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People POWER

Thanks to dedicated workers, California's Legacy Sanitation enjoys explosive growth and high marks from customers

Page 26

TRADING PLACES

Michigan's Brendel's Septic has shifted emphasis toward portable sanitation

Page 40

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26 People Power

- Doug Day

Teamwork and professionalism are the keys to growth for Legacy Sanitation in San Jose, Calif. Owners Craig Gorewitz (left) and Bryan Lowe are shown with their newest equipment addition, a 2008 International 7600 vacuum truck with a Jurup pump, built by Southwest Products. (Photo by Keith Dixon)

12 Reading Between the Lines: Tips & Takeaways

Mine this issue for at least one great business-building idea in every story.

- Jim Kneisz, Editor

14 Editor's Choice

Be sure to check out the exclusive online content at Pumper.com.

- Jim Kneisz

18 Building the Business: The Fine Art of Follow-Up

Customers will welcome your 'reminder' calls when you employ these successful strategies.

- Judy Garmalse

22 Rules & Regs: Louisiana installer and system inspector indicted in bribery case

- Doug Day and Scottie Dayton

34 Pumper Interview: Old Company, Fresh Approach

With 75 years in business under their belts, Michigan's DeJonghe family continues to make strides in pumping safety, new marketing and advocating for the industry.

- Scottie Dayton

40 Trading Places

The business emphasis has changed from septic service to portable sanitation in the 12 years since Jay Brendel's Michigan-based company was first featured in *Pumper*.

- Dee Goerge

50 Expo Spotlight

The stealthy 'Stump' portable restroom draws a crowd.

- Craig Mandl

54 Money Manager: The Office in Your Hip Pocket

Is it time to pull the plug on your business landline? It's high time you review your phone service and look at ways to shave dollars off a growing monthly bill.

- David Steinkraus

58 Overheard Online: Losing a Lid?

A poster wonders how other pumpers handle the situation when a lid falls into the septic tank during a service call.

62 Septic System Answer Man: The ABCs of ATUs

As onsite systems become more sophisticated to address site and environmental challenges, pumpers will be faced with an array of complex new technologies to maintain.

- Jim Anderson

66 NAWT News: Attend the 6th Waste Treatment System Symposium in Indiana

- Jim Anderson

70 Product Focus: Portable Sanitation - Special Events

- Craig Mandl

78 Classy Truck of the Month

We feature Green's Septic and Excavation LLC, Chestertown, Md.

82 Product News

Product Spotlight: Jurup RV Series rotary vane vacuum pump

- Ken Wysocky

84 Industry News

86 Association News, Training and Education

Coming in AUGUST

SPECIAL ISSUE:

VACUUM TRUCKS - TRUCK BUILDERS

- PROFILE: Rhode Island pumper prefers to go it alone
- SEPTIC SYSTEM ANSWER MAN: Covering the ATU basics

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ADVERTISER index.....

July
2013



27th Trucks, Inc.67

A



Abbott Rubber Co., Inc.38



Acro Trailer Company24
AltumaMATS, Inc.20



Amazing Machinery, Inc.35



Aqua Ben Corporation73



Aqua-Zyme Disposal Sys. ..64



Arcan Enterprises, Inc.60
Armal, Inc.24



Armstrong Equipment9



Atlanta Rubber & Hydraulics, Inc.48

B



Badger Vacuum Trucks30



Bandlock Corp.87



Best Enterprises, Inc.55
Bionetix International60



Brenlin Company, Inc.73

C



Cam Spray16



Cape Cod Biochemical Co. 69



CEI - Chandler Equip.69

Century Chemical Corp.64



Chempace Corporation ...38, 78



Clear Computing, Inc.71



Comforts of Home Services..75



Crust Busters/
Schmitz Bros., LLC30

D



Deal Associates, Inc.76

Del Vel Chem Co.60

E



Ecological Laboratories, Inc. 52

EICA Tankheads, Inc.79



Elmira Machine/Wallenstein
Vacuum Pumps61



EMI, LLC81



Envirotub, Inc.16



Equipment Sales, LLC71



Erickson Tank & Pump60

F



F. S. Solutions39, 61



Five Peaks17



Flo Trend Systems, Inc.71

FlowMark52



Fruitland Manufacturing14

G



GapVax, Inc.29
Gardner Denver32
Great Lakes Equip. Sales...51
Green Leaf, Inc.73

H



Hedstrom Plastics76
Hino Motor Sales USA, Inc. 11
House of Imports47

I



Imperial Industries, Inc.59

K



KeeVac Industries, Inc.56
Keith Huber Corporation91



Kentucky Tank, Inc.52
Key Commercial Corp.79

L

LANE'S VACUUM TANK, INC.
Lane's Vacuum Tank, Inc.81

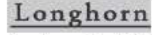


Lely Manufacturing, Inc.79



Lenzyme/Trap-Clear4

LMT, Inc.63



Longhorn Tank & Trailer36

M



Marsh Industrial16



Masport, Inc.3



McKee Technologies, Inc./
Explorer Trailers/65



Mid-Atlantic Waste Systems 80



Mid-State Tank Co., Inc.73



Milwaukee Rubber Prod.4



Moro USA, Inc.7

MyTana Mfg. Company, Inc.10

N

National Truck Center48



National Vacuum Equipment 57



NAWT, Inc.56, 68



NuConcepts68

O

Oakmont Capital Services ..56
Olvidium, Inc.52

P

People's United Equipment
Finance Corp.33



Pik Rite, Inc.32



PolyJohn Canada10



PolyJohn Enterprises99



Polylok98



PolyPortables, Inc.23



Pressure Lift Corporation...24



Presvac Systems, Ltd.100

R

RCS II, Inc.75



Ritam Technologies LP81

RLH Equipment Rental85



Robinson Vacuum Tanks20

Romotech87

Rotating Solutions20

RotoSolutions, Inc.81



Rush Refuse Systems21

S



Safe-T-Fresh13



Satellite Industries Inc.2, 41



Septic Services, Inc.58



Slide-In Warehouse63



Specialty B Sales76



Stahly Applicators64



Surco® Products49



Sweet Septic Systems4

T



T&T Tools, Inc.71



T.S.F. Company, Inc.53



TankTec15



Three Lakes Truck & Equip.25



Transport Truck Sales, Inc.43



Transway Systems, Inc.5

Truck Center of Forth Worth .38



TSI Tank Services, Inc.69



Tuf-Tite, Inc.45

V



Vac-Con, Inc.77



Vacutrux Limited65



VARCO31

W



Walex Products Co., Inc.37



Wee Engineer, Inc.75



Westmoo Ltd./Conde19

Classifieds90

Marketplace88

REGIONAL ADVERTISERS

Midwest Supplement

(after page 74)



Advance Pump & Equip.3



Marengo Fabricated Steel1

Mid-State Int'l Trucks of WI ..3



R.A. Ross & Associates NE..2



Rider Agri Sales & Svcs.7



T-Line Equipment, Inc.4

Truck Country6



V&H Inc.5

Eastern Supplement

(after page 74)



Advance Pump & Equip.3



Andert, Inc.6

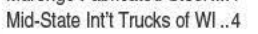


Crescent Tank Mfg.3



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Mid-State Int'l Trucks of WI ..4

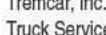


R.A. Ross & Associates NE..2



Tremcar, Inc.2

Truck Services of VA4



V&H Inc.7



Vacuum Sales, Inc.5



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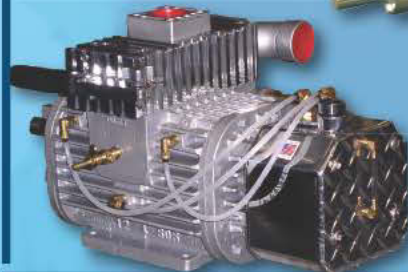
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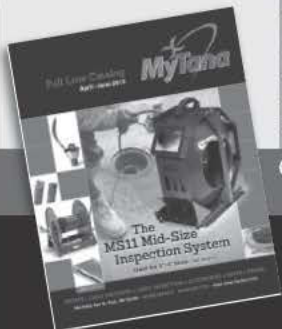


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Contact Jim with your comments, questions and opinions at editor@pumper.com.

Tips & Takeaways

Mine this issue for at least one great business-building idea in every story. **By Jim Kneiszel, Editor**

Here at *Pumper* we pride ourselves on sharing valuable business advice we hear from septic service pros, small business experts and industry leaders. It's most gratifying when I run into a contractor at the Pumper & Cleaner Environmental Expo or through a phone call or email who says something from the magazine made a difference in his or her operation.

When I edit the contractor profiles and other stories that cross my computer desktop, practical advice is always top of mind. Making sure the content is helpful is right up there with checking spelling, putting all the commas in the right place and writing compelling headlines. In fact – and don't tell my bosses this – sometimes I could forgive a misplaced comma in the magazine if I knew an idea or nugget of information in a story helped save readers money or increase revenue. Our mission to help you improve your businesses is just that big.

So I decided to go through this issue and make sure we're living up to our business-building goals. Here's a few tips I found in the review, and I hope they lead you inside to read the rest of the stories.

If you think there's no demand for high-end restroom trailers, think again.

Jay Brendel, owner of **Brendel's Septic Tank Service**, White Lake, Mich., tells writer **Dee Goerge** in a profile story that he wondered how much impact buying restroom trailers would have on the portable sanitation side of his business. But taking a chance on the upgraded units has paid off, boosting revenues for restroom service over his traditionally strong septic work. The lesson learned: "You've got to keep growing in this business," Brendel says. "You've got to be diversified with what you think you can rent."

A technician performance checklist will boost your company's reputation.

At **Legacy Sanitation** in San Jose, Calif., portable sanitation service technicians check each other's work using a performance checklist. Owner **Bryan Lowe** tells writer **Doug Day** in a company profile that self-policing leads to better teamwork and compliments from customers. Here's how it works: Occasionally a driver is assigned to follow along another technician's route and check every aspect of the service being provided. The checklist is used to promote consistent service quality and improve every worker's performance.

Rather than provide your employees with a smart phone, pay them a stipend to use their personal phones for business calls.

Your phone bill has likely skyrocketed as you've issued cellphones to employees so you can keep in constant contact during the workday. In his review of phone service expenses, *Money Manager* writer **David Steinkraus** suggests curbing costs for potential data overages and lost smartphones by giving employees a monthly payment to use their personal phones for

Making sure the content is helpful is right up there with checking spelling, putting all the commas in the right place and writing compelling headlines.

business. If you provide work-only phones, you could end up responsible for data charges racked up by employees surfing the net and for phones lost on the job. The monthly phone allowances transfer those unexpected expenses back to the users.

Be mindful of waste splashback and order appropriate safety equipment.

Our *Pumper Interview* this month gets specific tips on safety gear for septic service technicians from **Misty DeJonghe**, of **Matt DeJonghe Septic Tank Cleaning**, who teaches blood-borne pathogen certification classes for pumpers. She shares her safety equipment list with writer **Scottie Dayton**. To avoid exposure to a host of diseases, DeJonghe's technicians wear industrial mid-length rubber gauntlet gloves, a respirator or dust mask, wraparound safety glasses and water-resistant rubber work boots. The company also forbids wearing shorts unless there is a threat of heatstroke.

Never let a customer know you're irritated with them.

In her *Building the Business* column, corporate trainer **Judy Garmaise** says one component to successful follow-up calling is never letting your frustration show through, even after a customer repeatedly ignores your voicemail messages. Showing your exasperation or recounting the litany of unanswered calls won't prompt that customer to call back. Remaining constantly upbeat offers your best chance for repeat business. "If you are courteous and guilt-free, even on the sixth or seventh voicemail, you leave all doors open," she says. "Stay positive and put a smile in your style."

Don't go fishing for a lid that falls in the tank. Sell the customer a new riser.

In our *Overheard Online* story this month, a writer asks how to retrieve a concrete tank lid that accidentally falls into the tank. Pumpers jump in to tell the contractor to install a lid that won't fall in. One poster goes as far as to suggest pumpers should add a disclaimer to their invoices that says they are not responsible if a lid falls into the tank, then suggests replacing older lids for safety.

WHAT'S ON YOUR MIND?

Do you have feedback on any of the advice you read in this issue of *Pumper*? Is there a question or an issue you'd like us to address in a future issue of the magazine? Drop me a line and let me know. ■

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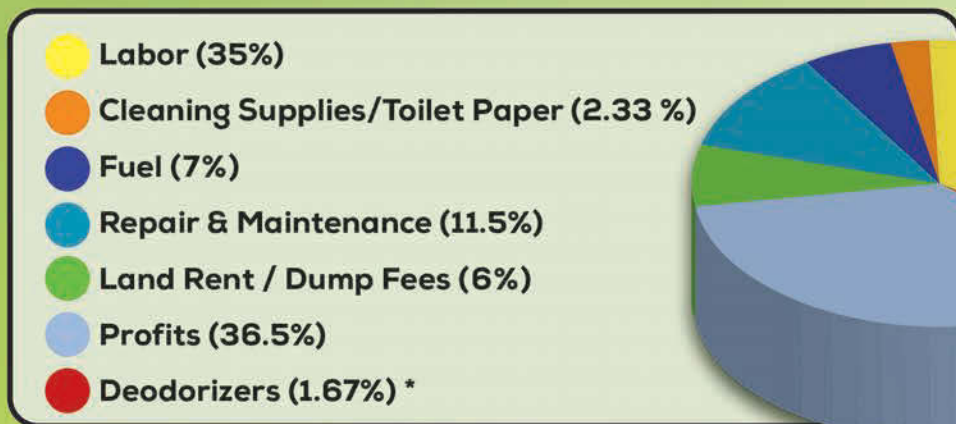
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By Jim Kneiszel

Readers tell me they read *Pumper* cover-to-cover and the pages get dog-eared from all their employees taking turns paging through the magazine. If you enjoy *Pumper* that much, we have a bonus for you – additional online-only content that can be accessed instantly from your computer, tablet or smartphone. Find more of the latest wastewater industry news – from product releases to videos and podcasts to my editor's blog – at www.pumper.com. Here's just a sampling of the latest content you can find online:

COMBINATION SEWER CLEANER PURCHASE KEEPS PUMPING BUSINESS THRIVING

St. Louis-based Grease Masters posted a photo on Facebook of the brand new vacuum truck they picked up at this year's Pumper & Cleaner Environmental Expo International in Indianapolis. Owners Pam and John Remstedt founded the company in 2006, and gross sales have increased every year. Pam Remstedt tells *Pumper* how the company is using the new rig to build revenue for the thriving business.

