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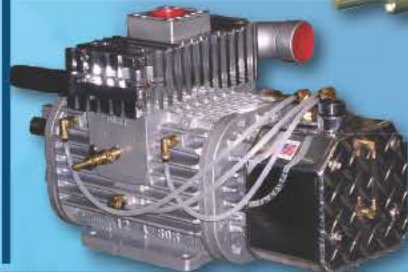
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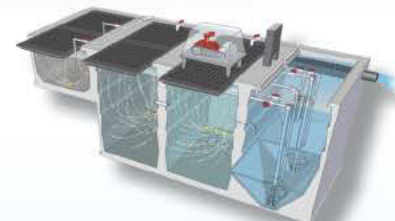


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Add to your menu of services and watch the revenue roll up from your most loyal customers

By Jim Kneiszel, Editor

Jim Kneiszel, Editor



Contact Jim with your comments, questions and opinions at editor@pumper.com.

It stands to reason that a broader professional skill set will yield more revenue from more customers – and better yet – bigger work orders from your most loyal customers.

In small business – and especially in a smaller market – diversification can be your best asset. When your menu of wastewater services grows, so does your bottom line. Any additional services you can offer will build on your value in the market in general, but will be especially welcomed by your best customers – those who already believe in you and would like to find more reasons to hire you.

In small business – and especially in a smaller market – diversification can be your best asset. When your menu of wastewater services grows, so does your bottom line.

The idea of diversification dovetails nicely with the theme of this month's issue of *Pumper*. The editorial focus is *septic system inspection and jetting*, and we've planned editorial stories to get pumpers thinking about how they can expand beyond the vacuum hose to build profits. In these pages you'll see a "Product Focus" feature to introduce you to a variety of equipment related to inspections and jetting work. And our profile stories take you to businesses that rely on system maintenance and inspection as well as hauling liquid waste. More on that later.

THE SURVEY SAYS ...

Two months ago, we released the results of our 2012 Pumper Survey, which offered compelling data about growing diversification among septic service contractors. When compared to our last survey in 2008, the numbers showed a strong trend toward pumping companies moving into new specialties.

To recap, the number of contractors who reported adding commercial pumping accounts rose from 31 percent in 2008 to 74 percent now. Sewer and drain-cleaning services grew from 22 percent to 49 percent. System installation rose from 24 percent to 43 percent. And contractors offering portable sanitation rose from 12 percent to 43 percent. These numbers show pumpers are becoming more comfortable expanding their horizons, both in learning new techniques and purchasing the specialty equipment necessary to do a wider variety of work.

And that leads to our profile companies this month. We interview business owners who are not afraid to step out with new ideas for strengthening their positions in a competitive marketplace. I'd like to tell you a little bit about our featured contractors:

LOOK TO THE MAINTENANCE CONTRACT

Our cover story ("A Watchful Eye") features **Jeff Rachlin**, owner of **OnSite Management** in West Chester, Pa. First of all, it's a coincidence that we're featuring Rachlin as he prepares to take over the role of president of the National Association of Wastewater Technicians. Rachlin has been active in the industry for years, and I was intrigued by his seminar on maintenance contracts during Education Day at the 2012 Pumper & Cleaner Environmental Expo International. Since sitting in on that talk, I've wanted to share Rachlin's diversification success story with *Pumper* readers.

As writer **Ken Wysocky** explains, Rachlin has been working for years to perfect the concept of maintenance contracts. He currently has 20 percent of his customers on a regular maintenance schedule. Also an onsite system installer, Rachlin bought a vacuum truck and pumps tanks as well. A variety of equipment allows his company to expand from installing and pumping into providing minor on-the-spot repairs. All of these services can be provided conveniently, resulting in greater customer satisfaction.

Being able to communicate with customers effectively on all aspects of system care shows the company's level of professionalism, Rachlin says.

"Our biggest objective is to provide as much information as we can, and let customers pick and choose what they want," he says, adding that educating customers "establishes us as a progressive company that's interested in helping homeowners understand what's going on."

HOW CAN WE HELP YOU?

Pete Couty of **Alberta Septic Systems**, Newcastle, Wash., isn't content to simply pump a tank and leave with a check. He wants to provide the type of comprehensive service that will engender loyalty from his customers. Couty shares his story with writer **Scottie Dayton** in our second profile this month ("We're All In") and tells other pumpers how they can develop great relationships with homeowners.

Like many septic service professionals, Couty has grown revenue by updating older septic tanks with risers and lids to eliminate laborious digging for access. He also rejuvenates existing onsite systems, adding gravity drainfields with PVC pipe and chambers. But two things happened in recent years to prompt Couty to add another specialty. Point-of-sale real estate inspections were mandated in 2009 and Couty's son, **Shane**, became a licensed inspector the following year. These inspections are now an important part of the business.

Diversification and customer service have played major roles in building Couty's business. And he never wants to forget who helps him succeed. "People want to be treated with civility and feel that their call is important," he says. "Without the customer, you're nothing." ■

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Owner Jeff Rachlin records data from the Jet Inc. control panel on a drip dispersal system. (Photos by Jack Ramsdale)

A Watchful EYE

By Ken Wysocky

To improve cash flow, operate more efficiently, lower prices, and boost customer loyalty while fending off competitors, OnSite Management Inc. in West Chester, Pa., employs a simple and inexpensive tool: maintenance contracts.

Jeff Rachlin, who owns OnSite Management along with partners Bud Baroni and Derald Hay, says the company has been using maintenance contracts for about 10 years. Slightly more than 20 percent of the company's 5,000 or so accounts have signed maintenance contracts, and that number continues to grow.

"The rest of our customers just haven't reached that teachable moment yet, where they've just had a major repair or watched the previous homeowner go through a \$10,000 to \$40,000 system replacement," Rachlin says. "They figure 'If it ain't broke, don't fix it.' Everyone learns differently ... but usually, cost is a big influence."

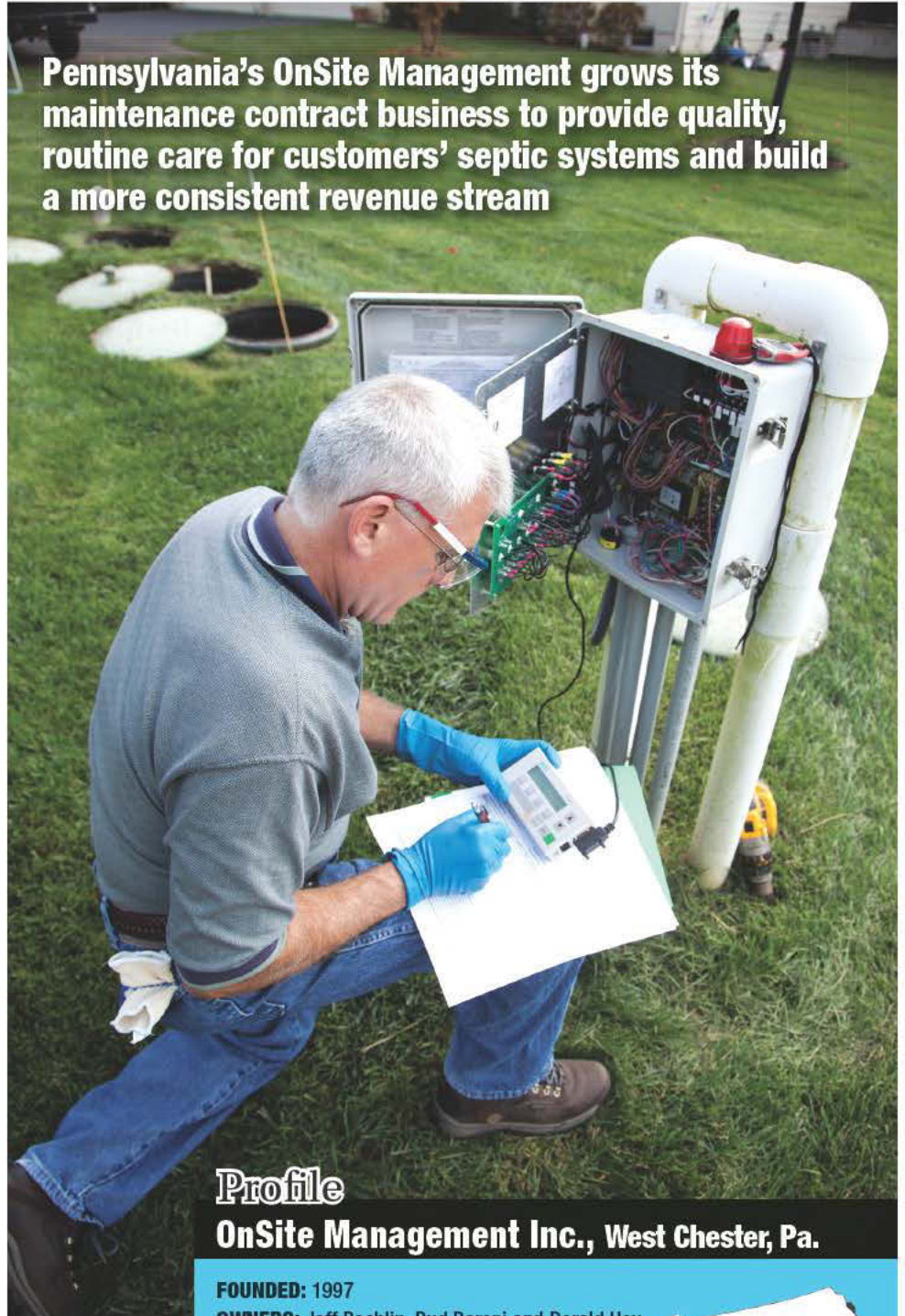
OnSite Management – which tests, designs, inspects, installs and services septic systems in a four-county area in southeastern Pennsylvania – markets the contracts to new customers after installing a system, and to existing customers, but only after their system passes an inspection.

Rachlin says maintenance agreements benefit both customers and the company.

For customers, regular inspections save money in the long run by detecting small problems before they lead to costly system failures. And customers appreciate making smaller quarterly payments instead of receiving one large pumping bill. The contracts effectively enable them to amortize the cost of tank pumping over the life of the contract, which runs for three years. Furthermore, they end up paying less for service because the company can schedule pumping routes more efficiently.

For OnSite Management, quarterly contract payments generate more consistent cash flow, as opposed to one pumping fee charged every several

Pennsylvania's OnSite Management grows its maintenance contract business to provide quality, routine care for customers' septic systems and build a more consistent revenue stream



Profile

OnSite Management Inc., West Chester, Pa.

FOUNDED: 1997

OWNERS: Jeff Rachlin, Bud Baroni and Derald Hay

EMPLOYEES: 9

SPECIALTIES: Testing, designing, inspecting, installing and pumping septic systems

SERVICE AREA: Southeastern Pennsylvania

AFFILIATIONS: Pennsylvania Septage Management Association, National Association of Wastewater Technicians

WEBSITE: www.onsitemgt.com



(continued)

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years. In addition, contracts give customers a built-in motivation to stick with the company. (If a customer moves, the contract is transferable to the new homeowner; if the new owner doesn't want it, the old owner may get a credit for work not performed, or might owe the company money if the payments made don't equal the value of the work performed.)

"It takes them out of the market," Rachlin explains. "When they have a problem, they know they can call someone who's familiar with their system, instead of looking through the Yellow Pages or going on the Internet to find someone. Plus, it keeps their price down because the biggest cost for us is getting out to a job and back. So if we can schedule, say, six houses at a time, it helps us be more efficient, and we can pass those savings on to the homeowners."

COMMON-CENTS STRATEGY

Rachlin says he settled on the idea for maintenance agreements when an HVAC contractor tried to sell him a maintenance plan on a new system in his home. "I figured if they can do it, why can't we?" he says.



Here's how the contracts work: In exchange for quarterly payments, OnSite Management performs two inspections a year, which includes a pumping, if needed. The technician checks the solids level and the structural integrity of the tank above the liquid level, cleans filters, flushes the laterals, and hydro-pressurizes the system once a year. If a tank is emptied, a technician also checks its structural components.

Field services technician Dave Burgess gets ready to measure the solids level in a residential septic tank.

"Early on, we were going to do maintenance intervals three to four times a year, but we've found that twice-a-year intervals are more cost-effective," Rachlin says.

As a bonus, homeowners that sign maintenance contracts get billed at regular hourly rates for after-hours emergency calls, Rachlin says.

Technicians fill out and leave behind a copy of a checklist so the homeowner knows when the inspection occurred, the condition of system components and whether repairs are needed. If it's a serious issue, staffers send out a letter and/or make followup phone calls.

Rachlin declined to disclose the price of the quarterly contract fees, but notes it's a direct function of how much time technicians spend on-site – a figure the company got a better handle on over time. "Our customer checklists show us solids-content trends ... which help us better predict when a tank will need to be pumped," he says. "That, in turn, allows us to schedule visits to other nearby customers, which boosts efficiency."

EQUIPPED FOR THE WORK

Technicians use the company's four Ford pickup trucks to do inspections, and they can perform minor repairs during the inspections. Along with the pickup trucks, OnSite Management owns a 2007 Volvo truck, built by Advance Pump & Equipment, Inc. and equipped with a 4,000-gallon aluminum tank and a Demag-Wittig RFL-100 pump made by Gardner Denver; a J-3000 Jet Set portable pipe cleaner made by General Pipe Cleaners/General Wire Spring; a GenEye pipeline inspection and locating system, also made by General Pipe Cleaners; a RIDGID SeeSnake pipeline inspection camera; and a RIDGID NaviTrack Scout sonde pipe locator.

The company also relies on a 2007 Volvo tri-axle dump truck, a Mack single-axle dump truck, a 25-ton trailer made by Eager Beaver Trailers, a 25-ton trailer made by Rogers Brothers Corp., a 2011 PC 160 excavator made by Komatsu Ltd., a CT322 compact track loader made by Deere & Co., a 420D backhoe/loader manufactured by Caterpillar Inc. and a 2012 E35 compact excavator made by Bobcat Co.

(continued)

Cloud Computing Raises Productivity Sky-High

The paper trail used to bog down some aspects of operations at OnSite Management Inc. in West Chester, Pa. But that changed dramatically when the company went to cloud-based data storage, which greatly improved productivity by providing companywide access to documents – even for employees on remote work sites, says Jeff Rachlin, one of the company's co-owners.

As an example, septic system inspection reports that used to be available only in paper form are now scanned as digital .pdf files and posted on a remote server employees can access via home computers, laptops and smartphones. The company pays a minimal monthly fee for the service, he says.

"It really helps after normal business hours or on weekends," Rachlin says. "If I need records, I don't have to run back to the office and get information. Plus, it helps me talk more intelligently to customers if they call me after hours."

As another example, Rachlin cites something as simple as a materials list for a septic system installation. Rachlin puts it on the server where it's easily accessible to a work crew. So if a crew finishes a project early, they can access the materials list for the next job and get started instead of coming back to the office to retrieve a hard copy.

"It's hard to quantify (productivity and profitability gains)," he continues. But he says the crew no longer has to spend valuable time searching for records.

"With 5,000 customers, and sometimes working on 10 to 20 accounts at a time, the cloud makes information management much easier and convenient," he concludes. "I used to figure that if you could access any information within two minutes, you were pretty efficient. (Cloud computing) knocks it down to literally seconds, depending on the Internet speed."

I used to figure that if you could access any information within two minutes, you were pretty efficient. (Cloud computing) knocks it down to literally seconds, depending on the Internet speed.

