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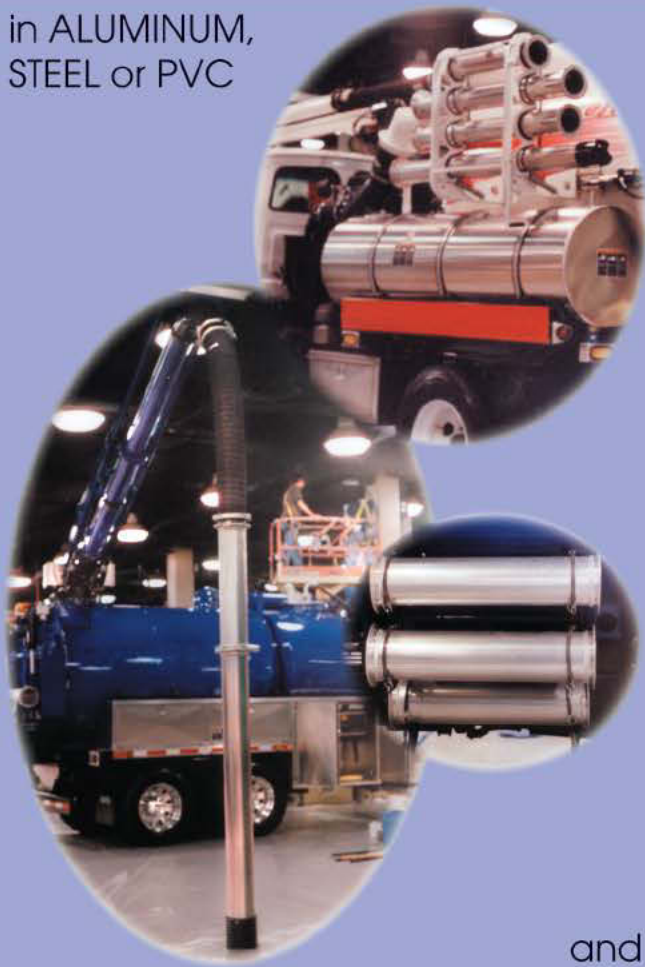
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

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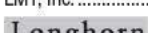
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
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

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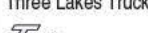

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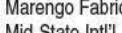

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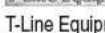


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Set the Record Straight

Public education about the benefits of septic system maintenance is sorely needed in Florida

By Jim Kneiszel

Knee-jerk reaction from some people in Florida to an enacted – then repealed – state law requiring septic systems to be inspected every five years has been alarming and disappointing. And pumpers are bearing the brunt of the criticism.

Consider the blowback hauler Bob Himschoot got when he tried to defend the septic-pumping profession in an article in the *Fort Myers News-Press*.

“It’s important to understand that a poorly maintained septic system can contaminate groundwater, result in costly drainfield repairs, or be a legal liability,” Himschoot said, in part. “Properly maintained septic systems are healthy, environmentally sound and economically efficient wastewater treatment methods to protect Southwest Florida’s fragile environment.”

Sounds like a perfectly reasonable response, doesn’t it? Not to everyone in Florida.

“Politicians like (a local official) in cahoots with (expletive deleted) like Himschoot is a major and perfectly reasonable reason people hate government,” cried reader Henry Baker.

“It all comes down to revenue – the county gets permit and inspection fees, the (another expletive deleted) Himschoot and his cronies get big revenue,” railed writer Ron Garren.

HOOK ME TO THE BIG PIPE

And Florida editorial writers aren’t just complaining about the costs associated with periodic system inspections. They’re spreading misinformation about wastewater treatment costs in general, this writer begging to be hooked up to a municipal system to save money.

“If this septic waste is such a problem, then let’s start laying pipe to eliminate trash tanks by hooking up to city sewers,” the angry writer said in a letter to the *Naples News*. “I would rather pay an assessment to have city sewer than throw away \$400 every five years to salivating septic companies.”

You know that the amount the editorial writer would pay to inspect and pump his onsite system every five years would be dwarfed by his cost to hook up to a municipal system and pay for ongoing treatment.

Florida pumpers – no, the entire onsite wastewater industry – needs to fire back against all this crazy talk. It’s time for pumpers to stand up and give their side of the story. You are professionals who know the importance of septic system maintenance. And you ought to be insulted that these writers see you as greedy business owners simply out to reach into their pocket for money.

The State of Florida, working with the Florida Onsite Wastewater Association, developed a routine septic inspection law to address concerns over much of the state’s high groundwater table and aging septic system

infrastructure. It’s true that some pumpers thought state officials went too far with the regulation, particularly wording that may have favored costly system replacement over repair options in some failed systems. But pumpers in general agree with required periodic pumping and system inspections to make systems last longer and to protect the environment.

Not a day goes by that I don’t pump a system that hasn’t been opened in 30 years. You can almost walk on the solids. There’s more sludge than water. These systems go into failure and (homeowners) just take the washing machine off of them and run it into the back yard. There’s no enforcement and no inspections and you get into a sanitary nuisance situation.

- Wayne Crotty

OVERLOADED SYSTEMS

Talk to Wayne Crotty, for example, the owner of WB Septic & Site Work in Live Oak, Fla., a third-generation pumper. He knows many homeowners are ignoring their systems without required inspections in place.

“Not a day goes by that I don’t pump a system that hasn’t been opened in 30 years. You can almost walk on the solids. There’s more sludge than water,” Crotty said. “These systems go into failure and (homeowners) just take the washing machine off of them and run it into the back yard. There’s no enforcement and no inspections and you get into a sanitary nuisance situation.”

Crotty doesn’t understand the difference in attitudes over septic system care between Florida and Connecticut, where he lived and pumped for a time. When he worked in Connecticut, homeowners were in the habit of pumping their tanks every year, whether they needed it or not.

But in Florida, it’s, “If it ain’t broke, don’t fix it. If we flush the toilet and it goes down, we don’t care. All they care about is the bottom line.” He’s quick to point out that’s not the attitude of all homeowners, but a fair number. He tries to explain to customers that a system failing after 20 years of neglect might have lasted 60 years with regular maintenance. But the message isn’t getting through.

One thing Crotty suggests to customers is putting away \$5 per month and then they'll have enough money to pay for a pump-out in about three years. That, he contends, would take care of the necessary maintenance.

CONSUMER EDUCATION IS KEY

In fact, the price of septic service is one area of misinformation in the present debate. While opponents of the law threw out that necessary work would cost \$1,500 to \$3,000, Crotty says his price to satisfy the mandate would have been \$300: \$200 for the pumping and \$100 for the system evaluation.

Crotty is an active member of FOWA, and he said the association has an ongoing consumer education campaign, with members touting the importance of system maintenance. They want to help homeowners extend the life of their systems and put off costly replacement when possible. But he routinely is accused of ripping off customers who don't believe anything can be wrong with their systems.

"I'm insulted that the industry is looked at in this way," Crotty said. "The majority of us are professionals and we want this to be a professional industry. It's hard when you constantly have mud in your face." While pumpers want to earn a fair wage for their work, they are not, by and large, gouging their customers and consider themselves environmental stewards, Crotty said.

"It's very difficult to overcome stupidity," Himschoot said about countering users who say their systems need no maintenance. "Anything manmade needs to be maintained. You'll have to replace your roof if you don't clean the leaves off or clean out your gutters. Everything needs to be looked at in some point and time."

Himschoot said it's up to the liquid waste industry to inform the general public, regulators and the homebuilding industry about the importance of maintenance. And the controversy in Florida shows the education effort isn't always working.

WE NEED TO DO MORE

"We have failed to educate the engineers, the planners and elected officials that managed septic systems, when designed and installed properly and managed, are an acceptable long-term solution for wastewater treatment," he said. Being blunt, Himschoot says not enough pumpers portray themselves in a professional manner and build on a reputation as onsite wastewater experts.

Himschoot and Crotty are two pumpers who aim to change that in dealings with the state legislature, local environmental departments and by talking to customers in their back yards. You can hear the FOWA public service announcement about septic system maintenance posted at the association's website, www.fowaonsite.com.

But in the meantime, things look bleak. In Bay County, one of a small number of environmentally sensitive Florida counties given the choice to keep the five-year inspections, officials unanimously opted out of the program. It's clear they don't understand the intricacies of a septic system.

"People understand when they have to have their septic tank pumped out and we just don't need to pile regulations on them," Commissioner Bill Dozier told the media. "(Opting out) is in lockstep with what we're trying to do, less government ... too many government regulations are not good for people."

Regardless about how you feel about government regulations in general, that controversial issue shouldn't be allowed to cloud the commonsense message that septic systems require some level of oversight and maintenance to avoid becoming a source of pollution. Here's hoping residents come to that understanding ... before they experience a catastrophic system failure and the resulting pollution causes widespread sickness. ■

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Court Your Customers

Value producing opportunities will help you build lasting relationships with the customers that mean the most to your business

By Vivian Hairston Blade

For years, Jason has been an avid exerciser. Running and weightlifting are part of his routine. With such an active exercise regimen, energizing music is required. The iPod Shuffle came along to fulfill his needs. “Wow! All my music on this little stick! This is great,” Jason thought. “But, hmmm ... I’d like more flexibility.” He knew he would upgrade to the newest iPod.

Soon, it was time to replace his PC. “I was pulling my hair out dealing with the viruses that had plagued our poor computer. My co-worker had been excitedly telling me all about his iMac. I had to check it out. What did I find? More features, free training, free support and better quality than I had expected. More value for my money than anything else I had compared.”

Now, Jason owns not only one, but two Macs and an iPhone. Jason has become a loyal Apple fan. But, they earned his loyalty.

TIMES HAVE CHANGED

Recent economic indicators show a recovery in gross domestic product, consumer spending and corporate profits. The good news is the economy is beginning to grow. The not-so-good-news is that growth will be slow, taking longer for your profits to recover. In good times, customers were plentiful. In this climate, customers are harder to find. So keeping the customers you have is more important than ever.

Research finds that a modest increase in customer retention can turn into big profits. Successful companies report that a retention rate of even 5 percent can pay back as much as 75 percent in profits over the life of the customer relationship. Over time, loyal customers will continue to buy and even spend more across your product lines, just like Jason did with Apple Computers. Meanwhile, the cost to serve and retain those loyal customers decreases. As a result, profits and overall customer lifetime value increase exponentially.

How do successful companies extend the customer lifetime value of their retention investments? Successful companies have a clear understanding of how they add value to create strong, loyal customer relationships.

TURN RETENTION INTO PROFITS

Understanding how to add real value to customer relationships begins with seeking meaningful customer insights, allowing you to set the right priorities that return significant payback. Value relates directly to what customers care most about. And, what customers care most about is directly related to what they need from you.

For consumers, value often means providing products and services that make life easier. Ultimately, your customers’ experiences will determine your ability to retain the relationship and grow lifetime profitability. Let’s look at a simple example.

Are you a coffee lover? If so, you may frequent Starbucks or your favorite local coffee shop. Coffee lovers demand high quality flavor and freshness, a mouth-watering aroma, and want their coffee served piping hot. But, convenience, without sacrificing the quality of each cup of coffee, is also important. These are fundamental requirements for coffee lovers.

What would make you pay a premium price for a cup of coffee and return again and again? First, Starbucks knows it must nail these fundamental requirements every time. But, Starbucks also knows they must take these customer requirements a step further, giving you something more that will keep you coming back.

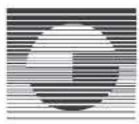
To hook you, Starbucks has created a powerful, unique multi-dimensional customer experience. You know that this cup of coffee was made for me just the way I like it. And, you’re served in a friendly, respectful environment. Starbucks takes each value producing opportunity, or VPO, and delivers them consistently across each critical dimension.



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With a customer-first focus, strong business results follow. Starbucks is the model of service and loyalty for not only coffee shops, but for many other companies and industries worldwide.

Customers vote with their feet ... They take their pocketbooks where they get the greatest value for their money. Make sure they continue to vote with you!

KNOW YOUR VPO

What can you do to add real value and build customer loyalty? Start with a seven-point assessment to help pinpoint your loyalty and VPOs. You probably don't have the answers readily available. Get the crew working on this self-assessment. Customer interviews and an honest self-examination will be key to your process.

1. How are satisfaction and loyalty characterized by your customers?
2. What does value mean to your customers?
3. What are customers' expectations of you?
4. How does your actual performance compare to customer expectations?
5. What factors contribute to your current performance?
6. How do you compare to the competition in the eyes of your customers?
7. What are your significant value producing gaps?

Answers to these questions are fundamental to the potential of your company and will reveal your VPOs. Use these insights to focus your resources for growth. Follow these simple reminders to turn your retention efforts into big profits:

Be a valuable resource. Stay focused on what customers need from you and be relentless in exceeding their expectations.

Be easy to do business with. Don't make customers jump through hoops. Ensure your business processes are simple and high-quality.

Be timely. Don't make customers wait. Be on time for scheduled deliveries and service calls. Schedule appointments at times convenient for customers.

THE BOTTOM LINE

Customers vote with their feet ... They take their pocketbooks where they get the greatest value for their money. Make sure they continue to vote with you! ■



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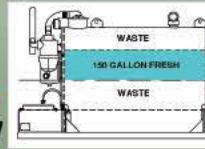
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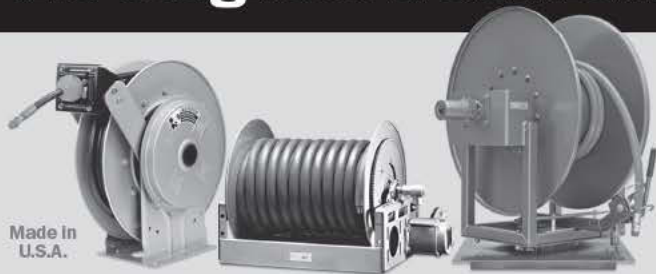
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Rules and Regs is a monthly feature in *Pumper*. We welcome information about state or local regulations of potential broad interest to onsite contractors. Send ideas to editor@pumper.com.

