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Connecticut's Jason LaChance  
relies on personal service and  
efficient equipment to satisfy  
his friends and neighbors **Page 16**

## HOMETOWN PROUD

### TRIED AND TRUE

Technology and old-school service bring  
success for Ohio's Judge Berk **Page 26**



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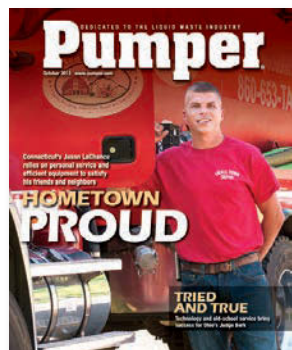


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## 16 Hometown Proud

- Ken Wysocky

Connecticut pumper Jason LaChance relies on personal service and efficient equipment to build a reputation with friends and neighbors.

(Photo by Avital Greener)

## 10 Reading Between the Lines: Enroll in the New School

Pumpers we feature this month take pride in old-school customer service, but also realize the need to keep up with new technology.

- Jim Kneisz, Editor

## 12 @Pumper.com

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## 26 Contractor Profile: Tried and True

Ohio's Judge Berk provides old-fashioned customer service, but employs the latest technology to ensure a job well done.

- Ken Wysocky

## 36 Building the Business: Taming Bully Behavior

Companies can thwart workplace bullying by establishing an effective policy for filing complaints and disciplining violators.

- Marty Martin

## 40 Rules & Regs: Rhode Island considers new onsite regulations

- Scottie Dayton

## 44 Overheard Online: I Need More Suction

A poster says he isn't getting enough pumping power from his service truck and asks for help.

## 50 Pumper Interview: The Rewards of Awards

Winning a regional young entrepreneur award was an honor, but Canada's Northern Disposal & Sanitation was determined to use the recognition to build business.

- Peter Kenter

## 56 Money Manager: Is Junior Taking Over?

Handing the family business over to the next generation of pumpers requires careful planning and expert guidance.

- Erik Gunn

## 60 Expo Spotlight

Pumpers get up-close look at latest fleet management technology

- Ed Wodalski

## 66 Septic System Answer Man: Determining Land Application Limits

A well-designed nutrient management plan will help you spread an acceptable amount of septage and keep your state and local regulators happy.

- Jim Anderson

## 70 NAWT News: Nominations sought for 2014 Excellence in Service Award

- Rob Patterson

## 74 Classy Truck of the Month

We feature Coia Sanitation LLC, Cumberland, R.I.

## 80 Product Focus/Case Studies: Office Technology and Software

- Craig Mandli

## 92 Product News

Product Spotlight: Greasezilla unit increases disposal efficiency and recycles brown grease as a fuel source.

- Ken Wysocky

## 98 Industry News

## 102 Association News, Training and Education

## Coming in NOVEMBER

### SPECIAL ISSUE:

### GREASE TRAP SERVICE AND DISPOSAL

- PROFILE: North Carolina pumper relies on steady grease trap business
- SEPTIC SYSTEM ANSWER MAN: Make concrete baffle inspection a priority

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# ADVERTISER index.....

October  
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## 27th TRUCKS INC.

27th Trucks, Inc. ....42

## A

### ABBOTT RUBBER

Abbott Rubber Co., Inc. ....95

### ACRO

Acro Trailer Company.....58

AltunaMATS, Inc.....88

### AMAZING MACHINERY

Amazing Machinery, Inc. ....89

### AMTHOR

Amthor International .....67



Aqua Ben Corporation.....97



Aqua-Zyme Disposal Sys. ....38

### ARCAN

Arca Enterprises, Inc. ....99

### ARCTIC BLASTER

Arctic Blasters, Inc.....98

Armal, Inc. ....91

### ARMSTRONG EQUIPMENT INC.

Armstrong Equipment.....9



Atlanta Rubber & Hydraulics, Inc.....14

## B

### BANDLOCK

Bandlock Corp. ....100

### BEST ENTERPRISES

Best Enterprises, Inc. ....37

Bionetix International .....100

### Seal-R

Brenlin Company, Inc. ....105

Bright Technologies .....93

## C



Cam Spray.....85



Cape Cod Biochemical Co. 32



CEI - Chandler Equip.....13, 75

Century Chemical Corp. ....57

### chempace

Chempace Corporation...40, 74



Clear Computing, Inc. ....76

## Comforts of Home

Comforts of Home Services..68

Coxreels .....103

## CRUST BUSTERS

Crust Busters/

Schmitz Bros., LLC.....104

Custom Boom Elbows

Holdings.....100

## D



Deal Associates, Inc. ....109

Del Vel Chem Co. ....76

Den Hartog Industries, Inc. 54

Dultmeier Sales .....42

Dynamic Filtration, Ltd.....31

## E



Ecological Laboratories, Inc. 48

EICA Tankheads, Inc. ....98

Eldredge Equipment Svcs..97

### vallenstein

Elmira Machine/Wallenstein

Vacuum Pumps .....22

### ENVIROTUB

EnviroTub, Inc.....68

### EQUIPMENT

SALES, LLC

Equipment Sales .....88



Erickson Tank & Pump ....104

## F

### Solutions

F. S. Solutions.....38, 81

Fast-Vac Trucks & Access. 48

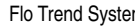


Five Peaks.....83



Flo Trend Systems, Inc.....96

FMI Truck Sales & Service .78



Fruitland Manufacturing.....24

## G

### GapVax

GapVax, Inc. ....17

General Pump .....32

Global Vacuum Systems ....72



Gorman-Rupp Company ....19

Great Lakes Equip. Sales...77

Green Leaf, Inc. ....105

## H

### Hannay Reels

Hannay Reels .....91

### Hedstrom

Hedstrom Plastics.....109

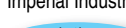
Hino Motor Sales USA, Inc.23

House of Imports .....71

## I



Imperial Industries, Inc. ....11



In the Round Dewatering..105

## J

Jet, Inc. ....22

Johnny Mover Trailer Sales 76

## K

### KeeVac

KeeVac Industries, Inc.....68

Keith Huber Corporation... 111



Kentucky Tank, Inc. ....97

Key Commercial Corp. ....95

Kroy Industries.....101

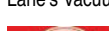
Kuriyama of America, Inc..62

## L

L. T. & E., Inc. ....86

LANE'S VACUUM TANK, INC.

Lane's Vacuum Tank, Inc....95



Lely Manufacturing, Inc. ....24

### Lenzyme

Lenzyme/Trap-Cleer.....4

Liberty Pumps.....55

Liquid Waste Industries, Inc.52

LMT - VAXTEEL .....105

### Longhorn

Longhorn Tank & Trailer ....78

## M



Marsh Industrial .....57

Martin Engineering .....21

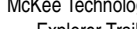
### Masport

Masport, Inc.....3

### EXPLORER

McKee Technologies, Inc./

Explorer Trailers/ .....46



Mid-Atlantic Waste Systems .90



Mid-State Tank Co., Inc. ....34



Milwaukee Rubber Products..48



Moro USA, Inc. ....7

MTH Pumps.....78

MyTana Mfg. Company, Inc.72

## N

National Tissue Company 101

National Truck Center.....45

### NVE

National Vacuum Equipment 35



NAWT, Inc.....70



NuConcepts.....90

## O

Oakmont Capital Services..60

Olvidium, Inc.....10

## P

People's United Equipment

Finance Corp.....79

Petersen Products Co. ....100



Pik Rite, Inc. ....85



PolyJohn Canada .....34



PolyJohn Enterprises.....119



Polylok .....118



PolyPortables, Inc.....63

Presby Environmental, Inc..91



Pressure Lift Corporation...64



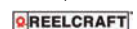
Presvac Systems, Ltd.....120



Prototek .....85

## R

RCS II, Inc. ....52, 64



Reelcraft Industries.....40



Ritam Technologies LP.....93

RLH Equipment Rental.....109



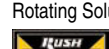
Robinson Vacuum Tanks ....52

Robuschi.....39

Romotech.....101

RootX.....49

Rotating Solutions .....4



Rush Refuse Systems.....59

## S



Safe-T-Fresh.....73

Safety Corp. of America.....60



Satellite Industries Inc. ....2, 47



Septic Services, Inc. ....76

SeptiCover.....105



Slide-In Warehouse .....58



Specialty B Sales.....62

### Stahly

Stahly Applicators .....4

SubSurface Locators, Inc. ..88



Surco® Products .....15

SVE Portable Roadway Sys.44



Sweet Septic Systems.....99

## T



T&T Tools, Inc.....99



T.S.F. Company, Inc.....25



TankTec .....61

The Hartford .....90

Thompson Tank, Inc. ....14



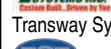
Three Lakes Truck & Equip.27



T-Line Equipment, Inc.....5



Truck Country .....7



Transport Truck Sales, Inc..53



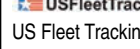
Transway Systems, Inc.....5



Tri State Tank.....41



TSI Tank Services, Inc.....54



Tuf-Tite, Inc.....29

## U

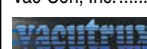


US Fleet Tracking .....43

## V



Vac-Con, Inc. ....33



Vacutrux Limited.....46

Vacuum Truck Rentals.....14



VARCO.....65

Vivax-Metrotech Corp.....93

## W



Walex Products Co., Inc. ....87



Wee Engineer, Inc. ....64



Westmor Ltd./Conde.....69

Classifieds.....110

Marketplace.....106

## REGIONAL ADVERTISERS

### Midwest Supplement

(after page 74)



Advance Pump & Equip.....7



Liberty Financial Group .....4



Marengo Fabricated Steel ....1

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



R.A. Ross & Associates NE..6

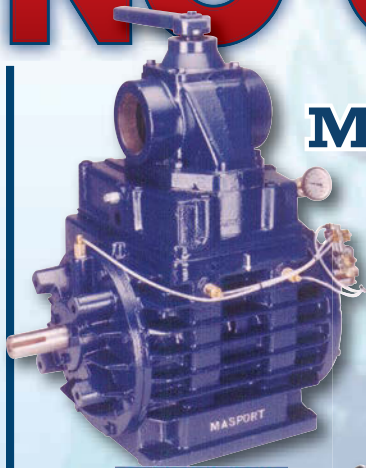


Rider Agri Sales & Svcs.....2





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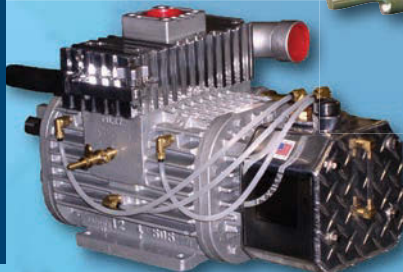
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# Enroll in the New School

Pumpers we feature this month take pride in old-school customer service, but also realize the need to keep up with new technology **By Jim Kneiszel, Editor**

**P**umping professionals frequently talk to me about the challenge of maintaining the customer service values of a bygone time in today's harried business environment. They say nothing replaces face-to-face contact with customers, on-time delivery of service and sharp-looking technicians and trucks when it comes to business retention.

Can these old-school service practices survive in a new-technology world? Can all the computer software, communications gadgets and other technology products available be used to enhance, rather than detract from personal contact with your customers?

The stories in this issue of *Pumper* go a long way to answering that question. And I argue the answer is a clear and resounding "yes." Turn inside and you'll find these examples of how traditional – but forward-thinking – contractors can benefit from the exciting technology driving and improving small business performance today:

## WORKS HARD, LOOKS GOOD

Jason LaChance, owner of Small Town Septic in Granby, Conn., is happy to be considered an owner-operator, working with customers one-on-one and making sure they receive consistently good service. At the same time, he and fiancée Sara Sabbagh realize the latest technology and marketing play a role in personal service, too. A good example is the appearance of their equipment, starting with the company's truck, emblazoned with a professional logo decal. Another example is in the investments LaChance has made in camera inspection systems and a favorite tool, the Crust Buster.

But the focus always comes back to the customer, Sabbagh tells writer Ken Wysocky in our *Cover Story*. "We don't focus on other companies ... We don't want to lose sight of who we should be focusing on – our customers and how to attract new ones."

## ACCENTUATE THE POSITIVE

Providing personal service is one thing, but letting everyone know you're doing it is another. And technology can help you spread the word, as pumpers Dave McGregor and Katy Bailey of Northern Disposal and Sanitation, Katrine, Ontario, Canada, have learned. In our *Pumper Interview* story, the couple explains how they employed Facebook and a smartphone to broadcast word they'd won a regional Young Entrepreneur award.

Without finding better, faster ways to route trucks, bill customers, track equipment maintenance and get accounting practices in order, small business owners will have an increasingly difficult time competing in a crowded marketplace.

"We were driving home [from the awards ceremony] and I used my smartphone to start Googling the media contacts in our area," Bailey told writer Peter Kenter. "And I began to phone them to tell them what we had achieved with the award that was just presented." Bailey said the award pushes them to improve their personal service. "Receiving an award also makes you want to live up to that award. It drives us every day and makes us want to achieve more."

## SOMETHING OLD, SOMETHING NEW

Judge Berk prides himself on being an old-school pumper. The owner of Judge's Sanitation and Excavation LLC in Westerville, Ohio, believes in avoiding debt, handshake deals and keeping his equipment clean at all times. But he also quickly adapted to GPS truck routing and embracing a Super Service award he won from the Internet site Angie's List.

In a *Contractor Profile* story, Berk explains that maintaining a technology edge serves his customers with the same attention that he's provided for many years. "If you go out on a job with a ratty-looking truck, people don't want that," he says. "But if you go out with upgraded equipment and modern technology, it's very impressive."

## THE LATEST AND GREATEST FOUND HERE

New software technology is at the root of an efficiency revolution for pumping and any other small business sector. Without finding better, faster ways to route trucks, bill customers, track equipment maintenance and get accounting practices in order, small business owners will have an increasingly difficult time competing in a crowded marketplace.

That's why our *Product Focus* feature this month is so important. Craig Mandli has gathered information on a variety of pumper-specific technology products aimed at helping contractors raise their bottom lines and serve customers better and faster. ■



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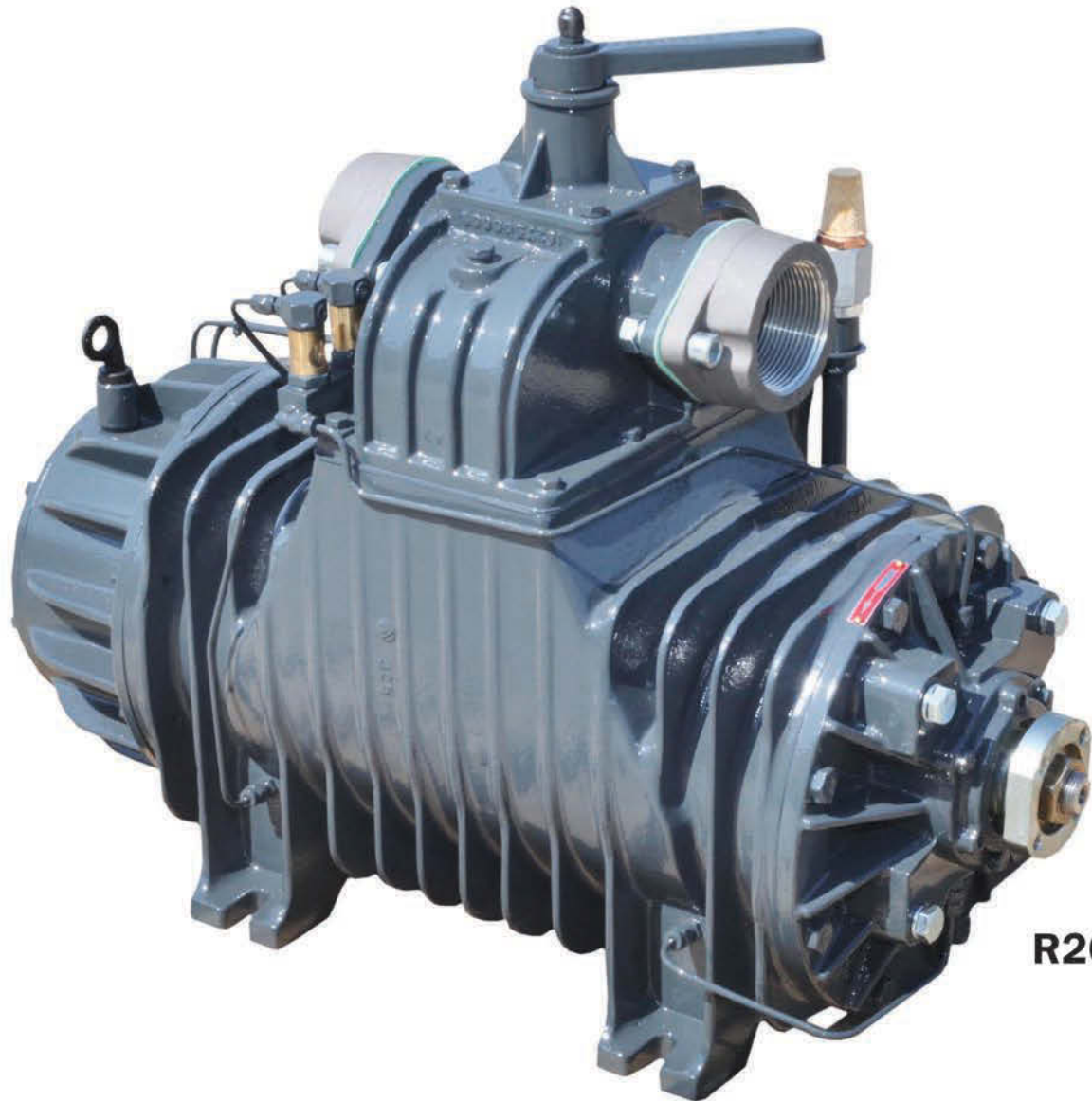
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## PUMPER **PROFILE**

COVER  
STORY

Connecticut pumper Jason LaChance relies on personal service and efficient equipment to build a reputation with friends and neighbors **By Ken Wysocky**

# HOMETOWN PROUD

**A**s the construction industry suffered in 2009, it pulled Jason LaChance and his excavation company right down with it, forcing him to reconsider his career options. Already experienced in doing excavation and septic-system repairs, he decided to become a septic pumper and founded Small Town Septic LLC in Granby, Conn.

