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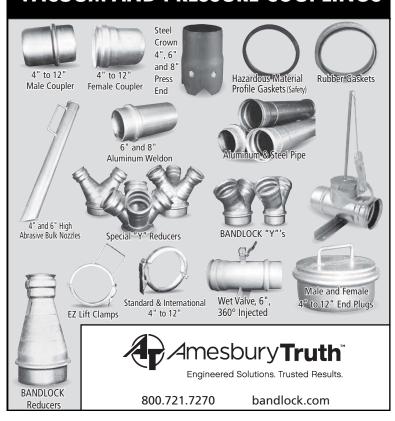
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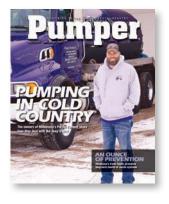


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IN THIS ISSUE March 2015



Pumping in Cold Country

- Peter Hildebrandt

Hinckley, Minn., is not the nation's icebox, but it's darn close. Husband and wife team Ardell and Janelle Kick share how they cope with the deep freeze and seasonal business fluctuations.

ON THE COVER: In Hinckley, Minn., the Kick family has built its septic service marketing on a bold color choice. Purple Pumper LLC serves an area subjected to frigid winter temperatures between the Twin Cities and Duluth, Minn. Ardell Kick is shown with the company's all-purple truck, a 2005 Sterling built out by Imperial Industries. (Photo by Lisa Timm)

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COLE Publishing Inc. 1720 Maple Lake Dam Rd. PO Box 220 Three Lakes, WI 54562

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Office hours 7:30 a.m.-5:00 p.m. Central Time, Monday - Friday

SUBSCRIPTION INFORMATION: A one-year (12 issue) subscription to *Pumper* in the United States is free to qualified subscribers. Subscriptions to Canada or Mexico cost \$28 per year (24 issues for \$54). Subscriptions to all other foreign countries cost \$150 per year (\$290 for two years). Subscribers are guaranteed monthly delivery of the magazine. To subscribe please visit pumper.com or send company name, mailing address, phone number and check or money order (U.S. funds payable to COLE Publishing Inc.) to the address above. MasterCard, VISA and Discover are also accepted. Supply credit card information with your subscription order.

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CIRCULATION: 2014 circulation averaged 24,800 copies per month. This figure includes all circulation regions (nationwide) and international distribution.

REPRINTS AND BACK ISSUES: Visit www.pumper.com/order/reprints for options and pricing. To order reprints, call Jeff Lane at 800-257-7222 (715-546-3346) or email jeffl@colepublishing.com. To order back issues, call Nicole at 800-257-7222 (715-546-3346) or email nicolel@colepublishing.com.

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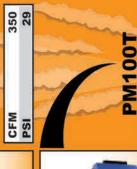
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Contact Jim with your comments, questions and opinions at editor@pumper.com.

To Serve and Protect

An Ohio pumper says he'd rather turn in his hauling license than report the condition of customers' septic systems to local authorities. Where would you stand? By Jim Kneiszel, Editor

recent newspaper story out of Ohio raised an ethical question for septic service providers: When you find an onsite system that's not performing at an acceptable level, is your loyalty only to the customer who may not want to pay for repairs or to the general public that may have concerns about the impact of a failing system in the neighborhood?

The owner of a pumping company railed against Ohio onsite wastewater rules that were updated for the first time since 1977. Joining a growing number of jurisdictions across the country, Ohio this year enacted a requirement for pumpers to report the condition of septic systems they service.

In Wisconsin, where I live, this is nothing new. Pumpers keep service records for their customers and file reports with the county health department regarding the condition of septic systems. Maintenance is required every three years and reporting is required.

But the Ohio pumper said he would rather stop pumping than be forced to report the condition of a customer's older system to the government. He said he was not going to renew his hauling license because of this change.

"We must be able to provide undivided loyalty to our customer. The reporting requirement places this loyalty in question by creating a conflict of interest, which cannot be resolved. Our customers are our friends and neighbors. We cannot and will not operate under these conditions," he told the newspaper.

The pumper further objected to becoming "the agent for the health department." He contended that whether a system is aging or predates a permitting process is not important and its performance shouldn't need to be reported. "Just because a system is old and doesn't have a permit doesn't mean it isn't doing the job. The only problem a homeowner has is if the effluent is going off site. If it's not leaving the site, it's not an environmental issue."

DON'T ASK, DON'T TELL?

Of course pumpers feel a loyalty to customers. But the question is: How do you serve your customers' best interests? Is it by taking a pump-and-run attitude, assuming the customer only wants to be told the system is "working" and would prefer to avoid detailed records and accountability because this may result in expensive repairs or replacement down the road?

Or is it in the best interest of everyone in the community – including your customers – to establish a baseline condition report for every system and then set up a routine schedule to monitor and pump systems to ensure proper performance?

Customers look to their professional septic technician to provide a thorough service, follow all laws and regulations, and level with them when maintenance, repairs and system replacement are needed. Those who want to play by a different set of rules are probably making a good decision by getting out of the wastewater business.

I believe this pumper doesn't have a clear view of the big picture. He doesn't recognize that as a pumping professional, he has a higher calling to the community, the environment and the wastewater industry whenever he pops a lid and cleans out a tank. And by living up to that professional responsibility, he is also serving his customers.

Widespread under-reporting of the condition of septic systems can have many negative impacts. Here are a few:

Tainting groundwater and drinking water supplies

Look the other way when you find one poorly performing septic system and run the risk of compromising a well or the water trickling into a stream or lake. Ignore the problems of several systems in need of upgrading and you're threatening the environment of a neighborhood. If all the pumpers in your area would let questionable systems slide over months and years, there could be a devastating impact on a life-sustaining resource for all: a clean water supply.

Turning onsite repairs into system replacements

What is the result if you don't tell customers when they should increase the frequency of pumping or fail to strenuously advocate for necessary system upgrades? Systems will become overwhelmed and drainfields and components will be damaged. So rather than paying for an additional pumping or a small repair now, customers may face a catastrophic failure in a few years. Providing homeowner education and being willing to deliver the bad news when necessary is the pumper's responsibility. Reporting to your health department plays a role in the ongoing wellness of all septic systems.

(continued)

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Damaging the reputation of the wastewater industry

Building respect for the decentralized wastewater industry is a challenge. We know that a few instances of pumpers who act unscrupulously or refuse to follow the rules can have a devastating impact on the thousands of professionals in the pumping community. We've seen the setbacks when headlines scream of a pumper who's been caught up in an illegal dumping scandal. Groups like the National Association of Wastewater Technicians, along with many dedicated professional pumpers, promote and work hard to follow acceptable environmental rules. Pumpers who fight against environmental protection and new wastewater technologies set the industry back.

GET WITH THE PROGRAM

I'd like to return to the Ohio pumper's statement that no environmental issues exist unless effluent is running off the customer's property. Really? Is he saying untreated sewage coming to the surface of the drainfield is a problem if it reaches a neighbor's property, but it's OK if it stays in the customer's yard? An attitude of indifference can put a customer's health at risk.

An important trust exists between pumpers and their customers, and proper and safe sanitation is on the line in this relationship. Customers look to their professional septic technician to provide a thorough service, follow all laws and regulations, and level with them when maintenance, repairs and system replacement are needed. Those who want to play by a different set of rules are probably making a good decision by getting out of the wastewater business.

















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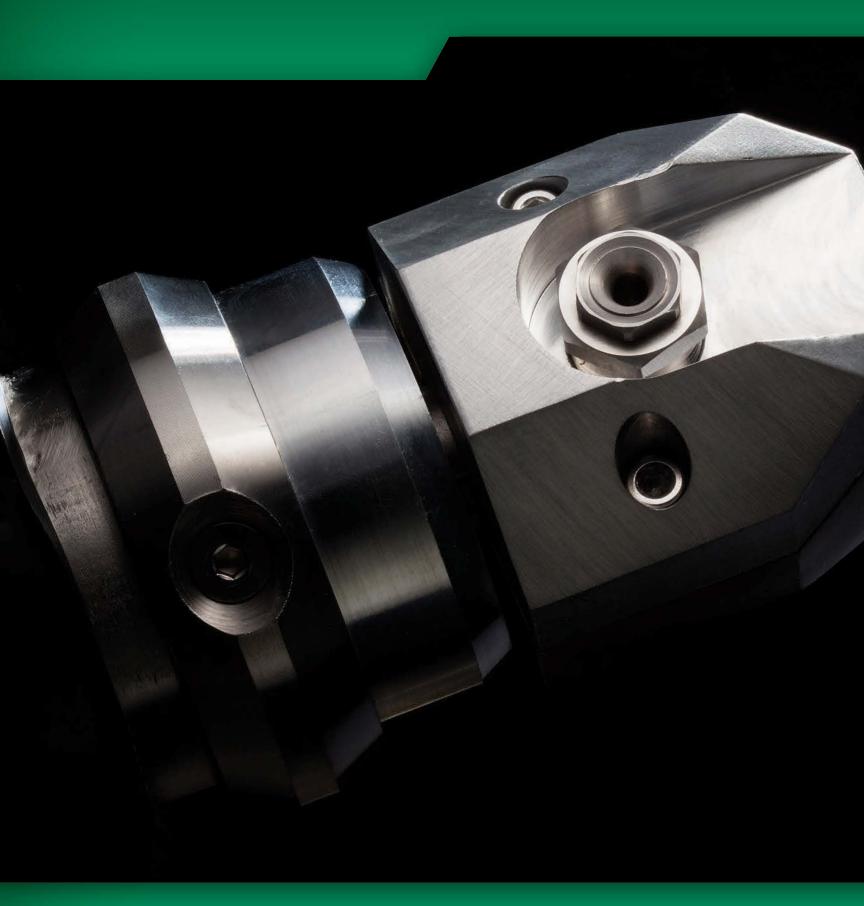
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here are clear benefits to a husband and wife working together in a small-scale pumping business. Spouses with complementary skills can bring individual talents to the partnership and keep the work flowing smoothly. Ardell and Janelle Kick, of Purple Pumper in Hinckley, Minn., enjoy that kind of winning teamwork. Ardell works tirelessly in the field while Janelle brings organizational skills to the office and is always available to troubleshoot when a customer calls with an emergency.

Located midway between Minneapolis-St. Paul and Duluth to the north, the Kicks serve two rural counties with the majority of their workload consisting of residential septic service. A frosty northern climate – with bone-chilling work conditions and a long winter slowdown – presents constant challenges to consistent profitability.

The couple purchased the business 10 years ago after Ardell worked for another area wastewater contractor. Ardell's industry background

(continued)





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equipped him well for educating customers. He explains how septic systems work and he performs basic maintenance and repairs. They are a two-truck, one-driver family operation. Janelle, in addition to running their home office, also raises their two young sons until dad gets home at night.

"It can clearly be a plus and a minus sometimes dealing with two rambunctious kids while you are trying to talk to customers," she says. "But it's been fun having a lot of our return customers – who have been with us a while and have kids of their own – now ask how our kids are doing."

Though the Kicks have just started their website marketing, they still rely mostly on word-of-mouth and their purple truck to draw customers. Aside from typical residential work, they pump a lot of tanks at summer cabins and campgrounds.

Purple Pumper land-applies all the septage they collect as the local municipal treatment facilities will not take the loads. To ensure enough farmland for the inputs, they contract with several farmers for spreading and also use Ardell's family's farm.

BACKUP TRUCK IS CRITICAL

The Kicks attended the 2014 Pumper & Cleaner Environmental Expo International (now called the Water & Wastewater Equipment, Treatment & Transport Show), where they shopped the exhibit floor for a service truck. They made a connection with Imperial Industries and had a used truck built to ensure they will always be ready to respond to customers during the busy

Right: Ardell Kick hooks the spreader attachment to the discharge valve before dumping a load.

Below: It's wintertime and there's snow on the ground, but that doesn't keep Kick from answering customer calls. Here he uses a Crust Buster tank agitator to mix a tank before pumping.





There sits your truck full of septage in someone's driveway when it's -10 degrees. This is not something workers have to deal with in warmer regions.

- Ardell Kick

summer. Without two solid trucks on the road, a breakdown could mean significant lost revenue, according to Janelle.

"We can't be shut down because we have winter to contend with," she says. "We work from April to December as hard as we can and then we are essentially off for the winter. If you don't work in the sunshine and make your money, you struggle. It benefits us greatly to have two trucks."

Ardell has been pumping with a 1998 Sterling truck with a 3,500-gallon

Continued)

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steel tank and a Jurop/Chandler R260 pump. The older rig will now be relegated to a backup service role. Imperial recently built out a 2005 Sterling chassis with a 3,600-gallon steel tank and a Jurop/Chandler LC420 pump that will become the go-to truck for the upcoming season.

Purple Pumper also has a power jetter and line-cleaning machines they keep in an enclosed trailer. They are a J2900 General Pipe Cleaners Jet Set, an Electric Eel Model C and an Electric Eel Model D-5. They also use a Crust Buster tank agitator.

