loyalty Club

Reward your customers for regular business and help your bottom line

By Erik Gunn

Customer loyalty programs were pioneered in the airline industry in the form of frequent flyer programs that enabled heavy travelers to earn free airline trips in return for sticking with the same carrier. Now they've spread to all sorts of businesses – hotel chains, grocery stores and other retailers, just to name a few.

There's a hot dog and hamburger spot around the corner from my home office that gives out free meals for every 10 that I buy. And, with some tweaks in how they're designed, loyalty programs can benefit service contractors like septic pumpers as well.

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That's nothing to dismiss. Unless you're in the rare situation of having no competitors, any time a customer rings your phone, you've effectively won a lottery. The caller could just as easily have dialed the number of your rival across town or across the county.

DISCOUNTED SERVICE

Some loyalty programs are free to the customer and give discounts or specials based on number of purchases. That makes sense in fields like retailing, where traffic is frequent. And it could work in some service businesses. A very simple approach would be to give repeat customers a small discount, perhaps 10 percent. In a similar vein – although it's not strictly a loyalty reward – many contractors discount the bill by 5 percent or so if the customer pays at the time of service.

Typically, though, such contractors aren't going to see the same customers all that frequently. That makes it difficult for customers to rack up "points" toward some kind of free or discounted service.

That doesn't mean you have to scrap the idea entirely. You could consider a loyalty program that your customer buys into – in the form of a fixed annual fee.

For example, my car mechanic sells a yearly program that costs about the same as four oil changes. The customer gets a punch card that offers four free oil changes, plus discounts on other specific service items.

AN INDUSTRY MODEL

One approach is that used by Ashton Service Group in Vancouver, British Columbia, a service contractor covering plumbing, heating, air conditioning and gas in the residential and commercial market.

For \$89 a year, homeowners can join the company's Ashton Value Plan program. With membership, they get an annual plumbing and drain safety inspection. Shutoff valves for incoming water service and water heaters are tagged to make it easier for homeowners to find them in an emergency. In addition, members get priority scheduling and a 15 percent discount on service work. Diagnostic fees and overtime charges are waived as well, and members get access to special discounts advertised on the Ashton Service website. They also get two \$25 gift certificates for the company's services to share with friends or relatives.

Customers can sign up through the company's website, and the sales department offers it as a service during calls to customers. A customer can even sign up when Ashton comes to their home for a major piece of service work, such as replacing a hot water heater – so they can get the discount right away.

The program has been in place for a couple of years. Ashton's controller, David Fung, said the price was set up to help make it affordable in light of the benefits and discounts involved.

The program "gets our foot in the door and other work will spin off from it," Fung says. Once a person has signed up, "They'll call us instead of flipping through the Yellow Pages or their iPhone looking for a contractor."

MAKING IT WORK

That might be a good template for others, but remember: Every business is a little different. Still, if you want to set up a program for your business, you can take the same general steps.

- 1) Review all the services you offer, and determine which ones are frequent enough to anchor your loyalty program.
- 2) Calculate what sort of discount you can afford to offer and still make a profit on the other services you provide.
- 3) Consider some alternative designs, and run some projections to see which ones will work best for your bottom line.
- 4) Once you decide to offer the program, market it aggressively. If your customers don't know about it, it won't be worth the time to set it up in the first place.

There's a not-so-hidden message in those four steps. If it's going to benefit your business, a loyalty program has to be sustainable. It has to help you make money in the long run – not cost you money.

A loyalty program that collapses not only defeats the purpose – it's worse than no loyalty program at all. But well-designed and monitored, a customer loyalty program can help you build a stable of repeat business that flows directly to your bottom line.

A loyalty program that collapses not only defeats the purpose – it's worse than no loyalty program at all. But well-designed and monitored, a customer loyalty program can help you build a stable of repeat business that flows directly to your bottom line.

Or, to put a twist on an old saying, it can make loyalty its own reward – for your customers and for you. ■

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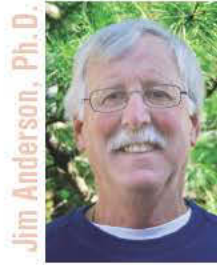
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Jim is an emeritus professor at the University of Minnesota Department of Soil Water and Climate, education coordinator for the National Association of Wastewater Transporters, and recipient of the pumping industry's Ralph Macchio Lifetime Achievement Award. Send Anderson questions about septic system maintenance and operation by email to editor@pumper.com.

Gravity Systems 101

When it comes to septic tank effluent, it all runs downhill. The Answer Man reviews the best ways to distribute it efficiently in the trenches.

By Jim Anderson

QUESTION:

How is effluent moved between trenches by gravity?

ANSWER: This question comes from an installer who said, "I am used to using a distribution box to deliver septic effluent by gravity to a series of trenches. I have been told this method is superior to others, what do you think?"

In my travels to different parts of the country conducting workshops, I've realized gravity distribution is not just the simplest and least expensive way of distributing sewage effluent to the soil for treatment, but it remains the most common. This is the case despite the proliferation over the last decade of low-pressure pipe distribution and drip irrigation systems. This is a topic that has been discussed in the *Answer Man* column a number of times; but the question continues to be asked, so I'll offer my take on the subject.

Gravity distribution is used where soils are generally viewed as good for treatment of septic tank effluent after development of the biomat at the trench infiltrative surface. These sites have deep, well-drained soils with adequate separation between the bottom of the trench and any limiting condition, such as bedrock, dense soil horizons or presence of saturated soil conditions.

The purpose of gravity distribution is to accept, store and distribute effluent to be dispersed and treated. The main method for this distribution today is a series of trenches as opposed to beds. State codes treat the definition of trenches and beds somewhat differently, but generally trenches are 1 to 3 feet wide and beds wider usually with a width limitation placed in code: often 10 to 20 feet and a required increase in bottom area to account for the lack of sidewall area. These requirements recognize that use of gravity distribution in trenches is hydraulically superior to that in beds.

For soil treatment areas with multiple trenches, there are three recognized configurations: serial, parallel and sequential.

Serial distribution

In serial distribution, effluent flows into the first trench in series and then follows a continuous flow path through the series of trenches. Serial systems often use drop boxes at the head and end of the trenches in series to move effluent down-slope and through the series. In some locations, piping configurations using elbows and tees move the effluent between trenches.

There are several disadvantages to this configuration, leading many permitting agencies to ban the use of serial distribution. Using the continuous serpentine pattern means every drop of effluent has to pass through the first trenches in series. This sets up the potential to overload those areas of the system, develop more resistant biomats and reduce the long-term acceptance rate of the soil in those trenches.

This configuration also does not allow for resting parts of the system. There is no practical way to isolate a single trench or two if they become plugged due to excess solids or excessive biomat development. In areas where relief devices other than drop boxes are used or if extreme care is not taken by the installer on sloping sites, the location of the relief devices become wet areas in the yard as effluent comes to the surface.

Gravity distribution is not just the simplest and least expensive way of distributing sewage effluent to the soil for treatment, but it remains the most common. This is the case despite the proliferation over the last decade of low-pressure pipe distribution and drip irrigation systems.

Parallel distribution

Design of parallel distribution systems assumes effluent is delivered simultaneously and equally to the series of trenches through a distribution box or a header pipe. This means all of the trenches must be able to accept equal volumes. The distribution box has the inlet pipe at the highest elevation and the outlet pipes at an identical lower elevation.

Since in practice it is impossible for equal amounts of effluent to flow evenly from the outlets – not to mention soil variability almost always means the trenches will not accept equal volumes of effluent – installers use devices that will deliver effluent to the trenches in sequence.

This means levelers or pipe caps with holes are used to direct the effluent into the first trench – where the biomat develops until ponding occurs – and the effluent backs up into the supply pipe to the distribution

box and then out to the next lowest trench in sequence. This is why distribution boxes should only be used on level sites where effluent can back up into the box. In cold climates, freezing can occur so we discourage the use of distribution boxes.

Sequential distribution

Our preferred method for distribution is sequential, which uses a series of drop boxes at the head of trenches to move effluent between trenches. Effluent flows to the first trench until the biomat develops. Ponding occurs to the level in the drop box that allows the effluent to move to the next trench. Once the first trench is ponded, it will only accept the amount of effluent that the long-term acceptance rate through the biomat will allow.

The rest of the effluent is delivered to the lower trenches. This is one of the significant differences between sequential and serial distribution. The trench only sees the effluent it can properly treat. If there is a need to rest this part of the system, this is easily accomplished by capping the outlet pipe to the trench in the drop box. So this configuration lends itself to effective management.

