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August 2013 www.pumper.com

SOLITARY MAN

Rhode Island's Larry Torti works alone and pursues a clever marketing plan to build a thriving business

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GOING HIS OWN WAY

Seattle's Jamie Long defies convention and pumps his way toward success

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- David Steinkraus

Rhode Island pumper Larry Torti is a hardworking one-man band, utilizing clever marketing and personal customer care to build a thriving micro-business.

(Photo by Kevin Trimmer)

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More For You

Can't get enough of *Pumper*? Visit us online for breaking industry news, multimedia content and conversations with other pumpers. **By Jim Kneiszel, Editor**

It's always heartening to hear from *Pumper* readers who go through the magazine cover-to-cover, scanning every page for advice from featured contractors, advertisements for equipment they need and all the latest industry news. When these loyal septic service business owners say they and their employees can't get enough of what we have to offer, I always wish we could deliver more content every month.

Well, now we can through extensive exclusive content at the pumper.com website. And as you look around this issue of the print magazine, you'll see links to great stories and other content you can only find by going to the *Pumper* website.

We know readers enjoy the familiar print product delivered to their door, and pass it around the office until the pages are well worn. We also want you to become familiar with the advantages of the *Pumper* website, and return regularly to read the stories, enjoy the multimedia content and join in conversations with other septic service contractors.

Here are a few enhancements we've rolled out online to improve your experience with *Pumper*:

ONLINE-ONLY EDITORIAL

Expand on the tips and advice picked up in these pages by becoming a regular visitor at pumper.com. Digital Editor **Briana Jones** and our crew of writers and columnists fill the website with exclusive content aimed at building your business for 21st century success.

The website gives us the space to publish more stories about pumping professionals, and get more names and ideas into the marketplace. Writers online can turn on a dime, alerting you almost instantaneously to breaking industry news. We now have the luxury of reacting to news right away online, then reflecting on the news and expanding coverage in the print magazine.

The website also offers the perfect opportunity to start meaningful conversations between pumpers over important industry issues. When you read something online, you are able to respond just below the post, giving your thoughts on the topic and encouraging other pumpers to share their views and opinions. It's the virtual equivalent to several contractors sitting down for a roundtable discussion at the Pumper & Cleaner Expo.

EDITOR'S BLOGS

You hear from me on a monthly basis right here, as I talk about an industry topic or introduce you to a few stories published in the issue in your hands. But I also write more frequently in my editor's blog at the *Pumper* website. I monitor news sources across the country every day and comment on issues that have an impact on your business. And every time I post a blog, I invite pumpers to respond and start a discussion.

PODCASTS

When you read our contractor profiles in the print issue, you might wish you could learn more about these business owners, and hear it straight from the source. That's what the *Pumper Podcast* is all about. We produce radio-style interviews with featured pumpers and give them more time to expand on their ideas for topics ranging from choosing equipment to providing customer service to marketing. These interviews can be accessed directly at the website and downloaded to your smartphone, tablet or computer to listen to at your convenience.

LOOK FOR MY PICKS

We've recently started running a regular *Editor's Choice* story in the magazine where I share some of my favorite current online content picks. I choose three or four Web-only exclusive features I think you'll enjoy and share links so you can easily find them online. If you have any questions or comments about my picks or what you read here in *Pumper*, feel free to send me a note at editor@pumper.com. ■



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EDITOR'S CHOICE

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

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:

PUMPER PODCAST: JAY BRENDEL, OF BRENDEL'S SEPTIC

In the pumping business since the 1970s in the Detroit area, Jay Brendel reports that business has been on a huge upswing this year, both in septic pumping and portable sanitation. He said he's renting construction restrooms that he hasn't sent out in several years, and his inventory of restroom trailers is in big demand. He shares his strategies for attracting new customers, maintaining his fleet and keeping good employees.

CHOOSING A TANK FOR YOUR NEXT PORTABLE RESTROOM SERVICE TRUCK

Choose wisely when you shop for your next septic service or portable restroom service truck. And a big part of making a good choice is careful selection of a tank, including capacity, tank material and other specifications. Experts in the field include Josh and Shannon Reading, owners of JR's Johns in Monee, Ill. They share their thoughts on the costs of buying new tanks, material choices and tank issues that impact productivity. The story provides product information for several tanks available on the market today.

EDITOR'S BLOG: ARE YOU SUBCONTRACTING FOR INTERNET PORTABLE RESTROOM MARKETERS?

The owner of a small septic service and portable sanitation company reported she's been getting frequent calls from a national company that markets portable restroom services, then subcontracts the work to operators near the customer location. Read more about what she had to say about the situation and the questions this discussion prompted. How will the national company respond if a restroom needs servicing or is vandalized? Who pays for units that are damaged on these jobs? Will these companies start to market for septic service and subcontract that work? Respond to the blog to share your experiences with subcontracting.

Check out all these stories at
www.pumper.com/ec/2013/August

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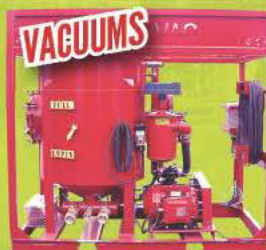
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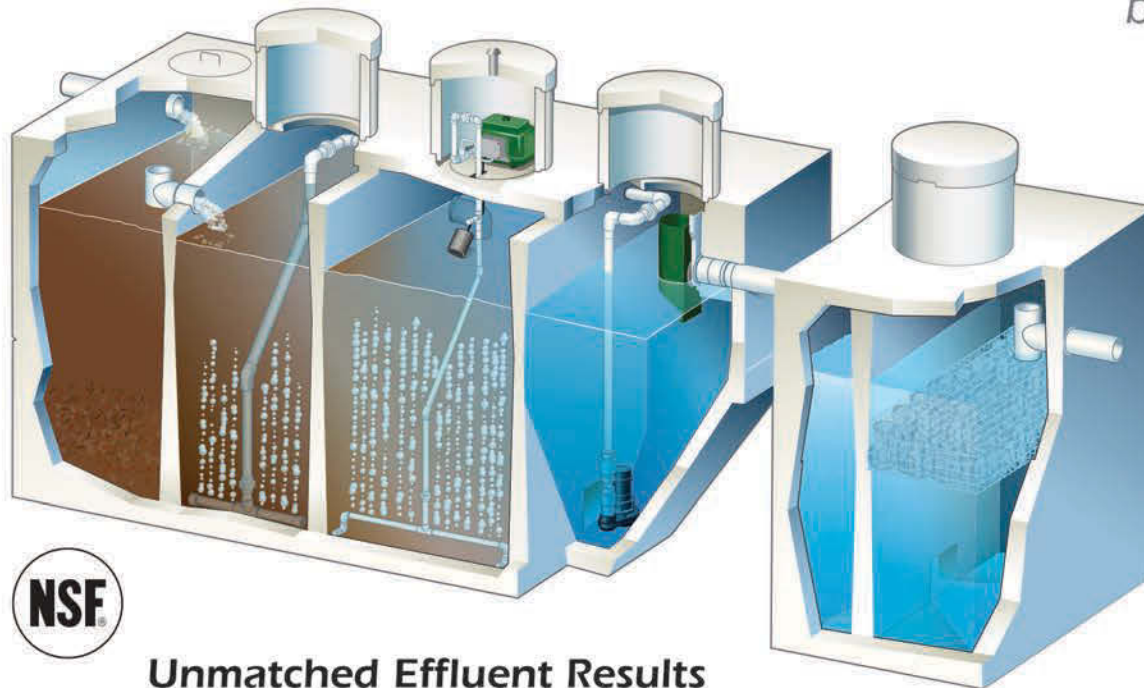


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David Frey is a Houston-based small business marketing consultant and the author of *The Small Business Marketing Bible*. He can be reached through his website, www.marketingblogger.com.

The Power of Postcards

Sometimes all it takes is a simple, inexpensive, tried-and-true postcard to grab a potential customer's attention

By David Frey

Last fall, political campaigns were in full swing. The television and radio airwaves overflowed with political ads. I picked up the paper, and there were even more ads. And it seemed that every billboard on the road had been rented by a political candidate.

One day I went to pick up my mail and found a huge postcard from one of the local candidates. It almost read like a special report. Needless to say, it got my attention, and I ended up voting for the gal.

What I found amazing was that big media such as television, radio, newspapers and billboards couldn't sell me on a candidate. Instead a humble (albeit oversized) postcard did the job. It was the postcard that had the ability to deliver the candidate's message in a way that convinced me to vote for her.

That's the power of postcards. There are four reasons you too should consider using postcards to deliver your pumping business's message.

REASON ONE: LOW COST

Postcards are an inexpensive way to get your message out. In fact, standard-size postcards are about two-thirds the cost of sending regular-size letters.

REASON TWO: CLEANSSES MAILING LIST

One of the benefits of using first-class postage for a standard postcard is that it will be mailed back to the sender if it has a bad address, which helps you update your list.

REASON THREE: HIGH IMPACT

Because letters are enclosed in an envelope, consumers have the option to either open the envelope or just throw it away. Many people will just throw the letter away without opening it. However, with postcards, there's no envelope to hide the message. It's almost impossible to throw the postcard away without looking at its message.

REASON FOUR: SIMPLE

Postcards are easy to create and send. There's no assembling, collating, stuffing, licking envelopes, etc. The hardest part of sending a postcard is putting on the stamp. And there are services that will even do that for you.

Now that you've chosen the method to relay your message, make the most of your postcard marketing campaign with these four tips for success.

TIP ONE: BE BRIEF

Don't try to explain all the details on the postcard; just give some teaser

Make the postcard look like it came from a personal friend. But make sure you use a compelling headline.

information to get your reader to take the next step, which might be going to your website or calling your office or a toll-free recorded message.

TIP TWO: EDITORIAL DESIGN

Use an editorial format. I'm not a big fan of four-color postcards. I'd rather use all the space I can on the postcard to give the reader an irresistible urge to take the next step. The best way to do this is to make the postcard look like it came from a personal friend. But make sure you use a compelling headline. That will be the most important part of your entire postcard. When I want to send people to a website, I show a picture of my website, and if I want to send them to a phone number, I make the phone number as big as I can.

TIP THREE: GO CHEAP (SOMETIMES)

Don't spend a lot on printing. When I send bulk postcards, I use an 8½-by 11-inch, 110-pound fluorescent yellow cardstock. I print four postcards to a sheet by cutting the cardstock into quarters. It's that simple. However, when I do show pictures of websites, people, locations, etc., I'll use a four-color postcard.

TIP FOUR: PURLS!

If you are driving your prospects to a website, very few things will increase the response rate of your postcard better than a PURL (personalized URL). A PURL is a unique and personalized landing page created especially for each recipient of your marketing campaign. For example, if I was sending a postcard to John Smith using a PURL, I would put the link on the postcard. When John saw that URL, his curiosity would immediately compel him to visit it. For my PURL marketing campaigns, I use SendPepper software (www.sendpepper.com).

Postcards make sense for most any small business, and by using these postcard-marketing tips, you won't go wrong. ■

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RULES & REGS

Rules and Regs is a monthly feature in *Pumper*.

We welcome information about state or local regulations of potential broad interest to onsite contractors. Send ideas to editor@pumper.com.

Iowa County Grapples with Poor Septic Inspection Compliance

By Doug Day and Scottie Dayton

About 1,000 people in Muscatine County can expect to hear from zoning officials this year because they are not having their septic systems that discharge into state waterways sampled or inspected as required. Only about 20 homeowners are in compliance with state rules that are being adopted at the county level. A free class is available for homeowners to become certified to take their own samples, or they can pay someone who is certified. The county is looking at various ways to increase compliance.

Illinois

The suburban Chicago village of Richmond is turning to septic haulers to help pay off a \$7 million loan from the state's Environmental Protection Agency. The village budget for fiscal 2013, which began on May 1, included expenditures to install equipment for a septage receiving station at its new, under-used, wastewater treatment plant.

Indiana

A seller's disclosure form to be used when selling a home with a septic system will remain voluntary for at least the rest of 2013 in Allen County. Developed in 2012, the form was intended to inform homebuyers of the existence of a septic system and recommends an inspection before closing on the purchase. But in a 12-month period that included 282 sales of such homes, only 20 inspections were done. The Department of Health will reconsider the decision next year and discuss if the disclosure should be mandatory.

Hawaii

A bill to assess fees to homeowners with cesspools and septic tanks was killed before it could reach the floor of the Hawaii legislature. The money raised from the fee would have funded Health Department programs to make sure that water quality wasn't being impaired by cesspools and septic tanks. Some lawmakers saw it as unworkable for many of the rural areas of the state's islands that have no access to public sewers; there are 59,000 cesspools and septic systems on Hawaii Island alone. The bill was stopped when a dozen lawmakers voted to put a hold on the bill, which kills it for this session, according to *The Maui News*. ■



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Rhode Island pumper Larry Torti is a hardworking one-man band, utilizing clever marketing and personal customer care to build a thriving micro-business

By David Steinkraus Photos by Kevin Trimmer

SOLITARY MAN

When Larry Torti contemplated launching his own business back in 2010, he had a few goals in mind. He wanted to earn a decent living, provide a valued service and work by himself.

Three years later, as the owner of a thriving one-man pumping outfit, Larry Torti Septic, he's happy to report that he's met all three objectives and is looking toward a bright future. How he reached those goals - even through some challenging times and facing stiff competition - presents some lessons that might help any pumping professional.

Larry Torti Septic is based in Gloucester, R.I. It's a rural town about 35 minutes northwest of Providence, the state's capital and largest city. His territory encompasses the entire state. Rhode Island is only 1,033 square miles in area but has

Profile

Larry Torti Septic
Gloucester, Rhode Island

FOUNDED: 2010

OWNER: Larry Torti Jr.

SERVICES: Pumping, tank location, jetting

SERVICE AREA: Rhode Island

AFFILIATION: Rhode Island Independent
Contractors Association

WEBSITE: www.tortiseptic.com



Larry Torti, owner of Larry Torti Septic in Gloucester, R.I., is shown with his 2012 Freightliner service truck with a 2,500-gallon tank from Imperial Industries and an NVE vacuum pump. The outgoing one-man pumping company succeeds with a carefully focused marketing plan and customer service accountability.

more than 1 million people. About half of those are in Providence and the suburbs and smaller cities clustered around it.

Glocester sits against the western border of Rhode Island. In 15 minutes, Torti can be in Connecticut. In not much more time he can be in southern Massachusetts. Yet he hasn't pursued work in either. For the moment he has all the work he wants or needs right in his home state.

ALL BY MYSELF

For 18 years, Torti worked for the asphalt paving business of his father, Larry Torti Sr. Though he knew he wanted to operate his own business, Torti did not want to be an employer. He didn't want the hassle of waking up in the morning and wondering who would be showing up for work and what he would do if the crew was short a person or two. He wanted to work on his own. Also there was the question of providing consistent quality.

"I really don't want to hire somebody because I know they won't do the same job as I will," he says.

There was never a moment when he consciously picked pumping as a business. It had always been in his mind as an option.

"I just always knew if you wanted to be a one-man operation – and I didn't want to be a plumber or electrician – you could make a decent living as just one guy pumping," he says. Torti grew up in Glocester and observed pumpers working the area. He noticed the good contractors were always on the road and always working.

"I just thought if I could provide a good service, a needed service, and do it with a smile on my face, then I would be all right. And I am," he says.

Even though he's one guy, Torti runs two trucks. If one breaks down and a repair part won't be readily available, he can hop into the other truck and keep serving his customers. One truck, which he bought used, is built on a 2001 Sterling chassis. The newer truck is a 2012 Freightliner. Both

“ You can know the most about septic out of anybody. You can know more than 12 people combined. If nobody knows that, nobody's going to call you. ”

— Larry Torti

Always Ready for Duty

If you ask Larry Torti, owner of Larry Torti Septic, about the best way to generate new business, he'll give you a quick two-word answer: Be there. Making sure you're available for a customer is key.