SEPTIC SYSTEM EDUCATION GROWS BUSINESS

More than 20 years ago, Jerry Scarborough was new to the septic service industry, and sought out the training necessary for him to excel in the business. He shared what he learned in an online exclusive column, talking about the importance of NAWT Inspector training and how he transfers what's he's learned to real estate agents. "Many real estate agents don't have the knowledge of how a septic system works. They don't need to; that's what we're here for," he says. "As I would make professional greetings with the buyers and explain what my role was as the inspector, the real estate agents would pay attention. Taking the time to explain to homebuyers what a septic system is has helped me and my business in many ways."

EDITOR'S BLOG: HE WANTS TO BAN LAND SPREADING

A retired hydrologist and local town board supervisor wrote a story for the *Dunn County News* in northwestern Wisconsin advocating ending the practice of land spreading septage in the state. Neil Koch says there's not enough oversight of land application, noting that there are 400 approved spreading sites in his home Dunn County and one DNR person to monitor them along with thousands of sites in 16 other counties.

ATEX-APPROVED PNEUMATIC VACUUMS FOR HAZARDOUS LOCATIONS

Nortech Vacuum Products, a division of Guardair Corporation, announced a new line of ATEX-approved pneumatic vacuums for hazardous locations. The new vacuums eliminate the threat of static electricity. "The number of fires due to combustible dust within industrial plants has been increasing, prompting an immediate need to create a safer work environment throughout all factories, plants and work sites," said Eric Mills, vice president of sales and marketing at Guardair.

Check out all these stories at

www.pumper.com/ec/2013/July



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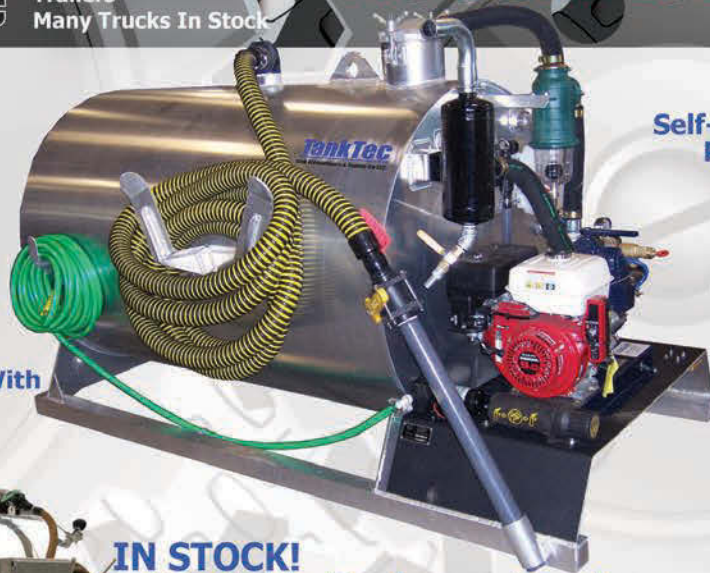
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The Fine Art of Follow-Up

Customers will welcome your 'reminder' calls when you employ these successful strategies

By Judy Garmaise

Most business professionals know that follow-up is important, but few are masters of it. Sure, they may leave one or two voicemails or send a couple of emails, but those attempts merely scratch the surface of what follow-up is really all about.

Following up with a prospect—whether it's to pitch a new account for servicing restaurant grease traps or pumping a single residential septic tank—is about attending to the details of business. It's doing what you say you will do and honoring your word. It is committing to what you know you can commit to and then doing it. Following up is calling your prospect or client not to nag or harass them, but to remind them of the valuable product or service you know will enhance their business or life.

Here's another way to look at it: Follow-up is acknowledgment. Most people want to feel acknowledged for who they are and what they do. So when you say you're going to call back in one week and you do, your client feels acknowledged. If you don't follow up with prospects and clients, why should they form a relationship with you? They'll think you don't care if you get their business or not. You're not only offending the person but also sabotaging your company's bottom line.

So if you're ready to take your follow-up skills to the next level, practice these strategies:

DON'T GIVE AN EXACT TIMEFRAME.

Many people fall into the trap of being too specific with their follow-up promises. They may say, "I'll call you back in 30 minutes," no matter what the situation or request. As a result, they rarely honor their 30-minute promise.

Instead, say something like, "I'll get back to you when my project is complete in the next day or so," or use some other vague but reasonable time frame. That way you're not being held to a strict timeline. If you intend to get back to them in an hour, say you will get back by the end of the day, in case something comes up in that hour.

If you can't get back to the person within the promised time frame, phone them and say you're detained: "I know I was supposed to have an answer for you by 5 p.m., but it looks as though I'm going to need more time to resolve this situation. I will call you back by tomorrow afternoon." Acknowledging the problem lets the other person see that you can be relied on.

BE HAPPY.

When you are talking with someone or leaving a voice mail, put a smile in your voice. If you aren't feeling happy at the time, listen to some upbeat music, read a few jokes online or pick up a humorous book. You must be positive when doing follow-up.

Judy Garmaise



Judy Garmaise is a corporate trainer, sales expert and professional speaker with more than 25 years of experience in sales, management and customer service. Contact her at info@judygarmaise.com or 561/445-9955.

Following up with a prospect or customer is about attending to the details of business. It's doing what you say you will do and honoring your word.

Never get on the phone when you're angry or depressed. No one wants to speak to Mr./Ms. Grumpy. And no one will return a voice mail that has a negative tone in it. Your message must be light and lively—and it must be awaiting a response with glee.

If you've left a few voice mails and still haven't received a response, never let the other person know you're irritated. You will never get Mr. Smith to call you back if you leave a "guilt" message like this: "Mr. Smith, I have already left you three messages. If you do not return my call in the next 48 hours, I will have no choice but to not do business with you again. Please call me immediately."

Instead, you must leave a fourth and fifth voice mail with as much enthusiasm as you had when you left the first one. If you are courteous and guilt-free, even on the sixth or seventh voice mail, you leave all doors open for Mr. Smith to return the call. Plus, your courtesy and enthusiasm may prompt him to not only give you his business, but all of his referral business as well. Therefore, stay positive and put a smile in your style.

FOLLOW UP FOR THE FUN OF IT.

Not every follow-up has to be about "are you ready to buy from me now?" Sometimes you just do it because it's the right thing to do. And when you follow up without an immediate sales goal in mind, you'll see how it can be beneficial. For example, suppose a product you bought from a salesperson arrived in the mail and is now functioning properly in your home. Two or three days later you get a follow-up call from the salesperson asking how the product is working for you. This kind of call will probably result in more purchases from that salesperson. When you do a few follow-ups like this, calling to ask for the sale later is much easier—and the prospect is much more inclined to say yes and refer others to you.

BECOME A MASTER FOLLOW-UPPER.

When you implement these suggestions into your follow-up efforts, you'll see how rewarding follow-ups can be. Your prospects and customers will appreciate your efforts to keep them informed, and your company will be grateful for your persistence and diligence in one of the most basic business tasks. In the end, you'll close more business and enjoy greater success. ■



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Louisiana installer and system inspector indicted in bribery case

By Doug Day and Scottie Dayton

A former septic tank installer and a former state inspector in Louisiana are under indictment in federal court in a bribery case. The U.S. Attorney's office filed the charges against 71-year-old Glenn Johnson and 52-year-old Alan Pogue. According to the indictment, Pogue, former state septic system inspector, would provide Johnson with a list of applicants for septic installation permits. Johnson would use that information to solicit business from those people. A series of bribes totaled a reported \$50,000.

Calcasieu Parish is inspecting every rural home septic system to prevent pollution and educate people about proper operation and maintenance. According to the state Department of Environmental Quality newsletter, the Parish Police Jury (county board of commissioners) has five trained inspectors for the five-year program. They will examine about 33,000 septic systems; homeowners are given about a week's notice.

Inspectors look at accessibility, electrical connections, operation of the aerator motor, sludge depth and the condition of the discharge. Homeowners can also ask questions of the inspectors.

If a system fails inspection, the homeowner is given information about how to fix or upgrade it. If they can't afford the cost, assistance is available through the Parish Community Services office, which receives grant money from USDA Rural Development.

Through October 2012, 15 percent (4,925) of systems in the parish had been inspected:

- 2,942 mechanical systems passed
- 1,250 mechanical systems failed
- 600 "other" systems passed
- 133 "other" systems failed

Indiana

A bill making its way through the Indiana legislature would prevent forming regional sewer districts if the majority of property owners object. House Bill 1497 was approved by the Assembly 88-2 and by the Senate 35-11. Another proposal, Senate Bill 205, has passed through one committee successfully. It would require that board members of regional sewer districts be elected rather than appointed, and that they be ratepayers of that district. Yet another law supporting the use of septic systems has made its way through committee. Senate Bill 204 would change the rule requiring people to connect to a sewer system that is within 300 feet of their property line. Instead, the 300-foot requirement would be measured from the discharge point of the home.

Pennsylvania

Proposed regulations by the Pennsylvania Department of Environmental Protection aimed at reducing nitrate pollution in streams with the highest water-quality rating would impose stringent rules on onsite systems. Developers would be required to prove that projects won't degrade

water quality in streams classified as exceptional. Critics in the legislature say the proposed rules are based on unproven science, will hamper growth in three counties, be difficult and costly to enforce, will depress the job market, devalue premium properties and raise taxes.

New Jersey

New Jersey passed a law prohibiting healthcare facilities from discharging prescription medications into onsite systems or sewers in certain circumstances. The law provides for civil administrative penalties for violations.

Ohio

Proposed rules from the Ohio Department of Health would enable homeowners to use onsite technologies not recognized under the current 1977 rules. The draft rules would provide six distribution options, three site drainage mechanisms, 10 methods to reduce soil depths, and more than 40 pretreatment products. The new rules should become effective on Jan. 1, 2014.

Hawaii

The proposed state House Bill 903 would charge an unspecified fee to homeowners with septic systems and cesspools aimed at helping the state monitor water quality and fix older and failing systems. The state Department of Health says 38 percent of Hawaii residents are served by decentralized wastewater systems. Cesspools are more widely used in Hawaii than any other state, according to environment officials, though new cesspools are severely restricted in the state and banned in many areas.

New Hampshire

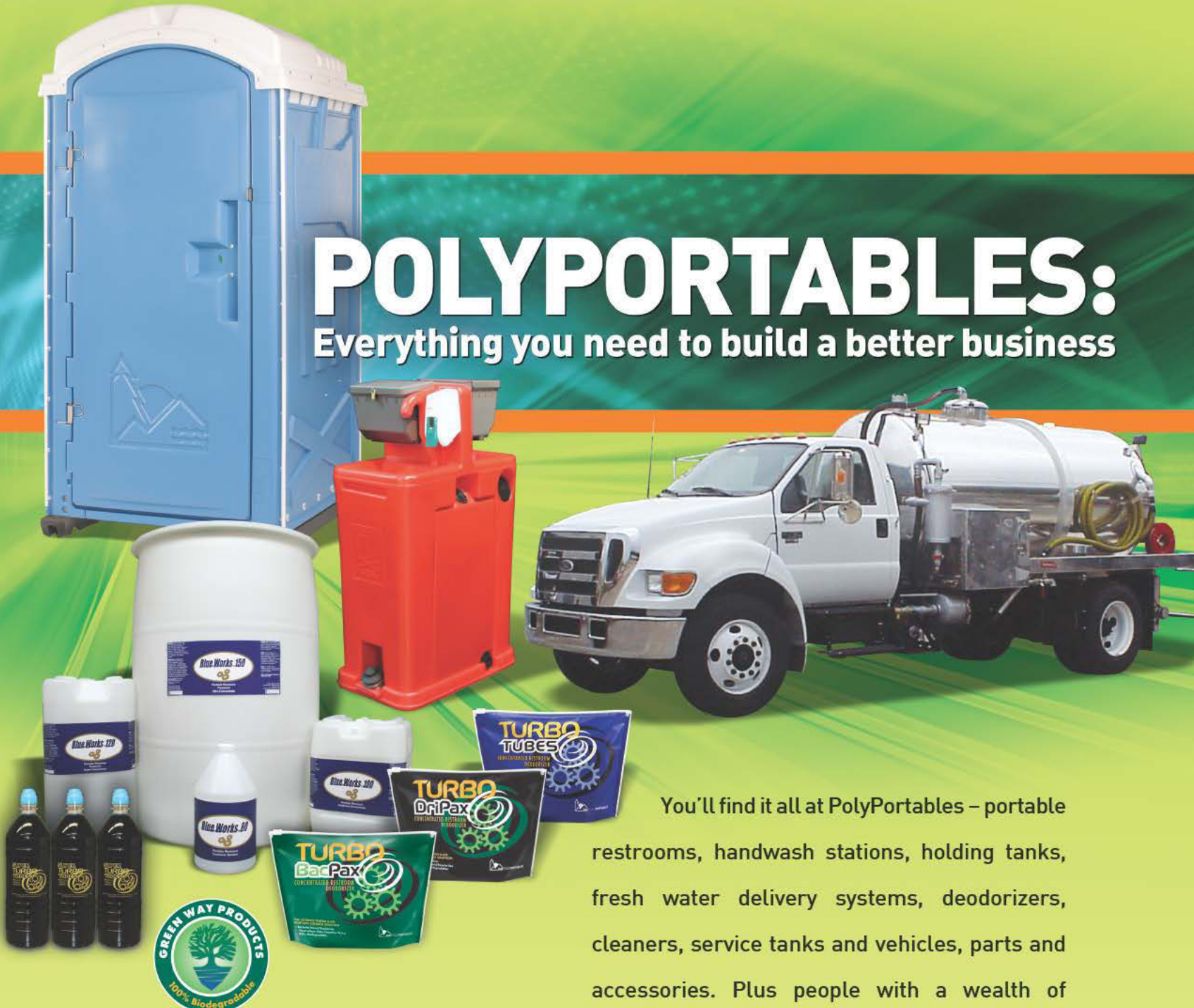
The New Hampshire Supreme Court issued a decision in *State v. Guay*, holding that the defendant's unlawful operation of a septic system is subject to civil fines and criminal penalties. An investigation by the state Department of Environmental Services revealed liquid on top of the defendant's drainfield and a garden hose attached to a sump pump discharging brown liquid toward a river. The state charged the defendant with one misdemeanor of unlawful maintenance of an onsite system.