Sequential distribution is designed ideally for sloping sites. The trenches can be of different lengths. Because they are designed to operate in sequence, they can be as long or as short as necessary to fit the limitations of the site. They will only accept the effluent they can treat. This configuration allows easy addition of trenches as long as soil conditions allow.

So the short answer to the question is: For gravity distribution on sloping sites, sequential distribution is the superior system. ■

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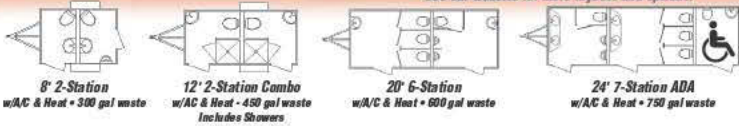
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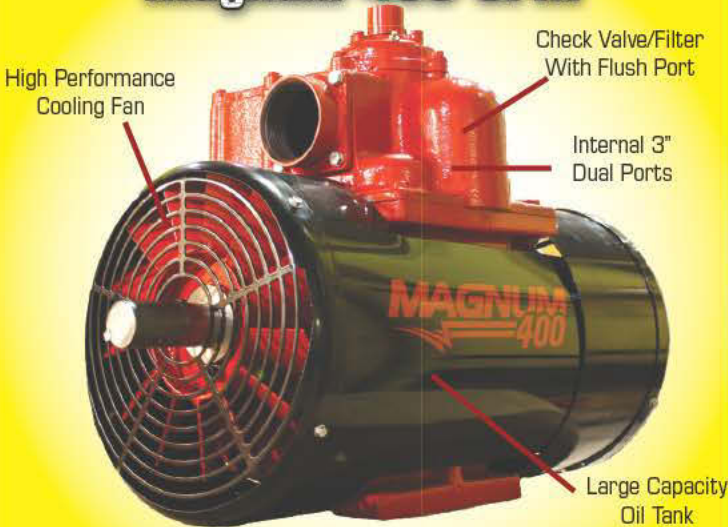
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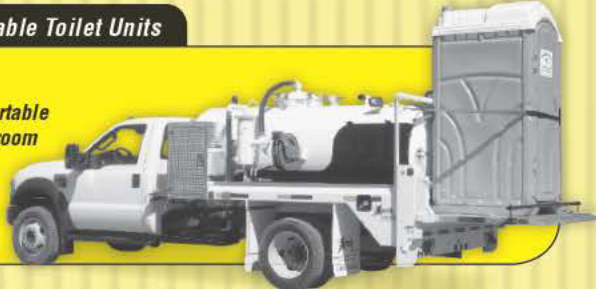
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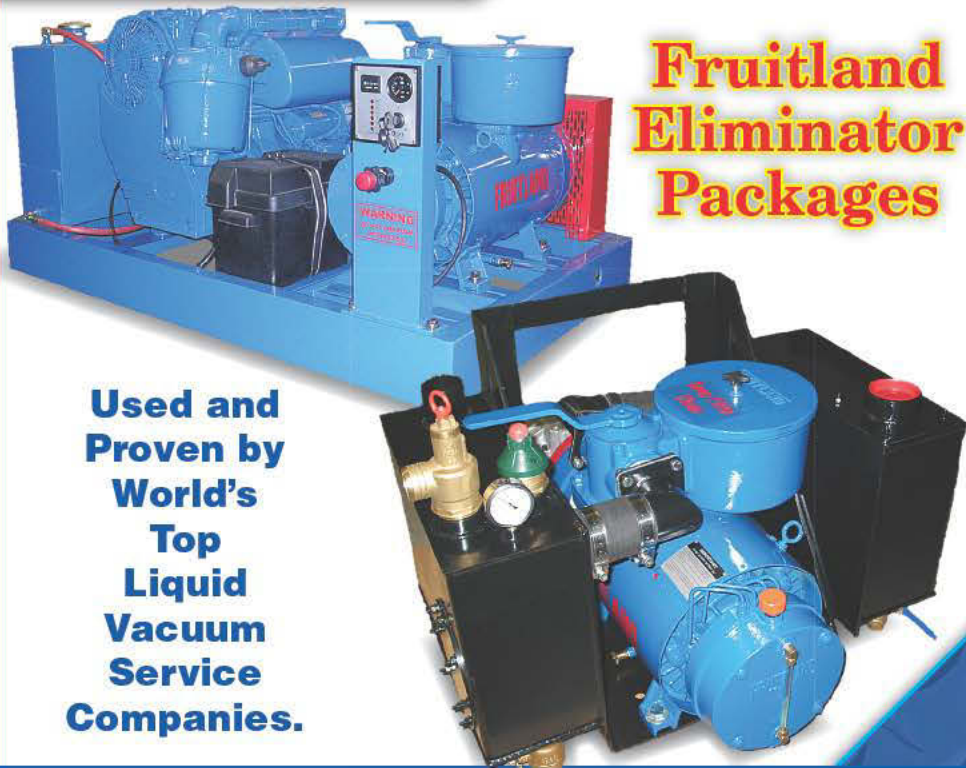
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Your Classy Truck submission must include your name, company name, mailing address, phone number, and details about the truck, including tank size, cab/chassis information, pump information, the company that built the truck, and any other details you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

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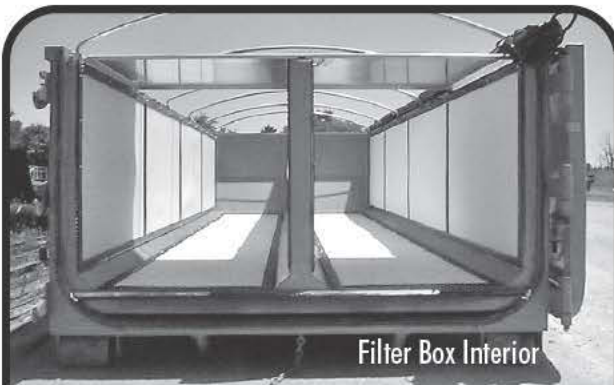
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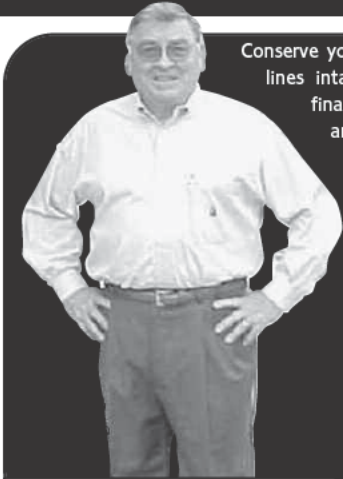
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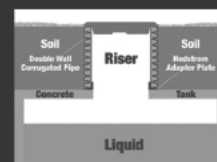


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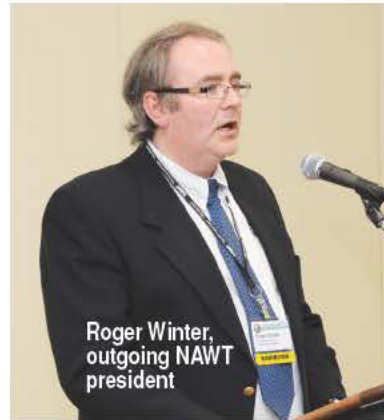
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Outgoing President Roger Winter Thanks NAWT Members

By Courtney Peterson

I would like to thank the National Association of Wastewater Transporters membership, state associations of NAWT and COLE Publishing for believing in a common goal of bringing professionalism, integrity, new ideas and solid work ethic to the industry.

As NAWT members, we need to keep pushing ourselves to help improve the local environment and the communities where we raise our families and do business. I encourage members of NAWT to join the board of directors



Roger Winter,
outgoing NAWT
president

and volunteer time in their state associations, as we need to stand together as one voice for the industry, not just a bunch of little voices not being heard by the government.

NAWT is a great association, and I wish the new president and vice president the best of luck. I have made many friends while serving on the board of NAWT, and learned a great deal about state associations and the inner workings of NAWT.

Roger Winter
Past NAWT President

New Perspective on Education Programs


Spring is here and NAWT is exploring new options for education programming. We would like to offer additional ways to obtain your continuing education units to maintain industry certification. NAWT has always strived to provide professional instruction, along with practical up-to-date knowledge that we need as industry professionals.