- Jeff Rachlin

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Vacuum truck operator Dave Wilkerson (left) and technician Dave Burgess return hose onto the company's 2007 Volvo vacuum truck, built out by Advance Pump & Equipment Inc., after pumping a septic system.

“It’s like a car, in that if you’re educated and you know it needs oil changed at certain intervals, you’ll do it. The same thing is true with septic systems. Once they’re educated, customers will follow up with service intervals.”

- Jeff Rachlin

CUSTOMER EDUCATION

Rachlin adds that educating customers is an important part of the company’s marketing and contract sales efforts.

“After we install a system, we go out and do an orientation,” he says. “The more they know, the better off we both are in terms of prolonging the life of the system. If it’s designed, installed and maintained properly, we believe it should last indefinitely. And the more confidence they have in

us, the more likely they’ll continue to be our customer in the future. It’s all about building trust and relationships.

“Basically, I’ve found that it’s like a car, in that if you’re educated and you know it needs oil changed at certain intervals, you’ll do it,” he adds. “The same thing is true with septic systems. Once they’re educated, customers will follow up with service intervals.”

After pumping a tank and performing a 20-point inspection for a new customer, technicians leave behind a completed inspection checklist, a thank-you bag with a company refrigerator magnet that displays essential contact information, a brochure that explains how to take care of a septic system, and another brochure that provides details about the maintenance contracts.

PROFESSIONAL BACKGROUND HELPS

The company developed its own contract and inspection forms. The latter task wasn’t as daunting as it may sound, Rachlin says, because of his involvement with professional organizations and networking with others in the industry. He belongs to the Pennsylvania Septage Management Association, sitting on the organization’s education committee. He also teaches courses technicians take to become certified septic system inspectors. In addition, he’s a member of the National Association of Wastewater Technicians.

“Being a (certification) instructor allows me to stay on top of the latest inspection techniques, and belonging to NAWT keeps me abreast of things going on nationally,” he says. “Our forms continue to evolve over time as new technologies emerge and employees – and even customers – suggest changes. For example, the frequency of our visits (for maintenance intervals) changed because of customer input.”

Selling customers on the idea of regular maintenance is easier if they’ve just incurred a major expense, like a system replacement, or heard someone else’s story of problems uncovered in a time-of-sale septic system inspection.

“The bottom line is that maintenance is cheaper compared to replacing a system,” Rachlin says. “If we replace a system during a real-estate transaction, the buyer sees what the seller is going through – it’s a great teaching point,” he says. “They can see that with a maintenance contract, they don’t have to worry about that any more. It’s as close to flush and forget as you can be.”

It also helps that consumers are becoming more aware of the importance of septic system management, especially as more municipalities and/or states require septic system inspections before a home is sold.

Owner Jeff Rachlin (right) prepares to inspect a septic tank as vacuum truck operator Dave Wilkerson evacuates the contents.



Check out a video with Jeff Rachlin talking about the OnSite Management operation at www.pumper.com



Field services technician Dave Burgess checks and cleans an aerator motor from Jet Inc.

“Our biggest objective is to provide as much information as we can, and let customers pick and choose what they want,” he says. “It also establishes us as a progressive company that’s interested in helping homeowners understand what’s going on. For instance, if they see the kind of equipment that will be in their backyard, it alleviates the shock that occurs when you show up with a backhoe and start digging.”

In terms of advancing technology, Rachlin says this is an exciting time to be in the septic service industry. Efficient drip-dispersal systems, for example, are opening up for development formerly unusable land, and offer more options for system repairs. And as care for new- and old-technology systems becomes more critical, maintenance contracts will continue to play an important role in the company’s success.

“They’re beneficial to customers because it gives them a better price for the work being done, and it helps us work more efficiently,” he concludes. “It’s a win-win situation.” ■

The company also uses a website to educate customers and generate sales leads. Rachlin developed the site himself, and says it is responsible for service calls to more than pay its associated costs. Rachlin says he often directs customers to the website for more information, such as before-and-after photos of system installations and videos showing how technicians conduct inspections.

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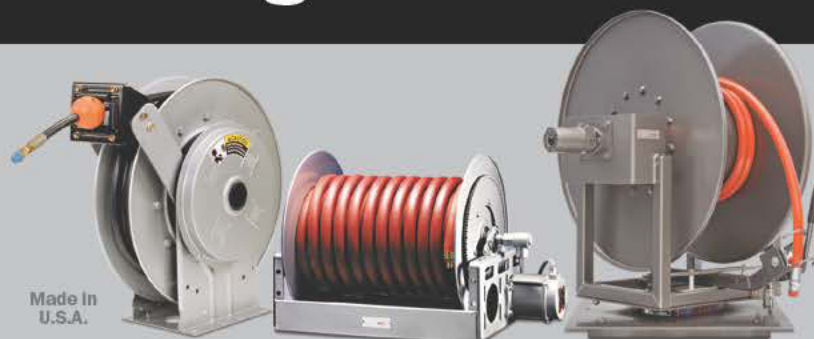
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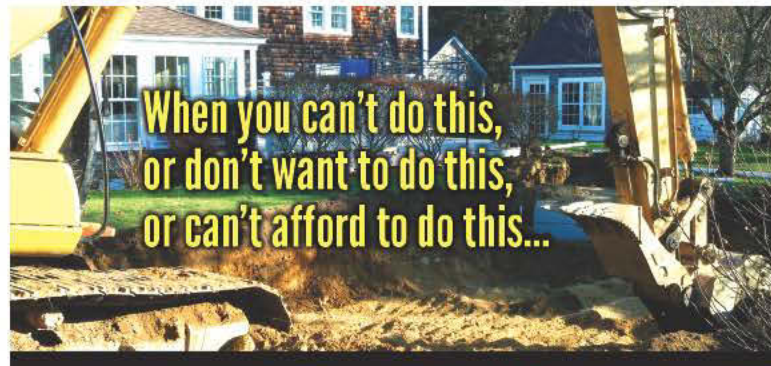
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The Alberta Septic Systems team includes (left to right) Cory Couty, Shane Couty, Taylor Couty, Laura Couty and Pete Couty with granddaughter Sawyer Couty. (Photos by Mike Penney)

Strong family involvement and personal attention to customer service drives Alberta Septic Systems to success in Washington State
By **Scottie Dayton**

Careful personal attention to customer issues has driven the service Pete Couty provides from his pumping company in Newcastle, Wash. He will proudly tell you some loyal customers would rather stay in a motel than call anyone but him to fix an emergency backup.

That kind of customer loyalty has spurred growth for the small family business, Alberta Septic Systems, and forced Couty to consider how much he can grow the business – involving the younger generation of his family – and still ensure top customer care and preserve the good reputation he’s built over the years.

Like many small-scale pumping companies, referrals and repeat business drive the company, which specializes in residential pumping, onsite repairs and point-of-sale inspections. Residential pumping increased from 300,000 gallons in 1990 to 700,000 gallons in 2011, and repairs generate 25 percent of annual revenue.

**Alberta Septic Systems,
Newcastle, Wash.**



OWNERS: Pete and Laura Couty

FOUNDED: 1988

EMPLOYEES: 4

SERVICE AREA: 25-mile radius

SERVICES: Septic system pumping, repair and inspection

WEBSITE: www.albertaseptic.com

For more than 20 years, Couty pumped alone while his wife, Laura Couty, handled office duties, held a full-time job and raised their children. As sons Shane and Cory and daughter Taylor begin entering the business part time, Couty faces decisions on how much to expand without sacrificing his hallmark service.

LOVES BEING A PUMPER

Couty, 59, spent 16 years working 60-hour weeks managing an electronics company. Born with an independent nature, he bristled at being told what to do. When an acquaintance with a pumping background suggested a partner-ship, Couty accepted. Alberta Septic Systems opened in November 1988.

"It was scary," he recalls. "I was 35, Laura was pregnant with Cory, and I was quitting a full-time job paying decent money to start a business from scratch." Work came quickly after the company's ad appeared in phone books covering a 25-mile radius. The partners also left flyers in mailboxes and advertised in newspapers.

Couty was amazed at how much he enjoyed running a pumping business and the flexibility it offered. "It was a breath of fresh air," he says. "The power to do what I wanted was huge for me. I could manipulate my schedule to watch my kids' baseball games and do things with my family that I couldn't in my managerial position."

A good rapport with customers over the phone came naturally to Couty, and an emphasis on fair pricing, integrity and a do-unto-others philosophy helped build the business. And within a year, Couty earned his installer and pumper licenses through the King County Health Department.

"People want to be treated with civility and feel that their call is important," he says. "Without the customer, you're nothing." Within two years, Couty bought out his business partner.

In 1999, with an aging truck that was causing concern, Couty found a 1992 over-the-road Kenworth semi with a sleeper and took it to Erickson Tank & Pump. The sleeper was removed and a 3,200-gallon steel tank and Masport pump were added. Couty still runs the single truck with original equipment, although he had to weld some holes in the tank.

His other equipment includes a Toyota Tundra service pickup and Prototek flushable transmitters to locate tanks, distribution boxes, and drainlines. Most septic tanks are buried shallow enough to hand-dig. Couty rents or borrows a backhoe for deeper excavations or subcontracts the work.

A BIG CONTRACT

Many King County residents live in massive communities with homeowner associations looking for septic companies running four or five trucks. Couty was too small to compete on that scale, yet he wanted some of that steady work. Leaving company flyers in smaller communities attracted attention.

"The word got out that I did a good job and work took off," says Couty. "Then the president of the Hollywood Hills homeowners' association asked if I wanted the account." They came to an agreement.

Residents in the 250-home community in Woodinville didn't want sewers coming in and responded when the association sent reminders to call Alberta Septic for pump-outs. Communities in Laurelhurst and Bear Creek

also hired the company. The state code recommends pumping septic tanks every three to five years.

Couty spent time educating homeowners about their systems. Typical homes, built in the 1970s, have dual-compartment 1,000-gallon septic tanks without risers. Couty pumps both chambers and check the drainfields. He excavates the 2- to 3-foot deep tanks by hand just once, then suggests customers dig it up themselves or allow him to install Orenco Systems, Inc. risers. Most agree to the risers once they understand a single excavation costs as much as the risers.

"I always approach buyers and suggest installing risers at the time of inspection," he says, "but it's hard to convince them when they haven't closed on the house. If they call me later for a pump-out, I insist on risers if they want to remain my customers."

"I always approach buyers and suggest installing risers at the time of inspection, but it's hard to convince them when they haven't closed on the house."

- Pete Couty

MIGRATING TO THE WEB

As the digital age replaced phone books, Couty hired WSI Web Profit Solutions in Issaquah, Wash., to create and manage the company website. "I sought a professional because I am one and I wanted my website to reflect it," says Couty. "I'm interested



Cory Couty removes the lid from a septic tank.



Shane Couty (left) and Pete Couty pump a residential septic tank after inspection.

Nightmare Job: The Cattle Call

Pete Couty of Alberta Septic Systems recalls his worst septic repair began when a farmer called to report a cow had drowned in her septic tank. She had been moving the pasture fence, left the property to buy more posts, and the herd escaped in her absence. They immediately headed toward the green grass growing around the shallow, fiberglass tank. The cow's hooves went right through the brittle lid when she stood on it.

"It was a hot day and we could smell rotting flesh as soon as we pulled into the driveway," says Couty. After pumping the tank and digging around it, they tried lifting the tank with a rented backhoe to slip a chain underneath. The tank exploded, covering Couty and his son, Shane, in thick black sludge.

"With the tank out of the way, we could pull the animal out of the hole," says Couty. After washing up, they buried the animal, then cleaned the sludge off the grass with the vacuum truck. They tossed lime in the hole to help relieve the smell, set a concrete tank in it, and plumbed the tank to the house and drainfield.

in generating more work because my sons are with me part time now." The website pulls in five jobs a month.

While referrals and repeat business are the company's mainstay, Angie's List brings in one to two customers per week. The online service compiles consumer ratings of service companies and contractors. "I'm not positive which job got me on the list, but 20 different reviews are there now," says Couty. "If I didn't have a website, Angie's List could serve as one." He also rotates the reports on his Web pages.

INSPECTION CONNECTIONS

Pumping tanks naturally led to repairing onsite systems, although Couty picks jobs where he can install gravity drainfields using PVC pipe and chambers from Infiltrator Systems or Advanced Drainage Systems. "Simple



Pete Couty removes an outlet baffle filter for cleaning during a tank cleaning. Cory Couty looks on.

components mean fewer complications down the road," he says. "And chambers are easy to move in tight places."

Point-of-sale inspections became law in 2009, the same year Shane Couty graduated with a criminal justice degree and police departments began laying off officers. Derailment of one career set another in motion for him when he earned his inspector/OSM (onsite system maintainer) license in 2010. The younger Couty, 26, averages 10 to 12 inspections per month with peaks of 15 to 20. The work is part time.

Shane Couty says real estate agents appreciate his approach to educating customers. "We treat them with respect. I explain everything I do, why something isn't working, and reassure them that it's an easy fix if it isn't something major." He concentrates on projecting a professional image that encourages customers and agents to view him as a friend.

The police academy enhanced Shane Couty's communication skills. One session, "Verbal Judo," taught him how to use words to defuse confrontational situations. "I've had only one inspection where the buyer became irate and combative," he says. "In that case, as in any emotional conversation, the guideline is: Talk slow but think fast."

On rare occasions when he has a bad feeling about a job, Shane Couty photographs it. His first clue is hearing the customer and real estate agent squabbling because they're uneasy about the system. Then he takes lots of pictures; otherwise, the state's comprehensive inspection form protects him from legal prosecution. "Being an inspector is a great career, the money is good, and I meet interesting people," he says.

I've had only one inspection where the buyer became irate and combative. In that case, as in any emotional conversation, the guideline is: Talk slow but think fast.

- Shane Couty

ALL IN THE FAMILY

Although not ready to retire, Pete Couty is preparing his children for the day. Shane Couty has expressed interest in buying Alberta Septic. He would manage and market it, and hire a friend to run the truck. Brother Cory Couty, 22, works part time for the company while earning an accounting degree. He wants an OSM license to continue working with his father in case he can't find employment after graduation. Sister Taylor Couty, 18, a college freshman majoring in special education, works part time running errands, processing invoices, and inputting the company's customer database from 2007 onward using management software from Sage.