What unfolded over the next four years is a classic story of a hardworking contractor who rebuilt a business from the ground up, relying on a reputation for honesty, an emphasis on professionalism and customer service, a grassroots marketing plan and diversified service offerings – plus a strong sense of community service for good measure.

That's not to say it was easy when LaChance's largest customer, a construction contractor, went out of business in those tough times. LaChance had invested in excavation equipment as his business with the contractor steadily increased, so it was a blow when the company went under.

*(continued)*

## Profile

### Small Town Septic LLC Granby, Connecticut

**OWNERS:** Jason LaChance and Sara Sabbagh

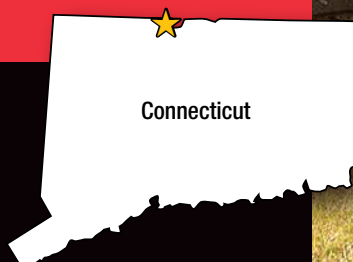
**FOUNDED:** 2009

**EMPLOYEES:** 2

**SERVICE AREA:** 30-mile radius around Granby

**SPECIALTIES:** Septic pumping, repair, inspections and installation

**WEBSITE:** [www.smalltownseptic.com](http://www.smalltownseptic.com)



Small Town Septic owners Jason LaChance and Sara Sabbagh stress the importance of doing a good job for customers, who they consider friends and neighbors.  
*(Photos by Avital Greener)*



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## A DIVERSIFIED APPROACH

"It was a really rough time," says his fiancée, Sara Sabbagh, who handles marketing, legal and administration duties for Small Town while also working full time as an attorney for an insurance company. "But we just started brainstorming and tried to figure out how to go up from there."

"Jason had done septic repairs and excavating for a local guy ... so he decided to do this all the way – get licensed as an installer [which also covers pumping in Connecticut] and go for it," she recalls. "We figured it was a service that people need to have done, so we came up with a company name, designed a logo and thought about marketing."

Today, Small Town Septic thrives despite working in a competitive marketplace. LaChance now does septic installations, repairs, tank pumping and inspections. He started out with a 1986 Ford L8000 vacuum truck and, as revenue increased, upgraded to a 2006 Mack Granite CV713 truck with a 3,200-gallon steel tank, built by Joe's Welding Supply and equipped with a HXL400 pump (394 cfm) from Masport Inc.

The company also owns a 1992 Ford L8000 dump truck, a 2000 John Deere 120 excavator, a 2008 Volvo EC55 mini-excavator, a 2004 Bobcat T300 skid-steer, and a 12-ton flatbed trailer built by CAM Superline Inc.



Jason LaChance checks the connections before pumping out a customer's tank.



Above: LaChance arrives at a pumping job at a local orchard.

Left: LaChance connects vacuum hoses to get a job underway at a local orchard.

The Mack truck was a display model with only 400 miles on it. The rig had been in storage for six years, and LaChance says he paid substantially less for it than what a new truck would have cost. The truck was originally built to haul water for oil- and gas-well operations in Kentucky and West Virginia. He made some modifications, such as changing the rear discharge from a 3-inch to a 6-inch valve for faster dumping, and converting three inlet valves from 3 to 4 inches. He also added heated collars to avoid winter freezing and an oil-catch muffler.

## MARKETING MATTERS

Topped off with a crisp, distinctive red-and-white paint scheme, the truck serves as a rolling marketing machine and enhances productivity. "It's pretty and eye-catching," Sabbagh says. "We showcase it at town celebrations. People usually think septic-pumping trucks are unsightly, but not this one."

A good marketing campaign helped get Small Town off to a fast start. Sabbagh says she has no formal marketing training, but enjoys taking a creative approach to promoting the company. She prides herself on looking at the business from a customer's point of view – figuring out what motivates them to use one company over another.

“We’re dealing with waste. Who wants someone who shows up with dirty equipment? When they see a clean professional with clean equipment, people figure he’s going to pay attention to details and leave their yard looking nice.”

— Sara Sabbagh

Initially, Small Town took out ads in local newspapers and set up booths at local celebrations, where they gave away Small Town T-shirts and other small promotional items. "We always try to give away something with our name on it," she says. The company also used coupons that offered customers initial price discounts.

"But the one thing that really got the word out there is that Jason is deeply rooted here," Sabbagh points out. "He's lived here all his life and knows everyone, and has a great reputation."

Pure chance played a role, too. There already was an established pumper in Granby for whom LaChance did septic repairs; he figured he'd try to buy the business when the owner retired. But when the opportunity arose, LaChance decided against making a bid, figuring that a newer truck was a higher priority than buying the competing business.

(continued)



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“So someone else bought the company, but then moved it out of town, leaving us as the only Granby-based pumper,” Sabbagh says. “It turned into a really good outcome. We knew we had to buy a truck because that first truck wasn’t going to last another year.”

### LOOKING SHARP

Professionalism also drives Small Town’s growth. LaChance washes his truck a couple times a week and wears a uniform every day: a clean pair of blue jeans with a red shirt (matching the new truck) that bears the company’s logo.

“Jason always wants things presentable and looking nice, and I know our customers appreciate that,” Sabbagh says. “I mean, we’re dealing with waste. Who wants someone who shows up with dirty equipment? When they see a clean professional with clean equipment, people figure he’s going to pay attention to details and leave their yard looking nice.

“People think their yards are going to be trashed when they get a septic system installed, but they’re not,” she continues. “Jason puts things back together exactly the way they should be.”

Expanded services also have been instrumental to Small Town’s success. By focusing on

“ Jason stresses that we’re local and not going anywhere. He also explains that going with the cheapest price is not always the best route. ”

— Sara Sabbagh



LaChance guides the hose during a pumping job.

## A Concerned Pumper Takes on Hunger

At Small Town Septic in Granby, Conn., owner Jason LaChance and his fiancée, Sara Sabbagh, strongly believe in community service. That passion for helping others spurred the creation of an annual Take Away Hunger campaign that benefits both customers and disadvantaged people locally.

Here’s how it works: Any customer who donates two food items (either spaghetti noodles, jars of sauce, Parmesan cheese, Italian salad dressing or brownie mix) for the yearly food drive (which started in 2009), gets \$50 off their tank pumping. The company starts soliciting donations in September.

In January, the couple and like-minded customers gather at a homeless shelter about 15 miles from Granby to prepare and serve a full spaghetti dinner for a few hundred people.

The program is an extension of the couple’s other volunteer efforts. LaChance has been a Salvation Army volunteer for 15 years, and he and Sabbagh deliver meals for the organization during the Thanksgiving and Christmas holiday season.

“We wanted to do something through the business and have a greater impact on less fortunate people – and get our customers to feel they’re part of that effort,” Sabbagh explains. “After each meal, we run a big ad in two local newspapers, thanking people for their help. Last year we had so much food that there was enough left for the shelter to prepare two more meals.”

“We supply whatever additional food items or drinks we need and we don’t write off the discount to our customers [as a business expense],” she adds. “The only [reward] we get from it is that we’re doing something good.”



Sara Sabbagh handles marketing, legal and administration duties for Small Town Septic. The company promotes itself widely throughout the local community.

installations, repairs, pumping and inspections, LaChance positioned the company as a one-stop shop for all septic-related services – an attractive point of differentiation for time-pressed customers.

Time-of-sale real estate inspections are particularly critical because they get Small Town’s name in front of new

homeowners even before they move in. Sabbagh says it took a long time and a lot of persistence – and LaChance being available for inspections at inconvenient times – to develop relationships with real estate agents. But it was well worth the effort, she says, because it often leads to repair and pumping work.

### EQUIPPED FOR EFFICIENCY

Selective investments in more efficient machinery and technology help LaChance stay competitive in a crowded market, as well as improve profit margins. As a one-man operator, he says he has to make sure equipment provides a good return on investment.

An example is the RMX 200 pipeline camera inspection system made by RIDGID, which improves the quality of septic system inspections. It includes a built-in sonde, which allows him to more easily map a septic system.

“I also have a RIDGID locator with a flushable sonde,” he says. “It helps me to more quickly locate tanks, which can sometimes be rather tricky. You





Jason LaChance is shown with his fiancée Sara Sabbagh and daughters Naiya, 6, and Genevieve, 20 months, in front of their 2006 Mack built out by Joe's Welding Supply.

can easily spend two or three hours looking for a tank. The other day, I used the sonde to find a tank that was 8 1/2 feet down in the ground, with no riser. I don't know how I would've found it without the sonde."

LaChance also bought a John Deere 120 excavator, which offers more digging capacity than his Volvo mini-excavator. The increased productivity makes system installations more efficient. "I just did a job in one day that otherwise would've taken two days," he notes.

But one of his favorite pieces of equipment is a Crust Buster tank agitator, made by Schmitz Brothers LLC, which he uses on tanks with particularly thick solids. It's especially useful because Connecticut law requires two-compartment septic tanks, and solids build up faster in the smaller compartment, he explains.

"As a result, I can spend quite a bit of time backwashing to get all the solids to liquefy," LaChance says. "I might have to backwash three or four times. But the Crust Buster stirs it all up into a nice slurry, which can save me up to 25 minutes per job. Plus backwashing is a lot of work – it's hard on your back."

#### EMPHASIZING QUALITY

Low-ball pricing is a periodic issue for Small Town, but the company contends with it by emphasizing quality customer service and local ties.

"Jason stresses that we're local and not going anywhere," she says, adding that they're

willing to provide local references to customers with questions. "He also explains that going with the cheapest price is not always the best route."

Though Small Town won't always win the pricing challenge, Sabbagh says they are competitive because they've kept the business small and don't have a lot of overhead costs. They don't have a big building or a lot of employees that would raise costs that would have to be passed on to their customers.

"We're also successful because we don't focus on other companies," she adds. "We don't want to lose sight of who we should be focusing on – our customers and how to attract new ones." ■

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The Judge's Sanitation and Excavation team includes (from left) Judge Berk, Juanita Berk, Patty Hubbard, Jeremy Hubbard and Jeff Berk. (Photos by Abigail Saxton)

# TRIED AND TRUE

Ohio's Judge Berk provides old-fashioned customer service, but employs the latest technology to ensure a job well done

By Ken Wysocky

**B**y his own admission, Judge Berk is an old-school septic pumper – the kind of guy who prefers to avoid debt by paying cash for equipment and still believes in sealing a deal with a handshake.

Yet along with his wife, Juanita, he operates Judge's Sanitation & Excavation LLC in Westerville, Ohio, with a decidedly modern-day mindset, centered on diversified services that generate multiple revenue streams and help keep cash flow consistent; GPS units on trucks that save fuel and maximize income tax deductions; and a variety of equipment that improves productivity and enhances customer satisfaction.

At the end of the day, Berk believes a strong, old-fashioned work ethic and common courtesy for customers counts just as much as the GPS units, the pipeline inspection camera and the nicely lettered and painted vacuum trucks that help him do his work every day.

(continued)

## Judge's Sanitation & Excavation LLC Westerville, Ohio

**OWNER:** Judge Berk

**FOUNDED:** 2000

**EMPLOYEES:** 4

**SERVICE AREA:** 50-mile radius around Westerville

**SERVICES:** Septic service, repair and installation

**WEBSITE:** [www.judgessanitation.com](http://www.judgessanitation.com)







**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



**1994 White GM with Cusco 3,150 gal. Vacuum Truck  
\$39,500**

Cat 3306 @ 305 hp., 9 spd., dbl. frame, 16k/40k axles, Hendrickson spring/beam susp., 220" WB, 1994 Cusco 3,150 gal. full opening/dumping tank, Farid M9 hyd. driven pump, 22.5 rubber



**1998 Ford with Keith Huber King Vac Hazardous Unit  
\$119,500**

Cummins 8.3 @ 300 hp., 8LL trans., Hendrickson spring/beam susp., power divider, Keith Huber King Vac with Kaiser 3,700 CFM liquid ring pump, 3,000 gal., 20" top manway, full opening/dumping tank, 6" discharge valve, high pressure jetter system, fresh water compartment in spoils tank, 48 hours showing on jetter, 2,251 hours showing on vac unit, aux. pres/vac pump, rollover protection, hazardous tank, 22.5 rubber, 16,500 front/46k rear



**2007 International 9400I Sleeper with Vac Unit  
\$49,500**

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



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

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



**2000 International Vactor 2100 Series Combo Unit  
\$95,500**

Cat dsl., automatic, Hendrickson susp., 20k/46k rating, 238" WB, AC, cruise, power divider, 4 freshwater tanks, Vactor 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



**Vac Master Hydro Excavation Trailer  
\$16,500**

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



**2003 Cusco 2,700 Gal. Hazardous Vacuum Tank  
\$29,500**

400 gal. freshwater, 2,300 spoils, full opening/dumping tank, hazardous 407/412 coded, SN:T03134, pop offs, air valves, last inspected 8-10



**2002 Mack CH613 with Marsh 2,300 Gal. Hazmat Tank  
\$52,500**

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



"I'm old school, all right," Berk says. "Every day, you go out and treat people right, work hard, come home and relax, then go out and do it again the next day."

"In this line of work, you can't just go buy a vacuum truck and start pumping out tanks. You've got to know how to find the tanks, pump them efficiently and treat people well," he continues. "People think they're going to buy a truck and make millions of dollars. But in a way, it's like being a doctor ... there's way more to it than the average person can ever imagine."

## STARTED SMALL

Berk, 56, spent the first 26 years of his career as a route driver for a septic pumper in Columbus before branching out on his own in 2000, doing mostly excavation work. In 2011, he fulfilled a longtime goal – expanding his services – by buying the septic-pumping accounts and two vacuum trucks owned by a company called All-American Sanitation, whose owner was retiring.

Today, Berk's business volume is about 75 percent residential pumping (with approximately 1,000 accounts) and about 25 percent commercial work, including cleaning grease traps and car-wash catch basins.



Judge Berk has worked in the industry for 40 years and opened his own septic service company 11 years ago. Berk credits technology improvements and good customer service for his company's growth.

Disposal costs are higher for grease-trap waste, which he says reduces his profit margins. "But when the phone rings, you have to go and do it – or someone else will," he says. To make up for the higher disposal fees and cover wear and tear on the trucks, plus fuel and labor expenses, he charges a minimum fee for pumping less than 500 gallons of grease. "It ain't really worth doing it without a minimum charge," he says.

Berk's first pump truck was a 1967 Chevrolet 60 with a 1,250-gallon steel tank. Things have changed dramatically since then; today, Berk estimates that he owns about \$250,000 worth of equipment.

The roster of equipment includes: a 2005 Sterling truck with a 2,500-gallon steel tank; a 1987 Ford LN-8000 with a 2,000-gallon steel tank; a 2002 Ford Economy cargo van; a 1987 GMC box truck (used to carry everything from pipes and fittings to sump pumps); a 1987 Ford stake-bed truck (for carrying pipe and pulling excavation equipment); a 2012 Caterpillar mini-excavator; a 1986 Case 1840 skid loader; a 1995 Chevrolet pickup truck; two drain cleaning machines from Spartan Tool LLC – one for 1 1/2- to 2-inch-diameter pipes and a bigger unit designed to handle 2- to 6-inch-diameter pipes; and a Viztrac AM200 pipeline inspection camera system.

*(continued)*

“ I just plan to keep being nice to people. And be honest. And do a job and do it right – give customers their money's worth. You can never forget that it's the customer that puts bread and butter on the table. ”

- Judge Berk







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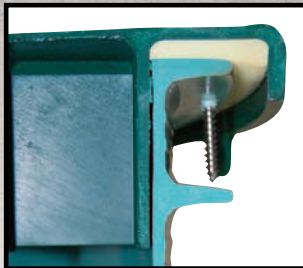
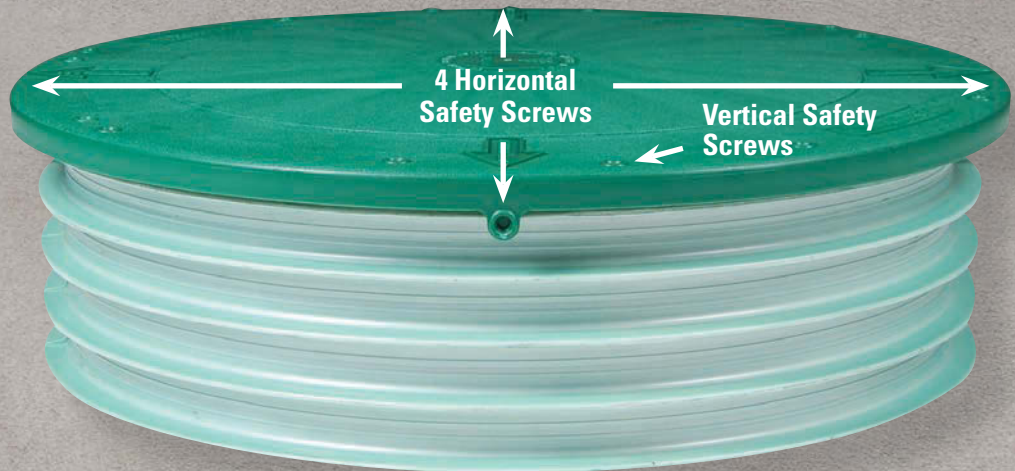
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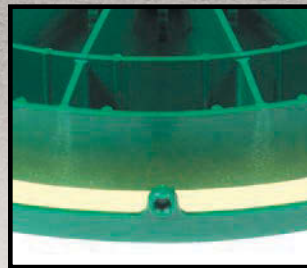
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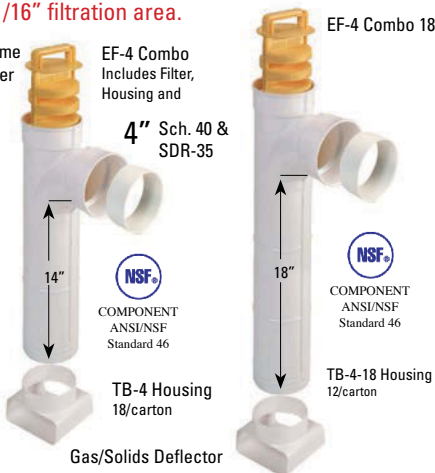


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**Left:** Technician Jeff Berk runs a line to a septic tank while pumping at a local residence in Johnstown, Ohio.