Minnesota

The Minnesota Pollution Control Agency allowed counties to use components of the current Rule 7080 and revised Rule 7080 through 7083. Current Rule 7080, established in 2006 and destined for revision by 2014, provides the baseline statutes for administering an onsite program. The revised rule governs systems larger than 2,500 gpd, those linking multiple homes, and systems serving restaurants. It will be modified using much of the current rule for systems treating less than 2,500 gpd. This approach will simplify design and installation costs for most systems. ■

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2002 Sterling with Aquatech B10 Vacuum Body
\$69,500

Cat C-10 @ 350hp, 12k/46k axles, Hend. spring/beam susp., automatic trans., power divider, 22.5 rubber, full opening and dumping rear, FMC 3 piston pump 80 gpm/2000 psi, Roots 624 rotary lobe blower, center mount boom, pintle hitch, reel and controls on rear, 240"WB, 10 cubic yard debris body, 1000 gal. freshwater tanks, internal flush out system, vibrator



2000 Sterling VacCon Vacuum Unit
\$59,500

Cat 3126 @ 275 hp., Allison auto, Hendrickson spring/beam susp., 20k/40k axle rating, power divider, ac, cruise, JD aux. motor, VacCon Model V316LHA, SN:12992305, 3 vane fan vacuum, 80 gpm/2000 psi VacCon 3 piston pump, telescoping boom, remote, 3/4 opening rear, dumping body, jetter reel with 500' of 1" hose with hyd. foot, arrow board, beacons, back up camera

People POWER

Thanks to a dedicated crew of workers, California's Legacy Sanitation has enjoyed explosive growth and high marks from customers

By Doug Day Photos by Keith Dixon

The 43 employees at Legacy Sanitation aren't all related - it just seems that way. "Everyone here is a family member, a friend, or a friend of a family member," says co-owner Bryan Lowe. A close-knit team, he says they continue to strengthen and grow through accountability and high standards, even to the point of checking each other's work and "pushing each other to greatness."

The teamwork and shared vision have fed explosive growth at the San Jose, Calif. pumping company. From one truck and 32 portable restroom units, the company has grown to 22 vehicles (13 vacuum trucks) and 3,000 units providing 4,100 weekly services in the San Francisco Bay area in just over four years.

Profile

Legacy Sanitation San Jose, California

FOUNDED: 2008

OWNERS: Bryan Lowe and Craig Gorewitz

EMPLOYEES: 43

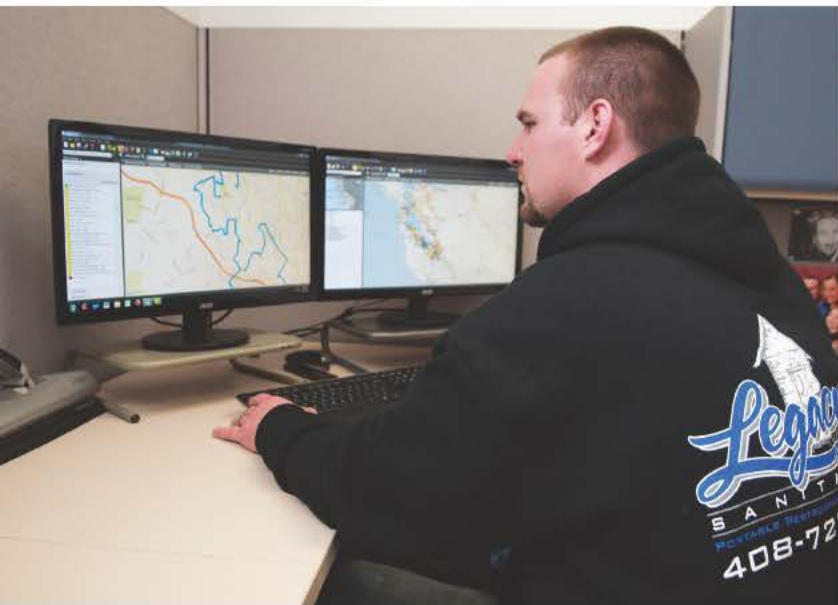
SERVICES: Portable restroom service, bulk and septic pumping

SERVICE AREA: San Francisco Bay area

WEBSITE: www.legacysanitation.com



Success is all about a big, hardworking crew at Legacy Sanitation. Here the whole team is gathered for a photo in front of the company's service truck fleet.



Building a Technician Performance Checklist

"You won't find any yellow urinals in our units," says Bryan Lowe, co-owner and CEO of Legacy Sanitation. That's just one item on the list of expectations for his drivers. Their performance is checked regularly, not by Lowe or a manager, but by their fellow drivers.

"It's not a tattle-tale process," according to Lowe. "Since we've done it from the beginning, it doesn't have a negative stigma. It's just how we run our business."

When time and workload allow, a driver will be assigned to go out on another driver's route, following behind him by an hour or two. Using an inspection sheet, which they sign, and a digital camera, they will do a complete quality check, including inspecting walls, doors, vents, tub, urinal, bench, seat, floor, paper products, exterior, company labels and noting needed repairs.

One driver recently failed to meet expectations. The first step was to review the inspection reports and photos to show him where he was falling short. For the next week, a relief driver went along on his route to help bring everything up to par.

"There was just a different sense of pride because he knew he corrected the problem," says Lowe. "Because of how we interact, we can bring that up at a staff meeting and mention his name. We can give examples of how service slipped, and let the team know how he fixed the problem."

To make sure new employees understand the expectations, they are immersed in the culture for the first few weeks by working with others, learning about the company and the work ethic. That is followed by job-specific training for a week or two to make sure they are ready to work on their own. "We want to set them up to win," says Lowe. "If there are days in the first few weeks on their own that are harder than normal, a relief driver goes along to give them a hand."

Lowe says customers seem to notice and that he often gets compliments about their clean restrooms, professional people and consistent service. "When we're done servicing a unit every week, it should look the same as it did when we delivered it."

FAMILY FIRST

Legacy puts family and community first. Lowe's wife, Delila, works in customer service and his stepfather Steve Martin is a service driver. There is only one person who hasn't come to the company through someone who works there. "He was very persistent, yet humble," says Lowe of one man who applied regularly. "I watched him leave here one day when it was raining and knew that he truly wanted to be on our team, so I followed him out and said, 'All right, when do you want to start.'"

Legacy Sanitation opened its doors in November 2008. Lowe came in with about 20 years of experience in the pumping industry and serves as the chief executive officer. His business partner, Craig Gorewitz, had no industry experience and is president and chief financial officer.

Lowe's career in the portable sanitation industry began in high school, working summers with his stepfather for Acme and Sons Sanitation, which is where he met his wife. A local family owned the business and took him on full time after he graduated from high school in 1993. Lowe worked there until it was sold 12 years later to a national company. Three years later, Gorewitz and Lowe began building the foundation of Legacy.

"The first month, we did \$1,500 in revenue," says Lowe. That more than doubled to \$4,500 in month two and Legacy did a half-million in its first full year. "We doubled it the next year to \$1 million. In 2011, we doubled again to \$2 million. Last year [2012] was the first year we didn't double our revenue."

NOT THE CHEAPEST

But it wasn't a bad year - 61 percent growth and revenue just under \$3.2 million. The goal for 2013 is \$4.5 million. "I'm astonished at what we've done," says Gorewitz. "We've been very fortunate and are positioned to continue to grow." They'll now be able to fund growth by reinvesting profits rather than using their own funds.

Steve Lowe works on service route sequencing and optimization using Microsoft MapPoint linked with Summit software by Ritam Technologies.

Technician Lamar Noland cleans PolyPortables Inc. restrooms in the company yard.





"We don't pride ourselves on being the cheapest or the best bargain," says Lowe. "We pride ourselves on giving the best service and the best product. We have very high standards and those standards are what hold us together."

Juan Perez returns the vacuum hose to its hanger on his service rig, which was built out by Southwest Products.

An emphasis on long-term relationships with customers and employees extends to all of their vendors, according to Gorewitz. "They see how our company is run and there is a lot of faith in what we're doing. We back that up by keeping our word and paying on time. We want to succeed, and want our vendors to succeed. If they're not profitable, it has an effect on us. That's where the trust factor comes in. I don't know if there's a whole lot of that in business anymore."

COMMERCIAL AND CONSTRUCTION

Legacy has a broad range of customers. "We have a lot of year-round facilities like quarries, landfills and places where as long as you provide good service, it's steady income indefinitely," says Lowe. That accounts for 13 percent of the business.

Septic service, holding tanks, bulk hauling and miscellaneous pumping provide minimal revenue, about 5 percent. "We are a portable restroom company," he says. "If a customer needs bulk hauling, or has a larger pump job, we'll put that on a holding tank route or on our transfer truck. It's not something we target; it's something we do to take care of our customers."

Other revenue sources include:

- Commercial – 38 percent
- Bridges/Roads – 10 percent
- Residential – 10 percent
- Municipal – 9 percent
- Home Builders, Apartments, Others – 15 percent

Only about 3 percent of revenue comes from special events. The company doesn't pursue them but will provide bids if asked. "If you're not careful, your trucks and employees can get run into the ground during the event season," says Lowe. "If you're going to do the work, it better make sense financially."

Most of their events are smaller jobs with 10 to 20 units. The largest

“ We're grooming and building great people. Their quality of life is impacted and they become better people. If you take pride in what you're doing and become part of a team, you walk prouder with your head up. ”
- Bryan Lowe

is the Northern California Renaissance Faire that draws 150,000 people. It requires about 250 portable restroom units for six weeks and service every Saturday and Sunday night.

Legacy approaches it as a team-building event. Employees sign up as two-person teams with four teams assigned each night. "Service drivers usually work by themselves," says Lowe. "For the Faire, there are eight of them working together, and as a result our team is usually stronger and tighter after that event."

IN THE GARAGE

Most of Legacy's 3,000 portable units are supplied by PolyPortables Inc. The ADA and high-rise units, about 150, come from Satellite.

The standard truck service chassis is the International 4300. Flatbeds are built in-house or at a local shop. Its vacuum trucks are built by Southwest Products, mainly with the Masport HXL4V vacuum unit. Most have 1,500-gallon steel tanks (1,000 waste, 500 fresh). The company just bought a new 3,500/200-gallon steel tank truck with a Jurop LC420 pump

(continued)

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Juan Perez pumps the holding tank of a restroom in the company yard. Technicians including Perez evaluate each other's performance to ensure quality service.

for holding and septic tanks. The second septic service truck is older, with a 1,500/60-gallon steel tank and a Thompson J-292 vacuum system.

Its transport trailers are built in-house, and they have one dual and one single trailer unit from Nu-Concepts along with a two-stall shower trailer built by Legacy. Legacy stocks 450 hand-wash stations and 500 containment trays from PolyPortables. There are nine other vehicles for sales and delivery. All the company's chemicals come from Walex, and other supplies like fittings and hoses are from TOICO Industries.

Scheduling, billing and route management is done with Summit Systems software from Ritam Technologies. Working with Ritam, Lowe has linked the program to the Microsoft MapPoint system. Drivers use a push-to-talk cell service from Sprint or any standard GPS device.

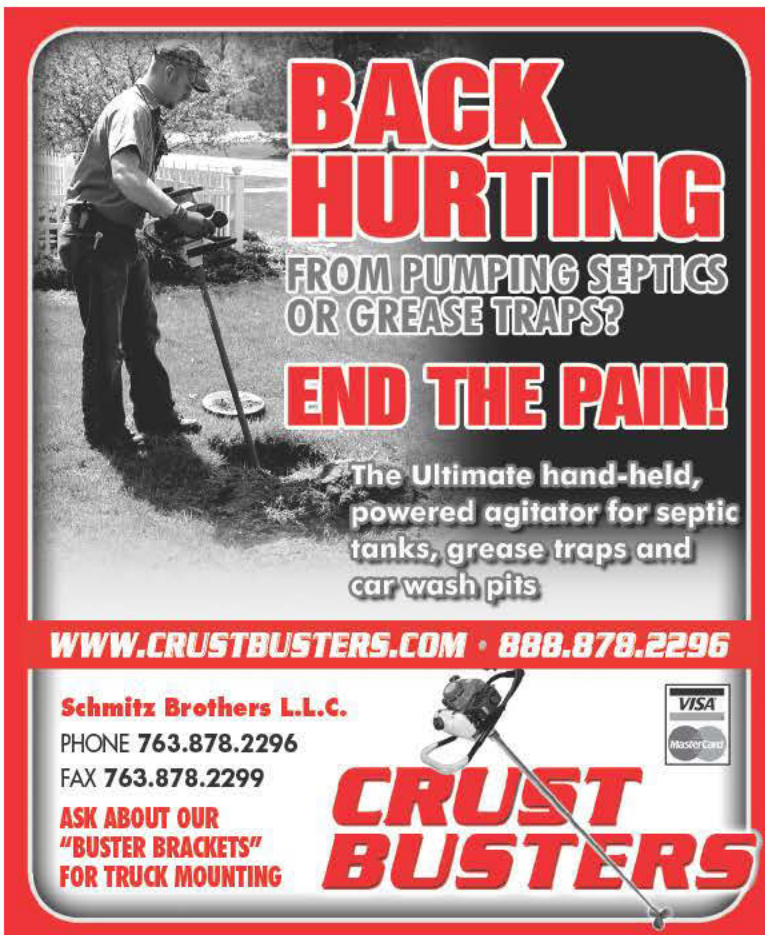
PROVIDING OPPORTUNITY

While Legacy's approach has resulted in fast growth, Lowe's vision is not so much about business. "We're grooming and building great people," he says. "Their quality of life is impacted and they become better people. If you take pride in what you're doing and become part of a team, you walk prouder with your head up."

Lowe and Gorewitz have learned about personal growth and teamwork through a leadership program where they met in 1998. Since then, the two have led classes for the program and do a lot of volunteer work in the community.

Frank and Diane Youngblood, the owners of Acme, visited recently. Lowe was thrilled to show Frank, 78, the strides he'd made in the industry. "I just let him know the impact he made on my life and how what he did for me made this possible," says Lowe. "He saw how far we'd come in just four years and he had a sparkle in his eye, he was very proud."

Lowe says his wife helps keep him grounded. "She makes sure I never forget what's most important. That is what we've built, how we built it, where we came from, and why we did this - to provide opportunity for our family and our community and to provide income to employees who can go home and take care of their families." ■



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Old Company, Fresh Approach

With 75 years in business under their belts, Michigan's DeJonghe family continues to make strides in pumping safety, new marketing and advocating for the industry **By Scottie Dayton**

In the beginning, pumping outhouses and installing homemade septic tanks supported Morris DeJonghe's family in the village of Britton, Mich. Begun in 1937, his business passed to the third generation in 2002, becoming Matt DeJonghe Septic Tank Cleaning Service. The company pumps septic tanks and inspects onsite systems in Lenawee and Monroe Counties and lower Washtenaw County.

DeJonghe's wife, Misty, became vice president of operations in 2011 and launched a marketing campaign. She used 15 years as a home care administrator to prepare a manual of standard operating procedures and a blood-borne exposure safety plan to meet state and federal Occupational Safety and Health Administration regulations. She also teaches blood-borne pathogen certification classes for pumpers, explaining pathogens, outlining precautions, and showing a short movie.

The couple belongs to the Michigan Septic Tank Association, where Misty DeJonghe serves on the board of directors and the onsite wastewater conference committee. She also is liaison between Lenawee County septage haulers, the state Department of Environmental Protection and the county drain commissioner.