Permits Required for Holding Tanks in Alabama County

By Doug Day and Scottie Dayton

Many residents of Cherokee County, Ala., must hook up to sanitary sewers or get an annual permit from the county health department to install or use a sewage holding tank. The permit requirement took effect July 9 within the Alabama Power Co. flood easement around Weiss Lake. The permits also require a contract with a licensed pumper for regular pumping, the frequency depending on how much the building is used and water use. www.adph.org/news/assets/120613.pdf.

Jefferson County commissioners considered taxing homeowners with onsite systems \$80 to \$90 per month to help pay off a \$3 billion sewer debt. Commissioner George Bowman opposed any sewer rate increase, saying it would be fairer to add those on septic tanks as ratepayers. The majority of the commissioners have opposed the idea.

Connecticut

A minor revision to the state's Subsurface Sewage Disposal System laws clarified the definition of an installer or cleaner and increased the fine for performing those services without a license. The maximum fine for unlicensed installers and cleaners was raised from \$100 to \$10,000.

www.ct.gov/dph/lib/dph/environmental_health/environmental_engineering/pdf/CAC_Meeting_June_14_2012.pdf.

Idaho

Revisions to septic system regulations are under way in Idaho, where the Department of Environmental Quality issued proposed changes for public comment in July. The agency says the proposal addresses "appropriate types of pipe materials, drainfield specifications, procedures for installing pump-to-drop box systems, sand mound design, conditions for approval of seepage pits and fill material evaluation."

[http://www.deq.idaho.gov/news-archives/2012/july-\(1\)/water-tgm-revisions-comment-071012.aspx](http://www.deq.idaho.gov/news-archives/2012/july-(1)/water-tgm-revisions-comment-071012.aspx).

Maine

China township voters rejected an ordinance requiring inspections every four years for septic systems installed before 1998 and located within 250 feet of a body of water. Town residents also rejected an amended compliance program that would have exempted systems that pass an initial inspection. The votes left the township without a compliance program for shoreland septic systems.

Minnesota

The Carlton County Board approved measures to apply for \$40,000 in funding through the Minnesota Pollution Control Agency Clean Water Legacy Act to help low-income residents upgrade failing onsite systems. The county funds two to three upgrades a year, taking a lien on the properties to help guarantee repayment of the loans.

The Department of Agriculture issued more than 5,000 loans for septic system improvements through the Agricultural Best Management Practices Loan Program. Farmers and rural landowners received loans at 3 percent interest.

The Omnibus Environment and Natural Resource Policy Bill signed into law in May included a provision that allows counties to adopt alternative local standards in lakeshore areas for residential onsite systems of less than 2,500 gpd.

North Carolina

The state Division of Water Quality renewed a statewide pollution-discharge permit without regulating sand filters. Durham city and county officials believe the filters contribute to nitrogen and phosphorous reaching two regional drinking water reservoirs.

An estimated 2,067 homes, or 19 percent of onsite systems in Durham County, use sand filters. Local governments are considering how to ensure conventional onsite systems are functioning property. Wake County will require inspections every three to five years.

Ohio

Seven malfunctioning onsite systems in Lisbon were repaired under a state program administered through the Columbiana County Health Department. Since the county commissioners received the \$160,000 state grant, 14 systems have been repaired.

The Department of Health has not yet finalized rules associated with SB 110, approved in 2010, leaving homeowners who are without the options the bill provides to replace failing onsite systems. The Ohio Environmental Protection Agency advised homeowners to hire an engineer to determine the exact repair cost before assuming it will be unaffordable. ■

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Technology *Tuneup*

Michigan's Duane Shelar says even old-school pumpers need to keep pace with hauling trends and the latest gadgets to keep a business humming along - By Doug Day

Profile

Shelar Sanitation, Jackson, Mich.

OWNER: Duane Shelar

FOUNDED: 1950

EMPLOYEES: 5

SERVICE AREA: Jackson County and six adjacent counties

SPECIALTIES: Septic service, installation and inspection, waterjetting, excavation



Duane Shelar, with the help of Ron Davis, empties the contents of a commercial septic tank. (Photos by Bob Foran)





Duane Shelar uses a Crust Buster to liquefy a neglected tank with a heavy scum layer.



Ron Davis opens the intake valve to start another pumping job.

A lot has changed in the liquid waste industry since Duane Shelar started helping out around the family business, Shelar Sanitation, as a child some 50 years ago. He has benefitted from watching the industry mature and provide a necessary and vital public service – both efficiently and with environmental protection in mind.

He's pleased with all the changes ... and realizes he and other veteran pumpers need to keep an eye on technological advances and continue to improve. It's a matter of business survival and growth.

"Technological advances in the design and construction of septic systems, along with rapid changes in pumping trucks and equipment have forever altered the way we operate," he says. "Pumper equipment is expensive and subject to a lot of wear and tear, and having the right equipment is vitally important to staying in business."

Started as a septic installation company in 1950 by his father, Art, "with a pick and shovel and a lot of determination," the company quickly got into pumping. "He got tired of waiting for contractors to show up to pump the tanks, so he bought a (vacuum truck)," Shelar says. The elder Shelar was a preacher, and for a time, the pump truck was his family's only vehicle.

"Dad put me in a pumper truck when I got my driver's license," Duane Shelar recalls. "I was making \$3.50 an hour. We pumped septic tanks for \$35 per 100 gallons."

As the company grew, the firm had three crews digging basements and installing septic systems daily. Today, the vast majority of Shelar's work is septic pumping, though he still does some installation. "The installation business is at a crawl now because of the economy and housing market, but the pumping business has remained the same," he says.

ADJUSTING TO THE MARKET

With the future being in pumping, Shelar says he's in the process of updating equipment to last a long time and do a better job.

"The days of medium-duty trucks with one axle are gone for me," he says. "You need to get into over-the-road rigs with big tanks. You can do a lot of pumping and save on wear and tear because you have the right equipment."

"Rigs with tandem axes distribute the overall vehicle weight, which reduces wear and tear and allows for greater hauling capacity. They also provide a smoother ride and increase safety and stability. The heavier diesel

engines with exhaust and air brakes reduce maintenance expenses and costly breakdowns."

Experience has made him appreciate a bigger truck because it's designed to make a lot of miles over its lifetime. "You might get 550,000 miles out of a medium-duty truck. My Mack already has 510,000 miles and I think it's going to go to 1.5 million."

As his primary vacuum service truck, the 2001 Mack he bought last year has a 3,600-gallon steel tank with vacuum gear from National Vacuum Equipment, including a 367 cfm water-cooled pump. "That allows the pump to run longer with less wear," he says.

His other hauler is a 1998 International with a 2,500-gallon steel tank with a vacuum pump from Transway Systems and a 250 cfm pump.

Looking forward, Shelar expects his next truck will be a 5,200-gallon quad unit with a 500 cfm pump, perhaps even with a blower. "The industry is going larger and aluminum," he says. "Time is money. You can pump more before spending money on the diesel fuel to drive to the treatment plant."

Shelar serves a several-county area around his home county of Jackson. Only one wastewater plant in Jackson County accepts septage and it charges 15 cents per gallon for disposal. Since regulations require septage be disposed of in its county of origin, he doesn't normally have the option of traveling extra miles for a better price. As an example, a wastewater plant in neighboring Lenawee County charges only 7 cents.

If you embrace some of the technology that's out there, you'll be making more money down the road with less of the stress of running a business.

- Duane Shelar

EFFICIENCY THROUGH TECHNOLOGY

Trucks aren't the only technology improvement Shelar has been pursuing. As a regular attendee of the Pumper and Cleaner Environmental Expo International, he has adopted many ideas gleaned over the years. To enhance his continuing education, he also goes to classes and training seminars whenever he can.

"If you embrace some of the technology that's out there, you'll be making more money down the road with less of the stress of running a business," he says.

(continued)

As for truck equipment technology, Shelar is now using water-cooled heated collars from Wee Engineer that he first saw on the Expo exhibit floor. "It can get really cold in Michigan and the tail end of the truck freezes, the valves freeze," he says. "With those heated collars, I don't have any more broken valves. It's wonderful."

He switched to Garnet digital gauges for precise measurement of the liquid in his tanks. "I also changed to ball valves because they shut off the flow of septage completely. Gate valves have a tendency to leak a little and did not last as long."

Another pumper at the Expo convinced him to start using the Crust Buster tank agitator to improve service efficiency. "He had one on every truck, so I tested one," Shelar says. "Now I have three of them, one on each truck and a spare."

Shelar admits he's not shy about asking questions and talking to others about how they operate. "You can advance your business by doing simple things. It pays to get to know others that work in your industry. We can all benefit from sharing our experiences."

From what he learned at the 2011 Expo, Shelar decided to install a smartphone in his Mack truck, which serves as the main service rig, and is planning to add one to his other truck and any others he buys.

"I can email, text and call right to the truck," he says. "We put in a Bluetooth headset from Big Sky Communications to comply with the new federal laws on cellphone use in commercial vehicles. We can email orders right from the office desk to the truck and don't have to talk to the driver. It saves time and it's a lot safer. I'm still learning how to embrace it."

ROLLING BILLBOARD

Shelar, with his staff - including Ron Davis, Alice Williams and Herman Pollack - is always looking for new ways to promote the business. The company website was updated, and the company employs a wide variety of marketing techniques to reach out to established and new customers.

And Shelar changed his company truck colors this year, as well. The shade of teal he has used for years struck him as kind of dull, so he switched to metallic blue, red and white.

"A pumper truck is a billboard that travels around your entire service area," he says. So he makes sure his name and phone number are boldly displayed. "We wash our trucks religiously and keep our equipment clean," he says. "We get wonderful comments from customers."

He thinks customers have changed over time, making a company's image more important. Most of his customers are over 45 years old, rather conservative, and have certain expectations about a company and its employees presenting themselves in a professional manner, especially for employees going onto other people's property.

"If you want to win, you have to look good and appeal to the masses," he adds. "That means cleaning up and even putting on a suit and tie when it's necessary."

Over time, he says, it all adds up. "You have to put everything you have in your corner to be successful." ■

Parked at the Shelar Sanitation yard are the company's workhorse fleet, including (left) a 1998 2,500-gallon International rig from Transway Systems and a 2001 3,600-gallon Mack truck.



Ron Harris (left) and Duane Shelar check job scheduling in the company office.

Get Involved to Protect the Industry

Duane Shelar isn't one to shy away from standing up for the liquid waste industry. Regulations change and evolve, and he believes every pumping professional should be involved in the process.

He expects fees and regulations to keep growing, presenting more barriers for new and smaller companies and giving advantage to larger service providers. "Look at all the certifications and licenses you have to pay for now just to go into business," he says.

Land application in Michigan likely will be banned sometime in the future, he speculates, making wastewater treatment plants the only disposal option. "You can't meet the qualifications of the (Environmental Protection Agency) and health departments for land application," the owner of Shelar Sanitation says. "You have to be 2,000 feet from a well, and then someone builds a house and takes away half your available land."

He encourages pumpers to get involved in their state industry associations. "You have to contribute to your industry and help make laws that make things better for your business," he says.

Shelar was involved when the Michigan legislature passed House Bill 4578 earlier this year, making it mandatory for communities that ban land spreading to provide a septage receiving facility for pumpers. The bill was introduced by State Rep. Ken Goike, owner of Goike Trucking and Excavating and past president of the Michigan Septic Tank Association.

The bill was signed into law by Gov. Rick Snyder on March 6. "I was in Lansing to shake the hands of the senators and representatives," Shelar says. "Out of 410 pumpers in the state, there were only 17 of us there."

Getting involved does work, Shelar adds. Early this year, he sent a one-page letter to his county health commissioners suggesting an update to sanitary codes to require risers and lids on top of all septic tanks, along with required pumping every three to five years, upon sale of the property, or before an inspection.

The letter garnered support for his position and the commissioners are planning to update the county regulations for the first time in many years. One commissioner told Shelar most of his suggestions should be included.

"Good things happen when people become involved," Shelar says.

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Submitting Bids

Posters talk about whether or not it's wise to get involved with bidding on jobs when that's how the customer hires contractors

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:

How do you feel about bidding on work? I've never done it, but I just found a website for my area that allows you to place your bids through the county.

ANSWERS:

It seems like in my neck of the woods the only way to get a package plant sludge contract is to bid it. I've never bid on anything. But if I get bigger I'm going to have to start. So any advice from anyone would be helpful to me too.

When bidding, make sure you remember why you're in business: to make money. It's nice to win a bid but it's not good working for free.

When bidding, make sure you remember why you're in business: to make money. It's nice to win a bid but it's not good working for free.



Some companies in the area put in bids for all the school grease traps in this district. A couple companies bid low (really low) and have very high repair prices to offset the cost. This doesn't apply to plant slurry but you have to see what people charged on the last contract (public information), see if that's about what you would charge, and find out in the language of the contract if you would be responsible for any additional work that may offset the discounted rate. For example, locally they may charge \$300 to install a tee on a baffle, or \$600 for jetting since there is no restriction on those costs in the contract. The contract only focuses on pumping the tanks.

QUESTION:

Last year at the Pumper & Cleaner Environmental Expo, I looked for software for our industry designed for Apple computers and couldn't find anything. However, I have seen photos in *Pumper* profile stories showing company offices with Mac computers. What programs are out for Macs that make it easier to keep track of everything?

ANSWERS:

Are you looking for an accounts program? I use a program called MoneyWorks. You can track customers' purchases and all your invoicing. I've used Sage before and I really like this program. You can download a free trial off their website, www.cognito.co.nz.