**Below:** Judge Berk and technician Jeremy Hubbard prepare to pump a septic tank.



## Newest Technology Helps Old-Schooler Make the Grade

Veteran pumper Judge Berk, owner of Judge's Sanitation & Excavation LLC in Westerville, Ohio, doesn't care one bit if people think he's an old-school operator. But he also doesn't mind shattering a few stereotypes along the way, as evidenced by his use of GPS technology and familiarity with Angie's List, the popular website that allows consumers to rate businesses.

Berk says better business expense tracking – not concerns about his route drivers – led to his purchase of Garmin GPS units for his trucks.

"Sure, I can tell you when a truck stops and for how long, and how fast it's driving," Berk says, noting he uses fleet-tracking software made by Insight Mobile Data. "But I know my drivers aren't out there messing around."

"I mainly use it for the income tax write-off for business mileage," he continues. "The mileage has to be accurate or you get audited. Every year, I can tell exactly how many miles each truck traveled. The 55 to 60 cents a mile write-off is better than a depreciation write-off on the trucks."

Berk also points out the GPS units increase profitability because he can more efficiently reroute drivers when service calls come in during the day. That saves the company money on fuel and labor expenses, and increases customer satisfaction because drivers can respond quickly to emergency calls.

Providing great customer service is a high priority for Berk and his wife, Juanita. So the couple is justifiably proud that Judge's Sanitation recently won a Super Service award from Angie's List, which enables consumers to rate companies' performance, report card style, on things such as price, quality, responsiveness, punctuality and professionalism.

Berk has embraced the award and has started advertising on Angie's List, offering customers a \$10 discount if they call Judge's Sanitation via a referral from the website.

### CUSTOMER-DRIVEN EQUIPMENT CHOICES

For a brief time, Berk tried to boost productivity by purchasing a larger, 3,400-gallon, tandem-axle truck. But he quickly sold it after too many customers complained the much-heavier vehicle left marks on their asphalt driveways, especially in summer.

A bigger truck isn't an absolute necessity for Berk because there are three municipal waste treatment plants within a reasonable drive from Westerville – in Newark, Johnstown and Columbus. Besides, he says he usually averages about 1,500 gallons per disposal trip.

"I might hit 2,000 gallons every now and then," he says.

Berk says customer demand for services has dictated his equipment purchases. His reasoning: If he doesn't do the work customers ask him to do, someone else will – and would reap the profits.

"I want to be able to perform the services my customers need," he explains. "For example, sometimes people just want their drainline cleaned, not the tank pumped. It's all part of providing good service. If I didn't do it, they'd call someone else to do it. Why not put that money in your own pocket?"



On a similar note, Berk says he used to rent drain cleaning equipment, but couldn't make enough profit on it. So he saved up money and bought his own machines. "Now when I go out on a job, I can pump out the tank, clean the lines and use a camera to show customers what's wrong," he says. "And I can charge customers an extra hourly rate when I use the drain machines or the camera."

The Viztrac pipe camera has been an especially valuable tool because it provides visual proof for skeptical customers that a problem – a broken line or tree roots, for instance – really does exist in a drainline. "They can see it for themselves, and it's way better than me just taking a guess at what the problem might be," Berk points out. "Customers get a big kick out of it because they can actually see what's going on under the ground."

"It also helps me retain customers," he adds. "If you go out on a job with a ratty-looking truck, people don't want that. But if you go out with upgraded equipment and modern technology, it's very impressive."

#### MAKE A GOOD IMPRESSION

In that vein, Berk says he makes it a point to keep equipment clean and well maintained, and he doesn't mind paying extra to make his trucks look good with nice paint jobs and graphics. In addition, he bought chrome inserts for his truck wheels instead of aluminum wheels, because they "look a little fancier – they're eye-catchers," he says. "It dresses 'em up a bit. I'm also a bear on maintenance. If trucks go down, it's not cheap. So I keep them maintained."

Given his old-school mentality, it should come as no surprise that Berk prefers to pay cash for his equipment. "I never did like getting billed for things," he says. "If you spend the money that comes in, sometimes there's no money left by the time the payment is due. It's just a company policy of mine. It's the way I started out, and I won't have it any different. It's easier on me and easier on my bookkeeper."

The only exception in 13 years was the Caterpillar mini-excavator. Berk says he couldn't resist the zero percent interest rate on a three-year financing plan – especially when the monthly payment was the same amount he was paying to lease the machine.

"That's free money," he says. "Instead of putting money in someone else's pocket, I'm putting it in mine."

#### HONESTY – THE BEST POLICY

Looking ahead, Berk says he still loves his work because he gets to meet a lot of nice people every day and enjoys talking with them. He says

he's content to maintain his current client base and not grow significantly.

"I feel pretty comfortable where I am right now," he says. "I just plan to keep being nice to people. And be honest. And do a job and do it right – give customers their money's worth. You can never forget that it's the customer that puts bread and butter on the table." ■

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Marty Martin is a public speaker and director of the Health Sector Management MBA Concentration and Associate Professor in the College of Commerce at DePaul University in Chicago. Contact him at [www.drarmartymartin.com](http://www.drarmartymartin.com).

# Taming Bully Behavior

Companies can thwart workplace bullying by establishing an effective policy for filing complaints and disciplining violators **By Marty Martin**

**J**ohn, a seasoned manager, is growing weary of receiving daily email complaints from employees and occasionally a customer. They are not ordinary complaints. These are complaints about an employee who meets the expectations of the job but is described as “bullying,” “intimidating,” “inappropriate” and even “terrorizing.”

The harsh reality is that workplace bullying is more common than many think. This should not be too surprising; it’s a troubling topic for parents of school-age children. People don’t grow out of bullying. Bullies, in fact, can be very intelligent, get good grades and then get hired by companies based upon their knowledge and skills. Often they are also skilled in hiding any signs of bullying until they’re on the job. This is often the time when the bully comes out of the closet seeking a victim, or pairs up with another bully at work to seek victims.

## CHECK OUT THESE FACTS ABOUT WORKPLACE BULLYING:

According to a 2010 Workplace Bullying Institute Survey, slightly more than one out of three (35 percent) U.S. workers have been bullied at work.

Victims of workplace bullying suffer from psychological and physical symptoms such as sleep disturbances and stress.

Victims of workplace bullying are more likely to skip work, decrease their performance and seek employment at a psychologically and physically safer place.

Victims of workplace bullying will file lawsuits against their employers and managers for discrimination under Title VII and Occupational Safety and Health Administration violations.

Can your business afford this happening? If you’re a manager, can you allow this to occur? Clearly, the answer is no. You have to do something. There are five concrete actions you must take to prevent workplace bullying when it occurs:

### 1. Adopt a workplace bullying policy.

The purpose of such a policy is to formally establish the “rules of the road” regarding inappropriate behavior at work. Harassment and safety policies usually do not address workplace bullying. The contents of a workplace bullying policy should spell out which behaviors will not be tolerated (physical abuse, verbal abuse, email stalking, etc.) and identify how incidents are to be reported and how they will be handled by the company. A workplace bullying policy must also align with existing company policies so workers are not confused or do not play one policy against the other. An attorney must review the policy before it is finalized to be sure it agrees with federal, state and local laws and regulations. Do not minimize the unnecessary legal, regulatory and public relations risks of failing to attend to workplace bullying in a serious fashion.

### 2. Communicate and educate the workforce about the policy.

It is crucial that, once approved, the policy is effectively communicated. Simply slapping it on an intranet site, Website or bulletin board is not sufficient. It should be presented in person to the entire staff to signal its importance and allow for discussion. Beyond making people aware of the policy, it should be incorporated into orientation sessions for new employees. Larger companies should design classes on preventing and addressing workplace bullying, with the policy as the centerpiece to the training. Nothing beats face-to-face interaction, even in the age of the Internet.

According to a 2010 Workplace Bullying Institute Survey, slightly more than one out of three (35 percent) U.S. workers have been bullied at work.

### 3. Set expectations that the policy will be followed without exception.

A policy without consequences, positive or negative, is like a dog without teeth. You are familiar with the saying, “All bark and no bite.” Be sure to put “teeth” into the policy to create and sustain a bully-free workplace. For instance, align the bullying policy with the company’s discipline policy.

### 4. Establish a process to field complaints.

Do not make targets of workplace bullying victims twice, first for being a victim of such behavior and second for reporting such behavior. It is important that employees are able to report incidents of workplace bullying to a neutral third party — outside their chain of command, if possible — to minimize the chances of retaliation and discomfort. Many companies even have a hotline. Whatever mechanism you use for reporting, it should be confidential, accessible 24/7 and trusted by both the person making the claim and those who are part of the claim.

### 5. Record the results of the policy to keep it up-to-date.

Report on an annual basis the effectiveness of the policy, the enforcement of the policy, as well as the resolution of workplace bullying complaints. Do not disclose individual information but focus on companywide results.

## GOOD BUSINESS

These five actions to prevent workplace bullying make good business sense. They also represent ways to make your workplace psychologically and physically safer for all employees. Beyond workplace safety, a work environment free of harassment, intimidation, threats and harm allows workers to focus on their work. ■



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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.

## Rhode Island Considers New Onsite Regulations

By **Scottie Dayton**

**T**he Rhode Island "setback" bill (5425-A) seeks to standardize wetlands and onsite system regulations by authorizing the state Department of Environmental Management to establish them. It also would require municipalities to ensure their standards do not exceed those set by the state. The bill also creates a task force to draft the legislation.

A proposed bill being studied by the Committee on Environment and Natural Resources would require property owners to replace cesspools with onsite systems or sewer tie-ins within one year of the properties' sale. ■



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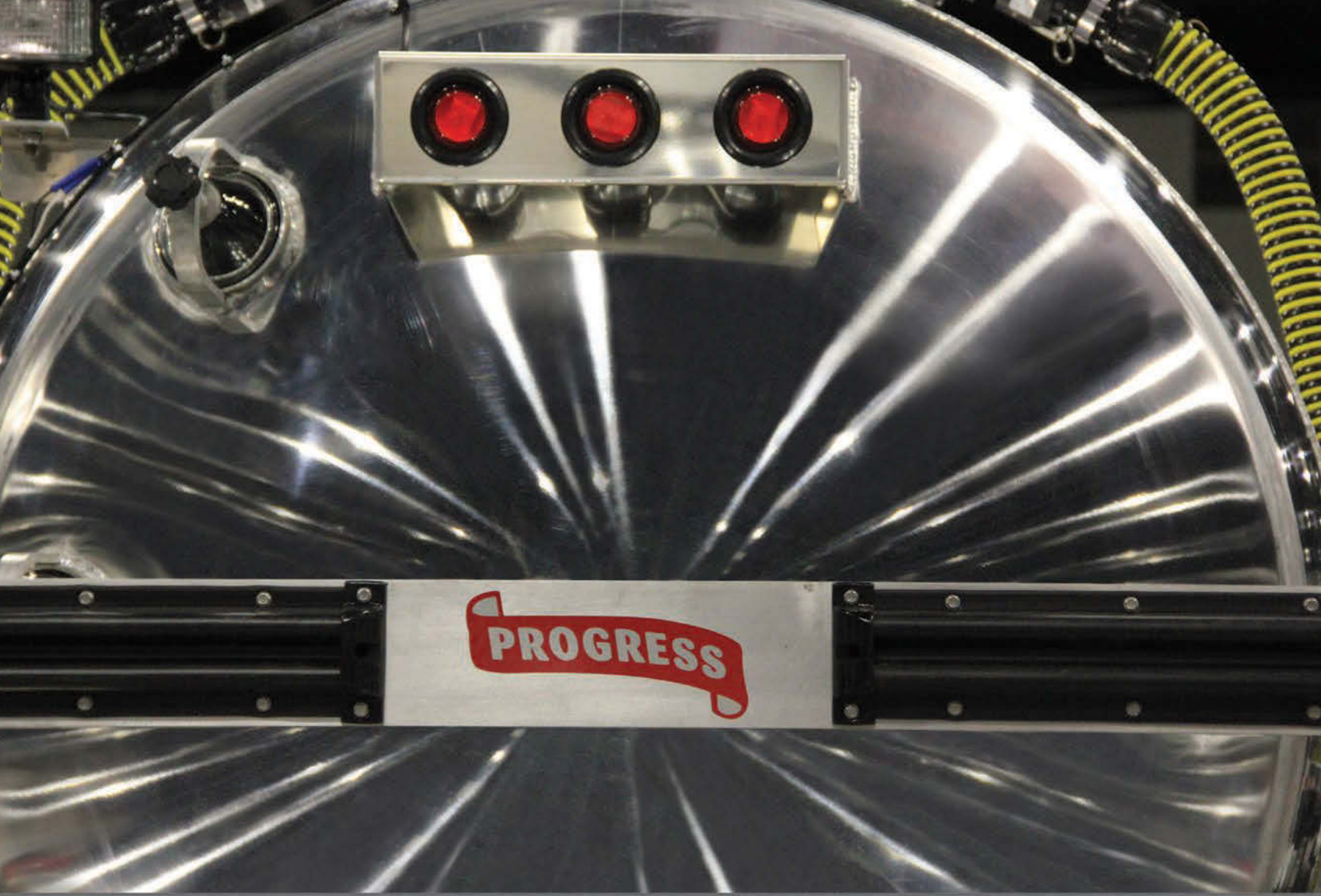
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# I Need More Suction

A poster says he isn't getting enough pumping power from his service truck and asks for help

*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](http://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:

What are your thoughts on my current truck setup, and any ways that might improve my suction/speed of pumping? I have a 1,000-gallon tank on my truck that uses a Conde Super 6 pump. I pump tanks with a 3-inch hose connected to a brass 3-inch gate valve

on the bottom back end of my tank. A very basic setup, but I was just pondering the thoughts of boosting my vacuum pull a bit.

I pondered the idea of hooking up the suction hose near the top of the back of my tank rather than the bottom. That way when I'm pumping a tank, it doesn't have to get pulled through the stuff already in the tank, so in a sense it would be sucking unrestricted air until the tank is almost full. Does this make sense?

## ANSWER:

What you suggest is what I do with my tank, except the valve is at the bottom of the tank and I put a pipe inside the tank on an angle that stops about 6 inches from the top of the tank. This is so I still have easy access to the valve and there are no external pipes to get caught on anything.

The only downside is you lose some lift, which is the height of that internal pipe. It's only a problem if you are trying to suck from deep wells or up a hill. One other thing you could try is using larger hoses. I have found using 4-inch hoses is a lot better than 3-inch; I reduce the last section to 3 inches and make the majority of the hose run 4 inches. With this method, it's easy to find and clear blockages too.

I just looked up your pump. The Conde Super 6 pump is rated at 70 cfm free air. With a 1,000-gallon tank and 3-inch hoses you are asking a lot of that little pump. Make sure you have no leaks. Any little leaks will cause problems. Also check your pump speed. The Conde Super 6 pump is rated 70 cfm at 1,750 rpm, but only 48 cfm at 1,200 rpm. As much as you probably don't want to hear it, you may need a bigger pump.

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### QUESTION:

I've just purchased a used tanker with a 2,600-gallon tank. The tank has no baffles. Do I need some? It appears that the tank has never had any since [it was] new. My trucks are all 3,000-plus gallons, so maybe my experience is a little different. I would say yes, though. It's much safer.

### ANSWERS:

I used to drive a 6,500-gallon milk tanker. It had no baffles. Food grade tanks never have baffles. It's not that bad. Just take it easy.



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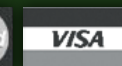


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A large black and white photograph of Don Bennett, a middle-aged man with short, dark hair, looking directly at the camera with a serious expression. He is wearing a light-colored button-down shirt under a dark jacket. The background is out of focus, showing what appears to be a vehicle or machinery.

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# The Rewards of Awards

Winning a regional young entrepreneur award was an honor, but Canada's Northern Disposal & Sanitation was determined to use the recognition to build business **By Peter Kenter**

**W**inning an award often culminates in a presentation ceremony after which the certificate or statuette is placed inside a cabinet to collect dust. Dave McGregor and Katy Bailey, owners of Northern Disposal & Sanitation, have discovered that winning an award and making that award work for them are two different matters entirely.

Established in 2007, the family-run business is located in Katrine, Ontario, Canada, in the heart of the Muskoka tourist region, about 150 miles north of Toronto. The business offers septic pumping, septic system repair and maintenance, portable restroom rentals and refuse containers.

Northern was recently named 2011 Young Entrepreneur of the Year at the Northern Ontario Business Awards. The award recognizes businesses that contribute to economic growth and development, while serving as positive role models for future entrepreneurs. Earlier, the company also took home the 2008 New Business of the Year Award from the Huntsville/Lake of Bays Chamber of Commerce.

**Pumper:** What was involved in the award application process?

**Bailey:** Part of it was simply telling our story. We explained how starting this business as a family put all of our resources on the line, and how we felt that entrepreneurship could give us a feeling of accomplishment and contribution to the community. We explained that, no matter how tough entrepreneurship can be, being young makes it all that much tougher.

**McGregor:** We also had to provide financial information on our business, and had to share our business plan with them, including a list of everything we believed we'd accomplished. Applying for the award required a significant investment of time.

**Pumper:** What sort of media attention did you receive from the award event?

**Bailey:** Northern Ontario covers a huge expanse of territory. The award event was held in Sudbury, which is about a two-and-a-half-hour drive from home. In Sudbury, the awards were broadcast on local television. It was big news and received a lot of additional exposure on television and radio news and through newspaper coverage.

**Pumper:** What was the reaction of the media closer to home?

**Bailey:** That was the tough part. Muskoka sees itself more as part of Central Ontario and that determines a lot of the news the media covers. We realized

that there wasn't any local media present at the awards and that the only way we could get that local media coverage was to arrange it ourselves.