We've sent a survey to a number of organizations and state associations to craft an educational platform that meets your requirements. For example, NAWT has worked with Colorado and Arizona to present basic soils and site evaluation workshops as requested by the states. The workshops involve both classroom lectures and onsite field activities, including practicing writing soil descriptions in the field.

If you are interested in taking the survey or if you would like to discuss ideas that might be pertinent to your state, we encourage you to share input on education programs. Continuing education is an important way to maintain the skills and knowledge necessary to achieve and maintain high standards in the industry. These opportunities broaden our knowledge and give us necessary skills through participation in onsite activities.

NAWT would like to hear how we can explore other opportunities for you. ■

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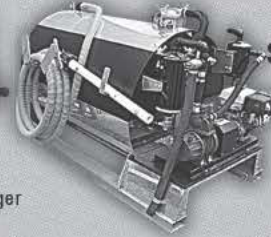
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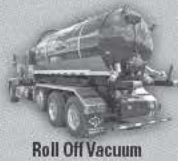
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2006 Ford F550, Auto, 92,000 miles, 400/1100 Progress Tank, Masport HXL4, new carrier



2010 T370 Kenworth, 300HP ISC Cummins, Allison 3500 RDS, 12K front, 21K rear, very low miles one owner like new



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Sioux equipment receives certification

Effective January 2012, all non-explosion-proof Sioux equipment operating at 600 volts AC or lower is third party approved to UL508A and CAN/CSA-C22.2 No. 14-10, ensuring the entire control panel assembly meets safety requirements.

Vacuum Truck Rentals acquires UVAC

Vacuum Truck Rentals LLC of Richland, Miss., acquired UVAC Inc. of Pasadena, Texas. Vacuum Truck Rentals operates seven facilities in the U.S., offering vacuum trucks, liquid vacuum trucks, combination sewer cleaners, hydroexcavation units, 130/150 barrel trailers, roll-off trucks, container trailers and liquid ring vacuum trucks.

Ditch Witch supports *I Make America*, adds maintenance program

The Charles Machine Works Inc., manufacturer of Ditch Witch construction equipment, has joined with other American manufacturers to support *I Make America*, a grassroots campaign to promote the growth of American manufacturing jobs. Ditch Witch construction equipment also introduced Orange Armor, a flexible planned maintenance program to help customers protect their equipment investment, available through participating dealerships.

Anua Puraflo peat fiber biofilter approved in Manitoba

The Environmental Services Branch of Canada's Manitoba Conservation approved the use of in-ground and mounted pads for the dispersal of Anua's Puraflo peat fiber biofilter effluent throughout the province. Manitoba Conservation also approved Puraflo modules in a polishing filter configuration.

Bear Onsite receives patent for filter cartridge

The U.S. Patent Office awarded Bear Onsite owner and ML3 inventor Theo Perry a patent for his filter cartridge. Patent 8,075,774 allows for a filter cartridge with progressive filtration like its predecessor ML3 series, but with a more economical design.

Alteris SeptiCover program receives NOWRA endorsement

The National Onsite Wastewater Recycling Association (NOWRA) has endorsed Alteris Inc. and its SeptiCover program as the preferred errors and omissions insurance provider for its nationwide membership. Designed for septic designers and inspectors, the program is underwritten by Darwin Select Insurance Co., a member company of Allied World Assurance Company Holdings AG.

J & J Truck Bodies hires sales representative

Ryan Johnson joined J & J Truck Bodies and trailers, division of Somerset Welding & Steel, as inside parts sales representative.



SSPMA welcomes Superior Pump, holds spring meeting



Pictured (from left) were participants of the Sump and Sewage Pump Manufacturers Association forum in Indianapolis. They included David Frame, Bob Frame Plumbing; Charles White, vice president of technical and code services for Plumbing Heating Cooling Contractors National Association; Jeff Hawks, Champion Pump and SSPMA's moderator; Stephen Pfendler, P.I.P.E. Inc., and William Ciriello, Wm. J. Ciriello Plumbing Co.

The Sump and Sewage Pump Manufacturers Association welcomed Superior Pump of Minneapolis, Minn., to its membership. Superior manufactures sump, sewage, effluent, utility and backup pumps. The association also held its spring meeting in February in Indianapolis. The program featured four plumbing contractor representatives from the Indiana Plumbing Heating Cooling Contractors Association. Topics included industry trends, pump distribution, training and education needs for employees and time demands for handling service calls.

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Lanco Group acquires Black Tie Manufacturing

The Lanco Group of Companies, Hazel Crest, Ill., manufacturer of Mi-Jack crane systems, acquired Chicago-based Black Tie Manufacturing, manufacturer of luxury restrooms and shower trailers, from United Site Services. USS acquired Black Tie as part of its purchase of Black Tie Event Services in October 2011.

Gotugo supports charities through restroom rentals

Gotugo, provider of portable restrooms in Baltimore, northern Virginia and the D.C. metro area, donated time and services to area nonprofits, including the Leukemia & Lymphoma Society, Habitat for Humanity of the Chesapeake and Special Olympics Maryland. It also was a leading contributor to the MSP Polar Plunge.

Hino, Amthor form tank program

Hino Trucks and Amthor International formed a tank body program for vacuum/septic and related tank industries. Hino Trucks will be a one-stop location for truck chassis, truck tank and other equipment as well as service and parts. Dealers are being trained on the sales, installation, service and maintenance of Amthor Tanks mounted on a Hino chassis.

PASEO honors Longwell for service

Gil Longwell, Onsite Institute director, received the annual Dean Shultz Outstanding Service Award from the Pennsylvania Association of Sewage Enforcement Officers for his 25 years of service to the organization. A former PASEO administrator, Longwell established the Onsite Institute.

Atchia, SJE-Rhombus recognized for technical leadership

Julian Atchia, director of engineered products for SJE-Rhombus, was recognized by the Hydraulic Institute for technical leadership and contributions to the creation of ANSI/HI standards. Atchia worked to update the standard for Rotodynamic Submersible Pumps for Hydraulic Performance, Hydrostatic Pressure, Mechanical and Electrical Acceptance tests, ANSI/HI 11.6-2011. In the revised standard, the submersible pump is guaranteed and tested as a complete close-coupled unit.



Julian Atchia

Schier releases 2012 catalog

The 2012 Schier catalog offers products for the interception of grease, oil, solids and chemicals. It also provides detailed code digests and sizing guidelines. Copies are available at www.schierproducts.com/literature.html.

D & W Diesel adds locations

D & W Diesel Inc., Auburn, N.Y., acquired the assets of former Fleetsource locations in Binghamton, N.Y., and Sewell, N.J. With the acquisition, the distributor and remanufacturer of engine components, performance products, tank truck equipment, hose, assemblies and fittings, has branch locations in Cleveland, Ohio, Buffalo and Rochester, N.Y., Philadelphia, Pa., and Worcester, Mass. ■



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in the
SPOTLIGHT
By Ken Wysocky

The 3012 DSP screw press from BDP Industries, designed for smaller size wastewater treatment facilities processing 1 mgd or less, handles up to 75 gpm of septage (400 pounds of dry solids per hour) and produces a cake of 25 percent solids. The unit measures 8 feet by 16 feet, weighs 4,000 pounds and can be operated unattended. Made of stainless steel for corrosion resistance, it is fully self-contained, eliminating odors and the chance of spills.

"It's so simple. There are only three moving parts – the screw auger, drive assembly and pre-thickening drum. That's it. There aren't near the number of bearings and moving parts of other dewatering options," says Kelly Brown, director of marketing and sales for BDP.

Maintenance primarily consists of replacing the brush assemblies on the tips of the flights inside the screw auger typically every 3-5 years.

"A key feature of BDP's design is the pre-thickening rotary concentrator. A screw press is very good at pressure dewatering, but it's not very good for thickening," Brown says. "You need low porosity and lots of filter area to capture particles and handle the high hydraulic loadings in the typically dilute feed associated with septage and municipal applications. A screw press does not have low porosity or high filter area. The rotary concentrator provides low porosity and a lot of filtration area."

The independently controlled rotary drum thickener provides the pre-thickening filtration area with the ability to select the filter media to provide the required porosity to meet the application. The slot screen design used in the screw press prevents plugging and maximizes capacity. The design recycles the filtrate from the screw press through the Rotary Concentrator, preventing solids loss.

Replaceable flights/brushes, bolted to the base assembly rather than welded to the shaft, enable the flights/brushes to be replaced and adjusted for proper clearance between the flight tip and the slotted screen, ensuring optimum performance on the internal screen for maximum filtrate drainage.