The elder Couty's goal is to increase business while keeping it in the family. "I don't want to hire outside help or grow to where my service performance suffers or I don't treat people correctly," he says. "My biggest challenge will always be taking care of customers." ■

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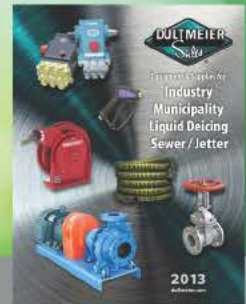
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2001 Freightliner FL 112 Vactor 2100 Vac Truck
\$109,500

Cummins ISM @ 370 HP, 18k/40k axles, TuffTrac susp., full lockers, Allison automatic, cruise, AC, Vactor 2100 Series, front controls, Positive Displacement Fan blower, aux. hyd., power washer front and rear, 425 float steers on alum. rims, 4 fresh water tanks, JD diesel aux. power for blower



2006 Peterbilt 379 4,000 gal. Pres/Vac Unit
\$89,500

Cat C-15 @ 466 HP, tandem, 4,000 gal. cap., 2008 Jurop 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



1991 Freightliner FLD with 3,000 Gal. Stainless Vacuum Tank
\$39,500

Cummins 350, 9 spd., air ride, 206" WB, 1997 Cajun Stainless Tank, full opening, dumping, Wittig Demag Vac unit, 22.5 Rubber, rollover bars, pop offs



2002 Mack CH613 with Marsh 2,300 Gal. Hazmat Tank
\$69,500

Mack E-7 @ 400 hp, 9 spd., air ride, jake, cruise, AC, susp. dump, power divider, heated mirrors, elec. windows and doors, hub piloted steel rims, 22.5 tires 2001 Marsh Dot 407-412 coded tank, pop off, grounding cable, air controls to rear, 20" manway, catwalk, 12k/38k axles



2002 International 2574 Jet/Vac Truck
\$119,500

Cat C-10 @ 350hp., 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



1996 International with Hazardous 3,200 Gal. Keith Huber Vac Truck
\$79,500

Detroit 60 Series @ 330 hp., 10 spd., International air ride, 12K/40K axles, power divider, cruise, ac, 2000 Keith Huber Dominator, full opening/dumping tank, DOT 412 with pop offs and grounding cable, emergency shut off, hose tray, hyd. driven Wittig pump, 22.5 on steel rims, battery monitoring system, block heater, tool box, 217"WB, 3,292 hours showing



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Cat C-13, 10 spd., front and rear air ride, jake, 244" WB, 60" sleeper, alum. front rims, Challenger 607 pres/vac unit with 4" fittings, 326K miles showing, unit has a ProHeat system on it



2000 Sterling Tri Axle with Hazardous PresVac Vacuum System
\$89,500

Cat C-12 @ 317 hp., Hendrickson beam susp., 20k/20k/46k axles, 274" WB, 8LL, cruise, full lockers, 1999 4,000 gal. tank, full opening/dumping rear, SA-36, "NEW" hyd. driven Hibon SIAV VTB-820 spark resistant blower, hyd. cooler, pop offs, cat walk, 4" air operated gate valve, 6" main, block heater, 11R22.5 rubber on steel rims



Don is the co-author of *The One Minute Negotiator: Simple Steps to Reach Better Agreements* and CEO of U.S. Learning based in Memphis, Tenn. Learn more at www.DonHutson.com.

Making a Difference

Define your company's unique qualities and what customers value, and you'll get an edge on the competition

By Don Hutson

One dreaded statement from a prospective customer could make a salesperson turn pale. "Is this your best deal?" Or "I've talked to a couple of your competitors, and they can do it for less." Or "Thanks, but we want to shop around before making a decision."

When not prepared for the price resistance, a weak salesperson may stammer, "Well, let me see what I can do."

In today's market of intense competition, this scenario continues to replay itself. But is it really about price or is it value?

DEFINE VALUE

The truth is value, like beauty, is quite subjective. It is, indeed, in the eye of the beholder. It's vital that every person selling a product or service must find out exactly what the prospect values. Ask questions and listen to

It's vital that every person selling a product or service must find out exactly what the prospect values. Ask questions and listen to would-be customers; their definition of value is more important than yours.

would-be customers; their definition of value is more important than yours.

In tough markets, we need to learn to sell value by differentiating ourselves from our competitors. The degree to which we are perceived as different from and better than the competition is critical.

To prospective customers, salespeople often appear to offer just about the same products and services. Unless you can create a powerful and distinct difference, you are not going to stand out from the crowd.

So how do you separate your offerings from the competition? You've got to be different. And it's not always about price. Take a look at these ways to differentiate your company from the competition.

Product Differentiation: How is your product or service different from or better than your competitors'? If you can't come up with some solidly unique components, you may be in danger of being perceived as just another contractor of septic services or portable sanitation.

Once you know what your prospects value, you might be able to create something unique about your product or service; then creatively exploit every aspect of the difference and tie it into what the prospective customers told you they wanted.

Price Differentiation: Some marketing and sales people think the best way to get business is by underpricing everybody else. Thin margins have put more companies out of business than any other single factor. If you choose to be the low-price provider, you better have every expense category cut to the bone, or your company will perish in short order! This might be your worst avenue of approach in trying to build a long-term enterprise.

Relationship Differentiation: Harness the power of relationships and lock out the competition. If there is a solid relationship between you and

your clients based on high trust, you have an inside track of tremendous value. This environment will make you the envy of your competitors, and your client may not even give your competitor a chance if the relationship is strong enough.

Build trust with a high-integrity, win-win approach by exceeding their expectations and being a valued resource in every conceivable way. Be prepared to earn their trust, which takes time, planning and perseverance. Be impeccable with your word from the get-go and implement a communication process that keeps you and your clients connected.

Process Differentiation: Many companies don't attach enough significance to the processes that dictate their business. The "We've never done it that way" syndrome bites companies in the backside when they don't give innovative thought to their business practices. Get the staff together and brainstorm better, more customer-friendly, out-of-the-box ways to do business. How business is conducted changes every day due to e-commerce, the Internet, ever-changing buyer behavior, and new technology. Capitalize on innovation rather than being a victim of it!

Technological Differentiation: New technology, from blogs to podcasts, affords many opportunities to advance our ways of operating and communicating. Such innovative avenues result in prospective clients better understanding your company. Cardinal rule: Make it easy for the customer to communicate and buy your products or services.

Experiential Differentiation: Can you provide customers with knock-your-socks-off service and experiences that are so satisfying they tell their friends and colleagues? Customer service miracles are anything you can do to make a customer say "Wow!" Your goal should be to create not only a brand but also a service experience that is terrific!

Marketing Differentiation: Determine ways to create a distinction in your sales and marketing approaches that support setting you apart from the competition. If your sales process is so compelling that prospects see you and your offering as irresistible, it renders your competitors irrelevant.

People will always pay for expertise and do business with individuals they know, like and trust. When trust is high, stress levels go down and vice versa, which is why high-pressure tactics really don't work anymore.

BACK TO THE BASICS

Remember those price objections mentioned at the beginning? Your goal should be to steer your prospect from a discussion about price to a discussion on the differentiated products and services you offer. When the prospect asks if that's your best price, you should be able to say, "It's easy to focus on apparent price rather than actual cost. Would you give me a few minutes to distinguish between our product offerings and those of our competitors? We have engineered some significant advantages for you that are unique to the marketplace." ■

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Fred practices law in Ann Arbor, Mich. Legal strategies may vary depending on the state in which you live and the specifics of your situation. See your lawyer for legal advice.

Get It in Writing

Be thorough in preparing business contracts; then make sure you get the appropriate signatures to ensure the terms stick

By Fred S. Steingold

You very likely sign contracts in the course of doing business. You may need contracts, for example, to buy or sell goods or services, lease real estate, or hire key employees.

Whether you draw up your own contracts or have a lawyer do it, you want to make sure all the bases are covered. Here are the key points to look for in any business contract:

- **What each party is promising to do.** Perhaps it's to pay money, provide a service, or deliver a product. If the contract involves a construction project or a customized machine, it may have a separate attachment labeled "specifications."
- **When the work will be done or the product delivered.** If strict compliance with contract deadlines is important, be sure to include the words "Time is of the essence." Otherwise, a judge may allow reasonable leeway in enforcing the deadlines.

- **How long the contract will remain in effect.** If it's open-ended, list the conditions under which you or the other party can terminate it without penalty.
- **The price - or how it will be determined.** Avoid saying that the price will be negotiated. This wording can lead to arguments and even a lawsuit. If you use a formula for pricing, include an example for clarity.
- **When payment is due.** Will there be installments? Will interest be charged? In contracts for consulting and other services, it's common to have a payment schedule tied to interim completion dates.
- **Warranties.** If a party guarantees labor and materials for a certain period of time, how will problems be handled? By repair, replacement or refund?

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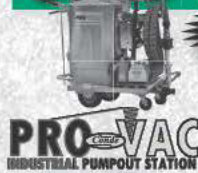
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3-2000 International 2674, Cummins ISM 400 HP, Fuller 8LL trans, 300k - 360k miles, 4000/200 gal. vac tank, Wittig RFL100 vac pump, jetter



1998 International 4900
International DT 466E Power, 6 spd, 73,500 orig miles, 2 compartment tank 3300/200, Utile vac pump & jetter



All New Int. TerraStar, 1,500 gal. portable restroom truck.



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1993 Mack CH613, 2007 3100 Gal. Alum Tank



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Roll Off Vacuum Tank



2002 Mack CX612, E7 350 HP, Fuller 10 Spd, 750,643 miles, 4000/200 gal. tank Fruitland RLF500 vac pump, jetter



2006 Peterbilt 379, 64,000 GVWR, auto trans, 400,000 miles excellent condition, perfect for 4500-5000 aluminum tank

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Many contracts consist of a single document containing numbered clauses. Both parties sign in duplicate, and each keeps a copy. But some contracts are less formal.

- **“Liquidated damages” if performance is delayed or defective.** Sometimes actual damages for breach of contract are hard to compute. The parties can agree in advance on a fixed amount (liquidated damages) that a party who breaches the contract must pay.
- **Whether either party can transfer (assign) the contract.** Depending on what the contract is about, you may or may not have concerns about dealing with a stranger in the future.
- **How disputes will be resolved.** Lawsuits can be costly and slow. Consider stating that disputes about the contract won’t go to court. Instead, an arbitrator will settle them.
- **Legal fees.** You can say that a party who breaches the contract will pay the other party’s legal fees and related costs.
- **Notices.** Specify where notice of default and other communications should be sent – and whether email notice is sufficient.
- **Which state’s laws will apply.** This clause will help avoid problems if the parties operate in separate states, or if the contract is to be performed in more than one state.

GETTING A CONTRACT SIGNED

So much for the *contents* of a business contract. Let’s turn now to how to nail down a binding legal agreement.

Many contracts consist of a single document containing numbered clauses. Both parties sign in duplicate, and each keeps a copy. But some contracts are less formal.

You can have a contract in two or more parts. For example, A sends B an offer; B accepts in a separate letter, fax or email message. Or A sends B an offer; B sends back a counter-offer; A accepts the counter-offer. As long as there’s a meeting of the minds, a contract involving several documents is valid.

You can also create a contract by writing a letter that contains the details of a proposed deal. If the person you wrote signs an acceptance at the bottom of the letter, you have a valid contract. This technique might work well if you’ve reached a deal over lunch. You can send your letter to the other person, and ask him or her to confirm at the bottom of the letter that you’ve correctly stated the terms the two of you have agreed on.

There may be several drafts of a contract before it’s final. The computer makes it easy to change the wording. You can also write in changes using a pen, but if you do this, each party should initial the changes.

You can also make changes in an addendum – a page added to the main contract. If you do this, state specifically that the addendum prevails if there’s a conflict between it and the main contract.

Make sure that the right person signs on behalf of each party. A partner can sign for a partnership. A corporate officer can sign for a corporation, and a member or manager can sign for an LLC. If you’re dealing with a small corporation or LLC, consider asking the owners to guarantee performance of the contract.

Contracts needn’t be witnessed or notarized to be legal. ■

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Long-awaited California regulations take effect this month

By Doug Day and Scottie Dayton

Much-delayed onsite wastewater laws for California take effect May 13. The new policies follow years of work in response to AB-885, which was passed by the California legislature in 2000. The original deadline for the regulations was January 1, 2004. After objections over the one-size-fits-all laws originally proposed, the state Water Resources Control Board developed a tiered, risk-based approach to set standards and minimum operating requirements for onsite wastewater systems.

Colorado

The Colorado Department of Public Health and Environment is planning “sweeping” changes to its laws for septic tanks and drainfields to make them more flexible. State officials also say the regulations are outdated. The Durango Herald newspaper reports the department has been working on new regulations for three years and expects to have them finished in 2014. Public hearings began in March.

<http://durangoherald.com/article/20130124/NEWS01/130129777/-1/s>

Delaware

Proposed septic regulations in Delaware would require inspection and pump-out of systems before properties are sold. The state Department of Natural Resources and Environmental Control proposed a plan requiring Sussex County residents living within a quarter mile of bodies of water to upgrade their onsite systems. Homeowners must purchase nitrogen removal technology, have a service contract for the life of the system, have the system inspected every six months, and submit an annual written report by a qualified maintenance provider.

At least one provision of the state’s proposed septic rule changes is prompting opposition. Among the law’s requirements is semiannual inspections of new enhanced nutrient removal systems within 1,000 feet of Chesapeake Bay tidal waters. The cost for each inspection, between \$350 and \$450, would be the responsibility of the property owner, and the state could require more frequent inspections.

<http://capegazette.villagesoup.com/p/dnrec-hears-sussex-woes/946007>


Florida

All 19 counties with first-magnitude springs voted to opt out of septic tank inspections as required by the Florida Department of Health. Three cities with first magnitude springs also voted to opt out. The deadline to do so was Jan. 1.

New Mexico

The New Mexico Environment Department requests submission of additional training courses to expand opportunities for liquid waste training and continuing education. The department seeks submissions that would increase the knowledge and expertise of onsite system installers and government regulators. It also seeks volunteers to serve on the panel that would review the material. To submit material or volunteer, contact Dennis McQuillan, NMED Liquid Waste Program manager, at 505/476-3236 or dennis.mcquillan@state.nm.us. ■

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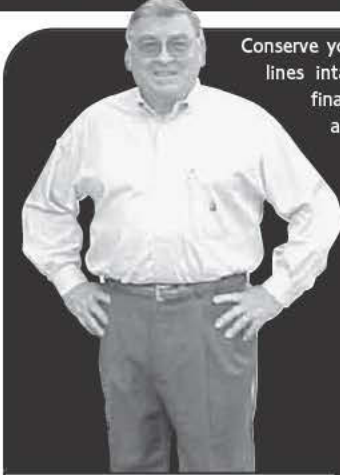
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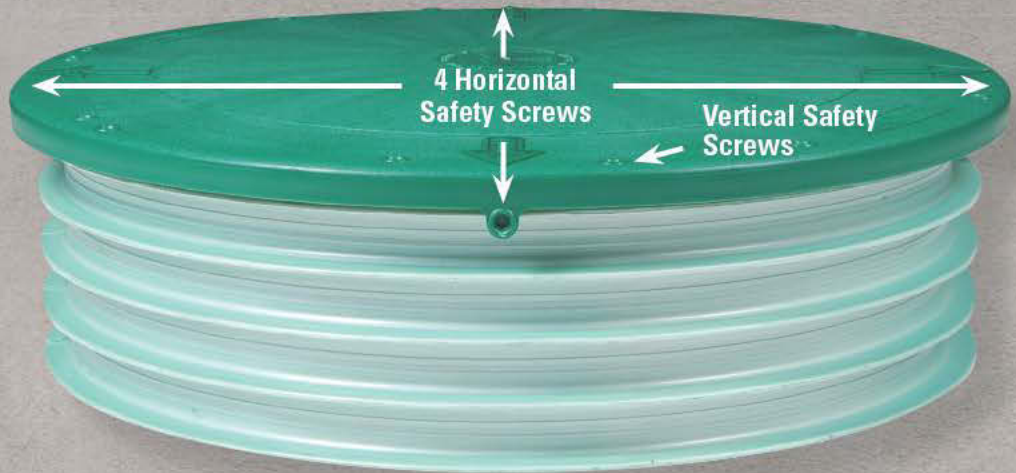
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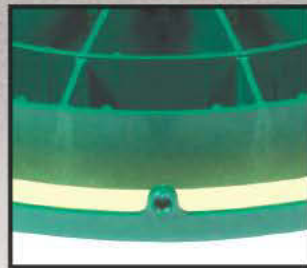
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Erik is a business writer in Racine, Wis. Readers may direct inquiries to him by contacting this publication at 800/257-7222 or emailing editor@pumper.com.