In addition to pumping, the company performs minor tank repairs and upgrades, such as adding concrete risers and lids

upgrades, such as adding concrete risers and lids from Knife River Corporation or replacing lift pumps with models from Zoeller Company or Goulds. But

Janelle Kick works in the Purple Pumper home office.

Ardell says he stops short of digging up drainfields. Ardell cooperative has a agreement with onsite installers, sending referrals back and forth as needed. "I used to do installations," says Ardell. "So I know all the guys and I work with them all the time, pumping tanks out for them. I refer work to a couple of them



You have to have

a good attitude.

and always know

Be realistic, practical

each day when you go

tough, challenging and

needs to

be done.

out there that this is

important work that

- Ardell Kick

depending on where the job is located."

WINTER WONDERLAND

A deep snow cover in their territory during the cold snap of 2013-14 was a blessing, providing insulation for septic systems. In many Minnesota regions, however, there wasn't enough snowfall to prevent freeze-ups and there were many emergency calls for pumpers when temperatures hit below zero for more than 50 days.

Winter is the roughest time of the year to run a septic service business, the Kicks agree. While work slows considerably in

the first few months of the year, Purple Pumper is busy in December as customers want to get work done before the holidays.

Despite the cold, Ardell must have the flexibility to move while he's working, especially in the clothes he wears.

"I don't wear anything special for the cold; in fact, I try to dress as lightly as possible. I usually wear hunting boots as they are basically a waterproof hiking boot. I also wear regular jackets."

The cold can make work uncomfortable and it also poses dangers. Ardell recalls an incident working in temperatures at -10 degrees that left him with a broken finger and a stranded truck.

"I got a rock stuck in my hose. Because I could no longer feel my fingers, I could not feel the rock as it was slipping out of the hose," he explains. "It nearly took my finger off when it finally came out. Trying to get obstructions out of pipes or equipment is one way to easily break fingers."

And that's what happened. Ardell had to go to the emergency room.

A service reputation is key to success

Taking over an established business can be a blessing or a curse, according to Ardell and Janelle Kick, the fourth owners of Purple Pumper in Hinckley, Minn. When buying an existing business, the Kicks say it's important for that business to have a well-known name, but a long history of quality service is critical for success.

"Purple Pumper has been established here for almost 30 years now," explains Janelle. "Having a history is unquestionably a plus for an area business. But when we purchased the business it was also definitely needing some TLC."

When the Kicks purchased the business, previous owners had benefited from limited competition in the market, Janelle says. Since that time, more septic service providers have emerged, necessitating an aggressive plan to improve customer service.

"We wanted to do what it would take to make it a booming business once again," she recalls. "We definitely had to step things up."

Janelle says she learned that previous response to customer calls was spotty. That type of situation can call into question the quality of some of the names on the customer list that came with the business purchase, she asserts. Had some of those customers moved on to another provider?

"At first when we bought the business, we weren't doing any work," adds Ardell.

"The previous owner had been so busy but people quickly abandoned the company because the customer service just wasn't there."

It took five years for the Kicks to put the business on solid footing. At this point they are happy to have a full and satisfying workload at Purple Pumper.



Ardell Kick uses an Electric Eel machine to clear a customer's floor drain.

"There sits your truck full of septage in someone's driveway when it's -10 degrees. This is not something workers have to deal with in warmer regions," he says.

Because Ardell

had a cast on his arm that day and was unable to drive the truck, his father, Dennis, had to move the truck. Ardell has also had days when it took him three to four hours to get home when it should have taken an hour due to freezing rain on the roads or other extreme weather. On days where he's hit with treacherous weather, Ardell finishes only two to three jobs when he's used to pumping 10 to 12 tanks on a good day.

SIMPLE MARKETING, GOOD SERVICE

The Kicks employ a number of marketing techniques to build their rural business. For one, they leave refrigerator magnets promoting the business with everyone they meet. These are produced by Stamp Works. The Kicks have yet to see a huge response from the website they developed, but it is still fairly new. For their situation, a phone book ad, word-of-mouth recommendations and the distinctive truck are the best advertising.

"I feel that our personalized service, getting a live voice on the phone rather than waiting for a callback, is a big plus," says Janelle. "Giving people that personal connection is the thing that we especially like to focus on."

Janelle takes the majority of the calls. Her ability to get to the root of the

customer's problems and quick response from Ardell translates to customer satisfaction.

"Janelle has a good memory and we get quite a few regulars who call, so that memory can come in handy," says Ardell. "All I can say is that personal attention on the phone really helps our business, any business. Being on the phone and having excellent records is important so that you are not losing any customers due to their frustration in attempting to make phone contact.

"When you have too many customers you can be too busy and client service may start to suffer," he continues. "We try our best to take care of people who have been loyal to us. You always want to keep your core customers."

If customers are home when he arrives to pump a tank, Ardell takes time to educate them on how the system works. He tells homeowners what their tanks should look like and shares maintenance tips. He knows customer education is another key in providing good service and keeping septic systems in top shape.

LOOKING FORWARD

The Kicks have thought about expanding by adding another technician, but inconsistent workload throughout the year is a challenge to growth.

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"We have the potential to have enough work for an additional employee, but not always on a regular basis as we pretty much shut down during the winter; so you would have to lay that person off," Janelle says. "Also, working from home, I wouldn't be able to handle running two schedules if we got an employee, so we are OK with the size of our business."

"Right now we have plenty of business to keep us busy for our size," Ardell adds. "But I also don't want to sugarcoat things. This is tough, grueling work. Lifting equipment and hoses on and off the truck all day is not for the faint-hearted." It's hard work, but pumping is a gratifying business for this husband-and-wife team. At the end of a long day of service calls, they feel like they've helped people and made a good living for their family.

"You have to have a good attitude," Ardell says. "Be realistic, practical and always know each day when you go out there that this is tough, challenging and important work that needs to be done."



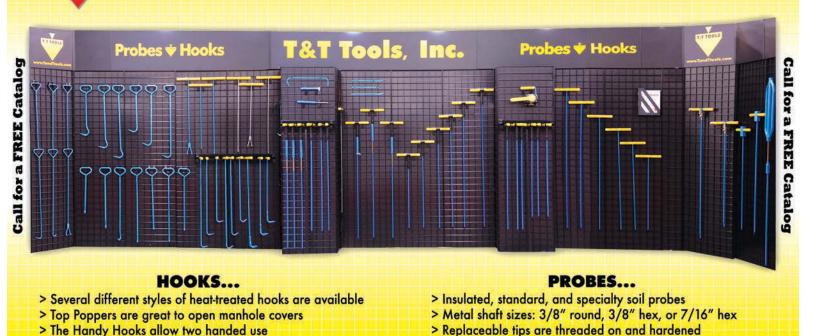


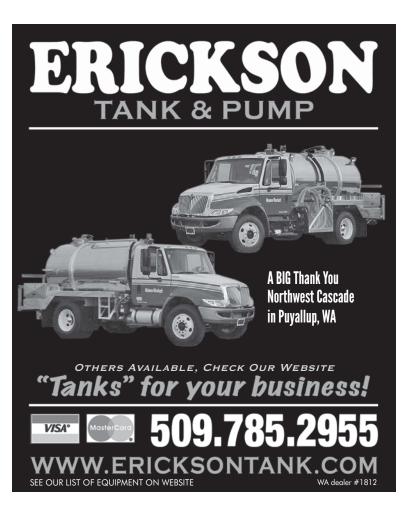
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David Frey is a small-business marketing consultant and author of *The Small Business Marketing Bible*.
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Don't Neglect Your Customer Base

Struggling to dig up new prospects? Established customers are a mother lode waiting to be mined.

By David Frey

client of mine in the spa and pool industry expressed concern that his sales had grown stagnant. He was still advertising and working on lead generation, but new customers had slowed to a trickle. I asked him, "As a percentage of your marketing efforts, how much is devoted to new customer acquisition and how much is devoted to current customer sales?"

"What do you mean current customer sales?" he asked. "Once we sell a spa to a customer, that's it. They're not going to come back and buy another spa one week later. A lot of our customers come in to buy chemicals and accessories, but that's all. All of our efforts are focused on finding people who want to buy a new spa or pool."

GOLD TO BE MINED

Unfortunately, my client didn't understand the value of his customer base. There is gold in your existing customer base waiting to be mined. Many retailers focus on the first or "front-end" sale and spend a disproportionate amount of time looking for new customers when the real gold mine lies in "back-end" sales or continuing stream of sales.

You've probably spent a lot of money acquiring customers. When you ignore them, not only do you miss out on potential revenue, but you also flush your return on the investment made in acquiring them right down the toilet.

If you have convinced people to do business with you, it means they have already given you a vote of confidence. If you've provided good service and met (or exceeded) their expectations, it's likely they would give you a second vote of confidence or third or fourth. You may even get their lifetime vote of confidence.

CAPTURE THE CONTACTS

You must be able to contact your customers in order to market to them. That's why one of the first pieces of advice I give my clients is to capture their customers' contact information at the point of sale.

If you have ever purchased an item at Radio Shack, you know that the clerk always asks for your name, address and phone number. They don't even give you a reason; they just ask for it. They assume you will give it to them, and you know what? Some 98 percent of Radio Shack customers do, without question. It's so automatic customers feel giving their contact information is just part of the purchasing process.

Every small business in America should be doing the same thing. But to go one step further, you should also be capturing your customers' email address. This is the "holy grail" of marketing because you can market to your customer again and again at no cost.

If customers are reluctant to give you their email address, offer them a coupon or something else of value. The effort to obtain your customer's email address will be repaid many times over.

Depending on your business, a large majority of your customers lie dormant, having only transacted business with you once or twice.

THE LOST 20 PERCENT

Depending on your business, a large majority of your customers lie dormant, having only transacted business with you once or twice. Your remaining customers are those who are loyal to you and from whom your profits can be significant.

Though it may vary for your septic service or portable sanitation business, the average number of customers a business loses is about 20 percent annually. The average business spends six times more to attract new customers than it does to keep old ones. A survey on "Why customers quit" found these reasons for not coming back:

- 3 percent move away
- 6 percent develop other business contacts
- 9 percent leave for competitive reasons
- 14 percent are dissatisfied with the product or service
- \bullet 68 percent quit because of an attitude of in difference toward them by the company

So 82 percent of the customers who stop doing business with you are unhappy. Unfortunately, unhappy customers don't usually complain. A study from the Research Institute of America says the average business will hear nothing from 96 percent of unhappy clients who experience rude or discourteous treatment.

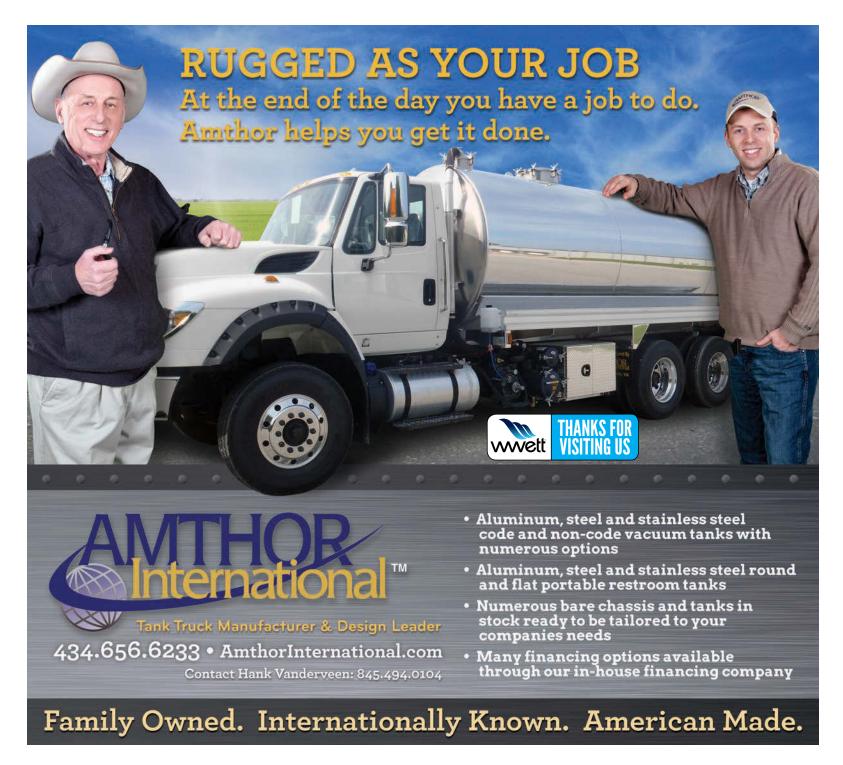
Not only is having unhappy customers driving up the cost of customer acquisition, but it is also costing you potential lost sales. The same study found that unhappy customers tell their experience to at least nine other people, jeopardizing additional potential sales.

So what do you do to get these people using your business again? You assume the statistics are right and that you did something to offend them.