The tapered auger shaft creates a reduction in path length for the liquid to be expressed from the cake, causing a pressure force at a right-angle to the auger shaft and against the perforated drum, reducing the tendency for plugging.

"If you think how a screw auger works, the auger pushes the liquid along the screw toward the discharge, but the material inside can't start turning with the screw," Brown says. "If it starts turning with the screw, it's not going to be conveyed. The screw is plugged and the only way you can unplug a screw is to dismantle it."

By using a tapered design, cake is pushed against the drum at greater pressure for drier cake but without plugging. **518/695-6851; www.bdpindustries.com**.

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The Galbreath Above Frame roll-off cable hoist from Wastequip is designed for maximum compatibility with various truck chassis. The hoist is installed above the truck frame and the oil reservoir is positioned behind the cab, freeing up space along the side of the truck to accommodate various types of fueling systems, including hybrids, compressed natural gas, liquefied natural gas and diesel. The system accommodates most exhaust systems and allows space for lift axles and toolbox. Models are rated at 60,000 pounds and designed to accommodate containers from 18 to 24 feet long. **877/468-9278; www.wastequip.com**.



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The **KT 200B** and **KT 2400B** Kwik-Trench mini-trenchers from Little Beaver can trench up to 30 feet per minute. Featuring carbide-tipped teeth and powerful drive system, the mini-trenchers can cut through compacted clay, road fill, asphalt and tree roots up to 10 inches thick. Powered by a 5.5-hp Honda engine with V-belt drive system, the 265-pound **KT 200B** can achieve depths up to 8 inches and trenches from 1 to 3 inches wide. The 430-pound **KT 2400B** is powered by an 8 hp Honda engine, achieves depths to 12 inches and produces trenches from 1 to 4 inches wide. **800/227-7515; www.littlebeaver.com**.



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The **Earth-Rite static electricity monitoring system** from **Newsom Gale Inc.** provides an enhanced margin of safety when Type C FIBCs or similar dissipative containers are used to transfer bulk powdered and other solid materials in hazardous applications. The system includes an enclosed intrinsically safe power supply and electronic monitor that continuously verifies the existence of a low resistance path between the container's static dissipative or conductive fibers and a known grounding point. **732/961-7610; www.newsom-gale.com.**



SEEWATER TIME ADJUSTABLE PUMP CONTROL

The **SCS time adjustable pump control** from **SEEWATER** has a built-in, eight-position dial that enables the user to select the desired pumping duration in seconds or minutes. The SCS switch replaces conventional float switches and will operate any pump up to 1 hp or 16 FLA. **888/733-9283; www.seewaterinc.com.**



REELCRAFT STATIC DISCHARGE REEL

Static discharge reels from **Reelcraft Inc.** are used to ground equipment operating in hazardous atmospheres. When properly clamped to ground, the static discharge reel dissipates static electrical buildup, reducing the chances of sparking and the potential for explosion. Reels are available with 3/32-inch O.D. steel aircraft cable or 1/8-inch O.D. nylon covered cable. **800/444-3134; www.reelcraft.com.**



LIBERTY PUMPS MACERATING TOILET

The **Ascent II macerating toilet system** from **Liberty Pumps** allows installation of a bathroom in areas where no gravity sewer line exists. The toilet eliminates the need for major construction or breaking concrete floors in basements to add a bathroom. Featuring a 1.28 gpf, high-efficiency toilet, the system macerates sewage waste and other materials with RazorCut technology and discharges it through a 1-inch diameter line up to 25 feet high and 150 feet horizontally. **800/543-2550; www.libertypumps.com.**



CLARUS ENVIRONMENTAL HIGH WATER ALARM BOX

The **10-3067 high water alarm box** from **Clarus Environmental** is designed to remain watertight under the worst conditions. Features include LED alarm light and touch sensor molded into the front cover. **800/928-7867; www.clarusenvironmental.com.**



HITCH-MOUNTED RESTROOM RACK

The **Runabout single-restroom rack** from **Allied Forward Motion** installs into any 2-inch hitch receiver to transport most standard restrooms. The carbon steel rack weighs 55 pounds and allows the user to use one strap to secure the restroom. Because of its narrow profile, the rack doesn't require additional lighting. **920/493-2987; www.minimetromover.com. ■**



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

TEXAS LEGISLATION RAISES ISSUES

Writing in the Texas On-Site Wastewater Association newsletter, Perry Burney of Aerobic Septic Service Co. in Azle reports on the aftermath of legislation that eliminated maintenance contract requirements and allowed homeowners to make their own repairs.

He reports service technicians are finding more and more systems with lids not screwed down, lightweight lids substituted for heavier childproof

ones, or coverings like wood, boards, plywood, five-gallon buckets, and water meter lids. This last item caused the death of a 3-year-old in Denton County in 2009 when the child fell through and drowned.

Burney also sees more large repairs. "Many people moving to Tarrant County don't realize that their system needs maintenance because no one tells them," he writes. "By the time we get the call, a minor repair has escalated to a major problem."

TRAINING & EDUCATION

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:

- June 21-22 - Continuing Education Class, Dothan
- July 12-13 - Pumpers Class
- July 18-20 - Advanced Installer I Class

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>.

California

The California Onsite Wastewater Association is offering these NAWT classes:

- June 26 - Installation of Onsite Systems (NAWT course), San Diego
- June 28 - Outreach (NEHA schedule), San Diego.
- July 26 - Low Pressure Pipe Drainfield and Drip Dispersal Design, Chico
Call Kit Rosefield at 530/513-6658 or visit www.cowa.org.

Florida

The Florida Onsite Wastewater Association Training Center is offering these courses:

- June 19 - Operations and Maintenance A, Fort Myers
- June 20 - Operations and Maintenance B, Fort Lauderdale
- June 21-22 - Alabama and Florida Combined Training Sessions, Dothan, Ala.
- July 10 - Operations and Maintenance A, Gainesville
Contact FOWA at 321/363-1590 or www.fowaonsite.com.

Georgia

The University of Georgia Center for Urban Agriculture is offering its Onsite Wastewater Management class on July 26 in Gainesville. Contact the Continuing Education Center at 770/229-3477, conteduc@uga.edu or www.ugaurbanag.com.

Iowa

The Iowa Onsite Wastewater Association has a Habitat for Humanity systems install course June 14-15 in Waverly. Contact Alice Vinsand at 515/225-1051, execdir@iowwa.com or visit www.iowwa.com.

EASILY MOVE RESTROOMS

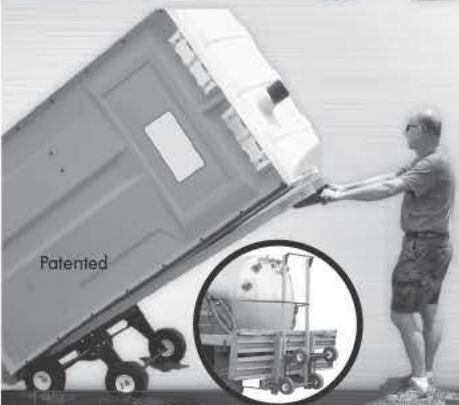
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CALENDAR OF EVENTS

June 5-6

Trenchless Technology Road Show, Scotiabank Convention Centre, Niagara Falls, Ontario, Canada. 330/467-7588; www.trenchlessonline.com.

June 28-30

State Onsite Regulators Alliance, Captains of Industry and National Environmental Health Association Conference, Marriott Marquis and Marina, San Diego. 800/624-8301; www.nesc.wvu.edu/sora.

Kentucky

The Kentucky Onsite Wastewater Association has a continuing education course for certified installers June 15 at the Bluegrass Community Technical College in Lawrenceburg. Call 270/401-2301 or visit www.kentuckyonsite.org.

Minnesota

The University of Minnesota Water Resources Center has these classes:

- June 5-6 - Inspecting Onsite Systems, St. Cloud
- June 7 - Soils Continuing Education, Rushford Village
- June 14 - Soils Continuing Education, Detroit Lakes
- June 19-21 - Soils, Rochester
- June 27 - Soils Continuing Education, St. Cloud

Call Nick Haig at 800/322-8642 (612/625-9797) or visit <http://septic.umn.edu>.