For accounting, I have gone with Intuit QuickBooks online. It's kind of nice to have access to all my accounts from any Web browser on any computer. And if my computer dies, all my stuff is on their end so I don't lose anything. ■

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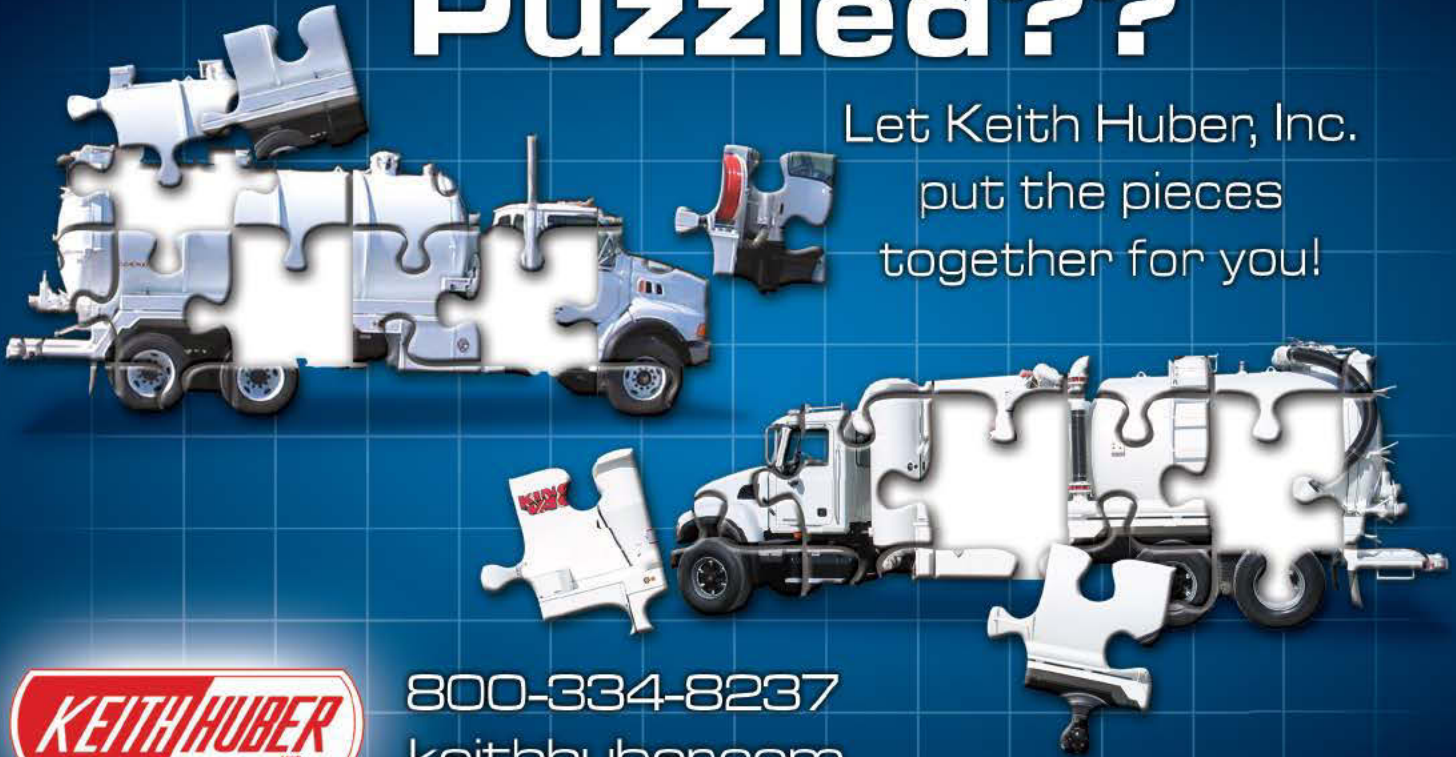
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CAPE Crusaders

The operators of Oceanside Septic Services trade on family tradition, people skills and the right equipment to serve the residents of a hot Massachusetts tourist destination

By Dee Goerge



Cheri Cardoza-Young and Darrell Young have operated Oceanside Septic for 12 years. (Photos by Bob Kahn)

Darrell Young never got over the excitement of riding in Grandpa Charlie's big truck as he serviced septic tanks. Darrell was only 5, but he dreamed of the day he could drive the truck and work in his grandfather's business. Unfortunately, Charles Young sold the business before Darrell was old enough to drive.

But the seed to run a business was planted. It was nurtured by Darrell's willingness to work a variety of jobs to gain skills necessary to start Oceanside Septic Services Inc. in 2000 when he was 35.

His dream job also happens to be in a dream location with an ocean view. Darrell and his wife, Cheri, live in Brewster, Mass., on the lower end of Cape Cod, which requires crossing a bridge from the mainland. Though they work across the bridge occasionally, most customers are within a 60-mile radius, with a population that includes year-round residents who like small village life, and wealthy senior citizens who head south for the winter.

BUSINESS LESSONS

Darrell was born in Cape Cod, but moved and started working heavy construction as a teenager with his father in Florida on racetracks and golf courses. He liked driving big equipment, and when those jobs slowed down, he took whatever work he needed to make a living — cutting trees, seal coating driveways and snow plowing when he moved back to Massachusetts.

Then, 17 years ago, he bought a home in Brewster and drove a different type of big truck — picking up trash for a large disposal company. After five years, he started his own trash collecting service. "In 1996, I started with one little truck," Darrell says. "I ended up with six trucks."

In 2000, he had the opportunity to buy a once-thriving septic service company. Since it had always been his dream, Darrell didn't hesitate to buy the business, even though he had no training. He became the owner of a Ford LN8000 truck with a 2,500-gallon tank and a customer list handwritten in three notebooks.

Profile Oceanside Septic Services Inc., Brewster, Mass.

OWNERS: Darrell and Cheri Young

FOUNDED: 2000

EMPLOYEES: 4

SERVICE AREA: Lower Cape Cod

SERVICES: Septic service, drain cleaning, repairs, video inspection, emergency services and onsite installation



(continued)



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The Oceanside Septic crew includes (from left) Jeremy Bennett, Cheri Cardoza-Young, Darrell Young, Tiana Young and Dalton Young.

Darrell continued his rubbish business, sent out letters to customers on the list and businesses in the phone book, and had fliers made for his new business. And he told his trash customers about the new venture.

The first septic job was an emergency call from a condo complex that needed a tank pumped before a new leach field could be installed. Darrell operated his vacuum truck for the first time, guided by his experience with a variety of equipment and old-fashioned common sense.

It didn't take long for him to need a second truck, a 1994 Peterbilt with a 3,600-gallon tank to help meet the needs of commercial customers. His oldest son, Jeremy, started working for him.

Meanwhile, Darrell wasn't happy about how his trash collecting business was going. He relied on workers who didn't maintain the same personal touch he had. The septic business was growing, and he and Cheri knew they couldn't handle both businesses. In 2001, they sold the rubbish business to focus on septic service.

FAMILY AFFAIR

The trash collection service proved to be a good training ground. The Youngs learned how to run a business, and many customers followed them into their new enterprise.

"Customer relations are important to us," Darrell says. "I'm a firm believer in doing a professional job. We lay sod on a tarp and put everything back like the way it was. We are locally owned and family operated." That appeals to Cape Cod customers, Cheri adds.

"We haven't advertised in the phone book the past four or five years. Word-of-mouth goes everywhere," she says. Referrals and a business website provide all the advertisement they need.

Having everything in the family ensures quality service. The couple, three sons and a daughter make up the payroll. Daughter, Tiana, 19, helps in the office and runs errands. Jeremy, 30, has a CDL and pumps tanks and does regular service work. Derrick, 27, works part time along with his other work in landscaping and house painting. At 20, Dalton seems to have inherited his father's passion for the business. His specialty is troubleshooting, repairs and emergency calls. He and Darrell are certified for confined space work and take on trickier repairs.

In Massachusetts, home sellers are required to have a Title 5 inspection, so the Youngs get a lot of calls in the spring. Every component — tank, distribution box and leaching pit — must be dug up enough to expose the



“I'm a firm believer in doing a professional job. We lay sod on a tarp and put everything back like the way it was. We are locally owned and family operated.”
- Darrell Young

lids and undergo a thorough inspection. The Youngs go through the home to fill out a checklist that includes things such as the number of bedrooms and bathrooms, etc. No garbage disposals are allowed.

Darrell rarely installs systems, but he contracts with other companies for the work and has a mini excavator to dig up lines and do basic earth work.

Oceanside has a blend of residential and commercial customers. In a region where many residents are older and go south in the winter, they also deal with many condo and apartment rental companies to provide 24-hour service.

"Our motive is we're not leaving until you flush," Darrell says. "I'm very stubborn about that, even if it means digging in the middle of the night." His service truck is prepared for that with a generator and lights.

Winter busy season

There is no slow season for Darrell and Cheri Young of Oceanside Septic Services. The months of January through March are particularly busy because of a discount they offer to customers.

In winter, the TriTown Septic Treatment plant, where the Youngs dump their loads, needs to keep enough flow coming in to efficiently operate its system, so it offers a nearly 50 percent break on fees, dropping from 11 cents/gallon to 6 cents/gallon. The Youngs pass the entire savings on to their customers.

Businesses, schools, restaurants and government agencies take advantage of the price break. Every other week, Darrell uses one of the trucks to haul for residential customers. The winter pumping helps even out the Youngs' workload during the warm weather season when the population in Brewster alone swells from 10,000 to 30,000.

The climate is warm enough on the Cape so there aren't any major cold weather challenges to hauling in the winter.

The Youngs also use their business to give back to the village. They donate free pumping to a variety of causes and fundraisers.

Plus, they offer customers something unusual in today's business world — trust. Unlike companies that require immediate payment, the Youngs are willing to send a bill if no one is available when they service a tank. They've had some non-payments, but generally customers respect that they are trusted and pay their bills, Cheri says.

(continued)

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“Our motive is we’re not leaving until you flush. I’m very stubborn about that, even if it means digging in the middle of the night.”
- Darrell Young

As a bonus, Cheri offers cleanup services to vacuum, mop and wipe down the area with a sanitizer, greatly appreciated by rental property owners who don’t have to find someone else to do the job.

TLC CUSTOMER SERVICE

Early in the business, Cheri accompanied Darrell on runs, and she assists on emergency calls, so she understands the business. Like Darrell, she believes in explaining the process to customers so they understand how septic systems work. When new customers call to check out prices she educates them that the price she gives is all inclusive and to ask other companies if there are additional hose, fuel surcharges and digging fees in their quotes.

“I try to make it a conversation,” she explains. “I ask their name, so I can refer to my notes later if they call back.”

Darrell or his sons take time to talk to homeowners, and people recognize the company owner wherever he goes. Darrell often can’t remember their names, but he knows exactly where their septic tanks are located and issues they have had in the past.

As passionate as he is about knowing the customers’ systems, Darrell is just as passionate about the equipment he uses to get the job done efficiently.

“I like tools,” Darrell admits. “When I started the septic business I wanted everything. I want to be equipped, ready to do anything.” He buys different models to find ones that do the best job, and has four cameras and 15 drain machines, for example.

The Youngs recently rented property with a large heated shop to house most of their equipment. “The shop has been a blessing,” Cheri says. Besides protecting their investment in equipment and keeping it well organized, less dirt gets tracked into her home.

In the new shop are two vacuum trucks that replaced their first two rigs: a 2003 Freightliner FL70 with a 2,700-gallon steel tank and a Masport pump (builder out of business); and a 2003 Peterbilt 379 triaxle with a 4,500-gallon steel tank and a 360 NVE Challenger pump, built by Quality Tank Trucks & Equipment. Both vehicles are equipped with Electric Eel video inspection cameras.



The whole crew gets into the action to pump a septic tank. From left are Dalton Young, Cheri Cardoza-Young, Darrell Young and Tiana Young.

Tiana Young connects a hose to begin pumping a septic tank. The truck is a 2003 Peterbilt 379 with a 4,500-gallon tank built by Quality Tank Trucks & Equipment.



A Crust Buster tank agitator and Schonstedt Instrument Co. locator also are available for regular service calls. A 2003 3500 Series diesel service van is equipped with a Gorlitz kitchen sink drain machine, Spartan 300 drain machine for septic lines, MyTana M30 waterjetter for septic lines, and a Honda 2000 mini generator.

The Youngs also have a Ford F-150 utility truck to haul extra parts, such as risers, distribution boxes, lids and fittings as well as a snake and basic tools. Darrell recently purchased a 2011 John Deere 17D mini excavator.

PASSING IT ON

Running the business is challenging and requires great investments of time and money, but the Youngs wouldn't have it any other way.

"We've had many good offers to sell to big companies and turned them down," Darrell says. He has no interest in growing beyond what his family can handle and hopes that one or two of the children will take over the business. Already, he appreciates the benefits of having them involved.

"I never took a vacation until two years ago," says Darrell, 47. He and Cheri slip away for three or four days at a time a couple of times a year. Though Cheri answers the emergency calls and dispatches them back, and Darrell is available for advice, they like having workers they can count on.

With two trucks and a list of 5,000 customers, the Youngs don't aggressively seek new markets because they don't want to get so much work that they are forced to trade quality for quantity. Despite long hours with emergency calls, Darrell has no regrets.

"I love it. I couldn't picture doing anything else," he says. "I like dealing with the public, being my own boss and making people happy."

He thinks Grandpa Charlie would be pleased. ■

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A Helping Hand

Vermont pumper Jeff Ruggiero is named Person of the Year for volunteer emergency response, community dedication in his hometown

By Sharon Verbeten

When Hurricane Irene was predicted to make landfall along the Northeastern Coast in August 2011, Jeff Ruggiero went into action mode – which is really just about the only mode for the community’s über multitasker. And, *oh yeah*, he runs his own septic service and portable sanitation business, too – Best Septic in Westminster, Vt.

Ruggiero’s community service and willingness to go many extra miles – both literally and figuratively – earned him the 2011 Person of the Year award from the Great Falls Regional Chamber of Commerce.

While Ruggiero, 47, isn’t one to seek accolades, he is definitely proud of all the work he does for his community.

“I put a lot of heart and soul into the town and into my business in general,” says Ruggiero, a former town board of trustees selectman for Westminster, a village of about 3,300. He also has served for more than 25 years on the town’s volunteer fire department, currently as safety officer/captain, working with the chief and deputies to ensure the operations run smoothly.

“It’s a very close-knit community,” he adds. “When we have a fire call, neighbors that are not even part of the fire department help ... they run errands, they bring us food ... you’ve got to see it to believe it.”