Tell them the truth – that they haven't been buying products or services from your firm for quite a while and you sense something is wrong. Make sure you communicate this in a way that conveys genuine concern for their well-being. Believe it or not, this simple approach has a magical effect on inactive customers.

IDENTIFY UNMET NEEDS

Let's go back to my client who mentioned that he didn't know what more to sell his customers after they purchased a spa, a one-time purchase.



He couldn't sell them much more than chemicals and accessories, but he could provide complementary products and services that might interest his customers.

How? I advised my client to meet with the owners of other businesses that provide complementary products and services and strike up a commission or referral deal. This way he could still benefit from his relationships with his customers and also provide them with other products and services.

To maximize this strategy, you might consider asking your customers what they are lacking and then find out how to solve it. As the saying goes, find a need and fill it.

Virtually every successful small-business person will tell you that finding and fulfilling unmet needs is the name of the game when it comes to winning customers. The better you do this, the more customers you'll win.

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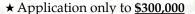


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County ban on land application overturned in Washington state

By Doug Day

Washington state appeals court has struck down a county's ban on the land application of Class B biosolids. The state Legislature approved land application in 1992, but Wahkiakum County banned it in 2011 after neighbors objected to a farmer's plan to spread biosolids from a local septic tank pumping company to help grow grass for his cattle.

The court ruled in favor of the Washington Department of Ecology that the county did not have the authority to ban something allowed by state law. The county plans to appeal the case to the Washington Supreme Court. Many farmers and sewer districts in Washington filed "friend of the court" briefs urging the court to overturn the ban. One of those was the county's largest township, which currently pays to have its biosolids shipped outside the county for land application and hopes to save money by doing it locally.

More than 80,000 tons of Class B biosolids were land applied in Washington in 2013, according to the Department of Ecology.

Hawaii

A ban on cesspools is one change proposed by the Hawaii Department of Health in planned revisions to its onsite wastewater rules. Hawaii has about 90,000 cesspools and approves an average of 800 new installations every year. Hawaii is the only state that still allows new cesspools. The proposed ban would prevent any new installations and require existing cesspools to be upgraded or the home be connected to a sewer system within 180 days of the property being sold. Among other proposed changes:

- Dewatering of sludge for new facilities with flows of more than 100,000 gpd.
- Prohibition on individual wastewater systems in developments with more than 15 subdivided lots.
- Restrictions on the use of seepage pits as soil absorption systems.
- · Requirement to bring tank access to grade and secure lids.
- Minimum maintenance contract requirements for aerobic treatment units.
- Prevention of direct discharge of effluent from an aerobic unit to
- Deletion of requirement for quarterly reports from pumpers.
- Revised spill reporting requirements.

The revision process began Sept. 1.

Maine

A referendum in the Town of York that would have required septic system inspections at the time of sale failed in November. The controver-

sial measure calling for inspection by a licensed site evaluator or septic inspector failed 3,683 to 3,052 after spirited campaigning from opponents and supporters. The law would have required repair or replacement of failing systems.

Wisconsin

The state Department of Natural Resources has added language to regulate the separation of private well waterlines from onsite wastewater treatment systems. The issue was not covered by regulations in the past. The new provisions became effective last October and are as follows:

The waterline may not be installed in, under or above a septic or holding tank, or any inground, at-grade or mound soil absorption unit, and the waterline must be separated at least 10 feet horizontally from components of an onsite treatment system.

Rhode Island

A \$2 million house built on the wrong lot must be moved, a Superior Court judge in Rhode Island has ruled. The septic system and driveway must also be relocated. The 2,400-square-foot, three-story home in Narragansett was built on parkland by mistake, apparently because an official survey was never conducted. The court order requires the home to be moved to the correct, adjacent lot or be demolished, and the parkland be restored.

Illinois

The owner of an Illinois sewer and water company was taken into federal custody for failing to correct serious trenching hazards and pay Occupational Safety and Health Administration (OSHA) penalties. The Seventh Circuit Court of Appeals granted a state Department of Labor motion last October, citing a history of failing to comply with OSHA standards and orders from the Occupational Safety and Health Review Commission. Mike Neri of Mike Neri Sewer & Water Contractor Inc., of Elk Grove Village, was held in contempt of court last summer for failing to comply with a 2013 enforcement order. After failing to respond to the court, the U.S. Marshal was ordered to take him into custody.

The company had been issued several citations over five years, including serious, repeat and willful violations of trenching regulations, failing to train workers, and not having a safety and health program. The company was placed into OSHA's Severe Violator Enforcement Program. The court ruled that he remain in federal custody until he either complied with the enforcement order or proved that he could not.



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Right: The Irwin Septic Tank Cleaning crew includes, from left, Patrick Lemmings, Shane Irwin and T.J. Wolford. The silver-flamed truck behind them is from Progress Tank and the second company rig is a GMC locally built by Standard Steel of Oklahoma City.

Below: The Irwin Septic crew runs a long line of hose to reach a backyard septic tank.





MODEST BEGINNINGS

Irwin's concern for preserving septic systems is born out of a long family history of customer care, going back to his grandparents, Orvil and Helen, who established the company in 1972.

"My grandpa was a truck driver for Wonder Bread for years and just wanted to do something different," says Irwin. "Putting a tank in the back of a pickup truck was both familiar and different enough for him to get into the business and stick with it."

Irwin's father, Larry, had been an oilfield worker, but he preferred the steady rhythm of septic pumping to the market fluctuations of the energy business. He started working for the company in the mid-1980s and eventually took over operations in the 1990s.

"I've been riding the truck from age 4 or 5 on," recalls Irwin, 34. "I started driving for the family business 15 years ago. When my father offered the business to me, I was definitely excited."

The business generally operates within a 50-mile radius of Oklahoma City. It employs two people full time. Patrick Lemmings is a driver and service technician who shares duties with Irwin, each covering half the territory on the day's service calls. T.J. Wolford rides shotgun with either one and helps out as needed.

LOOKING FORWARD

Irwin's wife, Reina, runs the office, making calls, taking orders and handling paperwork. They're assisted by son Logan, 11, and daughter Emily, 10, who often ride with their dad.

"I took a longer drive to Bristow, about a two-hour drive away, recently to do an emergency septic pumping job, in part because my son and I could enjoy the drive together," says Irwin.

Septic systems remain common in the Midwest City area where only part of the city is served by sewers. The area is booming on the back of the oil and gas sector.

(continued)

Spit and polish

According to Shane Irwin, owner of Irwin Septic Tank Cleaning, Plumbing & Repair, a company's image is only as good as the condition of its trucks. The company recently jazzed up its 2002 International 4300 DuraStar to act as a rolling billboard.

"All of the trucks around here are white," he says. "We wanted to do something really cool and remind people of the colors of the Oklahoma City Thunder basketball team."

Irwin contacted Silsby Media in Midwest City to design a truck wrap, complete with blue and chrome flame decals.

"It looks just like a paint job and protects the truck as well," says Irwin. "We went to VARCo for matching hoses. The color looked pretty good online, but when it arrived, it matched the truck perfectly. A few months ago we used our International to pull my daughter's float at the Choctaw High School homecoming parade. With the chrome wheels, it turned a lot of heads."

Refurbishing their 1995 GMC TopKick was more of a do-it-yourself project, completed with the assistance of family and friends.

"I repainted the entire truck, tank, bed and wheels in October 2013," says Irwin. "I built a new front steel bumper with the help of my brother-in-law Sean Angle. My best friend Roger Saavedra helped me put on all the new decals after it was ready."

Irwin employees also wear uniforms with logos to complete the company image. "It's an old saying, but you never get a second chance to make a first impression," says Irwin.

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"Nearby Choctaw is one of the fastest growing cities in the state and 99 percent of the new housing construction is served by septic," says Irwin. "About half the systems are traditional septic tanks. The other half are aerobic systems, which are installed because the houses

are either built near a water

dump a load. **Right:** Shane Irwin hecks the pH level of a sample and meets

Above: After filling

up the vacuum truck,

Shane Irwin stops to

checks the pH level of a sample and meets with a wastewater plant supervisor after dumping a load.

feature or on almost solid clay soil that doesn't work well for leaching."

The aerobic systems feature three or four compartmentalized tanks and an aerobic treatment unit. Effluent is aerated and treated with chlorine or bleach. The treated water is then applied to lawns and gardens through sprinkler heads, employing a pump on a timer. The systems require more attention from homeowners, who need to add chlorine and visually inspect the system from time to time.

IMPROVE REGULATION

Irwin Septic provides maintenance service contracts for aerobic systems, but many homeowners choose to go it alone – and fail miserably. Often pool chlorine, which can't disinfect septic fluids, is substituted for the proper formulation. Irwin has also encountered aerobic systems with compressors burnt out from years of chewing on an overflow of sludge.

Other systems haven't been pumped for as many as a dozen years and are irrigating the lawn with sewage.

"Last year we received a call about a house with a regular septic tank that was having issues with backing up," says Irwin. "The homeowner told us she hadn't had it serviced in 15 years and wanted us to snake the line because it was blocked. We told her to go outside and remove the cap of

Oklahoma is far behind a number of states in creating laws that require you to maintain or inspect any septic system. A lot of our jobs are emergency calls about systems that have gone way beyond saving through regular maintenance.

— Shane Irwin



the clean-out and not to flush the toilets, do the dishes or use any water until we arrived. She didn't listen and by the time we got there, sewage had backed up into the stand-up shower."

Irwin says he'd like to see tougher rules on both septic tank inspection and maintenance. In the absence of regulations, the company expends considerable effort educating its clientele on the proper care and maintenance of septic systems.

CUSTOMER EDUCATION

"Sometimes it seems like we spend too much time on customer education," says Irwin. "But most of them know absolutely nothing about their systems, and proper maintenance is as important as regular pumping. We try to show them what their system looks like when we uncover it, what happens when they flush and demonstrate the importance of regular maintenance. We also like to build a reputation for being able to solve the tougher problems. If we can achieve that, it doesn't matter if we stay a little longer than we think we needed to."

Irwin Septic also offers system repairs from lateral lines to chamber systems, concrete tanks, tank risers and any component of an aerobic system, from control box to sprinkler heads. While the company sources parts from a range of vendors, Irwin orders risers from Tuf-Tite and Polylok Inc. Compressors are replaced by models from HiBlow or Medo USA Inc., while all aerobic pumps are supplied by Franklin Electric. The company rents a

backhoe as needed for excavation.

"We're seeing a lot of repairs to kinked and broken lines that I believe are caused by minor earthquakes," says Irwin.

The company also offers a range of pumping services, from swimming pools to ponds, lagoons, lift stations, flooded basements, storm shelters, car wash pits, construction sites, restaurant grease traps and fish/koi ponds.

"A pumper is perfect for emptying a swimming pool filled with mud, leaves and debris," says Irwin. "We recently pumped out a koi pond that the homeowner had entrusted to one of his friends while he was away. He neglected it and all the koi died. We pumped out three truckloads of pond water and dead fish."

It's a two-truck business right now, with Irwin taking one truck



Shane Irwin meets with a customer to hand off an invoice and discuss the pumping job.

and Lemmings the other. A 2002 International 4300 DuraStar is outfitted by Progress Tank with a 2,200-gallon polished aluminum tank and Jurop/Chandler R260 pump. The backup is a 1995 GMC TopKick with a 1,300-gallon steel tank and Wallenstein pump built out by Standard Steel of Oklahoma City.

PROMOTE TO SUCCEED

Irwin promotes his business through his website and also advertises in the local newspaper. But the company inspires a lot of attention with its Facebook presence. The company Facebook page features educational information, extensive photo essays on individual projects and customer testimonials.

Sometimes it seems like we spend too much time on customer education. But most of them know absolutely nothing about their systems, and proper maintenance is as important as regular pumping. We try to show them what their system looks like when we uncover it.

- Shane Irwin

"The Facebook page isn't only to show people our work; it also helps me remember everything we've done," says Irwin. "It acts as a reference page that we can go back to if we want to remember how we handled a particular job. Whenever we get a new customer we ask them how they first heard about us so we know which of our advertisements are working best for us. We also do a lot of local sponsorships, like banners at baseball fields."

 $\mbox{He's}$ a member of both Business Network International Oklahoma and Oklahoma Acquired Business Connections.

"In both organizations, there's one member per trade group," says Irwin. "We've received a lot of referrals from members ranging from real estate agents to plumbers and builders. These groups represent a huge part of our referrals."

The real estate referrals generally involve point-of-sale inspections. The company often gets the contract for the repair work as well.

"We recently checked out a septic tank belonging to a homeowner who hadn't had the tank inspected before the sale, six months earlier," says Irwin. "When we went in, we saw that the sidewall of the concrete tank had collapsed. It could have been covered by the seller or reflected in the price if we'd gotten there earlier."

A BRIGHT FUTURE

With many pumpers in the area nearing retirement age, Irwin is planning to expand the business. He's looking to buy a bigger vacuum truck when the time is right to meet the demands of a growing urban area.

"We're also looking to do more full septic tank installations and branching out into storm shelter construction," says Irwin. "It's an exciting time for our business."