New England

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

- June 6 - Soil Basics for the Onsite Wastewater Contractor
- June 13 - Advanced Soil Morphology
- June 14 - Hands-On Component Installation
- June 21 - Bottomless Sand Filter Design and Installation
- June 27 - Advanced Soil Morphology
- July 12 - Microbiology for Wastewater Professionals
- July 26 - Surveying Techniques for the Wastewater Professional

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

North Carolina

North Carolina State University has these Web-based courses:

- June 6 - Cycling of Water Through Soil
- June 13 - Chemistry of Soil
- June 20 - Role of Soil in Plant Nutrition
- June 27 - Soil Ecosystem

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

North Carolina

The North Carolina Pumper Group and Portable Toilet Group have an educational seminar on new laws, motor vehicle rules, and instructions on how to pump a grease trap on June 16 in Bern. Call Joe McClees at 252/249-1097 or visit www.ncpumpergroup.org or www.ncportabletoiletgroup.org. ■

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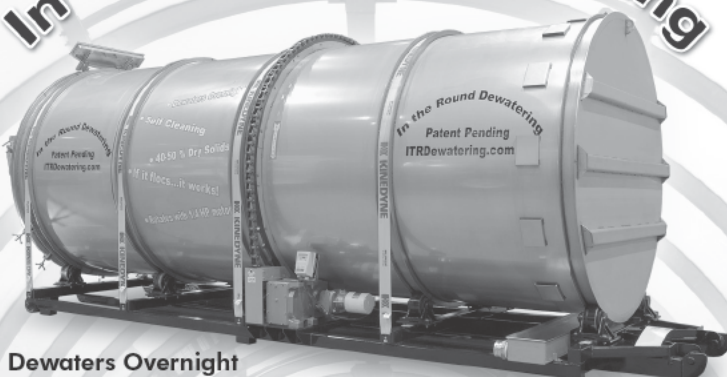



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For Sale: Septic pumping and installation Company including a sewer drain cleaning/plumbing business in sunny Ventura County, California. Has been well established for over 45 years, \$600K. Email Terry at tess457@yahoo.com. (P06)

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1993 Ford L8000: Work ready, great shape, Doheny remanufactured unit, 7.8 L diesel, auto trans. (rebuilt rear end & trans.), 105,000 miles, 80 gpm @ 2,500 psi, (rebuilt) fan unit w/ Pony motor articulating hose reel. \$95,000/OBO. Call Brien with questions or pictures. 888-560-3894 x 1. (P05)

2000 Ford L7501 Vector: Work ready, great truck, 3 yard with auto trans. (74,000 miles), 40 gpm @ 2,500 psi, (rebuilt) Holmes PD with Cyclone articulating hose reel. \$65,000. Call Brien with questions or pictures. 888-560-3894 x 1, TN. (P05)

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

1999 Sterling Cab & Chassis with a Vector 2100 combination Vacuum Loader. (Stock # 2775C) www.VacuumSalesInc.com (888) VAC-UNIT (822-8648). (PBM)

1983 GMC vacuum jetter tank truck: Model no. 7000, powered by diesel engine, hydraulics, good condition, low mileage, heavy-duty tires. \$12,500. brookedawn@gmail.com. (P05)

JET VACS



1989 Volvo-White Vector 810C Combination Jet Vac: Cummins 300 hp diesel, 41,897 miles, 10-yd. debris, 665 rear engine hours.....\$10,000
Frank King
cell: 978-758-6265 MA PBM

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

LEASE/FINANCING

North Star Commercial Credit: Commercial Loans for Trucks or Equipment. Flexible purchase programs to fit your budget. 21 years in the industry. Contact **Tom Myers - 877-804-2274**. (CPBM)

PORTABLE RESTROOMS

Seeking approx. 25 premium portables in good/excellent condition. Will consider OR/WA/ID locations with preference. We are also needing a used "Black Tie" Trailer. Call 541-276-6595. (P05)

We buy used portable toilet equipment, toilets, handicaps, handwash stations, trailers, tanks & trucks. Contact Manny: 305-970-9837 or email proequip1@yahoo.com. (P05)

FOR SALE: Special event, construction, handicaps, high-rise units, handwash stations. \$150-\$325. Call Manny: 305-970-9837 or email proequip1@yahoo.com. (P05)

For sale: 200 Polyportables and Hamples, color light green, price: \$150 - \$300, also 2 tanks & pumps. Call Bruce 985-735-1424, 985-516-4434. (PT05)

500 white Olympic fiberglass toilets, construction grade, \$50 each, handicaps \$250. Located in Albuquerque, NM. Call 505-345-3965 or email aaapumping@hotmail.com. (P10)

35 Satellite maximum toilets: Gray, blue, 200 each, excellent condition. Call Al: 970-749-3331, beedurango@gmail.com. Durango, Colorado. (P05)

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

PORTABLE RESTROOMS

Taurus (green), Satellite Tufway (blue), Poly-Portable (silver or brown) units: Fair to excellent condition, 400+ available. \$180.-320. Poly-John "hi-lifts" (stall on casters) 12 & \$280, Some sinks still available. St. Louis area pickup. Email gggreeno@aol.com or 800-241-0418 for questions, request for pictures etc. (P06)

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

Special event trailers: 1-10x32, 1-10x42, 2008 models, like new, a/c, heat, etc. \$17,500 each. 816-238-3000. Made by William Scotsman, MO. (PT05)

3 Decons, McKee portable toilet transport trailers, 1-12 pack and 2001 ASCI 16' Presidential. 315-437-1291, NY. (P05)

1997 Olympian, 24' restroom trailer: (3) women stalls and (1) sink, (2) men stalls and (3) urinals and (1) sink, A/C, hot water and stereo in good shape. \$9,500. 614-496-5571. (PBM)

Now in stock Restroom, and Gap Trailers, various sizes. Special pricing on a 2012 20' restroom trailer embassy series model E20-P. A Restroom Company LLC (Art), 269-435-4278 or www.arestroomtrailer.com. (PTBM)

PORTABLE RESTROOM TRUCKS



1997 GMC 6500: Gas automatic with 280k miles, 600-gallon waste and 125-gallon fresh.\$6,000/OBO
Ask for Josh: 901-452-7040 P05

2003 Ford F-650: Cummins 5.9 diesel with Allison trans., 3 compartment dual service Satellite tank system, 850/300/100, Masport HXL4 pump, non CDL. Well maintained, great service truck, ready to go. \$23,900. Call 617 872-4236, MA. (P06)

PORTABLE RESTROOM TRUCKS



1997 GMC C6500: 227,000 miles, 25,950 GVW, manual, 3116 Caterpillar, Andert 450 waste/250 fresh tank. Thieman liftgate, 6 toilet capacity.\$19,500/OBO
540-886-4954, VA P05



2003 GMC 5500 Duramax diesel: 200K miles, auto trans., 1,250-gallon Coleman VTM 3-compartment tank, 2 toilet carrier tail gate.\$28,000
Call Bruce@ 631-767-9404 P05



Isuzu 2001: NQR model currently being used as a porta-john delivery truck. 500 gallon/sewer and 100 gallon/water, 6 cyl turbo, diesel, auto transmission, new exhaust, brakes, side tool boxes, power lift tail gate. Good dependable truck. Located in Narrowsburg, NY 12764.\$8,500
845-252-3000 P05

2002 International 4300: DT 466, 236,000 miles, Keith Huber body, 1,000 waste, 500 fresh water. LOTS OF EXTRAS! \$30,000. 207-227-4205, ME. (P05)

2008 Dodge 5500 diesel: 1000 waste/300 fresh Lane's Vacuum Tank, dual side service, auto transmission air, and engine brake, hydraulic driven Masport pump. \$48,000. Call Steve @ 301-582-5317 or email: sfulton@acandt.com. (P06)

2004 Freightliner M2, MBE 900, 210 hp, manual 6-speed, non-CDL, air brakes, 151,578 miles, PresVac system, 400 fresh/1,000 waste, dual side service, 2-unit carrier. \$22,000. **1999 International 4700,** DT466, non-CDL, 223,055 miles, Lely body, 300 fresh/1,250 waste, MEC 6500 pump, dual side service, 2-unit carrier. \$16,000. OHIO, 614-497-1776, www.billjr@potty4u.com. (PBM)

PORTABLE RESTROOM TRUCKS



2003 GMC 7500: 3126 CAT, 225 hp., 26,000 GVWR. Abernethy 1,500-gallon tank with heated fresh water tank. Alum wheels, dual side service, two unit carrier with four storage boxes.\$30,000
Contact Jason at 336-250-9848 or jason@64portables.com, NC PBM