"You've got to be there," Torti says simply. If you're not, the person with an emergency isn't going to worry about you. "They will call someone who can stop sewage leaking into the basement. You have to be available."

When another local pumper retired, Torti jumped in and acquired his company phone number. He makes sure that customers who call the number know he's the owner-operator who's always on the job, just like their former contractor. He knows those customers expect prompt and personal attention from a familiar face.

Now Torti has five phone numbers total, and all of them are forwarded to his cellphone. If he can't hear the phone ring because he's snaking a line or has his hands full in some other way, the call will be picked up by voice mail. "Otherwise I'll answer it." On one Sunday, Torti was in Times Square in New York City when a business call came through. He spent time talking to a woman with a problem.

Torti believes answering the phone at any hour is an obligation. When one customer called on a weekend with a non-urgent concern, Torti told the man he would call back about 7 a.m. on Monday morning. "I called at 6:55," he says.



Larry Torti hooks a vacuum hose to his service rig on the job in Rhode Island.



have 2,500-gallon aluminum tanks. The Sterling carries a Progress Vactruck tank, and the Freightliner has a unit from Imperial Industries. Pumps move 325 cfm. The Sterling runs a Moro pump and the Freightliner a National Vacuum Equipment model.

Torti takes care of another septic tank during a busy daily service route. Running one truck, he pumps four to 12 tanks daily and gets busier all the time.

CREATE A BUZZ

His success has a great deal to do with his father and his marketing. Those two factors are intertwined because Torti says he learned a great deal about marketing from his dad.

Part of his marketing success can be attributed to word-of-mouth recommendations. "My family has been in the construction industry in Rhode Island for 60 years in one form or another. And in a sense, it's not a very big state. Word gets around if you're not a good service provider," he says.

He also advertises. "I advertise crazy," is the way he puts it.

"You can know the most about septic out of anybody. You can know more than 12 people combined. If nobody knows that, nobody's going to call you," Torti says. That does not mean he throws money at every opportunity. He watches his results. He tried radio, but the number of responses he received was not worth the cost.



Larry Torti Septic keeps a clean two-truck fleet any single-driver operation would be proud of. His main truck is a 2012 Freightliner with 2,500-gallon Imperial Industries aluminum tank and NVE 607 pump. For backup, he keeps a 2001 Sterling Acterra with 2,500-gallon Progress VacTruck aluminum tank and Moro AC4 pump.

He is also careful about newspapers. Torti won't use the Providence Journal, the state's big newspaper, because most of its readership is city people who have municipal sewer service. Where he has had good responses is from advertising in three to four small-town weekly newspapers.

His ads are not just blocks of type with his name and telephone number. He gets creative with homespun messages. During a warm spring, his ad said: "Global warming has brought spring early, pump your tanks." Around election time, his ad read: "I'm not a politician, choose me for pumping." For Thanksgiving, it was: "Your relatives are coming and you don't need any dirty looks for the holidays; clean your tank." People tell him they look at his ads all the time to see what the new one says.

The ads list not only his name but his title: owner-operator. People like talking to the owner, he says.

MAIL CALL

Another part of his marketing program is a substantial postcard campaign. It starts with paying attention when he goes on a job. If he hasn't worked on a certain street in a while, on the way out he'll write down 20 or so addresses and mail each resident a card about his business. If he's driving along a street and someone waves to him, he'll send a postcard thanking them for waving. It keeps his name circulating and increases the chance that a customer will remember Torti for emergency service.

If work is slow, Torti will focus on six or eight streets and mail each residence a postcard. That could be 500 to 1,000 cards. He also buys mailing lists. As he thumbs through a list, he uses highlighter pens to mark addresses he has contacted. For example, yellow may indicate streets he sent postcards to in the spring of 2010. Pink indicates the fall of 2010, and so on. At a glance he can see streets he has contacted recently and those he has not mailed cards to in a couple of years.

“ I always thought handwriting was better, more personal. And it says something: 'This is me. I'm sitting here on a Sunday and writing to you while you're watching TV.' ”

— Larry Torti



Another investment he made is buying Pumper Plus software. It allows him to track jobs and calculate the next service date. And, you guessed it, he sends out a reminder postcard. It's just like a doctor's or dentist's office sending out reminders, he says. Some businesses are switching to text message notifications, and Torti acknowledges he may do the same eventually.

Real estate listings are another reason to send a postcard. He will send a congratulatory card to someone who has just bought a home, and he may offer \$5 off on a pumping job.

And here's one more touch. These cards are not printed mass mailings. Torti handwrites his cards. "I always thought handwriting was better, more personal," he says. "And it says something: 'This is me. I'm sitting here on a Sunday and writing to you while you're watching TV.' "

A sharp appearance is another calling card. Torti wears company shirts every day. "It looks more professional. I don't want to look like somebody who just got done greasing a car," he says. Having shirts printed is cheap. Add a few pairs of work pants for \$300, and you have what looks like a uniform.

If he's driving down a street and sees a customer whose tank he has pumped, he'll give a friendly beep of the horn and wave. "And the customer will remember, 'That's my septic guy, not the guy in the phone book who does it \$5 cheaper,'" he says.

Torti, in the office on a laptop computer, uses Pumper Plus software from Galaxy Systems to track customers and set up the next day's service route.



To learn more about Larry Torti's septic service operation, listen to a podcast interview with Larry found at www.pumper.com.

STRESSING SERVICE

Aside from a work ethic, Torti says his dad also taught him the value of keeping your word.

"Even if that means making \$4 less, you have to keep that promise," Torti emphasizes. That's part of good service. "Service has to come first, and that's it," he says. And you have to think long-term. "You say, 'I want to work for these people's children some day.'"

Interacting with customers means taking care how you speak, he says. You don't talk down to people unfamiliar with septic system care. In his part of the country, many customers grew up in cities and have no knowledge of how septic systems work.

Because Torti's goal is quality service, he will call a customer if he expects to be more than 10 or 15 minutes late for an appointment. And he is thanked for that. His customers say it's professional. They say other service providers don't do that.

Torti is not shy about adopting ideas that other companies use, and not just pumping companies. His cable company gives a five-hour window for a technician visit. He decided a time window was good for his own business – but he trims the expectation to a one-hour window.

SUCCESS SNEAKS UP

When he started the pumping business, the first few months were slow. Torti worked a little here and a little there, but he kept up the advertising.

"And then one day it was like, 'Oh, my God, what am I going to do with all this work?'" he recalls. And that's where he still is. He's busy and exactly where he wants to be. He's not out to build an empire or change the world. All Larry Torti wanted was to make a decent living.

"If I can do between four and 12 jobs a day, one guy," he says, "what more do I need?" ■

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The Water Warrior

New Jersey's Joe Mayers uses a barge-mounted pumping system to keep island home septic systems in shipshape condition **By Scottie Dayton** Photos by Cathy Rosselli

On most mornings, Joe Mayers of Septic Experts in Sussex, N.J., pilots a barge to work, installing onsite systems on islands or lakefront properties inaccessible by road. In 2003, the Sussex County Health Department asked him who was going to service the septic tanks he was installing. Mayers spent three years researching and developing a solution.

Trained as a diesel mechanic, Mayers used his heavy machinery background gained while operating Joe Mayers Excavating to decide what equipment to buy and how to modify it for freshwater navigation. His patented, quad-sectional barge opened the door to subcontract work involving hydro-raking organics off lake beds, dredging, restoring shorelines, or ferrying landscaping materials.

Mayers' latest equipment addition is a low-profile, skid-mounted, 600-gallon steel vacuum tank from Pik Rite Inc., which mounts on any of his barges. He maintains that pumpers can do what he did because they know how to improvise and already have all the equipment they need except for the barges.

"I had no special training," says Mayers. "I just gave it a lot of thought, did my research, and used common sense."



Joe Mayers may be reached at 973-875-8000.

Pumper: How do pumpers service offshore septic tanks?

Mayers: These are typically gravity-flow systems to 1,000-gallon tanks, and most are between the house and water. With no lake vessel large enough to transport vacuum trucks, some companies use pontoon boats with trash pumps, sump pumps, or

Below: Joe Mayers' crew heads out to an island home to pump out a septic tank. In the region where Mayers works, codes recommend pumping island tanks every two to three years.



diaphragm pumps. However, paper clogs them, so they put a screen on the end of the hose and pump just the liquid to a 300-gallon plastic tank on deck. The method isn't efficient or cost-effective.

Pumper: When did you begin installing onsite systems?

Mayers: I began in 1983, but began installing on islands in 2000. Three years ago, we bought a pre-owned 2002 Peterbilt Model 375 tri-axle truck with 4,500-gallon steel tank and Masport pump. That's when I began thinking about a small vacuum tank for the barges.

Pumper: How did you research naval architecture?

Mayers: I read books on building ships and barges and searched the Web for articles on buoyancy, stabilization, center of gravity, and the engineering behind how vessels work in water. I also talked to contractors who used barges for different purposes and even an offshore driller.

Tank and barge configurations depend on the size and depth of the lakes, the volume of septage, and accessibility. I wanted to drive on the interstate without a wide load permit and back down lake right-of-ways the width of goat paths. Weight-wise, I was limited by what my 1-ton pickup truck could pull and the trailers I had. My goal was to utilize what I owned and not buy more equipment. From there, it was trial and error. For example, I bought my first barge built of steel sectional boxes and learned that a square box doesn't move through water very well.

Pumper: What equipment had to fit on your first barge?

Mayers: A Kubota 007 mini excavator for digging test pits. I learned from my mistakes and built my next barge 8 by 12 feet long and 2 feet high. At



Above: Septic Experts workers empty a load of septage from the barge onto a truck for transport to a disposal facility. The company likes to piggyback island pumping jobs for the greatest efficiency.

1.5 tons, it draws 6 inches empty and has 4 to 6 inches of freeboard when loaded. A 15-hp four-stroke outboard powers it, but the vessel is sometimes too small and can't handle the chop of larger lakes. We only run it when the lake is still.

That led to my designing the sectional barge in 15-foot quarters because sometimes you can't back a 20-foot-long barge section into some lake right-of-ways. The

barge is 30 by 16 by 4 feet high, weighs 18 tons, and has two four-stroke 25-hp outboard motors. I only put small to mid-size equipment on the barges. Anything larger makes the center of gravity too high, and the vessel becomes

Much of what I did was common sense and gut instinct. If I wasn't sure, I did things overkill, because you have only one chance on water.

- Joe Mayers

unstable and prone to capsizing. My safety limit is 6.5 tons of machinery.

Driving machinery onto the barges stresses the hulls because the sterns want to lift out of the water. Therefore, they need thicker steel in the hulls and live-load decks with structural reinforcement along the centerline.

Pumper: How do you transport them?

Mayers: I used to pull them on a tilting gooseneck trailer behind the pickup truck. In 2008, I purchased a 20-foot single-axle rollback truck with a winch to transport the barges. We welded a 6-inch angle iron onto the sides of the bed to prevent the barge sections from slipping off when they came out of the lake wet and often covered in algae.

Pumper: What was the most difficult part of designing the pumping barge?

Mayers: Designing the vacuum tank was tricky because deck space is limited and we wanted multiple hose connections to pump off any side of the barge. I'm using a model VHXL75V11 Masport vacuum pump displacing 230 cfm with a 24 hp electric start Honda engine. We overbuilt the design in anticipation of pumping septic tanks with more than 30 years of accumulated scum and sludge.

Pumper: How will you pump the septic tanks?

Mayers: We'll float up to the property, run out the hose, pump the tank, and return to the mainland to offload into a vacuum truck. Because we will pump downhill to the barge, the vacuum hose has a shut-off valve to prevent spills should the tank fill before finishing the service call.

Piggybacking calls should be no problem. I have many island and lakefront customers needing service and they can tell their neighbors when I'm coming. Our code recommends pumping septic tanks every two to three years.

When we are in larger lakes with many islands and homes, we will put multiple storage tanks on deck, then transfer wastewater from the vacuum tank to the storage tanks. This makes it affordable by reducing the amount of trips to and from the islands.

Pumper: How late in the season can you operate?

Mayers: That all depends on the weather and when the ice begins forming, usually around the end of December or beginning of January.

Pumper: What hazards are associated with this work?

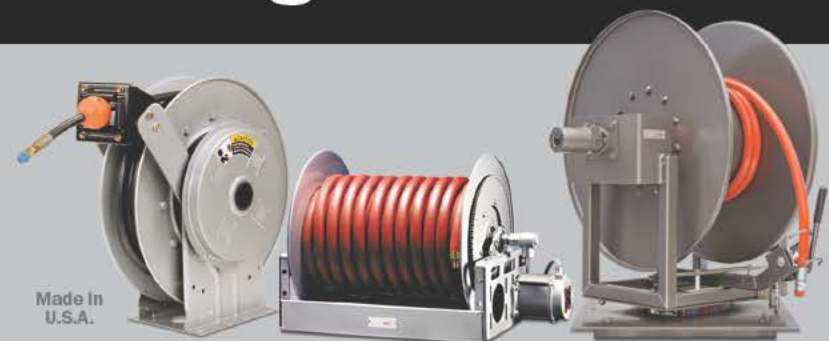
Mayers: The biggest hazard is being hit by speedboats and yachts on the larger lakes, as the barge's black hull is often invisible in the water. I improved its visibility by adding strobe lights and mounting a 3-foot-tall traffic safety cone with reflective tape in each deck corner.

Lightning is the next greatest hazard. Working in mountain lakes, we can't see or hear storms until they're on top of us. The iron in the rocks attracts lightning, as does the steel hull. It's very important to watch the weather. We use a lightning app on our cellphones, which is very helpful in tracking approaching storms.

Pumper: How difficult is it to pilot the barges?

Mayers: It depends, as wind, weather, currents and depth all affect maneuverability and control. Much of what I did was common sense and gut instinct. If I wasn't sure, I did things overkill, because you have only one chance on water. ■

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Tweaking the Spill Plan

Is your emergency response program up to date? A pumper looks for advice on ways to improve his plan.

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:

I currently have a spill plan in place per our state Department of Natural Resources requirements, but I'm looking to revise it and make it easier to understand. I'm wondering what type of information you have in your spill plans, if you have one in place for your business?

ANSWERS:

The best way to avoid leaks and spills is by holding some vacuum in your tank. This makes it easy to locate an air leak at a valve or connection. And I have found when I explain to the DOT truck stop team that running my vacuum pump when the truck is stopped is company policy to protect the environment, it really cuts down on the time they spend looking at my trucks.



I would have the DNR representatives in your area noted on the spill plan. Also list other pumpers' numbers in your area in case of a major spill.



I just had a surprise stop by the Wisconsin DNR. It was nothing big, they were just in the area, and they made a few comments about my spill plan. While it was OK, they would like to see more details in my spill plan. For example, listing what to do with an under 10-gallon spill, a 15-gallon spill and so on. Also they wanted in writing how I would clean up and contain the spill by size, what I would use for containment, the numbers for the DNR/DEQ spill hotline and the local DNR conservation officer and local DNR office and the health department. Basically, the more numbers the better. And, of course, the numbers of the other haulers in the area and when to call. And don't forget 911 and when you would call 911. I got the impression they were looking for a short book a 5-year-old could pick up and follow if need be. Along with my assessment report, the DNR will be sending me a sample spill plan to look at.

Shedding more light on the septic tank

QUESTION:

Who makes the best, brightest light/mirror for looking into septic tanks? My eyesight is getting worse and I need more light in the tank and a bigger mirror.