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Using Referral Websites

A poster wonders about the effectiveness of paying to include his pumping business on Angie's List. Readers weigh in.

This feature in Pumper reports noteworthy conversations that take place at the Pumper Discussion Forum, an online forum for industry professionals found at www.pumper.com. Pumper Discussion enables exchange of information and ideas on septic and drainfield installation and maintenance, trucks and equipment, portable sanitation, chemical and additives and much more. Information and advice in "Overheard Online" is offered in good faith by industry professionals. However, readers should consult in depth with appropriate industry sources before applying such advice to a specific business situation.

QUESTION: I am looking for feedback from anyone out there regarding Angie's List [www.angieslist.com]. I am told I have been favorably reviewed but only picked up a few pumping jobs from that source in 2013 before I retired from the pumping business. Now I am only performing inspections and small repairs. I could sign up to advertise with them, which would result in more jobs. But living in an area where over half of the homes are on municipal sewers and only 3 percent of homes are for sale and would require a septic system inspection – these are my prospective customers – I am thinking this is not the way to go.

ANSWERS: This is almost funny. Angie's List touts on TV how you have to earn being on their list and you can't pay to get on their list. But then they solicit businesses to pay for their service. For that reason I've always been out. And on top of that, with all the reviews I've had on their site and the BBB (Better Business Bureau site), I haven't received enough work from both of them put together to amount to much. If I had to choose between the two I would go with the BBB.

*** * ***

I have been advised there is a new outfit called HomeAdvisor [www.homeadvisor.com], which is about the same deal as Angie's List except that it is free. I just got off the phone with the BBB before I turned on my computer this morning. I was with them for a couple of years about 10 years ago, but I only got a few jobs from that venue.

*** * ***

I've been on HomeAdvisor for about two years. It works out well for me. It's not free. They charge anywhere from \$14 to \$21 per lead. I close 95 percent of my leads. They have an app for your smartphone, which I like. ■



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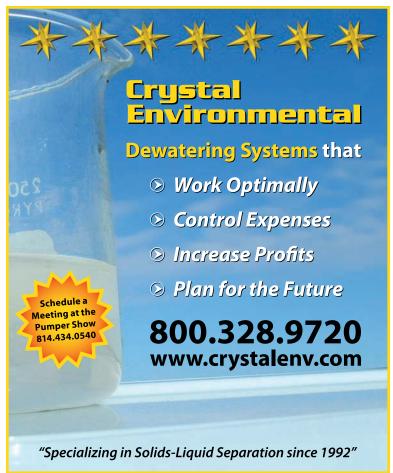
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This Charity Event is a Blast

Louisiana pumper Chad Boudreaux launched a sporting clays fundraising shoot to thank his community and help its suffering children By Patrick Durkin

hotguns and duck hunting are ingrained in the bayou culture of Cut Off, La., so when pumper Chad Boudreaux – owner of Joe's Septic Contractors and Joe's Environmental – conceived a fundraiser to help struggling children in his community, he basically yelled "Pull!" and then swung and fired.

And to ensure the event's participants kept smiling in the process – as if anyone wouldn't have fun shooting clay birds – Boudreaux also gave the fundraiser a name that makes everyone grin while thinking of his company: "Shooting Da Crap."

Boudreaux holds the sporting clays shooting competition annually on the company's 40-acre property in Cut Off, a town of nearly 6,000 about 60 miles southwest of New Orleans. This year's event was held Feb. 28. Open to four-person shooting teams, the competition has drawn more participants every year.

Boudreaux and his wife, Trixy, were inspired to launch the fundraiser after discovering their son Colt, now 7, needed therapy for a speech disorder called speech apraxia. Colt visits the Center for Pediatric Therapy in Thibodaux, La., four days each week, where he and the other patients from newborns to adolescents receive individual and group therapy.

A HELPING HAND

"Not everyone can afford the kind of special therapy the center provides, so our fundraiser pays for scholarships for kids who would never get this help otherwise," Boudreaux says. "It helps five to 10 kids per year with

scholarships. We hear from families who tell us it's making a big difference in their kids' lives. That's always great to hear."

The 2014 event attracted 160 shooters and their guests, who combined to raise nearly \$50,000. In addition, the fundraiser features raffles and an auction, and donates to the "Give Kids the World" charity, which sends terminally ill children to Orlando, Fla. While there, the kids and their families visit the area's theme parks and stay at the charity's village, a 70-acre resort with over 144



Chad and Colt Boudreaux

villas. Since opening in 1989, the village has accommodated over 130,000 families from all 50 states and 75 countries.

Likewise, Cut Off and surrounding communities have long supported Joe's Septic Contractors and Joe's Environmental. Boudreaux says without that support from Cut Off – and nearby Houma, Thibodaux and Bayou Cane – his family's business wouldn't have survived the past six decades.

Boudreaux's dad started the business in 1965, and Joe's Septic



Contractors thrives today under Boudreaux's ownership as a multifaceted company that serves southern Louisiana's communities and the Gulf Coast's oil and gas industry.

The company provides everything from basic portable restrooms to specialized vacuum trucks for pumping offshore tanks, vessels or treatment plants. In fact, to service this hard-working region, Joe's Septic Contractors operates 21 work trucks, with builders including Vacutrux Limited, Satellite Industries, Dyna-Vac Equipment, KeeVac Industries and Progress Tank.

Portable sanitation equipment is varied and provided by Armal, Five Peaks, Wells Cargo, PolyPortables Inc., Alpha Mobile Solutions, McKee Technologies, Rich Specialty Trailers and Advanced Containment Systems.

Teams face a variety of shooting challenges on the 10-station course. Here, a shooter stands in an improvised portable restroom to aim at targets.





USES PORTABLE RESTROOMS

Even with wide-ranging responsibilities, Boudreaux makes time to run the "Shooting Da Crap" competition and fundraisers. And he requires participants to make serious financial commitments. A basic four-person team membership costs \$500, and Boudreaux also sells platinum memberships for \$5,000 and silver memberships for \$2,500 to companies that sponsor teams.

"It's not hard to find shooters and sponsors when they hear where their money goes," Boudreaux says. "And if they ever visit the Center for Pediatric

Therapy or the 'Give Kids the World' village in Orlando, they feel really good about it. They're helping a lot of kids who need all the help they can get."

As you might guess, the "Shooting Da Crap" competition isn't held on your typical sporting clays course. Boudreaux's good humor and marketing skills ensure no one forgets his company's role in the event. All but one of the course's 10 shooting stations feature a

It helps five to
10 kids per year with
scholarships. We hear from
families who tell us it's making
a big difference in their kids'
lives.That's always
great to hear.

- Chad Boudreaux

gutted-out portable restroom modified to include a shooting window "out back" and side windows so shooters can spot the clay targets when they're launched by two nearby throwers.

The 10th shooting station is even more memorable. It's a commode fastened to a wharf overlooking a canal, and shooters must "sit on the throne" when shooting at clay targets flying over the water.

"They get a kick out of it when they walk out there to shoot," Boudreaux says. "People down here start hunting and fishing as soon as they start walking. Hunting is part of everyone's heritage. They just laugh, sit down and go with the flow. Most of them are duck hunters, so they're used to sitting on a bucket in a blind and shooting."

SHOOTING SPORTS

Of course, putting 40 teams through a 10-station course takes planning, coordination and help from about 85 volunteers, some of whom stay on the main grounds to staff booths, serve food and run raffles. Boudreaux divides



Above: Chad Boudreaux, right, promotes the charity clay shoot with a local radio host broadcasting from the event.

Left: Chad and Trixy Boudreaux are shown with their sons, Mason (left) and Colt.

the teams into two flights and sends one flight out at 8 a.m. and the other at 11 a.m. It takes the 20 teams in each flight about two-and-a-half to three hours to shoot their way through the 10 stations.

Two experienced throwers at each station launch the clay birds from separate,

unknown locations to simulate a hunting scenario. Shooters must bring their own shotgun, shells and hearing protection, and a golf cart for navigating the course. Shooters under 16 can compete, but only if accompanied by an adult and with proof they passed a hunter-education program.

Boudreaux says the fundraiser meshes well with the region's culture because most residents grew up hunting in nearby woods, marshes and bayous. "Duck hunting is huge around here," he says. "I started fishing with my dad when I was about 5, and like everyone else, I've been duck hunting almost as long. It's not as good as it used to be, but we still go a lot. I didn't start deer hunting until I was 30. We have a deer camp over in Mississippi about three hours away. I go every chance I get later in the fall. If we aren't hunting in the fall, we're probably in New Orleans watching football. We have season tickets for the Saints' games."

EVERYONE PITCHES IN

Even so, like all business owners of robust companies, Boudreaux goes nowhere without his cellphone. "My phone is on 24/7," he says. "I'm in the office every day from 7 a.m. to 5 p.m., and the phone never stops ringing. We're in the septic business and we cater to the oilfields. When they need us, we have to be there. I'm just fortunate to have good people in the office who can run the business while I'm not there. When they need to talk to me, I have to be there for them."

He sees the same kind of devotion in those who help at the sporting clays fundraiser. "We're very blessed with the volunteers we get," he says. "The people in these small communities really come together for each other." ■









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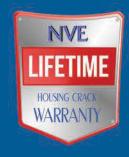
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Moving Ahead on Long Island

Wastewater contractors are setting new standards for professionalism in this densely populated area of suburban New York City By Doug Day

t's the most populated island in the nation and one of the most populated in the world. It may be surprising to learn that about half the people on Long Island, N.Y., the bustling suburb of New York City, are served by onsite wastewater systems.

While it technically includes Brooklyn and Queens, two boroughs of NYC, the common definition of Long Island is the area covered by Nassau and Suffolk counties; nearly 3 million people packed into 1,200 square miles.

Most of Nassau County (population 1.3 million) is sewered, but infrastructure growth didn't keep up with population growth over the last few decades in Suffolk County. With 1.5 million people, it has more than 360,000 residential onsite wastewater systems, according to the county's Department of Health Services. Studies have shown that it would cost billions of dollars to provide sewer service to everyone in the county.

So there is a large onsite industry represented by the Long Island Liquid Waste Association. Started in 1974, its 75 members represent about 95 percent of the septic companies on Long Island, according to Executive Director Linda Perlow, who has held the post since 1992.



Reach Linda Perlow at the Long Island Liquid Waste Association Inc. at www.lilwa.org or by calling 631/585-0448.

An association for just two counties seems unusual. So the obvious question is why?

Perlow: Long Island is different than the rest of New York; it's almost like its own body. We don't have the same geography; we have sandy soil so our septic systems are different, and we have a lot of onsite systems. There is a need for the large number of onsite professionals we have; they are busy.

While most of Nassau County is sewered, about 70 percent of Suffolk County uses onsite systems. We all know many systems are not serviced on a regular basis or are in need of upgrading. As responsible business people in our industry, we would like to change this for the better. The county is analyzing on a house-by-house basis which homes should be sewered, which need improved onsite systems and which can be a part of neighborhood cluster projects.

Long Island is also very vulnerable to nitrogen intrusion. So these are things we're discussing with our local communities and organizations to find common ground.

How is LILWA contributing to finding solutions?

Perlow: Our members live on Long Island, so not only are we concerned about our businesses, we're concerned about the well-being of our families. We have to come to grips with the fact that our infrastructure is not adequate to deal with the rapid growth of eastern Long Island and adopt rational policies to deal with it.

We are cooperating with local groups that have received grant funding. The Coordinated Environmental Solutions for Septic Problems Occurring on Long Island project [CESSPOOL] was funded by a Local Waterfront Revitalization Program grant from the New York Department of State. The goal is to raise public awareness of the importance of regular inspections, maintenance and repairing and/or upgrading residential on-

site systems.

The Long Island Sound Study Futures Fund, a partnership of 32 municipalities, sponsored a conference for local officials to raise their awareness. And it sponsored free field training certification for onsite professionals, local government staff, consultants, engineers, planners and state officials.

You look back 30 years ago, we didn't have the kind of fantastic relationship we have now between government and the onsite industry. It used to be rallying the troops and circling the wagons. Now we work well together; they come to us to sit down and talk about what we have to do.

You look back 30 years ago, we didn't have the kind of fantastic relationship we have now between government and the onsite industry. It used to be rallying the troops and circling the wagons.

Now we work well together.

- Linda Perlow

What has LILWA done to improve the industry?

Perlow: LILWA was very involved in getting our own septic license for Suffolk County, which is very important. Contractors who do work on septic systems have to be licensed through the county. At one point they were covered by a home improvement license. Onsite wastewater is a whole different ballgame than things like kitchens, bathrooms and roofs. Nassau County still does it that way [installers must also be licensed plumbers], but onsite systems aren't as prevalent there.

(continued)



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Long Island Liquid Waste Association Certification Program

The voluntary certification offered by LILWA is good for three years. Besides training and a two-hour test, Service Contractor Certification requires:

- A county consumer affairs license.
- No open complaints with a consumer affairs department.
- Letters of endorsement from three customers.
- Documentation of proper waste disposal.
- Minimum of \$1 million liability insurance.
- At least one supervisor responsible for ensuring compliance with standards.
- Use of certified service people and subcontractors.
- Five years' experience in the liquid waste industry.