Need backup? 1995 International diesel/auto flat-bed, 800 waste: \$9,000. 1999 Ford F450 PD (300 waste) diesel/std. with lift gate: \$11,000. 1998 GMC C6500, diesel std., flat bed with 800 waste: \$7,000. Lane Vacuum tank (off F550) 600/300: \$1,500 w/vac., 300 gallon, slide-in also available. St. Louis area. Email inquiries gggreeno@aol.com or 800-241-0418. (P05)

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

2001 Sterling Acterra: 129,000 miles, 25,500 GVW, 6-speed manual, 3126 CAT engine, 1996 Abernethy, 1,100 waste/400 water tank. \$29,500/OBO. 540-886-4954, VA. (P05)

For sale: 1992 GMC Topkick portable truck, 307,893 miles, 8 hp Honda motor on a Masport pump, 100-gallon fresh, approx. 450 waste. \$5,000/OBO. Call 517-425-0600, MI. (P06)

2005 Ford F-550 diesel: 300 fresh/600 waste, Marsh Industrial tank, two unit lift gate, 126,000 miles, 4WD. \$25,000. 231-633-2141, MI. (P05)

2002 Int. 4300, \$27,500; 2001 Int. 4700, \$25,500; 2000 Int. 4700, \$20,500; 1995 Rolloff, \$17,500. 300 restrooms, \$100 - \$300 each. Call 256-757-9900 or visit www.pbsos.com for more info and pictures. (PBM)

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New Masport and Jurop vacuum pumps. W-K Machine & Supply Co. Call 1-800-633-8947. Distributor. Missouri. (PBM)

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

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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)

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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.vsiRentalsllc.com.** (PBM)

2012 Mack GU533, cab and chassis, new 4,200 U.S. gallon, aluminum, vacuum tank with a Masport HXL400WV, liquid cooled, vacuum-pressure pump. (Stock #13501V) **www.VacuumSalesInc.com (888) VAC-UNIT (822-8648).** (PBM)

2011 International 7500, cab and chassis that has a new 3,600 U.S. gallon, aluminum, vacuum tank with a Masport HXL400WV liquid cooled, vacuum-pressure pump. (Stock #13524V) **www.VacuumSalesInc.com (888) VAC-UNIT (822-8648).** (PBM)

ROLL-OFF TRAILERS

2007 Bee Lee roll-off trailer with full auto tarp system, can be used, pup trailer attachment, like new. KLM Companies, 617-909-9044. (PBM)

SEPTIC TRUCKS



FOR SALE: 1996 International DT 530 at 300 horse with 355,000 miles. 2003 2,600-gallon tank with Battoni-Mec 8,000 vac pump, works daily and stored in heated shop.\$24,500
715-281-0231 WI P05

2002 Sterling: 18/40's, CAT engine, automatic, full diff lock, a/c, power windows, cruise, 3,200-gallon hoist, vibrator, Fruitland pump, htd valves, 261,000 miles. 1-800-826-2308, WI. (PBM)

SEPTIC TRUCKS

1998 Mack RD688S cab and chassis, pre owned 4,000 U.S. gallon, carbon steel vacuum tank; with a NVE 367 vacuum-pressure pump installed. (Stock 4912C) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

2012 Peterbilt 388 cab and chassis, new 4,600 U.S. gallon, carbon steel vacuum tank; and a RCF 500 vacuum-pressure pump. (Stock #13511A-F) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

1998 Ford LT9513, cab and chassis, pre-owned, Cusco, 5,000 U.S. gallon, carbon steel, vacuum-pressure tank with a Wittig RFL-100 vacuum pressure pump package. (Stock #7300V) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

1988 GMC Autocar, 4,000 gallon, rebuilt motor, new tires, comes with hoses, ready to work for you. \$37,000. Call 321-441-6436, FL. (P05)

(2) 2004 FL70's: CAT engine, 6 speed, a/c, cruise, 106,000 and 146,000 miles with new 2,500-gallon tanks, Masport pump, 3" & 4" valves, work lights coming soon, call for details 2002 Sterling tandem: 18/40, ISC engine, 10 speed, dbl frame, diff lock, a/c, cruise, 167,000 miles with new 3,600 steel tank, NVE pump, 4" & 6" valves, work lights, toolbox, coming soon, call for pricing. 1-800-826-2308, WI. (PBM)

1999 Freightliner pump truck: P.T.O. engaged vacuum pump, 1,200-gallon tank. 985-640-6190 or jblanchard24@yahoo.com. \$18,000. Call or email for pictures. (CP05)



2004 Chevrolet C7500 engine: CAT C-7, 230 hp, auto Allison transmission, new 2,400-gallon tank w/5 year warranty. New 500 NVE Challenger Pump, new rear working lights, new aluminum hose trays, new aluminum toolbox, A/C-C/C, new custom DuPont paint, new rear bumper, 36" Manway rears, 2-4" inlets, 1-6" discharge, site glasses, 100,000 miles, ENGINE WARRANTY NATION-WIDE. Ready for immediate delivery.\$43,000
Call Angel at 786-258-3384 P05

Mini other low millage used trucks available. www.pumpertrucksales.com. Call Mike @ 303-478-4796 or JR. @ 720-253-8014, CO. (PBM)

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SEPTIC TRUCKS



1989 Ford F-900: 261,000 miles, 7.8L Ford diesel, 240 hp. 6-speed trans., 3,000-gallon steel tank, Jurop R260 vacuum pump. Truck needs nothing and is ready to work. Will be available 5/1/12 when new truck comes in. ...\$22,500/OBO
Call Brandon at 484-842-4172 P05



2007 Freightliner: Juggler J10A liquid-solid-grease separator, Mercedes-410 hp, Allison automatic, Jake brake, 86,000 miles, service grease traps & septic tanks with no chemicals. Reduce your operational costs by up to 80%!
\$149,000
Please Call 717-933-9792 P05



2007 International 8600: 16 lbs. front 44 lbs. rears, 10 speed, 238,000 original miles, A/C, C/C, NEW 4,000-gallon tank w/5 year warranty, NEW 500 NVE Challenger pump, rear working lights, NEW alum. hose trays, alum. wheels, NEW gate valves, dual rear alum. toolboxes, sight tube, double frame chassis, NEW custom Dupont paint, NEW heavy duty rear bumper. 1 year/100,000 mile ENGINE WARRANTY NATIONWIDE. Ready for immediate delivery.
\$86,000
Call Angel at 786-258-3384 P05

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SEPTIC TRUCKS



1998 Volvo: Quad axle with new 5,000-gallon roll off tank, new Moro pump, new auto tarp system, electric with air to rear with Pintol hitch, Cummins with 220,000 original miles, must see.
KLM Companies
617-909-9044 PBM



2005 Sterling Acterra Engine: CAT C-7 230 hp, auto 6 speed, new 2,400-gallon tank w/5 year warranty, new 500 NVE, 367 cfm, Challenger pump, new rear working lights, new alum. hose trays, new alum. toolbox, A/C, C/C, new custom Dupont paint, new rear bumper, 36" Manway rears, 2-4" inlets, 1-6" discharge, site glasses, 100,000 mile, ENGINE WARRANTY NATIONWIDE. Ready for immediate delivery.....\$43,000
Call Angel at 786-258-3384 P05

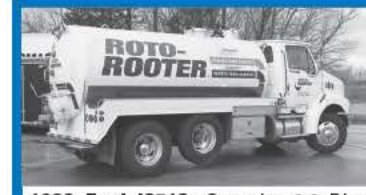


2006 Freightliner Columbia. M. Benz.: 460 hp, 10 speed, Jake brake, A/C, C/C, NEW 4,500-gallon tank w/5 year warranty, NEW 607 NVE liquid cooled pump, rear working lights, NEW alum. hose trays, alum. wheels, NEW butterfly or gate valves, heated collars, dual rear alum. toolboxes, sight tube, double frame chassis, NEW custom Dupont paint, 20K front axle w/full float tires, NEW 13.4 tag-axle, steerable 44 lbs. rears, NEW heavy duty rear bumper. 1 year/100,000 mile ENGINE WARRANTY NATIONWIDE. Ready for immediate delivery.\$95,000
Call Angel at 786-258-3384 P05

SEPTIC TRUCKS

1993 Ford LTL 9000: 2,500-gallon tank, 3176 Caterpillar engine, 9 speed, Thompson pump. Biggs, CA. \$30,000. Phone 530-868-5569.
 (P06)