ANSWERS:

A digital camera on a stick with the timer is the hot setup. Either that or lower your cellphone into the tank and take a picture. Once you get the hang of it, they turn out pretty good. Just don't drop it!



At first I laughed, then thought about the camera setup, and it might not be a bad idea. Time to go to garage sales and buy a cheap one to try this. It isn't much of an investment. Thanks for the idea. ■



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GOING HIS OWN WAY

When it comes to providing septic service in the greater Seattle area, Jamie Long enjoys flying solo and defying convention when it comes to marketing

By Betty Dageforde Photos by Charles Cortes

Despite being in close proximity to a major metropolitan city, homes in the areas around Seattle often utilize septic systems rather than public sewers. "It's the topography," says Jamie Long, owner of Jamie's Septic Service in Kent, Wash. "There are literally hundreds and hundreds of bodies of water that would interrupt sewer lines."

Long's father Gary Long has been in the septic service business since 1977, but when Long made the decision to do the same, he didn't want to go to work for his dad or any of the other contractors he knew. He wanted to work for himself, by himself and do things his way. He says that attitude is pretty common in his area. "My dad's a one-man show, as well," he says. "Almost all of us out here are. Only a handful actually have employees."

(continued)

Jamie's Septic Service Kent, Washington

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FOUNDED: 2002

EMPLOYEES: 1

SERVICE AREA: Greater Seattle area

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Washington

Jamie Long is shown with his service rig, a 2002 Sterling built out by House of Imports with a 3,600-gallon steel tank and an NVE.

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PART TIME TO FULL TIME

When Long was in high school, his father was an underwater construction worker, diving for bridge and sewer line projects, requiring him to travel all over the country, or even other countries. Between assignments he ran a septic business and the younger Long worked after school covering for him while he was away. After leaving home, Jamie Long tried his hand at a few different things. He was a mechanic for a while, then a Kenworth truck builder and finally thought he'd found a home at Boeing working as a skin riveter on the 747s.

However, he was dissatisfied with a long commute and excessive overtime hours. In January 2002 he decided to do something about it and began doing septic work on the side. "I started this business up simply to work the weekends. I could make more money working a Saturday than I could working a Saturday and a Sunday at Boeing," he says.

His ultimate goal was to move closer to Boeing and continue working there. But it's fortunate he got a head start on an alternative career because airplane construction ground to a halt after 9/11. "Airlines quit buying



planes," he says. He was ultimately laid off, which pushed him to focus on growing his business. He started calling on real estate agents and plumbers, asking for referrals, getting his name out there. By the time Boeing called him back two years later he was ready to say no.

He works out of his home – or, as he puts it, "That truck is my office," complete with cell phone, GPS and Bluetooth, as well as a 4,000-psi jetter from Amazing Machinery. He focuses on septic pumping, maintenance and repair serving a 45-mile radius of Seattle. He says he is about at the point where he's done growing. "There is only so much work one guy can get done in a day, which is where I want to be," he explains. He has no desire to bring in employees, other than occasional summer help. His wife, Darcy, helps with the books, and daughters Kaitlin, 15, and Cierra, 12, occasionally ride around with him in the truck.

GETTING THE WORD OUT

Most of Long's business now is repeat customers and referrals so he's cut way back on paid advertising. He's dropped a phone book ad and relies on his website. Being a do-it-yourselfer, he worked through the process of setting it up himself using a tutorial at the website GoDaddy.com. He also likes to pass out business cards and figures he's got about 9,000 in circulation.

Gone Fishin'

Jamie Long, owner of Jamie's Septic Service in Kent, Wash., and his family love fishing – salmon, halibut, cod, catfish. "If it's a fish, we fish for it," he says.

In April, he joins his dad, his hunting partner and the partner's son for their annual trip to the tip of Cape Flattery, the northwesternmost corner of the contiguous United States, for ling cod and rock cod. In July the family is off to the San Juan Islands in search of Dungeness crab. Then Neah Bay for Chinook and silver salmon in August. In the fall, for a change of pace, he goes deer and elk hunting.

His boat is a 23-foot aluminum Northwest Jet. "About the only time it's not quite the boat that it should be is when we're halibut fishing because we are between 17 and 40 miles offshore. So you pick your days," he says. He's proud to point out that all the wild halibut sold in the United States comes from either Washington or Alaska.

He does not ask anyone to fill in for him while he's gone but does change the voice message on his business phone, letting people know when he'll be back. He offers customers a 10 percent discount for service if they'll wait for him to return – and they usually do. "It's tough because it's my busy season and it's not the right time to be taking time off. But you've got to get away," he says.



Above: Margaret Rosenberg, a regular customer, looks on as Long exposes her tank lid during a pumping job. Long shovels dirt onto a tarp to limit the mess.

Right: Long sprays water into a septic tank to clean out the sides during a pumping job. Customers appreciate his thorough work and give him positive reviews on the Angie's List website.

Each customer gets five to share with friends and neighbors.

One of his biggest advertising boosts just fell into his lap – and costs him nothing. In 2005 one of his customers put him on Angie's List and gave him a great review. Individuals sign up and pay a fee to become members at the popular contractor review website, giving them the opportunity to rate companies. "Companies don't pay to be on it, you can't put yourself on it and you can't get off it," explains Long. He's gotten many good reviews since and customers often report they found him there.

Long says he's heard a saying in the industry, "A dirty truck is a busy truck." But he doesn't buy it. "You can't roll up to a \$10 million home in a piece of junk." Not all of his clients are high end, but because of the negative image that goes along with sewage he believes you have to diligently work to maintain a professional image. "It's absolutely crucial for people to feel comfortable around you."

He bought his current vacuum truck in 2007 – a 2002 Sterling AT9513

(continued)

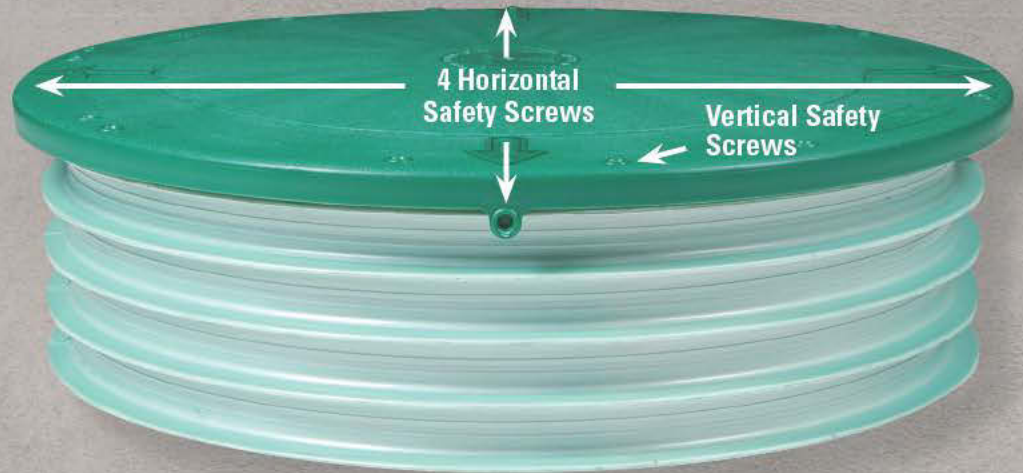
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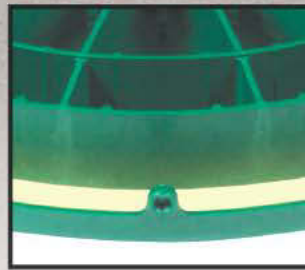
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- Simple to install
- **May also be used as Outlet Tee with Solids Deflector**

built out by House of Imports with a 3,600-gallon steel tank and an NVE (National Vacuum Equipment) pump. It's not easy to keep the truck shiny and clean, especially in Seattle's rain, but it has to be done, he says – it's just part of the job. He knows he's gotten contracts simply because of the way the vehicle looks.

Signage is also important. Six years ago, one of his customers detailed his truck with 18-inch letters spelling out the company name, which he says paid for itself in two weeks. People see his truck and it reminds them to think about their septic systems. And just for fun and to further attract attention, his front wheels have spikes on the lug nut covers that stick out about seven inches.

DO YOUR OWN THING

Long does not always go along with conventional practices when it comes to running his business, but he has found his own style and it works for him.

He does not pursue maintenance contracts or send out reminder cards. He does try to educate customers, drilling home the point that it's their system and they need to take ownership. He gives them tips on how to know when the system needs servicing.

"People only let the septic back up in their house once," he says. "Then they will do everything in their power to prevent it from ever happening again." But there are exceptions. "One gentleman – I've been to his two daughters' Sweet 16 parties, one of their graduations and one of their weddings, all because their system backed up the day of."

He does not carry his phone on a job site. His customers know they've got his undivided attention and that he takes the job seriously. At the same time he likes to have fun and joke around. "Most of them have a good time when they're interacting with me," he says.

He doesn't engage in hard-sell tactics. "If I have to talk you into going with my company, I probably don't want you."

He posts his prices on his web site. "To cut down on the tire kickers who call every company looking to save five bucks." He's also up-front about having different prices for different areas, charging more for homes further from home to take into account the increased time and fuel, as well as a sense that the more affluent remote market will bear a higher price. He does not offer repeat-customer discounts.

COMPETITIVE BUT COLLEGIAL

Any time a large volume of water needs to be vacuumed, Long might get a call – crawl spaces, swimming pools, fish ponds, restroom trailers. "If it's a liquid we can suck it up," he says.

During a major windstorm in the area, the sewage treatment plant experienced a power outage causing overflows into a river. Long and another contractor worked there for four days until the National Guard arrived. He's also been asked if he could assist firefighting crews by transporting water to the top of a mountain for use in firefighting, although the opportunity to do that has not yet arisen.

Jamie Long wraps up a water hose after cleaning up during a pumping and inspection job at a home in Woodenville, Wash.



You can't roll up to a \$10 million home in a piece of junk ... It's absolutely crucial for people to feel comfortable around you.

— Jamie Long

Long says relationships between the area's septic operators are friendly. He thinks there's enough work for everyone, and an indicator of a robust industry locally is that no pumpers went out of business during the economic downturn a few years ago. "We have a good group of guys," he says. "We have one spot we can empty our trucks at so we all know each other, we all talk to

each other."

Long actually has reason to feel gratitude towards his fellow owner-operators. "If it weren't for my competitors back in the beginning, we would not be having this conversation," he says. "They'd throw work my way. They are who kept me afloat for the first five years.

They also help each other in a bind, he says. "If your truck breaks down they'll come out and vacuum it out and they're simply charging you the disposal fees," he says.

A BALANCED LIFE

Although Long's original plan not to work so much overtime hasn't worked out, his overtime now is by choice and he's in control of his schedule as the business owner. And some of his hours are spent at home.

"This has allowed me to be home and be the soccer coach, the T-ball coach – the dad," he says. "It's not always about the money. It's good money, but there's definitely other perks to it." ■

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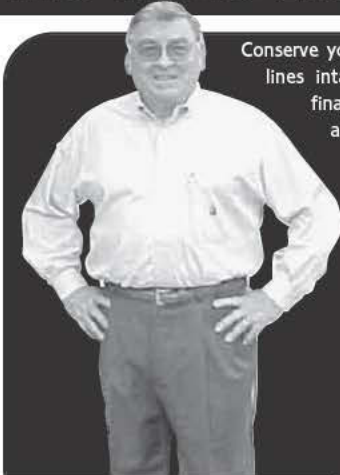
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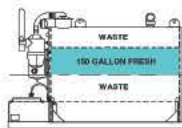
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Pink Pots service vehicle by Best Enterprises was an Expo eye-catcher

By Ed Wodalski

The Pink Pots portable restroom service vehicle by Best Enterprises was an eye-catching crowd favorite at this year's Pumper & Cleaner Environmental Expo. Built for Johnny Lewis and his wife, Rachel, owners of Lewis Equipment Rental in Noblesville, Ind., the pink color was in honor of Lewis' mother who passed away from cancer the first day of the show.

"My mom passed of brain cancer, and I had family members pass of breast cancer," Lewis says of his decision to start the Pink Pots franchise and foundation. "Honestly, our whole family is plagued with cancer, from my dad passing at the early age of 36 with colon cancer; my grandfather, lung cancer; my mom with brain cancer; my grandma, breast cancer."

Wanting to do his part to combat the disease, Lewis says proceeds from Pink Pots franchises will be used to assist families affected by cancer.

Locations have been established in North Carolina, Colorado, and Illinois, with a fourth possibly in Kansas City, Mo. "I really want to concentrate on helping people who need help," Lewis says. "I was extremely touched when people called me, like from the show, and said, 'Your truck looks really nice. I couldn't even get up close to see it, there were so many people.'"

Lewis says the stainless steel truck was built for longevity and ease of use. "I like the way they designed it," he says. "And the quality of the pieces."

Dan Marek, plant manager for Best Enterprises, says he and his associates talked to approximately 250 people at the Expo about the service vehicle. "I know I talked to about 50 to 60 people and there were five of us there," he says. "Every time I looked, there were people around the truck. I



don't know how many pictures were taken, not by us, but by people who would come and stand by the truck. They would get in the cab and take pictures. There was an awful lot of activity and buzz around that truck. We even had our competitors come over and look at it."

The Pink Pots truck has a low-pressure DC-electric MTH water pump (40 psi) with stainless steel head and low-pressure hose reel on the rear. It has bottom and top water fills, a hydraulically driven Masport vacuum pump delivering 165 cfm and a stainless steel secondary sensor that shuts off the PTO when waste rises above the sight glass for added pump protection.

"It's a third safety so you don't get trash in your vacuum pump," Marek says. "As soon as you drain the secondary, the PTO comes back on."

Mounted on a 19,500-pound GVW Isuzu chassis, the vehicle has a 1,100-gallon (800 waste/300 freshwater) stainless steel tank with 20-inch manway, two sight glasses in the rear and stainless steel two-restroom carrier with protective bumper. The main hoses are wrapped in stainless steel braid.

"People were asking about the restroom carrier. How heavy it was. It's about 175 pounds," Marek says. "We put 5/16 stainless springs on the back to help lift it. That takes off about 80 pounds."

Marek says everything on the truck is LED lighting except for the strobe light. "It has three DOT lights at the top and DOT lights on the bottom."

The truck has a 4-inch waste dump in the rear, two 24- by 30- by 19-inch aluminum workboxes and a 36- by 30- by 21-inch workbox on the passenger side. 800/288-2378; www.bestenterprises.net. ■

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

Lawyer Up

Find the right business attorney to help you navigate common legal issues – everything from taxes to employment rules **By Fred S. Steingold**

Have you heard the one about the lawyer who gave his client great advice and saved her from financial ruin? Probably not. Most lawyer stories are jokes. They portray the lawyer as a buffoon or crook. We all chuckle at these jokes – but they mask an important fact: A competent lawyer can help protect your business and aid in its growth.

Almost every business needs legal help from time to time. You may need a lawyer to review a lease, prepare a contract, sue someone or defend your business if it gets sued. You may need one to advise you about an employee problem, or to revise your corporate bylaws.

If you don't have a lawyer now – or you're not happy with the one you have – here's how to find one who is right for you.

TAKING NAMES

Start by gathering names of experienced business lawyers:

- Ask other business owners and managers for recommendations.
- Get names from your family lawyer if he or she doesn't normally handle business matters.
- Check with members of your professional team: your accountant, banker, and insurance agent. These folks usually know who's who in the legal community, and can point you in the right direction.
- Go online. Check sites such as lawyers.com, findlaw.com, and avvo.com for business lawyers in your city. You can learn something about each lawyer's background on these sites, and also on the lawyer's own website.