His modesty notwithstanding, Ruggiero’s actions were nothing short of miraculous – working as part of a team that saved several lives after homes

and trailers were destroyed in heavy flooding in Irene’s wake.

FLOOD AND FURY

When heavy rains and flooding were predicted days in advance, Ruggiero readied his business, knowing residents would likely need portable sanitation services. “I figured people would need it if their leach fields flooded,” he says.

“But I didn’t know (the storm) would wash out people’s houses.”

Ruggiero drove seven hours to a PolyPortables Inc. distributor in New York to get 20 restrooms (to add to his fleet of 100 PolyPortables Integra models).

By the time it hit Vermont, Irene was downgraded from hurricane to tropical storm, but it still ravaged the village – located inland, not far from the Connecticut River. Flooding began in the middle of the night, Ruggiero recalls, as he was driving home with the restrooms – and anticipating a much-needed nap. That nap never came.

“It was pretty much a 24-hour, nonstop marathon,” he says. “I had planned to go home and sleep. I slept only three hours and started getting calls from the fire department.

The mountainous, rural area doesn’t flood often, Ruggiero notes, but to let the water through, teams opened the dams north of the region. “We’ve had flooding (before), but nothing like that,” he says. “This is the worst I’ve ever seen.”

For the next 24 hours, Ruggiero handled fire department emergencies while his wife, Lisa; their sons Cris, 20, and Justin, 16; and Best Septic employee Brenda Barbour took care of business, delivering units to those in need. His brothers delivered containers from the family’s waste management company, Ruggiero’s Trash.



Jeff and Lisa Ruggiero pose for a Best Septic Christmas card photo. The couple enjoy being active members of their community.



The crew and family of Best Septic joke around for a holiday card photo. (Photos courtesy of Jeff Ruggiero)

To aid rescue efforts, the Westminster Fire Department was joined by battalions from the nearby communities of Saxton River and Bellows Falls – all working to send out lifelines to rescue families from the rising waters. First, the department saved two people whose trailer had washed away, and then they reached another person trapped in a home surrounded by floodwaters.

“When we had the back-to-back rescues, the water was just coming so fast and rising so high, we just had to keep focused. You have a lot of people helping you; it’s really something cool to be a part of,” he says.

Ruggiero and his fire crew worked for more than a month cleaning up the village and roads. But he says Best Septic – amid the waste



Jeff Ruggiero drives Westminster Engine No. 1 in the local Fourth of July parade. He has been a member of the local volunteer fire department for 25 years and is currently safety officer/captain.

When we had the back-to-back rescues, the water was just coming so fast and rising so high, we just had to keep focused. You have a lot of people helping you; it’s really something cool to be a part of.

- Jeff Ruggiero

management, septic services and portable sanitation departments – spent nearly three months getting the village and surrounding regions back to normal.

A BIG HONOR

As much as Ruggiero enjoys his volunteerism and community service, a priority, of course, is his day job at Best Septic. The company, founded a decade ago, owns more than 100 restrooms and hand-wash stations from PolyPortables. Their truck fleet includes a 1990 Ford L8000 with 2,500-gallon steel tank; a 2003 Ford F-450 with a 500-gallon waste/300-gallon freshwater steel tank, and a 2003 Ford F-350 with a 200-gallon waste/100-gallon freshwater aluminum tank. All trucks were built by Imperial Industries Inc. and use National Vacuum Equipment pumps.

The most recent additions to the fleet include a 2003 Western Star dump truck, a John Deere bucket loader and a John Deere 160 excavator.

Ruggiero was attending the 2012 Pumper & Cleaner Environmental Expo International when buddies back home called him to say he was nominated as Person of the Year. Usually, four or five people are nominated from the 14 communities the Chamber represents.

Students in a local high school class read the nomination papers, considering the nominees’ accomplishments as detailed in an essay. Their decision is based on a blind process, where names and identifying information is unknown to the judges.

This year, however, according to Great Falls Regional Chamber of Commerce Executive Director Roger Riccio, the class was deadlocked on two nominees. So for the first time in 30 years, the final vote landed with the Chamber’s board of directors, which decided Ruggiero and another nominee would share the award.

Ruggiero was nominated by Barbour, a longtime family friend who has worked for Best Septic for two years.

“Jeff has a lot of compassion for people and their situations,” Barbour says. “He is always willing to help make an event happen if it is for the people or kids in the community.”

“He’s not just a firefighter; he also helps with fire education at the school, he runs the big ladder tower and the kids get to go up in it; he’s excellent with kids, so patient and understanding; they just love him.

“You’ll always find Jeff behind the scenes ... going above and beyond to make sure fundraisers work well. In the time that I’ve known Jeff and Lisa, I just don’t know anyone who does as much,” Barbour says.

SHARES AWARD WITH OTHERS

Ruggiero may have been surprised by the nomination, but he says he was “speechless” when he won. “I wasn’t expecting to get it,” he says. “In this community, this is a very, very big award.”

But as much as Ruggiero devotes his life to his community – on and off the job – he is the first to credit others. “When they gave me (the award), I told everyone, it was for *them* – it was everyone.”

Ruggiero credits his parents with his passion for volunteering. “I think I got that from my mother and father,” he says. “My father was involved with businesses his whole life, and he did a lot of functions with chambers of commerce. I really liked going with him. I love people; I love getting involved.”

It may seem like there aren’t enough hours in the day for Ruggiero to fit anything else in, but he hopes to get more involved with the village’s selectmen again in the future, as well as heighten awareness about recycling in and around Westminster.

Ruggiero is quick to reflect the honor he received on others.

“What drives me is the community itself. I enjoy the people; they’re just so supportive,” he says. ■



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By Ed Wodalski

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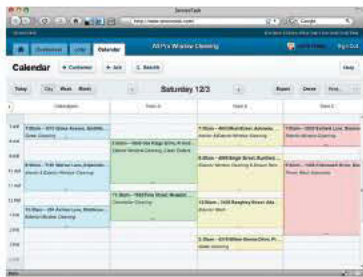
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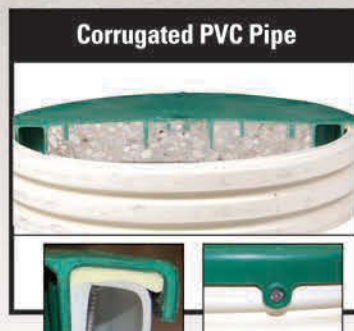
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Consider a Living Trust

Do your estate planning now, and ease a burdensome task for your heirs

By Fred S. Steingold

Planning your estate is a bit like rotating your tires: You know it's a smart thing to do – but you just can't find the time to get the job done.

Fortunately, putting your estate in order isn't that difficult. When you're done, you'll feel a sense of accomplishment and relief. Those who survive you will appreciate your thoughtfulness in simplifying their work.

When you plan your estate, consider including a living trust. It can eliminate or greatly reduce the need for probate court proceedings when you're gone. Without a living trust, your family may face a flood of probate paperwork, excruciating delays and annoying expenses. With a living trust, the handling of your estate can proceed quickly and smoothly.

Putting your estate in order isn't all that difficult. When you're done, you'll feel a sense of accomplishment and relief. Those who survive you will appreciate your thoughtfulness in simplifying their work.

Here's how a living trust works:

Step 1 – Create your trust

Your lawyer will help you prepare a trust document called a *declaration of trust* or perhaps a *trust agreement*. You'll give the trust a name such as "The John Smith Living Trust." If you're married, you'll probably create a trust together with your spouse – "The John Smith and Jane Smith Living Trust."

In the trust document, you and your spouse will be called the *grantors*, meaning you're the people setting up the trust. You'll also be called the *trustees* because, as long as you're able to do so, you'll be running the trust.

You'll also name someone to be the *successor trustee* – the person who takes charge of the trust if you and your spouse have died or become incapacitated. Who will be the successor trustee? Anyone you choose. It can be an adult child, a friend, a business associate or a bank.

Step 2 – Put assets in your trust

After creating the trust, you transfer property into it. This can include your home, your bank accounts and stocks, and the business you own – especially if it's a corporation or LLC.

To put your home into the trust you sign a deed. John and Jane Smith, for example, would use a deed to transfer legal title to "John and Jane Smith as trustees of the John and Jane Smith Living Trust under agreement dated Nov. 12, 2012."

This sounds a little complicated, but it's routine stuff to a lawyer who sets up trusts. Your bank and stockbroker can easily do the paperwork for putting bank accounts and stocks into the trust.

Fred S. Steingold



Fred practices law in Ann Arbor, Mich. He is the author of *Legal Guide for Starting and Running a Small Business* and *The Employer's Legal Handbook*, published by Nolo.

You also can name the trust as the beneficiary of a life insurance policy, a securities account or a bank account. If you do, the proceeds will get transferred to your trust after you and your spouse have died. This is an alternative to transferring assets to your trust during your lifetime.

Something to keep in mind: Owning property jointly with your spouse is OK, but it's only a stopgap measure. If one of you dies, the other becomes the sole owner. When the second one dies, the joint property has to be probated. Putting property into a living trust avoids this.

Once you put property into the trust, nothing really changes from what you're doing now. As a trustee, you have complete control over the property. You can sell it or take it out of the trust, if you like, and you can revoke or amend the trust.

Step 3 – Using and distributing trust assets

After you and your spouse have died, the successor trustee takes over to do whatever you've instructed in the trust. You might, for example, instruct the successor trustee to use the trust property for the benefit of your children, holding the bulk of a child's share until he or she reaches the age you designate. This can be 22 years, 25 years, 30 years — whatever age you choose.

You can instruct the successor trustee to pay designated amounts to charities, friends or relatives. You can, in fact, do anything in a trust that you can do in a will. The trust will end once the successor trustee distributes all the property.

Other estate planning tools

The living trust is usually the centerpiece of an estate plan. Your lawyer will probably want you to consider three other documents as well:

Will. A living trust doesn't completely eliminate the need for a will. If you have minor children, for example, you can use a will to designate who you and your spouse want as the children's guardian if you die while the kids are young. You also can use a will to cover any property you neglect to put into your living trust while you're alive. Typically, the will simply adds this property to your living trust.

Power of attorney. You name an agent to handle your non-trust assets for you. This is convenient if you travel a lot or you want someone else – such as your spouse or an adult child – to take care of your financial affairs if you become ill.

Living will or healthcare power of attorney. This instrument helps assure that your wishes regarding healthcare are carried out if you're too ill to communicate with your doctor. Where permitted by state law, a healthcare power of attorney is usually better than a living will. In it, you can express your wishes about medical care, and also authorize a designated family member or close friend to speak for you in authorizing or declining treatment. ■

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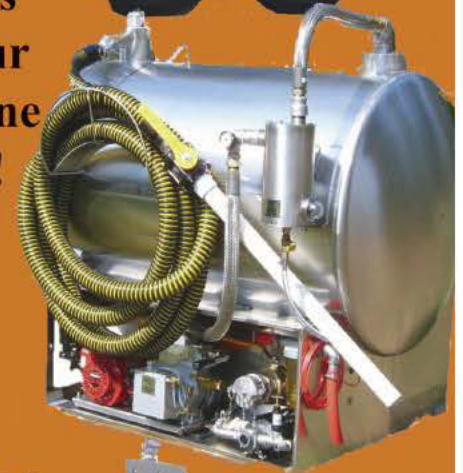
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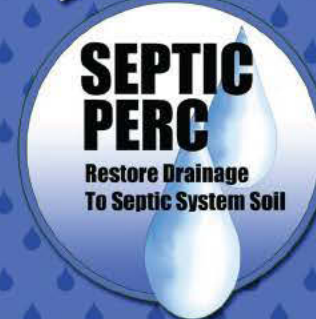
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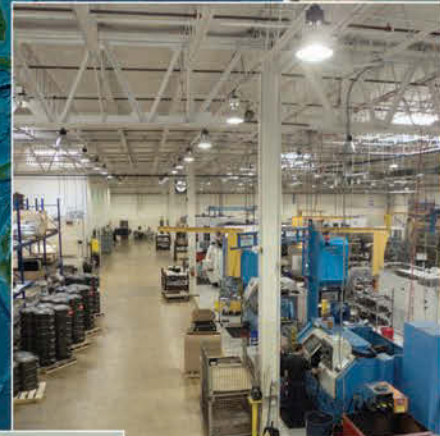
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2006 Peterbilt 379 4,000 gal. Pres/Vac Unit
\$99,500

Cat C-15 @ 466 HP, tandem, 4,000 gal. cap., 2008 Juro LC 420 pump, 610K miles showing, tool box's, U.S. Tank company, 3' manway, dual air cleaner, dual stack, jake, cruise, AC, 13 spd., 6" valve heater, air ride, susp. dump, power mirrors, htd. mirrors, hose trays, 250" WB, 12k/38k axles, alum. rims



2002 Kenworth T800 Single Barrel Pres/Vac Truck
\$95,000

C-12 @ 430 hp., 8LL trans., Hendrickson spring/beam susp., 12,860 lbs. front/46k rear, 4.33 ratio, AC/jake/cruise, power divider, full opening / dumping rear, vibrator, dbl. frame, Transway TSI 1200 pres/vac pump, hose trays, tool box, dual 4" off rear, 4,200 gal. cap., pressure washer/mini jet.



2000 Sterling with 3,150 gal. Cosco PresVac Tank
\$79,500

Cat C-10 @ 320 hp., 8LL trans, Hendrickson spring/beam susp., power divider, 228"WB, 20k/46k axles, 22.5 rubber, grounding cable, pintle hitch with air and electric to rear, 2000 Cosco 3,150 gal. tank with roll over protection, pop off, Wittig hyd. driven pres/vac blower with hyd. cooler, 407/412 labeled, full opening/dumping body, hyd. raised rear door, hose trays, catwalk, SN on tank:T99137, miles showing on unit 81,082



2002 International 2574 Jet/Vac Truck
\$139,500

Cat C-10 @ 350 HP, Allison auto, Hendrickson spring/beam susp., power divider, cruise, Vac-Con Model: PD4211LHAN, 8,658 hrs., telescoping boom, strobes, full opening dumping tank, Roots blower, high pressure wand, central grease system, water tanks, direct drive hyd. pump, remote, hyd. leg reel support



1999 Kenworth T800 Single Barrel Pres/Vac Truck
\$85,000

Cat C-12 @ 430 HP, 8LL, 4.34 ratio, Hendrickson spring/beam susp., power divider, jake, cruise, heated mirrors/block heater, 6" and 4" ports on rear, hose trays, vibrator, dbl. frame, tool boxes, Transway pres/vac pump, full opening rear, dumping, 4,200 gal. cap.