**Pumper:** What was your media strategy?

**Bailey:** We were very proud and wanted the whole world to know. To be honest, we were driving home and I used my smartphone to start Googling the media contacts in our area and I began to phone them to tell them what we had achieved with the award that was just presented.

**Pumper:** What sort of media coverage did you generate locally?

**Bailey:** We were featured in The Almaguin News, a nearby paper, who came out to the business and photographed us. We were also featured in the local paper, The Huntsville Forester.

**Pumper:** How did the business capitalize on the award?

**McGregor:** We placed the award at the office reception desk, front and center. We have it mentioned on the website with a full page devoted to the award. It's mentioned in the signatures of our emails and it appears on our Facebook page and on any promotional or advertising material we send out. It's everywhere we are. As part of the awards show, they sent a media crew to film us and got testimonials from people we had worked with. Those videos are also featured on the website.

We're a family owned and operated business, but prior to the rebranding, we were conveying more of an image of a mom-and-pop shop. The new image has a professional edge that still says family.

- Dave McGregor

**Pumper:** Has the award made any measurable difference to your business?

**McGregor:** The articles appeared in the local paper, and immediately

after we were receiving calls from people who had never been customers who wanted to try us out. When I'm out working in the field, people have walked up to me and mentioned the award. Whenever you receive a testimonial from a third party, it makes people believe in what you believe. An award is a high-level testimonial that makes you instantly reputable to customers.

**Bailey:** Receiving an award also makes you want to live up to that award. It drives us every day and makes us want to achieve more.

**Pumper:** Can you share any examples of how you've been inspired to improve your business as a result of winning the award?



Dave McGregor and Katy Bailey hold the hardware they took home from the Northern Ontario Business Awards. (Photo by Westmount Photography)





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**Bailey:** It's taken us almost five years to understand the full value of advertising, but the award inspired us to begin a new branding exercise. I didn't go to school for marketing, but when you start up, you tend to do a lot of things on your own. Hiring someone with marketing expertise makes a huge difference. We combine septic pumping, portable restrooms and waste disposal under one banner, so we wanted a clean look that we could use for all the aspects of the business.

**McGregor:** We're a family owned and operated business, but prior to the rebranding, we were conveying more of an image of a mom-and-pop shop. The new image has a professional edge that still says family and it's being incorporated into our new print materials, business cards, rack cards, presentation folders and a new website. We're even working on creating our first highway billboard, because a lot of our potential customers on the septic side are cottagers who may not yet be aware that we service their area.

**Pumper:** Have the awards opened any other doors?

**Bailey:** As award winners we perform public outreach by speaking regularly to other young entrepreneurs about starting a business, growing a business and preparing themselves for the way their lives will change when they take on the challenge. We encourage them to put a good business plan together and get all their ducks in a row before starting out. ■



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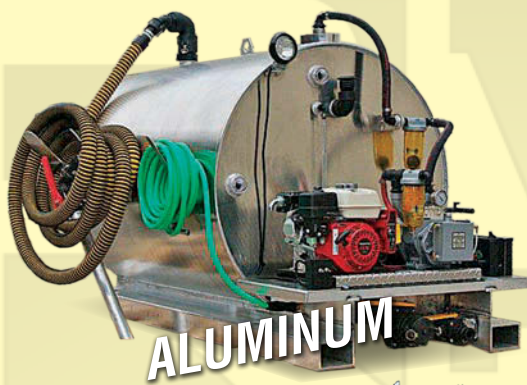
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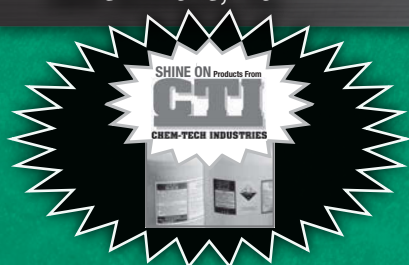
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Erik Gunn is a business writer in Racine, Wis. Readers may direct inquiries to him by contacting this publication at 800/257-7222 or e-mailing editor@pumper.com.

# Is Junior Taking Over?

Handing the family business over to the next generation of pumpers requires careful planning and expert guidance **By Erik Gunn**

If you own a business and have children, sooner or later you, your spouse and your kids will have to face a complex decision: How and when will you pass your enterprise on to the next generation?

That question has two dimensions. One is about money; the other is about management. Both are critically important.

And before you even consider the mechanics of passing on a business, you'll need to ask some other hard questions: Does your child even want to take over the business? And is he or she capable of doing so?

It's never too soon to start thinking about any of these issues.

"The biggest mistake that I've seen owners make is that they look at succession as an event rather than as a process," says Matthew Allen, a professor at Babson College – a small college in Wellesley, Mass., that builds its entire curriculum around entrepreneurship. "They're thinking about that moment in time when they choose to step down and their son or daughter takes over."

The real groundwork should be laid long before, when the child is in high school, or even middle school, Allen says.

Chances are, the youngster's first job will be in the family business's office or workshop. But don't just assume that experience will be enough preparation to take the reins as an adult.

## TALK ABOUT IT

Which leads to what Allen calls the second most common mistake he sees: The failure of parents who own the business to talk about it with their kids.

Patrick J. Howley, a partner in the law firm of Shulman Rogers in Potomac, Md., agrees. "A lot of parents don't want to talk to their kids about this – even the kids who are working in the business every day," Howley says. "They get very secretive. It's an uncomfortable conversation."

Sometimes, Allen says, parents are thinking so much about the business on their own that they mistakenly believe their kids know a lot more than they do.

"Parents think that they've been very clear about what the expectations are and what the opportunities are, but the younger generation doesn't have any idea what their parents are thinking," Allen says.

More than once, he's asked business owners, "So have you talked to your children about succession plans?" The answer he typically gets is "All the time" – but when he talks with the adult children himself, he learns that they've heard virtually nothing.

Parents instead need to talk openly about the business and how it works. They also need to listen, so that members of the next generation have the space to express their own feelings about going into the business – or not, if that just isn't where their ambition lies.

More than once the time has come to hand over the business to a son

or daughter who's been working there for years, only to get unexpected disappointment in return.

"The parents have been surprised to find the kid has no interest in the business – even though they think they do, because they've been coming to work every day," Howley says.

## GO OUT? OR STAY HOME?

A key turning point in any succession is the grown child's first full-time job, probably after high school or college. Even when children are interested in the business, the standard recommendation is to send them out into the world first, into jobs with outside companies that may offer some preparation but also provide a new vantage point.

"They get to go out and prove themselves when they're not in the shadow of their parents," Allen says. "They get to develop their capabilities and their talents without someone looking over their shoulder."

The experience can also build their credibility when they return to the family business, putting to rest the assumption that they were hired because they were the owner's son or daughter.

“ You don't want to put the kid in the position where they're essentially the enemy of the other employees – not trusted, or creating the feeling that they're not having to earn their keep. ”

**Patrick J. Howley**

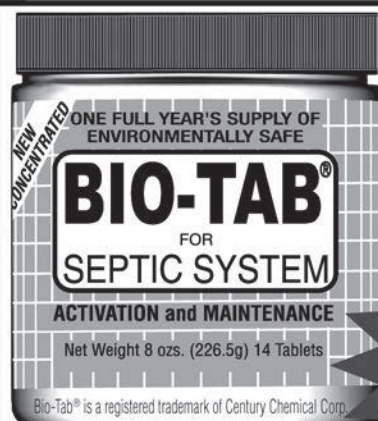
Some family business owners take a very systematic approach. They might send one of their adult children off to work in a specific area of business in which they're interested in expanding their own firm in the future, or in a related industry that can offer important insight into their own business issues and practices. And they might also require that the youngster demonstrate concrete success – staying on the job for so many years and earning promotions there along the way.

But sometimes bringing the children up in the business from the start is the best option. Allen says that's especially true if the business is in a distinctive sort of trade with skills that don't easily translate from other lines of work.

In that case, it's almost always best to bring Junior in on the ground floor, treating him or her like any other employee. "You don't want to put the kid in the position where they're essentially the enemy of the other employees – not trusted, or creating the feeling that they're not having to earn their keep," Howley says.

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recommended, he adds. "And don't treat your child differently when it comes to that, because the other employees are going to know."

#### MONEY MATTERS

When it comes to the financial side, Howley notes, many business owners have a lot of mistaken ideas about how to transfer ownership.

"The tax laws are way more favorable than they've been in the past in terms of transitioning wealth," he says. At the same time, issues of timing, of who really controls the company even after ownership has been transferred, and how much is being transferred at a time all make it impossible to take a "one-size-fits-all" approach.

For that reason, it's important to get competent professional advice when you begin to think about succession in a family business. And as good as your regular lawyer might be for your everyday affairs, Howley urges finding someone who is much more versed in the details of business inheritance laws and related topics.

It's worth the expense, he notes, to get an expert appraisal of the business when valuing it for a transfer to the next generation. And because the child's interests are going to be different from those of the parent in any deal, each side of the transaction – even when it's in the family – should have a lawyer.

Even outside the financial realm, in considering the "softer side" of bringing family members into the business, there are professional consultants skilled in the subject, and it's worth your time, energy and investment to seek their guidance.

There are few legacies you can give your heirs that compare with a well-run and promising family business. By taking the time to prepare, thoroughly communicating with your kids and hiring expert help for every facet of the process, you can help maintain that legacy at its highest potential. ■

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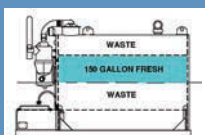
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EXPO SPOTLIGHT



## Pumpers Get Up-close Look at Latest Fleet Management Technology

By Ed Wodalski



Richard Banks, national sales director for US Fleet Tracking, guides an Expo visitor through the key features of the Web-based GPS system.

**U**S Fleet Tracking's return to this year's Pumper & Cleaner Environmental Expo International provided an opportunity to introduce visitors to its live GPS tracking system.

"We had a good response. We were very pleased with the show itself," says Richard Banks, national sales director for US Fleet Tracking. "We were very well received. We've written quite a bit of business."

The Web-based interface updates every 10 seconds and can be used on any mobile device – Android, iPhone, iPad, Kindle – or Web-enabled PC.

Using the program, a fleet owner can have a host of reporting functions: stop-start, aggressive driving, excessive idling, Banks explains. "We have preventive maintenance systems built into it that allow you to schedule for oil changes and tire rotations, so it's a complete package."

The system can monitor any number of vehicles. There's no software to install or service contract to purchase. "We don't lock customers into a long-term commitment," he says.

Text alerts and email reports provide fleet managers with at-a-glance updates on unauthorized movement, excessive speed and geo-fence alerts. It also can be used to guide drivers through unfamiliar routes.

The software keeps 90 days of history. "We can keep up to a year at no additional cost," Banks says. "It allows you to go back and look at your fleet two months ago, where somebody was, what they were doing; or if there were some billing issues, you can see how long they were at the job site."

The system also ties into the National Weather Service. An overlay provides a comprehensive look at current and approaching weather conditions, enabling drivers to take evasive action. Another feature includes live traffic data that warns drivers and dispatchers of traffic delays and road closures. **405/749-1105; www.usft.com. ■**



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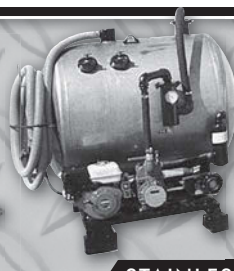
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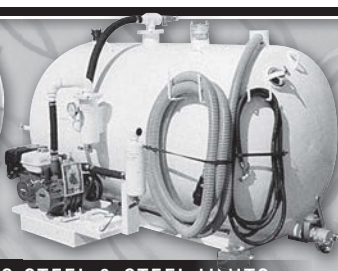
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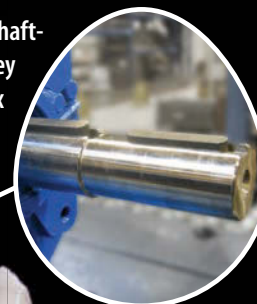
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Jim Anderson, Ph.D., is an emeritus professor at the University of Minnesota Department of Soil Water and Climate, education coordinator for the National Association of Wastewater Technicians, and recipient of the pumping industry's Ralph Macchio Lifetime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

# Determining Land Application Limits

**A well-designed nutrient management plan will help you spread an acceptable amount of septage and keep your state and local regulators happy** By Jim Anderson

**D**uring the 2013 Pumper and Cleaner Environmental Expo in February, Bruce Fox, of Allied Septic Services, gave a presentation on the challenges of land application. He talked about allowable application rates based on the type of crop grown. Someone in the audience asked how the rate was established. Fox responded that his firm hired a professional crop consultant to establish the accepted rate of application.

The audience member followed up, wanting to know the precise method of calculating the application rate. The questioner talked about the need for a nutrient management plan. I thought it would be a good idea to explore the development of a nutrient management plan and all that is involved, and hopefully clear up how rates are established for land application of domestic septage.

According to the federal Natural Resources Conservation Service (NRCS) nutrient management practice standard 590, the purpose of such a plan is to "manage the amount [rate], source, placement [method of application], and timing of plant nutrients and soil amendments." In Fox's discussion he said that the land-applier should act and think like a farmer. Farmers understand and use nutrient management plans.

## SETBACKS & EROSION CONTROL

In addition to establishing rates of application, nutrient management plans include other elements important to properly managing the application of nutrients to a crop. The criteria required of land application sites includes observance of setback distances for lakes, streams, drainageways, other buildings, roads, etc. Additional requirements establish runoff and erosion control measures to eliminate the impact on surface waters. And other conservation practices may be required and incorporated into the plan.

In terms of establishing the rate of nutrient application, standard 590 states "At a minimum, determination of rate must be based on crop/cropping sequence, current soil test results, realistic yield goals, and NRCS-approved nutrient risk assessments." To make these determinations, most state land grant universities provide a crop and nutrient guide including established rates of application. So if you are interested in the nutrient recommendation for a given crop, this guide is the one to be consulted for your area.

Recommendations vary from state to state based on soil, climate and crop conditions, so what may be true for your location may not hold true in another region. Fox and I actually found this to be true for our two states, Pennsylvania and Minnesota. Pennsylvania does not allow application of nitrogen to alfalfa since it is a legume and has the ability to fix its own

nitrogen. In Minnesota, nitrogen application is allowed since, if nitrogen is available, the alfalfa will use that input rather than fix its own, resulting in higher yields.

There are other good reasons not to land-apply to alfalfa, as the plants don't stand up to traffic and have a susceptibility to frost heave problems. But this is a good example of differences between university recommendations.

The first step toward establishing a nutrient application rate is to determine a realistic yield goal. Realistic yield goals must be established based on historical yield data, soil productivity information, climatic conditions, nutrient test results, level of management and local research results considering comparable production conditions. Estimates of yield response must consider factors such as poor soil quality, drainage, pH, salinity, etc.

## STATE RULES VARY

This was a part of the question from the audience because the expected yield on the grass crop was not what the questioner thought. As I just explained, the expected yield in Pennsylvania may be very different from Indiana or Minnesota. Other aspects that need to be addressed in terms of application rate are the source of the nutrients, how they are applied and the timing of the application to correspond with when the crops are able to use the nutrients.

Another feature considered the amount of residual nutrients available from previous years' application. This is important for land application because as a biosolid is being applied, not all of the nitrogen becomes available the first year. So for succeeding years the residual needs to be considered as a part of the application program.

For land application, according to the federal 503 guidelines, nitrogen is the nutrient used to determine how much septage can be applied. So once the Maximum Allowable Nitrogen Application (MANA) rate is determined in pounds per acre per year for the specific crop, the amount of septage applied is determined by the following equation:

Maximum allowable septage application rate (gallons/acre/year) = MANA divided by 0.0026

0.0026 is a constant based on an average amount of nitrogen per gallon of septage as determined by the U.S. Environmental Protection Agency.

Hopefully from this discussion you see that the nutrient management plan needs to be developed for your specific location and crop, in accordance with your state and local requirements, and that what is appropriate for another state will probably not apply in your state. ■



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# Nominations Sought for 2014 Excellence in Service Award

By Rob Patterson

In February 2014, the National Association of Wastewater Technicians (NAWT) will present the prestigious NAWT Excellence in Service Award to an individual or company that has shown exceptional accomplishments through service to the community and to the wastewater profession. This award, introduced in 2011, is presented annually at the Pumper and Cleaner Environmental Expo International. The desired candidate is an individual or company that attains or embodies the highest level of

professional excellence, has devoted time and energy toward commendable service that benefits the community or wastewater industry and – through exceptional leadership – provides inspiration to others.

The NAWT Excellence in Service Award recipient will be selected from nominations and we need your help in identifying potential candidates from among NAWT members or NAWT-sponsored individuals or companies. Within your organization there are undoubtedly individuals who are outstanding professionals and leaders. All nominations must be postmarked by Oct. 31, to be considered by the Excellence in Service Award Committee. We encourage you to contact the NAWT office at 800/236-6298 to obtain a nomination form to let us know who they are.

Through this program, we hope to build awareness and honor the valuable contributions being made by women and men in our business and professional community. We are looking forward to a successful celebration and we welcome your participation!