What percent of the lawyer's work is for businesses? Does he or she handle most tasks personally, or hand them over to an associate or legal assistant?

TAKE SOME MEETINGS

The next step is to meet with the top prospects to see which ones might be a good fit. Call to set up meetings. Explain that you're looking for a business lawyer and would like a 20-minute conference to learn more about this lawyer's practice.

If you leave a message with the lawyer's secretary and the lawyer doesn't call you back the same day or the next day, that's a bad sign. If you wind up hiring that lawyer, you may not get called back when you have urgent business to discuss.

When you get to the lawyer's office, are you greeted courteously? Does the office look orderly and professional? Does your meeting start promptly?

During your meeting, ask about the lawyer's professional experience.

What percent of the lawyer's work is for businesses? Does he or she handle most tasks personally, or hand them over to an associate or legal assistant? Does the lawyer do litigation as well as transactional work?

Does the lawyer do some work for a fixed fee and other work on an hourly basis? What is the lawyer's hourly rate?

You might feel it's important to hire a lawyer who has represented other clients in your industry. If so, inquire about this. Familiarity with your industry can be a plus – but you may feel uncomfortable hiring a lawyer who represents a major competitor.

While you're asking questions, there's something else that's as important as the answers you're getting: What's your personal rapport with the lawyer? Are you comfortable with the lawyer's personality? You sure don't want a lawyer who seems arrogant or condescending. The lawyer-client relationship should be based on mutual respect.

WORK YOU NEED DONE

Even the most experienced business lawyer won't be able to handle every legal situation. If you're not sure the lawyer you chose can deal with a specific legal issue, ask about his or her experience in that area of law. Most lawyers are ethical and will give you an honest answer. If necessary, your lawyer should refer you to someone with specialized knowledge – or consult with a specialist.

What types of legal issues may require additional help? Here are some examples:

Taxes. Most business lawyers will know something about business taxes. But if you have an unusual or complex tax issue, a tax specialist may be needed.

Intellectual property. You'll probably need specialized help if you're dealing with a patent, copyright, trademark, or trade secret.

Employment issues. While your day-to-day business lawyer will be able to take care of routine employment issues – such as helping with the forms you need when hiring an employee – you may need an employment law expert for more difficult issues. For example, you may need special help if you're about to fire a problem employee. You don't want to open the door to a wrongful discharge lawsuit.

Environmental problems. Your business lawyer probably won't have much experience with laws involving pollution. You or your lawyer may need to call in someone who has in-depth knowledge.

Ordinarily, a business lawyer in a solo practice or a small firm can do an excellent job representing you and your business. If a specialized issue comes up, he or she can bring in a specialist or refer you to one. A business lawyer in a larger firm may simply tap a specialist within the firm for additional help. ■

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		Up to 3,000 Gallons	3,000 - 5,000 Gallons	5,000 Gallons and Over	Vacuum Trailers	Portable Restroom Service Trucks	Slide-in Units	Steel Tanks	Stainless Steel Tanks	Aluminum Tanks	Hazardous/DOT Certified Tanks	Multi-compartment Tanks	Used Vacuum Trucks
See ad page 48	27th Trucks, Inc. 8975 NW 27th Ave., Miami, FL 33147 305-835-9030 • (f) 305-835-9040 info@27th-trucks.com • www.27th-trucks.net	■	■	■				■					■
See ad page 72	Acro Trailer Company 2320 N Parker Rd., Spring Fields, MO 65803 800-589-5254 • 417-862-1758 • (f) 417-862-8084 www.acrotrailer.com • tgiovanni@acrotrailer.com		■		■			■	■	■	■	■	■
See ad page 5, 6 Eastern & Midwest Supplement	 Advance Pump & Equipment Inc. 15418 Old Hwy Rd., Peosta, IA 52068 877-557-7867 • 563-557-0957 • (f) 563-557-0961 www.advancespump.com • wayne@advancespump.com	■	■	■	■	■	■	■	■	■		■	■
See ad page 71	 Amthor International 237 Industrial Dr., Gretna, VA 24557 800-328-6633 • 434-656-6233 • (f) 434-656-1101 www.amthorinternational.com • bramthor@amthorinternational.com	■	■	■	■	■	■	■	■	■	■	■	■
See ad page 2 Eastern Supplement	Andert, Inc. PO Box 372, Eastford, CT 06242 860-974-3893 • (f) 860-974-2145 andertlaura@aol.com	■	■			■	■	■	■			■	
	Asybco Inc. 9575 Illinois Ave., Brossard, QC J4Y 3A5 Canada 450-659-7688 • (f) 450-659-0781 www.asybco.com • info@asybco.com	■			■		■	■				■	■
See ad page 31	Best Enterprises, Inc. 3513 W Mountain Springs Rd., Cabot, AR 72023 800-288-2378 • 501-988-1905 • (f) 501-988-2880 info@bestenterprises.net • www.bestenterprises.net	■	■	■		■	■		■			■	
See ad page 100	Boerger, LLC 2860 Water Tower Pl., Chanhassen, MN 55317 612-435-7300 • (f) 612-435-7301 www.boerger.com • america@boerger.com								■				
See ad page 4 Eastern Supplement	Crescent Tank Manufacturing PO Box 116, Bloomfield, NY 14469 585-657-4104 • (f) 585-657-1014 www.crescent-tank.com • sales@crescent-tank.com	■	■			■	■	■	■	■		■	■
	Curry Supply Co. 1624 Curryville Rd., Martinsburg, PA 16631 814-793-2829 www.currysupply.com • jason@currysupply.com	■	■	■				■		■			■
See ad page 86	Custom Boom Elbow Holdings Inc. 26941 48 Ave., Aldergrove, BC V4W 1N4 Canada 604-835-0199 • (f) 604-857-0540 www.customboomelbowsbc.com • mcraeway@hotmail.com							■					■
See ad page 34	Dultmeier Sales 13808 Industrial Rd., Omaha, NE 68137 800-228-9666 • 402-333-1444 • (f) 402-333-5546 www.dultmeier.com • dultmeier@dultmeier.com						■					■	
See ad page 46	EMI 1802 Industrial Park Dr., Washington, KS 66968 877-500-3993 • 785-325-2000 www.emisales.net • sales@emisales.net	■	■					■		■	■		

VACUUM TANK 2013 DIRECTORY

		Up to 3,000 Gallons	3,000 - 5,000 Gallons	5,000 Gallons and Over	Vacuum Trailers	Portable Restroom Service Trucks	Slide-In Units	Steel Tanks	Stainless Steel Tanks	Aluminum Tanks	Hazardous/DOT Certified Tanks	Multi-compartment Tanks	Used Vacuum Trucks
See ad page 62	Equipment Sales, LLC 11637 Brookwood, Ste. 200, Leawood, KS 66211 877-713-2345 • 816-589-7040 • (f) 816-678-0633 equipmentsalesllc@gmail.com	■	■	■	■	■	■	■	■	■	■	■	■
See ad page 108	Erickson Tank & Pump LLC 800 Rd. P5 SW, Quincy, WA 98848 509-785-2955 • (f) 509-785-3770 www.ericksontank.com • sales@ericksontank.com	■	■	■	■	■	■	■	■	■	■	■	■
See ad page 72	Flowmark, LLC 610 S Adams St., Kansas City, KS 66105 855-653-8100 • 913-653-8100 • (f) 913-653-8101 www.flowmark.com • anelson@flowmark.com	■	■	■	■	■	■	■	■	■	■	■	■
See ad page 98	FMI Truck Sales & Service 8305 NE Martin Luther King Jr. Blvd., Portland, OR 97211 800-927-8750 • 503-286-2800 • (f) 503-286-3223 www.fmitrucks.com • johnb@fmitrucks.com	■	■	■	■	■	■	■	■	■	■	■	■
See ad page 75	GapVax, Inc. 575 Central Ave., Johnston, PA 15902 888-442-7829 • 814-535-6766 • (f) 814-539-3617 www.gapvax.com • kdoyka@gapvax.com	■	■	■	■	■	■	■	■	■	■	■	■
See ad page 99	Global Vacuum Systems 15431 St. Hwy 6, Navasota, TX 77868 800-843-0866 • 936-825-2000 • (f) 936-825-2020 www.globalvacuumsystems.com • eric@globalvacuumsystems.com	■	■	■	■	■	■	■	■	■	■	■	■
See ad page 17	Hino Trucks 41180 Bridge St., Novi, MI 48375 248-699-9300 • (f) 248-699-9310 www.hino.com • marketing@hino.com	■	■	■	■	■	■	■	■	■	■	■	■
See ad page 37	House of Imports, Inc. 9815 NW 27th Ave., Miami, FL 33147 305-691-4778 • (f) 305-691-4779 www.house-of-imports.com • houseofimports00@aol.com	■	■	■	■	■	■	■	■	■	■	■	■
See ad page 25	Imperial Industries, Inc. PO Box 1685, Wausau, WI 54402 800-558-2945 • 715-359-0200 • (f) 715-355-5349 www.imperialind.com • toma@imperialind.com	■	■	■	■	■	■	■	■	■	■	■	■
See ad page 100	ITI Trailers & Truck Bodies, Inc. 8535 Mason Dixon Hwy., Meyersdale, PA 15552 888-634-0080 • 814-634-0080 • (f) 814-634-5846 www.itimfg.com	■	■	■	■	■	■	■	■	■	■	■	■
See ad page 52	KeeVac Industries, Inc. 3100 Cherry Creek S Dr., # 704, Denver, CO 80209 866-789-9440 • 303-789-9440 • (f) 303-459-4439 www.keevac.com • kevin@keevac.com	■	■	■	■	■	■	■	■	■	■	■	■
See ad page 97	L. T. & E., Inc. PO Box 106, Arcola, IL 61910 800-848-3727 • 217-268-4650 • (f) 217-268-4705 www.ltetanks.net • ltetanks@yahoo.com	■	■	■	■	■	■	■	■	■	■	■	■
See ad page 12	Lely Manufacturing, Inc. PO Box 789, Wilson, NC 27894 800-334-2763 • 252-291-7050 • (f) 252-237-7726 www.lelyus.com • rcoffey@lelyus.com	■	■	■	■	■	■	■	■	■	■	■	■
See ad page 68	LMT - VAXTEEL 1105 SE 2nd St., Galva, IL 61434 800-545-0174 • 309-932-3311 • (f) 877-471-2564 www.vaxteel.com • info@vaxteel.com	■	■	■	■	■	■	■	■	■	■	■	■
See ad page 22	Longhorn Tank & Trailer, Inc. PO Box 1147, Gravette, AR 72736 800-422-9840 • 479-787-7910 • (f) 479-787-6935 sales@longhorntank.com	■	■	■	■	■	■	■	■	■	■	■	■
See ad page 1 Eastern & Midwest Supplement	Marengo Fabricated Steel, LTD. 1089 Co. Rd. 26, Marengo, OH 43334 800-919-2652 • 419-253-2119 • (f) 419-253-2120 www.mfsltd.com • michelle@mfsltd.com	■	■	■	■	■	■	■	■	■	■	■	■

VACUUM TANK 2013 DIRECTORY

		Up to 3,000 Gallons	3,000 - 5,000 Gallons	5,000 Gallons and Over	Vacuum Trailers	Portable Restroom Service Trucks	Slide-In Units	Steel Tanks	Stainless Steel Tanks	Aluminum Tanks	Hazardous/DOT Certified Tanks	Multi-compartment Tanks	Used Vacuum Trucks
See ad page 93	Marsh Industrial PO Box 1107, Kalkaska, MI 49646 800-952-1537 • 231-258-4870 • (f) 231-258-2019 www.marshind.com • sales@marshind.com	■	■	■	■	■	■	■	■	■	■	■	■
See ad page 18	Mid-State Tank/Arthur Custom Tank PO Box 317, Sullivan, IL 61951 800-722-8384 • 217-728-8383 • (f) 217-728-8384 www.midstatetank.com • ggood@midstatetank.com	■	■	■	■	■	■	■	■	■	■	■	■
See ad page 4 Eastern Supplement	Mid-State International Trucks of WI 6335 Packer Dr., Wausau, WI 54401 800-236-2044 • 715-845-2244 • (f) 715-845-3940 www.midstatetruck.com • allen@midstatetruck.com	■	■	■	■	■	■	■	■	■	■	■	■
See ad page 62	National Truck Center 9750 NW 27th Ave., Miami, FL 33147 305-691-8407 • (f) 305-691-8416 www.nationaltruckcenter.com	■	■	■	■	■	■	■	■	■	■	■	■
See ad page 101	PCI Manufacturing, LLC PO Box 296, Sulphur Springs, TX 75483 800-256-5633 • 903-885-6772 • (f) 903-885-3099 www.pcmfgllc.com • pcisales@pinncompanies.com	■	■	■	■	■	■	■	■	■	■	■	■
See ad page 95	Pik Rite, Inc. 60 Pik Rite Ln., Lewisburg, PA 17837 800-326-9763 • 570-523-8174 • (f) 570-523-8175 www.pikrite.com • sales@pikrite.com	■	■	■	■	■	■	■	■	■	■	■	■
See ad page 53	PolyPortables, LLC 99 Crafton Dr., Dahlonoga, GA 30533 800-241-7951 • 706-864-3776 • (f) 706-864-8111 www.polyportables.com • office@polyportables.com	■	■	■	■	■	■	■	■	■	■	■	■
See ad page 112	 Presvac Systems 4131 Morris Dr., Burlington, ON L7L 5L5 Canada 800-387-7763 • 905-637-2353 • (f) 905-681-0411 www.presvac.com • sales@presvac.com	■	■	■	■	■	■	■	■	■	■	■	■
See ad page 11	 Progress Tank 1201 W 31st St., Kansas City, MO 64108 800-255-0008 • 816-714-2600 • (f) 816-714-2601 www.progressvactruck.com • sales@progresstank.com	■	■	■	■	■	■	■	■	■	■	■	■
See ad page 98	Robinson Vacuum Tanks 306 Runville Rd., Bellefonte, PA 16823 800-252-3848 • (f) 814-353-4212 www.robinsontanks.com • info@robinsontanks.com	■	■	■	■	■	■	■	■	■	■	■	■
See ad page 67	Rush Refuse Systems 8810 IH 10 E, San Antonio, TX 78219 877-661-4511 • (f) 210-835-2278 www.rushrefusesystems.com • refusessales@rush-enterprises.com	■	■	■	■	■	■	■	■	■	■	■	■
See ad page 2, 35	Satellite Industries 2530 Xenium Ln. N, Plymouth, MN 55441 800-328-3332 • 765-551-1250 • (f) 800-328-3334 www.saelliteindustries.com • west@satelliteco.com	■	■	■	■	■	■	■	■	■	■	■	■
See ad page 48	Slide In Warehouse 3100 Cherry Creek S Dr. #704, Denver, CO 80209 888-445-4892 • (f) 303-459-4439 www.slideinwarehouse.com • info@slideinwarehouse.com	■	■	■	■	■	■	■	■	■	■	■	■
See ad page 86	Specialty B Sales 2100 E Booth St., Searcy, AR 72143 800-364-7307 • 501-279-0001 • (f) 501-279-0003	■	■	■	■	■	■	■	■	■	■	■	■
See ad page 86	 Stahly 1201 E Bell St., Bloomington, IL 61701 800-678-2459 • 309-662-5344 • (f) 309-662-5409 www.stahly.com • trstahly@gmail.com	■	■	■	■	■	■	■	■	■	■	■	■
	 Super Products LLC 17000 W Cleveland Ave., New Berlin, WI 53151 800-837-9711 • 262-784-7100 • (f) 262-784-9561 www.superproductsllc.com • info@superproductsllc.com	■	■	■	■	■	■	■	■	■	■	■	■