1992 Kenworth T600
Hazardous Material Vacuum Transfer Truck
\$49,500

Cat 3406B @ 330 HP, 10 spd., diff lock, chemical circulation system, Reyco susp., dual air operated tanks w/Fluid King mechanical sealed pump, Batts Industry Coated Tanks, catwalk, roll over protection



1995 Ford L9000 with Guzzler Hazardous Unit
\$69,500

Cat 3306 @ 300 HP, 10 spd., 240" WB, 18K front, 45K rear, boom kit, 1/2 opening rear, dumping, hazmat tank and pump, Manufactured by Guzzler



1999 Peterbilt 357 with
2009 MoRocco 5,000 Gal. Pres/Vac System
\$79,500

Cat C-12 @ 430 HP, 8LL trans., Hendrickson spring/beam susp., power divider, ac/jake/cruise, Juro R260D pres/vac pump, MoRocco 5,000 gal. stationary tank, 22" manway, 252" WB, hose trays, alum. tool box, alum. front rims, steel rear, 24.5 rubber, 14,780lbs. front, 46K rear, tri axle, air down/spring up pusher, double framed



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Call For Nominations - NAWT Excellence in Service Award

By Courtney Peterson

The National Association of Wastewater Technicians board of directors is seeking nominations for the annual Excellence in Service Award. This award recognizes individuals or companies the NAWT board believes have exhibited exceptional service to the wastewater profession. Take initiative to nominate a worthy candidate and honor them for their ingenuity and contribution to the industry.

The award recognizes a NAWT member or NAWT-sponsored individual or company that has shown exceptional accomplishments in their service to the community and to the wastewater profession. This award will be

presented in February 2013 at the Pumper & Cleaner Environmental Expo International in Indianapolis.

Nomination forms and additional information on nominating criteria can be obtained by calling the NAWT office at 800/236-6298, emailing info@nawt.org or downloading the form from www.nawt.org. Submit the application packet to the NAWT office marked ATTN: Excellence in Service Award Committee by email to info@nawt.org or by U.S. mail addressed to NAWT, PO Box 220, Three Lakes, WI 54562. All nomination forms must be received or postmarked by Oct. 31.

NAWT Partners with Delaware association on professional installer course

NAWT is pleased to work with the Delaware On-Site Wastewater Recycling Association (DOWRA) conference planning committee to present the Professional Installer Training Course on Monday, Oct. 15, the first day of the 16th annual DOWRA conference. The course concentrates on the basics of installing a proper onsite system. Good systems result from following the key principles of installation: Keep it shallow, keep it dry and keep it natural.

Good systems are installed with management in mind, which means systems are installed so all parts are accessible for maintenance. Specific topics to be covered include planning and site evaluation, installing sewage tanks, installing belowground systems, installing aboveground systems, installing pumps and pump stations, and installing media filters.

Jim Anderson, NAWT education program coordinator, is working closely with Jim Cassidy, Daniel String and Hollis Warren to ensure information presented during the one-day course fits with current Delaware requirements.

An hour-long exam will be given at the end of the course, and will result in the issuance of a NAWT Professional Installer Certification. Just as with the NAWT certified inspectors, contact information for installers who have passed the certification exam will be posted on the NAWT website and maintained in the NAWT database.

This course also qualifies for re-certification credit for the NAWT Inspection Certification. Instructors for this course will be the nationally recognized team of Dave Gustafson and Jim Anderson.

DOWRA's annual technical conference and exposition provides a forum for local, regional and national professionals to gain the latest knowledge, education, technology and solutions in the onsite wastewater treatment industry. If you have questions about the NAWT Installer Course, please contact the office. ■



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NAWT Vacuum Truck Technician:
 January 8, 2013 - East Lansing, MI
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Operation & Maintenance Training Certification:
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-- Watch the NAWT web site and industry publications for updates --

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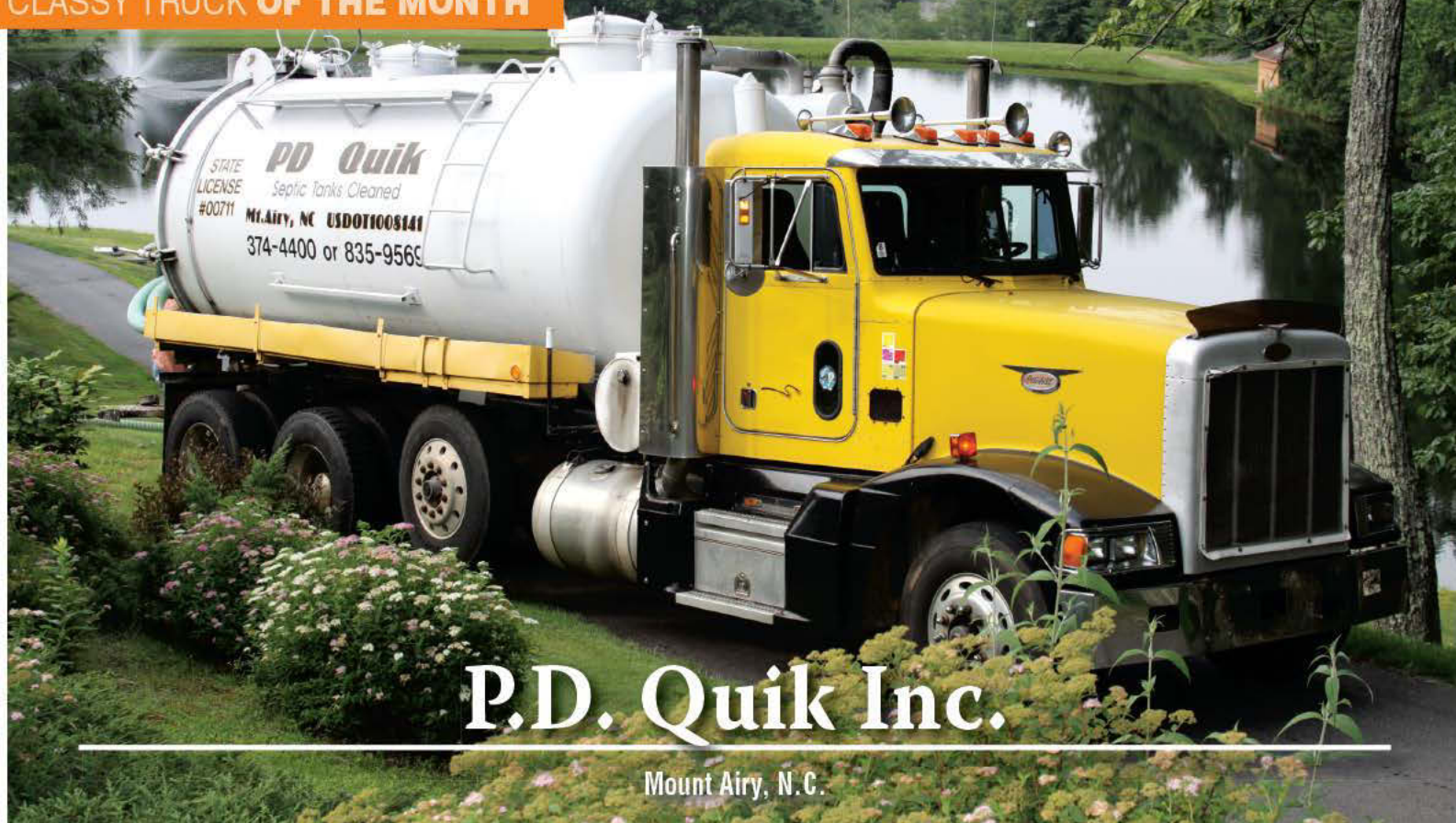
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Your Classy Truck submission must include your name, company name, mailing address, phone number, and details about the truck, including tank size, cab/chassis information, pump information, the company that built the truck, and any other details you 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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Jim Anderson, Ph.D.

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.

A Study in Soil

When called on to diagnose a septic system problem during a pump-out, a strong knowledge of soil structure will make you a better drainfield detective

By Jim Anderson

QUESTION: Why is understanding soils important?

ANSWER: The first question I received when I started writing this column referred to fine, sandy soils and how they react when septic tank effluent is applied.

Since then I have had the opportunity to visit several areas of the country and one comment I consistently hear from regulators and system designers is, "Correctly identifying and dealing with soils questions is one of our biggest problems with having good systems." From installers and pumpers I have consistently heard, "Why do I have to know about soils?" Then later in the conversation they usually ask a question relating to specific problematic soil or site conditions.

So I will present a case for why soils are important, and in the coming months we'll look at specific soil and site questions I have been involved with in the last few months.

BIG BALANCING ACT

Why are soils so important? Almost all the systems we work with rely on soil to accept wastewater and provide final treatment. This is what I call the "big balancing act." The homeowner only considers one side of the balancing act: Does all the water I use disappear into the soil? As professionals we are worried about the other side of the act as well: Is the wastewater treated before it ends up someplace else?

That someplace else is back into the groundwater, and in a lot of cases, into nearby surface waters. In the realm of soil science, this is called the hydrologic cycle. This means we bring drinkable water into the house and we discharge the wastewater into the soil and, from there, to ground or surface water.

A number of specific soil characteristics and site factors impact both sides of the balancing act. Soil factors include texture, structure and consistence. Site factors involve land slope, landscape position and the presence of limiting conditions, such as depth to bedrock and seasonally saturated conditions. Other factors affect proper balance, most of which can be influenced by the practicing professional.

Examples are how the soil and site were treated during installation: Was the site protected and were the soils kept in their natural condition? Or was the soil compacted or smeared during installation? Was the area driven over repeatedly before, during or after installation? Is the soil treatment unit installed in the proper landscape position and on contour?

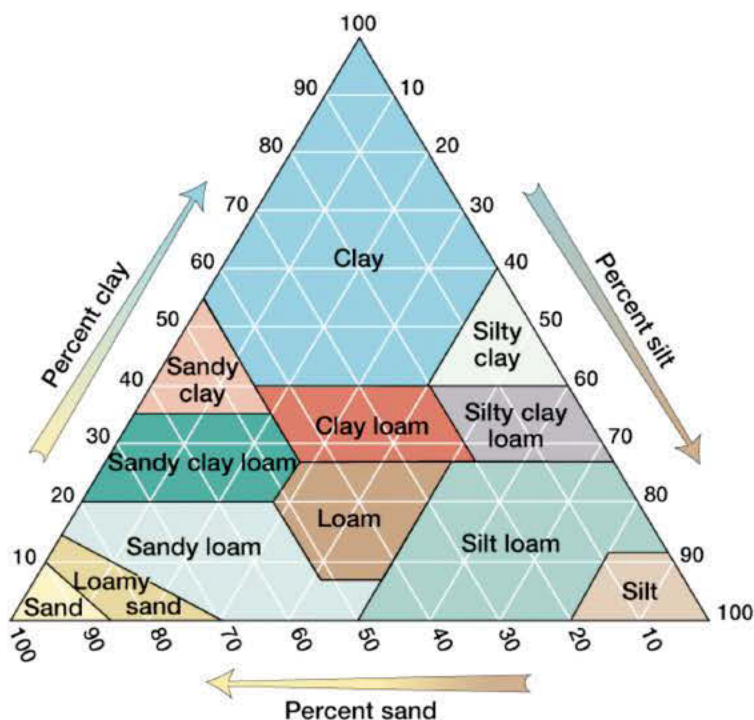
Other factors relate to design choices, such as: Was the daily flow estimated properly? Is the wastewater strength from an organic-loading standpoint consistent with the choice of pretreatment and at a level - following biomat development - that will allow for acceptance of the wastewater.

BUT WHY ME?

An installer asks: "Since all I need to do is follow the plan laid out by the site evaluator/designer, why do I need to know about soils?" My response: While you don't need to be a soil scientist, having a working knowledge of soils and landscapes will keep you from working the soil when it is too wet, allow you to recognize when the design does not match with soil or site conditions, assist in planning the installation, and properly install the type of soil treatment unit required to maintain the proper balance.