Along with training and testing by LILWA, the Service Technician Qualification requires:

- Application through a compliant member company.
- Certification of five years' experience or a minimum of three months under the direct supervision of a service technician having at least five years' experience.
- Screening for substance abuse.
- Completion of a driver's safety training program recognized by LILWA.
- Attendance at all classes, seminars and meetings as required by the association.

We have LILWA board members who sit on the advisory committee for Suffolk County, which meets once a month. We are now trying to evolve their license into one that is more specific to what people do, such as pumping or installing.

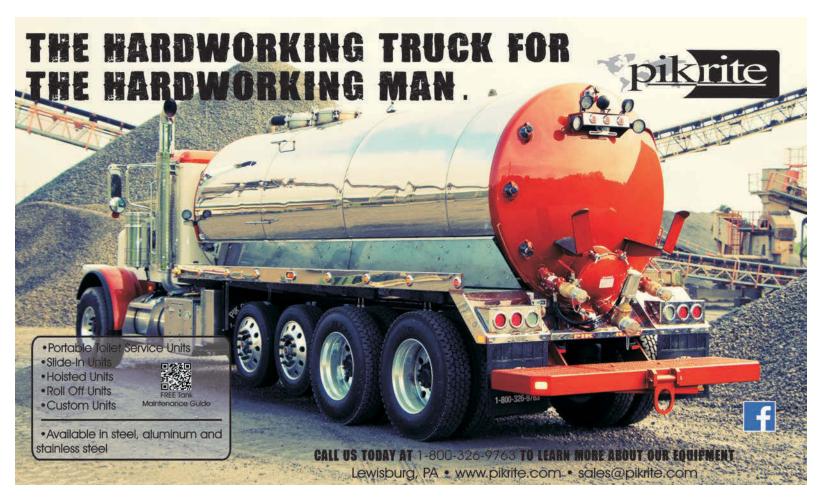
We also have had our own voluntary certification for more than 20 years. LILWA certification is good for three years. It started with pumpers and maintenance technicians and has expanded to include installers. Suffolk County is starting to look at the feasibility of using our certification for their licensing. That would be down the road, but we don't know how far.

Many of the systems we have on Long Island were built 40-plus years ago. A lot of them are septic with block cesspools serving as the leachfield, and we are starting to have problems with the cesspools collapsing. We are working with the civic and government organizations on an onsite inspection requirement, probably at the time of the sale of a house. It has to be addressed, but you can't have everyone replacing their cesspools; the cost would be astronomical. Doing it as houses are sold would be more affordable.

What other issues are on your radar?

Perlow: Our latest is grease. There is no place to dispose of grease on Long Island. It is being trucked to plants in northern Virginia and upstate New York, on the Canadian border. The cost of shipping it hundreds of miles is adding substantial cost and is becoming prohibitive. If it continues, companies will simply stop servicing the grease traps, leaving their customers with no alternative but to turn to the illegal dumpers.

(continued)





service in your market. But, be aware that gaining market share does not guarantee more profits.

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Lottery to give away 19 septic systems in Suffolk County

Improving onsite wastewater management in Suffolk County on Long Island, N.Y., was the focus of two developments last fall. Within days, the county announced it would be giving away 19 septic systems and the state pledged funding for a septic research project.

Selected Suffolk County homeowners will get free septic systems, along with five years of monitoring and maintenance, through a lottery being conducted by the county's Reclaim Our Water initiative. The systems and maintenance, worth about \$15,000 each, have been donated by four national manufacturers: BUSSE Green Technologies, Norweco, Orenco Systems and Hydro-Action Industries. The companies were selected through a Request for Proposals process issued by the county.

According to Suffolk County, the four firms will also work with the county's Department of Labor, Licensing and Consumer Affairs to develop an extensive job training program to bring more septic and wastewater employment opportunities and help to create a homeowner awareness program to provide information on proper septic system maintenance.

"This initiative is a giant step toward improving the handling of Suffolk County's unique septic system issues," says Joe Garbarino, president of the Long Island Liquid Waste Association. "Upgrading and replacing failing onsite systems in Suffolk County is long overdue."

Homeowners were invited to register for the lottery through the county's website or by mail. The free septic systems do come with some strings attached. Winners must agree to allow site visits on their property for group tours twice a month for the first six months for educational purposes, and less frequent visits after that. Sampling will also be conducted monthly for the first six months, then quarterly for two years. Due to access requirements, the systems must be installed in front yards. Homeowners will also have to file a covenant on the property requiring a septic maintenance contract after the free service expires. The covenant will remain in place even if the home is sold.

There are also restrictions dealing with the property, which must be owner-occupied. They include family size (three to nine people), depth to groundwater (at least 10 or 17 feet depending on the system to be installed) and being located at least 100 feet from wetlands and surface water.

"Advanced wastewater treatment systems for homeowners are a vital part of the solution to our water-quality crisis," says County Executive Steve Bellone. "While this is not the single solution, this is one of the initiatives we are doing to reclaim our water here in Suffolk County."

Gov. Andrew Cuomo also announced the state is providing \$2 million in seed money to establish a research project in Suffolk County in 2015. Stony Brook University will run the program aimed at developing and commercializing septic systems that do a better job of reducing nitrogen from getting into the groundwater and tidal estuaries of Long Island.

What do you see as the future of the onsite industry on Long Island?

Perlow: Much of Long Island uses onsite systems and due to economic constraints, it will be that way for some time to come. It would be economically unfeasible to try to sewer all of Suffolk County. As time goes by, hopefully people will replace their systems. The septic industry on Long Island will be here a lot longer than me, and that's why professionalism is so important. ■



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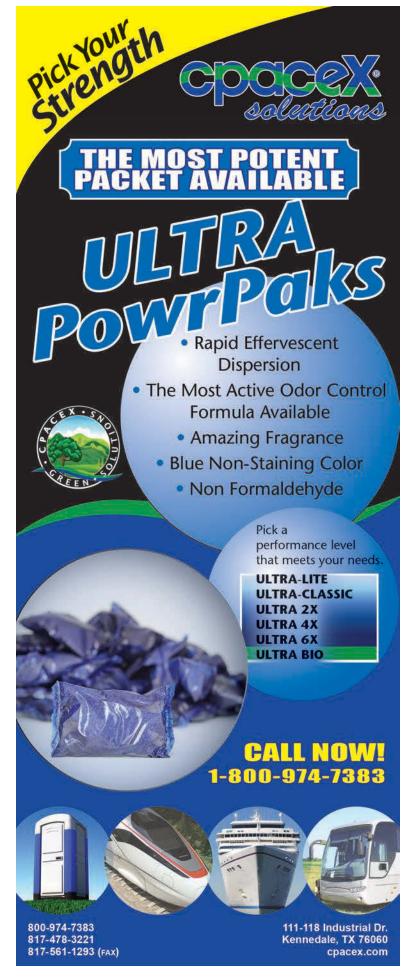
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Erik Gunn is a business writer in Racine, Wis.

The Dash for Cash

Experts in the fine art of accounts receivable share the latest tips and techniques for getting paid now By Erik Gunn

hanks so much! Great job! Send me your invoice and I'll send you a check!"

But when, exactly, will you get that check? And what to do

But when, exactly, will you get that check? And what to do if you don't get it? Small-business experts can share their wisdom on that essential part of business: getting paid in our brave new world of clicks and tweets.

DELEGATE

First step: Remember that not everything is your job. "Have somebody whose job it is to manage accounts receivable, who feels good when the A/R is well managed and bad if A/R is hanging around. Measure that in collection days," says Tim Berry, founder and chairman of Palo Alto Software and a business plan expert. And here's another hint: If your business is really small, your collection person doesn't have to be full-time. Try an accounting student from the local community college; verify credentials through the school career placement office.

But Berry also notes that sometimes an unpaid bill isn't just an unpaid bill. "Don't let yourself get cut off from the information that collection prob-

lems might give you." Was there a problem? Some unhappy customers might just let the bill slide to the bottom of the pile rather than complain. So you and your collection person, Berry says, should "have safeguards and alerts to separate A/R problems from strategy."

DIGITIZE

Of course, to have accounts receivable, you need invoices. "Make it easy, as easy as possible," Berry says. "Send your invoices electronically with a link to the payment facility. Keep it all clickable. The easier the credit card payment, the faster the cash flow."

Maybe you're still in the ink-on-paper world when it comes to the bills you hand out. But going digital can pay dividends.

For the ultimate in right-now invoicing, mobile card readers on smartphones or tablets can produce an invoice, process the payment and email a receipt right on the job site. Payment systems such as Square (www.squareup.com) charge by the invoice like a credit card swipe fee, but also offer reports and can generate reminders. Square also offers appointment scheduling and sales reports with variable levels of access for different people in your business and integrates with certain bookkeeping systems. If you're in the market for the organization and analytics Square offers, it might justify

Square's slightly higher per-transaction fee.

Intuit (www.intuit.com) offers point-of-sale transactions that tie into its QuickBooks bookkeeping system; the online payment tool PayPal (www. paypal.com) provides a similar system. QuickBooks will also accept transactions from Square and PayPal.

Amazon.com, the online retailer of absolutely everything (OK, maybe not a hydroexcavator), now offers its own point-of-sale system, Amazon Local Register (localregister.amazon.com). All these systems – just like credit card processors – charge a per-transaction fee.

TAKE PLASTIC

Tim Berry

Make it easy, as easy as possible. Send your invoices

payment facility. Keep it all clickable.

The easier the credit card payment,

electronically with a link to the

the faster the cash flow. 77

Even without mobile card readers, credit card acceptance is just about essential. "The processing or handling fee for accepting payments by credit card is a small price to pay compared to writing off a bad debt and trying to recover from that loss," says Kim R. Brown, a certified public accountant and principal at Mattina, Kent & Gibbons, P.C.

"The use of credit cards for receipt of payment has dramatically increased, and for good reason. If you accept and process a credit card for pay-

ment, you know that if the charge on the card is approved you will receive payment," Brown says.

With credit card acceptance comes inevitable security concerns; it's hard to look at the credit card terminal the same way after reading about data breaches at major retailers like Target and Home Depot.

One route to increased safeguards for customer data lies through EMV cards – short for Europay, MasterCard and Visa, a global standard for integrated circuit cards or "chip cards," as distinguished from the magnetic strip cards most of us have in our wallets. The major card companies now offer chip

cards, usually as "chip and PIN cards," requiring the customer to use a PIN at the point of sale rather than signing a receipt.

As an incentive for major banks to issue EMV cards and merchants to invest in the proper point-of-sale equipment to accept them, this October the card networks will institute a fraud liability shift. If a consumer's card is involved in fraud, liability will fall on the party that didn't upgrade to EMV: either the bank issuing the card or the merchant accepting it. For a FAQ on chip card technology, see https://www.chasepaymentech.com/faq_emv_chip_card_technology.html.

(continued)

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STAY IN TOUCH

For regular customers who prefer to pay by check, Berry says, "Keep it on the surface in the relationship with customers and clients, up front, that you need working capital, and getting paid is related." Prompt communication between your accounts receivable person and a customer lagging with a payment is essential.

"Accounts receivable needs to be monitored very closely," says Brown. "Statements need to go out timely and communication with the customer needs to occur when payment terms have been exceeded."

Berry adds: "Keep it in the context of a good relationship with client or customer. Nobody pays before a month. Watch for the normal pattern and worry about it when the normal pattern is broken."

And when that pattern gets broken and your accounts receivable manager reports that the customer is no longer taking calls and you're considering staking out the customer's house, Brown says, "Don't kid yourself; if it is noncollectable, write it off. Carrying a lot of uncollectable accounts on your balance sheet distorts your financial condition."

In these cases, again, regular communication with your accountant is critical. Brown notes that "if the business is on an accrual basis, you must attempt to collect prior to [any] write off for a tax deduction."

As always, no single system is perfect for all businesses. Use what works well for your typical customer and your business style – and may all your customers pay in 15 days. ■





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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.

Time To Pump?

Help your customers decide on a septic tank pumping interval that will keep their systems working properly for years to come By Jim Anderson, Ph.D.

QUESTION: When should I have my septic tank pumped?

ANSWER: In a previous column, I covered the information a service provider can give to homebuyers and homeowners, including a resource – *The Homeowners Guide*, which is available through the University of Minnesota Onsite Sewage Treatment Program and the Minnesota Extension Service – to help evaluate water-use patterns and determine septic tank pumping frequency.

A number of online columns by various "experts" of differing backgrounds have been brought to my attention of late, pointing out that "When should I have my septic tank pumped?" is one of the most common questions homeowners ask.