In 2012, the company celebrated its 75th anniversary, making it the oldest sanitation business in Lenawee County. "We're still here because the family is resilient," says Misty DeJonghe. "Our grandparents taught us to be responsible for our bills, to work hard, to be proud of our efforts so others will notice, and that opportunities to service customers never wait."

Pumper talked to Misty DeJonghe about various initiatives that raise the professionalism, safety practices and reputation of the family company:

Pumper: What are some of your advertising strategies?

DeJonghe: Besides a Web page and newspapers ads, I leave candy dishes with the company logo at real estate offices and businesses. If I visit the doctor or cosmetologist, the garage mechanic, or dine out, I leave business cards on tables and counters. I pin company fliers to cork boards at supermarkets. Marketing constantly wherever I go has brought in many new customers.

The family never used to mail reminder cards for pump-outs. Since implementing the procedure, our response rate is 75 percent. I always write a note mentioning the date of the last service because people forget how many years have passed.

Promoting the company has generated six to eight hours of work every day. Matt only has help when my 17-year-old nephew, Tyler Soss, is out of school. I tried riding with Matt, but running the office from the truck is difficult because of the noise. We have enough work to hire a full-time

employee, but we don't want to buy another truck. Our goal is to run the business with family members.

Pumper: Why are you adamant that pumpers wear personal safety equipment?

DeJonghe: Pumpers don't understand that every day they risk their lives. Microorganisms are responsible for more than 90 percent of reported waterborne disease outbreaks in the United States, and the most frequently reported source of contamination is sewage from septic tanks, leaking sewer lines, and cesspools. Human waste can cause typhoid fever, paratyphoid, dysentery, gastroenteritis, cholera, and polio. Almost 10 percent of outbreaks are caused by hepatitis A, formerly called infectious hepatitis.

Our huge immigrant population puts pumpers at risk for hepatitis A, B, and C. Experts don't know how long hepatitis C remains dormant in or out of the body. It's still a mysterious, lethal disease with no vaccine. We are immunized for hepatitis A and B, and I strongly recommend it for all pumpers.

The two most common parasites found in septic tanks are tapeworm segments and roundworm eggs. Hospice has enabled many elderly or sick people to die at home, and send blood-borne pathogens to the septic tank. As methamphetamine production proliferates, pumpers risk exposure to hazardous chemicals.

Pumper: What safety equipment do you recommend and why?

DeJonghe: Splashback and cuts from say a broken hose clamp are the two ways contagions can enter our bodies. We use industrial mid-length rubber gauntlet gloves with cuffs to protect against splashback running down inside the gloves and into cuts. Even dishwashing gloves are better than no protection because hand washing leaves skin dried and cracked. Cracks are entry points for disease.

After storing the hose, we cleanse our hands with disinfectant wipes followed by hand sanitizer. It may seem like overkill, but it isn't. I've seen too many industrial patients who didn't take precautions and became seriously ill.

We wear an inexpensive particulate respirator or dust mask while pumping and discharging to protect our noses and mouths from splashback if a hose cracks. Wraparound safety glasses shield our eyes. Regular glasses don't protect the sides of your head from splashback, and contagions will enter through tear ducts.

Our standard footwear is water-resistant work boots with rubber soles. Steel toes are unnecessary, but water-resistant leather will prevent spillage from seeping through to the skin. The only time we allow shorts instead of trousers is on days with a threat of heatstroke.

Pumper: What was involved in writing your systemization manual?

DeJonghe: Michigan OSHA requires every business—no matter how small—to have the manual and a blood-borne exposure safety plan. Our 100-page plan details the procedure if splashback touches skin or someone is cut.



Matt and Misty DeJonghe may be reached at 517/451-5055.

(continued)

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It took three months to complete because of all the documentation, but the actual procedure is one page. I went on the federal and state OSHA websites, compared information, and called both agencies when I didn't understand something. It was challenging, but worth it because our company is compliant.

Companies need a procedures manual to show they are compliant in case of an audit. Furthermore, if something happens to key personnel, the manual spells out what has to be done and how. I had Matt tell me step-by-step what he does from the time he walks into the office to the time he returns with the truck. Then I repeated the process for office work. I found references all over the Internet on how to set up a systemization manual. Ours is 35 pages and it took me four months to complete.

Pumper: How did you become a liaison between Lenawee County septage haulers and regulators, and what is your role?

DeJonghe: At the 2011 MSTA conference, the haulers said they needed a spokesperson and talked me into doing it. The job is occasionally challenging, but mostly rewarding. I filter complaints to Matt Campbell or Ebi Burutolu at the DEQ, drain commissioner Steve May, wastewater treatment plant director Tom Gillenwater, or Martha Hall at the county health department. We're very lucky because they work with us, creating a level of cooperation not seen in other counties.

Pumper: What were some major issues?

DeJonghe: The biggest were with the Lenawee County Wastewater Treatment Plant. Haulers couldn't offload in the evenings or on weekends, and wanted a card-activated gate installed to do so. Customer addresses were left in an unlocked box, and haulers had reason to believe that someone was taking them and soliciting their clients. They also reported water leaking by the fuse box in the reception area. I wrote a proposal and worked with Steve May and Tom Gillenwater to fix the leak and install a lockbox and access

Microorganisms are responsible for more than 90 percent of reported waterborne disease outbreaks in the United States, and the most frequently reported source of contamination is sewage from septic tanks, leaking sewer lines, and cesspools.

- Misty DeJonghe

gate. Things are running a lot smoother now.

Our next goal is to repeal the state requirement for haulers to offload at a wastewater treatment plant if they are within a 25-mile radius of one. They want to land-apply because it lowers the cost of pump-outs, conserves fuel, and reduces depreciation on their trucks. It's a long-range objective, but we're hoping minds will change as treatment plants reach capacity; but septage continues to arrive and increase in volume.

Pumper: How has your MSTA membership helped the company?

DeJonghe: I had no clue what to do when I entered the business, especially when it came to dealing with regulatory issues. Members answered questions and put me in touch with Ebi Burutolu, who explained the regulations we had to meet and how to keep the records.

MSTA also is at the forefront of new legislation, helping to pass bills that protect the rights of haulers. I was never involved in politics until I joined the association and learned how important it was to participate. Last year, I even helped with a meet-and-greet at the capital, and made enough of an impression on our district's state Senator for him to send a letter congratulating us on our 75th anniversary. I can't thank MSTA or the DEP enough for helping us achieve our present status. ■

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Brendel's Septic Tank Service owner Jay Brendel in the foreground with crew in the background. The crew includes, from left, Jamie Simmons, Kevin Caswell, Raigh Waite, Andy Campbell, Jerry Borys, Kevin Kerr, Todd Cole and Dave Swinson.

TRADING PLACES

The business emphasis has changed from septic service to portable sanitation in the 12 years since Jay Brendel's Michigan-based company was first featured in *Pumper*

By Dee Goerge Photos by Gerald Bernard

Staying on top of customer needs is one of the skills Jay and Anita Brendel have used to maintain the successful business they started in 1972. The name, Brendel's Septic Tank Service, reflects the initial focus of the White Lake, Mich., business.

When the company was featured in *Pumper* in 2001, about 65 percent of the business was septic-system related, and the remaining 35 percent was in portable sanitation. Twelve years later, those percentages have reversed. Besides more of the Brendels' signature

(continued)

Brendel's Septic Tank Service White Lake, Michigan

OWNERS: Jay and Anita Brendel

FOUNDED: 1972

EMPLOYEES: 12

SERVICE AREA: Based 35 miles northwest of Detroit covering a 150-mile radius

SERVICES: Portable restroom and shower trailer rentals, septic service, water systems and drainfield installation

WEBSITE: www.brendelseptic.com

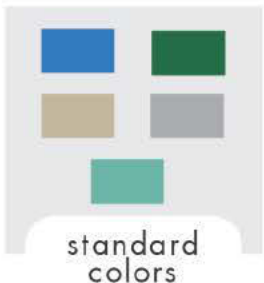


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red restrooms in the 150-mile radius around their base, they also carry a diversified line of restroom and shower trailers to meet the growing needs of their clients.

“We’ve had more demand on the rentals and high-end trailers,” Jay Brendel says. “We still do a lot of septic pumping, but there’s a lot of competition. We started hustling a little more [with rentals], and people are pleased with our service.”

Like every other business owner, plenty of hustling became especially necessary through some challenging economic times in recent years. To stay successful in business – along with hard work and an emphasis on quality service – the Brendels’ never-say-no policy has emerged as a key to success.

BUSINESS SHIFT

“We’ve had to do more with less in the last five years,” Brendel says. “We are out in the field working twice as much to make what we were making.” The economy seems to be moving forward, however, as business was up about 20 percent in the past year.

Much of that is due to increased rentals for construction, parties and weddings.

“You’ve got to keep growing in this business,” he adds. “You’ve got to be diversified with what you think you can rent.”

Brendel purchased used Advanced Containment Systems, Inc., restroom trailers designed for special events. During the summer they rent regularly to Boy Scout and church camps, retreats, horseshows – and even the Michigan State Fair. He purchased another used ACSI restroom trailer from a company going out of business. It came with a contract for an annual festival in Dearborn Heights, so Brendel’s crew made some upgrades and modifications to make it more upscale. An ACSI shower trailer works great for construction companies doing remodeling work. The Brendels also invested in a high-end ACSI restroom trailer for weddings



Brendel’s office staffer Terri Vickers takes incoming calls.



Left: Owner Jay Brendel and wife Anita in the office.

Below: Among the fleet in the Brendel’s yard is the “Big Red” Peterbilt truck (left) from Transway Systems. Other rigs are from Lely Manufacturing, Progress Vac Truck, Vacutrax, Imperial Industries and Best Industries.

Check out a podcast interview with Jay Brendel, of Brendel’s Septic Tank Service, at www.pumper.com.



Brendel’s Provides Hurricane Relief

Louisiana and Texas aren’t exactly in service territory of Brendel Septic Tank Service, White Lake, Mich. But in 2005, Hurricane Katrina took the company’s crews south.

“One of our high-end customers knew we had a shower trailer and called,” Jay Brendel says. “We contracted through them.”

An employee hauled the trailer to Homer, La., for utility workers in the area. The employee stayed on to service the unit and contracted with a local pumper company to regularly pump the tanks. For easier transport on the 1,000-mile trip, 1,000-gallon flat, bladder canvas tanks were used to stow water.

After three weeks, the trailer was temporarily sent to Jackson, Miss., to avoid another storm, before being sent for another three weeks to Houston following a storm that hit there.

It proved to be good experience for the company, and Brendel says he is always open to more opportunities to take crews and equipment for emergency work outside of Michigan.

and private events, and more recently a PolyPortables Boudoir unit and JAG Mobile Solutions Porta-Lisa Unit.

“I’m amazed how much it’s [Porta-Lisa] been used. It’s like a bathroom in your house – a nice unit,” Brendel says. The rental charge for the two-station unit is about one-third the cost of the high-end seven-stall trailers, appealing to customers looking for a reasonably priced trailer that can be used in small spaces.

The Brendels explore the demand for new products thoroughly to make sure new equipment purchases will pay off. “I buy equipment at the [Pumper & Cleaner Environmental Expo International]. I know in my head what I am looking for,” Brendel says. Besides portable sanitation equipment, he recently invested in a Gen-Eye 3 camera by General Pipe Cleaners for troubleshooting on the septic side of the business.

(continued)

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“ We have to keep our routes tight because of the price of fuel. We try to move our routes where there is a truck every third day in that area to save fuel and be competitive. ”

- Jay Brendel



Above: Technician Todd Cole uses his 2011 Dodge service truck from Imperial Industries to clean restrooms placed at a county fair near White Lake, Mich.



Left: Two FMI Truck Sales & Service trailers in Brendel's yard stand ready to carry restrooms to a special event, ready for service. In the background sits a row of red PolyPortables Inc. restrooms in the company's large inventory.

of service changes, for example, office staff calls the customer. Septic customers also appreciate being told if they can expect the technician to arrive in the morning or afternoon.

Staff meetings every Tuesday keep the crew up-to-date on issues or problems. Plus, it's a time for training, looking at regulations and worker scheduling. The staff is a mix of about 90 percent full-time and the rest part-time workers. Other than two office staff, all employees are cross-trained for both septic service and portable sanitation work.

ON TOP OF THEIR GAME

With 2,300 portable restrooms (and a total equipment list exceeding 3,500 units) the business has the capacity to go after many contracts, large and small.

"We are definitely a lot more aggressive on bidding [events]. We try to do extra, like contracting to clean their facilities along with our restrooms," Brendel says. Or, if they have units at a festival, and there clearly aren't enough, employees can quickly deliver more to ensure continuity of good service.

"We have to keep our routes tight because of the price of fuel," Brendel adds, regarding one of the business's most recent challenges. "We try to move our routes where there is a truck every third day in that area to save fuel and be competitive."

GPS in all the trucks helps with efficiency, and drivers understand the Brendels' emphasis on quality service. Most of the trucks have pressure washers - every restroom is cleaned with soap and water. Brendel makes spot checks to ensure service is up to his standards.

The emphasis on quality also means regular service. If a scheduled day

EQUIPMENT CORNER

"I like to see red," Brendel says in explaining his inventory of crimson restrooms and smattering of red vacuum trucks. "I was a fireman, and red is my favorite color. And I have a little red sports car."

Brendel wanted red restrooms 15 years ago so his business would stand out and attract customers. Among the red units from PolyPortables Inc. are 350 Integra models and 1,900 Standard models (with hand sanitizers in 300 units); two dozen Ambassador and two Boudoir flushable units; two Family Room units with baby-changing stations; two men's room urinal units and 200 handicap units. To satisfy golf course customers, Brendel purchased eight green PolyPortables restrooms.

He also has 100 white PolyPortables 250-gallon holding tanks. Recently, when he discovered Kentucky Tank offers red 250-gallon tanks, he purchased six and plans to order more.