For the pumper's question: "Why do I need to know about soils?" My answer is that you are the person usually called upon to troubleshoot

(continued)



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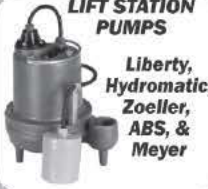
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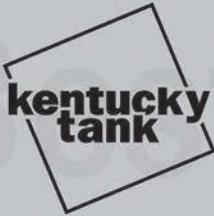
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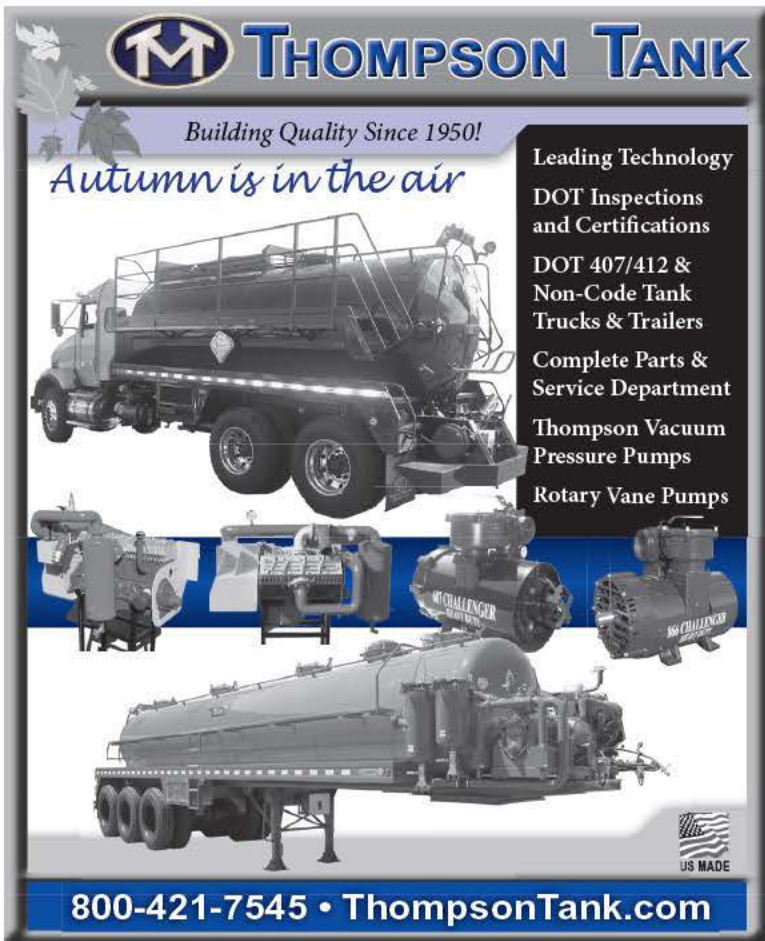
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“Ledcor provides all the equipment and Clear Choice does the permitting. What we accomplish on one-quarter acre would take a conventional wastewater treatment plant eight acres,” says John Mitchell, director of operations for Clear Choice and operator of the prototype plant in Kingman, Ariz. The plant is available to companies pumping 30,000 gpd or more. There is no capital expenditure for users. Companies sign a five-year contract and pay Clear Choice a tipping fee, usually 30 to 50 percent less than landfill or municipal wastewater treatment plant fees.

The automated system allows pumpers to offload any time with a swipe of an access card. Drawing air through carbon scrubbers controls odors. “Our plant is 197 feet from a neighborhood and we’ve had no complaints,” Mitchell says.

Leaving the EC cell, the wastewater is dosed with polymer to flocculate the coagulated contaminants for separation. Hydrogen and oxygen gas bubbles bring solids to the surface, while effluent is pumped out the bottom to an aboveground tank for disposal in the city sewer or recirculated to the holding tank.

A sludge pump sends sludge from the clarifier to two external dewatering tanks.

Liquid returns to the headworks, while cake at 6 percent solids goes to the landfill. The Kingman plant processes wastewater at a flow rate between 20 and 45 gpm.

Kingman’s discharge limits are 300 mg/L for biological oxygen demand (BOD) and total suspended solids (TSS). “Our numbers are consistently meeting discharge requirements,” Mitchell says.

Mitchell uses production water, recycled in the closed-loop system, to clean the receiving station and thin thick septage. **877/770-2618; www.ccwt.info.**



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C-Level starter box control panels from SJE-Rhombus are made to control a 120-volt AC, single-phase motor. Applications include pump chambers, sump pump basins, lift stations, dewatering and rainwater harvesting. A floatless sensor converts water pressure to a frequency signal that is read by the control panel and activates a power relay to turn the motor on and off. The box utilizes a NEMA 4X enclosure and includes start, stop and motor run indicator lights, manual run switch and terminal block. **888/342-5735; www.sjerrhombus.com.**



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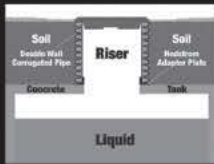


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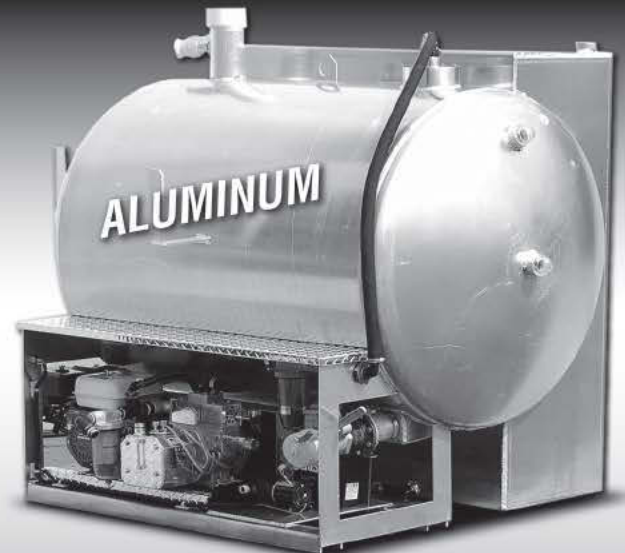


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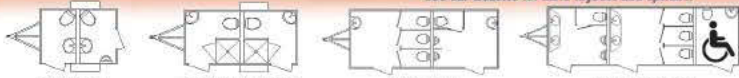
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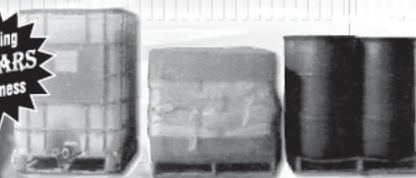


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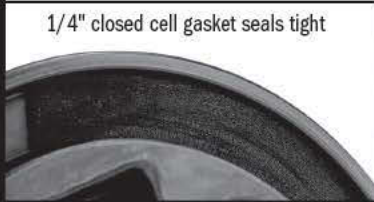
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MISSOURI

Managing risk in fatal mishap

The Missouri Smallflows newsletter reprinted an article from Alteris Public Risk Solutions outlining a situation in which a landlord requested a lender-required inspection of an older onsite system at a rental property. The inspector noticed the outer diameter of the concrete lid on the concrete riser was chipped and spalled. Because the customer was not present and had pre-paid for the inspection, the inspector's office left a voicemail message about the hazard. The inspector never received a return phone call.

Six months later, a child fell into the septic tank and died after the lid collapsed. The parents sued the landlord and the inspector. Alteris concluded the inspector could have managed the risk by sending someone out to replace the lid and bill the customer, or by sending the customer a certified-mail, return-receipt-requested letter explaining the hazard and offering to replace the lid. The second option is far less expensive and transfers the risk directly to the property owner.

OREGON

O & M position filled

The Oregon Onsite Wastewater Association appointed Dustin Kendon of Oregon Wastewater Services in Oregon City to the operations and maintenance position on the board of directors. His company installs and repairs systems, pumps septic tanks, and provides operation and maintenance. Kendon is a NAWT-certified inspector.

WASHINGTON

State association replaces failing system

The Washington On-Site Sewage Association donated labor and materials to replace a failing onsite system for a low-income family in Whatcom County. Dave Mitchell of Mitchell Septic in Mount Vernon designed the system. The Samish Tribe donated \$2,500 to the association's Education Scholarship Fund in gratitude.

The association partnered with local health jurisdictions to offer joint education days every six months in northern Puget Sound and in Island and Skagit counties. WOSSA also worked with the Snohomish County Health Department Septic Issues Committee to establish an operation and maintenance licensing program.

The WOSSA Scholarship Program awarded \$2,000 to Haley Bronson and \$1,000 to Naomi Morgan. Six other recipients each received \$500. Bronson, a freshman at Brigham Young University in Utah, is studying anatomy and physiology for a career in radiologic technology.

TRAINING & EDUCATION

Video covers septic tank inventory project

Wilkin County was one of the first counties in Minnesota to complete a full inventory of its onsite systems and repair those in failure. The county produced a video to highlight how it accomplished the 10-year project. It includes a resident who upgraded a system and how four small unsewered communities addressed their wastewater issues. Watch it at www.youtube.com/watch?v=yLZYi7bZZfE&feature=youtu.be.

Alabama

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

- Nov. 14-16 – Advanced Installer II Class
- Dec. 6-7 – Continuing Education 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>.

Georgia

The University of Georgia's Center for Urban Agriculture is offering Onsite Wastewater Management classes on:

- Nov. 2 – Fulton
- Nov. 16 – Brunswick

Contact the Continuing Education Center at 770/229-3477, conteduc@uga.edu or www.ugaurbanag.com.

Iowa

The Iowa Onsite Wastewater Association is offering the Basic and Advanced Certified Installer of Onsite Wastewater Treatment Systems Installation Overview and Test on Nov. 16-17 in Newton. Contact Alice Vinsand at 515/225-1051, execdir@iowwa.com or visit www.iowwa.com.

Minnesota

The University of Minnesota Water Resources Center has these classes:

- Nov. 28-29 – Installer Continuing Education, Brainerd
- Nov. 29 – Pipelayer Certification, Brainerd
- Dec. 5-6 – General Continuing Education, St. Cloud
- Dec. 12-13 – General Continuing Education, Mankato

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

Missouri

The Smallflows Organization has these CEU courses:

- Nov. 13 – Troubleshooting, Liberty
- Nov. 14 – Hydraulics, Liberty

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- Nov. 27 – Drainfields/Water Management, Springfield
- Nov. 28 – Pumps, Panels, and Electrical, Springfield
- Dec. 11 – Drainfields and Water Management, Camdenon
- Dec. 12 – Troubleshooting, Camdenon

Call Tammy Trantham at 417/739-4100 or visit www.mosmallflows.org.

New England

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

- Nov. 1 – Rhode Island Designer Examination Prep
- Nov. 8 – AutoCALCS - Automated Bottomless Sand Filter Sizing, Pump Calculations, and Support Material
- Nov. 15 – Identifying and Managing High-Strength Wastewater
- Nov. 29 – Regulatory Setbacks and Buffers
- Dec. 6 – Nitrogen in the Environment and Onsite Systems
- Dec. 13 – Designing Nitrogen Removal Technologies

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

The North Carolina Pumper Group and Portable Toilet Group has a seepage management training and land application seminar on Dec. 8 in Raleigh. Call Joe McClees at 252/249-1097 or visit www.ncpumpergroup.org or www.ncportabletoiletgroup.org.

CALENDAR OF EVENTS

OCT. 7-9

Virginia Onsite Wastewater Recycling Association Conference and Trade Show, Williamsburg Hotel and Conference Center, Williamsburg. 540/465-9623; www.vowra.org

OCT. 15-16

Delaware Onsite Wastewater Recycling Association Conference and Exhibition, Dover Downs Casino and Conference Center, Dover. Call Niki Glanden at 302/359-2210, Hollis Warren at 302/284-9070 or visit www.dowra.org.

Oregon

The Chemeketa Community College in Salem has a Maintenance Operator CEU class on Nov. 7-8. Call 503/399-5181 or visit www.chemeketa.edu.

Washington

The Washington On-Site Sewage Association and Washington State Department of Health in cooperation with Washington State University are offering these certification courses at the training center in Puyallup unless stated otherwise:

- Nov. 7 – Troubleshooting Onsite Systems
- Nov. 15 – Advanced Soils
- Nov. 28 – Design/Install Subsurface Drip
- Dec. 5 – CAD Design for Onsite Systems, Centralia
- Dec. 12 – Monitoring and Maintenance
- Dec. 27 – First Aid/CPR

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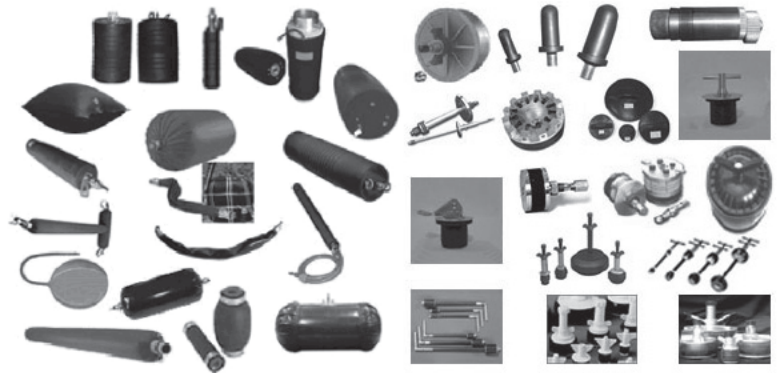
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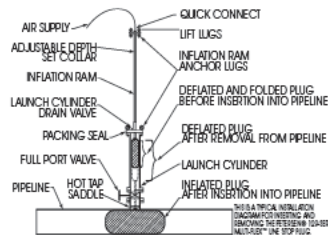
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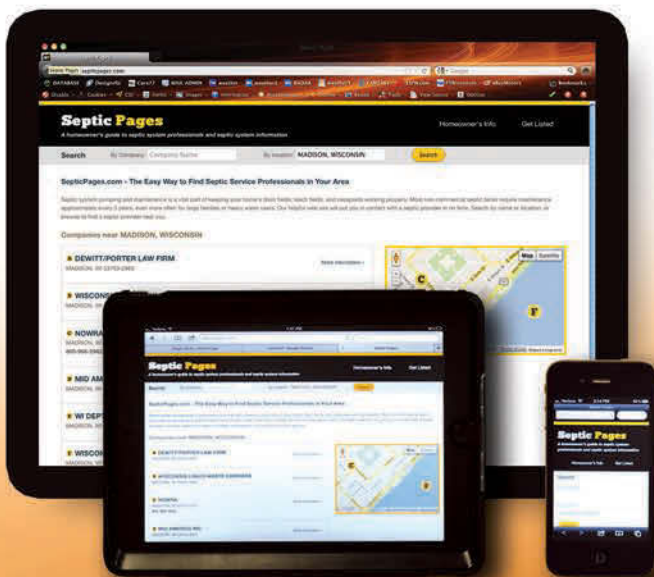
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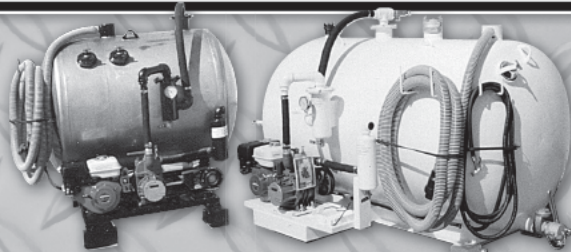
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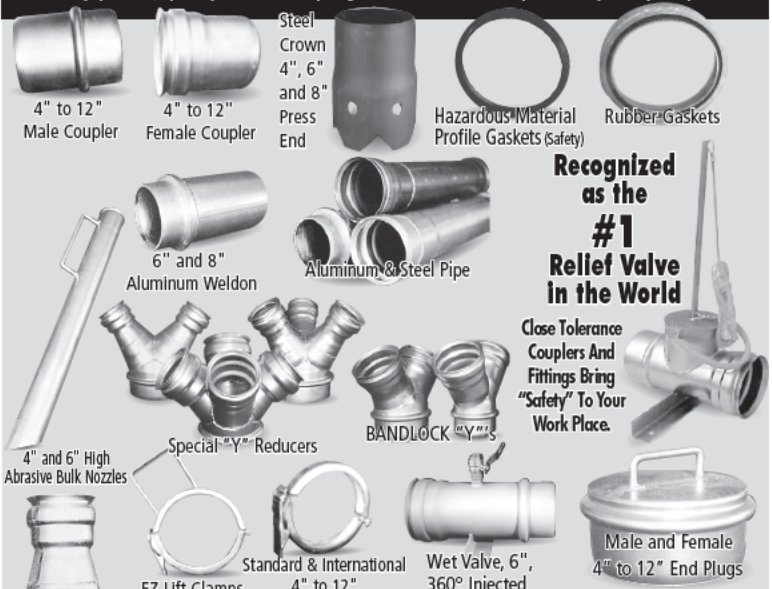
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1987 Mack Vector: 5-spd., diesel/Detroit diesel rear engine, new batteries, 500 foot 1" jetter hose and extra nozzles. All new 30' of 8" aluminum vac pipe and clamps, 2,000 gallon debris tank and 1,200 gallon water tank.....\$23,900
Call Dan @ 1-601-680-1025 MS P10