In one of these columns, a building inspector – not a septic industry professional – answered the question by saying pumping every one to two years was a waste of money, five-year intervals seemed to be a reasonable number, and if a homeowner has gone 12 years without a pumping, a "septic contractor" should be called as soon as possible to evaluate the system. The writer further stated that bacteria levels in the tank can be maintained by dumping a product down the toilet on a regular basis.

MONITOR SCUM AND SLUDGE

When a homeowner asks me these questions, this is how I answer them: A properly operating septic tank should have three distinct layers. There should be a floating scum layer on top that is made up of soap scum, oils and grease that float on the surface; a clear liquid zone where the effluent is taken to pass on to the next system component; and a black sludge layer composed of undigested solids.

When the sum of the depth of the scum and sludge layers exceeds 25 percent of the operating depth of a tank, the tank needs to be pumped. So, for example, if the operating depth of a tank is 60 inches from the invert of the outlet to the bottom of the tank, a combination of sludge and scum layers measuring 15 inches or more indicates the need for pumping.

My discussion then turns to their water-use habits and patterns. I will point out that every family's water usage is different. The number of residents in a home has an impact on how quickly scum and sludge layers accumulate. More people usually equates to more frequent pumping. Having water-using devices such as washing machines, dishwashers, water softeners and garbage disposals points toward having the tank pumped more often.

SEEK PROFESSIONAL HELP

If homeowners don't do full loads in the dishwasher or laundry, or if they use the toilet as a waste paper and cigarette butt receptacle, they will probably not only need to increase tank maintenance but also require increased drainfield capacity to handle the additional water.

Regarding the comment about adding bacteria to keep the levels high in the tank, I would say the typical family adds bacteria through natural processes. While bacterial additives don't appear to harm septic systems, they may not be necessary either. My advice to homeowners who want to try a bacteria additive is to work with a septic service professional to choose the product and monitor its effectiveness.

Over the years I have heard that homeowners are advised to add other things to the tank to build beneficial bacteria, such as dead chickens, rotten beef and – my all-time favorite – horse manure. Hopefully we are all quick to dispel these notions!

Where I live, the county sends a form every three years for my service provider to fill out that says they have either pumped the tank or inspected the contents and determined that – based on the scum and sludge levels – it does not need to be pumped. At the sixth year, pumpout is mandatory. From my experience, at least in Minnesota, three years is an average number for a full-time residence with average water use. The inspection option is present because a number of the residences and systems are only used seasonally or intermittently which means accumulation may be slower.

EFFLUENT SCREENS

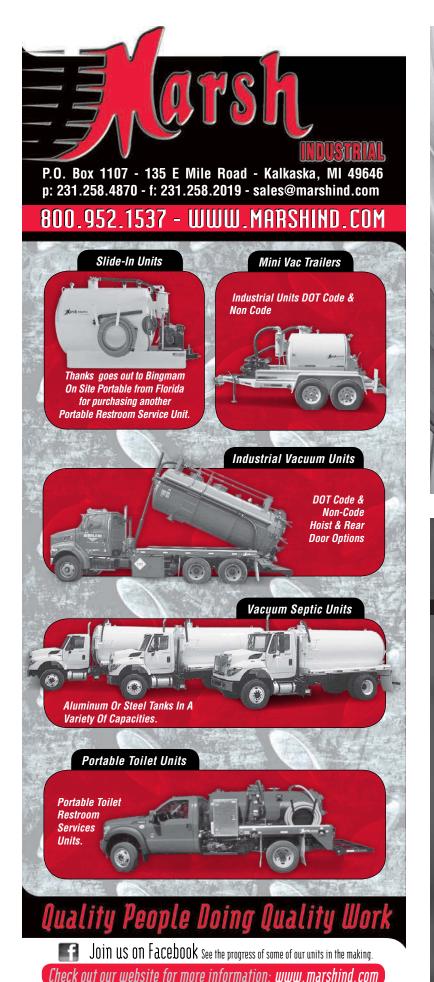
One development over the last decade or so is the requirement of effluent screens. These are very effective at making sure that larger solids, wet wipes and other foreign objects that may be flushed do not end up in other system components or the drainfield. If the homeowner does not have an effluent screen, hopefully we are all suggesting that this is a good idea and it should be added.

Along with this recommendation, it should be pointed out that if things are flushed or solids are moving, they will accumulate on the screen (this is its purpose, after all). This will cause a backup when the screen becomes fully plugged. Smaller screens will plug faster than larger ones. If they don't want a high-water alarm installed in their tank, maintenance service intervals should be shortened so the screen and tank can be inspected.

When talking to a new customer or new homeowner, it's a good time to suggest that regular visits on your part would ensure their tank continues to operate properly and give them peace of mind. Perhaps start with a visit after six months just to see what is happening, and then lengthening time frames after they learn about how fast the scum and sludge layers develop and how to deal with plugging issues relating to the effluent screen.

I welcome comments about how you answer the question, "When does my septic tank need pumping?" ■





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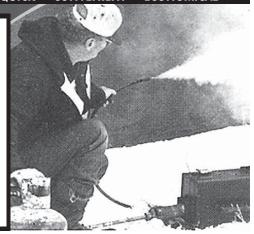


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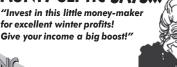


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wners Floyd and Dwayne Bryanton run this 1995 International 4900 built out by previous owner Thomson Septic with a 1,700-gallon steel tank and Wallenstein 402H pump. The truck is powered by a Navistar DT466 engine tied to an Eaton-Fuller seven-speed transmission. The truck carries a rear-mounted backhoe built by the Bryantons to do light work like digging up tank lids. Under the tank is a repurposed scissor hoist to help with dumping. The truck features front and rear safety beacons, rear work lights, a rear 24-inch manway, 4-inch inlet and outlet, steel wheels with rear chrome hubcaps and chrome horn. Graphics were provided by Dan's Muffler and a fiberglass bug shield was fabricated in-house. Both owners drive the truck and perform residential septic service.

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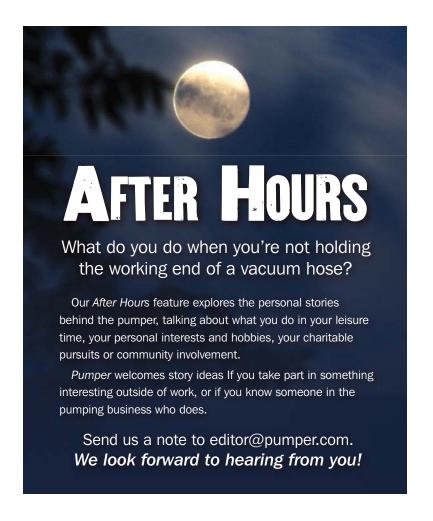
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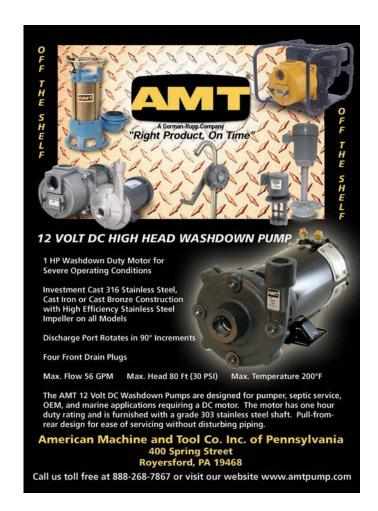
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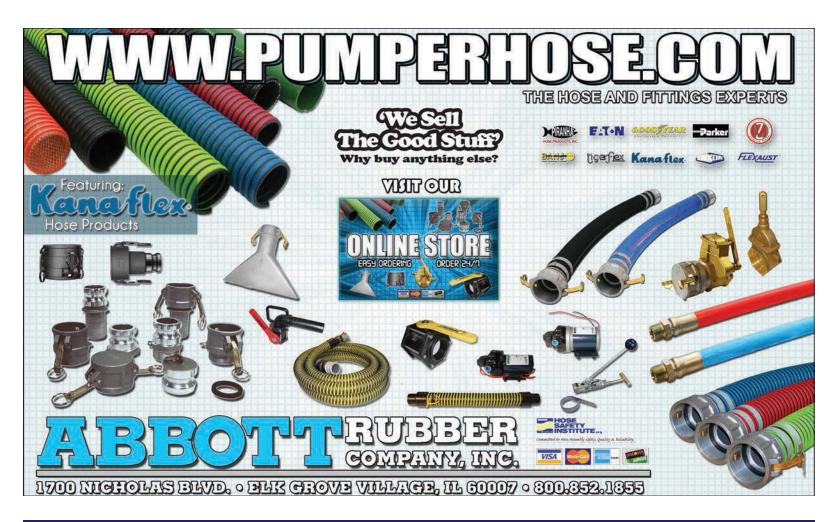


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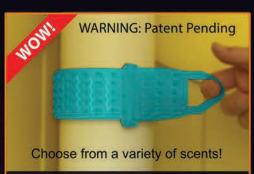
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EPA MOU is raising awareness about decentralized wastewater benefits, improving training opportunities

By Dhru Bhatt

n November 2011, the U.S. Environmental Protection Agency renewed a partnership through a Memorandum of Understanding with 16 public and private sector organizations in order to improve nationwide decentralized wastewater management. In November 2014, the partnership continued to grow with the addition of the International Association of Plumbing and Mechanical Officials, National Rural Water Association and the National Association of Home Builders. Since its creation in 2005, the partnership has generated many successes marked by better cooperation, collaboration, consultation and communication among the various organizations.

Last fall, the National Association of Wastewater Technicians and 20 other public and private sector organizations and governmental agencies were represented at the EPA MOU renewal signing in Washington, D.C. Jeff Rachlin, NAWT president, NAWT Secretary Tom Ferrero and Bruce Fox attended the signing. Their presence represented the interest of wastewater technicians on Capitol Hill. NAWT has done a tremendous amount of work to educate both industry professionals and the public on matters related to wastewater, septic systems and their safety.

Some highlights of the efforts put forth by the MOU:

MOU Partnership papers

In 2012, the EPA Decentralized MOU Partnership developed four short papers for state, local and tribal government officials (which can be found at http://water.epa.gov/infrastructure/septic/Decentralized-MOU-Partnership-Products.cfm) as well as interested stakeholders, which include information on the uses and benefits of decentralized wastewater treatment and examples of where it has played an effective role in a community's wastewater treatment infrastructure. These papers include an introductory paper as well as three papers detailing the economic, environmental and public health aspects related to decentralized wastewater treatment.

Increased training and workshops

Attendance at training and workshops for installers and pumpers has increased noticeably over the past three years and feedback has been extremely positive. The partners have continued to collaborate on training efforts – relying on the combined strengths of each organization. Between 2012 and 2014, NAWT conducted training workshops in the areas of vacuum truck technician, installer and inspector/maintenance for 2,000 industry professionals.

Other EPA MOU highlights include: Installer Curriculum, Model Performance Code, MOU "Partnership Ally," MOU Exhibit Booth, SepticSmart, SepticSmart Week, Webcast Services and Technology.



MOU Partners

The private sector organizations and governmental agencies represented at the EPA MOU signing and not mentioned earlier are the Agency of Toxic Substances and Disease Registry, Jeff Rachlin, NAWT president (front row, fourth from right), took part in the renewal ceremonies for the U.S. Environmental Protection Agency decentralized wastewater partnership with many organizations.

Association of Clean Water Administrators, Association of State Drinking Water Administrators, Association of State and Territorial Health Officials, U.S. Centers for Disease Control and Prevention, U.S. Department of Health and Human Services, Ground Water Protection Council, National Association of Towns and Townships, National Environmental Health Association, National Environmental Services Center, National Onsite Wastewater Recycling Association, National Sanitation Foundation, Rural Community Assistance Program, State Onsite Regulations Alliance, Water Environment Federation and Water Environment Research Foundation.

2016 NAWT Excellence in Service Award

The deadline is fast approaching for NAWT's 2016 Excellence in Service Award. All applications must be completed and postmarked by Nov. 2. Any applications received after the deadline will be placed on file for the next calendar year.

2016 NAWT Hapchuk Scholarship

The deadline for the 2016 NAWT Hapchuk Scholarship must be received or postmarked by Jan. 1, 2016, to be considered for the scholarship.