The service truck fleet includes a 2004 Peterbilt with a 3,600-gallon steel Transway Systems tank and a Fruitland pump; a 2001 Sterling with a

(continued)

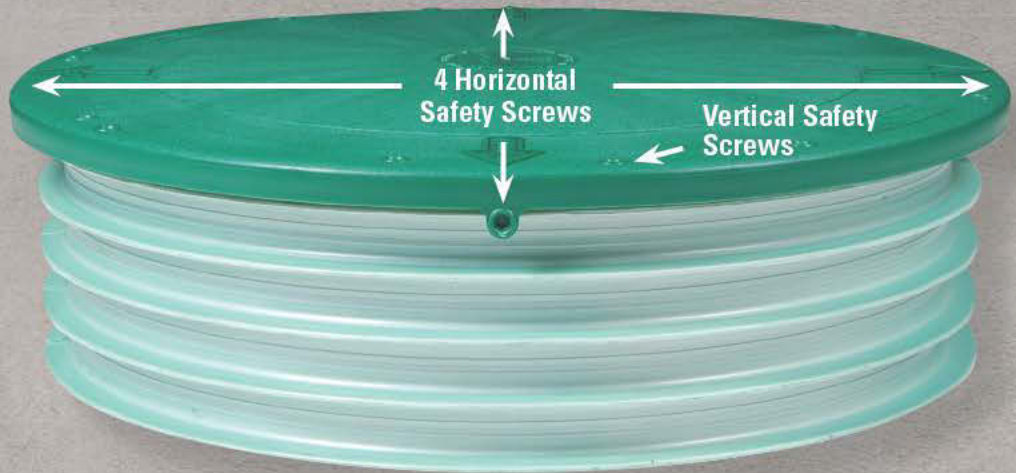
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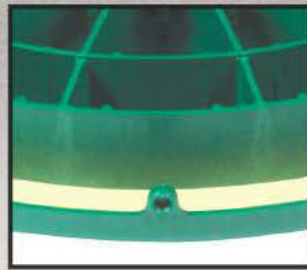
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4,200-gallon steel Vacutrx tank with a Wallenstein pump; a 2007 Ford F-750 with a 900-gallon waste/375-gallon freshwater steel flat tank and Masport pump from Lely Manufacturing Inc.; a 2011 Dodge 5500 with a 1,100-gallon waste/400-gallon freshwater aluminum Imperial Industries Inc. tank and Masport pump; a 2004 International 4300 with a 1,000-gallon waste/500-gallon freshwater aluminum Progress Vactruck tank and Jurop pump; a 2006 International with a 1,100-gallon waste/400-gallon freshwater Best Enterprises stainless steel tank and Wallenstein pump; a 2005 International 4300 with a 1,100-gallon waste/400-gallon freshwater Best stainless steel tank and Wallenstein pump; and a 2001 Ford F-650 with a shop-built 900-gallon waste/600-gallon freshwater steel tank and a Jurop pump.

Finally, they have three 2005 Ford F-550 stake trucks carrying 400-gallon waste/200-gallon freshwater stainless steel Best vacuum units with Wallenstein pumps.

MARKETING UPGRADES

Over 40 years, the company has had to change its approach to marketing along with the changes in its service menu. The technology shift has been dramatic as computers came into the mix.

"Phone books are a thing of the past. We haven't run an ad in them for two or three years," Brendel says, explaining that he quit when he noticed a lot of phone books next to mailboxes that were never picked up. He does



advertise in online phone books, however, and has had a website for the business for about five years. The site includes information about the company and prices for rentals and septic services.

In addition to good Internet visibility, the business is located on a busy road with 70,000 cars passing daily. The Brendels hope to add a digital message signboard that displays all their services.

They also advertise in local newspapers, and the overall marketing strategy seems to be working.

MAINTAINING QUALITY

Brendel credits his employees for continued success. Besides meeting standards for quality service and a professional image by wearing company uniforms, they watch for opportunities for new customers. When they attend events, for example, they ask for cards from organizers so Brendel can bid on

Brendel's uses restroom trailers, like this unit from ACSI (Advanced Containment Systems Inc.) to provide VIP service to special event clients.

MORE INFO

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www.acsi-us.com

Best Enterprises
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www.bestenterprises.net
(See ad page 55)

CEI - Chandler Equipment Inc.
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(See ad page 69)

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(See ad page 61)

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those jobs in the future.

Beyond service, Brendel says he is fussy about maintenance – particularly on his trucks.

"It's my pet peeve. My trucks are lettered up nice, and I keep them clean. I feel that a successful business needs clean trucks," he says. Trucks are washed every night, and in the winter a mechanic on staff brings each one into the company's shop for a thorough inspection. All the steel tanks are painted annually, as well.

Though they pump tanks year round, winter is slower, with more time for vacations and taking care of any necessary maintenance in Brendel's well-equipped 68- by 120-foot mechanic's shop. Trucks are stored indoors in a second 48- by 100-foot shop.

FORWARD THINKING

When Pumper last visited with Brendel, his goal was to double the portable restroom inventory. He's surpassed that goal and sees opportunities to enter new markets with the restroom and shower trailers.

"We're kind of a one-stop shop," he says. "If you need water or holding tanks, we try to take care of all of it." For example, one customer wanted to hold a party "in the middle of nowhere." Brendel Septic provided them a restroom trailer, 400-gallon water tank, a generator and a pump.

"I'm open to anything," Brendel admits, and he is willing to travel outside his territory if a customer is interested. He and his crew remain vigilant looking for opportunities – construction sites, events – year round to make contacts with potential customers. "I've had more than one person say they see our restrooms everywhere – from Jackson to Ann Arbor to Port Huron and on the expressway all the way to Toledo." ■

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The stealthy 'Stump' portable restroom draws a crowd

By Craig Mandli

One attention-grabbing portable sanitation product that debuted at the 2013 Pumper & Cleaner Environmental Expo may have seemed out-of-place. But while the original concept behind the "Stump" from Nature Calls wasn't as a portable restroom, that may be where the realistic tree trunk design finds a niche.

According to the company's general manager, Kurt Ludwigsen, the Stump was an idea he came up with attending another tradeshow geared toward the outdoors market.

"I met some fellas who were making blinds at a hunting show toward the end of 2011 and saw the potential of the amazing realism of the product," says Ludwigsen. "We talked over the coming months about making units without windows and built for one person instead of two or three."

Next Ludwigsen had to answer whether a market for the product existed. That meant researching where his new restroom would be a fit. "We went into research and development, met with people in and out of the industry and collected data from some target venues like golf courses and campgrounds," says Ludwigsen. "So far our product and process has seen great success across a few different vertical markets and we believe that we can do some great things with the portable sanitation industry."

"The Pumper & Cleaner Expo was the place we had pinpointed to show off the unit," says Ludwigsen. "The reaction from the attendees was beyond our expectations. The first two days of the show, there wasn't a slow minute at the booth. We routinely had 15 to 20 folks at the booth at any time and I felt like a barker at a carnival ... 'Step right up and see the amazing tree stump!'"

The Stump has no right angles or straight lines, with realistic bark-textured surfaces. The interior of the polyurethane shell is 6 feet 10 inches tall, and the unit keeps weather and animals out and users comfortable

The Pumper & Cleaner Expo was the place we had pinpointed to show off the unit. The reaction from the attendees was beyond our expectations.

- Kurt Ludwigsen

year-round with floor-to-ceiling encapsulated insulation. It features a UV-stabilized hard surface, integrated rain drainage system, seamless construction, standard seat and urinal, a locking door with internal frame and a 60-gallon holding tank. The unit is about 8 feet tall and weighs 295 pounds.

"The Stump is designed to become one with its surroundings," explains Ludwigsen. "We're not designed to compete with standard restrooms, but rather complement in placement. While a row of restrooms is perfect for the parking lots of Augusta National, our unit is designed to be right there on the



15th fairway of the golf course. It's light enough to be moved in and out for events, while sturdy enough for a 10-year placement and ongoing servicing."

The Stump is created from a mold of an actual 100-year-old oak tree at their facility outside Kerrville, Texas. Because the footprint is a circle instead of a square, there is ample interior space, Ludwigsen says. "It allows us to integrate different components into the unit without the constraints of corners," says Ludwigsen.

Ludwigsen was happy with the response from the Expo crowd. "We got a considerable amount of interest from rental companies as well as private buyers, and were fortunate enough to take several orders on the show floor," says Ludwigsen. "We're going to need a larger booth next year, as we'll be bringing two units and potentially a new take on the European event urinals," said Ludwigsen. 415/505-4318; www.naturecalls.com. ■

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The Office in Your Hip Pocket

David Steinkraus



David Steinkraus is a freelance business writer in Racine, Wis.

Is it time to pull the plug on your business landline? It's high time you review your phone service and look at ways to shave dollars off a growing monthly bill. **By David Steinkraus**

After your truck, the telephone is probably your most valuable business tool. It connects you to customers and employees, but it can also be a problem. There is that big monthly bill running on page after page, on top of all the phone options that have sprung up in recent years. It's enough to confuse the most savvy small business office manager, so let's walk through some ideas, and perhaps you'll gain a better understanding of your needs and tighter control over your costs.

Your office phones may still be connected to landlines. There's nothing wrong with that. You're getting the best call quality possible. You and your customers may appreciate understanding one another clearly, but you may not be getting the best bang for your buck. With cell-phone-only households on the rise (36 percent of the market in June 2012), the cost of maintaining all those miles of wire is spread over a shrinking customer base. So when you look at your bill, consider what pricey services you may not need.

If you don't need long-distance connections to reach customers, why not drop that portion of your service? You undoubtedly have a cellphone. Could you use that for the occasional long-distance call to a vendor? Also, are you paying for extra lines that you ordered at one time but no longer need? If you have a complicated operation with a lot of people and a complex phone bill, think about hiring a professional telecommunications consultant to perform an audit. Among consultants it is a given that if there are bills, there are errors in them.

TO VOIP OR NOT TO VOIP

One way to have decent call quality without the high cost of a landline is to use VOIP service. This is an acronym for Voice Over Internet Protocol. Using an adapter or special phone, calls are sent through your Internet service provider rather than the phone company. You are required to have a high-speed Internet service because audio calls contain a lot of information that must be transmitted quickly for the audio to sound smooth.

VOIP services can cost as little as \$10 a month for unlimited calls to the U.S. and Canada, but there may be extra charges to connect to cellphones. On the downside, you are dependent on the Internet. If it's down, so is your office phone. If there's a heavy load on your network – from online games for example – your VOIP call may sound choppy. Still, the voice quality can be better than cellphone reception.

That brings us to cellphones, one of the game-changing business tools of the past generation. The key to controlling cellphone costs is to be careful about assessing your needs and your plan. A pool of shared minutes may serve your business well because it will average out across employees who don't talk much and those who do.

You may also find advantages in selecting one type of phone over another. The old flip phones are no longer considered cool, but they still

have a place. They're cheap and easily replaced if one falls into a tank or is dropped on a concrete sidewalk at a worksite. And they're not fussy. Open it. Dial. It works all the time.

HOW SMART?

At the same time, touch-screen smartphones offer amazing flexibility. They can act as GPS units to guide a technician to a new customer. Instead of disturbing your technician with a call, your office assistant can send a text or email about some change of plan. The phone can hold documents, such as the instructions for servicing or installing a new product. And the phone can be used to take and email pictures, allowing your technician to consult with you about an unusual problem.

If your phone and service provider allow for live video, you could provide this consultation in real time. These things help you serve customers faster and more efficiently, but they come at a price.

Cellphone companies have discovered consumers are making much more use of data services than voice services, and those providers are revising phone plans accordingly. Here again, a shared pool of data – typically measured in gigabytes per month – may allow you to equalize usage among employees, yet not pay for data capacity you won't use. Be careful in estimating this because overage charges can be heavy. Exceeding a low data limit once or twice in a year may be acceptable if the annual savings are greater, but regular overage fees can quickly build.

Your bill lists data use, but it will be a list of numbers, day by day. Check your phone company's website. Typically you can look at a more easily understood graph of your data-use history.

PARTNER WITH EMPLOYEES

One concern with smartphone use is the charges incurred when employees use them for personal entertainment. Watching a live video or listening to a few songs over the Internet will quickly eat up your monthly data allowance. One way around this is to allow your employees to use their own smartphones while you provide a fixed monthly payment to them for business use. This way employees shoulder the responsibility for overage charges or replacement of an expensive electronic device if it's damaged on the jobsite.

You can switch your business to cellphone-use only. If you live in an area with very good reception and customers accustomed to the sometimes uneven sound quality of cellphones, you may be able to save a good deal of money. And your business is always in your pocket. For a one- or two-person operation, this may be especially cost-effective. Just make sure to record a business greeting for your phone's voice mail, answer in a professional manner, and if you don't have time to talk, don't answer. A customer will take more kindly to voice mail than being put off as unimportant. ■

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OVERHEARD ONLINE

Losing a Lid?

A poster wonders how other pumpers handle the situation when a lid falls into the septic tank during a service call

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:

Has anyone had a lid fall in the tank? Any quick ideas or systems for getting them out? I was working with a lid that weighed 100 pounds. It didn't go in but was close, and that would have ruined my day.

ANSWERS:

Use rope, make a self-tightening loop and try to get it tied onto the lid and lift it up enough to get a hook on it. This is easier with two people. No matter how you slice it though, it's a difficult job.



If the lid can possibly fall in during removal, it's time to sell the customer a replacement lid that cannot fall in. I would at least put in writing on the invoice that you are not responsible if it falls in during a service call, and that it should be replaced for their safety.



Install a riser and leave the old lid in the tank.

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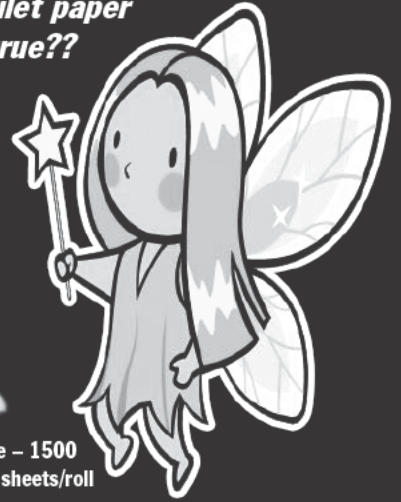
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Jim is an emeritus professor at the University of Minnesota Department of Soil Water and Climate, education coordinator for the National Association of Wastewater Technicians, and recipient of the pumping industry's Ralph Macchio Lifetime Achievement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

The ABCs of ATUs

As onsite systems become more sophisticated to address site and environmental challenges, pumpers will be faced with an array of complex new technologies to maintain

By Jim Anderson

As the concept and use of decentralized wastewater treatment has advanced, systems are increasingly installed in areas where additional pre-treatment beyond the traditional septic tank is required. This can be due to replacement of previous systems that failed, placing new systems on substandard lots, or building in nutrient management areas requiring water-quality protection. Whatever the reason, today's service provider will see more of these advanced systems. So it becomes more and more important to know how systems are supposed to work and to be able to evaluate whether the system is functioning correctly.

Many manufacturers now require service providers to take system-specific training. This ensures contractors understand the technology and are able to obtain the right replacement parts. But it also means they are almost certain to come across unfamiliar systems and manufacturers in the field. If advanced systems are going to be part of a pumper's business, having a basic understanding of operation and maintenance will be important. These systems require more work than pumping the septic tank every couple of years.