JET VACS

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



2008 Sterling Vac-Con: Model #V312, 12-cubic-yard debris body, debris body flush out system, Hibon PD 4250 cfm, hydrostatic driven, 1,300 gallon water supply, winter recirculation kit and air purge 600' articulating hose reel, 1" x 500' of 3,000 psi sewer hose, 50 gpm @ 3,000 psi water pump, Deutz 138 hp auxiliary motor (3,102 hours), 50' retractable hand gun reel, strobe lights and rear arrow board, 10' hydraulic telescoping boom with work lights, 25' of 8" aluminum suction tubes, tank mounted hydraulic pipe racks, full width tool box behind cab, wireless remote control, 2008 Sterling STLT 8511 (101,274 km), Cummins L10 300 hp (7,257 hours), Allison 3000 RDS, 6-spd. automatic. Price F.O.B. Ottawa, Ontario.....\$169,500/CAD
Call Frank at 613-737-6500 P10

Vac-Con industrial machine mounted on a pre-owned 1999 International cab and chassis. (Stock #3918C) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)



2004 International, Vector 2115: 38,535 miles, 6,587 hours, 15-yr. debris, 1,500 gallon water, 800' extendable rotating reel, 80 gpm with 20 gpm booster pump (plumbed to handle 1 1/4" hose to accommodate 100 gpm), Multi-Flow control, 3 aluminum toolboxes, 8' extension boom, twin fan, 3 fold-down tube racks, strobes (front, side, rear), hitch. This is a very nice truck!!\$175,000/OBO
952-873-3292 MN P10

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)

LYNNRAY FINANCIAL CORP.: Equipment financing, new and used, custom tailored programs, including seasonal skips. Contact Bill Lassiter 800-535-4138 x3, blassiter@lynnrayfinancial.com. (P12)

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

MISCELLANEOUS



Vac-Con baghouses: Red, 26 bags, 6 available.\$2,500/each
Call 217-519-3898 IL P10



Truck Ramp: 17'4" long x 8' wide x 2'6" tall, all black.\$2,500
Call 217-519-3898 IL P10

PIPELINE REHABILITATION

Neofit system available to do lengths greater than 300 ft. or less: System has 5 hours on it, comes complete with generator, hoses, control panel, and additional heater. \$65,000. 978-230-1960, MA. (P10)

FOR SALE: Dan Cutter capable of reinstating pipes lines up to 6 inch. Cutter comes with spare heads reel with air line controls to operate head, does not have camera built into it and is approx. 5 years old with very little use. \$72,000. Call 978-230-1960, MA. (P10)

Dan Cutter for sale: Approx. 5 years old, comes complete with control panel, air lines and cutter with extra heads. Cutter has very little use. \$72,000. Call 978-230-1960, MA. (P10)

PORTABLE RESTROOMS

Used portable toilets. \$100 to \$325. Please call 815-252-2019, IL. (P10)

FOR SALE: Special event, construction, handicaps, high-rise units, handwash stations. \$150-\$325. Email proequip1@yahoo.com or call Manny at 305-970-9837. (P10)

We buy used portable toilet equipment, toilets, handicaps, handwash stations, trailers, tanks and trucks. Email proequip1@yahoo.com or call MANNY at 305-970-9837. (P10)

18 PolyPortables "Integra" toilets, 24 PolyPortables "Vantage" toilets: All brand new (never used). Asking \$325/each. 2 PolyPortables "Senator" ADA compliant grass green toilets: Brand new (never used). Asking \$1,400/each. Call 239-860-6997, FL. (P10)

PORTABLE RESTROOMS

FOR SALE: 500 white Olympic fiberglass toilets, construction grade, \$50 each, located in Chicago area. Call Brad at 219-949-7000 or email at bholwerda@servicesanitation.com. (P10)



Business Closed! Need to sell ALL units. \$100.00 - \$200.00 per unit based on quality.
Please call 352-446-0475 P10

52 PolyPortables blue construction units: Good condition. \$275. Contact Don Willson's cell: 850-653-6745. North West FL., panhandle, no handicap units. (P10)

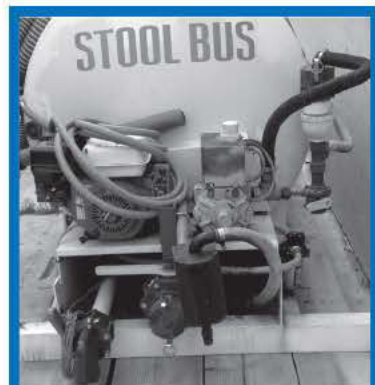
300 Construction grade Portable Restrooms for sale (PolyJohn). \$150 per toilet. Minimum purchase of 20 toilets. Please call 608-835-3459. (PBM)

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)

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

300 portable toilets, PolyJohn, Satellite, American Poly, PolyPortables. \$50-\$250. 561-262-4418, FL. (P10)

PORTABLE RESTROOM TANKS



SLIDE-IN Unit FOR SALE: Great condition, everything works. Business Closed!
.....\$3,950
Please call 352-446-0475 FL P10

PORTABLE RESTROOM TANKS

1,000 waste, 400 gallon fresh, 60" barrel, 7 years old, tank only. \$3,500. 561-262-4418, FL. (P10)

PORTABLE RESTROOM TRAILERS

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)



New Johnny Mover portable restroom hauling trailers in stock. New 20-unit mover and 12-unit mover ready for delivery.\$7,995
715-723-4450 WI P10



Six 53-foot mobile restroom trailers in excellent condition for sale. \$89,000/ea.
Call 800-749-3247 x15 for details,
or visit www.mobilerestrooms.com
P10

3 Decons, 28' Tonto, 18' Royal, 2001 ASCI, 16' Presidential, 26' Presidential, portable toilet hauler trailers, like new PolyPortables handicaps. 315-437-1291, NY. (PBM)

PORTABLE RESTROOM TRUCKS

2003 Chevy 3500 Isuzu portable toilet truck: 113,500 miles, 700 gallon tank, 500 waste, 200 water, power lift tail gate, carries 6 portable units, good shape. \$12,500. Call 989-345-1763, ask for Tony. (P10)

1994 Dodge, 1 ton with 500 gallon waste, auto, diesel. \$10,500. Also 1999 Ford 450 with 500 gallon waste, diesel, auto. \$12,500. 937-674-7288, OH. (P10)

2007 Chevy 4500 Duramax with 80,000 miles. Keith Huber tank with freshly rebuilt Masport pump, 600/250 capacity, all new hoses, valves etc. Ready for service. Asking \$39,500. 229-224-0404. See pictures on our website, www.pottyman.net. (P10-11)

PORTABLE RESTROOM TRUCKS

2004 Ford F-550 with a Satellite service unit: 226,000 miles, needs an engine, has 6.0 Power Stroke, everything else works good. \$7,000. 573-392-7787, 573-216-0115, MO. (P10)

2008 Dodge 5500 with 1,500 gallon aluminum tank (400/1100), 165,000 miles: \$42,900. Satellite Tufway, event condition with new tops: \$225/each. 9 toilet hauler: \$2,500. Vacuum trailer, 1,000 gallon: \$8,250. Satellite handwash stations, excellent condition: \$250. Miscellaneous related equipment. Located in south Georgia, 229-886-6935. (PT10)

(3) 1999 International 4700 toilet service trucks: All stainless steel body & tanks, 1,200 waste/300 water, DT-466E, 6-spd., 2 unit carrier, Masport pump, low miles, southern California, serviced & route ready. \$18,500. Call 909-240-0030 for pictures, Ray Haughton. (P10)

1997 Ford F-450: Keith Huber unit, 7.3 engine, stick transmission, rebuilt Masport pump, portable toilet rack. Good back-up or route service truck. \$8,500/OBO. 931-553-8200, TN. (P10)

PORTABLE SHOWER TRAILERS



22 Stall mobile shower trailer: 4 bays w/4 commercial on demand heaters, 4 commercial high volume pumps, fresh water storage tank, grey water bladder, all inventory & contents included. Semi tractor available for purchase!!
715-723-4450 WI P10

53' Semi shower trailer, 12 stalls, 3 sinks, 6 showers/each side, very private, 500 fresh onboard, 100 gallon hot water heater, brand new pump and air tank, totally refurbished. \$59,500. Second 53' shower, same configuration, different interior, refurbished a couple of years ago, has some new features. \$45,500. They work excellent and look great. Pictures available. steve@yourrestroomdelivered.com. (P11)

POSITIONS AVAILABLE

SALES MANAGER needed to lead a field sales force for an industrial cleaning company located in Southwest Ohio. At least 5 years sales management experience required. Email resume and salary requirements to hti707@aol.com. (CP10)

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PUMPS

Used Myers D65-20 pump with new packing and check valves. \$4,750. 715-381-4141. Pictures at www.empireequip.com. (PBM)

PUMPS-VACUUM

(2) New Sutorbilt PD blower, model GAFMBPA catalog no., 6 mp. \$2,500/each or \$4,500 for both. 714-381-4141. Pictures at www.empireequip.com. (PBM)

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

RENTAL EQUIPMENT

WWW.FIRECAMPVENDORSTRaining.COM: Diversify income with base camp equipment for emergency services. Vendors training 101 course. Visit website for more information. (P12)

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)

ROLL-OFF TRAILERS

2002 Int: \$27,500. 2000 Int: \$19,500. 1996 Int: \$4,100. 1995 Int: \$16,500. 2000 Int: \$19,500. 2001 Int: \$21,500. 256-757-9900 or www.pbsos.com. Equipment for sale. (PBM)

SEPTIC TRUCKS



2006 International 4400, DT466: 10-spd., 96,000 miles, long frame, like new. \$38,500

Rodney Lane P10
270-832-3793

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)

SEPTIC TRUCKS

1995 Mack CH613 with a 4,500 gallon, (2) compartment (300 water/4,200 waste), dump type unit with a Wittig 200 vacuum pump and high pressure water jet pump, 12 gpm @ 3,000 psi. (Stock #5098C) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648)**. (PBM)



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 pintle hitch, Cummins with 220,000 original miles, must see.

KLM Companies PBM
617-909-9044

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)



2004 FL70: CAT engine, 6-spd., A/C, cruise, 138,000 miles with new 2,500 gal. tank, Masport pump, 3" & 4" valves, work lights. Call for pricing.

1-800-826-2308 WI PBM



2002 Sterling: 18/40's, Cummins engine, 10-spd., full diff. lock, A/C, cruise, new 3,600 gallon tank, alum hose trays, 4" & 6" valves, NVE 607 pump, work lights, 48" toolbox, 167,000 miles, call for pricing.

1-800-826-2308 WI PBM

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

SEPTIC TRUCKS

2005 Ford F-550: Diesel, auto, 4x5, new 950 gallon aluminum tank, 650 waste, 350 water, new Masport pump. Call for more details. www.pumpertrucksales.com. Call JR. @ 720-253-8014, CO. (PBM)

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

1985 Mack DM690S with a 4,000 gallon, dump type unit with a Fruitland RCF500 vacuum pump. (Stock #1153C) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648)**. (PBM)



2007 International 8600: 16 lbs front, 44 lbs rears, 10-spd., A/C C/C, NEW 4,000 gallon tank w/5-year warranty, NEW 500 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
www.house-of-imports.com P10

2003 Freightliner FL70: 6-spd., manual trans., CAT 225 hp, 185k miles, 2,500 gallon vacuum unit with a 1-year-old. Jurop R260 vacuum pump tank and pump. \$35,500. Call Dave @ 734-731-5256, MI. (P10)



2004 Chevrolet C-6500: CAT C-6500 engine, 230 hp, 6-spd. transmission, NEW 2,400 gallon tank w/5-year warranty, NEW pump 500 NVE, 367 cfm, NEW aluminum hose trays, A/C, NEW DuPont paint, 36" manway rears, sight glasses, NEW Betts lights, NO CDL, 1-year/100,000 mile ENGINE WARRANTY NATIONWIDE, easy financing and leasing. \$43,000

Call Angel at 786-258-3384
www.house-of-imports.com P10

SEPTIC TRUCKS



2007 Freightliner M2: CAT C-7 engine, 230 hp, auto, Allison transmission, air brakes, NEW 2,400 gallon tank w/5-year warranty, NEW pump 500 NVE, 367 cfm, NEW aluminum hose trays, A/C C/C, NEW DuPont paint, 36" manway rears, sight glasses, NEW Betts lights, NO CDL, 1-year/100,000 mile ENGINE WARRANTY NATIONWIDE, easy financing and leasing. \$55,000

Call Angel at 786-258-3384
www.house-of-imports.com P10



2005 Peterbilt 379: Engine CAT C-15, 475 hp, 13-spd. transmission, air brakes., Jake brake, NEW 5,000 gal. tank w/5 year warranty, double frame, 20 front, 20,000 steerable lift axle, 367 cfm liquid-cooled pump, heated valves, aluminum hose trays, A/C C/C, DuPont paint, 44" manway rears, Betts lights, 1 year/100,000 mile ENGINE WARRANTY NATIONWIDE. Easy financing and Leasing. READY TO GO FOR IMMEDIATE DELIVERY.