For more details regarding NAWT's 2016 Excellence in Service Award or Hapchuk Scholarship please visit the NAWT website (www.nawt.org). If you have questions regarding NAWT please feel free to contact us at 800/236-6298 or info@nawt.org. ■

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Onsite Septic Systems and Maintenance

By Craig Mandli

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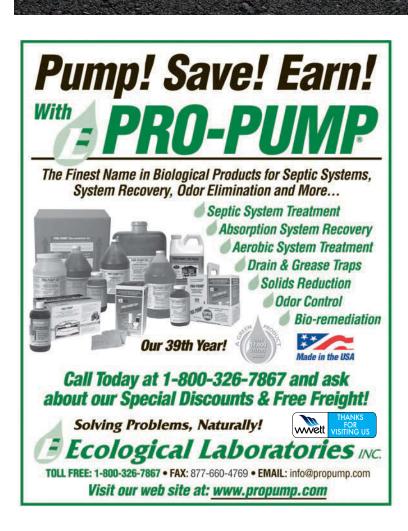
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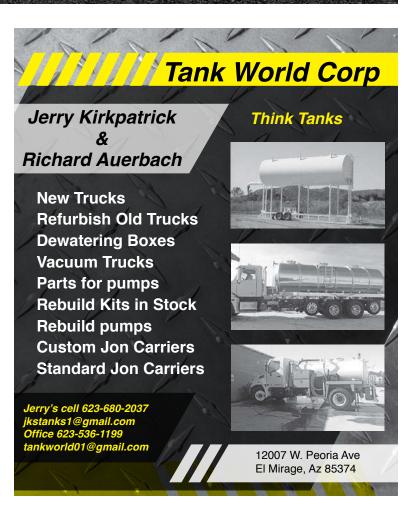


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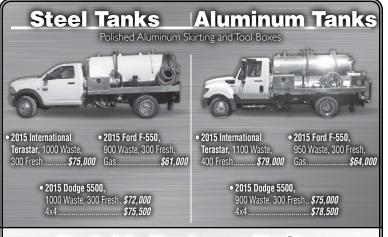
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The **CPEH5** from **Champion Pump Company** is designed to pump through a long run of pipe or high static heads. The cast iron 3/4-inch solidshandling effluent pump has a 65-foot shut-off head. It will pump effluent through the equivalent of 5,200 feet of 2-inch pipe (based on a 5-foot static head). The 35-pound unit has an internal seal and secondary V-cup exclusion seal. The rotating components of the seal are in the mo-

tor housing lubricated by the effluent. The high-efficiency 115-volt (or optional 230-volt) PSC motor with upper and lower ball bearings is protected by a thermal overload switch. Power cords are available up to 100 feet. **800/659-4491; www.championpump.com.**

ENVIRONMENT ONE CORPORATION EXTREME

The Extreme grinder pump from Environment One Corporation has 185 feet TDH capability, corrosion protection and expanded communication capabilities. It requires no preventive maintenance and is available in prepackaged wet well/dry well, wet well, indoor and Gatorgrinder stations. It is configured for aftermarket upgrades. The grinder pump station collects all of the wastewater from the home, grinds up any solids and then moves the effluent through a 1 1/4- to 4-inch pipe



to treatment. It can be used on geotechnically challenging sites such as rocky, hilly and wet terrain. 518/346-6161; www.eone.com.

FRANKLIN ELECTRIC FPS NC SERIES

Submersible centrifugal **FPS NC Series** non-clog pumps from **Franklin Electric** are available in 3- and 4-inch 125 ANSI flange discharge connections in 3, 5, 7.5 and 10 hp models with heads up to 66 feet and flows up to 610 gpm. They can pass up to 3-inch solids, retrofit to any standard rail system and contain replaceable internal components. Ductile-iron-casted im-

pellers provide added corrosion resistance and handle rigid debris. A Fluoroelastomer motor enclosure sealing system improves chemical and temperature resistance, while a double-row ball lower bearing offers ideal loading and wear characteristics. It has a field-adjustable wear

plate. 800/701-7894; www.franklinengineered.com.

GODWIN DRI-PRIME NC150

The **Dri-Prime NC150** sewage pump from **Godwin, a Xylem brand,** offers flows to 1,767 gpm and discharge heads to 195 feet. It has Flygt N-technology with a hard-iron (60 HRC) self-



cleaning non-clog impeller and insert ring. The Dri-Prime automatic self-priming system primes and re-primes from dry to 28 feet without operator assistance. It has a dry-running high-pressure oil bath mechanical seal with highly abrasion-resistant silicon carbide faces. Its close-coupled centrifugal pump allows for easy pump end or engine/motor changeover in the field. It can be customized with a diesel engine or electric motor, highway trailer or skid-mounted, or quiet enclosure. It is available as a Godwin DBS for pump station backup. 800/247-8674; www.godwinpumps.com.



GORMAN-RUPP COMPANY RELIAPRIME

The **ReliaPrime** emergency bypass station from **Gorman-Rupp Company** has a 6-inch Super T Series pump capable of passing 3-inch spherical solids. A soundproof, lightweight aluminum enclosure has lockable door panels that can be removed for maintenance. The unit is a complete backup package, ready for hook-up.

419/755-1011; www.grpumps.com.

GOULDS WATER TECHNOLOGY 3SD

The **3SD** submersible, non-clog sewage pump from **Goulds Water Technology – a Xylem brand** combines dual hard-face mechanical seals with a 300-series stainless steel keyed shaft motor. It has a cast iron, two-vane semi-open, non-clog impeller with pumpout vanes for mechanical seal protection. The pump is balanced for smooth operation, has a seal sensor probe and can run dry without damaging the inner components. It comes in single- and three-phase options with a range of 1.5 to 5 hp, supporting several hydraulic requirements. It is certified by UL and CSA. **866/325-4210**; www.goulds.com.



HYDRA-TECH PUMPS S3T

The **S3T** 3-inch hydraulic drive submersible trash pump from **Hydra-Tech Pumps** fits into 12-inch openings and is used where lightweight, high-volume trash pumps are needed. When combined with HT11 to HT15 power units, it is capable of flows up to 380 gpm. The variable-

capable of flows up to 380 gpm. The variablespeed hydraulic drive is a safe alternative to be used where electric power is hazardous or impractical. A small-hole water strainer is available for jobs with limited solids. **570/645-3779**;

www.hydra-tech.com.

(continued)



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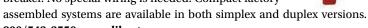
www.clearcomputing.com



PUMPS (EFFLUENT/SEWAGE/SUMP)

LIBERTY PUMPS PROVORE

The ProVore grinder pump from Liberty Pumps is designed for use in residential applications where the addition of a bathroom or other fixtures below sewer lines requires pumping. It has the same V-Slice cutter technology utilized in Omnivore Series 2 hp grinder pumps. Powered by a 1 hp motor, it operates on a standard 115- or 230-volt circuit requiring a 20-amp breaker. No special wiring is needed. Compact factory-



800/543-2550; www.libertypumps.com.



REJUVENATION SYSTEMS

SEPTIC SERVICES RETRO-AIR

The Retro-Air Rejuvenator System from Septic Services can be used in new or existing septic systems and installed in single or multiple compartment septic tanks. It is designed to eliminate clogged drainfield biomat as well as other secondary treatment systems, and is recom-

mended by the maker in aeration systems that are prone to backup. It is designed to aerobically restore failed anaerobic installations or prevent failures in new systems by delivering a constant flow of air to the diffuser. Over time, aerobic bacteria consume the biomat, allowing the soil to absorb effluent once again. It is designed for quick and easy installation and requires minimal maintenance. 800/536-5564; www.retro-air.com.

SEPTIC ADDITIVES

BIO-SYSTEMS INTERNATIONAL SK7

SK7 septic treatment powder from Bio-Systems International is available in a variety of packaging options, including a blue klick box,

providing 12 monthly applications. Flush one water-soluble pouch down the toilet each month to provide a premeasured dose of beneficial bacteria. According to the maker, regular treatment ensures a healthy biological balance in the septic tank where these vital bacteria digest solids and organic matter. Stated benefits include reduced solids/odors and a healthy leachfield. Klick packaging is individually shrink-wrapped, ensuring the product and private label stay clean and dry until placed in the customer's hands. 800/232-2847; www.biobugs.com.



ROOT CONTROL - CHEMICAL/MECHANICAL

ONE BIOTECHNOLOGY BioOne

Applied after drain or septic treatment, BioOne biological drain and septic system maintainer from One Biotechnology is designed to help maintain free-flowing drains, eliminate odors and reduce backups between scheduled pumpings. It doesn't contain added enzymes or caustic agents, and has met the U.S. Environmental Protection Agency Design for the Environment challenge. It doesn't emulsify FOG and move it



down the line. Adding natural beneficial microbes can help customers avoid potentially expensive wastewater penalties, according to the manufacturer. 800/951-4246; www.1biotechnology.com.

RCS II SEPTIC DRAINER



Septic Drainer drainfield restorative from RCS II is designed to repair the soil in a septic drainfield damaged by hardpan soil issues. Due to restricted airflow, this hardpan soil layer causes aerobic bacteria to die off. Only anaerobic bacteria can survive without air. Anaerobic bacteria produce a waste product called biomat, which compounds drainfield failure. The solution is designed to remove the bond between sodium and the soil, which creates hardpan. The manufacturer recommends using it first to solve underlying

hardpan issues, then add an oxygenator or aerobic bacteria to speed up the restoration process. 518/812-0000; www.septicdrainer.com.

WALEX BIO-ACTIVE

Bio-Active septic tank treatment from Walex Products is formulated to use powerful, natural ingredients to destroy and liquefy waste in septic tanks and

cesspools. It can be used monthly to overcome the destructive effects of household products, such as bleach, detergents and chemicals. The product is promoted to help keep septic tanks



and drainfields working efficiently and maximize tank capacity while aiding in the prevention of clogs. It helps reduce solids and restores the population of worker bacteria and enzymes, keeping the system healthy between recommended pumpings. 800/338-3155; www.walex.com.

SEPTIC BACTERIA/CHEMICALS

ARCAN ENTERPRISES SEPTIC-SCRUB

Septic-Scrub chemical septic treatment from Arcan Enterprises is designed to oxidize the buildup of black material in a drainfield. Cleaning out the biomat helps rejuvenate a drainfield as an alternative to replacement. The product allows pumpers to add a drainfield treatment option at the point of sale.



It can easily be incorporated into a maintenance program, according to the maker, and works with all types of fields. 888/352-7226; www.arcan.com.

(continued)







SEPTIC BACTERIA/CHEMICALS

BIOSTIM SEPTIC SAVER

Septic Saver multi-strain microbial additive from **BioStim** is designed to supercharge septic systems to prevent foul odors, slow drains, seep-hole blockages and excessive pumping. Regular use keeps the system free flowing by digesting fat, oil, grease, soaps and other organic household waste, prolonging the life of the



system. It is safe for plumbing systems in homes, RVs, portable toilets and sewer lines, and contains no caustic or corrosive chemicals, free enzymes, emulsifiers or surfactants. It's formulated to prevent grease from passing through to the leachfield, where it can resolidify and cause a septic field failure. 800/338-8812; www.biostim.com.



CAPE COD BIOCHEMICAL CO. AFTERSHOCK

AfterShock bioremediation restorative from **Cape Cod Biochemical Co.** is a combination of BIO-REM E-D, the company's highest-count, USDA-approved granular bacteria/enzyme product, and a consortium of time-release oxidizers designed to accelerate the digestive action of the bacteria and help to

degrade sulfides in the soil, allowing for greater soil absorption. Its oxidizer is compatible with bacteria, allowing the leaching facility to be treated in one application. 800/343-8007; www.septiconline.com.

CHEMPACE CORPORATION BIOFORCE

The **bioForce** bacterial blend from **Chempace** is designed to accelerate the degradation of organic waste in septic tanks, drainfields



and holding tanks. The five-strain bacillus blend was selected for its enzymatic production. Regular use repopulates septic systems with beneficial sewage-degrading bacteria as the population decreases due to use of disinfecting cleaners. It is promoted to reduce organic sludge and grease buildup, which helps prevent clogging, sewage backups and odors. The product is packaged in water-soluble packets for easy application. Private label and literature options keep a company name in front of customers. It is available in granular, liquid and solid options. 800/423-5350; www.chempace.com.



ECOLOGICAL LABORATORIES PRO-PUMP/HC

PRO-PUMP/HC liquid live bacteria from **Ecological Laboratories** contains more than 30 strains of bacteria with a goal of resolving problems in grease traps. It is designed to rapidly break down and remove fats, oils and grease that build up in drainlines and grease traps. The consortium of vegetative nonspore-forming bacteria perform in low-oxygen facultative anaerobic

environments. Regular treatment is said to reduce trap surface solids, bottom solids and odor. 800/326-7867; www.propump.com.

ENVIRONMENTAL BIOTECH INTERNATIONAL SEPTIC AID

Septic Aid from **Environmental Biotech International** releases millions of beneficial bacteria into a septic system, designed to enhance the natural populations and replace those bacteria lost to antimicrobial hand soaps and chemicals dispensed from the home. These bacteria also digest excessive concentrations of sludge and scum and other organics that may otherwise accumulate and cause a septic system to fail. **941/757-2591; www.environmentalbiotech.com.**





GREEN WAY PRODUCTS EARTH WORKS WATER TREAT SERIES

Earth Works Water Treat Series from Green Way Products by PolyPortables can be used for odor control and digestion of fats, oils and grease in industrial and municipal sewage wastewater treatment plants, grease traps and septic systems by reducing and eliminating FOG and biofilm. This concentrated product

is designed to provide an economical solution to odorous compounds such as hydrogen sulfide, mercaptans and ammonium compounds and their corrosive effects. It is a micronutrient formulation aimed at providing improved waste degradation for wastewater applications with no BODs. 800/241-7951; www.polyportables.com.