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*Rob Patterson is executive director of the National Association of Wastewater Technicians.*



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**February 5-6, 2014 - Eugene, OR**  
Onsite Wastewater Association (O2WA)  
Belinda Rasmussen - More info at [o2wa.org](http://o2wa.org)

**February 22-23, 2014 - Indianapolis, IN**  
NAWT Pre-Expo 2014 - More info at [nawt.org](http://nawt.org)

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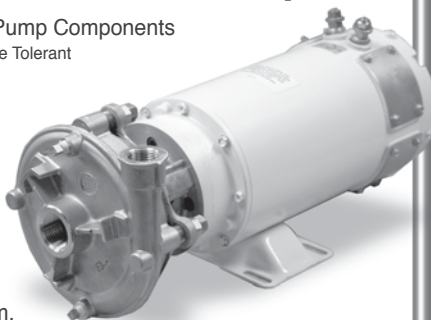
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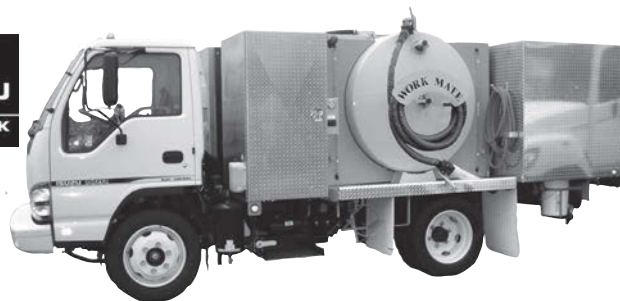
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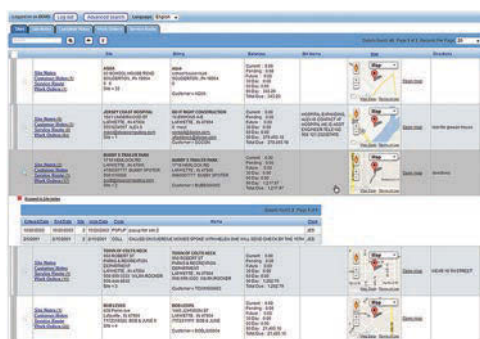
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### BILLING MANAGEMENT SYSTEM

The **Summit Service System, Version 5**, from **Ritam Technologies**, has been updated with a slicker look and feel, easier job management, and built-in reminders

and auto-repeat features, letting users retain business that would previously get lost. With one-click text message reminders, tasks are better organized and may be communicated to the field with smartphone and tablet device dispatch management, including iPhone and iPad. Credit cards can be swiped in the field or processed in the office. The flexible computer setup includes cloud-based remote solutions, local area network or single PC with optional home access. Choose monthly pricing or one-time licensing with optional continuity plan. **800/662-8471; [www.ritam.com](http://www.ritam.com).**

## FLEET MANAGEMENT

### CALL MONITORING SOFTWARE

**CallSource** software can monitor every inbound call to track the number of potential buyers that don't receive appointments. It can send an alert via email and text to the business to notify them of a missed opportunity within an hour. The alerts include the caller's phone number, name of the call handler and actual recording of the conversation, offering built-in accountability. **866/939-3079; <http://homeimprovement.callsource.com>.**



(continued)





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## CASE STUDIES

### CASE STUDY: FLEET TRACKING PROGRAM LEADS TO FUEL SAVINGS

**Problem:** Valet Waste faced fleet challenges that required a more advanced GPS tracking system to solve. Nick Choma, Regional Manager for the company's office in western Florida, sought a sole provider to affordably increase efficiency and monitor driver behavior.

**Solution:** Looking for a fleet management software product that allowed for customization, Choma chose the **GPS Insight Fleet Tracking Solution**. The features and flexibility of the software includes reporting on the amount of time spent inside and outside of landmarks, such as customer locations.

**Result:** Valet Waste has seen its fuel card bill drop 16 percent in the first two months of using the new software, which represents a 168 percent return on investment in fuel savings alone. "We require our employees to visit our clients routinely, and GPS Insight has been able to confirm those visits and track the frequency of those visits, to help ensure our promise of customer service was being upheld," says Choma. "Now we can validate 'how's my driving' complaints by pulling up Google Earth and focusing in on the time, day and vehicle. It is difficult to exonerate or punish an employee based on hearsay, and GPS Insight provides the proof." **480/663-9454; www.gpsinsight.com.**

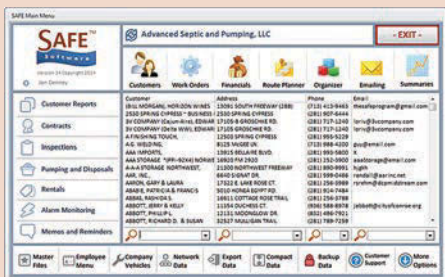


### CASE STUDY: SEPTIC PUMPER USES SOFTWARE TO INCREASE FUEL ECONOMY

**Problem:** It was a hot day last June, and Judy Malone with A & M Septic in Valley View, Texas, was making her typical round of service calls. She had used an entire tank of gas in her Chevy pickup and realized she would need to fill up before heading home. With fuel prices creeping higher, she began to look for ways to save.

**Solution:** Malone decided to call Jon Denney with **SAFE Software** and see if there was a way to utilize the mapping portion of the program to reduce her driving and fuel consumption. Denney showed her how to export her scheduled inspections to a Microsoft Excel spreadsheet and then upload it into a website that would create an interactive Google Map.

**Result:** After doing this for a week, Malone cut her fill-ups in half, while seeing three more customers per day. **800/604-7351; www.thesafeprogram.com.**



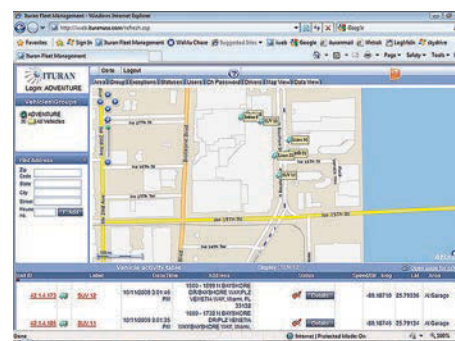
## FLEET MANAGEMENT

### BUSINESS MANAGEMENT PROGRAM

**FoundOPS** allows business owners to keep track of all client information and service history, and create service schedules. Users can dispatch their team by dragging and dropping jobs, or let the program's routing algorithm figure out the most efficient routes. The program can wirelessly send job information and updates to field technicians' smartphones or tablets. Technicians can also get turn-by-turn directions, access client information and then record a service report. Meanwhile, business owners can keep tabs on their progress and GPS location. Once the job is completed, an invoice is automatically created in the company's QuickBooks account, with all billing information already filled in. The system is securely hosted in Microsoft's Cloud, meaning that all users need is a Mac computer or PC with Web access. **765/688-0006; www.foundops.com.**



### GPS FLEET TRACKING SOFTWARE



**Manageit from Ituran USA** is designed for fleet managing and dispatchers, and contains instant and accurate GPS fleet tracking, personalized reporting, recovery services, geofencing technology, real-time notifications via email/SMS, landmark report, Driver ID capabilities and PTO alerts, along with

other features. The software provides customers with 24/7/365 live recovery assistance for both emergency and technical support. **866/543-5433; www.ituranusa.com.**

### GPS TRACKING DEVICE

The **VT310 from Meitrac USA** is a GPS tracker with five discrete inputs and outputs, and two analog ports. Among its features, the VT310 tracks vehicle window status, door status, engine status, temperature and tank fuel level, and is widely used in truck tracking applications. It features a 4 MB logger, motion sensor and backup battery. It allows technicians to track on demand or by time interval. It has an internal 4 MB memory for logging, a tremble sensor and alarms for SOS, geofence, GPS blind area, low battery, speeding and external power cut. **626/448-8785; www.meitrackusa.com.**



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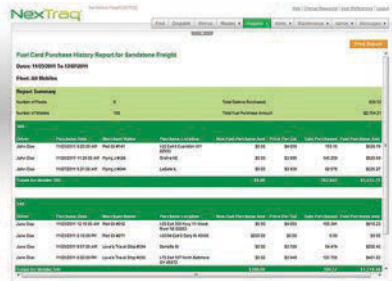
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## FUEL MANAGEMENT SOFTWARE

Fuel management software from **NexTraq** includes free integration with the Universal Premium FleetCard MasterCard, as well as fuel reports including fuel slippage, fuel efficiency and International Fuel Tax Agreement to better track fleet fuel spending and usage. It provides a full range of features to improve efficiencies, reduce waste, account for fuel purchases and improve buying behavior. Alerts can be set to eliminate wasteful practices such as excessive speeding and idling. Vehicle maintenance reporting ensures optimal fleet care and fuel efficiency. The driver safety scorecard report ensures fuel-efficient driving behaviors, and efficient route planning cuts down on mileage. **800/724-5261; [www.nextraq.com](http://www.nextraq.com).**



## BARCODE SCANNING SOFTWARE

**Barcode Scanning Software** from **Street Eagle GPS** provides fleet owners and operators the ability to manage assets and equipment in the field. By integrating with wireless barcode scanners from Motorola, the software transmits all scanned information in real time. The driver quickly scans the barcode on each asset when servicing, delivering or picking up. Managers track assets in the field, with each scan providing location, date/time and service verification. The software provides the actual location of each vehicle/asset and tracks pickup, delivery and servicing of mobile assets. Managers can verify that all assigned assets were serviced on the most optimized route for fuel and time savings. Automated and printable reports ensure proof of service for customers and efficient inventory management to schedule deliveries, prevent loss and allocate resources. **301/866-1990; [www.streeteaglegps.com](http://www.streeteaglegps.com).**



## ORGANIZATIONAL SOFTWARE



The **PortaTracker** program from **Tracker Solutions** provides customer information, including site and mailing address, phone number and history on one navigational page. The calendar feature enables users to schedule drop-offs, pickups and service as well as view each day's schedule by service or area. Dispatches can

be added to each day's schedule. Driver, truck number and jobs are entered from a drop-down list. A reference sheet, featuring directions, number and type of units, as well as address and phone number, can be printed out for the driver or office staff. The program also can create invoices and service reminders, and tracks credit and delinquent customers. **866/834-1551; [www.septictracker.com](http://www.septictracker.com).**

## GPS TRACKING DEVICE

The **AT-X5** live GPS tracking device from **US Fleet Tracking** is compact, discreet and easy to install. It assures turn-by-turn monitoring of mobile assets, and features 5- and 10-second tracking, historical playback and virtual fences. It comes standard with weather overlay and traffic features for safety and efficiency, plus the ability to create and edit up to 20 different logs while in the field. The Web-based system is compatible with every mobile platform. **405/749-1105; [www.usft.com](http://www.usft.com).**



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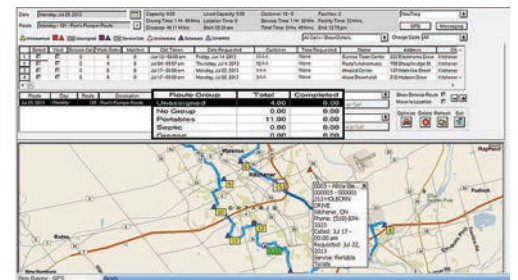
**Evolution** software from **WennSoft** delivers asset management, maintenance agreements, simple and segmented work orders, field service, advanced dispatching and scheduling, mobile solutions for field technicians, quotes, purchasing and invoicing, and includes Microsoft Dynamics CRM. It can operate as a stand-alone solution, or integrate with Microsoft Dynamics ERP products or other business application software and services.

It accurately tracks all tools, equipment and assets to promote efficiency throughout a company. **888/936-6763; [www.wennsoft.com](http://www.wennsoft.com).**

## ROUTING SOFTWARE

## ROUTING OPTIMIZATION SOFTWARE

The routing optimization feature in **RouteOptix** software provides a benchmark for how route time can be improved and compared against routes prior to running. Detailed route profitability information, including



prorated revenue, service revenue, disposal cost, disposal revenue, driver cost, fuel cost and vehicle costs are captured, giving a clear picture of overall profit on each route. Integration to NexTraq, a GPS/fleet tracking company, offers customers an enhanced paperless routing solution by uploading routes directly from the software application to a Garmin portable navigation device in the driver's vehicle. When calls are completed, a live date and time stamp is provided, which feeds production statistics and reporting information for management. **866/926-7849; [www.routeoptix.com](http://www.routeoptix.com).**

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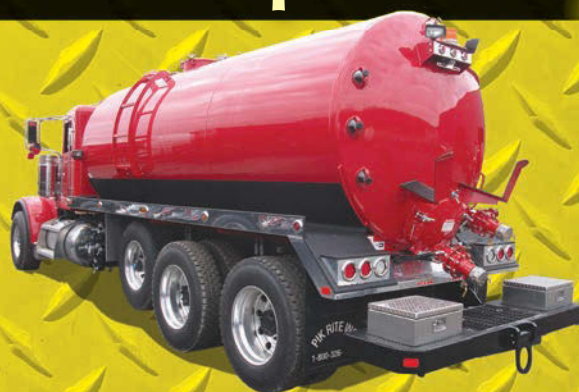
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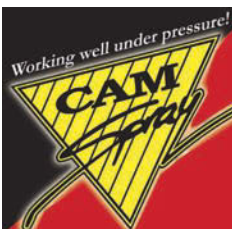
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## CASE STUDY

### CASE STUDY: INSURANCE BROKERAGE FINDS SAVINGS FOR LARGE PORTABLE RESTROOM OPERATOR

**Problem:** Bill Malone of A Royal Flush Inc., of Bridgeport, Conn., a large portable restroom operator, was searching for a better value in insurance coverage. He contacted Heffernan Insurance Brokers.

**Solution:** **Heffernan Insurance Brokers** performed a complete review of the company's current policy coverage, and the exposures of the business. Several areas of concern were found and addressed. The policy was rebuilt from scratch, and coverage was put in line with the needs of the business. Additional coverage was added in some areas, including pollution coverage, and coverage on trailers and equipment, and an umbrella was added to increase overall limits. The review also revealed an incorrect class code had been used on the workers' compensation policy.

**Result:** The wrong class code was removed from the workers' compensation policy. Even after increasing limits and coverage to be in line with business needs, cost was reduced. Malone felt relieved with the correct coverage and savings. **800/208-6912; [www.heffins.com](http://www.heffins.com).**

## INSURANCE

### CONTRACTORS INSURANCE PROGRAM

The **Septic Contractors Insurance Program** from **The Hartford** provides coverage for installation, design, service, repair and pumping contractors, inspection service contractors and portable restroom rental companies. Coverage includes design and installation errors and omissions, septic inspection service errors and omissions, and extra expense coverage for unintentional handling of hazardous waste. The program includes loss control services to help minimize and lower the frequency and severity of accidents particular to the septic industry, including slips and falls, collisions and vehicle overturns, and damage to business or customer property. Direct billing is offered through a total account billing system, with affordable payment options and an XactPAY workers compensation payroll billing option to help cash flow. **800/533-7824; [www.thehartford.com/septic](http://www.thehartford.com/septic).**

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The Greasezilla unit requires 1,000 square feet of space to separate brown grease from the grease trap waste stream.

## GREASEZILLA UNIT INCREASES DISPOSAL EFFICIENCY AND RECYCLES BROWN GREASE AS A FUEL SOURCE

The **Greasezilla** grease-separating unit, made by **Downey Ridge Environmental Co.**, enables grease-trap pumpers to reduce and better control waste disposal and fuel expenses, create a new revenue stream and run a more eco-friendly operation. And it produces its own fuel: brown grease, a byproduct of the separation process.

The system requires about 1,000 square feet of indoor space. It's designed for pumpers who clean a considerable number of grease traps, but it's also suitable for use by municipal treatment plants, says Ron Crosier, president of Downey Ridge and the owner of Crosier's Inc., a portable restroom and grease-and-septage pumping operation in Lansing, W.V.

"You need to collect at least 100,000 gallons of grease per month for Greasezilla to be cost effective," he says. "The more you spend on grease disposal, the more sense it makes."

*in the*  
**SPOTLIGHT**  
By Ken Wysocky

Here's how the system works: Pumpers first let gravity separate the water and the grease, then drain the water into a municipal sewer drain. Then they either pump or gravity-feed the remaining grease and sludge into a 10,000-gallon Greasezilla tank. Grease traps typically have a water-to-sludge ratio of 3:1 or 4:1 and brown-grease content of 3 to 5 percent.

Then a boiler heats the tank contents to a temperature of about 160 degrees. After about 24 hours, the contents separate into four distinct layers: rich brown grease, an increasingly valuable commodity in some regions (used for biofuel or animal-feed stock); debris; water; and food particles. The brown grease can be pumped out and sold, typically for \$1.50 to \$2 per gallon; the remaining content, which is pasteurized and nearly oil free, can be land-applied or discharged into a sewage treatment facility, Crosier says.

"You can process about 1,000 to 2,000 gallons of marketable grease in 24 hours," he says. "That, in turn, can generate \$2,000 to \$4,000 for very little labor and less than \$100 worth of electricity, depending on your



One of the two tanks used in a Greasezilla processing unit is loaded and ready for shipment. Two 10,000-gallon tanks are used to process at least 100,000 gallons of grease monthly.

electricity rates. And there are no chemicals to add at any time during the process and no labor required to clean up in between batches."

Moreover, the Greasezilla unit runs on brown grease; about 5 percent of the brown grease produced in each batch is pumped back into the system and used as fuel.

A typical Greasezilla setup includes dual 10,000-gallon, double-wall, insulated steel tanks. Two tanks increase efficiency because trucks can dump grease in one while the other is processing a load. A full tank weighs about 95,000 pounds, so any commercial building with a concrete slab should be able to handle the weight. The unit requires no special electrical upgrades, he says.

Greasezilla eases the financial sting of increasing disposal fees, labor costs and transportation expenses associated with trips to waste treatment and water treatment plants. In addition, it helps pumpers generate another revenue stream by selling brown grease and/or processing grease for other pumpers, Crosier says. The unit also appeals to customers who prefer to use vendors they perceive as environmentally sensitive, Crosier says.