1993 White GMC vacuum truck, triple axle, 2875-gallon tank, 176,585 miles. \$19,500/OBO. Lenny 818-612-5148, CA. (PBM)



1996 Ford 18513: Cummins 8.3 Diesel, Jays 2,850-gallon tank with NVE 360 vac pump, 126,000 miles. Asking\$31,000/OBO
563-388-9100 P05

2004 Chevy 7500 series: 250 hp, 2,500-gallon tank, HD 6-speed Fuller, Masport Jurop approx. 600 cfm's, 97,853 miles, a/c. One owner, ready to work! \$40,000 Call 603-659-8150 or email: mrstn@comcast.net. (P05)

1991 Peterbilt 379, extended cab, 400 big cam Cummins, 40,000 lbs Eaton rear-ends. Extended air leaf suspension, Thomson 2,949-gallon tank. Demag Wittig pump, comes with 100' of suction hose, new front tires and breaks, new water pump, new brakes, truck runs great. Call Jim at 530-274-4468. \$31,000. (P05)



2003 Sterling, 60 series, Detroit: 10 speed, A/C, cruise, 3,600-gallon tank with hoist and full opening rear door. New: Jurop R260 vacuum pump, paint, and tires.\$48,500
Phone: 740-988-7878 OH P05

1996 Ford: LTS 9000 cab and chassis with pre-owned Cusco, 5,000 U.S. gallon, carbon steel, vacuum-pressure tank, Wittig RFL-100 vacuum pressure pump package. (Stock #7343) www.VacuumSalesinc.com, (888) VAC-UNIT (822-8648). (PBM)

1999 Ford F550, 7.3 diesel, 132,000 miles, Satellite unit., 600 waste, 250 water, Kondisix pump, 2 unit carrier. \$20,000. www.pumpertrucksales.com. Call Mike @ 303-478-4796 or JR. @ 720-253-8014, CO. (PBM)

SEPTIC TRUCKS



1992 Ford L8000: 244,000 miles, Brazilian 7.8 diesel, 220-240 hp, 6-speed, 2,300-gallon steel tank, MEC 6500 pump. Truck runs and drives great with good fuel mileage. Ready to work, going cheap for a great starter truck or upgrading your older truck.\$18,000/OBO
Call Dave 715-340-1571 P05

2004 Freightliner, 210 cab, 6 plus 1 trans., double frame, new 2,000 gallon tank, under CDL, new Jurop pump. www.pumpertrucksales.com. Call Mike @ 303-478-4796 or JR. @ 720-253-8014, CO. (PBM)

2007 Sterling, 430 hp MBE engine, 68,000 mile, 10 speed, Tuff Track suspension, 18 fronts, 46 rears, 4,200-gallon back tank, Masport pump. \$89,000. www.pumpertrucksales.com. Call Mike @ 303-478-4796 or JR. @ 720-253-8014, CO. (PBM)

2004 Mack E7, 330 hp engine, 10 speed, 54,000 lbs. GVW, NEW 3,365 back tank, NEW Masport HXL 400 WB pump. www.pumpertrucksales.com. Call Mike @ 303-478-4796 or JR. @ 720-253-8014, CO. (PBM)

2000 Pete 365 tri-axle with new 4,000-gallon septic tank roll off combination. New Moro vacuum pump, 435 hp, Detroit 75k Galbreath hoist, excellent condition. KLM Companies, 617-909-9044. (PBM)



2007 International 4300 DT-466: 245 hp, 6 speed, 199,145 miles, new heavy duty 2,200-gallon U.S. tank, new Jurop R260 (363 cfm) pump with 1 year warranty, new valves & camlocks, aluminum hose trays, sight glasses, new paint, 1 year or 100,000 mile engine warranty nationwide. See dealer for more details.\$59,000
Call George 954-558-0816
or Mike 786-554-0892,
www.Nationaltruckcenter.com P05

SEPTIC TRUCKS



2005 Sterling A9500: Caterpillar c-11, 425 hp, 222,495 miles, new heavy duty 4,000-gallon U.S. tank with 5 year warranty, Juroop IC420 liquid-cooled pump (425 cfm), rear work lights, all new valves, aluminum hose trays, aluminum toolbox, 20,000 lb front springs, 40,000 lb rear axle, double framed chassis, new custom paint, large 12-gallon cyclone secondary, 1 year/100,000 mile engine warranty nationwide. See dealer for more details.\$78,000

**Call George 954-558-0816
or Mike 786-554-0892,
www.Nationaltruckcenter.com** P05

2005 F550, diesel, auto 4x4, NEW flatbed w/ lift gate, NEW steel slide-in, 300 waste, 150 water, 5.5 Honda engine w/ Kondisix pump. \$36,000. www.pumpertrucksales.com. Call Mike @ 303-478-4796 or JR. @ 720-253-8014, CO. (PBM)



2007 Peterbilt 385: CAT c-11, 475 hp, 10 speed, jake brake, 474,341 miles, new heavy duty 5,000-gallon U.S. tank with 5 year warranty, doubled framed chassis, Juroop IC-420 liquid cooled pump (425 cfm), 1 year warranty, heavy duty rear bumper, aluminum hose trays, aluminum toolbox, 20,000 lb front axle, 13,250 lb tag axle, 40,000 lb rear axle, aluminum wheels, rear work lights, new custom paint, all new valves, large 12-gallon cyclone secondary, plenty in stock, 1 year/100,000 mile engine warranty nationwide. See dealer for more details.\$110,000

**Call George 954-558-0816
or Mike 786-554-0892,
www.Nationaltruckcenter.com** P05

For Sale: 1998 Ford Aeromax, 10 wheeler, 4,000-gallon alum. tank, 10 speed, 350 hp, Detroit diesel, 298,000 mile's, A/C, A/B, NVE, pump, 6" dump, 3" intake, tires in good, Very good condition. \$32,000/OBO. Call Jim @ 847-343-5068. (P06)

SEPTIC TRUCKS



2005 Chev 4500: (Isuzu) portable toilet truck (model Keith Hubber Tugger), 100,950 miles, auto, ideal for new company start up.\$16,500

**Contact Frank King
978-452-7750 MA** PBM



2003 Freightliner Columbia: 460 hp, Mercedes, 10-speed transmission, A/C, cruise, 3,600-gallon tank with hoist and full-opening rear door. New: Juroop R260 vacuum pump, paint, and tires. \$48,500
Phone: 740-988-7878 P05



1997 Freightliner FLD120 Juggler: 5,000 gallons (3,500/1,500), Juggler system is 2004 model, Progress aluminum tank. Call for details.\$145,000/OBO
Chris @ 321-436-0150 FL P10



2008 Kenworth T300: Looks like new, aluminum tank, garaged, no winters, excellent tires, many options, loaded with extras, hoses included. No FET tax.
518-225-2262 P05

SEPTIC TRUCKS



2005 Kenworth: CAT c-13, 475 hp, 10 speed, jake brake, 430,795 miles, new heavy duty 110 barrel (4,620 gallons), built by U.S. tank with 5 year warranty, Juroop IC-420 liquid-cooled pump (425 cfm) with 1 year warranty, rear work lights, new butterfly valves, heated collars, aluminum wheels, dual aluminum toolbox in rear, aluminum hose trays, factory double framed chassis, new custom paint, large 12-gallon cyclone secondary, full float tires, full length sight tube, 20,000 lb front axle, 13,250 lb steerable tag axle, 46,000 lb full locking rear axle, chrome front bumper, heavy duty rear bumper with tow hooks & drip tray, 1 year/100,000 mile engine warranty nationwide. See dealer for details.\$130,000

**Call George 954-558-0816
or Mike 786-554-0892,
www.Nationaltruckcenter.com** P05



2007 Kenworth T-800: CAT-C15, 475 hp, 13 speed, Jake brake, 374,000 miles, A/C, C/C, NEW 110 barrel tank w/5 year warranty, NEW 607 NVE liquid cooled pump, rear working lights, NEW alum hose trays, alum. wheels, NEW butterfly valves, heated collars, dual rear alum. toolboxes, sight tube, double frame chassis, NEW custom Dupont paint, 20K front axle w/full float tires, NEW 13.4 tag-axle steerable, 44 lbs. rears, NEW heavy duty rear bumper. 1 year/100,000 mile ENGINE WARRANTY NATIONWIDE. Ready for immediate delivery. ...\$128,000
Call Angel at 786-258-3384 P05