Keeping Stock

Careful inventory control is critical to keeping your business healthy and boosting profits

By Erik Gunn

If you think of your business as providing a service more than selling products to a customer, you might not think much about inventory. After all, that's really an issue for retail stores – isn't it?

Think again. Even if your business is confined to pumping septic tanks or cleaning portable restrooms, you still have inventory to consider. You may be a service company first, but you'll have items like tank lids and risers and portable sanitation replacement parts that will need to be stocked.

If you keep too much of anything on hand, you've spent money you didn't have to buy the stuff in the first place. Even the storage space is costing you something. And while some of your stock might keep on the shelves forever, other products will go "bad" over time. For example, I once made the mistake of buying a lot of ink cartridges for my computer printer because of a discount – only to learn the hard way that ink can get "old" in the package. I had to throw out some unused cartridges, and now I only buy ink as I need it.

But too little inventory can hurt you, too. Suppose you're unclogging a drain and discover a previously undetected leak demanding a replacement drainpipe. Do you really want your customer to wait an extra day until you get the pipe? Not if you hope to get called the next time they have an emergency.

MAKE IT "JUST RIGHT"

It's the same kind of problem Goldilocks had when she visited the empty home of those three bears. You want to avoid the extremes – not too much, not too little – and figure out what is just right. For some suggestions, I called up Ted Angelo, executive vice president at Grunau Co., a large mechanical contractor based in Oak Creek, Wis., that does business across the country.

"We're unconventional when it comes to inventory," Angelo says. Indeed, that's true, and I'll explain why and what you can learn from that. But first, a word or two about the basics:

Remember the 80-20 rule: That old formula fits your inventory supply just as it does many other aspects of your business: Roughly 80 percent of what you do probably entails a pretty small selection of components. Angelo calls them the "bread-and-butter items" for the business, and Grunau maintains a master list. They represent about 80 percent of what the company keeps in stock.

Keep a 30-day supply: For those bread-and-butter parts, tally how much you've used in the last year, then keep enough to last 30 days. Set a trigger point for stocking up; don't wait until you're all out before you re-order. But also, be sure that whoever is responsible for maintaining your supply isn't replenishing it two or three times a month – that means wasted time.

If your employees perform specialized tasks, you may find regular items for one are quite different from what a co-worker may need to stock. Make sure you take those differences into account.

Don't use it all up at once: When a big job demands all, or even a significant portion, of your 30-day inventory of a particular part, don't take it out of the regular inventory. "On that particular occasion, we'll get a whole box to use on that job," Angelo says. "We don't want to use up our inventory on one job." That way workers don't run short on a high-demand item when they respond to routine customer needs.

THE LEAN DIFFERENCE

Those are straightforward principles for managing inventory that turns over regularly. But what about the products you only use 20 percent of the time? Do you keep all of those products around, taking up space in a warehouse when you seldom need them? Grunau doesn't do that anymore, says Angelo. And that's where the company's unconventional approach comes in.

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The company has been pioneering the use of “lean” techniques for several years. Lean is all about removing waste and inefficiency from a system. It’s been a popular concept in manufacturing for more than a decade, but it’s still new in industries like construction.

Part of thinking lean is *rethinking* inventory. How do you do that? Here are ideas Grunau has put in place:

No warehouse: The bread-and-butter components are stocked directly on the company’s service trucks, Angelo says. Products used only 20 percent of the time *aren’t* stocked. For the most part, they remain with Grunau’s suppliers. Instead of wasting space storing them, paying cash for them up front, and using the fuel to haul them around, the company waits until it needs those components to purchase them.

To make that work, suppliers must be able to stock you at a moment’s notice. Grunau has made sure every supplier can fulfill that expectation, and has a diverse pool of suppliers to minimize the risk of lost time and wasted traveling when a component is needed.

Another important factor is making sure stock on the trucks is easy to find. “I stress to our people over and over again, if the technician or his helper can’t go into his van and find something in 30 seconds, he hasn’t labeled it properly,” Angelo says. Regular audits make sure the techs hold to that standard.

Push responsibility down: Every service technician is assigned a truck and is responsible for keeping it adequately supplied with bread-and-butter items. At the beginning of the year, drivers stock up and then restock as needed, going directly to the supplier. Grunau doesn’t perform a regular

If inventory problems are costing you money – or costing you customers – it’s time to do something about it. Getting inventory management wrong will cost you. Getting it right is money in the bank, and in your pocket.

annual inventory of supplies. This way, there’s no time, energy or manpower spent double-handling materials, Angelo says.

Sure, that means allowing employees to exercise freedom in how much of an item is kept on hand. But along with trusting employees, the company also verifies, conducting periodic audits to make sure components are stocked at an appropriate rate.

LEARN MORE

You can learn more about Grunau’s lean strategies – which may be applied in a variety of contracting businesses – by visiting the company’s website devoted to the topic: www.grunau.com/lean-construction.php.

If inventory problems are costing you money – or costing you customers – it’s time to do something about it. Getting inventory management wrong will cost you. Getting it right is money in the bank, and in your pocket. ■

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AWARDS

Prizes worth \$5,000 were awarded in the NAWT Shoot-Out at the Pumper & Cleaner Expo

By Jim Kneiszel

Attendees at the Pumper & Cleaner Environmental Expo International competed for \$5,000 in cash and prizes at the National Association of Wastewater Technicians Shoot-Out in February.

Machine operators, mechanics and technicians from attendee companies displayed their skills in four skills areas. They were the Vac Truck Vane Challenge, Tank Pump and Alarm Installation, Aerator Assembly and Safety Pre-Trip Inspection.

Sponsors for the competition were Fruitland Vacuum Pump, Progress VacTruck, SJE-Rhombus, Septic Services Inc., and Champion Pump.

Larry Wald of C & L Grease Recovery, Webb, Mo., placed in all four competitions and won three of them. He topped entries in the Tank Pump & Alarm Installation, Aerator Assembly and Safety Pre-Trip Inspection. He finished second in the Vac Truck Vane Challenge.

The prize for the pre-trip inspection was a \$250 gift card and a Progress VacTruck jacket donated by Progress VacTruck. The prize for the aerator assembly was an aerator donated by Septic Services Inc. The prize for tank pump and alarm installation was an alarm donated by SJE-Rhombus and a CPS3A-11 pump donated by Champion Pump.

Bob Thompson of Pettit Environmental, Louisville, Ky., won the vane-changing challenge, swapping out the vanes in a Fruitland Pump in 1 minute, 40 seconds. Wald finished second with a time of 1:41. Avery Zahn, of Infra-Track, Inc., Worthing, S.D., finished third with a time of 1:44. Thompson took home a Fruitland RCF-500SFL pump as the top prize. ■



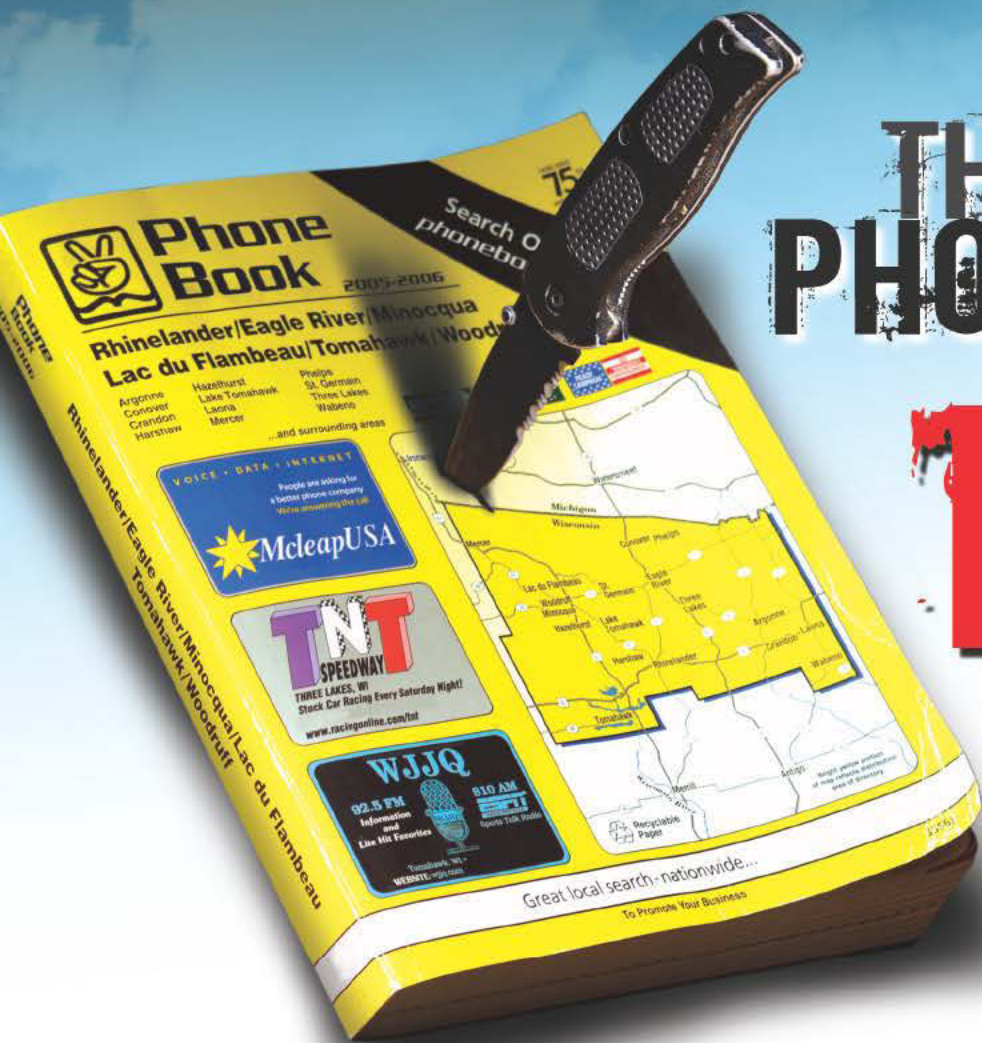
Larry Wald of C & L Grease Recovery, Webb, Mo., is shown with a Progress VacTruck rig at the Pumper & Cleaner Environmental Expo International. Wald placed in all four contest organized by the National Association of Wastewater Technicians in Indianapolis.



Bob Thompson of Pettit Environmental, Louisville, Ky., competes in the Vac Truck Vane Challenge in the NAWT booth at the Pumper & Cleaner Environmental Expo International in February.



Toby Jones (left) and Keith Myers (right), of sponsoring company Fruitland Vacuum Pump, congratulate Bob Thompson on winning the Vac Truck Vane Challenge at the Pumper & Cleaner Environmental Expo International.



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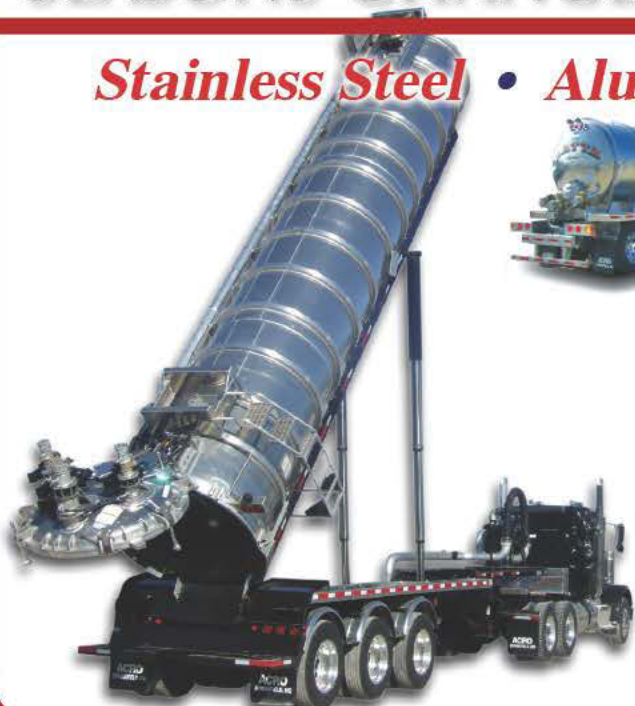
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Doing It Right

Concerned about shoddy work and little health department oversight, septic system installers in one Michigan county went after beefed-up regulations and won

By **Scottie Dayton**

Some contractors in Oakland County, Mich., were installing septic systems without obtaining permits and often used inferior materials. Their actions were illegal in Livingston, Washtenaw, and Genesee Counties, which required permits and contractor certification, but not in neighboring Oakland County, as each county determines its own health code.

Oakland County has more than 80,000 onsite systems, the largest number in the state, and 108 installers. In 2012, they installed more than 470 new systems. "Some contractors were fed up with the situation because it was difficult to bid against those companies and because no one was looking out for the homeowners," says Dave Janette of Janette and Sons Excavating in Highland. "Tim Brendel, who owns Timothy A. Brendel Excavating in White Lake, and I got 30 contractors together and decided to level the playing field." In 2008, they formed the Oakland County Septic Installers Association, a group dedicated to making the county better by changing the code. Janette is president and Brendel vice president.

Janette's family has been a major player in the business since 1952, when Frank Janette began manufacturing and installing concrete septic tanks and drain tile before branching into residential and commercial excavation.

Later, Dave Janette became certified to install aerobic treatment units from Norweco and Orenco Systems, and geotextile sand filter modules from Eljen Corp. In 2010, the family bought a 2003 Freightliner chassis, added a 2,600-gallon steel tank with NVE707 Challenger pump, and entered the pumping business.

The county's health codes, written in the 1970s, have never been revised. Effecting change took years of negotiations. The association realized its first success when the county required installers to be certified as of May 1, 2012. Janette talked to Pumper about the process and the group's future goals.

Pumper: How eager were contractors to join the association?

Janette: Tim and I worked hard to convince installers outside the initial group to come to meetings. Some guys didn't join for fear of rocking the boat. I stressed that we were working with Tony Drautz, the Oakland County Environmental Health administrator. We invited him and county board members to every meeting. When they saw the membership united around a common goal, they came and supported our efforts.



Dave Janette may be reached at 248/685-1948.

Pumper: How did you manage that?

Janette: Numbers speak. At first, the department didn't know what to do with us. As more installers joined, the agency saw we were serious and coming in force – all 62 of us in a united front. We even attracted the attention of staff from the Michigan Department of Environmental Quality, who began attending meetings.

Livingston County Health Department revamped its entire health code in six months. I invited department staff and others to meetings to explain how much better off the county was after requiring contractor certification. Unfortunately, Oakland County's rules do not allow attaching amendments to the code. Our health department had to create a new article just for licensing contractors. It took three and a half years of hard work to reach that point. Then the prosecutor attorneys had to review the new law and that took months.

Pumper: What else did you do to increase membership?

Janette: I invited equipment manufacturers such as Caterpillar, Southeastern Equipment (Case dealership), and Alta Equipment Co. (Volvo dealership) to join the association. They agreed because the size of our membership makes it worth their while to host a meeting once or twice a year. We invited all the installers to our December 2012 meeting in Novi. The manufacturers also give members special pricing on new equipment, a reduced price on parts, and special rates on rental equipment.

Pumper: Who created and administered the certification exam?

Janette: The association helped create the test with the health department, then they held a preparatory class for installers, county health inspectors and homeowners wishing to install their own systems. After taking the test, even contractors who didn't belong to the association expressed appreciation for what we had accomplished.

Pumper: What was your biggest challenge?

Janette: How our laws are written. For example, surrounding counties bond contractors. We also wanted to be bonded, but the attorneys said the law won't allow it. Tony Drautz provided insight as to what the department could and couldn't do, and worked with us to find alternatives. The solution we arrived at was for the county to fine contractors \$250 per day for installing systems without a license or permit. If the design is engineered, getting a permit can take up to 90 days.