Call Angel at 786-258-3384,
Gino at 786-271-7112
www.house-of-imports.com P10



1996 DM Mack: Roll-off, 3,200 gallon tanker, just refurbished, and cold-tar epoxied inside, new baffles and seals, 2-part epoxy outside (1 year ago), Battioni liquid-cooled pump, used daily. \$46,500/OBO

386-984-5128 FL P10

2005 International, 3,300 hp Cummins, 10-spd., new 3,600 aluminum tank, Masport 400 pump. www.pumpertrucksales.com. Call JR. @ 720-253-8014, CO. (PBM)

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SEPTIC TRUCKS



2005 Kenworth T-800: Engine CAT C-15, 475 hp, 10-spd. transmission, air brakes, Jake brake, NEW 5,000 gal. tank w/5 year warranty, double frame, 20 front, 20,000 steerable lift axle, 367 cfm liquid-cooled pump, heated valves, aluminum hose trays, A/C C/C, DuPont paint, 44" manway rears, Betts lights, 1-year/100,000 mile ENGINE WARRANTY NATIONWIDE. Easy financing and Leasing. READY TO GO FOR IMMEDIATE DELIVERY.

Call Angel at 786-258-3384,
Gino at 786-271-7112
www.house-of-imports.com P10

2006 International, DT 466, 230 hp, 6-spd., new 2,500 steel tank, Jurup pump. \$55,900. www.pumpertrucksales.com. Call JR. @ 720-253-8014, CO. (PBM)



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



2006 Sterling: 460 horsepower, Mercedes with 268,800 miles, 10-spd. transmission, engine brake, A/C, cruise. New: 3,600 gallon tank, Jurup R260 vacuum pump, and tires all the way around. This truck is absolutely immaculate!.\$72,000
740-988-7878 OH P10

1998 Ford LT8513: CAT 3126, 300 hp, 7-spd. Fuller RT8608L, 3,600 gallon tank with TSI 500 vacuum pump, heated valves, 221,300 miles, one owner. \$42,900. Call 586-531-1976. (P10)

SEPTIC TRUCKS



1999 GMC C7500: 3126 CAT, 163,000 miles, 2,500 gallon tank with Masport liquid-cooled vacuum pump, 3,000 psi jetter.....\$21,500
315-386-8610 P10



2005 and 2006 Freightliner, Columbia: M. Benz., 460 hp, 10-spd., 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 20k tag axle, 44 lbs rears, NEW heavy duty rear bumper, 1-year/100,000 mile ENGINE WARRANTY NATIONWIDE.\$87,000
Call Angel at 786-258-3384
www.house-of-imports.com P10

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



1995 International: Tandem axle septic truck. Has rebuilt rear suspension, rebuilt hydraulic drive Rexroth, Battioni 720 liquid-cooled pump, IBEX tank, all new tires, newer brakes and drums, and runs great. Has a title, and was used in refinery and around the farm. Selling as a parts truck. Thanks for looking!!\$20,000
651-210-4800, Ask for Don P10

2007 Peterbilt 335: C-7 Eaton 10-spd., 3,800 gallon aluminum tank, 160,000 miles, NVE 506 pump. \$80,000/OBO. 303-295-0077. (P10)

SEPTIC TRUCKS

Pre-owned Presvac, 5,000 U.S. gallon, carbon steel, vacuum-pressure tank. Mounted on 2004 Western Star cab and chassis with a Masport 20W vacuum pressure pump package. (Stock #3363V) www.VacuumSalesinc.com, (888) VAC-UNIT (822-8648). (PBM)



2006 Kenworth T-800: CAT-C13, 470 hp, 10-spd., Jake brake, 374,000 mile, A/C C/C, NEW 110 barrel tank w/5-year warranty, NEW 607 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.

Call Angel at 786-258-3384
www.house-of-imports.com P10



2006 Mack Vision: Engine Mac. 427 hp, 10-spd. transmission, air brakes, Jake brake, NEW 4,400 gallon tank w/5-year warranty, double frame, 18 front, NEW 20,000 lift axle, NEW pump 420 cfm, NEW aluminum hose trays, A/C C/C, NEW DuPont paint, 36" manway rears, 20" top, 2-4" inlets, 6" discharge, sight glasses, NEW Betts lights, 2-years/200,000 mile ENGINE WARRANTY NATIONWIDE, easy financing and leasing.

Call Angel at 786-258-3384
www.house-of-imports.com P10



1999 Ford: 3126 CAT engine, 7-spd., 2,300 gallon Prime Industrial tank, Masport HXL75 liquid-cooled vacuum pump.....\$27,900

Call for details 715-926-5525 WI P10

SEPTIC TRUCKS



2004 Sterling A9513: CAT 315 hp, 10-spd., EF Fuller trans., 280,000 miles, new tank, Masport pump, 2 year warranty, new Tranil pump & hoses.....\$43,000

770-466-0454
678-758-6566, GA P10



NEW 2,000 gallon vacuum tank unit mounted on your truck or ours: Any custom options or sizes available, 230 cfm Condé reversible vacuum pump.\$16,500

Texla Services 936-641-3938 P10

1999 International: 3,500 gallon tank and Jurup pump, 5-year-old tank and pump. \$34,000. 1-866-362-7687. (P11)



1993 IHC 4900: DT466, 6+1 trans. w/1998 Prime Industrial 2,500 gallon tank, (2) heated 3" fills & (1) 6" discharge, Challenger 360 pump, poly liner & more.\$24,500

715-723-4450 WI P10



1997 Ford F-800: 6-spd., 210 hp, Cummins diesel, 2,500 gallon Transway upset with new TSI 250 pump in 2009, 186,115 miles, runs and pumps good, needs painting.\$20,500/OBO

315-773-4135 NY P10

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SEPTIC TRUCKS

2005 Freightliner: 4,000 gallon tank, Masport pump, heavy front end, 159,000 miles, great condition/clean, ready to work. \$65,000/OBO. To see pic, find our post on the Pumper magazine Facebook page. Call Joe at 760-703-0714, CA. (P10)

New 4,600 U.S. gallon, carbon steel vacuum tank and a RCF 500 vacuum-pressure pump installed on a 2012 International 7600 cab and chassis. (Stock #13509 A-E) www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648). (PBM)



2007 GMC 7500: 1,500 waste/450 fresh tanks, can be used as septic or pump truck, 77,323 miles.\$55,000
Contact Rodney Lane
270-832-3793 P10

Pre-owned 3,500 U.S. gallon, carbon steel, vacuum tank with a Demag Wittig RFL100 vacuum-pressure pump installed on a 1999 Peterbilt cab and chassis. (Stock #2963C) www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648). (PBM)



2012 Western Star, Glider 4900-FA: Tri, quad-axle vacuum tanker, series 60, Detroit 500 hp, 1,650' lbs, 18-spd. trans., TufTrac suspension, 4:30 ratio, 24.5 tires, 20k front, 46k rears, 5,000 gallon steel vac tank, (2) 6" valves, alum. hose trays, Jurop water-cooled pump, new truck. Only\$148,000
717-738-1066 PA P11

1999 Freightliner FI-70: 3112 CAT diesel, 240,000 miles, A/C, heavy, duty, Allison automatic, air ride suspension, air brake, Budd wheels, no rust, excellent paint, under CDL, 2,500 gallon, Kennedy tank, two manways, rear hatch, 10 gallon overflow, spring mounted, channeled hose trays with drain Scorpion, lining on tank and trays, PTO right angle, drive, Lovejoy coupled to Challenger 367 pump, brass valves, tool box mounted, red, white, metallic, blue paint, drive anywhere, excellent condition. New 3 inch Tigerflex hoses. Phone, 317-627-7033. Price: \$34,000. (P10)

SEPTIC TRUCKS

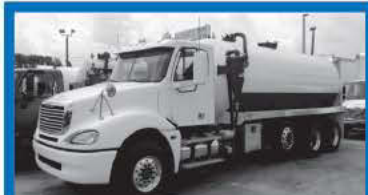
1993 International 940 with a 3,600 gallon aluminum tank, air ride, 3406 CAT engine, H400W vac pump. \$39,500. 614-837-3010, OH. (P10)



2000 International 4900, DT466E: Spicer 10-spd. trans., Moro M10 vacuum pump, newer 2008 2,500 gallon tank, 400k miles, runs and pumps great, ready to go to work! Original owner and well maintained.\$35,000
Call 760-734-1030 or email
Jeff at abell.jeff@gmail.com P11



(3) 2011 Dodge 5500 trucks: 1,000 waste/300 fresh tanks, mileage in the 50,000's on all 3 trucks.\$54,000
Contact Rodney Lane
270-832-3793 P10



2005 Freightliner Columbia: 10-spd., 448,962 miles, Detroit 12.7L, 500 hp, new heavy duty 5,000 gallon, built by U.S Tanks with a 5-year warranty, Jurop LC-420 liquid-cooled pump (425 cfm) with a 1-year warranty, rear work lights, all new valves, aluminum wheels & full float tires (optional), aluminum hose trays, aluminum toolbox, double framed chassis, sight tube, new 13,250 lbs tag axle, new custom paint, large 12 gallon cyclone secondary, 1-year/100,000 mile engine warranty nationwide, see dealer for more details.\$94,000
Call Mike: 786-554-0892 or
George: 954-558-0816,
www.Nationaltruckcenter.com PBM

1988 GMC C7D C6V, diesel, 2,500 gallon tank, Wallenstein pump, 5-spd. manual, 2-spd. rear end, good glass & body, newer tires. \$18,000. Jeff, 701-321-2224, ND. (P10)

SEPTIC TRUCKS

1999 Sterling with 3,100 gallon tank, new TSI 500 pump, heated valves, heavy specs, low miles, \$53,000. 1996 International: 2,500 gallon tank, 6-plus-1 250 hp. \$24,000. 724-785-5892, PA. (P10)



2001 Sterling A9500: 12.7L Detroit 480 hp, 170-280,000 miles, Fuller 7-spd., 3 available, very low miles!!! New heavy duty 3,600 gallon U.S tank with a 5-year warranty, new Jurop R260 pump (363 cfm) with a 1-year warranty, double framed chassis, A/C, heavy duty rear bumper, aluminum hose trays, new custom paint, aluminum toolbox, all new valves, rear work lights, large 12 gallon cyclone secondary, easy financing!! See dealer for more details.\$67,000
Call Mike: 786-554-0892 or
George: 954-558-0816,
www.Nationaltruckcenter.com PBM

1982 International truck with 1,250 gallon vacuum tank, runs, used daily, could use some work, new universal joints, new carrier bearing, new battery. Located in southern Oklahoma. Call 580-465-0180. (P10)



2007 Peterbilt 385 (2 available): CAT C-13 475 hp, 9-spd., 482,651 miles, new heavy duty 3,600 gallon U.S tank with a 5-year warranty, new Jurop R260 pump (363 cfm) with a 1-year warranty, heavy duty bumper, all new valves, rear work lights, new custom paint, aluminum hose trays, large 12 gallon cyclone secondary, 1-year/100,000 mile engine warranty nationwide. See dealer for more details.\$83,000
Call Mike: 786-554-0892 or
George: 954-558-0816,
www.Nationaltruckcenter.com PBM

SEPTIC TRUCKS



2005 International 4400: DT466, 245 hp, 6-spd., 207,665 miles, heavy duty 2,200 gallon U.S tank with a 5-year warranty, new Jurop R260 (363 cfm) pump with a 1-year warranty, new valves & camlocks, aluminum hose trays, sight glasses, new paint, 1-year/ 100,000 mile engine warranty nationwide. See dealer for more details.\$49,000

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



2007 Mack built 2009: 4,500 gallon, Hibon blower, Huber water jet, dump body, full open rear door, 160,000 miles, DOT.\$200,000
954-214-8293, FI P10



1999 GMC C7000 Topkick: CAT 3126 engine, Allison automatic transmission, 1,000 gallon tank and Masport HXLV4 pump, fold-down tailgate to carry units on truck. Ready to go to Work!\$25,000
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1993 Elgin Whirlwind Series L, 5.9L Cummins, front John Deere, 4039 rear. \$7,000. 614-837-3010, OH. (P10)

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Pre-owned Coleman 3-compartment: 600 waste, 250 fresh, 100 chemical, stainless steel vacuum tank with a Masport vacuum pressure pump package, tank only. (Stock #2282V) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

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1995 International Tractor: 330 hp Cummins N-14, 9-spd. Eaton Fuller with 8,700 gallon aluminum tanker trailer, truck and trailer to be sold as a pair. Tanker has three 4" valves, tanker is transport only, NON-VACUUM. Truck and trailer in great condition, truck has 500,000 miles, aluminum cab, very clean.\$18,500 **Call Dustin 978-468-9001 MA** P11

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2008 Peterbilt 385 with a 100 barrel 2009 Quality tank, heated valves, C13 CAT, 8LL transmission, air-ride suspension, 20k front, 20k pusher, 46k rears, full lockers. Asking.....\$85,000 **Please call 607-769-0172 for further details** P11



2005 Peterbilt 379 with a 100 barrel Dragon 2010 tank, heated valves, C15 CAT, 18-spd., air-ride suspension, 20k front, 20k pusher, 46k full lockers. Asking.....\$65,000 **Please call 607-769-0172 for further details** P11



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