GETTING TO THE BASICS

Here are some general comments about how ATUs operate:

Aerobic treatment units are small packaged plants used to treat the wastewater. The primary objective is to remove organic matter and suspended solids from wastewater. This provides cleaner wastewater from an organic-loading standpoint, which reduces the organic load at the infiltrative surface in the final soil dispersal area. The intent is to make these systems function more efficiently and for a longer period of time.

It's important to remember that this reduction is only maintained if the system is operating properly and, unlike a septic tank, as a pre-treatment device. There are – depending on the type of system – mechanical parts, pumps and blowers requiring consistent attention to maintain the reduction in BOD (biochemical oxygen demand) and solids.

Many manufacturers now require service providers to take system-specific training. This ensures contractors understand the technology and are able to obtain the right replacement parts. But it also means they are almost certain to come across unfamiliar systems and manufacturers in the field.

In addition, there will be some reduction of the pathogenic organisms. This is limited to only a reduction. You'll not get as high a quality of reduction in pathogenic organisms as in media filters. Additional treatment will be required before the wastewater can be discharged to the environment.

SENSITIVE ENVIRONMENTS

That means the effluent will need to be passed through soil or a disinfection component will be needed. This adds another component to the system that requires constant attention. Depending on manufacturer or regulatory requirements, ATUs may need to be checked as often as every month.

One use of ATUs coming to the forefront is designing systems to provide additional treatment of nitrogen. In many areas of the country – particularly in densely populated areas with coarse textured sandy or loamy soils – groundwater has become contaminated with excess nitrogen in the form of nitrate-nitrogen. The human health standard for nitrates in drinking water is 10 mg/l or 10 parts per million.

Nitrogen can also negatively impact aquatic organisms in coastal estuaries. In these locations, management areas are being set up to reduce nitrogen loading. Currently there is a big effort to reduce nitrogen levels in the Chesapeake Bay watershed. ATUs are one system being evaluated as a “best management practice” to reduce nitrogen loads.

CONVERTING NITRATES

Nitrogen reduction requires ATUs to convert nitrates back to nitrogen gas in a process called denitrification. This process only happens in low-oxygen or anaerobic conditions in the presence of bacteria with a food source. Since ATUs aerate effluent, converting the ammonia in the effluent to the nitrate form of nitrogen, another step is required to run it back through an anaerobic environment. This process is conducted differently, based on the type of ATU installed.

No matter how the ATU is being evaluated, the aerobic treatment process can be generally broken down into five components. There is a trash tank or compartment at the front end of the process to remove the large solids and inert materials and for anaerobic treatment. This tank should be smaller than a normal septic tank because removing too much of the BOD reduces the food source for bacteria in the ATU, resulting in less treatment.

Aerobic treatment takes place where food and organisms are mixed together. There needs to be an air supply system, a clarification process



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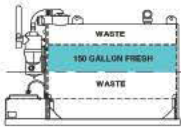
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where the material is removed from the water, and lastly, the sludge return (usually called separation) process where the clarified material is put back into the aeration chamber or the pretreatment device. No matter the manufacturer's technology, the service provider should be able to find or identify these five components in the units.

One last comment on treatment capability: One common way of achieving denitrification is to run some of the nitrified effluent back through the trash or septic tank to obtain the reductions.

KNOWING THE SYSTEM

As already mentioned, there are many different makes of ATUs, but they can all be placed in several broad categories based on how they aerate the effluent and provide a place for the bacteria to treat the waste. These unit types are suspended growth, attached or submerged growth/ fixed media process, the sequencing batch reactor, and rotating biological contactor.

Suspended growth means the bacteria in the process are suspended in the liquid being aerated in the unit. Attached growth means there is some type of media that the bacteria grow on and the aerated liquid comes in contact with the media. Sequencing batch reactor indicates there is a set process sequence that is followed where the air is turned on and off during the process. The rotating contactor is a rotating drum with the bacteria growing as the drum or disk moves through the wastewater.

Next month I will walk through some of the steps a service provider should take when evaluating how these systems are working from an operation and maintenance perspective. ■



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Attend the 6th Waste Treatment System Symposium in Indiana

By Jim Anderson

If one of the following scenarios describes something that has gone on with your business in the past year, you need to attend this year's National Association of Wastewater Technicians Waste Treatment Symposium.

- You have had a long-standing relationship with the local municipal sewage treatment authority to accept septage as long as you utilize one of the designated dump sites at an agreed upon price factored into your business plan. However, now the price is going up due to necessary upgrades at the sewage plant.

- Your business has grown faster than you anticipated and you are buying additional trucks and hiring technicians to keep up. When you look at your disposal costs, the number has gone beyond \$300,000 per year. You see that if you can reduce those costs your business can expand further.

- You've received notice that because of growth in your area, the local treatment plant is near capacity and officials put you on notice that in the near future you won't be allowed to deliver septage to the plant but will have to take it to a different facility that adds 50 miles round trip to each of your trucks. The cost of fuel will put a huge dent in your profits.

- You received word that two farmers who have been accepting your septage are selling out to developers, resulting in the loss of your land-application sites.

All of these scenarios are real situations that the NAWT board of directors has heard over the past few months. That is why NAWT continues to offer its popular Waste Treatment Symposium: to provide an opportunity for you to spend two days devoted to determining if you should invest in a facility of your own and what it takes to get you there.

The Symposium is the only place where you can meet 150 business owners grappling with the same unique problems and situations you're encountering. It is the opportunity to see state of the art dewatering technologies in live operation and talk with people who have used and are using these to process septage. You will leave the Symposium with a clear



PHOTOS COURTESY OF THE NATIONAL ASSOCIATION OF WASTEWATER TECHNICIANS



Classroom
Waste Treatment Symposium classroom sessions go into detail about hiring an engineer and working with a bank to secure funding for treatment systems.

Demonstrations
The Waste Treatment Symposium offers ample opportunity to see dewatering equipment in use processing actual septage.

picture of what you need to do to establish a facility.

For two days you will meet with experienced, knowledgeable people and discuss how to plan a facility, evaluate your neighborhood and resources, approach financial institutions and look at the operation of the facility itself, from intake and screening and use of dewatering technology, to how to deal with polymers and what to do with the final products. At this symposium you will develop contacts and network with people from across the country that you can draw on for assistance as you move forward to develop your own facility.

For those currently operating facilities, there is the opportunity to see the different dewatering options in operation. There is a special track to explore other potential avenues for facilities, including anaerobic digestion for energy, composting, growing grass for energy and other options.

NAWT is hosting the 6th Waste Treatment Symposium Sept. 25-26 at James Penner's AA Septic Service & Rotary Sewer Cleaning, Inc., dewatering facility in Clayton, Ind., near Indianapolis.

Classroom discussions will be held at nearby Camp Camby covering topics mentioned above, as well as what the regulatory people are going to need and how to select an engineer when the time comes to put the plan on paper. You will learn from those who are already running successful facilities. You will learn about treatment processes, review case histories, understand the economics of unit processes and tour an operating facility.

Additionally, equipment manufacturers and suppliers will be on hand so you can weigh the pros and cons of different technologies and see equipment operate with real septage. There will be extended coffee breaks, lunches, exhibits, and an evening reception that will provide the opportunity to network with others in similar situations and to get to know manufacturers and suppliers. You cannot afford to miss this!

For more details, go to www.nawt.org or call 800/236-6298. ■

Jim Anderson is education coordinator for NAWT.

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November 14-15, 2013 - Lakewood, CO
Colorado Professionals in Onsite Wastewater
Kate Carney at (720) 626-8989 or cpow@cpow.net

November 15, 2013 - Arlington, TX
RETS - Real Estate Training Systems
Contact: RETS at 817-861-9998 or rets@rets-llc.com

Installer Workshops:

October 3-4, 2013 - Lakewood, CO
Colorado Professionals in Onsite Wastewater
Kate Carney at (720) 626-8989 or cpow@cpow.net

Operation and Maintenance Training Certification:

October 2-3, 2013 - Napa, CA
COWA - Evelyn Rosefield at (530) 513-6658 or evelyn@cowa.org

December 4-5, 2013 - Napa, CA
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Other CEU's for Recertification:

July 9, 2013 - Sacramento, CA
COWA Low Pressure Pipe Drainfield & Drip Dispersal Design - Evelyn Rosefield at (530) 513-6658 or evelyn@cowa.org

October 17, 2013 - Sonora, CA
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-- Watch the NAWT website and industry publications for updates --

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By Craig Mandli

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The **Royal Limited** Series of portable restroom trailers from **Ameri-Can Engineering** feature private floor-to-ceiling toilet suites with stile-and-rail doors, visual perception of a larger interior space and floating sink tops with under-sink lighting. Features include upgraded framed mirrors and light fixtures, a hot-water system and a multi-source music system. Each trailer is designed for rugged use and to accommodate large numbers of users. They are available in many different sizes, interiors and floor plans. Trailers feature large waste tanks, easy operation and a range of interior designs. **574/892-5151; www.ameri-can.com.**



THREE-STATION ADA RESTROOM TRAILER

The **ADA 8000** three-station restroom trailer from **ART Co.** features a hydraulic lowering system that allows for a traditional toilet instead of a macerator (grinder) unit. It is available in multiple

interior finishes. Other features include a 400-gallon epoxy-lined steel waste tank, integral trailer skirting, a heavy-duty 2 5/16-inch trailer hitch, a heavy-duty hydraulic tongue jack, ducted heat and air conditioning, and a folding ADA ramp. Options include hands-free faucets, pushbutton flush toilets, heat and winterization packages, simulated-hardwood vinyl flooring, AM/FM MP3 stereo, and onboard freshwater tanks. **269/435-4278; www.arestroomtrailer.com.**



LOWERING RESTROOM TRAILER

The **Omega J-Series** restroom trailers from **AMS Global** feature vacuum toilets, a pump that liquefies solids, a 2,000- to 4,000-flush capacity, kneeling suspension that allows the

trailer to lower to the ground, remote-control leveling jacks that lift up to 16,000 pounds, standard 17.5-inch 16-ply tires rated at 6,000 pounds, wet-lubricated wheel bearings, eight-lug wheels and surge disc brakes, and radius doors with obscure-glass windows. A 15,000 Btu A/C with 5,500 watts heat comes standard. It can run on on-board tanks, or use city water and pump directly to a sewer. It can also pump its own tanks out over 100 feet with a 10-foot head. It features metal and composite construction, with porcelain wall-hung fixtures. **888/574-4222; www.amsglobal.us.**

WASTE TANK TREATMENT PACKS

Porta-Treat toss-in packs from **Bionetix** contain natural and safe aerobic bacteria that digest odor-causing compounds and waste. The bacillus spores used have been shown to reduce large waste particles that settle to the bottom. The cellulose present in toilet paper is reduced to odorless carbon dioxide and water. The bacteria are capable of releasing enzymes that minimize waste so the bacteria have better access. By reducing waste and odor-causing compounds, the holding tank is left fresh and clean, reducing downtime and maintenance costs. **514/457-2914; www.bionetix-international.com.**



PORTABLE HAND-WASH SINK

The **Aqua Stand** portable hand-wash sink from **Armal** is designed to withstand any weather condition and is ideal for parks, outdoor events and construction sites. Its 23-gallon water tank has a tamper-free lid to keep water safe and fresh. It offers foot-pump operation and optional soap and paper towel dispensers. It is double-sided, lightweight, and is easy to maneuver and operate. It fits inside the Armal Wave restroom and most assembled portable restrooms for easy transport. **770/491-6410; www.armal.biz.**



SOLAR-POWERED RESTROOM TRAILER

The environmentally friendly **Optia 14** from **Black Tie Products** is a three-room solar restroom trailer. The 200 W solar panel has a dual-battery system and can operate up to 10 hours while running the interior/exterior lighting, exhaust fans and water pump, reducing the portable sanitation contractor's carbon footprint. **877/253-3533; www.blacktieproducts.com.**



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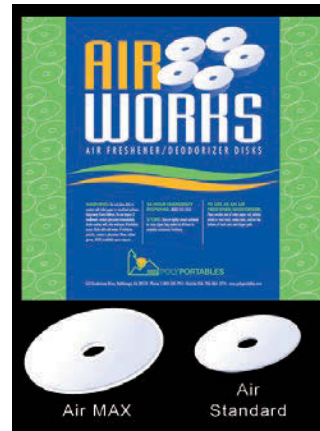


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month. Simply place the disc on a hook behind the vent stack or place it on the toilet paper rod outside the dispenser, securing it in place with the lock. **800/241-7951; www.greenwayproducts.net.**

LOWERING ADA RESTROOM TRAILER

The three-station ADA-accessible restroom trailer from **Comforts of Home Services** features a stand-alone aluminum ramp and hydraulic lowering system. The trailer includes a utility room and 450-gallon wastewater tank for a capacity of more than 1,125 uses. Many layouts can be modified for direct sewer hookup, and most can be



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HAND-WASH STATION

The **Imperial Handwash** station from **Imperial Industries** was designed for simplicity and durability. It features a 25-gallon freshwater tank and 30-gallon wastewater tank, and is freestanding with dual-sided wash stations. The 59.5-pound unit will fit in most portable restrooms for easy delivery, and comes with a foot pump on both sides. Trash bins are optional. **800/558-2945; www.imperialind.com.**



PORTABLE FLUSHING RESTROOM

The **Aspen Elite** portable restroom from **Five Peaks** features a freshwater flushing system and hand-wash sink. The design incorporates a freshwater tank behind the waste tank. The dual tank holds 19 gallons of freshwater and 45 gallons of wastewater. The flush system is operated with a foot pump. The 21-gallon-capacity sink with large basin allows for washing of hands and forearms, and is operated by a foot pump. The spigot pressurizes water to rinse hands more efficiently. The lid flips open for filling and is secured by a locking latch. Graywater drains into the holding tank. **866/293-1502; www.fivepeaks.net.**



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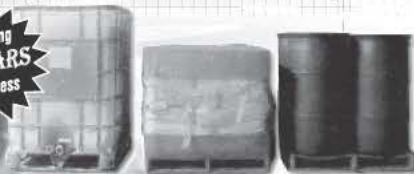
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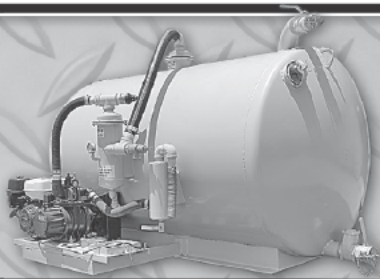
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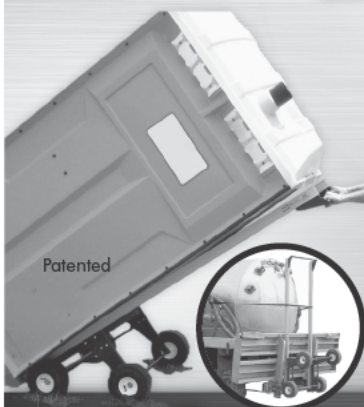
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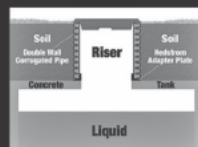
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Your Classy Truck submission must include your name, company name, mailing address, phone number, and details about the truck, including tank size, cab/chassis information, pump information, the company that built the truck, and any other details you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

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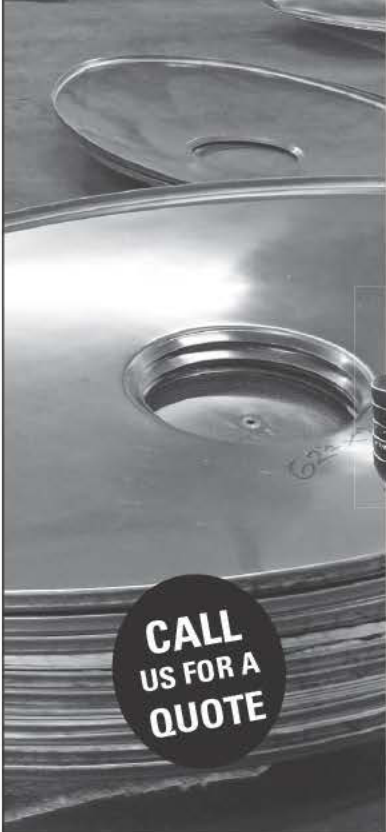
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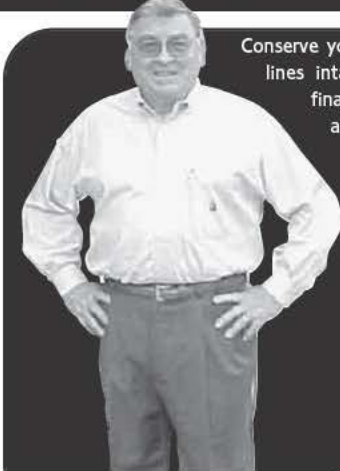
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**JUROP RV SERIES
ROTARY VANE
VACUUM PUMP**

in the
SPOTLIGHT
By Ken Wysocky

The new Jurup RV Series rotary vane vacuum pumps offer contractors better sustained performance through more efficient, dual-fan cooling technology, along with quieter operation.