Slow turnarounds on engineered designs are a big red flag, and the county knows it has a problem. Accelerating the permitting process is the association's next goal. I've begun calling local health departments in other states and asking how long it takes them to issue permits.

Rehabilitating systems is another thorny area. We don't need a permit to run a new pipe from the septic tank to the header, but we do need one to alter anything in the tank or drainfield. Consequently, most contractors

avoid rehabilitations. It's frustrating, because the county will adopt a new technology in a heartbeat, but take forever to accept proposed rule changes.

Pumper: What other revisions are you working on with the county?

Janette: We are proposing mandatory risers on tanks and Schedule 40 PVC pipe from the septic tank to the drainfield. Our county doesn't require inspections of septic tank installations, enabling contractors to use less expensive thin-wall pipe. After a few years, the settling soil pops the pipe out of the outlet or flattens it.

Mandatory continuing education for installers is another goal. Michigan State University has an onsite training facility in Novi that has slipped into disuse. I'm talking with Ron Lindzy from Milan Supply about getting it up and running. We buy product from Milan, and Ron teaches certification classes on components at our meetings. We'd like to hold those classes at Novi along with courses that will give pumpers the 30 credits they need every five years. However, instructors from Michigan State must teach those courses for accreditation. Once we find them, we can work on the facility.

It's rewarding to see other professions recognize and support our goals. Even contractors from surrounding counties want to join us.

- Dave Janette


This February, the association achieved another of its goals and began teaching free onsite education classes for homeowners in their towns. The county doesn't have anything like that. We want to help homeowners get every drop of life they can out of their systems.

Pumper: How do you see the future of pumping and onsite installations unfolding in Michigan?

Janette: As long as sewers stay out of here, it will be great. Bringing in city water would open up land for application and onsite systems because we wouldn't have to worry about potable wells.

I'd love to see the county and state adopt unattended septage receiving stations like the one that opened recently in Livingston County. The 67,000 gpd (design) facility processed 16 million gallons through two PortALogic discharge stations in 2012. We swipe our card to get in and we're out of there within minutes. In Oakland County, we offload into a hole and are charged by tank capacity. Loads are metered at Livingston. It's a wonderful clean, warm, dry facility that works well. Many Oakland County haulers are using it for those reasons and because it is closer than our dump station. (www.youtube.com/watch?v=RC_phz-U5jc) ■

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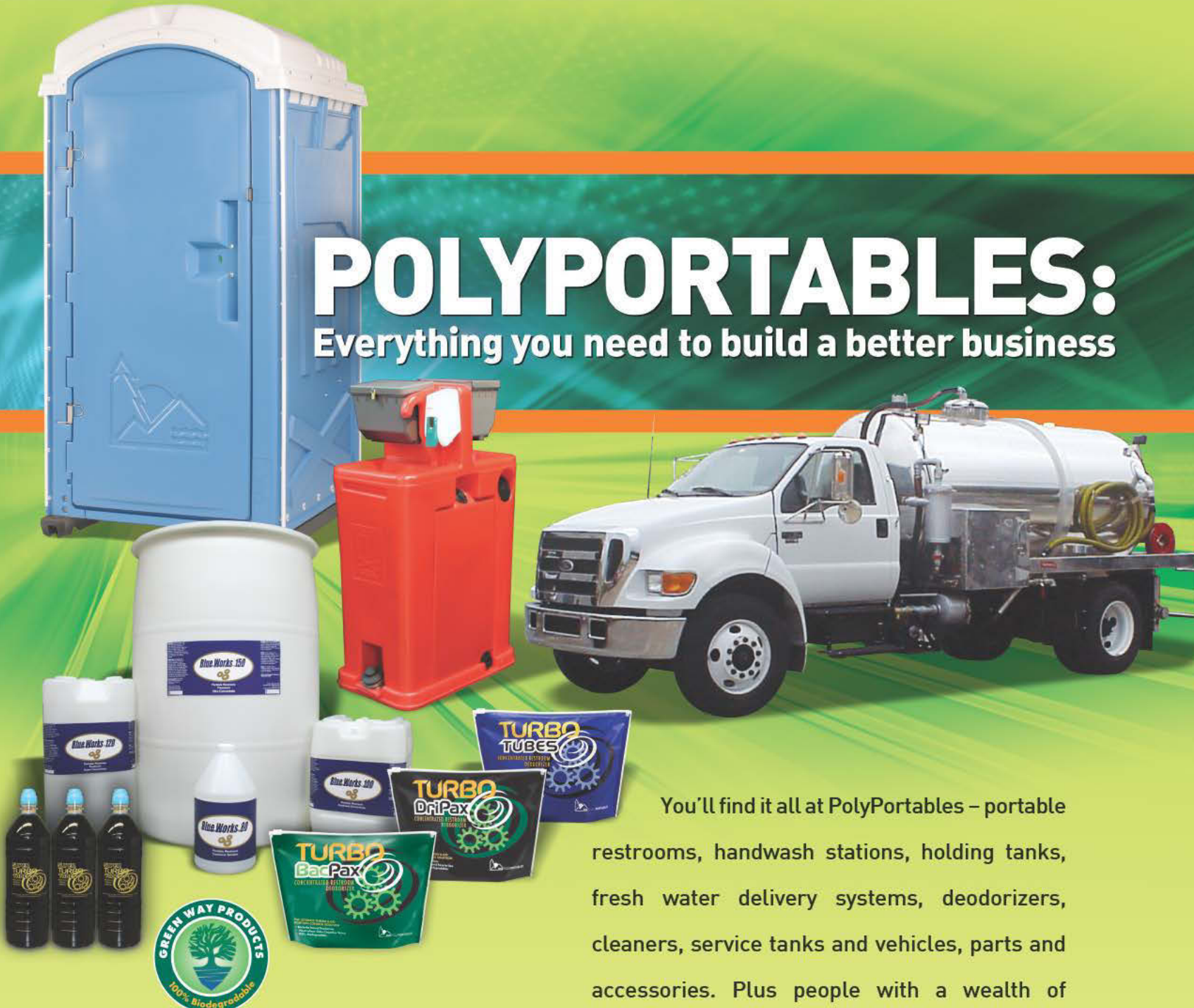
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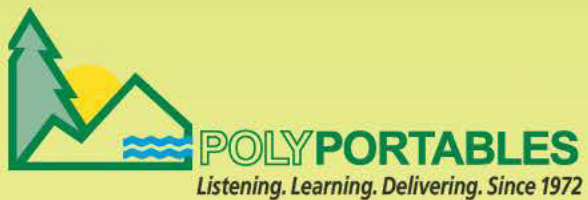
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Bidding for Work

A poster is contemplating bidding on government pumping work and wonders if it's a good idea. Pumpers weigh in.

This feature in Pumper reports noteworthy conversations that take place at the Pumper Discussion Forum, an online forum for industry professionals found at www.pumper.com. Pumper Discussion enables exchange of information and ideas on septic and drainfield installation and maintenance, trucks and equipment, portable sanitation, chemical and additives and much more. 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 on work through the county.

ANSWERS:

It seems like in my area the only way to get package plant sludge 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 no one wants to work for free.



Some companies in the area put in bids for all the local district school grease traps. 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 look at what was charged on the last contract (public records), and determine if that's around what you would charge. Then find out if, in the contract language, you would be responsible for any additional work that you could use to offset the discounted rate. For example, a company may charge \$300 to install a tee on a baffle or \$600 for jetting since there is no restriction on those costs, as the contract only focuses on pumping the tanks.



If your child needed a life-saving operation, would you go with the doctor with the best reputation, or the cheapest doctor you could find? If you want to purchase an item available at several stores, sure, price it out. It has been my experience that people who hire the cheapest pumper end up having the most trouble with their systems, spending more money in the long run. I could work cheaper if I did the same things some companies I'm bidding against do to get the job. I make out much better by getting this information in the hands of prospective clients putting jobs out for bids than under-bidding other pumping companies for work. I have often repaired systems that were pumped and serviced by the cheapest bidder. ■

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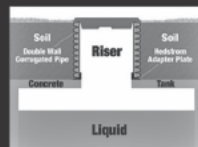


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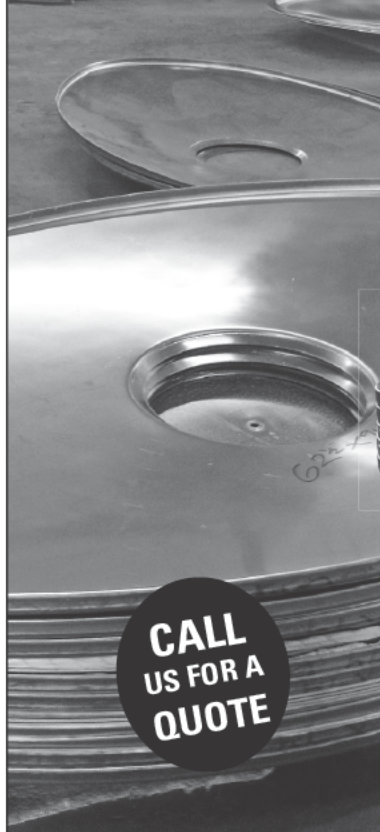
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Jim is an emeritus professor at the University of Minnesota Department of Soil Water and Climate, education coordinator for the National Association of Wastewater Technicians, and recipient of the pumping industry's Ralph Macchio Lifetime Achievement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

Be Rig-Ready Every Day

A pre-trip work truck inspection will improve safety and efficiency on your pumping work route

By Jim Anderson

At the Pumper & Cleaner Environmental Expo International in February, an interesting little contest generated questions and comments as well as a lot of discussion. The contest involved a service provider going through the items on a vacuum truck that should be checked before the truck leaves the home lot for the day's jobs.

The contest had a timed element to it. Not only did the contestant have to hit all of the points covered by the inspection, but do so quickly, implying that the winner would have gone through this type of checklist on a daily basis. This would likely give them a leg up, so to speak, on the competition. It was interesting to watch and listen to comments from the sidelines. There was a lot of discussion around what should be included and dropped from such a checklist, and discussions about how individual contractors handle the pre-trip inspection.

FOR YOUR HEALTH

Safety topics haven't been covered a lot in this column, and when discussed, it was in the context of a specific reader question or activity being discussed. It's not that I don't think safety is critically important. It is. First and foremost, safety precautions are to protect the individual service provider's health and welfare. And the service provider is going to be driving down the road in a large truck filled with several thousand gallons of liquid. It is important for public safety that everything is in working order.

So a pre-trip safety inspection is important. From my perspective, certain daily checks should be routine, even if they don't involve direct operation of the truck and vacuum equipment. Chief among these is the safety equipment carried on the truck. Some items are required by state or federal rules, but in my view safety items should be on board to cover the gamut of the kinds of jobs the technician is involved in.

For starters, safety equipment should include fire extinguishers, highway cones, reflective triangles and flares to alert other drivers that a truck is stalled or is set up to do a job near the roadway. For technicians, equipment should include hard hats, safety glasses, reflective vests, and gloves that fit the job. This may mean latex gloves or gloves that reach up the arm, not just leather or cotton work gloves. Proper clothing items, required or recommended, include safety-toe shoes or boots, rain gear, coveralls, lifting aids and – depending on the nature of the work – disposable polyester or other types of protective suits. Remember, if you are a technician, your safety and the safety of people around you is your responsibility.

PREPARE FOR SPILLS

There should also be materials on board to mitigate minor spills and drips. It reflects poorly on the company if oil spots or puddles of septage

remain when the truck leaves a job site. That's not to mention that even minor spills can create a health or safety problem.

Let's get to the driver's safety checklist. The key is to go through the truck in a systematic fashion and make sure every component is working, clean and fully serviced. If issues need to be addressed, make a record of the date the problem was noted and another record of when it was corrected. A vehicle maintenance program should follow manufacturer specifications.

Before leaving the yard, consider the day's scheduled work and the route that will be taken. Work routes should be planned ahead to provide the most efficient loading and disposal of liquid waste. Careful planning saves you from backtracking on the job, which hurts efficiency.

For a vacuum tank system, the inspection should include making sure flexible hoses are sound and couplings are in good shape. Check the outside of the tank to make sure it is in sound condition. Make sure seals and couplings on the tank are not worn and seal properly. Look at valves, including primary and shut-off valves. Inspect the muffler and check the vacuum pump for excessive wear. The sight glasses, vacuum gauge and tube should be clean, offering clear visibility to check the liquid level. All drive belts should be inspected for excessive wear or cracks and replaced as needed. Check all screens and filters.

PLANNING PAYS OFF

If other tools are needed to perform your usual tasks, they should be present and in operating order. This can become a personalized list for the technician, but ensures that the tools needed are always available.

One last set of materials should be included in the cab of the truck. These are multiple copies of the log sheets, manifests and incident reports. Also consider carrying post-trip inspection reports and work repair slips for the vehicle so you can prove routine maintenance is performed.

Before leaving the yard, consider the day's scheduled work and the route that will be taken. Work routes should be planned ahead to provide the most efficient loading and disposal of liquid waste. Careful planning saves you from backtracking on the job, which hurts efficiency. ■

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Septic System Inspection and Jetting

By Craig Mandli

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The **RCJ Series** skid mount jetter from **Cam Spray** is offered in flows and pressures of 12 gpm at 2,700 psi, 8 gpm at 3,500 psi and 7 gpm at 4,000 psi. It has a three-plunger industrial pump with pulse feature powered by a 688 cc Honda engine. It features 200 feet of jetter hose that can supply an optional portable reel cart available with 200 or 300 feet of jet hose. It's equipped with a 35-gallon buffer water tank with float control, powder-coated heavy tube frame, wash-down gun and a four-nozzle set. It mounts in the side door of a cargo van, on a truck bed or inside a service truck. **800/648-5011; www.camspray.com.**



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The **Grouper Floor/Bottom Cleaner** from **Cloverleaf Tool Co.** is available in four sizes, all featuring 60 to 120 gpm at 1,800 to 3,000 psi. It features replaceable jets, a rotating swivel joint and flat-bottom construction ideal for the removal of heavy solids at the bottom of pipes and septic tanks. It can be used in pipe from 18- to 72-inch diameter, features 10 or 12 carbide rear jets, and comes with either a 1- or 1 1/4-inch hose connection. **800/365-6583; www.cloverleaftool.com.**



HIGH-FREQUENCY LOCATING SYSTEM

The **830R/T** (receiver/transmitter) system from **Ditch Witch** can trace poor conductors, such as ungrounded tracer wire, and locate short lengths of utility infrastructure. Features include gain control, auto depth, and visual and audio feedback to use in identifying and tracing metallic pipe or cable, water, and gas distribution lines. It has an IP65 environmental rating for durability on construction sites and in tough weather conditions. The battery lasts 150 hours on the transmitter and 75 hours on the receiver. Adaptive filtering ensures high responsiveness in all modes of operation, providing left-to-right guidance quickly regardless of mode or operator style. Peak Verify mode gives operators an additional way to verify locations. **800/654-6481; www.ditchwitch.com.**



HAND-HELD INSPECTION TOOL

The **Gen-Eye Micro-Scope** compact hand-held inspection tool from **General Pipe Cleaners** gives technicians the versatility to inspect small septic system drainlines and toilet traps, or hard-to-reach places like duct work, furnaces and crawl spaces. The monitor attaches to the reel with an adjustable mount to give the best viewing angle. The reel carries up to 100 feet of micro-pushrod with color camera. It features a 39-inch probe rod, bright 3.5-inch LCD screen, built-in SD card reader with one-touch record, digital zoom, rotatable picture, voice-over recording capability, LED brightness control and USB port. **800/245-6200; www.drainbrain.com.**