VACUUM TANK 2013 DIRECTORY

		Up to 3,000 Gallons	3,000 - 5,000 Gallons	5,000 Gallons and Over	Vacuum Trailers	Portable Restroom Service Trucks	Slide-In Units	Steel Tanks	Stainless Steel Tanks	Aluminum Tanks	Hazardous/DOT Certified Tanks	Multi-compartment Tanks	Used Vacuum Trucks
 See ad page 83	TankTec 10100 Quinn St. NW, Minneapolis, MN 55443 888-428-6422 • 763-755-8075 • (f) 763-757-9788 www.tanktec.biz • snelson@tanktec.biz	■	■			■	■	■	■	■	■	■	
See ad page 109	Thompson Tank Inc. 8029 Phlox St., Downey, CA 90241 800-421-7545 • 562-869-7711 • (f) 562-869-7214 www.thompsonstank.com • harleystanley@thompsonstank.com	■	■	■	■	■		■	■		■	■	
See ad page 41	Transport Truck Sales, Inc. 6740 Kaw Dr., Kansas City, KS 66111 888-395-7551 • 913-334-2400 • (f) 913-334-4576 www.transporttruck.com • scott@transporttruck.com	■	■	■	■			■	■	■	■	■	■
See ad page 5	Transway Systems, Inc. 314 Lake Ave. N, Hamilton, ON L8E 3A2 Canada 800-263-4508 • 905-578-1000 • (f) 905-561-9176 www.transwaysystems.com • gary@transwaysystems.com	■	■	■	■	■	■	■	■	■		■	■
See ad page 4 Eastern Supplement	Tremcar Inc. 790 Monrillard Ave., St-Jean-sur-Richelieu, QC J2X 5G4 Canada 800-363-2158 • 450-347-7822 • (f) 450-347-8372 www.tremcar.com • blanchettej@tremcar.com	■	■	■	■	■	■	■	■	■	■	■	■
See ad page 24	Truck Center of Fort Worth, Inc. 2901 N Freeway, Fortworth, TX 76106 800-709-3184 • 817-624-3181 • (f) 817-625-2814 www.fortworthtruck.com • mporter@fortworthtruck.com	■	■	■	■	■	■	■	■	■	■	■	■
See ad page 3 Midwest Supplement	Truck Country 10785 Rte. 61 S, Dubuque, IA 52003 800-553-3642 • 563-556-3773 • (f) 563-556-3420 www.truckcountry.com • annmiller@truckcountry.com	■											■
See ad page 7 Eastern Supplement	Truck Services of Virginia 707 Albany Ave., Richmond, VA 23224 800-550-0132 • 804-231-9116 • (f) 804-233-8001 www.tsva.net • mark@tsva.net	■	■	■	■	■		■	■	■	■	■	■
See ad page 34	Truck Works Inc. 4102 W Adams St., Ste. 2, Phoenix, AZ 85009 877-894-8757 • 602-233-3713 • (f) 602-233-0550 www.truckworksinc.com • equipmentsales@truckworksinc.com	■	■	■	■	■		■	■	■		■	
See ad page 38	TSI Tank Services, Inc. PO Box 8136, Cranston, RI 02920 866-720-4999 • 401-688-0043 • (f) 401-383-7462 www.tankservicesinc.com • jerry@tankservicesinc.com	■	■	■	■	■	■	■	■	■	■	■	■
See ad page 2 Eastern & Midwest Supplement	V & H, Inc. 1505 S Central Ave., Marshfield, WI 54449 800-826-2308 • 715-486-8800 • (f) 715-387-0657 www.vhtrucks.com • b.stroetz@vhtrucks.com	■	■	■	■	■		■	■	■	■	■	■
 See ad page 21	Vac-Con, Inc. 969 Hall Park Rd., Green Cove Springs, FL 32043 888-491-5762 • 904-493-4969 • (f) 904-284-3305 www.vac-con.com • vns@vac-con.com	■						■					■
See ad page 45	Vacutrix Limited 20 Martin Ln., Elmira, ON N3B 2A1 Canada 800-305-4305 • 519-669-1625 • (f) 519-669-8331 www.vacutrix.com • info@vacutrix.com	■	■	■	■	■	■	■	■	■	■	■	■
 See ad page 3, 5 Eastern & Midwest Supplement	Vacuum Sales, Inc. 51 Stone Rd., Lindenwold, NJ 08021 800-547-7790 • 856-627-7790 • (f) 856-627-3044 www.vacuumsales.com • sales@vacuumsalesinc.com	■	■	■	■	■	■	■	■	■	■	■	■
See ad page 55	Wastequip 6526 Morrison Blvd., Ste. 300, Charlotte, NC 28211 877-468-9278 www.wastequip.com • sales@wastequip.com	■	■	■	■	■			■		■		
See ad page 56	Wee Engineer, Inc. 282 Delaware St., Dayton, IN 47941 877-296-5555 • 765-296-2027 • (f) 765-296-3027 www.wee-engineer.com • bparker@wee-engineer.com		■			■		■	■	■		■	

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

Saving For a Rainy Day

Ample liquid cash reserves help you weather inevitable fiscal storms and emerge with your profitability and long-term business plan intact **By Erik Gunn**

“Save for a rainy day!” How many of us heard that advice as kids when we got that first bank account or perhaps learned elementary financial management in school? Now that we’re adults, we may appreciate the advice even more – and even better, follow it.

It’s advice that’s just as important for a business as for an individual or a household. And for a small business entrepreneur, it can be especially hard to follow – as financial advisor Alan Moore knows well.

“We tend to be risk takers,” says Moore, who operates Serenity Financial Consulting LLC with offices in Milwaukee, Wis. “Many of us had to put absolutely everything we own into a single pot to start the business.” As the business grows and revenues build, there’s a temptation to use it to buy new equipment, expand the business, or even just invest it in something with a high yield. “As a risk taker it can be so hard to just see cash sitting in an account and not doing anything.”

But however difficult it may be, putting away cash is critical to the long-term survival of your business. No matter how well you’re doing now, a business downturn is inevitable. Whether you survive can depend on how substantial your rainy day fund turns out to be. That will be when you find out for yourself what Moore says: “The cash reserve is the single most important investment that a business can make.”

HOW MUCH?

For an individual or household, the standard rainy-day-fund advice is to save three to six months’ salary to tide you over to cover bills and expenses if you lose your job. For business, that might be a starting point, but the principles are more complex. “It’s more about, what will it take to survive?” Moore points out. Ask yourself:

“We tend to be risk takers. Many of us had to put absolutely everything we own into a single pot to start the business ... As a risk taker it can be so hard to just see cash sitting in an account and not doing anything.”

Alan Moore

How steady is your monthly cash flow? Does it go up and down sharply, perhaps because of seasonal factors that influence the demands for your business? Or are you pulling in roughly the same amount of revenue each month? The more volatile your cash flow, the larger reserves you are likely to need.

What is the nature of your expenses, and are there easy ways to cut back if money gets tight? Are your personal reserves strong enough that you don’t need to keep paying your own salary? Will you try to find a new complementary line of business for which you’ll need to spend money marketing and buying equipment?

How large and diverse is your client base? “The larger and more diverse the income streams and client base, the less risk you have potentially in bad times,” Moore says. If a large part of your income comes from one client that suddenly closes or switches to a competitor, your revenues and profits will take a big hit.

The same is true if you have several clients, but they’re all in a niche vulnerable to common disaster. Imagine the plight of a septic pumper in a resort region who has all the contracts to pump out systems for area campgrounds – and then a massive forest fire closes the camps for months until they can make repairs.

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If you have a wide variety of customers and no single one represents a big chunk of your business, you may be able to get by with smaller reserves.

And what about your supplier base? If you count on one equipment or consumables supplier who suddenly goes out of business, your company might suffer, too, until you find a new vendor, or even if you just have to pay a higher price to buy from someone else.

Where do you get it? The answer will be different for everyone. If you collect deposits from customers before starting work, Moore suggests funneling that check straight to your rainy day fund. That might not be possible for everyone. Many small contractors put deposits to work buying materials for the job itself. And some might not collect a deposit at all.

In that case, Moore advises putting a fixed percentage of each dollar in revenue – 5 or 10 percent, say – into your reserve fund.

Perhaps a sudden windfall, or at least part of it, could be diverted to your rainy day fund as well.

How do you keep it? An effective rainy day fund has three critical features: It's liquid – easy to get at without fees or penalties. It's safe – not at risk of losing value because of market fluctuations. And it's out of sight.

For liquidity, nothing beats a savings or checking account. You don't even want to put it in CDs, although they earn a little more, because if you have to cash out early, the penalty will wipe out your return.

Shop around for the best interest rate you can find, using a service such as bankrate.com to help you make comparisons. A money market bank account may give you a higher rate of interest. Use that, but only if you can be sure you won't have to suddenly go below the minimum balance, which not only stops paying interest but may start incurring fees.

Moore understands the temptation to put at least some reserves into a higher-yielding investment, such as a mutual fund, even one balanced between stocks and bonds. His advice: Don't do it!

"Your reserves are insurance against bad markets," he notes. And what happens in bad markets? Investments often go down. Suddenly that reserve fund you've put into an investment portfolio so you can get a 3 percent return instead of the 1 percent the bank offers is down 10 percent, 20 percent or more – wiping out whatever you might have gained and more.

As for "out of sight," at the very least the reserves should be in a completely different savings account from the accounts you routinely use to pay bills and receive revenue. But Moore

often suggests clients go a step further, and put the reserve in a completely different bank.

Although you want it liquid, "you don't want it super-accessible," he explains. "If you stare at it every day when you log in to look at your checking account, you're going to see that money just sitting there and it will bother you."

PEACE OF MIND


When the worst happens and business suddenly goes south, it's critical to be thinking about what really matters. And that shouldn't be how you're going to get through the month. "You

need to focus on correcting the underlying issue, not paying your bills," Moore says. "If your main focus is how to make payments, you're going to be focused on the wrong thing."

Suddenly, when a new customer calls, you'll feel desperate to make a sale. Perhaps you'll ignore red flags that would tell you to turn the business down. Or you'll undercut yourself in your bid just to get the business. But if you have healthy reserves when you need to crack open that piggy bank, you can take a deep breath and really think long-term. And that will be the best way to bring your business back. ■

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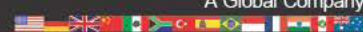
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Jim is an emeritus professor at the University of Minnesota Department of Soil Water and Climate, education coordinator for the National Association of Wastewater Technicians, and recipient of the pumping industry's Ralph Macchio Lifetime Achievement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

Looking Under the Hood of an ATU

If a traditional septic system is a basic Ford or a Chevy, the system with an ATU is a performance car that requires a little more tweaking to burn that rubber **By Jim Anderson**

Last month I explained how ATUs operate and different categories of the units. Now we'll talk about general information covering all ATUs.

Specific units require additional training provided by the manufacturer, but a service provider is going to encounter systems of various types and ages and needs to be able to evaluate the units to determine the next steps. Several years ago, the Consortium of Institutes for Decentralized Wastewater Treatment put together good materials on operation and maintenance. The materials included an extensive manual and a series of checklists used to evaluate different systems.

The first step is to assess the general operation and site, which involves three areas.

If odors are present, you need to locate the odors and determine if there is foaming or other evidence of bulking to the surface. There should not be odors around the site; they indicate some type of problem. It could be lack of proper venting or hydraulic or organic overloading. Some units have an active foaming process as a part of the aeration, but in general it's not normal to find material foaming or residues indicating foaming outside of the unit.

The debris must be removed from the device during the maintenance visit. Filters can be washed, but must be dry before installation.

ACCESS IS KEY

Basic questions will determine access to the unit. If you cannot access parts of the units to service them, this is a problem in terms of the unit's long-term operability, particularly if the unit has been installed as a "best management practice."

Access to lids and risers is important. If buried, one of the first upgrades you suggest to the homeowner may be to bring risers to the surface. Also, you want to make sure risers are watertight. If they are not, surface water may enter the unit, causing improper operation. Watch that water does not pond around the risers and increase the potential for infiltration. Lids should be securely fastened to restrict access and the lids should be in an operable condition.

Check the air supply. There are four ways to supply air to the ATU: using an aspirator, a compressor, a blower or free air. If maintenance is

performed, the specific manufacturer's guide should be consulted.

Most units require continuous airflow. The exceptions are units that use a timer or require turning the unit on and off. The service provider needs to see whether the unit is operating properly. If it is off, the provider needs to determine if it's because it is in the off mode or it doesn't operate at all.

AIRFLOW SYSTEMS VARY

Distribution of air into the aeration chamber can be achieved through several different approaches, specific to each manufacturer. In general, piping carries air to the distribution point in the chamber. This point may be either aspirators in the aeration chamber drawing air into the chamber, a diffuser in the chamber, or an orifice. The piping for the aspirators needs to be cleaned to remove materials accumulating on the inside. Diffusers may need to be cleaned or replaced periodically to maintain airflow.

Operating pressure or vacuum can be used as a means to estimate the airflow through the system. The service provider can check the operating pressure and track it over time to indicate changes in the air supply. The measurement is usually taken close to the unit. A Schrader valve, which looks like a stem on a tire, can be placed in the piping network to check the pressure. A pressure gage is attached to the valve to obtain the reading. A vacuum gauge can measure the draw of air into the system.

Maintenance of the airflow system is necessary. The airflow system begins at the inlet and stops where air exits the treatment system. The entry to the air pump can be protected by filters, screens or vents, which prevent debris from entering the system. The type of inlet device depends on the air pump and its ability to handle solids. The debris must be removed from the device during the maintenance visit. Filters can be washed, but must be dry before installation.

VENTING SYSTEMS

Once air enters the system, it must come out somewhere. This requires venting. The service provider must check to see that air can flow into and out of the system. You don't want a situation where someone has solved an odor problem by simply plugging the system. The units will vent in different ways. Some allow venting back through the house plumbing. The unit will either have a special vent, or will have a riser that comes up with a vent cap. Some units will have a biofilter that scrubs the air coming off of the unit to remove a musty odor. Biofilters are especially useful when treating high-strength waste.

Next month we will explore evaluation of the ATU aeration chamber as well as additional concerns about overall ATU operation. ■

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NAWT hosting the 6th Waste Treatment System Symposium in Indiana

By Courtney Peterson

The National Association of Wastewater Technicians is hosting the 6th Waste Treatment Symposium Sept. 25-26 at James Penner's AA Septic Service & Rotary Sewer Cleaning, Inc., dewatering facility near Indianapolis in Clayton, Ind. Classroom discussions will be held at nearby Camp Camby, covering how to evaluate whether a treatment facility is the way for you to go, what the financial institutions are going to look for when you ask for a loan, what regulators are going to need and how to select an engineer when the time comes to put the plan on paper.

Industry contractors already running successful facilities will teach you about treatment processes, review case histories, help you understand the economics of unit processes and tour an operating facility. Equipment manufacturers will demonstrate a variety of dewatering technologies while processing actual septage. In addition to educational opportunities, there will be extended coffee breaks, lunches, exhibits, and an evening reception to 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 information go to the NAWT website at www.nawt.org

Call for nomination - NAWT Excellence in Service Award

The NAWT board of directors would like you to make a call for nominations for the annual Excellence in Service Award. This award recognizes an individual or company the NAWT board feels has exhibited exceptional service in the wastewater profession. The nomination criteria and instructions are provided below. Take initiative to nominate someone for their ingenuity and contribution to the industry.

Basis for Award

The award recognizes a NAWT member or NAWT-sponsored individual or company that has shown exceptional accomplishments in their service to the community and to the wastewater profession. This award will be presented next February at the Pumper & Cleaner Environmental Expo International in Indianapolis.