The RV360 requires an input of 1,100 to 1,300 rpm and creates output of 360 cfm of free air (332 cfm at 18 inches Hg), and produces a maximum pressure of 30 psi. The RV 520 requires an input of 1,100 to 1,300 rpm and moves 520 cfm of free air (466 cfm at 18 inches Hg), and produces maximum pressure of 30 psi.

Both units operate at or near 76 decibels, says Todd Devecsery, director of sales for CEI Chandler Equipment Inc., a Jurup business partner and distributor.

Available in multiple drive configurations (gearbox, hydraulic or belt-drive), both pumps feature counter-opposing cooling fans that dissipate heat from the housing more efficiently. That, in turn, allows the pumps to operate at a higher rate of vacuum and pressure for longer periods of time, Devecsery says.

"The RV models feature two fans that face each other, one at each end of the pump," he explains. "That pretty much doubles the fresh air blowing across the housing."

Other features include automatic lubrication; independent, side-mounted, one-gallon oil tanks; and an integrated, four-way valve manifold. The RV360 requires 16 hp to produce vacuum and the RV520 requires 32 hp. The RV360 weighs 430 pounds; the RV520 weighs 540 pounds.

Generally speaking, both models can replace almost any existing pump, as long as the cfm range and drive configuration are similar and the hose is the same diameter. "In most cases, you could install it yourself," Devecsery says. "Most pumps that are similar in terms of cfm are similar in size and weight and should be interchangeable."

To make replacements easier, the pumps also come in packages that could include a muffler, a secondary shutoff, a drive component, a stand and the pump in one ready-to-bolt-on unit.

"Our packages are for pumpers who are looking for bolt-on applications," Devecsery says. "They allow the end user to upgrade their trucks with very little labor ... with a package of components that have been proven and tested and are engineered to be used together."

The pumps' quieter operation helps improve employee safety and, in some cases, enables contractors to get work they otherwise might not obtain within industrial facilities or in heavily populated areas with low-decibel work requirements.

800/342-0887; www.chandlerequipment.com.

**WATER CANNON
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Jetters and hot water pressure washers from Water Cannon are available with flow rates of 8 gpm and pressure up to 7,000 psi, based on model and accessories. Trailer models have 200-gallon onboard water tanks and require no external power. Available with Honda or Kohler engines, the units come with direct drive or V-belt and a choice of Annovi Reverberi, Cat or General pumps. Standard trailer packages include 250-foot hose reels, trigger gun, wand and nozzle. **321/800-5744; www.watercannon.com.**



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The 8020199 cross-linked polyethylene replacement fuel tank from Titan Fuel Tanks is designed to fit 1999 to 2010 Ford Econoline diesel cut-away cab and chassis vehicles. The tank eliminates diesel fuel line contamination resulting from lining delamination and is immune to the effects of diesel, biodiesel and fuel additives. **800/728-4982; www.titanfuel tanks.com.**

**HINO CLASS 5
DOUBLE CAB**

The Class 5 COE model 195 double cab from Hino Trucks is available in diesel model 195DC and diesel-electric hybrid model 195h-DC. The four-door cab has a 19,000-pound GVW chassis and 6-speed automatic transmission. **248/699-9300; www.hino.com.**



**COXREELS
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The HP1125 high-pressure hose reel from Coxreels, available for 1/2- and 3/4-inch models, is designed to handle operating pressures up to 5,000 psi. The external fluid patch is configured with an electroless nickel-plated steel, 90-degree full-flow NPT swivel inlet and chemical-resistant AFLAS seals. Features include a one-piece, all-welded A-frame base, low-profile outlet riser and open-drum slot design to provide a non-crimping, flat, smooth hose wrap. **800/269-7335; www.coxreels.com.**

SCORPION PROTECTIVE COATINGS BED LINER KIT

The Professional Series truck bed liner 2-gallon kit from Scorpion Protective Coatings is pre-measured and ready to mix. The kit, designed for single truck beds and smaller applications, contains polymer resin, activator, catalyst, black tint, adhesion promoter and pump sprayer. **765/653-1736; www.scorpioncoatings.com.**



MARTIN ENGINEERING COMBINATION CRADLE

The EVO combination cradle from Martin Engineering features steel-reinforced impact bars and adjustable wing supports to match standard trough angles of 20, 35 and 45 degrees.

Cradles fit belts from 24 to 72 inches wide and have from four to 16 impact bars, depending on cradle size or center roll option. **800/544-2947;**

www.martin-eng.com.



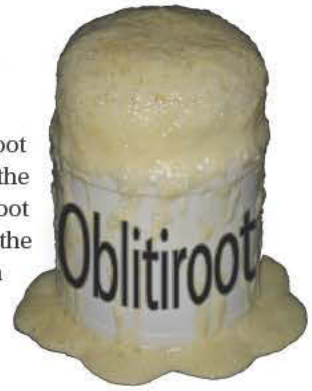
WEBASTO DIGITAL BUNK THERMOSTAT

The SmarTemp digital truck bunk thermostat from Webasto Thermo & Comfort North America works with Webasto's Air Top 2000 ST bunk heater to deliver precise temperature control. The large, backlit LCD screen displays the ambient bunk space temperature as well as the corresponding set temperature. **800/860-7866; www.webasto.us/home/en/html/homepage.html.**



OLVIDIUM SEWER LINE ROOT KILLER

Oblitroot EPA-approved sewer line foaming root killer from Olvidium contains Dichlobenil as the active ingredient and a glue base to keep the root killer from being washed away and inside the pipe longer. It is approved for new application methods and for application outside the sewer line. **877/747-3071; www.olvidium.com.**



GREEN ACCESS GANGWAY EXTENSION



The SB-RT telescoping ramp gangway with extended reach access from Green Access & Fall

Protection is designed to protect operators working on top of tank trucks or rail cars. Features include adjustable dual-tension springs in both box-channel side panels. Folding handrails and telescoping midrails are made of heavy wall tubing. Other features include 1/2-inch bumpers and grip-strut walking surface. **www.green-mfg.com.**

ADVANTAGE PRESSURE PRO SENSOR SEALS

The sensor seal tire pressure monitoring system from Advantage Pressure Pro features a two-piece valve seal system. The first piece is a hard plastic depressor that rests on a surface just below the threads. A rubber O-ring over the depressor can endure repeated loosening and installation of the sensor. **816/887-3505; www.pressurepro.us.**



OPTRONICS LED CLEARANCE/MARKER LAMP

Uni-Lite LED clearance/marker lamps from Optronics International feature GloLight optics for increased visibility. The lamps are available in red and amber in P2- and PC-rated versions. **800/364-5483; www.optronics.com.**



FRUITLAND ROTARY VANE VACUUM PUMP

The Eliminator 250 rotary vane vacuum pump from Fruitland Manufacturing is designed for portable sanitation service vehicles. The low-maintenance, fan-cooled pumps feature low oil consumption and have no temperature gauges to monitor. **800/663-9003; www.fruitland-mfg.com.**



SJE-RHOMBUS TANK ALERT EZ ALARM

The Tank Alert EZ indoor/outdoor alarm system from SJE-Rhombus is designed to make installation easier for lift pump chambers, sump pump basins, holding and sewage tanks. The cover provides greater access for field wiring, while internal circuitry remains protected. The two-color molded enclosure integrates the red translucent LED beacon: the upper half illuminates and the horn sounds when an alarm condition occurs. The alarm

automatically resets once the condition is clear. The interlocking enclosure has a sound chamber that amplifies the horn while preventing moisture from entering. **888/342-5753; www.sjerrhombus.com. ■**





SSPMA officers pictured (from left) are Scott Stayton, secretary-treasurer; John Evans and Charles Cook, directors; Jeff Hawks, vice president; Jill Boudreau, director; and Mark Huntebrinker, president.

SSPMA elects officers, directors

The Sump and Sewage Pump Manufacturers Association (SSPMA) elected Mark Huntebrinker (Zoeller Co.) president, Jeff Hawks (Champion Pump) vice president and Scott Stayton (Franklin Electric/Little Giant) secretary-treasurer. Directors elected were Charlie Cook (Liberty Pumps), Linda Kerdolff (Wayne Water Systems), Jill Boudreau (Goulds Water Technologies) and John Evans (Motor Protection Electronics). Susan O'Grady (Pentair Water) remains on the board as past-president. SSPMA represents the manufacturers of sump, sewage and effluent pumps, along with component and accessory suppliers. SSPMA also hired Blake R. Jeffrey (Blake R. Jeffrey Inc.) to serve as its managing director. He replaces Pamela Franzen, who retired after 39 years.

AMP completes Workhorse acquisition

AMP Holding, through new subsidiary AMP Trucks, acquired the Workhorse brand, logo, IP, patents and assembly plant from Workhorse Custom Chassis, a wholly owned affiliate of Navistar International Corp. The Union City, Ind., assembly plant has the capacity to produce up to 30,000 chassis a year. AMP plans to produce step-vans and other vehicles for the North American medium-duty commercial truck market at the facility.

Infiltrator Systems receives recycling award

Infiltrator Systems received the Chairman's Award from the Society of Plastics Engineers for its plastic recycling program. The award recognizes companies that demonstrate environmental leadership.



Martin offers vibration training for OEM applications

Martin Engineering is offering custom vibration technology for manufacturers of shakers, separators, wash plants and other process equipment. The design and engineering will be performed at Martin Engineering's Center For Innovation, Research and Development in Neponset, Ill.

SJE-Rhombus named Silver ESOP award winner

SJE-Rhombus was named a Silver ESOP award winner by The ESOP (Employee Stock Ownership Plan) Association. The award recognizes companies for their work in sustaining an ESOP for 25 years. SJE-Rhombus was one of 26 corporate members to be honored by the association in 2013.

Vogelsang names director of sales

Vogelsang promoted Rich Owens to director of sales. Owens joined the company in 1998. Vogelsang manufactures pumps, grinders and related equipment for the municipal, industrial and agricultural markets.



Congressman tours Advanced Drainage Systems

U.S. Rep. Robert E. Latta (R-Bowling Green) toured the Advanced Drainage Systems manufacturing plant in Findlay, Ohio. ADS designs and manufactures pipe and other products used in municipal storm and sanitary sewers.

PolyJohn's Hanson passes away

Longtime PolyJohn employee Lorraine Hanson passed away after a year-long battle with pancreatic cancer. Known for her product knowledge, radiant smile and can-do attitude, Hanson spent more than 25 years with PolyJohn and helped build the company. She was one of founder Ed Cooper's first hires and spent the last decade as a member of the company's international division. She is survived by her son, Matt, two grandchildren, her sisters Faye Kelley and Sue Corum, two brothers, nieces and nephews.

VAC2GO moves to new location

VAC2GO vacuum truck rental company relocated its Kentucky office to 2112 Button Lane, LaGrange, Ky. The new location will rent air movers, liquid vacuum trucks and combination units. The location will serve Kentucky, Tennessee, Ohio, West Virginia and Indiana. The company also named J.C. Spalding business development manager. He will oversee Midwest regional sales and day-to-day operations.

Werts Welding opens Colorado branch

Werts Welding & Tank Service opened a branch in Commerce City, Colo. The new store is the eighth location for the supplier of tank trailer parts. Werts also has locations in Texas, Alabama, Georgia, Florida, Iowa and Montana.

Hino Trucks names president

Hino Trucks named Yoshinori Noguchi president. He replaces Sumio Fukaya, who retired. Noguchi has been a board member since 2010 and managing officer at Hino Motors Ltd. since April 2012.

Xylem offers Goulds Water Technology training

Xylem will offer three-day Goulds Water Technology Factory School training for distributors, dealers, engineers and OEMs with at least one year of industry experience at the company's Seneca Falls, N.Y., location. Topics include Residential Water System Product Application and Troubleshooting, Sept. 23-26; Variable Speed Drive Products and Applications, Oct. 7-10; Industrial Pump Products and Applications, Oct. 28-31; Wastewater Pumping Products and Applications, Nov. 4-7, and Residential Water System Product Applications and Troubleshooting, Nov. 18-21. More information is available at <http://xylemappliedwater.com/factory-school>.



Celine Gao

Bosserman hires customer service manager

Bosserman Tank and Truck named Celine Gao customer service manager. She will provide product updates and support. ■

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

WISCONSIN

Glass cullet approved for onsite applications

The Wisconsin Department of Natural Resources recently approved glass cullet generated from recycling for use as onsite system backfill, drainage aggregate, concrete additives, and aggregate base for road construction. Project manager Don Biely of Universal Recycling Technologies, a recycling company in Janesville, Wis., led the effort to have the material approved. It is not sharp, as the recycling process rounds the edges. Municipalities use glass cullet for bedding pipes, but it hasn't crossed over to the onsite industry.