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Dynamic Repairs - Inspection Camera Repairs: 48 hour turn-around time. General Wire, Ratech, Ridgid, 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. (CMPBM)

SLIDE-IN UNITS

2 SLIDE-IN UNITS AVAILABLE: 1 is 600 gallons & 1 is 400 gallons. Call Manny at 305-970-9837 or email proequip1@yahoo.com. (P05)

TANKS

FOR SALE: 3,500 gallons, Core 10, steel tank, approx. 8 years old, located in WI. Asking \$5,000/OBO. For more information or pictures, please call 1-888-345-8848. Serious inquiries only please. (P06)



Abernethy tank: 300 water x 700 sewage, excellent shape w/Masport HXL4V pump. Asking\$7,800/OBO
Call 540-890-8037 P05

Vacuum Tanks - New: Sizes from 1,900-4,000 gallons. Great deals! Check us out: 3,600 gallons for \$13,000 and 4,000 gallons for \$14,000. All complete! Will make you a great deal! Delivery available. www.JEagleTanks.com or Jerry at 800-721-2774. (PGBM)

TANK TRAILERS

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)

TOOLS

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)

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)

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)

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TRAILERS - VACUUM/TANKER

1999 Presvac, carbon steel vacuum pressure trailer, 5,500 U.S. gallons, equipped with Armstrong sea level digital gauge. Please call 607-776-7997 for price and details. (P06)

1998 Presvac, carbon steel vacuum pressure trailer, 5,500 U.S. gallons, equipped with Armstrong sea level digital gauge. Please call 607-776-7997 for price and details. (P06)

2000 Pioneer, carbon steel vacuum pressure trailer, 6,300 U.S. gallons, gross weight 50,000 lbs, newly sandblasted and painted, equipped with a digital Armstrong sea level gauge. Owner will sell as a unit (tractor 2011 Mack) or just the trailer. Please call for price and details. 607-776-7997. (P06)

Carbon steel vac-tanker, 6,300 gallon with 2002 Peterbilt 387 tractor CAT C12. Tanker has undergone \$15k remodel (Garnet gauge, Challenger 367, with Kohler 30 hp, paint). \$70k. Call 805-845-8086. (P05)

2004 T800 Kenworth/Westech semi vac: C-15 CAT, 18 speed, heavy spec. Westech, 6,000-gallon, tri-axle vacuum trailer, full open rear door, hydraulic lift tank, Hibon 820 pump, TC350 code tank, newer paint, brand new epoxy tank liner. \$185,000. 204-727-0555. (P05)

2006 Arco alum. vac tanker: 8,000 gallon, 1999 Mack, Ch613 tractor, Masport vac pump, nice unit, job ready. \$85,000/OBO. Call Barry 256-832-7867. (P07)

TRUCKS-BOOM

1998 Ford: CAT power, 10 ton Fassi knuckle boom, 81 Mack, 10 ton trolley crane, 99 Komatsu, 100 trachoe, 2-3 compartment septic tanks. Call for price. 225-647-4851. (P06)

TRUCKS (DUMP, SEPTIC, MISC.)

1997 Mack CH613 with a 2009 Lely 80 BBL vacuum tank, Jurop pump. \$42,500. 2000 Peterbilt 330 with a 2,000-gallon vacuum tank, NVE pump. \$32,500. Call 254-534-5007 for details. (P05)

FOR SALE: 1998 International, single axle patrol truck, model 2554, 6-speed Allison auto. This truck comes fully equipped with a 12' Monroe reversible front plow, 11' reversible underbody, 8' wing and a 9' tailgate spreader. This truck has only 41,841 miles and has been well taken care of. Asking price is \$30,000. For more information contact John Stevens Pine Lake Town Shop Foreman at 715-362-2657. Pictures can be seen at www.townofpinelake.com/truck.html. (OCMP06 TG105)

TRUCKS (SEPTIC, MISC.)



2011 CHU613 Mack: VIN# 1M1A-N07Y5BM007507, 90,000 miles, Mack engine, 505 hp, 18 speed, 24.5 tires, Tandem axle, 14,600 lb front, 46,000 lb rear. This truck is in excellent condition, priced to sell. Owner will sell as a package with trailer or just the truck. Truck also has Masport blower pump.

**Please call 607-776-7997
for details and pricing**

P08

TV INSPECTION

2008 Ford E-150 HD with 2005 Cyclops equipment (VN-004), color, pan, tilt, zoom over 700 ft. cable. Nice van 73k, 5.4 gas, automatic, AC, with rear heat and AC. Just sent unit to Cyclops factory in Texas for updates and service. Ready to make money for you. Nice compact unit. See more at: <http://www.truckpaper.com/listingsdetail/detail.aspx?OHID=2650751&dlr=1&pcid=2000801049> (stock #08-01). \$39,500. 719-338-3767 (more cctv vans from \$24,950.) (C06P05)

RST TV System: It includes a mainline cable reel and controller motor, tractor, and an Omni 2 camera. All equipment is in working condition. \$7,500. Pictures at www.empireequip.com. (CPBM)

VACUUM EQUIPMENT



2001 Isuzu FTR: 170,000 miles, remanufactured engine, new turbo and transmission, 1400-gallon tank, can be split for 1000-gallon sewage and 400-gallon water.\$25,000

508-833-8666 MA

P05



1997 Ford LTS-9000 PRES-VAC: 5300 wet-dry vac, 3,450-gallon stainless tank, PRES-VAC PV-750 pump, Detroit 11.1 365 8-speed trans., 46 rears, only 62,096 miles.

814-696-4343

CP05

VACUUM EQUIPMENT



1993 F450: 7.3l non turbo rebuilt, new transmission, Masport pump under the hood, reconditioned and runs great. 800 gallon tank can be split for water and sewage or used straight as a grease machine.

.....\$15,000/OBO

508-833-8666

P05

2005 Juggler USSU, stand-alone ultrasonic solid separator operational, as is. Call for information: 603-847-9158. (P05)

VACUUM LOADERS

1991 Guzzler XCR on Ford L9000 chassis, 300 hp Cummins, 5,000 cfm, 18" blower, 18/46 lbs axles, truck is in use now, needs nothing, ready for work, in MA, Asking \$40,000 or BRO, call Tom at 508-889-5289. (P06)

1999 Sterling cab & chassis with a Cosco Turbovac 3800 industrial loader with a jetting system. (Stock #3163C) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

2000 International Guzzler ACE: Roots DVJ 1021, 27 hp, 5,300 cfm, rear off-load conveyor, 125,000 miles, 3,800 hrs, new tank insert, baghouse, good working order, \$70,000 as is, \$82,000 painted. 204-727-0555. (P05)



1999 Supersucker 6227 industrial vacuum loader: 1999 Sterling 9513, CAT 3406-410 hp, EF trans., roots blower, 248k miles, 6k hours.\$170,000
Call Matt @ 330-270-0700 X108

CP05



1994 Volvo WG64: 300 hp, CAT, 8LL, 18/46 axles, rubber block suspension, full lockers, 65,703 miles, Mastervac Cosco mfg ser #94-0829, blue in color. Asking

Call 717-933-9792

P09

VACUUM LOADERS



2000 GapVax HV-57: Volvo, 7 Cyclone, Cummins, only 15k miles, 3k hours on blower, 70 barrel, wet/dry, dump, vibrate, remote, 100% ready to go to work!

\$145,000

361-726-6243

dannyjennings@hotmail.com,

Odem, Texas

P05

2011 Peterbilt 365 POWERVAC 3800, 3,000 U.S. 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)

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

WANTED: Septage screener to remove large items prior to land applying. Needs a screener that can screen approximately 400 gpm. Call 610-759-3290 or email hyseska@verizon.net. (P06)

WATERBLASTING

2009 NLB model 10275, 325 hp diesel powered, on trailer, like BRAND NEW Lance hose, foot valve, 10K head and also 24K head, 710 hours. Price: \$72,500. Canada. Jason: info@accuworx.ca, 416-410-7222. (P06)

NLB 10-325, 10K max, 51 gpm max, NLB 10-235, 10K @ 34 gpm, THE-500UH, 50K bareshaft pump. Wheatley 125, 10K @ 20 gpm, Jetstream 4220, 20K psi @ 17 gpm, Aqua-Dyne C 450-DS, 20K @ 33 gpm, Allis-Chalmers 10x8x22, 700 hp. Boatman Ind. 713-641-6006. View @ www.boatmanind.com. (CPBM)

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