Nomination forms and additional information on nomination criteria can be obtained by calling the NAWT office at 800/236-6298, emailing info@nawt.org, or downloading the form from www.nawt.org. Submit the application packet to the NAWT office marked ATTN: Excellence in Service Award Committee by email to info@nawt.org or by mail addressed to NAWT, 1901 N. Roselle Road, Suite 920, Schaumburg, Ill. 60195. All nomination forms must be postmarked by Oct. 1.

\$1,000 William Hapchuk Scholarship

Are you, your kids, or someone else you know getting ready to go off to college? There is a scholarship available through NAWT. Simply create and design a bumper sticker representing NAWT, and write a 250-500 word essay on why you think NAWT should choose yours. Your new creation may be used by NAWT for years to come or you might even see it on a truck that passes you someday. A \$1,000 scholarship will be awarded to a current full-time college student majoring in environmental science, life science or related curriculum.

The William Hapchuk Memorial Scholarship is named for one of the founding members of the Pennsylvania Septage Management Association. An application found on our website can be emailed or mailed to NAWT for the Scholarship Committee to review. Deadline for all applications is Jan. 1, 2014. Don't miss your chance to receive extra funding for your higher education. ■

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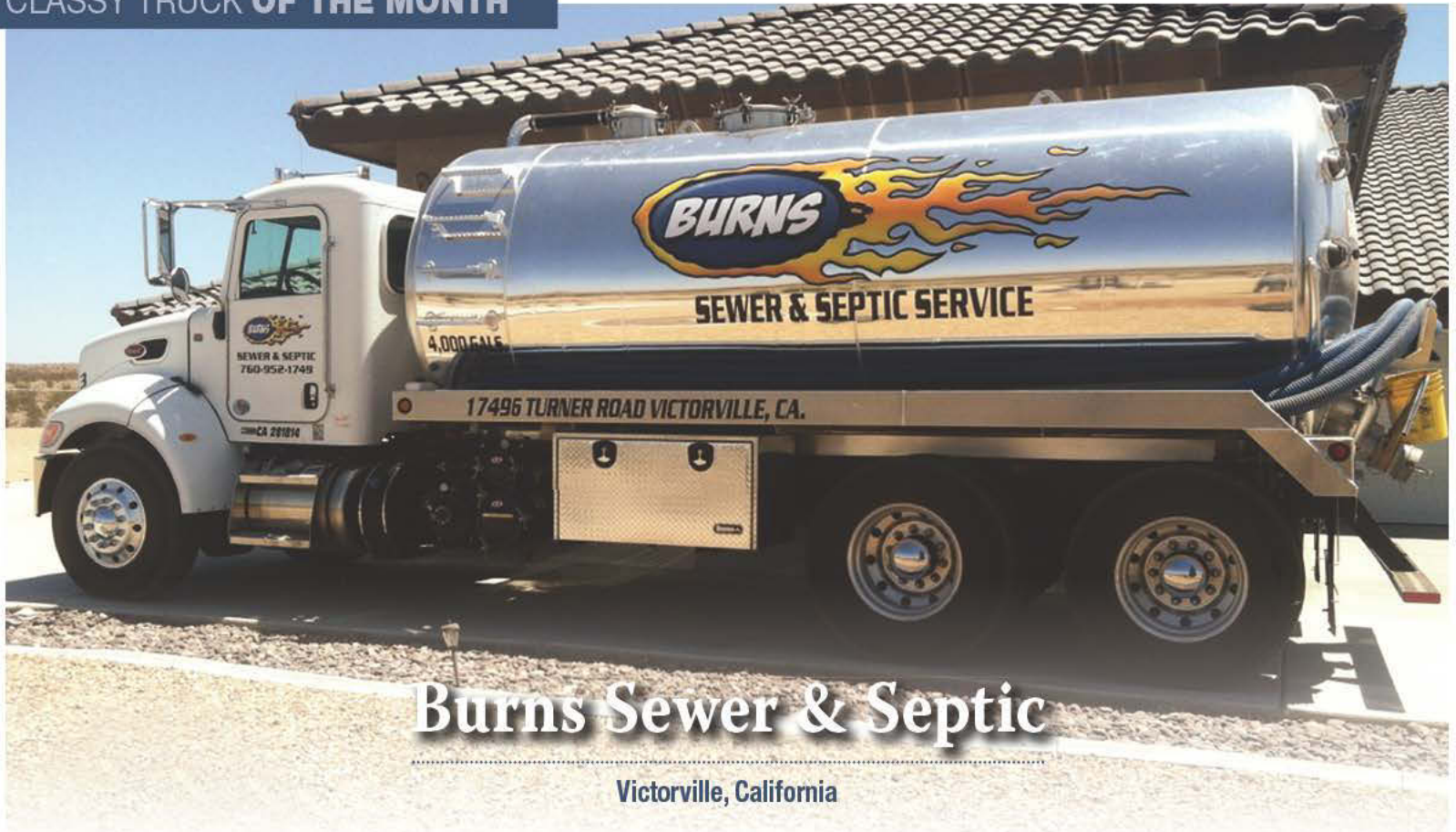
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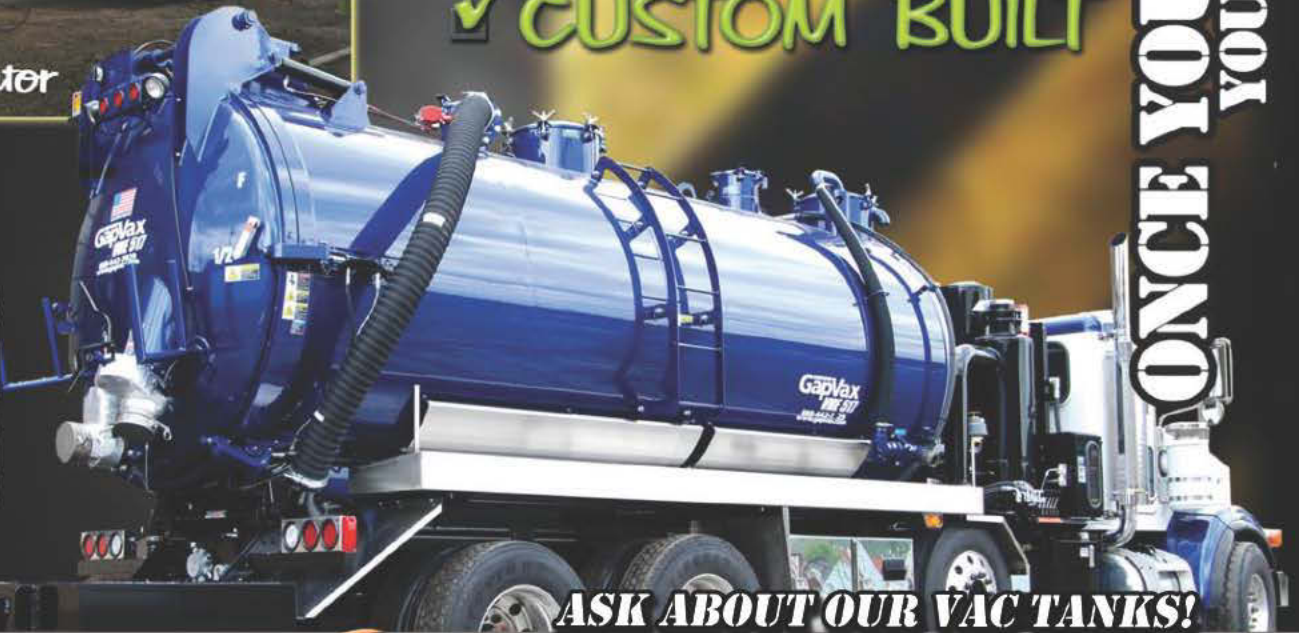
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VACUUM PUMPS

CONTINUOUS-DUTY VACUUM PUMP

The **LC580** vacuum pump, known as "The Boss", was developed by **CEI Chandler Equipment Inc.** and **Jurop** for continuous heavy-duty applications. It is designed for 4-inch components, and has a recommended input speed of 1,000 rpm with an output of 577 cfm at free air, and 512 cfm at 18 inches of vacuum. The liquid-cooled design allows for it to operate at higher efficiency for a longer period of time. **800/342-0887; www.chandlerequipment.com.**



COMPACT VACUUM PUMP



The **Eliminator MK250** vacuum pump package from **Fruitland Manufacturing** is engineered with heavy-duty and integral secondary shut-off, oil-catch muffler, drive coupling, vacuum/pressure gauge and all relief and drain valves. Hydraulic or gearbox drive adapters make the vacuum system easy to hook up, durable and professional. The package measures 26 inches wide by 23 inches high, making installation convenient for trucks with limited frame space. The pump offers low oil consumption, including an automated oiling system with steel oil lines, pump oil level sight gauge, vane gauging ports, anti-shock design, three primary cooling phases and a two-year parts and service warranty. **800/663-9003; www.fruitland-mfg.com.**

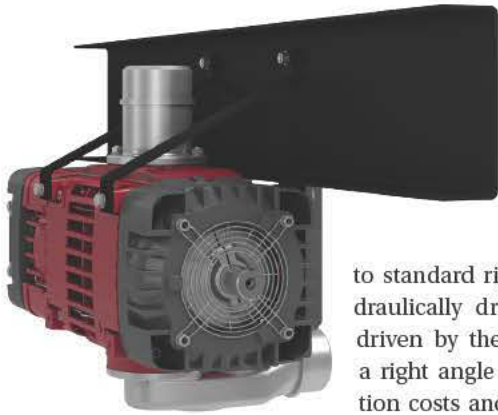
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INLINE-DRIVE VACUUM PUMP

The **RFL100DV(L)** I inline-drive vacuum pump from **Gardner Denver Wittig** provides an alternate arrangement

to standard right angle gear drive or hydraulically driven vacuum pumps. It is driven by the PTO, and doesn't require a right angle gearbox, reducing installation costs and preventing pump damage due to shaft misalignment. The mount-

ing bracket included allows mounting between the frame rails to save space. The discharge flange can be rotated to provide discharge in any direction, allowing for proper fit for various applications. **217/222-5400; www.gardnerdenverproducts.com.**

FAN-COOLED VACUUM/PRESSURE PUMP

The **VK650** fan-cooled vacuum/pressure pump from **Masport** features an integrated inlet filter that includes washable stainless steel filter for long filter life. It features a Posi-Lock handle for secure positioning. The pump offers 23 inches Hg continuous and 27 inches Hg intermittent vacuum and features heavy-duty bearings, Viton oil seals, a fan-cooled system for higher continuous operation, a flushing port, automatic oil pump and a vane inspection port. Its cushioned spring washer design prevents rotor-to-end cover contact created by direct PTO drive or misaligned belt-drive systems. **800/228-4510; www.masportpump.com.**



LIQUID-COOLED VACUUM PUMP

The **PM2600** heavy-duty, liquid-cooled vacuum pump from **Moro USA** is capable of pumping nonvolatile liquids and sludge from long distances. Features include an integrated check valve, changeover valve and automatic oiling system allowing for easy operation and installation. It features industrial-duty bearings, seals and low operating speed, a 4-inch flange connection, and is capable of flows up to 824 cfm. It produces

29 psi and a continuous vacuum of 24 inches Hg, and is available in a pre-assembled package complete with stand, secondary, oil catch and drive, gearbox, hydraulic, pulley or engine drive. **800/383-6304; www.morousa.com.**

HIGH-PRESSURE RECIPROCATING PUMP



The **Myers HPL Series** high-pressure reciprocating pump from Pentair-Myers was designed with new cartridge valves, an open cradle for packing and plunger maintenance, and an external lube filter to minimize maintenance time. It provides

true 120 gpm at 3,000 psi and true continuous-duty operation. For significant noise reduction, it has heavy castings, urethane valve inserts, and internal gear reduction. The gear end is pressure lubricated instead of relying on splash lubrication, important when running at lower speeds for applications like cold weather recirculation. It is designed for multiple installation options: right-hand or left-hand drive, horizontal, angled, or inverted. It has flow capacities from 36 to 170 gpm over a speed range of 530 to 1,770 rpm. **888/416-9513; www.femyers.com.**

BLOWERS

TRUCK BLOWER

The **KAIV-320** positive displacement vacuum blower from **BRUDON Air Vac / Kay International** offers a robust housing design and impeller profile that reduces pulsation, noise and slippage. It is rated at 1,400 cfm at 28-inches maximum vacuum, and features a low-pulsation tri-lobe impeller design and large oil sumps for increased bearing lubrication. It is designed with footprint interchange capability for ease of installation without major retrofit or modification to the existing airflow system. **780/440-1634; www.brudonairvac.ca.**



HIGH-VACUUM BLOWER

The **Challenger 5314** high-vacuum blower from **National Vacuum Equipment** is a 1,500-cfm high-vacuum blower designed for continuous duty at maximum vacuum. It is available in a ready-to-install hydraulic or belt-drive package using corrosion-resistant stainless steel internal components. Available packages include silencers, check valves, moisture trap, cyclone, four-way vacuum/pressure changeover valve and a rugged powder coat painted skid. **800/253-5500; www.natvac.com.**

(continued)

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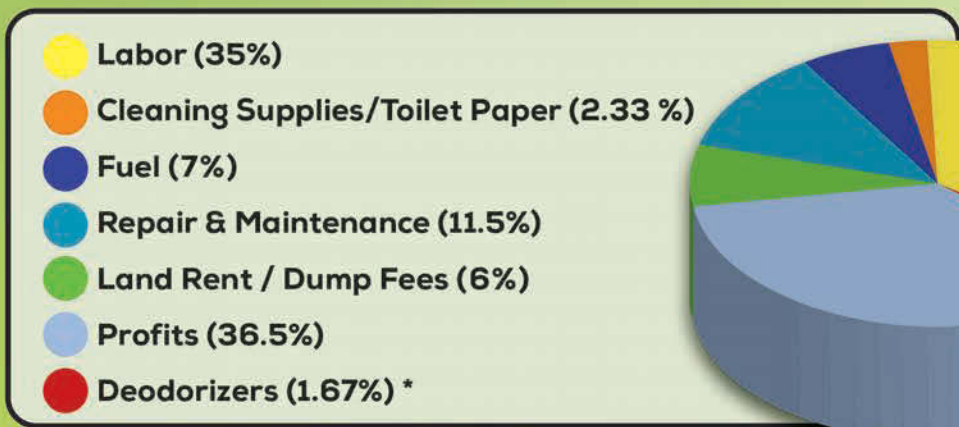
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provide you with knowledgeable information about what to use in the hot summer months or the dead of winter. Chances are they will not be the same product. You may spend more in the summer to keep your restrooms fresh, but save money in the winter by going to a less powerful formula.