**304/658-4778; [www.greasezilla.com](http://www.greasezilla.com).**

## STELLAR SLIDING-JOB HOOKLIFT

The Slider20-S hooklift from Stellar Industries has a 20,000-pound capacity, 72-degree dump angle and can handle container variations of 10 to 14 feet and up to 16-foot flatbeds. Hook height options include fixed 35.63 inches, fixed 54 inches and hydraulically adjustable 35.63 to 54 inches. Other features include hexagonal boom for added strength, zinc-plated pins to prevent corrosion, bushings, grease zerks at all pivot points and secure hose track. **641/923-4248; [www.stellar-industries.com](http://www.stellar-industries.com).**



## WATER CANNON PRESSURE WASHER PUMP

The Cat 67DX series pressure washer pump from Water Cannon is an enhanced version of the 4,200 psi triplex pump. Features include an adjustable unloading bypass system, chemical soap injectors, inlet adapter with stainless steel filter washer and thermal relief overhear sensor. **800/333-9274; [www.watercannon.com](http://www.watercannon.com).**



(continued)



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## SUBARU CENTRIFUGAL PUMPS

The PKX line of centrifugal pumps from Subaru Industrial Power Products included self-priming 2-, 3- and 4-inch models. The 2-inch PKX201 pump is powered by the EX13 4.5 hp Subaru engine and delivers 158 gpm. The 3-inch PKX301 is powered by a 6 hp EX17 engine and delivers 256 gpm. The 4-inch PKX401 pump is powered by a 9 hp EX27 engine and delivers 356 gpm. **800/277-6246; www.robinamerica.com.**



## NEWSON GALE HOSE CONTINUITY TESTER



The OhmGuard hose continuity tester from Newson Gale is designed to continuously ensure that a string of assembled hoses are safely grounded to the transferring vehicle during operations involving potentially combustible gas, vapor or dust. If the total electrical resistance is below the accepted standard of 100 ohms for multi-segmented hoses, a

green LED mounted on the OhmGuard clamp will pulse. If there is break in continuity, pulsing will cease, warning the driver of danger from static electricity. Models are available with 32- or 50-foot Hytrel 1 core spiral cable, with either an LED indicator clamp or optional permanent junction box. **732/961-7610; www.newson-gale.com.**

## ROM COMBINATION HIGH-PRESSURE, VACUUM UNIT

The SmartCombi PRO combination high-pressure and vacuum unit from ROM bv is designed to unblock and clean house connections and sewers, as well as suction grease traps and gullies. The system delivers 2,900 psi and 19 gallons of flow up to 2,175 psi and 26 gallons of flow. The vacuum system is available with a conventional vacuum pump or advanced thrust jetter (up to 1,087 psi). A Kubota turbodiesel engine is optional. **www.rombv.com.**



## LOWELL VALVE KEY SOCKETS

The three-size valve key sockets kit from Lowell Corp. can handle from 1 13/16-inch Boston gate nuts to 2-inch standard square nuts. It includes a compact case, attachment plate and 3-inch screw for mounting the socket on any standard key. **800/456-9355; www.lowellcorp.com.**



## DITCH WITCH RIDE-ON TRENCHER

The RT30 ride-on, dedicated trencher from Ditch Witch has a 24.8 hp Kubota diesel engine and can dig a trench up to 8 inches wide and 42 inches deep. The 42-inch boom provides a 36-inch cover depth. **800/654-6481; www.ditchwitch.com.**



## PAGODA ORNAMENTAL SEPTIC VENTS

Ornamental septic vents from Pagoda Vent Co. are made from recycled materials and manufactured using non-VOC paints and zero-emission coating processes. Vents are available in moss, bark and granite and a variety of heights. A carbon filter cartridge is optional. **888/864-1468; www.pagodavent.com.**

## LUNARGLO SOLAR-POWERED RESTROOM LIGHTING

Solar-powered LED portable restroom lighting from LunarGlo uses a lithium-ion battery to provide up to 80 hours of light on a single charge. The light resists high-pressure washing and UV radiation. It contains no moving parts and installs in minutes using a drill. **574/294-2624; www.lunarglo.com.**



## HEMCO EMERGENCY SHOWER

The emergency shower from HEMCO is designed to protect individuals working with hazardous chemicals. Constructed of one-piece fiberglass composite, the showers are fully assembled and ready for installation to water supply and waste systems. The unit includes a pull-rod activated shower and push-handle eye/face wash for immediate drenching of personnel who have been exposed to harmful chemicals. Options include grab bars, and hand-held body wash and curtains. The unit is ANSI and OSHA compliant. **800/779-4362; www.hemcocorp.com.**

(continued)



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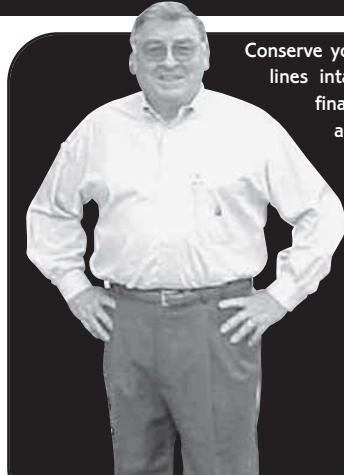
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drain lines. The MINI-POD carries 125 feet or 175 feet of pushrod and camera for 2- to 4-inch lines. A video-out connect allows for recording to an external device. **800/245-6200; www.drainbrain.com.**

## D&C ENTERPRISES PORTA-DRY BLADE

The Porta-Dry blade from D&C Enterprises, in conjunction with OnePass Waterblade LLC; is designed for drying portable restrooms. With the unit cleaned and rinsed, the interior can be dried in approximately 15 seconds. The 11-inch silicon blade whisks away water, saving on towel usage. It won't scratch plastic components or harbor bacteria. **760/920-0434; www.portadryblade.com.**



## NORWESCO VERTICAL STORAGE TANK

The 20,000-gallon vertical poly storage tank from Norwesco won't rust, corrode or become brittle. It also is lighter than most comparable steel and fiberglass tanks. **800/328-3420; www.norwesco.com.**

## JENNY PRODUCTS DIRECT-DRIVE PRESSURE WASHERS

Steam Jenny direct-drive, cold-water washers from Jenny Products are powered by 9 or 13 hp Honda GX Series engines and feature a triplex plunger pump. Four models are available with ratings from 3,000 to 4,000 psi and flow from 3 to 4 gpm.

Other features include thermal pump protection, unloader valve and high-pressure relief valve. The washers automatically shut down if low oil levels are detected. **814/445-3400; www.steamjenny.com.**



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requirements by field installing overload modules, up to 32 amps each. Features include padlockable, stainless steel NEMA 4X enclosure, single-point incoming connection and IEC hp rated motor starter (10 hp max at 208, 240 and 480 volts). **888/342-5753; www.sjrhombus.com.**

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## Deist Industries rebrands logos

Deist Industries began the launch of its rebranded logos and customer focused programs. The OEM truck body manufacturer's brands include Bucks Fabricating, Roll-offParts.com, AmeriDeck and Switch-N-Go.

## Franklin Electric rebrands Cerus Industrial

Franklin Electric rebranded its latest acquisition, Cerus Industrial, as Franklin Control Systems. Based in Hillsboro, Ore., the company will focus on the design and production of electronic drives and controls for water pumping and industrial systems. Products made by Franklin Control Systems will carry either the Franklin Electric or Franklin Control Systems brand.



## Infiltrator Systems launches product website

Infiltrator Systems launched a new website, [www.infiltratorsystems.com](http://www.infiltratorsystems.com), featuring an easy-to-navigate mobile platform, installation videos and product specifications.

## Bio-Microbics acquires SeptiTech

Bio-Microbics acquired SeptiTech, manufacturer of PLC controlled, onsite

wastewater treatment systems for residential and commercial applications.



## Super Products names industrial sales manager

Super Products named Greg Yablonski industrial regional sales manager for the northeast portion of the United States.

## Imperial Industries names West Coast distributor

Imperial Industries selected Armstrong Equipment of Santa Fe Spring, Calif., to represent its self-contained, slide-in product group in the western portion of the United States, including portable restroom and grease units.

## Southern Hydrovac founder Tim Coleman passes away

Tim Coleman, founder of Southern Hydrovac in the Atlanta area, passed away Aug. 22 after a lengthy battle with cancer. Coleman, 55, was the subject of a Pumper contractor profile story in September 2012. He started Southern Hydrovac in 2000 and grew it to serve a wide variety of construction customers and utilities throughout the Southeast U.S. Coleman is survived by his wife, Tina Miller Coleman, sons Chris Shawn and Matthew Terry, daughter Rebecca Coleman Garner, a grandson, sister and twin brother. ■

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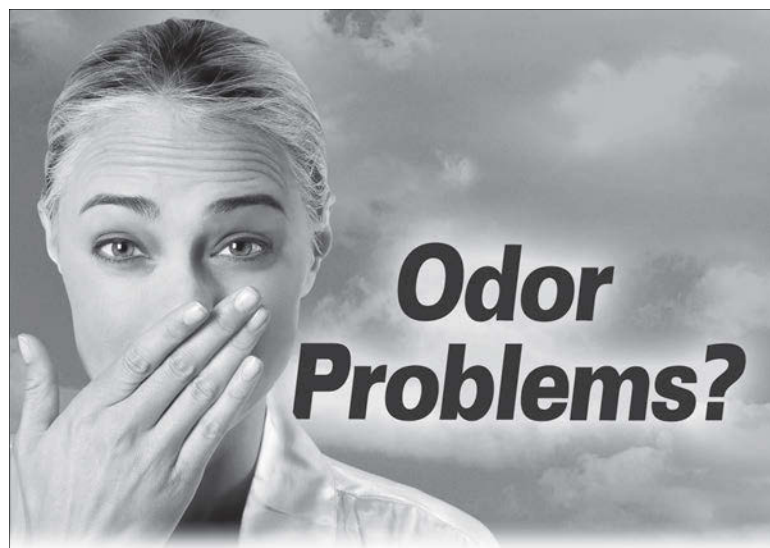


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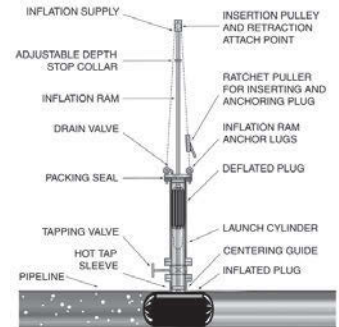
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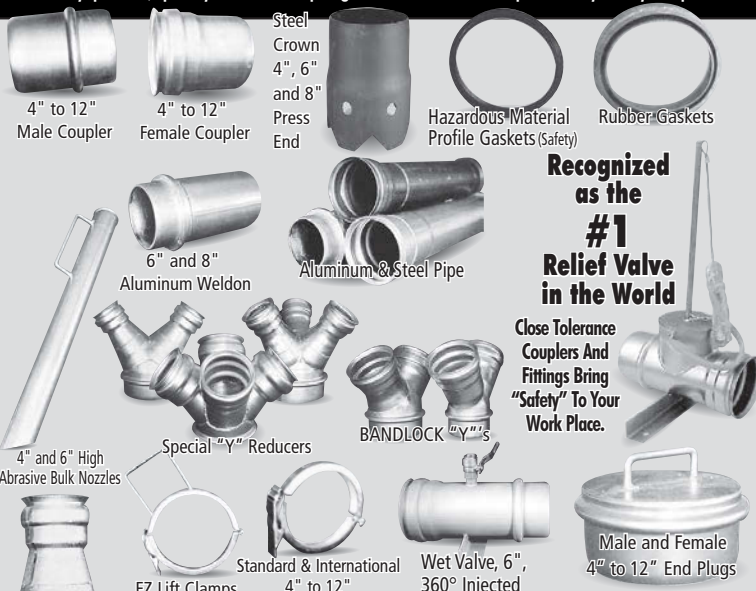
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## MINNESOTA

### MPCA videos help onsite training

The Minnesota Pollution Control Agency requires county, city and township onsite program administrators to receive basic training from agency staff. The training has progressed from workshops to a webcast to 12 online videos of less than 15 minutes each. "Online training is best served in small doses," says Gretchen Sabel, subsurface sewage treatment system coordinator. "This format makes it easier to find and view specific topics." Each video segment includes a summary and quick quiz to help viewers understand and remember key issues. The videos are at [www.pca.state.mn.us](http://www.pca.state.mn.us).

## MISSOURI

### Smallflows group names new board members

The Missouri Smallflows Organization announced that Kerry Clark of New Bloomfield and Tom Dewitt of Rogersville replaced board members Nancy Leighton, president, and Tracy Rank. Clark is working toward her Ph.D. in soil science; Dewitt is a professional soil scientist. The board elected Michael Bowers as president.

## PENNSYLVANIA

### Association supports land application practices

The Pennsylvania Septage Management Association joined 10 other organizations, including the Mid-Atlantic Biosolids Association and the Penn-

sylvania Water Environment Association, in filing a friend-of-the-court brief supporting a decision that land application of biosolids is a normal farming practice protected by the state's Right-to-Farm Act. The issue is whether private lawsuits can be brought against those who apply biosolids despite being compliant with state and federal requirements and protected by the law.

The association also submitted a letter opposing a petition from the Delaware River Riverkeepers to the state Environmental Quality Board. The letter suggested that the petition, if granted, would hamper economic development in the middle and upper parts of the Delaware River and would pose difficulties in the installation of onsite systems, affect biosolids applications and increase costs to municipal wastewater treatment plants.

## CALIFORNIA

### November conference planned

The California Onsite Wastewater Association Integrated Water Technology Conference and Exhibition is a collaborative effort with the American Rainwater Catchment Systems Association, Graywater Alliance and stormwater interests. Held at the LEJ Eco Center in San Francisco on Nov. 12-13, the event recognizes all onsite water resources and the benefits and effects they have on treating wastewater. Panels of industry experts and a regulatory representative will cover design, installation, operation and maintenance, and a concluding discussion on commonalities. 530/513-6658; [www.cowa.org](http://www.cowa.org).

## CALENDAR OF EVENTS

**Oct. 6-8** Virginia Onsite Wastewater Recycling Association Annual Conference, Sheraton Roanoke Hotel and Conference Center, Roanoke. 540/465-9623; [www.vowra.org](http://www.vowra.org).

**Oct. 8-10** Onsite Water Protection Conference, Jane S. McKimmon Conference & Training Center, Raleigh, N.C. Contact Joni Tanner at 919/513-1678; [soils\\_training@ncsu.edu](mailto:soils_training@ncsu.edu), or visit [www.cvent.com/events/29th-annual-onsite-water-protection-conference/event-summary-733a0e99dfd84a8eb-17f28e297bc425d.aspx](http://www.cvent.com/events/29th-annual-onsite-water-protection-conference/event-summary-733a0e99dfd84a8eb-17f28e297bc425d.aspx).

**Oct. 15-16** Delaware On-Site Wastewater Recycling Association, Harrington Raceway and Casino/Delaware State Fair grounds, Harrington. Contact Hollis Warren at 302/284-9130, Dan String at 302/854-9450, or [www.dowra.org](http://www.dowra.org).

**Oct. 31 - Nov. 2** Ontario Association of Sewage Industry Services Conference and Expo, Waterloo Inn Conference Hotel, Waterloo. 877/202-0082; <http://oasisontario.on.ca>.

**Nov. 12-13** California Onsite Wastewater Association Conference, LEJ Eco Center, San Francisco. 530/513-6658; [www.cowa.org](http://www.cowa.org).

**Nov. 12-13** Trenchless Technology Road Show, Holiday Inn, Boxborough, Mass. <http://trenchlessroadshows.com>.

**Nov. 17-20** National Onsite Wastewater Recycling Association Technical & Education Conference and Trade Show, Millennium Maxwell House Hotel, Nashville, Tenn. 800/966-2942; [www.nowra.org](http://www.nowra.org).

## TRAINING & EDUCATION

### Alabama

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

- Nov. 6-8 – Advanced Installer II
- Dec. 5-6 – Continuing Education

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>.

### California

The California Onsite Wastewater Association is offering these classes:

- Nov. 12-13 – Integrated Water Technologies, Sacramento
- Dec. 4-5 – National Association of Wastewater Technicians Operations and Maintenance Level 2, Sonora

Call Kit Rosefield at 530/513-6658 or visit [www.cowa.org](http://www.cowa.org).

### Delaware

The Delaware Technical Community College-Owens Campus has these courses:

- Online: Pumps, Motors and Controls – enrollment until 12/13
- Nov. 7 – Innovative and Alternative Onsite Systems
- Nov. 7 – DOT Regulations Review For Pumpers



Nov. 8 – Pumps: Installation, Maintenance and Repair  
 Nov. 13 – Risers, Baffles and Filters: Installation and Repair  
 Nov. 13 – Vacuum Truck Basics  
 Nov. 13 – Operation and Maintenance of Innovative and Alternative Systems  
 Nov. 14 – Aggregate-Free Alternatives for Onsite Disposal Systems  
 Nov. 15 – Pump Hydraulics  
 Nov. 20 – Alternative Treatment and Disposal Options for Wastewater Facilities  
 Nov. 22 – Onsite Control Systems  
 Nov. 22 – Submersible Pumps  
 Nov. 26 – Soils-Based Approach to Siting Wastewater Disposal  
 Nov. 27 – Replacement of Onsite Systems  
 Dec. 4 – Onsite 101  
 Dec. 5 – Biological Nutrient Removal Process Control  
 Dec. 12 – Soils  
 Dec. 18 – Tracking Water Movement Through Doppler and Transit Time Flowmeters  
 Call Hilary Valentine at 302/259-6384.

## Georgia

The University of Georgia Center for Urban Agriculture is offering On-site Wastewater Management classes:  
 Nov. 2 – Fulton  
 Nov. 16 – Brunswick

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

## Iowa

The Iowa Onsite Waste Water Association has an Installation Overview with COWTS test Nov. 22-23 at Knoxville. 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:

- Nov. 20-21 – General Continuing Education, St. Cloud
- Dec. 9-11 – Introduction to Onsite Systems, Mankato
- Dec. 12-13 – Installing Onsite Systems, Mankato
- Dec. 16-17 – General Continuing Education, Brainerd
- Dec. 18-19 – Installer Continuing Education, Mankato
- Dec. 19 – Pipelayer Certification, Mankato

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

## Missouri

The Missouri Smallflows Organization has these CEU courses:

- Nov. 5-6 – Operations & Maintenance, Liberty
- Nov. 25-26 – Operations & Maintenance, Springfield
- Dec. 11 – Drip Irrigation, Camdenton
- Dec. 12 – Pumps, Panels and Electrical, Camdenton

Call Tammy Trantham at 417/739-4100 or visit [www.mosmallflows.org](http://www.mosmallflows.org).

## New England

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

- Nov. 5 – AutoCALCS - Automated Support Materials for Pump Timers,

Tanks, Chambers, Bottomless Sand Filter Sizing and Buoyancy Calculations

- Nov. 14 – Identifying and Managing High Strength Wastewater
  - Nov. 21 – Rhode Island Regulatory Setbacks and Buffers
  - Dec. 5 – Nitrogen in the Environment and Onsite Wastewater Systems
  - Dec. 12 – Designing Nitrogen Removal Technologies
- Call 401/874-5950 or visit [www.uri.edu/ce/wq](http://www.uri.edu/ce/wq).