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SEPTIC INSPECTION TOOL

Prototek's Mirror-on-a-Stick is a useful tool for inspecting septic tank interiors, filters, screens, baffles and fixtures. The anodized aluminum pole telescopes from 5 to 10 feet with one-hand operation. The mirror is 8- by 10-inch acrylic, is easily set to the desired angle, and can be cut to a custom size. The flashlight has a 10,000 candlepower beam and can be detached. The unit floats and resists harsh environments. All parts are replaceable. **800/541-9123; www.prototek.net.**



BELT-DRIVE COLD PRESSURE WASHER

Belt-drive cold pressure washers from **Steam Jenny**, a product division of **Jenny Products**, provide a long pump life due to the pulley system, which turns the pump significantly slower than if it were coupled with the engine crankshaft. Additionally, the belt absorbs engine vibration and allows the pump to be located further away from the engine heat. They are powered by 9- or 13-horsepower Honda GX Series engines, and feature a triplex ceramic plunger pump. They are available with pressure ratings between 3,000 and 4,000 psi, and flow rates vary between 3 and 4 gpm. They include thermal pump protection, an unloader valve and a high-pressure relief valve to prevent damage to the pump. The unit will automatically shut down if low oil levels are detected. **814/445-3400; www.steamjenny.com.**



PIPE INSPECTION CAMERA

The **Fast Peek** all-in-one inspection camera from **Ratech Electronics** features a push cable, camera, 7-inch LCD monitor and all electronic controls incorporated into an ergonomically designed cable reel with rubber wheels for easy maneuverability and transportation. Technicians can record pipe inspections using the built-in SD card recorder to store jpeg photos and mpeg videos to an SD card or USB thumb drive. A waterproof keyboard and on-screen display overlay system provide an electronic distance counter, time, date and eight pages of memory. High-intensity LED lights, condenser microphone, variable light intensity control, 200 feet of gel-rod cable, and a 1.375-inch self-leveling color camera with scratch-resistant sapphire lens complete the system. **800/461-9200; www.ratech-electronics.com.**



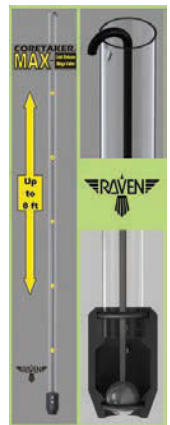
MID-SIZE INSPECTION SYSTEM

The **MS11** mid-size inspection system from **MyTana Mfg. Company** is suitable for inspecting 3- to 4-inch lines up to 150 feet long. The one-piece design means the monitor, control box, pushrod reel and camera are all contained in a single piece of equipment with a carrying handle. In addition to color self-leveling, the camera head has a built-in 512 Hz transmitter for locating trouble spots. The unit is also equipped with connectors for recording jobs with an optional DVD burner or DVR with S-Card media. **800/328-8170; www.mytana.com.**



HEAVY-DUTY SLUDGE SAMPLER

The **CORETAKER MAX** heavy-duty sludge sampler from **Raven Environmental Products** features a Link Release Mega Valve allowing the operator to open the valve before entering the tank, then slam it shut for a drip-free visual inspection of the tank's layers. The valve is CNC-machined for tight tolerances, with a durable internal O-ring for a watertight seal. A hook at the top of the link release rod allows the operator to keep the valve open while entering the tank. It can be cleaned from the top because the hook keeps the valve open, letting the contents flow out the bottom. The clear tubes are polycarbonate and come pre-marked with numbered labels. The unit is available in lengths of 5 and 8 feet. **800/545-6953; www.ravenep.com.**



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The **vCam-5** inspection system from **Vivax-Metrotech Corp.** includes a lightweight, compact control module with an 8-inch color LCD, dual-frequency transmitting sonde, digital recording to the internal 300 GB hard drive, USB thumb drive or SD card in AVI format, full-function keyboard, internal microphone, AC/DC power, rechargeable batteries, RCA jacks for both video and audio, distance counter and camera LED brightness control. The modular reel design makes them field-serviceable. The system is designed to inspect pipe in a diameter range of 3 to 12 inches at distances from 100 to 400 feet. **800/446-3392; www.vxmt.com. ■**



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Hapchuk Scholarship Winner Helps Promote the Industry Association

By Courtney Peterson

This year, the National Association of Wastewater Technicians' William Hapchuk Memorial Scholarship assignment for 2012 was to design and create a slogan or a bumper sticker promoting NAWT, and then write an essay explaining why the slogan should be chosen.

Many professionals working in the wastewater industries are members of NAWT, but many are not. NAWT is a national association that focuses on maintaining a unified voice for the industry, being a leader in education, and projecting a positive public image. NAWT provides information and educational opportunities to the working professionals in the industry.

Elizabeth Rachlin received \$1,000 for her submission. Her bumper sticker, "Why NAWT?" was simple yet creative. She incorporated the newly designed NAWT logo in the design. Those who are not familiar with NAWT may be intrigued enough to say, "Hmmm, 'Why NAWT?' What is that all about?" It could prompt people in the industry to look up NAWT on the Internet; the NAWT website is included on the design as well.

The winning design is an effective invitation to people to learn more about the mission of NAWT. There was tough competition this year for the committee to rank the submissions - many of them were creative ideas, but Rachlin's came out on top. She was awarded the \$1,000 check at the State Association Breakfast at the Pumper & Cleaner Environmental Expo International in Indianapolis in February.

Rachlin, 20, is a junior at Shippensburg University in Shippensburg, Pa., majoring in communications, public relations. She is the daughter of Jeff and Donna Rachlin. Jeff Rachlin is president of NAWT and owner of OnSite Management, West Chester, Pa.

The William Hapchuk Memorial Scholarship is awarded annually to a current full-time college student majoring in environmental science, life science or related curriculum. The application can be submitted either electronically or as a paper copy. The application deadline for the 2013 scholarship entry is Jan. 1, 2014. A Scholarship Committee evaluates and scores all the essays according to originality, clarity and composition. The individual tallying the most overall points in the judging is awarded the scholarship.

Every year, we ask if you have any ideas about what we might ask our up-and-coming industry leaders. It is always nice to see and get a view from a young and fresh perspective, so please don't hesitate to email me questions you would like to be answered by the scholarship participants next year. Or if you have another idea, like this year's twist from the typical essay question, please feel free to email me the details.

People like you make the scholarship possible. Make your donation today in memory of William Hapchuk and you will be making a difference in a student's life. NAWT is confident the annual scholarship winner's academic growth will continue during studies and, furthermore, create a positive impact on our industry in the future. ■

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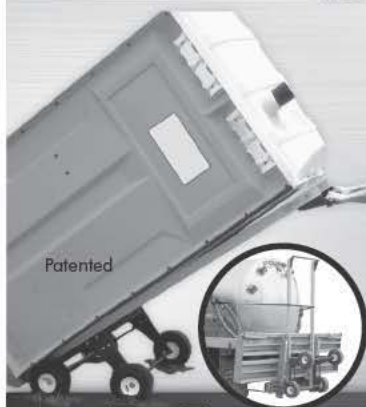
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Miller & Company

Canton, Ohio

Owner Ron Miller II added this all-white 2012 Freightliner M114 with a 3,600-gallon steel tank purchased from Young Freightliner, and the tank was added by Marengo Fabricated Steel. The truck is powered by a DD13 Detroit engine tied to an eight-speed Eaton Fuller transmission. Vacuum comes from a Masport HLX75 pump. The tank has 3- and 4-inch valves and triple-mounted sight glasses. Other features include a 100-gallon water tank with hose and stainless steel toolboxes. The pump, water tank and other accessories were added in-house by Miller and maintenance supervisor Vic Green. Cab comforts include AC, CD stereo, power accessories, air-ride seat and GPS system. ■

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NVE CHALLENGER SERIES TRI-LOBE BLOWER PACKAGE

in the
SPOTLIGHT
By Ken Wysocky

The 4307 Challenger Series tri-lobe blower package from National Vacuum Equipment Inc. is designed to offer liquid-waste haulers a cost-effective way to utilize blower technology.

"We essentially shrunk down and lightened up an existing product to make it easier for contractors to step up into blower technology," says Ken Hall, general manager of NVE.

The package includes a 535 cfm blower that can generate 26 to 27 inches Hg of continuous vacuum power, depending on working conditions. Other features include stainless steel intake and ballast air silencers; 3/8-inch steel mounting brackets protected by powder-coated paint; factory-connected elbows, fittings and high-temperature hoses; and a diesel flush kit.

The unit can be specified for a new vehicle or retrofitted on most vacuum trucks currently equipped with a 500 cfm, rotary vane pump. It can be powered by either gearbox, hydraulic or belt drive configurations. The gearbox-drive package weighs 840 pounds and is 45.69 inches wide, 29.83 inches high and 36.83 inches deep; the hydraulic-drive package weighs 814 pounds and measures 45.69 inches wide by 29.83 inches high and 31.64 inches deep; and the belt-drive package weighs 1,132 pounds and measures 52.23 inches wide, 60.52 inches high and 36.98 inches deep.

The ability to provide continuous duty at high vacuum power is a key benefit. A ballast-air cooling system, which injects cooler ambient air into the exhaust side, keeps the blower from overheating while maintaining full vacuum power. In addition, the blower does not expel oil, which is a growing concern for many eco-minded customers, Hall says.

Hall also notes that a corrosion-resistant epoxy that coats the blower interior extends its life cycle.

Because the blower has no internal touching parts, it needs to spin faster than a rotary vane pump to create vacuum. The 4307 requires between 2,800 and 4,000 rpms, which can be achieved by using the 1:2 gearbox included with NVE packages and increasing the PTO output percentage. This can also be done with a belt-and-pulley or hydraulic-drive system, he says.

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Holden Industries acquires Vector Technologies

Holden Industries, parent company of Vac-Con, acquired Vector Technologies. Based in Milwaukee, Vector designs and manufactures industrial vacuum cleaning systems for hazardous and non-hazardous material handling. Holden Industries is an employee-owned company based in Deerfield, Ill., with manufacturing facilities in Illinois, Wisconsin, Ohio, Florida, Texas, Georgia, Michigan, California and Arizona, as well as India and Taiwan.

Federal Signal opens rental, service center

Federal Signal Corp.'s Environmental Solutions Group opened a FS Solutions rental and service center in New Brunswick, N.J., as part of the company's expansion of FS Solutions locations and service offerings. The ninth rental and service center stocks high-performance parts and accessories for Federal Signal's Guzzler brand of vacuum trucks, Vector vacuum excavators and Jetstream waterblasters.

Continental's EcoPlus tire receives EPA verification

The Conti EcoPlus HD3 drive tire for commercial trucks from Continental Tire the Americas was verified by the U.S. Environmental Protection Agency SmartWay Transport Partnership as a low rolling resistance drive tire for Class 8 line-haul tractor trailers.

ADS opens Canadian distribution yard

Advanced Drainage Systems opened a product distribution site in Morrisburg, Ont., Canada. ADS has 56 manufacturing plants and 28 stocking service yards worldwide.

Hino receives truck awards, expands dealer network

Hino Trucks ranked highest in the customer satisfaction with medium-duty engines category and highest in customer satisfaction among conventional medium-duty trucks according to the J.D. Power and Associates 2012 Medium-Duty Truck Customer Satisfaction Study. Hino's Class 5 diesel-electric hybrid model 195h also was named the American Truck Dealers Association 2013 Medium-Duty Commercial Truck of the Year. In February, the company signed its 200th dealer in the United States and plans to add dealer points in 12 priority markets this year.

Yanmar, Woods Equipment form partnership

Yanmar America and Woods Equipment Co. formed a strategic partnership in which Yanmar will market and distribute Woods attachments. All equipment will be branded Yanmar.



SJE-Rhombus adds sales manager, representative

SJE-Rhombus hired Tim Callander as regional sales manager for its wholesale controls product line. He will support customers in Mid-America from Texas to Canada. The company also named Dalcart & Associates its product representative in Colorado and Wyoming.

VAC2GO adds DOT vacuum trucks to rental fleet

VAC2GO added 407/412 DOT certified 3,000-gallon liquid vacuum trucks with full-opening rear doors to its rental fleets in Rock Hill, S.C.; Louisville, Ky.; and Richmond, Va. The company also named Darren Miles warehouse and maintenance supervisor.

Ende wins Expo sewer blanket drawing

Scott Ende of Ende's Septic Service, Rogers, Minn., won the Matt's Sewer Blanket drawing at the Pumper & Cleaner Environmental Expo International in Indianapolis. The drawing was sponsored by MJM Industries, makers of the freeze-protection cover.



Tremcar acquires Robica Forman Tank

Tremcar acquired the assets of Robica Forman Tank of London, Ontario, manufacturer of truck tank and tank trailers. The acquisition enables Tremcar to expand its product portfolio by adding truck tanks for the delivery of fuel and liquid products and tank trailers for the transport of fuel and dry bulk products. ■

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

MINNESOTA

Water softener regenerate research

John Novak, keynote speaker at the Minnesota Onsite Wastewater Association conference and lead researcher on the water softener regenerate study at Virginia Tech, shared the effects regenerate has on septic system effluent. Novak stated that regenerate is better for average residential onsite systems provided water softeners regenerate based on demand (how much water is used) rather than at certain times. Time-based systems can introduce too much salt, which can cause too much resuspension of solids that can clog drainfield piping.

INDIANA

Association helps tornado victims

Members of the Indiana Onsite Wastewater Professional Association, state Department of Health and Purdue University installed new onsite systems for two victims of March 2012 tornados. Mike Haddon, Washington County Environmental Health Officer and IOWPA member, requested the association consider helping the women who lost their homes. Companies around the area provided the product, equipment and labor to make the day a success.

The IOWPA Certification Committee prepared an inspection and maintenance checklist for the state's new Inspection and Maintenance Certification. The state rule varies from IOWPA's Certified Installer Certification and the NAWT certification program.

Mallory Harnish received the association's 2012/2013 Ralph Reed Memorial scholarship. She is the daughter of Greg and Lori Harnish, owners of G & L Plumbing in Wabash. Mallory is studying accounting and finance at the Indiana University Kelley School of Business.

ONTARIO

Educating planners

A column by Rob Palin in the fall newsletter of the Ontario Onsite Wastewater Association stressed the importance of educating municipal planning and approvals staff about the benefits of onsite systems. When faced with frequent opposition from officials to onsite systems in large private developments, Palin seizes the opportunity to educate. He will explain how an onsite system works and why it is environmentally sustainable when properly designed, installed and maintained.

Palin recommends people in the industry comment on proposed rule changes and engage planning and approvals staff to demystify onsite processes. They should dispel myths surrounding groundwater and surface water contamination by detailing the advances in technology, understanding of soil mechanics and biomat interactions, and industry initiatives to better operate and manage the resource. The newsletter is a free download at www.oowa.org.

Contributions of the association's Government Relations Committee included representing the membership in stakeholder meetings with the director and staff at the Ministry of Municipal Affairs and Housing (MMAH) while it developed the new Ontario Building Code (regulates onsite). The agency also invited the association to contribute to a special Project Advisory Committee supporting a technical review on field testing Class 4 onsite systems.

NOWRA

Promoting growth in decentralized systems

The National Onsite Water Recycling Association is working to expand the decentralized systems market. One avenue is the joint NOWRA-Water Environment Federation workshop on onsite systems greater than 10,000 gpd at WEFTEC 2013 on Oct. 5-9 at McCormick Place in Chicago, Ill.