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PARTS/COMPONENTS

CAM-LEVER COUPLING

Locking cam-lever couplings from **Banjo Corp.** feature an easy-action locking lever. Features include an extended male thread, three-arm coupler and an EPDM gasket. They have a maximum capacity of 75 psi. The 303C coupling has 3-inch female coupler by 3-inch extended male thread. **765/362-7367; www.banjocorp.com.**



MATERIAL HANDLING HOSE



Tigerflex Amphibian AMPH Series heavy-duty polyurethane-lined wet or dry material handling hose from **Kuriyama of America** resists internal wear, especially in the hose bends. It is extremely flexible, with a convoluted cover and "Cold-Flex" materi-

als that resist kinking and promote flexibility in sub-zero temperatures. It is oil and UV resistant, and can be used for fly ash collection, hydroexcavation, industrial vacuum equipment, rock, gravel, sand and crushed concrete vacuuming, sewer truck boom hose, and slurry handling. **847/755-0360; www.kuriyama.com.**

TRUCK-MOUNTED SPRAY SYSTEM

The truck-mounted **Pathfinders** spray system from **Satellite Industries** reduces mold and bacteria by 86 percent over traditional cleaning methods. Using the system to apply a hospital-grade disinfectant manufactured by ECOLAB kills mold and bacteria, especially in hard-to-reach places such as between the tank and walls. In addition, the disinfectant removes rust and calcium deposits, and leaves a shiny residue that brightens the surface and resists graffiti and dust. **800/328-3332; www.satelliteindustries.com.**

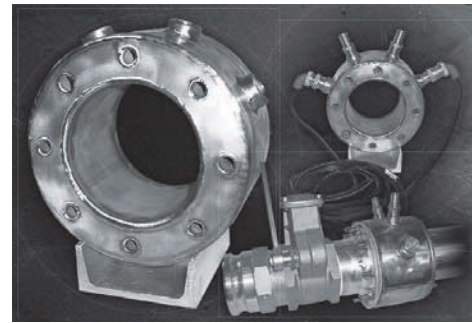


HYDRAULIC OIL COOLER SYSTEM

Severe-duty hydraulic oil cooler systems from **Ledwell** are available in two sizes - 35 and 60 gpm. Designed to operate with an 8-gallon reservoir, the assembly weighs less than 100 pounds dry. The units are capable of removing damaging heat in circuits more than 50 hp. They are equipped with IP68, 12-VDC fans for cooling, temperature switches and bypass valves to protect the cooler core. Also included are 10-micron-rated return-line filtration and a return-line diffuser to de-aerate the oil. All hose/port connections are leak-proof O-ring threaded. Options include a low-oil shutdown float. **888/533-9355; www.ledwell.com.**



HEATED VALVE COLLAR

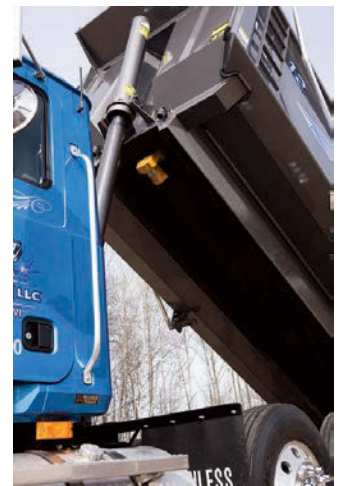


Heated collars from **L. T. & E.** are designed to keep valves from freezing. Made of 304 stainless steel, collars are available in 3-, 4- and 6-inch sizes. Connected to the cooling system, the collars circulate anti-freeze and are bolted between two flanges (ANSI or TTMA bolt pattern). They

include extra pipe couplings for installing the optional 110-volt heater and thermostat for freeze control when the truck is parked overnight. **800/296-8035; www.ltetanks.net.**

DC TRUCK VIBRATOR

The **Cougar** DC truck vibrator from **Martin Engineering** improves speed and efficiency when unloading trucks and other mobile equipment and off-loading of industrial waste, including difficult materials such as dry bulk powders, slurries and even thick sludge. The heavy-duty electric unit is suited to dump trucks with a 10- to 15-yard capacity, live-bottom tandem dump trucks carrying 15 to 30 yards, large spreaders and vacuum trucks. It delivers 4,000 vibration cycles per minute, with 3,200 pounds of force, while drawing just 85 amps from the 12V model and 62 amps from the 24V version. **800/544-2947; www.martin-eng.com.**



(continued)

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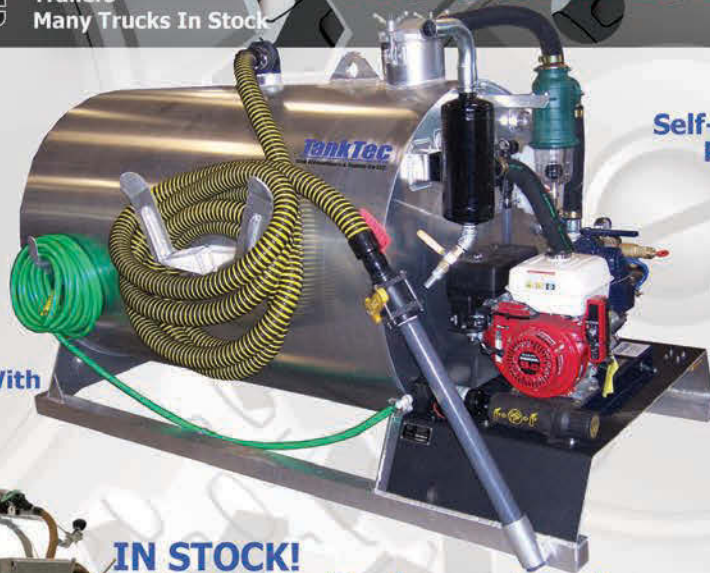
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TankTec vacuum trucks

CASE STUDIES

CASE STUDY: CENTRIFUGAL PUMPS SOLVE OVERHEATING ISSUES

Problem: Best Enterprises, long-time vacuum truck builder located in Cabot, Ark., was experiencing consistent overheating and failure of wash-down pumps due to cycling. They had been using a pressure switch to prevent pump failure, but leaks in the lines and valves would constantly turn the pump on and off. Cycling was causing the pressure switch to fail as well.

Solution: MTH Pumps suggested its DC10 centrifugal pump, with the use of a simple bypass line. It is designed to run for up to two hours at shutoff without any heat or mechanical seal problems, eliminating the need for valves and pressure switches. Manufactured with cast stainless steel wetted parts and adding a standard dry run seal enhances reliability.



Result: After more than five years, Best Enterprises has a nearly flawless record using these pumps. 630/552-4115; www.mthpumps.com.

CASE STUDY: PORTABLE RESTROOM VACUUM UNIT NEEDED FOR COLD CLIMATE

Problem: The portable sanitation vacuum unit owned by R.C. Stahlnecker, Milton, Pa., was at the end of its life cycle. It had the standard two compartments – wastewater and freshwater. Working in a cold climate, Stahlnecker wanted to batch-mix a saltwater brine solution in cold weather and transport rather than mix the brine as needed at worksites.



Solution: Because the new chassis was tight for space, adding a separate plastic tank wasn't an option. So Pik Rite engineered a 1,250-gallon steel vacuum tank with three compartments. In addition, the unit was

equipped with dual-side service wands, a lowered heavy-duty restroom rack, a driver's side workstation, a 20-gpm wash-down freshwater system and six work lights for night and low-light work.

Result: Stahlnecker found hauling the premixed solution was more efficient, and technicians were able to service more units in a workday. 800/236-9763; www.pikrite.com.

TELESCOPIC CYLINDERS

Single-acting telescopic cylinders from Muncie Power Products have been engineered with machined hard stops for reliable stopping at the end of every stroke. The bore size of the final stage is larger but the average displacement of the stages has been reduced, which requires less oil and leads to faster cycle times and more lift using the same pressure. Features include 5- through 8-inch bores, 84- to 285-inch strokes, three to five stages, and 1-inch NPT porting standard. They have a self-bleeding design, increased stage overlap for added stability and support, a chrome-plated final stage, and a double lip polyurethane wiper. 800/367-7867; www.munciepower.com.



PRESSURE WASHER HOSE

Kobrajet I 4,000-psi pressure washer hose from Water Cannon is a wire non-marking gray hose ideal for cleaning surfaces likely to show hose marks, including pool patios, roof tops and indoor surfaces such as kitchen floors and countertops. It features high-tensile steel wire braid components, with free bend restrictors and a free swivel included in the package. It comes in a variety of lengths and works well with industrial and consumer pressure washers. It can endure temperatures from -40 up to 275 degrees F. 800/333-9274; www.water-cannon.com.



FILTER ACCESSORY KIT

Conde Accessory Kits from

Westmoor Ltd. include the primary, secondary, pre-filter, and oil catch muffler. They can be fitted with 1- or

1 1/2-inch NPT connections. The weld-in primary trap comes in a choice of CR steel, stainless steel or aluminum, with the secondary trap with drain and pre-filter constructed of stainless steel and the oil catch muffler with drain constructed of aluminum diamond plate. The kit is designed to protect the pump/vacuum system for several years. 800/367-0972; www.westmoorltd.com. ■





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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



2002 Peterbilt 357 Heavy Vac Unit
\$89,500

M-11 Cummins @ 305 hp., 8LL, Hendrickson beam susp., full lockers, cruise, low hour 866 Challenger Pump, full opening/dumping tank, 1985 PresVac Hazardous tank MC 312, 4,000 gal., 22k/46k axles



2001 Freightliner FL 112 Vector 2100 Vac Truck
\$89,500

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



2002 Mack CH613 with Marsh 2,300 Gal. Hazmat Tank
\$59,500

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



Vac Master Hydro Excavation Trailer
\$18,500

200 gal. freshwater, 500 gal. spoils, tandem, cant e lever susp., 20" manway, dumping, Kohler Pro 25 gas driven, Roots blower, pintle hitch, 9.50-16.5 tires, beacon lights



2000 International Vector 2100 Series Combo Unit
\$95,500

Cat dsl, automatic, Hendrickson susp., 20k/46k rating, 238" WB, AC, cruise, power divider, 4 freshwater tanks, Vector model 2115-36, SN:00-01-7131, full opening/dumping tank, NEW Roots 824 RCS rotary blower, jetter reel, remote, tele boom, dbl. frame, 22.5 rubber on steel



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

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



2006 Peterbilt 379 4,000 gal. Pres/Vac Unit
\$79,500

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



GAPVAX MC SERIES COMBINATION TRUCKS FEATURE AUTOMATED CONTROLS

in the
SPOTLIGHT
By Ken Wysocky

The new operating systems on the **GapVax** MC Series of combination vacuum trucks feature automated, computer-driven electronic controls that minimize manual operation, which in turn reduce downtime and improve productivity.

"Pretty much every operation on the truck is controlled through a computer, as opposed to hard-wired with switches," explains Mike Blair, an electrical-design technician at GapVax. "There's very little manual operation because the computer takes care of just about everything.

"Manual operation ... can lead to equipment breakdowns and decrease safety," he adds, noting that the system's built-in diagnostics safeguard machine operations and reduce downtime and maintenance costs. "Computers reduce the chances of operator errors and make it a lot simpler for different people to run the truck, which also cuts down on training time."

Electrical wiring is also reduced by 60 percent, improving reliability. "By eliminating a lot of wiring and electrical components, there are fewer things that can go wrong," Blair says. Moreover, system alarms and safety interlocks monitor and control all engagement and disengagement procedures, which increases efficiency.

Two full-color displays – a 4-inch unit in the cab and a 7-inch screen inside a weather-tight control box located at the front hose reel – allow operators to easily monitor functions and allow one-touch operation. The glare-resistant screens feature adjustable brightness control for better visibility.

The new system also offers fully proportional wireless and manual operation of both boom and hose-reel functions through separate joysticks. Using proportional control, operators increase operation speeds gradually, instead of taking an all-or-nothing approach, Blair says.

So far, the new electronic system is only available on the MC line of combination trucks, which can be customized for specific applications. Typically, the trucks feature a maximum 2,000-gallon water tank, up to 10-cubic-yard debris tanks and water pressure of up to 3,000 psi at 82 gpm, Blair says.

"Technology has been heading this way for a good while now," he says, referring to computerized controls. "The way the safety protocols keep getting pushed on these trucks, it's pretty much the way to go.

"Everyone is starting to see the benefits of the system in terms of safety, productivity and reliability," he adds. "At trade shows, old timers don't want anything to do with them, until they see how easy they are to work ... then they get on board. We try to design everything around the operator."

888/442-7829; www.gapvax.com

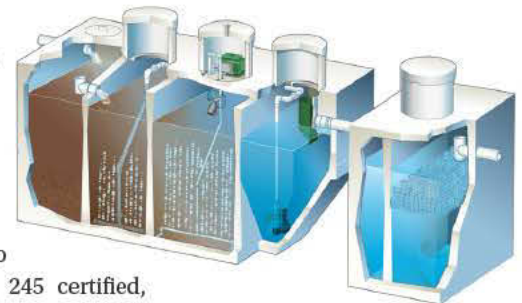
SJE-RHOMBUS TANK ALERT EZ ALARM

The Tank Alert EZ indoor/outdoor alarm system from SJE-Rhombus is designed to make installation of lift pump chambers, sump pump basins, holding and sewage tanks easier. The removable cover provides greater access for field wiring, while the 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 when 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.



NORWECO HYDRO-KINETIC WASTEWATER TREATMENT SYSTEM

The Hydro-Kinetic residential wastewater treatment system from Norweco is NSF Standard 40 and 245 certified, achieving 2.0 mg/L CBOD, 2.0 mg/L TSS and 7.9 mg/L total nitrogen. Flow-equalized liquid from the clarifier enters the filter, flows downward and is distributed beneath filtration media. It flows through the attached growth filtration media where final treatment takes place. The non-mechanical flow equalization process ensures full treatment, regardless of heavy-use periods. The system includes an A100 air pump and 1/3 hp SD103 recirculation pump with 2-inch discharge. 800/667-9326; www.norweco.com.



NLB 1,000 HP CONVERTIBLE WATERJETTER

The 1005 Series 1,000 hp convertible waterjetter from NLB Corp. delivers 4,000 to 20,000 psi. The two-model series can be converted to five operating pressures and flows to 333 gpm. The diesel-powered units have a slow-running quintuplex plunger pump and internal gearing that eliminates the need for large pulleys or belts. Features include a forged steel crankshaft in heavy-duty mounted bearings and drive pinion output shafts on both sides to accommodate opposite-hand drive. All operating controls are mounted on a separate accessory manifold for extra protection. 800/441-5059; www.nlbcorp.com.

ROM RESTROOM SERVICE UNIT

The Flexi 1900/1100 portable restroom service system from ROM bv is designed to empty and clean 50 to 75 units a day. The 1,455-pound unit can be mounted on 6.5- to 7.5-ton vehicles and is available with a Honda gasoline engine or PTO powered. The system has a 1,900-liter (502 gallon) waste tank and three freshwater tanks. A 300-liter tank (79.25 gallons) is used with a high-pressure washer. The two 400-liter tanks (106 gallons) are used to fill restroom holding tanks. www.rombv.com.



PREMIER TECH AQUA PHOSPHORUS REDUCTION SYSTEM

The DpEC onsite wastewater treatment system from Premier Tech Aqua is designed to reduce phosphorus discharges. The self-cleaning unit activates only when wastewater enters to reduce operating cost. The system makes it possible to replace holding tanks that must be emptied periodically,



or to build on land previously considered non-buildable. **800/632-6356; www.premiertechaqua.com.**

COXREELS 1185 HIGH-PRESSURE SERIES

Large capacity, 1185 Series high-pressure hose reels from Coxreels, featuring 1 1/2-inch ID models, are designed for up to 3,000 psi. The reels have an electroless nickel-plated steel 90-degree full-flow NPT swivel inlet and chemical-resistant AFLAS seals for high-pressure applications. Models are available with a solid steel direct hand crank or chain and sprocket retraction. **800/269-7335; www.coxreels.com.**



RIDGID ADVANCED LITHIUM 18V BATTERIES

Advanced lithium 18V batteries from RIDGID are available in 2.0 Ah and 4.0 Ah sizes with an operating range of 29 degrees to 158 degrees



F. The 2.0 Ah battery, standard with all RIDGID battery-powered press tools, can deliver 200 presses per charge, while the 4.0 Ah battery delivers 400 presses per charge. Both batteries have a lifespan of 400 to 500 charges. **800/769-7743; www.ridgid.com.**

DITCH WITCH HDD GUIDANCE SYSTEM

The TK Series HDD guidance system from Ditch Witch is designed to cut through interference from metal fences, radio signals and utilities.