## North Carolina

The North Carolina Septic Tank Association has these classes:

- Nov. 11 – Installer/Inspector, Greensboro
  - Nov. 12 – Pumper and Land Application, Greensboro
- Call 336/416-3564 or visit [www.ncsta.net](http://www.ncsta.net).

The North Carolina Pumper Group and Portable Toilet Group have an educational seminar on septage management and land application Dec. 14 in Raleigh. Call Joe McClees at 252/249-1097 or visit [www.ncpumpergroup.org](http://www.ncpumpergroup.org) or [www.ncportabletoiletgroup.org](http://www.ncportabletoiletgroup.org).

## Oregon

The Chemeketa Community College in Salem has a Maintenance Operator class Nov. 4-5. Call 503/399-5181 or visit [www.chemeketa.edu/bus-profession/ccbi/customizedtraining/deq/classes.html](http://www.chemeketa.edu/bus-profession/ccbi/customizedtraining/deq/classes.html). ■

*Pumper invites your state association to post notices and news items in this column. Send contributions to [editor@pumper.com](mailto:editor@pumper.com).*

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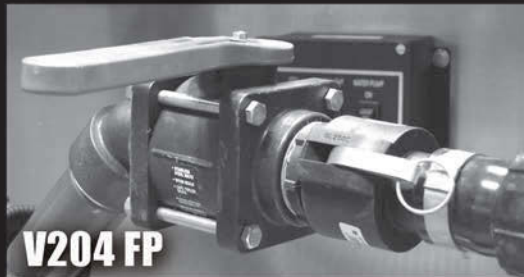
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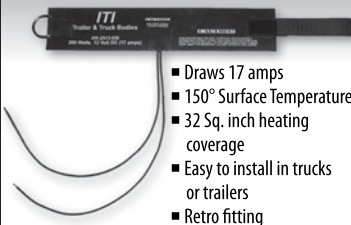
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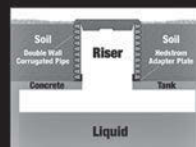


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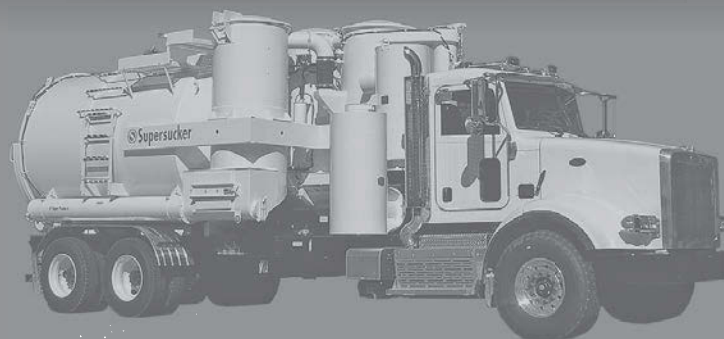
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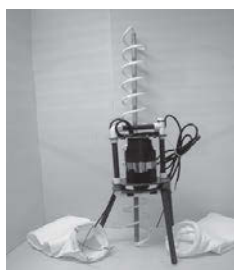
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Business Opportunity: Thriving business. Established customer list. Numerous commercial accounts. 815-871-8780 or 608-751-6911 (P10)

## COMPUTER SOFTWARE

[FreeServiceReminderSoftware.com](http://FreeServiceReminderSoftware.com),  
[FreeServiceDispatchSoftware.com](http://FreeServiceDispatchSoftware.com),  
[FreeRouteManagementSoftware.com](http://FreeRouteManagementSoftware.com). (P10)

## DEWATERING

We have done our part to make Boxes, Belts, Bags and Beds obsolete! Now it's time you do your part! Check out our website and then call! It really is that easy! [ITRDewatering.com](http://ITRDewatering.com) 317-539-7304 (P02)

4" Dia-Disk Double Diaphragm Pump: 5hp electric motor. Cost new - \$17,000. Completely rebuilt. Variable flow, 0-200gpm, low-stroke - won't shear polymer. PRICE \$7,500. Pictures are available upon request. Please call 910-738-5311. (PBM)

Containers — Dewatering; Vacuum; Garbage: Build to suit. One box can be used for dewatering with insert or garbage w/o 200-400 micron liners available. Starting at \$16,995 J and D Containers 208-860-8033 [jdcontainers.jenna@gmail.com](mailto:jdcontainers.jenna@gmail.com) (P11)

Flo Trend Systems Model SM-15-0-WS: 15-cubic-yard roll-off dewatering box. Can be used with a hook lift. Box only used 1.5 years. Comes with rolling tarp. Does not include polymer injection system. \$19,500 OBO. 801-430-7287, UT (P11)

FKC Screw Press, Class 'A'; JWC Septage Receiving Station; Fulton Boiler; Spiroflow Bulk Dispenser; Xerxes Tanks and Gorman-Rupp Pumps. For additional information contact John W. Campbell 231-547-4429 or [jwc@bigfishenvironmental.com](mailto:jwc@bigfishenvironmental.com) (P12)

Perrin (US Filter) 10-inch screw dewatering press, plate and frame filter presses, large lightning mixers and aerator drives, stainless tanks, pumps, strainers. Dorr Oliver, Barrett centrifuges, K-S 1X3 rotary vacuum filter, Kason 18-inch vibratory screen. [www.warwickequipment.com](http://www.warwickequipment.com) 732-241-9263 (P02)

## DRAINFIELD RESTORATION

**Soil Shaker 2000.** Universal skid steer attachment for drainfield restoration. Buy factory direct. \$6,250. [www.soilshaker.com](http://www.soilshaker.com) or call 320-293-6644. (PBM)

Terralift machines - 1996 and 1999. Low hours, excellent condition. Heavy-duty hammer. \$12,000 each. 317-627-7033 or 317-462-1948. Indiana (P10)

For Sale - Used TERRALIFT Machine. Mint condition. \$23,000. Call Dick @ 315-843-5600. (P10)

Terralift: Huge discounts on Terralift Machines. Call Dick Crane or John Vanzandt at 800-223-2256 or 888-298-4272. (PBM)

## HAZARDOUS WASTE UNITS



**2013 Freightliner/Presvac** 3,200-gallon DOT 412 dump/door vacuum truck with carbon vapor recovery system. Cummins/automatic trans. Moro PM100 470cfm vacuum pump. 46k rears, 18k front. Please call:

**KLM Companies**  
**617-909-9044**

PBM

Pre-owned Thompson Tank, 2-compartment 2,200 U.S. gallon, 1,000/12,000 carbon steel vacuum tank mounted on a 1993 Freightliner FL70 cab and chassis and a Thompson Tank pump package. (Stock #7918C) [www.VacuumSalesInc.com](http://www.VacuumSalesInc.com), (888) VAC-UNIT (822-8648). (PBM)

1993 Chevy Kodiak with a 2,300 U.S. gallon Presvac, carbon steel, DOT certified, vacuum tank unit. (Stock #6615V) [www.VacuumSalesInc.com](http://www.VacuumSalesInc.com), (888) VAC-UNIT (822-8648). (PBM)

2000 Gap Vax HG57 WET/DRY on Volvo WG64, 5,500 cfm, 27" Hibon blower, Cummins engine, chassis tank and bag house, in good condition, ready for work. KLM Companies, 617-909-9044. (PBM)

2012 Western Star cab and chassis with a Power Vac 5300, 3,250 U.S. gallon, carbon steel, DOT 407/412 regulations, vacuum tanker with a Hibon PD blower, 5300 SCFM w/ vacuum to 28" mercury, dump type with full open rear door and a Presvac PVB 750 vacuum-pressure pump. (Stock #13518V) [www.VacuumSalesInc.com](http://www.VacuumSalesInc.com), (888) VAC-UNIT (822-8648). (PBM)

New 3,200 U.S. gallon, carbon steel, DOT certified, 407/412 vacuum tank, dump type with full open rear, door and a Presvac PVB 750 vacuum-pressure pump installed on a 2014 Peterbilt 348 cab and chassis. (Stock #13563 A-B) [www.VacuumSalesInc.com](http://www.VacuumSalesInc.com), (888) VAC-UNIT (822-8648). (PBM)



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This vacuum loader is many things, but one thing it's not is just another "wet-vac." The Dominator® pump is liquid cooled for continuous duty in all applications. With 440-730 CFM of free air performance, the pump keeps on pulling when working vacuum levels are high. Profitable payload transportation is optimized, power for loading thick heavy solids is there, and decades of dedication are built into each Dominator® vacuum system.



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The Dominator is currently in stock and ready to ship, as well as all Huber service parts! If the part is in stock, the part ships in **24 hours**. Call us today for all your Keith Huber needs at 1-800-334-8237.



1997 Freightliner with Presvac 2,300-gallon DOT certified vacuum tank, Presvac PV750 vacuum pump with new paint and tank inspections. KLM Companies, 617-909-9044. (PBM)

### HYDROEXCAVATING EQUIPMENT

Hydroexcavators For Sale: Super Products Mud Dogs; 2009 International 10-yd body, 27' boom - \$285,000; 2013 Peterbilt 10-yd, loaded, newest model - \$365,000; 2013 Peterbilt 12-yd, loaded, newest model - \$365,000. Call 219-937-8285 (P10)



**2007 Mud Dog Hydro-Excavator** on Sterling chassis. Model #LT9500. 87,396 miles and 5,854 hours on truck. No mechanical issues. Contact TJ Morgan for more information. ....\$175,000

**317-284-1195, IN**

P10

### JETTERS-TRAILER



**2001 US Jetter Model 4018:** 600-gallon water; 18 gallons per minute. ....\$16,500

**801-209-3181, UT**  
**rooterexpress@gmail.com**

P10



**Xtreme Flow Hot/Cold Jetter!** Model #HJ2TA8536, tandem axle trailer, 35 hp Vanguard 8.5 gpm @ 3,600 psi, 325-gallon water tank, 300' hose, General pump. **Fully loaded!** List \$34,995. On sale for \$29,995.

**800-213-3272,**  
**www.hotjetusa.com**

PBM

1999 O'Brien Trailer Jet with 165 original hrs. 4-cylinder diesel engine, 800-gallon plastic water tanks, Myers 65gpm 2000psi pump, 500 feet of new jet hose, new white paint. Pictures at [www.empireequip.com](http://www.empireequip.com) \$23,500. 714-639-8352 (PBM)

### JETTERS-TRUCK

2006 GMC TC6500 cab and chassis trunk mounted jetting unit, with JET EYE camera system, 3,000 psi @ 50 gpm, 1,000-gallon water, 600' of hose, 500 cfm blower and 1/2-yard debris tank and attachments. **\$89,000/purchase price.** (Stock #13234) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

2001 Sreco water jet on an International 4900 tandem axle. 100gpm, 2,000psi pump. 3,000-gallon water tank. 600 feet of jet hose. Was a city-owned unit. Price \$57,500. [www.empireequip.com](http://www.empireequip.com) 714-639-8352. (PBM)

### JET VACS

1998 Vac Con V390SHA 1998 International Vac Con with 21,519 miles, 43,000 GWW. 98 International engine, John Deere pony motor with only 753 hours. Three-stage fan unit, 9-yard debris tank. 1,000-gallon fresh water. 600 feet of 1" jet hose and an 80gpm @ 2,500psi. Jeff Brooks 317-258-4900 (P11)



**1999 Vactor Model 2110:** Freightliner FL80 chassis with Cat engine, 18K front, 23K rear, Road Ranger transmission, John Deere auxiliary engine, single fan, extendable boom, 80gpm Rodder pump, 1" hose, aluminum tool boxes, boom lights, air-purge system, etc..... \$65,000

**914-739-3300, NY**

P11

2002 Vactor Model 2110PD on an International 7400. 61,650 miles. 80gpm, 2,500psi. Roots 824 blower. 600 feet of new jet hose. Was a city-owned unit. Price \$120,000. Pictures at [www.empireequip.com](http://www.empireequip.com). 714-639-8352. (PBM)

2007 Vactor Model 2112 on a Sterling LT7500. 50,876 miles. Two-stage fan. 65gpm, 2000psi pump. Was a city-owned unit. Price \$157,500. Pictures at [www.empireequip.com](http://www.empireequip.com). 714-639-8352. (PBM)

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## JET VACS

2003 Vactor 2110PD on a Sterling LT7500. Pump 80 gpm, 2,500 psi. Roots 824 blower. 1,500 gallon water capacity. New paint. Was a city-owned unit. Pictures at [www.empireequip.com](http://www.empireequip.com). Price \$129,900. 714-639-8352. (PBM)

Vac-Con V390LHA combination unit with Roots 827 blower, 1999 International Model 2554 cab and chassis. (Stock #3918C) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

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



**2003-2005 Vac-Con V390LHAD, V311LHA:** 7 Vac-Cons available: **1)** Unit 8841: V390LHAD single axle, 2004 Sterling chassis, 82129 miles 9-cubic-yard debris tank, 1,250-gallon fresh water. \$75,000. **2)** Unit 8899: V390LHAD single axle, 2004 Sterling chassis, 82430 miles, 9-cubic-yard debris tank, 1,250-gallon fresh water. \$75,000. **3)** Unit 8947: V390LHAD single axle, 2004 Sterling chassis, 75,500 miles, 9-cubic-yard debris tank, 1,250-gallon fresh water. \$75,000. **4)** Unit 9060: V390LHAD single axle, 2005 International chassis, 57,500 miles, 9-cubic-yard debris tank, 1,250-gallon fresh water. \$75,000. **5)** Unit 9066: V390LHAD single axle, 2005 Sterling chassis 45,000 miles, 9-cubic-yard debris tank, 1,000-gallon fresh water. \$75,000. **6)** Unit 8897: V311LHA tandem axle, 2004 International chassis, 49,800 miles, 11-cubic-yard debris tank, 1,500-gallon fresh water. \$95,000. **7)** Unit 8898: V311LHA tandem axle, 2004 International chassis, 58,000 miles, 11-cubic-yard debris tank, 1,500-gallon fresh water. \$95,000. All Vac-cons have auto transmissions, Arrow Board or Light bars, strobe lights, telescoping booms, 80gpm @ 2,000psi jetter pumps, 1" rodder hose, and 3-stage hydrostatically driven fans. All prices are negotiable and package deals are available.

**901-377-3289 TN** P11



**1982 Ford L8000 Vactor 810:** Combination jet vac. 3208 CAT and new Dae-woo diesel pony. 2,000 psi pump at 60 gallons per minute, 10-yd. debris. Oldie but goodie! Bought new truck. Reduced price of ..... \$13,500  
**360-414-8655 WA** P10



**2006 International Vac-Con:** 80 gpm, 3-stage fan, 12-yard debris tank, 73,000 miles. .... \$135,000  
**Call 1-877-389-2227 IN** P10

## LEASE/FINANCING

**Western Equipment Finance**, a subsidiary of Western State Bank, is committed to continuing to help you prosper. We have helped thousands of companies, large and small, with the most advanced finance options available. All Equipment Types, New or Used; we have the best rates and terms you deserve. Call the team you can TRUST, **Jim Stekl** at Western Equipment Finance 701-665-1647. [jim.stekl@westernequipmentfinance.com](mailto:jim.stekl@westernequipmentfinance.com) (P01)

**Capital Connection** is the leader in sanitation equipment financing. From Jetters to toilets, cameras to sewer trucks; we've been helping companies grow for over 23 years. Call today and let us help you acquire the equipment you need to grow your business. Jeff can help you. Pease call 808-214-4456. (PBM)

**North Star Commercial Credit:** Commercial loans for trucks or equipment, flexible purchase programs to fit your budget, 21 years in the industry. Contact **Tom Myers, 877-804-2274.** (PBM)

## MISCELLANEOUS

1990 Volvo Guzzler: Good to excellent condition \$21,500. Call 910-844-5855 or 910-280-2769 (P11)

1987 International B10 Aqua Tech: Rebuilt motor and transmission. \$7,800. Call 910-844-5855 or 910-280-2769 (P11)

## PADLOCKS

PADLOCKS for portables and plenty other places. Fast. Good prices. Best service. Lock-Masters USA, Inc. [www.lockmastersusa.com](http://www.lockmastersusa.com); 800-461-0620. (P10)

## PIPELINE REHABILITATION

CLEARLINE LASER PIPE PROFILERS: Two Models - LAS50 and LAS50T. Never used, must sell. Wesco Infrastructure Technologies, Ted Anderson, 310-808-1290 Ext. 304 (P10)

## PIPE-BURSTING EQUIPMENT

Pow-r Mole PD-33 and accessories: 4" splitting expander; 4" eye; Power Unit 20hp engine. 3000psi. 150' Rodder. Connectra 14M Butt Fusion, 1", 2" & 3" insert set. Used 6 times. \$13,500. 970-874-7920. (P11)

## PORTABLE RESTROOMS

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

Synergy World High Tech 1, Brown / Grey, 20 available, \$279 each. Satellite Tuffway, Tan, 100 available, \$279 each. 2004-2006 models. Boise, ID [carl@portapros.com](mailto:carl@portapros.com), 208-571-4068 (P10)

CONSTRUCTION GRADE Portable Toilets - 200 available. Most are Synergy Hi Tech. Ready to go out on job sites. \$200 ea. For questions or pics email [patflynn2@aol.com](mailto:patflynn2@aol.com) (P10)

## PORTABLE RESTROOM TANKS

For Sale: Two (2) 600/300 porta-potty tanks, good condition, no pumps or hoses. \$1,500 each or \$2,500 for pair. Call 606-439-4887 (P12)

## PORTABLE RESTROOM TRAILERS

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

Four (4) Ameri-Can Restroom Trailers: 824 Oasis \$10,900. 828 Royale \$10,900. 816 Trailer \$3,000. 812 ADA Unit with men and women stall \$9,000. Pictures and questions email [patflynn2@aol.com](mailto:patflynn2@aol.com) (P11)

2003 Olympia 26' Executive Restroom Trailer. Heat and A/C. 3 urinals and 1 stall men's and 3 ladies stalls. \$14,500. Pictures emailed upon request. Call Rich 973-670-0454 or email [rmwingle@embarqmail.com](mailto:rmwingle@embarqmail.com) (P10)

53' shower trailer: 12 stations 6 & 6, 3 sinks per side, heat, vent fans 500-gallon freshwater, \$45,998. 18' JAG Custom Boutique trailer, all custom, hands-free toilets. Flat-screen TVs, high-end beautiful luxury \$44,995. 2006/2007 Wells Cargo restroom trailer \$14,000. Good condition. Pictures available upon request. Contact Dylan 504-450-5325 (P10)

## PORTABLE RESTROOM TRUCKS



**2002 International:** Automatic, A/C, Masport pump, DT466 engine, 358,000 miles. 400 fresh water, 1,100 waste tank. \$18,500. **1997 Chevrolet:** Automatic, A/C, Masport pump, CAT3116 rebuilt engine - 69,305 miles. 334,623 miles, 400 fresh water, 1,100 waste tank. \$14,500

**Contact Beth @ 336-437-0534 x223, NC** P10



**Complete Portable Toilet service truck mount units** (turn-key), mounted on your truck or ours. Tool boxes, dual work stations, dc10 washdown pump, reversible vacuum pump, hose reel, set up complete, toilet racks available. 1100 waste/400 fresh: \$18,000, 1700 waste/600 fresh: \$21,000. Any custom options or sizes available!