"The product warrants our consideration," says Aaron Ausen, vice president of Dalmaray Concrete Products and president of Wisconsin Onsite Water Recycling Association. "It is readily available in bulk or super sacks, and competitive with or cheaper than gravel and sand." Glass cullet for onsite applications is equivalent in size to 3/4 washed stone, but it is stronger and harder than limestone and will not break down over time. For product information, email Biely at dbiely@universalrecyclers.com.

The Wisconsin Onsite Water Recycling Association donated an onsite system from design to installation to a family with an expired drainfield. The owner turned to WOWRA for help after learning he can't sell the property to pay medical bills without replacing the system.

The association also awarded \$5,000 in scholarships to four college students. Kelsey Wieser is majoring in English education at UW-Eau Claire. Mitchell Jentges plans to major in natural resources and forestry at UW-Stevens Point. Brian Falk is studying instrumental music education at St. Norbert College. Sam Ritger plans to study to become an electrician at Moraine Park Technical College.

MICHIGAN

Septic advances

The Michigan Septic Tank Association legislative committee is working with State Rep. Ken Goike (R-Ray Township) to advance a bill that would allow haulers access to secondary roads, eliminate the 2025 requirement to abandon storage facilities, and allow haulers to use receiving stations of their choice.

NATION

NOWRA Nuggets

"Design and Technology: Moving Forward Nationally" is the theme of the 22nd Annual National Onsite Wastewater Recycling Association Technical Educational Conference Nov. 18-20 at the Millennium Maxwell House Hotel in Nashville, Tenn. Presentations will focus on design standards with national applicability, technology transfer and reciprocity across jurisdiction lines, high-strength wastewater, innovations in treatment technologies, and design, installation, and responsible management of large commercial cluster systems. Download the conference schedule and registration form at www.nowra.org/annualconference.

ONTARIO, CANADA

Biosolids video

The Water Environment Association of Ontario produced the video "Biosolids: Naturally Sustainable," to increase public knowledge of the ben-

eficial use of biosolids. The video highlights regulations, best management practices and research initiatives, and demonstrates sustainability in biosolids management. The 38-minute video is available through the organization at www.weao.org.

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:

- Aug. 8-9 - Continuing Education, Guntersville
- Aug. 21-23 - Basic Installer
- Sept. 12-13 - Continuing Education, Rogersville
- Sept. 19-20 - Pumper

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>.

Iowa

The Iowa Onsite Waste Water Association has an Operation and Maintenance course on Sept. 17 in Ainsworth. Contact Alice Vinsand at 515/225-1051, execdir@iowwa.com, or visit www.iowwa.com.

Minnesota

Onsite class for Realtors/appraisers

The University of Minnesota developed a four-hour class to help real estate agents and appraisers understand the basics of onsite systems and prepare them to answer questions from homebuyers and sellers. The state Department of Commerce approved the course, which includes regulatory overview, disclosure and compliance inspections, and updates on local requirements. For more information or to schedule the class, email Sara Heger at sheger@umn.edu.

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

- Aug. 7 - Soils Continuing Education, Two Harbors
- Aug. 14 - Soils Continuing Education, Winona
- Aug. 20-23 - Service Provider, St. Cloud
- Sept. 5 - Sampling Onsite Systems, Waterville
- Sept. 12 - Soils Continuing Education, Bemidji

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

Missouri

The Missouri Smallflows Organization has these classes:

- Sept. 18-19 - Operations & Maintenance, Cape Girardeau
- Sept. 24 - Aerated Treatment Units, Springfield
- Sept. 25 - Pumps, Panels, and Electrical, Springfield

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New England

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

- Sept. 5 - Conventional Onsite Wastewater Treatment Basics for Installers
- Sept. 12 - Functional Inspections
- Sept. 19 - Innovative and Alternative Technologies
- Sept. 26 - Conventional Onsite Wastewater System Inspection
- Sept. 27 - Conventional Onsite Wastewater System Inspection Field

Training

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

North Carolina

The North Carolina Septic Tank Association has an Installer/Inspector class Sept. 9 in Swansboro. Call the association at 336/416-3564 or visit www.ncsta.net.

North Carolina State University has a Subsurface Wastewater Operation and Maintenance course Sept. 10-12 in Mills River. Contact Joni Tanner at 919/513-1678; soils_training@ncsu.edu, or visit www.go.ncsu.edu/subsurfaceschool.

The North Carolina Pumper Group and Portable Toilet Group have an educational seminar on septage management and land application Sept. 21 in Asheville. Call Joe McClees at 252/249-1097 or visit www.ncpumpergroup.org or www.ncportabletoiletgroup.org

Pennsylvania

The Pennsylvania Septage Management Association has a Basic and Advanced Onlot Wastewater Treatment System Inspections course Sept. 17-18 in Montoursville. Call 717/763-7762 or visit www.pσμα.net.

Utah

Utah State University has onsite wastewater treatment certification and renewal workshops in Logan on:

- Sept. 9 - Level 1 Renewal
- Sept. 10 - Level 2 Renewal
- Sept. 11-12 - Level 1 Certification
- Sept. 24-25 - Level 2 Certification

Call Ivonne Harris at 435/797-3693 or visit <http://uwrl.usu.edu/partnerships/training/classes.html>. ■

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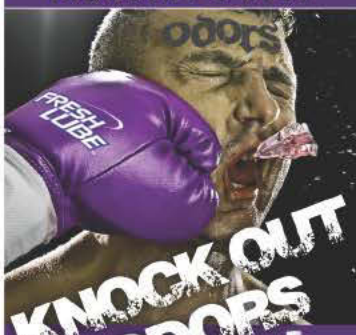
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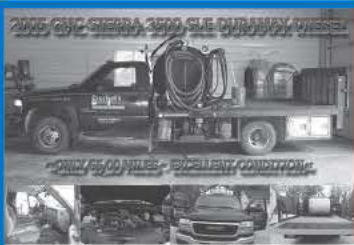


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2005 Ford F350, diesel, Satellite unit, 400 waste, 200 water, M2 Masport. www.pumpertrucksales.com. Call JR. @ 720-253-8014, CO. \$14,000 (PBM)

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)



1997 Chevrolet: Automatic, A/C, CAT 3116 engine 69,305 miles, Masport pump. 333,851 miles..... \$23,000
Two (2) 2002 Internationals - 4300P-automatic, A/C, DT466 Engine, Masport pump. 1) 348,021 miles, 2) 366,889 miles.\$28,000 each
 All trucks are one owner. Strict service schedule every 6,000 miles. Interiors in great condition. Must see to appreciate.
Contact Bill or Beth @
336-437-0534, UT P07



2001 Peterbilt 330: Cat 3126B, Allison 5-speed automatic transmission, 1,500-gallon tank 1,000 waste/500 fresh, Masport HXL3V, pressure washer. 489,069 miles. Bangor, PA.\$20,000
610-490-3111 P08



2006 Freightliner M2: Motor - Mercedes Benz 6.4-liter 250 H.P.; Transmission - Allison 3000 (Rebuilt 50,000 miles ago); Dyna-Vac tank 1200 waste, 500 fresh water; Service stations on both sides. 258,000 Miles. Asking \$32,000. Call Ivan:
330-763-3706, OH P07



1995 International DT466E 4700 4X2: Automatic transmission. 255,000 miles. Rebuilt motor in 2010. 6 new injectors. 30,000 miles on rebuild. Tires have 80% rubber. Rebuilt vacuum pump in 2010. 8hp Honda engine with electric start. 750 gallon waste, 250 gallon fresh. Power lift gate. Bed holds 6 units. Truck runs and drives great.....\$19,900 OBO
Call Greg 218-348-2480, WI P07

2007 Chevy C-7500 cab & chassis with a Presvac 2,000 U.S. gallons, 2-compartment 600/1400 aluminum vacuum tank with a Moro M-3 vacuum pump. (Stock #2974C) **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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Nevada Johns Portable Toilets & Site Services is hiring an operations manager. Retirement plan, medical insurance and more. Call Vince at 775-721-8484. (P07)

Vacuum Truck Sales Representative - Satellite Industries is the industry leading vacuum truck manufacturer for the septic and portable toilet markets. Due to a pending retirement, we are seeking an inside technical sales person for the septic and portable restroom truck lines. You will work with our Area Managers and customers to fulfill their truck needs. Qualified candidates will have a minimum 3 years of experience in truck equipment, large truck sales or vacuum truck manufacturing, including a strong technical background. This position will be based in our Minneapolis home office. We offer a comprehensive compensation program and benefits package. If you are highly motivated, talented and experienced please apply by sending your resume in to west@satelliteco.com. An Equal Opportunity Employer (P07)

Waterblasting Technicians - Tampa, FL. Mechanically inclined, OT/Out Town Travel/Pass Drug/Background Screens. EOE. Resumes to Dennis Braswell: dbraswell@blasters.net or call 813-985-4500. www.blasters.net (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)

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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)

Want to buy non-working Fruitland RCF-500 and Masport HXL20W pumps. Price depends on condition and quantity of re-usable parts. Contact Bob at 402-429-5294. (P07)

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

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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)

ROLL-OFF TRUCKS

For Sale: 1994 Volvo-White Roll-off Truck, 628k miles. \$12,000. Marty 757-285-1600. Can email photos and more details! (P07)

SEPTIC TRUCKS



2009 Ford 750: 2,500-gallon aluminum, 6,700 miles, septic truck and a septic tank finder. I can no longer maintain both companies. The price is a cash price and there is no financing..... \$79,000
203-515-8260 CT
Email: ggonzalezj@aol.com P07

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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)



2006 Freightliner M2-106 w/new Imperial 2,500-gallon tank, 350-CFM pump, 260hp MBE diesel, Allison 3000 automatic, engine brake, air ride, traction control. Fresh DOT and service. #365454 Contact Mike Woolf:

715-892-3294 WI
www.truckcountry.com P07

1986 GMC Brigadeer: New cab, new paint, many new parts. Must see! 2001 3,800-gallon tank and pump. 100,000 original miles. \$35,000. 207-460-8690 (P07)



2001 Sterling: 60 Series Detroit, 10-speed, 475hp. 495K miles. Imperial 3,600-gallon. Masport 400 liquid cooled. Tank and pump are brand new. Aluminum hose trays, and a 6" and 4" valve. \$77,500 OBO

Call Dave 612-221-6416, MN P07



1986 GMC Brigadeer: New cab, new paint. 100,000 original miles. Many new parts. Amazing shape, must see! \$35,000 OBO

Call anytime:
207-460-8690, ME P07

VARIOUS PUMPER TRUCKS FOR SALE!!! 94 GMC 5-speed w/3200-gallon tank (147430 miles) \$10,000; 99 FREIGHTLINER PTO driven 5-speed R260 vac pump w/2200-gallon tank \$30,000; 2003 F350 5-speed (needs work) 350 waste/180 fresh. Fully equipped (209201 miles) \$14,000; 2007 F650 automatic transmission (rebuilt motor!) 800 waste/450 fresh, fully equipped \$48,000. GREAT STARTER TRUCKS!! For pictures please email us: info@brunsonpump.com. Brunson Pump Service, El Paso, TX 79928 915-858-5511 (PBM)

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1997 Ford LA9000: 1992 Ford s/a tractor and 1997 3,500-gallon s/a tank/trailer. 16,670 hrs. 275 hp. Cat, 8-spd, Fruitland pump. Nice starter or campground/trailer park maintenance vehicle. \$27,500. 603-436-0315 (P09)



1985 GMC TopKick Septic Tank Truck: Cat 3208. 5-speed split rear. 2,500-gallon tank. 33,000 GW. 125,000 miles. Pump and truck run great. Asking \$8,500

203-532-1401, CT P07

1999 Sterling: 3,100 gallon. New paint. New pump. Lots of new parts. 140,000 miles. 300 Cat 9-speed. Locking rears. Heated valves. Nice truck. New price \$40,000. 1996 International: 2,500 gallon. Runs like a new truck. Needs hose trays and paint. \$13,000. 2000 International cab & chassis. Low miles. 33,000gvw. PTO. Nice for dump or tank mount. \$9,500. 724-785-5892 (P07)

1998 Mack tri-axle 5,000-gallon septic pump truck with Masport pump. 8LL Fuller transmission. Mack 350hp engine. Pictures available. \$39,500. Call Frank 978-970-5800 (PBM)

1988 Ford L8000 with 240hp Allison auto tranny. New rubber all around. New 2300/200 tank. R260 pump. Angle gearbox. LED lights all new. \$45,000 904-838-8057 (P08)



2011 International Navistar: 89,000 miles. 2,600-gallon aluminum tank with Transway air cooled pump. 3,000psi jetter mounted on the truck and much more. Call for details. \$68,000

Billy 770-365-2566, GA P07

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)

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)



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Texla Services 936-641-3938 or
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Ford F650: 1,500-gallon tank, 4" valves. 400 Masport pump. NEW 429 V8 engine with less than 200 miles. Motivated seller!\$24,999

336-993-5633, NC P07



2004 Freightliner FL70: 146,000 miles. 1750 tank only 3 years old. New air-ride suspension, Jurop pump. Good running truck works every day. \$40,000

951-237-5200, NV P07

2002 International 4900 pump truck. 182,000 miles. Spicer 9-speed transmission. 3,300-gallon Heil aluminum tank. 300-gallon freshwater tank. \$44,500. Call 815-693-0502. (P08)

2002 International 4300 (DT466) pumper truck! Automatic, 4-wheel disc brakes, 240K. Only 50K on completely rebuilt engine! Runs and looks like new! 2,300-gallon tank. Masport vacuum pump, Chelsea PTO. \$39,000. Call for pictures. 815-243-1200 (P07)

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)



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

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)



1994 International 2554: 318,000 miles. DT466 10-speed with 3,200-gallon tank. Moro M9 pump. \$25,000. Email for more info and pictures.

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New 4,600 U.S. gallon, carbon steel vacuum tank and a RCF 500 vacuum-pressure pump installed on a (1) 2012 & (4) 2013 International 7600s cab and chassis. (Stock #13509 A-E) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

(4) 2012 and (4) 2013 Peterbilt 388's cab and chassis with a new 4,600 U.S. gallon, carbon steel vacuum tanks and RCF 500 vacuum-pressure pumps. (Stock #13511 A-J) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

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

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

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2013 Western Star cab and chassis with a Power Vac 5300, 3,250 U.S. gallon, carbon steel, DOT 407/412 regulations, vacuum tanker with a Hibon PD blower, 5300 SCFM w/ vacuum to 28" mercury, dump type with full open rear door and a Presvac PVB 750 vacuum-pressure pump. (Stock #13518V) www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648). (PBM)



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