Another avenue was participating in a state revolving fund workshop hosted by the Council of Infrastructure Financing Authorities. Robert Rubin, Ph.D., professor emeritus at North Carolina State University and consultant for McKim and Creed Inc., and Robert Rebori, president of Bio-Microbics, gave presentations encouraging the council to make it easier for decentralized systems to receive monies from clean water or drinking water funds.

A third avenue is collaborating with the U.S. Water Alliance on a management and resource recovery research project with a decentralized component.

NOWRA executive director Eric Casey participated in a webinar to discuss the four two-page papers released by the U.S. Environmental Protection Agency Decentralized Memorandum of Understanding Partnership. The papers highlight how onsite systems can be sustainable and appropriate options for communities and homeowners.

"NOWRA and other groups are using the papers as a foundation document that undergirds many of our other activities," says Casey. "The EPA has said previously that decentralized systems are good, safe products, but these papers reinforce the statement and lend much more credibility because of their specificity."



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The papers were developed for infrastructure decision makers such as engineers, developers, supervisory boards, county managers, and local and state officials. Download them for free at <http://water.epa.gov/infrastructure/septic/Decentralized-MOU-Partnership-Products.cfm>.

NOWRA's Technical Committee also submitted comments to the EPA on its extensive document titled "A Model Program for Onsite Management in the Chesapeake Bay Watershed." "We're generally supportive of the program and what it recommends," says Casey. "Our expectation is that it will become a template for management of onsite systems in other watersheds."

One recommendation in the document would make product and technology approval processes regional instead of by individual state. The agency is particularly interested in reducing the arduous procedure for denitrification technology and other technologies with the potential to significantly reduce pollution loads in the bay. If the model were to take hold, the regional entity would be driven by the watershed, not the geographic area.

"The fact that the EPA is taking a leading role in exploring a better way to approve new onsite products is really big," says Casey. "The benefit to manufacturers would be huge. It would lower the cost of doing business and remove the main impediment to research and development. The hurdle for regulatory approval is so high that it reduces the incentive to develop innovative technology."

While the task is difficult, Casey believes there is a precedence of cooperation in other states for complicated sets of laws that may provide a template for the onsite industry to rationalize its laws. "We're probably years away from anything actually happening, but these are positive first steps," he says.

TRAINING & EDUCATION

Alabama

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

- June 20-21 - Continuing Education, Dothan
- July 10-12 - Advanced Installer I
- July 24-26 - Advanced Installer II
- The first day of Continuing Education classes is for installers and the second day is for pumpers and portable restroom operators. Call the training center at 205/652-3803 or visit <http://aowatc.uwa.edu>.

Arizona

The University of Arizona Onsite Wastewater Education Program has these classes:

- May 13 - ATUs and Media Filters, Tucson
- May 14 - Subsurface Drip Disposal, Tucson

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

Iowa

The Iowa Onsite Waste Water Association has a Design, Installation, Operation, Maintenance and Remediation of At-Grade, Enviro Guard and Sabre Septic Systems course on May 15 at Manchester. Contact Alice Vinsand at 515/225-1051, execdir@iowwa.com, or visit www.iowwa.com.

Minnesota

The University of Minnesota Onsite Sewage Treatment Program has these classes:

- June 11-12 - Inspecting Onsite Systems, St. Cloud
- June 14 - Soils Continuing Education, Fergus Falls
- June 18 - Soils Continuing Education, Mankato
- June 20 - Soils Continuing Education, Farmington
- July 9-11 - Soils, Brainerd

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

New England

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

- May 9 - Sand Media
- May 16 - Installing Advanced Onsite Treatment Systems
- May 16 - Innovative and Alternative Technology Field Training
- May 23 - Hands-On Component Installation
- June 6 - Bottomless Sand Filter Design and Installation
- June 10 - Introductory Soil Morphology and Evaluation for Siting Onsite Systems
- June 14 - Advanced Soil Morphology
- June 26 - Soil Evaluation and Morphology
- June 27 - Surveying Basics for the Onsite Wastewater Contractor
- July 11 - Microbiology for Wastewater Professionals
- July 18 - Surveying Techniques for the Wastewater Professional

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

North Carolina

North Carolina State University has a Soils of the Upper Mountains in the Southeast U.S. Course June 5 in Laurel Springs. Contact Joni Tanner at 919/513-1678; soils_training@ncsu.edu.

The North Carolina Pumper Group and Portable Toilet Group have an educational seminar on seepage management and land application June 22 in New Bern. Call Joe McClees at 252/249-1097 or visit www.ncpumpergroup.org or www.ncportabletoiletgroup.org.

Virginia

The Virginia Center for Onsite Wastewater Training has a Foundational Concepts of Pump Systems class May 10 at Pickett Park. Contact Latonya Fowlkes at 434/292-3101 or latonya.fowlkes@southside.edu or visit www.southside.edu.

Washington State

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

- May 1-2 - Certification for Proprietary Devices
- May 15 - Electrical Control Panels
- May 22 - Design/Install and O&M of Subsurface Drip, Bremerton

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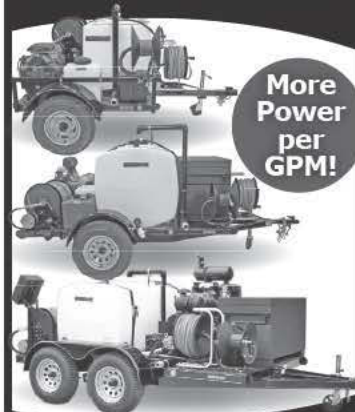
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2006 Freightliner M-2 MBE900, 6.4L, 250 hp, Mercedes, Allison 3000, 6-speed, 259,000 miles, Dyna-Vac steel tank, 1,200-gallon waste, 500 fresh water, HXL75V, Masport pump, Burks DC10 water pump. \$39,000. Call for pictures: 330-763-3706. (P05)

PORTABLE RESTROOM TRUCKS

2007 Ford F-550, 4x4, Satellite MD-950, only 113,000 miles, excellent condition, washed daily and stored inside every night. \$34,900. Michigan, 231-228-7499. (P05)



2003 Chevy 2500: 155,000 miles, 4x4, auto, VERY VERY NICE. 2008 Satellite MD400 slide-in unit, 270 waste, 130 fresh. Truck only used 2 years for toilet service. Call for more details.. \$15,000
712-441-3262 IA P05



(2) 2007 International VT 365 Diesel: Built by Transway Systems with TSI 500 (396 cfm) pump. Vacuums grease and toilet waste with no clogging or delays, 500 waste/400 water. Water has 200-gallon bucket feed tank in bulk head and two saddle tanks that feed the jetter system, power wash system equipped with a 3.4 gpm and 1,500 psi, PTO driven, jet lines and wash down toilets easily. Reelcraft retractable hose reel with 50' of hose, passenger side service, 12' flatbed with lift-gate, carry 10 standards with gate down. Well maintained and washed daily, detailed professionally twice per year, 136,500 miles and 163,600 miles. \$48,500/each
Call 419-865-4830 Holland, OH P05

2002 Ford F550, 4x4 truck, Imperial unit, 600 waste, 250 water, 7.3 engine, stick transmission, Masport pump, portable toilet rack. www.pumpertrucksales.com. Call JR. @ 720-253-8014, CO. (PBM)

2005 Ford F350, diesel, Satellite unit, 400 waste, 200 water, M2 Masport. www.pumpertrucksales.com. Call JR. @ 720-253-8014, CO. \$14,000 (PBM)

2004 Ford F450, diesel, 600 waste, 130 water, Condé HD 6 pump. www.pumpertrucksales.com. Call JR. @ 720-253-8014, CO. \$25,000 (PBM)

1997 International DT466: 6-spd, 3 compartment back tank, 200/100 fresh, 600 waste, Masport hydraulic pump, Keith Huber tank. www.pumpertrucksales.com. Call JR. @ 720-253-8014, CO. (PBM)

2007 Ford F-550: 159k, 4x4, auto trans., new rebuilt motor - zero miles, Satellite MD950, polished stainless steel tank, 650 waste, 300 water, Condé 6SS vac pump. www.pumpertrucksales.com. Call JR. @ 720-253-8014, CO. \$37,000 (PBM)



2001 Isuzu: Rack body, diesel, 2000lb. lift gate. Holds 10 units with gate. Standard transmission. Please call:
518-441-7222 NY PT05



2005 International 4200 Workmate: 700/waste, 300/fresh, 6 pot rack carrier, 160k miles. Located in central US. \$42,900
Call 402-984-4733 P05

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

2004 Kenworth with a Keith Huber 1,000 waste—400 water, carbon steel unit with Masport pump. (Stock #TBDO4ken) **VacuumSalesInc.com (888) VAC-UNIT (822-8648)** (PBM)

1999 International with a Coleman 600 waste—250 water—100 chemical stainless steel unit with a Utile pump. (Stock #TB-D99In) **VacuumSalesInc.com (888) VAC-UNIT (822-8648)** (PBM)

2002 International with a Coleman 600 waste—250 water—100 chemical, stainless steel unit with a Utile pump. (Stock #TBD02In) **VacuumSalesInc.com (888) VAC-UNIT (822-8648)** (PBM)

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2007 GMC C-5500: Duramax, automatic, 186,000 miles, 500/200 aluminum tank, 4 unit hauler/lift gate. Excellent condition. \$36,500
800-241-0041 PA P06



2008 Peterbilt 330: 1000 gallon waste, 400 drop, 200 wash. Allison auto, Coleman body. Nice condition, New rubber. All ready to go. Please call
518-441-7222, NY PT05



2006 Chevrolet Duramax 3500: Truck starts and runs great, 6-speed, Allison automatic, 2wd, A/C, 193,000 miles, 750 waste 200 fresh, dual side service. \$12,900
920-573-3647, WI P05



2008 Ford F550: 1,000-gallon waste, 300-gallon fresh, steel tank. Truck has 190,000 miles. New engine has 90,000 miles. Truck is in excellent condition. \$35,000
Call Duane for details
701-320-3525, ND P05

2004 Ford F550 toilet service truck. 6.0L diesel. Two-wheel drive. Automatic transmission. 19,500 GVW. Satellite Industries MP950 tank. 650 waste/300 fresh water. 169,000 miles. Conde 6ss under-hood MD950 pump. \$17,000 OBO. Call Doug 540-886-4954 VA. (P05)

All new International TerraStar, 1500 gal. portable restroom truck. Call 866-720-4999 or www.tankservicesinc.com. (P05)

For Sale: 2006 GMC 550 portable toilet service truck, 1,000 waste/300 fresh water, 300k miles. \$26,000. Call 317-440-1206 for more information. (P05)



2009 Dodge: Dodge Cummins 6.7-liter, diesel, auto tranny, 16-foot rack body, 4000lb. lift gate. Holds 10 units with gate. Please call:
518-441-7222 NY PT05

PORTABLE SHOWER TRAILERS

16-stall mobile shower trailer: Diesel fired water heater, 12 wash basins, 1,795 gal. fresh water storage tank, 2,602 gal. Grey water tanks. Go to candjsinks.com for more info or call 623-680-2150 AZ. (P05)

POSITIONS AVAILABLE

GENERAL MANAGER: Louisiana liquid waste company looking for a dynamic leader to assume the role of GENERAL MANAGER. Position entails day-to-day management of operations and personnel including both labor and administrative teams. The successful candidate should be able to demonstrate a strong background in transportation & logistics with the ability to manage through the monitoring of key business metrics. Waste professionals are encouraged to apply but a waste industry background is not required. Excellent salary & benefits package is available. Please forward resume and salary history to: rjackson@aggreasetrap.com. (P05)

GapVax, Inc., a nationally recognized manufacturing business, is seeking a talented, highly motivated individual to fill a full-time Sales Position in the Midwest (Iowa based preferred) region. GapVax is the leading manufacturer of industrial and municipal vacuum units and hydroexcavation units in the United States. We provide the most reliable, comprehensive, and efficient mobile vacuum units in the industrial and municipal markets. Specifications of the position are listed on our website, www.gapvax.com, click on the Now Hiring link in the left hand column. Send resumes to Lthomas@gapvax.com or 575 Central Avenue, Johnstown, PA 15902. (CPMGBM)



FULL-TIME SALES POSITION: Keith Huber Corporation, a nationally recognized manufacturer of mobile vacuum loading equipment, transport trailers and industrial water jetting machines is seeking a talented, highly motivated individual to fill a full time sales position. Keith Huber Corporation provides the most reliable, comprehensive and efficient mobile vacuum units on the market today. The ideal candidate will maximize market penetration and revenue potential in an assigned territory while building and maintaining long term business relationships with high potential customers. Send resumes to Maury Hull, VP of Human Resources P.O. Box 349 Bay Springs, MS 39422 (P05)

Nevada Johns Portable Toilets & Site Services is hiring an operations manager. Retirement plan, medical insurance and more. Call Vince at 775-721-8484. (P07)

POSITIVE DISPLACEMENT BLOWERS

(2) New Sutorbilt PD blower, model GAFMBPA catalog no., 6 mp. \$2,500/each or \$4,500 for both. 714-639-8352. Pictures at www.empireequip.com. (CPBM)

PUMPS-VACUUM

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

RENTAL EQUIPMENT

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

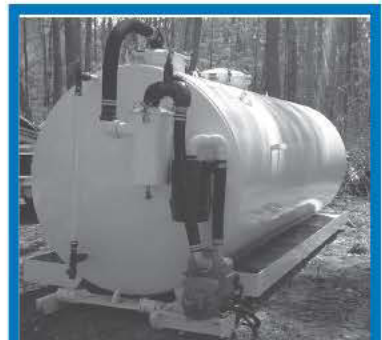
ROLL-OFF CONTAINERS



2005 Bucks Fabricating PolyTank 1662: 4800-Gallon PolyTank Rolloff/ Hooklift Tank: Full opening rear, 24" top manway. Located in Newburgh, NY. \$3,500

Contact Charlie:
chas.peterson@msn.com P05

ROLL-OFF TANKS



New 5,000-gallon roll-off tank with new Moro pump with hyd. drive. Use with any roll-off truck ready for work.