**TexLa Services 936-641-3938**  
**www.texlaservices.com** P10





**2012 Mitsubishi Fuso FG140:** 4x4, 10k miles with 2007 Crescent tank. Holds up to 6 std. units with power lift gate. 550/350. Downsizing to weekend rentals only. ....\$64,000

**For more info, call Jodi at  
978-386-9987 MA** P10



**Portable Restroom Trucks for Sale:**  
**2012 International TerraStar:** 66,000 miles, Crescent tank 750/350; **2007 Chevy 6500:** 105,000 miles, Crescent tank 950/350; **2007 GMC TopKick:** 135,000 miles, Flat tank 1,000/350; **2001 Ford 350 SuperDuty:** 235,000 miles 300/150. All trucks ready for work. Call for pricing. CASH ONLY.

**Call Jeff 585-303-6155 NY** P11

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

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

**2004 Ford F550:** 6.0 diesel. 6-speed manual. Zero miles on new rebuilt engine. 4x4. 600 waste/300 water. www.pumpertrucksales.com. Call JR. @ 720-253-8014, CO. \$21,000 (PBM)

1997 Ford F-Super Duty with 500/250 Pikerite tank. Truck has over 350k miles on it, but just over 100k on Ford reman. Runs and drives. Ready to work. Has Jupor PN33 with 11hp. Honda. \$13,500 OBO! Will email any pictures. 920-979-7711 (P11)

2007 Chevy C-7500 cab & chassis with a Presvac 2,000 U.S. gallons, 2-compartment 600/1400 aluminum vacuum tank with a Moro M-3 vacuum pump. (Stock #2974C) **VacuumSalesInc.com (888) VAC-UNIT (822-8648)** (PBM)



**2006 Peterbilt 335:** 33,000 GVW. Air Ride suspension, Allison auto, Cummins 315, C-Series 8.3-liter pre-emission. Coleman stainless steel 3-comp body, 400-drop, 1500 waste, 300 fresh wash. Dual side service. Excellent condition. ....\$58,000 or best reasonable offer

**518-441-7222 NY** P10

TRUCKS, TRUCKS, TRUCKS! 1999 Ford F550 \$12,500; [2] 2000 Int. 4300 \$22,500 each; 2002 Int 4300 \$25,000; 2003 Ford F650 \$27,500; 2007 Ford F550 "aluminum 1350 tank" blown motor \$20,000; 2003 Chevy 5500 cab & chassis, blown motor; 2005 GMC 4500 cab & chassis, blown motor. Also have [3] Olympic restroom trailers - CHEAP! Email or text for pics dlove285@gmail.com or 973-445-2285 (P11)

## PORTABLE SHOWER TRAILERS

53' 22-stall mobile shower trailer. Changing room for each stall. Great for motorcycle rallies, NASCAR races, festivals, etc. Travel and be your own boss!! Comes with all accessories: waste bladder, generator, tables, chairs, fencing, skirting, carpet, & more. Available with or without contracts. Call, can email pictures. 800-498-3000. WI (P11)

## PORTABLE SINKS

Satellite hand wash stations: 2 Breeze and 7 Handiwash. \$250 each. Very good condition. Spare pumps & kits available. Fort Collins, Colorado. Harry 970-215-3281 (P10)

## POSITIONS AVAILABLE

Pipeline Inspection/Robotic Cutter Operators Wanted - NYC/Long Island based company seeking ambitious, energetic pipe inspection truck operators with a minimum of two years experience. Must have knowledge of sewer systems, ability to read project prints and drawings as well as a strong understanding of computers. PACP credentials a plus. NYC/Long Island prevailing wages paid. Please forward resume to: pipedr1@gmail.com. (P10)

Vector Operators Wanted - Experienced pipe cleaning operators for NYC/Long Island based company. Must have knowledge of sewer systems with ability to read drawings & project prints. Mechanical background a plus. Clean CDL a must, tanker endorsement a plus. NYC/Long Island prevailing wages paid. Please forward resume to: pipedr1@gmail.com (P10)

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

## PUMPS

Two (2) 4" Thompson Double Diaphragm Pumps: 5hp electric motor, single phase. Cost new - \$9,000 each. Will sell both for \$5,000 or sell individually for \$3,000 each. Pictures are available upon request. Please call 910-738-5311. (PBM)

## PUMPS-VACUUM

**Broken Pumps??** Buying Fruitland RCF-500, Masport HXL15WV and HXL20WV pumps. Price depends on condition. Contact Bob at 402-429-5294. Email photos to rb82844@gmail.com for quick bid. (P10)

Masport M2. New, still in crate. New clutch, oil trap muffler. \$1,250. Two new pressure washers w/Honda electric start engine. Cat pumps. \$300 each. Colorado. Call for pictures. Harry 970-215-3281 (P10)

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

## PUMPS-WATER

New, never used Myers D65-20 water pump. List price: \$17,992. Sell for \$9,750. New Rockford power take-off part number 4-11182 - \$700. 714-381-4141. (PBM)

## RENTAL EQUIPMENT

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

## ROLL-OFF TRAILERS

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

## SEPTIC TRUCKS



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

**715-339-2180 WI** P10



**2002 Freightliner:** One owner, vacuum pump truck for septic, grease traps, and storm drain service. 3,400-gallon aluminum tank with a 500-gallon fresh-water holding tank. Pressure jet & sewer jet capabilities. Masport vacuum pump, PTO drive, Caterpillar CFE3126 7.2L diesel engine, 300hp (Rebuilt July 2013). 10-speed manual transmission. New tires. Truck runs great. Regular P&M serviced. 309,987 miles. \$45,000 OBO. For additional information and serious inquiries contact:

**305-257-1711 FL  
office@aaaaboveallsungold.com** PBM



## SEPTIC TRUCKS



**(3) 2000 International 2764:** Cummins ISM 400hp, Fuller 8LL trans., 300K-360K miles, 4,000/200-gallon vac tank, Wittig RFL100 vac pump, jetter.

**866-720-4999**  
**www.tankservicesinc.com** PBM



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

**800-553-3642 IA**  
**www.truckcountry.com** P10



**2005 Western Star** w/5,000-gallon Imperial Tank, 515hp Detroit, 20/46 axles, Air Ride, Jake Brake, full lockers. Stock# 301640.

**800-553-3642 IA**  
**www.truckcountry.com** P10

1997 F-800, 33,000GVW, 6-spd, 5.9 Cummins, 2,500-gallon Transway tank, TSI 250 2-yr.-old pump, 186,000 miles, \$17,500. 315-773-4135. Runs/pumps great. Pics on request at mrsepticman@yahoo.com (P10)

2002 Kenworth T300 outfitted with 2,500-gallon aluminum pressure/vacuum tank. Jurop r-200 vac/pressure pump. With established clientele in the San Antonio/Bexar County area. Principle is retiring. \$55,000. Also have plumbing & drain cleaning trucks for sale. Call for more info and photos: 210-389-7185. (P10)

2006 International 7500-HT570: 10-spd. 18K front 40K rear, 168K miles, 4,000-gallon aluminum tank built by Imperial. \$125,000 775-315-5140 (P11)

1999 Sterling: 3,100 gallon. New paint and TSI 500 pump. 300 CAT, locking rears. Heated valves, 140,000 miles. Nice truck. Can deliver. \$37,500. 1999 Sterling: 33,000 GVW, 2,200-gallon. 3126 CAT 7-speed. Locking rear. Low miles. New paint. Jurop pump. \$22,500. John 724-785-5892 (P10)



**Great Buy for \$29,500...** 2000 Ford Sterling L7500 pumper truck, 2,000-gallon tank, Jurop pump, 156,993 miles.

**912-632-8883 GA**  
**smcdispatch@accessatc.net** P11



**2008 Freightliner Columbia:** 450hp Detroit, 10-speed transmission, Jake, A/C, cruise, Air Ride. New: 4,000-gallon tank and Jurop LC429 vacuum pump. New paint and all accessories. Extremely clean truck! ..... \$65,000

**740-988-7878 OH** P10



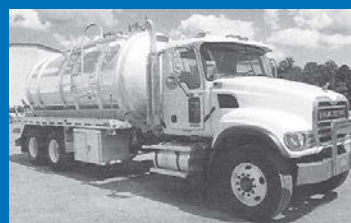
**2002 International 8100:** ISM Cummins 330hp, 9-speed, 52k GVW, with 3,500-gallon vacuum tank. 208k miles, AC, PS, fleet maintained. DOT inspected with sticker. The pump is a Challenger 370 is air cooled, bidirectional and comes with a 2-year warranty. Sale Price ..... \$55,900

**714-625-5348**  
**www.globaltrucksales.net** P10



**2002 International 8100** with new, industrial 2,300-gallon vacuum tank. ISM motor @ 330hp, 9-speed transmission, 33K GVW, air brakes, 11R22.5 tires, double framed, PS, AC, 186k miles, fleet maintained. New industrial vacuum system with Jurop 350cfm air-cooled pump. Tank is 1/4-inch thick, vertical baffled, 3-inch inlet, 6-inch outlet. Sale Price ..... \$41,900

**714-625-5348**  
**www.globaltrucksales.net** P10



**2003 Mack CV713** Granite vacuum truck; 400hp Mack engine with engine brake; Eaton Fuller 8 LL trans; double frame; Mack 44,000 Camelback suspension; Heil aluminum 4,600-gallon two-compartment tank - 1,000 gallon water/3,600 gallon waste; Drum S440 vacuum pump; Dayton 4,000psi pressure pump. .... \$68,000

**Robert @ 443-553-1517** P10



**1995 Ford F450 Super Duty** with 1,000-gallon tank. 460 gas, 5-speed manual. Roots blower, Electra shift PTO. Starts easy, runs great. Non CDL. Great starter or back up ..... \$10,000

**903-456-0989 TX** P10

2004 Peterbilt 340 pre-emissions: 3,600-gallon Transway tank and pump, C-7 CAT engine, 8LL transmission, 2004 stainless-steel chrome package, aluminum rims, air-ride suspension, air valve. 715-923-4127. (P10)



**2001 Freightliner FL80:** ISC Cummins, 10-speed transmission, 225,000 miles. New tires, new 4,200-gallon Imperial tank, heated valves, Masport 400 pump. Bought new, one driver. Well maintained.....\$85,000 FIRM

**815-871-8780 or**  
**608-751-6911 WI** P10

2000 Sterling with 285 Cummins: Pre-emissions, tri-axle with tag, all new tires, 4,400-gallon T-Line tank, MEC 8000 pump, new paint, air valve, all new brakes, bushings, and leaf springs, nice truck. 715-923-4127. (P10)

**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](http://www.pumpertrucksales.com). Call JR. @ 720-253-8014, CO. (PBM)

**1997 International 4900,** 210 hp, 5-spd, newer 1,500-gallon vacuum tank, Morrow M10 pump. [www.pumpertrucksales.com](http://www.pumpertrucksales.com). Call JR. @ 720-253-8014, CO. \$17,000.(PBM)

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

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

**2008 Ford F750:** 7-speed, 260hp Cummins, exhaust brake, rear lockers, new 2,500-gallon steel vac tank - you choose the pump. [www.pumpertrucksales.com](http://www.pumpertrucksales.com). Call JR. @ 720-253-8014, CO. (PBM)

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

Pre-owned Progress 3,600 U.S. gallon, aluminum vacuum-pressure tank. Mounted on 2001 International 4900 cab and chassis with a Demag Wittig RFL100 vacuum pressure pump package. (Stock #1587V) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)



**1995 International M11** Cummins diesel. 3,400-gallon aluminum tank with full-open rear hatch and hoist. Heated valves, 100-gallon onboard heated water tank. 20,000 front axle, 44,000 rears. Daily user. 777,960 miles. .... \$29,500

**Call 507-828-7950 MN** P10



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



**1986 Freightliner** with a 1988 custom 9,300-gallon tank trailer, tank has four compartments currently set up to haul waste water. Trailer is a tri-axle air down, spring up. Truck has a CAT 3406 motor, 693,000 miles with a 9-speed transmission. New brakes and tires on the tractor, well maintained. \$25,000 for both or will separate. Please call with questions.

**207-322-4874 ME** P10



**2005 Sterling:** 18/40s, MBE engine, 10-speed, jake, air ride, full diff. lock, A/C, cruise, tilt, heated mirrors. 178,000 miles. 3,600-gallon tank, HXL400 pump (new in 2012), 3" heated, 6" heated w/air control, work lights, toolbox. Call for price.

**800-826-2308 ext 6287**  
**www.vhtrucks.com** P10



**2006 Sterling:** CAT engine, 6-speed, A/C, cruise, 119,000 miles. 2,500-gallon tank, HXL15 pump, 3" and 6" valves, work lights, toolbox. Call for price.

**800-826-2308 ext 6287**  
**www.vhtrucks.com** P10

1998 Mack tri-axle 5,000-gallon septic pump truck with Masport pump. 8LL Fuller transmission. Mack 350hp engine. Pictures available. \$37,900. Call Frank 978-970-5800 (PBM)

1993 International 4900: DT466, 10-spd Fuller Road Ranger, 123,650 original miles, large toolbox, 2,000-gallon tank, 3" and 4" intakes, 6" dump. \$23,500. 831-440-0168 or admin@a-1septicerviceinc.com. (P10)



**2007 Sterling LT9513:** 18/46 axles, MBE 450hp, 10-speed, full diff. lock, jake, a/c, cruise, tilt, heated mirrors. 4,600-gallon tank, HXL400 pump, (3) 4" valves, work lights, approximately 80,000 miles. Call for price.

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**TexLa Services**  
**936-641-3938**  
**www.texlaservices.com** P10



**1992 International 4900:** DT466 Diesel, 7-speed synchronized transmission, double frame, newer front and rear springs, newer kingpins. Truck in good working order. 3,500-gallon carbon steel tank. Tank mounted with spring mounts. newer Manways, newer Bationi vacuum pump, 300cfm. Truck well maintained. Tires 80 percent all around. Truck comes with 5 hoses. Ready to work. GOOD STARTER TRUCK- North of Boston, MA ..... \$23,500

**Call Dustin 978-468-9001** P11

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## STREET SWEEPERS

2007 Tymco DST-4: Gutter broom drop down, dual-tilt hopper, deluge steel and poly brooms. Kubota 350 hrs. Isuzu NQR 10,000 miles. 17,950 GVW. Load sensor. 6-cyl. engine, automatic trans., A/C, foam-filled tires. \$80,000. Jeff 317-258-4900. (P11)

## TANKS

2007 700-gallon waste Crescent tank. 6-unit carrier. Lift gate. 220 gallon fresh water. Honda-powered Masport vacuum refurbished. \$4,800. 337-315-0692 (P10)

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

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

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**678-205-6959, OR**

P11



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P10

**2002 Peterbilt 330** w/Fassi 160 crane.  
21' deck w/storage under. 119,147  
miles. A/C. .... \$56,000  
**riverside-septic@bellsouth.net**  
**985-748-7554, LA** P10

**Call 570-549-2401  
or 570-418-0403 PA**

P10

2005 RST CCTV inspection trailer. 14' enclosed RST camera system, refurbished. Cable reel, computer, new camera & 6-wheel-drive tractor. Pricing based on equipment & tooling added. Call for quote. Jay 317-714-1107 Jeff 317-258-4900 (P10)

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## VACUUM LOADERS



**2005 Ford F650:** CAT C-7 (210hp); 6-speed; A/C; 26K GVW. Vacmaster VNDS4000 vacuum excavator; JD diesel (155hp); D+W blower; Boss air comp; 450-gallon Spoil tank w/hyd. dump. Stock# 8364; 67,865 miles. .... \$79,500

**800-520-4704 PA** P10



**1992 Wet-Dry Vac White Volvo/GMC:** Wet-Dry Vac Con, Newer tank & bag house. .... \$29,900

**360-414-8655 WA** P10

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

2008 Sterling with a Guzzler wet/dry industrial vacuum loader, 18-yard debris body, dump type, carbon steel vacuum tank. (Stock #2347V) [www.VacuumSalesInc.com](http://www.VacuumSalesInc.com), (888) VAC-UNIT (822-8648). (PBM)



**2006 Mack CV713 Granite:** 400hp, 10-speed, 64,000 GVWR. 139k miles. Camel back. BRAND NEW LMT 3,360 tank. .... \$108,000

**Call 816-241-4888 MO** P10



**Immaculate 2008 International Guzzler Ace:** 5,000 blower hours, 115,000 miles. New front floater tires, sludge pump, wash-down system. New filter bags, REGEN warning system. .... \$220,000

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