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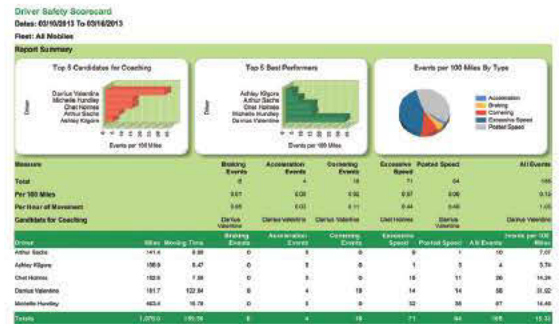
The SubDrive SolarPAK from Franklin Electric contains components to build a solar-powered well water system. Designed

for pumping clean water, the package includes a solar-powered controller, submersible pump, motor and flow switch for 5 to 90 gpm. **405/228-1204; www.franklin-electric.com.**

NEXTRAQ DRIVER SAFETY TRACKING REPORT

The Driver Safety Scorecard GPS tracking report from

NexTraq monitors and measures hard braking, quick acceleration, sharp cornering and excessive speed. The report provides a graphic ranking of the best and worst drivers, enabling managers to identify risky drivers and take action to eliminate aggressive driving, and reduce vehicle wear, fuel and insurance costs. **800/358-6178; www.nextraq.com.** ■



SJE-Rhombus names sales representative

SJE-Rhombus named Northeast Sales Associates to represent its product line in Upstate New York. NESA's sales team includes six outside representatives, two inside sales/service associates, a quotation manager and an office manager.

Martin Engineering, CCC Group form alliance

Martin Engineering and the CCC Group have partnered to design and manufacture conveyors for engineered transfer points. The companies will initially target mining and biomass applications.

Vogelsang names regional sales manager

Vogelsang USA, manufacturer of pumps and grinders for the municipal market, named Ron Maiorana Southwest regional sales manager. Maiorana will be responsible for Utah, Colorado, Arizona, New Mexico, Texas, Oklahoma, Arkansas, Louisiana and Mississippi.



J&J Truck Bodies names director of business development

J&J Truck Bodies & Trailers named Jason Cornell director of business development. He will be responsible for product analysis, market research and product definition, design and launch. He also will manage direct sales for special programs and provide support to the sales and marketing departments.



Thompson Pump holds Pumpology School

Thompson Pump & Manufacturing Co. held its 23rd annual Pumpology School in April at its corporate facilities in Port Orange, Fla. The three-day sales and service training workshop drew 55 attendees from 15 states and seven foreign countries.

Ditch Witch presents sales, service awards

Ditch Witch presented Detlef Kaiser of German-based Tramann+Sohn with the 2012 Lowell Highfill Award for sales performance, and awarded Brent Zerr of Ditch Witch of Oklahoma the Gold Ace Award for highest worldwide sales volume. Josh Kennedy of Ditch Witch of Oklahoma received the Harold Chestnut Award for service, and Jeff Lone of Ditch Witch Midwest was named its 2012 Service Manager of the Year.

BlackGold Biofuels opens waste oil recycling facility

BlackGold Biofuels of Charlotte, N.C., opened a recycling facility for restaurant wastewater. The facility receives grease trap waste, removes trash and food particles and extracts oil for biofuel production.

T-Rex adds 35th hydroexcavation truck to fleet

T-Rex Services of Houston added a 35th hydroexcavator to its fleet, with plans to add 14 more GapVax HV-55 hydroexcavators and 40 employees by year's end. T-Rex provides non-destructive hydro and air excavation services through four offices in Texas, serving shale oil exploration and pipeline construction.

MTEch launches website

MTEch launched its upgraded website, www.mtechcompany.com.

Rain for Rent partners with MobyDick

Rain for Rent has partnered with MobyDick to lease its wheel wash and truck cleaning systems. The company's portable Conline drive-thru can remove dirt, mud and debris from up to 300 trucks a day.

Vacuum Truck Rentals adds Sewer Equipment models

Vacuum Truck Rentals added Sewer Equipment Co. of America's model 800 HPR ECO truck jet and model 747-FR2000 ECO trailer jet to its rental fleet. Vacuum Truck Rentals has locations in Indiana, Louisiana, Massachusetts, Mississippi, New Jersey, South Carolina and Texas, offering lease and rent-to-own options for municipal and industrial markets. ■

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<ul style="list-style-type: none"> 2014 International Terastar, 1000 Waste, 300 Fresh...\$69,000 2013 Dodge 5500, 1000 Waste, 300 Fresh...\$67,500 	<ul style="list-style-type: none"> 2013 Ford F-550, 900 Waste, 300 Fresh, Gas...\$58,000 	<ul style="list-style-type: none"> 2014 International Terastar, 1000 Waste, 400 Fresh...\$73,000 2013 Dodge 5500, 900 Waste, 300 Fresh...\$70,500 	<ul style="list-style-type: none"> 2013 Ford F-550, 900 Waste, 300 Fresh, Gas...\$61,000 												
<h3>Portable Restroom Trailers</h3> <p>Polished Aluminum Skirting and Tool Boxes</p> <p>13" Tires 23" High</p> <table border="1"> <tr><td>8 Restroom...</td><td>\$4500</td></tr> <tr><td>10 Restroom...</td><td>\$5000</td></tr> <tr><td>12 Restroom...</td><td>\$5300</td></tr> <tr><td>14 Restroom...</td><td>\$5600</td></tr> <tr><td>16 Restroom...</td><td>\$5900</td></tr> <tr><td>20 Restroom...</td><td>\$7000</td></tr> </table> <p>Call about our new design to haul handicaps <small>Used trailers also for sale</small></p>				8 Restroom...	\$4500	10 Restroom...	\$5000	12 Restroom...	\$5300	14 Restroom...	\$5600	16 Restroom...	\$5900	20 Restroom...	\$7000
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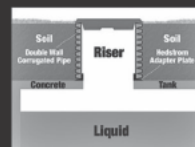
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Pumper invites your state association to post notices and news items in this column. Send contributions to editor@pumper.com.

MISSOURI

New association board members named

Paul Ganey, Michael Bowers, and Rick Helms were elected to the Missouri Smallflows Organization board of directors at the group's annual conference. Officers are Nancy Leighton, president; Sean Bauer, vice-president; Seth Coggin, P.E., secretary; and Rick Helms, treasurer.

NOWRA

Conference agenda taking shape

The agenda for the National Onsite Wastewater Recycling Association annual conference is shaping up.

"We have confirmation that Britton Dotson, director of the Tennessee Department of Environment and Conservation, will introduce the state's newly revised onsite regulations," says NOWRA executive director Eric Casey. "That is significant, because the conference is one of the first places where [the regulations] will be discussed." Members will meet Nov. 17-20 at the Millennium Maxwell House Hotel in Nashville, Tenn.

As part of the U.S. Environmental Protection Agency Decentralized Partnership, NOWRA is contributing to a paper focusing on the onsite industry's role in job creation and economic development in local communities. For example, Dauphin Equipment in Mobile, Ala., works with the state and other groups to install large commercial cluster systems in communities with poor sanitation. Once they had proper wastewater treatment, businesses began relocating to these locations. "All over southern Alabama, decentralized systems have revitalized communities," says Casey. "The contribution our industry makes to the economy is an important message to take to local and national policymakers when looking for additional funding and support. Too few realize that our industry represents a quarter of the nation's infrastructure."

California

The California Onsite Wastewater Association is offering these classes:

- Oct. 2-3 – NAWT Operation and Maintenance Level 1, Napa
- Oct. 17 – System Controls, Sonora

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

Iowa

The Iowa Onsite Waste Water Association has these courses:

- Sept. 17 – Operation and Maintenance, Ainsworth
- Oct. 9 – Basic System Design and Installation, Charles City

Contact Alice Vinsand at 515/225-1051, execdir@iowwa.com, or visit www.iowwa.com.

Minnesota

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

- Sept. 5 – Sampling Onsite Systems, Waterville
- Sept. 12 – Soils Continuing Education, Bemidji
- Oct. 3 – Soils Continuing Education, Brainerd
- Oct. 22-25 – Intermediate Onsite System Design and Inspection, Brainerd

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

Missouri

The Missouri Smallflows Organization has these CEU courses:

- Sept. 18-19 – Operations & Maintenance, Cape Girardeau
- Sept. 24 – Aerated Treatment Units, Springfield
- Sept. 25 – Selling Systems, Springfield
- Oct. 9-10 – High-Strength Waste, Maryland Heights
- Oct. 30 – Earthen Structures, Camdenton
- Oct. 31 – Hydraulics, Camdenton

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

New England

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

- 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
- Oct. 1 – Technology Vendor Field Demo
- Oct. 3 – Bottomless Sand Filter Design and Installation
- Oct. 31 – Rhode Island Designer Examination Prep

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.

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:

- Sept. 12-13 – Continuing Education, Rogersville
- Sept. 19-20 – Pumper
- Oct. 2-4 – Advanced Installer I
- Oct. 24-25 – Continuing Education, Mobile

The first day of Continuing Education classes is for installers and the second day is for pumpers and portable restroom operators. Call the training center at 205/652-3803 or visit <http://aowatc.uwa.edu>.

Arizona

The University of Arizona Onsite Wastewater Education Program has a Soil and Site Evaluation for Onsite Wastewater Systems class Oct. 28-29 at Camp Verde. Contact Kitt Farrell-Poe at 520/621-7221, kittfp@ag.arizona.edu, or <http://ag.arizona.edu/waterquality/onsite>.

(continued)

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North Carolina

The North Carolina Septic Tank Association has these classes:

- Sept. 9 - Installer/Inspector, Swansboro
- Oct. 14 - Installer/Inspector, Mooresville
- Oct. 28 - Installer/Inspector, Bolivia
- Oct. 29 - Pumper and Land Application, Bolivia

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 at Mills River. Contact Joni Tanner at 919/513-1678; soils_training@ncsu.edu, or visit <http://soils.ces.ncsu.edu/training>.

The North Carolina Pumper Group and Portable Toilet Group have an educational seminar on septage management and land application on 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 on Sept. 17-18 in Montoursville. Call 717/763-7762 or visit www.pasma.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
- Oct. 8-10 - Level 3 Certification
- Oct. 16 - Level 3 Renewal

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

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

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September 4 - 5, 2013, San Bernardino, CA

COWA - Evelyn Rosefield at (530) 513-6658, evelyn@cowa.org

November 14-15, 2013 - Lakewood, CO

Colorado Professionals in Onsite Wastewater
Kate Carney at (720) 626-8989, cpow@cpow.net

November 15, 2013 - Arlington, TX

RETS - Real Estate Training Systems,
RETS at 817-861-9998, rets@rets-llc.com

INSTALLER WORKSHOPS:

October 3-4, 2013 - Lakewood, CO

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OPERATION & MAINTENANCE TRAINING CERTIFICATION:

October 2-3, 2013 - Napa, CA

COWA - Evelyn Rosefield at (530) 513-6658, evelyn@cowa.org

December 4-5, 2013 - Napa, CA

COWA & NAWT - Evelyn Rosefield at (530) 513-6658, evelyn@cowa.org

OTHER CEUs FOR RECERTIFICATION:

October 17, 2013 - Sonora, CA

COWA System Controls, Evelyn Rosefield at (530) 513-6658, evelyn@cowa.org

October 28-29, 2013, Camp Verde, AZ

Soil & Site Evaluation for OWS, Univ. Of AZ,
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\$22,000 OBO!!! 2001 International vacuum pump truck, septic pump truck. 1,500-gallon tank, Masport pump, fully functioning hydraulic tank. Large jetting machine with camera line in front. Ready to work! For more information/to make an offer please call Joe at 760-703-0714 or 760-703-3322 (P08)



2002 Freightliner: 470 horsepower, Detroit, 10-speed, A/C, cruise. NEW: 3,600-gallon tank, stainless steel hose trays, Jurop R260 vacuum pump, paint and all accessories. 1-year warranty on pump; 5-year warranty on tank. Financing available.\$49,000

740-820-5338 OH P08

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)

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)

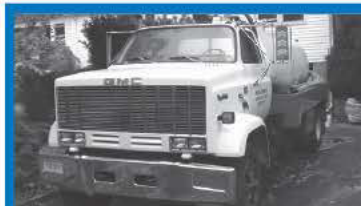
1984 International DT466: 300,000 miles, new paint, tires, alternator, and hydraulic brakes. Non-CDL. 1,500-gallon tank. Gets great mileage. Just DOT inspected and ready to work. Truck is in excellent condition. Phone: 906-492-3758 email: winterseptic@jamadots.com, \$18,000; can email pictures (P08)

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)



1995 Freightliner FLD120: N-14 Cummins, 400+HP, 10-speed Eaton Fuller, Rockwell rear 391 ratio. Good a/c. Wet kit. 11R:22:5 1982 custom vacuum trailer: 5,500-gallon, steel-ringed 1-compartment w/baffles. 21" rear port. 6" bottom center. 4" side 11R:22:5 Transway-TS1200 pressure washer: 3,600psi 4-gallons/minute, 100+ gallon water tank. Orlando, FL\$39,000

321-436-0150 P08



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

203-532-1401, CT P08



2006 Freightliner M2: 450hp, 10-speed, 16K front, 40K rear. 3,600-gallon stainless steel tank, 500CFM pump. (Pump & tank never been used.) Call for price:

888-201-9166 P08

2004 Sterling Tanker: 2,400 gallons, automatic transmission, single axle. Like-new shape, all set to go! \$37,500. Located in northern Iron Co., WI. Call 715-893-2279. (P08)

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1993 Freightliner FL70: Two miles on new 5.9 Cummins long block, 6-speed Eaton transmission, tag axle, GVWR 38,000, 2,500-gallon tank (2006 Imperial tank), new paint on tank, air agitation in tank. Battioni MEC 6500 250 CFM. Extra clean & extremely reliable. Asking

Please call or text 712-433-1662 IA P08



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TexLa Services 936-641-3938 www.texlaservices.com P08

2008 International 4300, DT466, 224,300 miles, auto transmission, a/c, cruise, under CDL, 2,000-gallon aluminum tank, new Jurop PN84 vacuum pump, new paint and accessories. One-year warranty on pump. \$45,000. 740-820-5338. (P08)

2008 International 4300, DT466, 224,300 miles, auto transmission, a/c, cruise, under CDL, 2,000-gallon aluminum tank, new Jurop PN84 vacuum pump, new paint and accessories. One-year warranty on pump. \$45,000. 740-820-5338. (P08)

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)

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)

SEPTIC TRUCKS

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 Transvac 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)

2006 Chevy C7500: Isuzu 7.8 Duramax turbo diesel engine, 230 hp, factory exhaust brake, Allison MD 3060 6-spd. auto. trans. 33,000 GVW. New 2,500-gallon tank - you choose pump. www.pumpertrucksales.com. Call JR. @ 720-253-8014, CO. (PBM)



2006 Freightliner: C-7 CAT, 180,200 miles, 6-spd, 33,000gvw, a/c, cruise, air brakes. NEW: 2,500-gallon tank, Jurup R260 vacuum pump, paint and all accessories. 1-year warranty on pump; 5-year warranty on tank. Financing available. \$45,500

740-820-5338 OH P08



1999 Sterling: 3,100-gallon tank, new paint! Septic truck with locking rears, 140k miles..... Asking \$53,000
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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)

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

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563-388-9100 IA P08

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2005 NLB 20275FD: 20K and 40K heads and manifold, 325hp, air compressor, 2,500 hrs. \$65,000. Call 281-924-1347. Located in Texas. (P09)

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