KLM Companies
617-909-9044 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 TANKS



2000 International IH-4900 DT-530: 300 hp, 9-spd, spicer locking tandem, 40k Hendrickson double frame, 85 Bbl, R260D, Jurop built, never used, very clean. \$50k
740-638-4515, Ohio P05

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SEPTIC TRUCKS

2001 Sterling Acterra. 33,000 GVW, 225 hp Cummins, 6 speed, 2800 gallon aluminum tank, Jurop PNR 102 pump, heated valves, A/C, recent clutch and brakes. 265k miles. Clean dependable truck. \$38,000. Call Jack at 951-570-8684 or email at jack.dirty-works@gmail.com. CA (P05)

2001 International 4900 DT466, 7-speed transmission, 2500 gal. tank, 159,000 miles with water jetter. Has Fruitland pump. Located in Lancaster, Va. Asking \$28,000. 804-580-1553. (P06)

1988 GMC C-70 septic truck: 2000 gallons. Blown motor (knocking) starts. 8.2 diesel 5 speed. Tina 517-672-0866 Text for pics. Michigan \$2500 (P05)

Many other low mileage used trucks available., Under CDL. www.pumpertrucksales.com. Call JR. @ 720-253-8014, CO. (PBM)

1989 GMC topkick vacuum truck, 3600 gallon, tandem with 3rd axle air lift, 85,000 miles, Caterpillar with MT653 Allison auto, air brakes, air shift PTO, steel tank, top and rear hatch, dual fuel tanks. Extra clean and ready to work. \$21,500. Ohio 937-674-7288. (P05)

1997 Ford L9000, 4000 gallon hoisted tank, full opening rear door, new Moro PM200 pump, 10-speed, N-14 350 hp. Great unit for cleaning car wash pits. New paint 2007. \$27,000. 913-631-5201, KS. (P06)



2004 IH: DT466, 270 HP, 6+1, A/C, cruise, diff. lock, heated mirrors, tilt wheel, 2300 tank, MEC8000, 3" & 4" heated valves, 60 gal. water tank, work lights, toolbox, 108,000 miles. Call for price.
800-826-2308 P05



1994 Ford L9000 Aeromax: L10 Cummins engine, 9-spd. trans., lift axle, 2003 2,600 gal. tank, Jurop R260 pump, heated dump valve, fresh paint and ready to work. Used daily until 4/1/13.\$19,500
Tom 989-588-4140 MI P05



2007 International 4200 VT 365: Air brakes, Allison automatic, tilt wheel, AC, cruise, air ride driver's seat, 175K miles, 1500/500 aluminum Progress tank, Masport pump, 2 unit aluminum carrier, new tires. Central Indiana Asking \$42,500 OBO

Call Steve or Brent
317-769-7202 P05



1984 International DT 466: 300,000 miles, new paint, tires, alternator and hydraulic brakes, non-CDL. 1500 gal. tank. Gets great mileage. Just DOT inspected and ready to work. Truck is in excellent condition.....\$20,000
906-492-3758 or 906-293-6110 MI
Email: winterseptic@jamadots.com P06



2004 IH: DT466, 270 HP, 6+1, A/C, cruise, diff. lock, heated mirrors, tilt wheel, 2300 tank, MEC8000, 3" & 4" heated valves, 60 gal. water tank, work lights, toolbox, 108,000 miles. Call for price.
800-826-2308 P05

1985 Ford F700; 1,530-gallon septic truck, gas motor, 9 CDL, 5-spd, 2-spd rear end, Battioni pump, very clean and reliable. This is a great started truck or back-up. www.pumpertrucksales.com. Call JR. @ 720-253-8014, CO. \$15,000 (PBM)

1997 International 4900, 210 hp, 5-spd, newer 1,500-gallon vac tank, Morrow M10 pump. www.pumpertrucksales.com. Call JR. @ 720-253-8014, CO. \$15,000. (PBM)

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

2005 International: 330 hp Cummins, 10-spd, new 3,600 aluminum tank, Masport 400 pump. www.pumpertrucksales.com. Call JR. @ 720-253-8014, CO. (PBM)

2005 International 4300: DT466, 245 hp, 6-spd, 2,500-gallon Transway back tank, TSI 500 back pump, PTO driven Giant jetter pump, 2,500 psi. www.pumpertrucksales.com. Call JR. @ 720-253-8014, CO. \$46,000 (PBM)

2003 International 4300: Allison auto., 136k miles, new 1,850 gallon steel vac tank, under CDL; work in progress - you choose pump. www.pumpertrucksales.com. Call JR. @ 720-253-8014, CO. (PBM)



2008 F550: 130k miles, new engine at 85k, BRAND NEW automatic transmission, 2008 1,500-gallon (400/1100) Progress, aluminum tank, Jurop pump, dual service, toilet carrier. \$42,500/OBO
800-550-0132, ask for Mark P05

1998 International 4900, International DT 466E power, 6-spd., 73,500 orig. miles, 2 compartment tank 3300/200, Utile vac pump, jetter. Call 866-720-4999 or www.tankservicesinc.com. (P05)

1994 International 8100 septic truck: 2,000-gallon M-11, Cummins 310 hp, new pump, lots new parts, lost interest, 10-speed, spicer. \$20,000/OBO. Call 518-543-6092 for more information, NY. (P06)

2007 Freightliner M2 Business Class: CAT C-7 225 hp, 6 speed manual transmission, 154k miles. NEW 2500 gallon vacuum tank with warranty, Jurop LC420 vacuum pump with warranty. Includes BIG aluminum toolbox and lined hose trays. Price includes painting the tank color of your choice. Chassis includes 1 year drive train warranty. \$48,700. Call Dave @ 734-731-5256 for a complete spec sheet and pictures. (P05)

2004 International 4300 DT-466, 147,606 miles, Allison automatic transmission with 2012 Imperial 2,500-gallon tank. Heated, stainless-steel jackets, Masport HXL-400 pump, rear axle lock (Detroit locker), setup to pull trailers with electric trailer brake, aluminum rims, back-up camera, 35-gallon freshwater tank. Asking \$59,900. 715-339-2180. (P06)

2014 Peterbilt, 33,000 GVWR, auto trans., 2800 gal. aluminum tank, NVE Challenger 607 "Max". Loaded unit. Call 866-720-4999 or www.tankservicesinc.com. (P05)

2000 International 4900, International 530E power, 6-spd. trans., 14,108 orig. miles, 3500 gal. vac tank. Call 866-720-4999 or www.tankservicesinc.com. (P05)



2007 International 4300: DT466 164,000 Miles, Auto Transmission, A/C, Cruise, Under CDL. New: 2500 Gallon Tank--2300 Waste/200 Fresh (can be changed to 2500 waste), Jurop R260 Vacuum Pump (364 CFM), Paint, and all Accessories, 5-Year Warranty on Tank. Financing Available.\$47,500
740-820-5338 P05



2006 Freightliner: C-7 CAT engine, 180,000 miles, 6-speed transmission, airbrakes, 33,000 GVW, A/C, cruise. New: 2,500 gallon tank--2,300 waste, 200 fresh but can be changed to 2,500 waste, Jurop R260 vacuum pump (364 cfm), paint, and all accessories. 5-Year Warranty on Tank. Financing Available.\$47,500.
740-820-5338 P05

(3) 2000 International 2764, Cummins ISM 400 HP, Fuller 8LL trans., 300K-360K miles, 4000/200 gal. vac tank, Wittig RFL100 vac pump, jetter. Call 866-720-4999 or www.tankservicesinc.com. (P05)

1997 Ford F-800, 6-speed, Cummins diesel, 2,500-gallon, Transway tank, runs & pumps great, 188,000 miles. \$18,500. 315-773-4135 NY, pictures upon request. (P05)

2002 Mack CX612, E7 350 HP, Fuller 10-spd., 750,643 miles, 4000/200 gal. tank, Fruitland RLF500 vac pump, jetter. Call 866-720-4999 or www.tankservicesinc.com. (P05)

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1993/1994 International 4900: DT466, 10-spd Fuller Road Ranger, 123,650 original miles, large toolbox, 2,000-gallon tank, 3" and 4" intakes, 6" dump. \$25,000. 831-440-0168 or admin@a-1septicerviceinc.com. (P05)



2006 STERLING LT9511; CAT C-13, 380 hp, 10-speed, 140,000 miles, 20k fronts/46k rears, 3,600-gallon steel hoist tank, 506 Challenger pump, 2-4", heated, lever intake valves, 6", heated, air actuated discharge, 36" rear man-way, excellent condition, MUST SEE. PRICED TO SELL! \$89,500/Firm
920-779-4432, WI P05



1990 Ford L8000: 2500 gallon, Bation MEC8000 pump. New hose trays, callipers, rotors. 89,000 original miles. Always kept inside, great condition. Will deliver. \$19,000
802-948-2082 VT P05



2004 Freightliner, 230 hp CAT, 6-spd, A/C, tilt wheel, htd and power mirrors, cruise, all aluminum wheels, 150,000 miles, new 2,500-gallon steel tank with aluminum hose trays, Masport HXL75 pump, (2) 4" valves, work lights. Call for price.
800-826-2308 P05



1999 Sterling: 3,100-gallon tank, new paint! Septic truck with locking rears, 140k miles..... Asking \$53,000
Contact John at 724-785-5892 PBM



2007 Sterling, 20/46 axles, 450 hp MBE, 10-spd, full differential lock, Jake brake, 75,000 miles, 4,600-gallon tank, HXL400 pump, (3) 4" valves, excellent condition. Call for price.
800-826-2308 P05



Complete Vacuum Tanks: 3,000-gallon, unit mounted on your truck or ours; \$19,000. 2,000-gallon truck units; \$16,500. 1,500-gallon truck units; \$15,000. Self contained vacuum skids, 1,000-gallon; \$10,500, and 1,500-gallon; \$12,500. Any custom options or sizes available!
Texla Services 936-641-3938 or www.texlaservices.com. P05



2004 Freightliner M2 with new 2,500 gallon Imperial tank: C7 250 hp, 6-spd., 33,000# GVW, in-frame major, new rear tires, with HXL75 Masport, air-cooled vac. L&S Truck Center of Appleton, Wisconsin
800-544-7658 P05

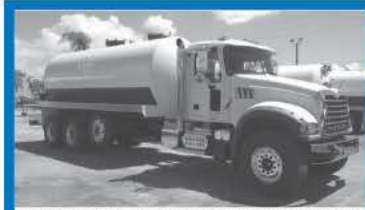
1993 Mack CH613, 2007 3100 gal. aluminum tank. Call 866-720-4999 or www.tank-servicesinc.com. (P05)

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)

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)



2004 Freightliner FL70 with new 2,500 gallon Imperial vacuum septic tank: CAT 3126, 230 hp, automatic transmission, 33,000# GVW, 169k miles, lease maintained. L&S Truck Center of Appleton, Wisconsin
800-544-7658 P05



2014 Mack GU713 Granite: FOR DOMESTIC AND EXPORT!! New heavy duty 5,000-gallon U.S tank with a 5-year warranty, Jurop LC-420 liquid-cooled pump (425 cfm) with a 1 year warranty, factory double-framed, rear work lights, new butterfly valves, ORIGINAL HEAVY SPEC, dual rear aluminum toolbox, all aluminum wheels, aluminum hose trays, full length sight tubes, heated collars, large 12-gallon cyclone secondary, full float tires, 13,000 lb steerable tag axle, 46,000 lb full locking rear camelback suspension, heavy duty rear bumper with tow hooks and drip tray, chrome front bumper.
..... \$172,000

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



2007 Mack CX Vision: 10-speed, E-7 330 hp, Jake brake, 384k miles, new 4,000-gallon U.S. tank with 5 year warranty, Jurop LC420 (425 cfm) liquid-cooled pump with 1 year warranty, all new equipment with sight glasses, aluminum hose trays and aluminum tool box, aluminum wheels, heavy duty rear bumper.
..... \$89,000

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



2007 Freightliner M2: CAT C-7, 245 hp, 6-speed, new 2,500-gallon U.S. tank with 5 year warranty, new Jurop R260 (363 cfm) pump with 1 year warranty, all new equipment with sight glasses, aluminum hose trays and aluminum tool box. Also includes a 1-year/100,000 mile engine warranty. \$55,000

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



2001 Sterling A9500: 7-speed, 12.7L Detroit 425 hp, new 4,000-gallon U.S. tank with 5 year warranty, Jurop LC420 (425 cfm) liquid-cooled pump with 1 year warranty, all new equipment with sight glasses, aluminum hose trays and aluminum tool box, heavy duty rear bumper.
..... \$68,000

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



(2) 2011 Dodge 5500 trucks: 1,000 waste/300 fresh tanks, mileage in the 50,000's on all 2 trucks. (4x2 @ \$54,000, 4x4 @ \$58,000)

Contact Rodney Lane 270-832-3793 PBM

Pre-owned Coleman 3,500 U.S. gallon carbon steel vacuum tank, mounted on a 1989 Peterbilt 377 cab and chassis and a Thompson Tank pump package. (Stock #9643C) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

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)

SERVICE/REPAIR

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

SLIDE-IN UNIT

Galvanized 450 waste, 210 fresh, 660 total, Vacutrux slide-in, in great shape, good vac, 25' of hose, Honda engine, white in color. \$6,200. 740-776-6927. (P05)



For sale: New carbon steel, 140/waste, aluminum 75/fresh, Cone ProVac 3, Honda 5.5 hp. Delivery available for fee. \$5,000
Call 315-375-7867/315-486-1711
or email huotrandy@yahoo.com (P05)

SLUDGE APPLICATORS



1989 Ag-Chem, TerraGator 2505 with grassland injectors. Fully operational and ready to use. Runs good, tank size is 4,000-gallons, engine is a Cummins 903 with 10-speed transmission. Asking price is \$25,000
Please call 859-873-3331 (P05)



For Sale: Big-A Model 4500 Liquid Sludge/Manure Applicator. 3500 Gallon press/vac tank w/8" "easy load" boom. Lancaster Co. PA
717-738-1066 (P05)

TANKS



2012 CurryVac Tank: 4700 gal., Masport vac pump, heated valves, rear bumper with tool boxes. Only used a few times. \$15,000 OBO
717-242-9400 PA (P05)

Self-contained unit, 600 gal. steel tank, 33.5 HP Kubota diesel engine, 200 gal. poly tank, 6 gpm, 3000 psi jetter. Call 866-720-4999 or www.tankservicesinc.com. (P05)

2008 Imperial, 3,600-gallon aluminum vacuum tank, heated valves, sight glasses, 4" intake, 6" discharge. Excellent shape. \$16,000. 715-234-8576. (P05)

Pre-owned Presvac 4,300 U.S. gallon, carbon steel, vacuum-pressure tank. (Stock #6154V) www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648). (PBM)

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)

Pre-owned petroleum, steel, 3,800 U.S. gallon, carbon steel, vacuum pressure tank. www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648). (PBM)

Vacuum Tanks - New: Sizes from 1,900-4,000-gallon. Great deals! Check us out: 3,600-gallon for \$14,000 and 4,000-gallon for \$15,000. All complete! Will make you a great deal! Delivery available. www.JEagleTanks.com or Jerry at 800-721-2774. (PGBM)

TOOLS

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

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

TOYS

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

TRAILERS-VACUUM/TANKER

1994 Presvac 5,500 gallon non-code vacuum trailer, Reyco spring suspension, 80%+ brakes, tires. No rust on frame or suspension. KLM Companies 617-909-9044 (PBM)

Cusco 5,500 U.S. gallon, carbon steel trailer, no pump package. (Stock #5352V) www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648). (PBM)

New Presvac, 5,500 U.S. gallon, carbon steel DOT certified 412 vacuum pressure trailer with a front porch mounted PVB-750 vacuum pressure pump, driven by a Deutz air-cooled diesel engine. (Stock #13525V) www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648). (PBM)



5,800 Gallon Coded Stainless Steel Tanker: 2,000 Pioneer single compartment vacuum tank. \$37,000
Email chas_peterson@msn.com (P05)

2013 Brenner, 6,000-gallon, stainless DOT 412, double conicle vacuum trailer, air-ride suspension, radar level indicator, full length hose trays with full length catwalk with OSHA railing, under belly pump package mounting platform. KLM Companies, 617-909-9044. (PBM)



(2) 2012 Arthur Aluminum Vac Trailers: 6300 gallon capacity, electronic level gauges, air ride suspension, excellent condition. \$60,000 each
Call Shawn 717-587-1927 PA (P05)

TRUCKS (BOOM)



1990 DT466 International: 7 ton Del-Zotto boom, 7 speed trans. 178,000 original miles. Excellent shape. \$27,000
Call Gary 920-339-0545 WI (P06)

TRUCKS (DUMP, MISC.)

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952-469-1800 MN (P05)



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Taylor White 435-979-0313, UT
taylor@whitessanitation.com (PBM)

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P07

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