J & J CHEMICAL CO. NUTANK

NuTank septic system treatment from **J & J Chemical Co.** is designed to replenish the enzymes in a septic tank. With high concentrations of billions of specific bacteria, it is engineered to break down solids, scum and sludge. Monthly use will help reduce the potential for backup and repairs such as drain-



field damage, and it boosts the progression of solids decomposition and helps keep tanks and drainfields working adequately, according to the maker. The recommendation is to toss one self-dissolving packet into a drain or toilet monthly and wash or flush it down. It is safe for all plumbing and environmentally friendly, designed to be resold by septic pumpers, prepackaged in 12 packets per jar and 12 jars per case. Company contact information can be added to each jar. **800/345-3303**; www.jjchem.com.



Lenzyme enzyme-bacteria product can be used as a septic biological maintainer, drain cleaner and sewage-treating agent in the home and in industrial, commercial and municipal installations. It may also be used in formulations specifically de-

signed for a given condition or application. Various formulas have been developed for use in drains, septic tanks and cesspools, and for industrial and commercial application. It is approved by the USDA for use in sewage and/or drainlines of establishments operating under the federal meat, poultry and egg products inspection program. Each production batch is certified to be free of salmonella and E. coli. 800/223-3083; www.lenzyme.com.

SEPTIC BACTERIA/CHEMICALS

ROEBIC LABORATORIES ROETECH SEPTIC SYSTEM CLEANER

Regular use of **Roetech Septic System Cleaner** from **Roebic Laboratories** is meant to help prevent clogging of inlets and outlets. Septic systems receiving wastewaters from food preparation areas tend to have high influent levels of FOG, BOD and sanitizing agents. The product is formulated to handle high-



load wastes and works throughout the system degrading FOG, proteins, starches and paper, in addition to many types of cleaners and sanitizing agents used in the food service industry. 203/795-1283; www.roetech.com.



SIMPLE SOLUTIONS BS-916

BS-916 microbacteria septic additive from **Simple Solutions** is designed to restore necessary bioorganisms in a system, ensuring it doesn't become blocked or emit obnoxious odors. It comes in simple-to-use, individually wrapped pouches that can be flushed down a home toilet each month to restore the natural biological process and boost the existing biological activity, according to the maker. Regular

monthly applications are promoted to keep a septic system working and reduce unnecessary pumping and maintenance. It is natural and environmentally safe when used as directed. It contains no corrosive chemicals, caustic or acids, and will not damage metal, ceramic or plastic parts of the drainage system. 973/846 7817; www.industrialodorcontrol.com.

DRAINFIELD CHAMBERS

INFILTRATOR QUICK4 PLUS CHAMBERS

The **Quick4 Plus Chamber** from **Infiltrator Systems** is designed to provide maximum strength and large storage volumes to accommodate peak flows, as well as offer optimal design and installation flexibility in a small footprint. The 4-foot chambers are available in standard, low-profile and high-capacity models with a Contour Swivel



Connection permitting 10-degree turns, right and left. The All-in-One Endcap can be used at the end of the chamber row or installed mid-trench to allow for a center feed with side, end or top inlet pipe connections. No stone or geotextile is required for installation. 800/221-4436; www.infiltratorsystems.com.

SEPTIC TANKS

SNYDER INDUSTRIES DOMINATOR

Low-profile monolithic **Dominator**

septic tanks from **Snyder Industries** can be buried without water for ballast and strength, and can be backfilled with native soils as long as they are trashfree and free-flowing. They are available in 750-, 1,000-, 1,250- and 1,500-gallon, and have one-piece construction with no seams that might leak or structurally fail after installation. Their manway isolation design is meant to keep manholes from distorting during backfill and pumpouts. Preinstalled tees and gaskets, and single- or double-compartment tanks are available, along with 1,200- and 1,700-gallon water cisterns. **402/467-5221; www.snydernet.com.**



BIO-MICROBICS MICROFAST

The **MicroFAST** wastewater treatment system from **Bio-Microbics** is available for 500 to more than 9,000 gpd applications. It can be integrated into a standard septic tank and does not require additional space. Alternate modes of operation include recirculation of nitrified wastewater to the primary settling chamber for denitrification, and an SFR feature designed



to allow intermittent operation of the blower to reduce electricity usage up to 45 percent and improve nitrogen performance. It is promoted as alternate, advanced treatment with high levels of nitrogen removal. The effluent meets secondary quality requirements and can be distributed to a soil treatment system or water reuse applications. 800/753-3278; www.biomicrobics.com.

PRESBY ENVIRONMENTAL AES SYSTEM The Advanced Enviro-Septic (AES) Sys-

tem from Presby Environmental provides a level of wastewater treatment that

exceeds the stringent standards of the U.S. and Canadian governments, according to the maker. It uses an all-natural, passive process that requires no electricity/mechanical devices and no additives, replacement media or special maintenance. It is a multistage effluent treatment system for residential, commercial and community applications. 800/473-5298; www.presbyenvironmental.com.

SCIENCO/FAST SCICHLOR

SciCHLOR sodium hypochlorite generators with multi-pass SciCELL Electro-Chemical Activation technology from Scienco/FAST produce a strong oxidizing solution designed to kill MRSA and E. coli organisms and other harmful pathogens. Connected to an incom-



ing water source (55 to 85 degrees F) and with operating modes of batch, continuous, clean, setup and diagnostic, the system includes brine and chlorine storage tanks, SciCELL unit recirculation pump, and control panel. As chlorine is used, water automatically refills the brine tank. If no solution is used, the system shuts down to save power. The unit produces 10, 20, 40 or 60 pounds of chlorine-equivalent solution per day. The 10-pound unit produces about 150 gallons of solution at 8,000 ppm for treating between 800,000 and 900,000 gpd at 1.5 ppm. 866/652-4539; www.sciencofast.com.





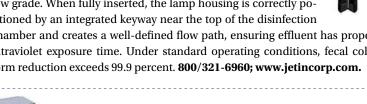


UV DISINFECTION

JET INC. ILLUMI-JET

The **Illumi-Jet** UV disinfection unit from **Jet Inc.** is capable of reducing fecal coliform bacteria levels to well below the strictest U.S. treatment standards, the company reports. It utilizes a germicidal lamp that emits 95 percent of the ultraviolet energy at the wavelength of 254 nanometers, which is in the region of maximum germicidal effectiveness, and is highly lethal to virus, bacteria, protozoa and mold. The disinfection chamber couples directly to any system's 4-inch discharge pipe and is permanently installed below grade. When fully inserted, the lamp housing is correctly positioned by an integrated keyway near the top of the disinfection

chamber and creates a well-defined flow path, ensuring effluent has proper ultraviolet exposure time. Under standard operating conditions, fecal coliform reduction exceeds 99.9 percent. 800/321-6960; www.jetincorp.com.



NORWECO MODEL AT 1500

The **Model AT 1500** UV disinfection system from **Norweco** reduces bacteria levels from secondary effluent to achieve strict waterquality standards, the company states. The compact design minimizes the amount of excavation required and allows for a quick and easy installation. A corrosion-resistant solid-state circuit board continually monitors system performance, which ensures disinfection quality, according to the maker. The system is UL-listed as a residential treatment device. 800/667-9326; www.norweco.com.

SALCOR 3G UV WASTEWATER DISINFECTION UNIT

The 3G UV Wastewater Disinfection Unit from Salcor Inc. is designed for use in residential, commercial and municipal applications. It is UL certified NEMA 6P "floodproof," and NSF/Washington State Protocol pathogen



6-month tested (with 20 different upstream treatment units). A rating to 9,000 gpd gravity flow makes it a reliable building block for larger water recovery/reuse systems, according to the company. Installed 12-unit parallel/series arrays assembled with ABS pipe fittings are disinfecting systems of more than 100,000 gpd. Gravity flow is equalized without distribution boxes. Identical modular units increase plant reliability and reduce spare parts inventory, facilitating expansion. Each unit has a foul-resistant Teflon lamp covering, two-year lamp, easy installation and minimal annual maintenance. 760/731-0745. ■











CLEAR MATS
PROVIDE
VEHICLE
ACCESS
WITHOUT
DEPRIVING
LANDSCAPING
OF SUN

in the
SPOTLIGHT
By Ed Wodalski

Clear ground protection mats from **AlturnaMATS** enable sunlight to pass through for less grass burn where landscape care is critical.

Made from recycled high-density polyethylene (HDPE), the mats have a 120-ton rating and are available in sizes ranging from 2 feet by 4 feet to 4 feet by 8 feet. Depending on size, the mats range in weight from 21.5 to 86 pounds.

The 1/2-inch thick mats can be linked using the Single Turn-A-Link that lock the mats end-to-end or the Double Turn-A-Link that locks four mats together, creating a portable roadway or working platform. Made of 1/2-inch round hot steel, the links also are available in flat hot roll steel 1/4-inch thick and 3/4-inch wide. Both styles have a galvanized coating for rust protection.

"Each mat comes drilled in the corners for use with the linking system," says Brooke Smith, marketing manager for AlturnaMATS. "They're not going to blow away. If you do get into an area where it's extremely windy or there are storms coming, you'll want to stake them down."

The clear mats can be placed under portable restrooms to protect landscape from foot traffic or used on job sites without smothering grass roots and preventing new growth. Easily stacked, the diamond-plate, weather-resistant mats can be stored outside.

"If you're on a job site where it's dirty or muddy, you can use a power washer to clean them," she says.

The clear mats are designed to complement AlturnaMATS's original black and white ground protection mats. **888/544-6287**; www.alturnamats.com.

B & W TRAILER HITCHES 16,000-POUND FIFTH WHEEL

The RVK3270 Patriot 16,000-pound, rail-mounted fifth wheel slider from B & W Trailer Hitches features two solid 1-inch tubular steel carriage rails



with sturdy center supports to prevent deforming or binding from load flex. Hourglass-shaped rollers convey the carriage mechanism, regardless of topography. The hitch accommodates 12 inches of slide. Vertical adjustments can be made from 17 to 19 inches, providing clearance for taller truck-bed walls. 800/810-4918; www.turnoverball.com.



E/ONE SEWER SYSTEMS REMOTE PUMP CONTROL

The Iota OneBox telemetry system from E/One Sewer Systems delivers remote control and monitoring of individual grinder pumps from a desktop computer or smartphone. The system integrates into a SCADA network to provide data on tank storage capacities, power failures, blockages and faults. 518/579-3068; www.eone.com.

GATEWAY STARLITE SAFETY GLASSES

StarLite safety eyewear from Gateway Safety is available in 16 lens options, including anti-fog and IR filter shades, as well as foam-lined, colored temple and bifocal. The StarLite SM is 10 percent smaller than the original glasses for smaller facial profiles. StarLite Gumballs come with 10 temple hues. StarLite Foam bridges the gap between glasses and goggles with an added foam ledge. Star-



Lite Mag has a dual-purpose lens in five dioptic strengths. StarLite Squared features squared lenses and clear frame for a modern look. 800/822-5347; www.gatewaysafety.com. ■

INDUSTRY **NEWS**

Wastequip named among Best Places to Work

Wastequip was named among the Best Places to Work for the second consecutive year by the *Charlotte Business Journal*. Wastequip was selected for its open-office environment and community involvement.

Vac-Con conducts food drive

Vac-Con employee owners conducted a food drive to benefit The Food Pantry of Green Cove Springs, Fla. Donations totaled 527 pounds. ■





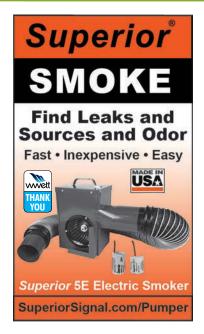




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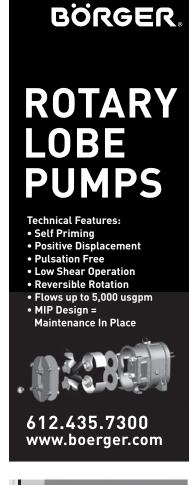












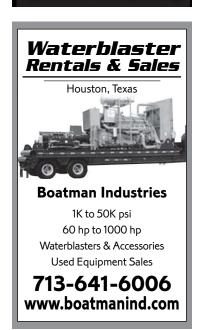




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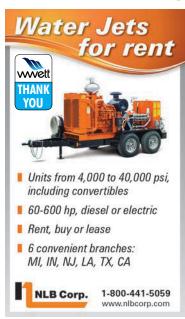
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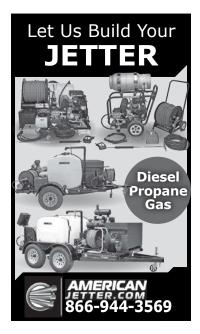




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BUSINESSES

National Grease Recycling Inc. Let us teach you how to recycle restaurant's waste, fryer grease and oil (yellow grease) only. Big \$. Over 30 years experience, will guide you through complete process from collection to processing to marketing to end users. Don't lose your trap business to competitors that offer both services. We also buy cooking oil, unprocessed, anywhere in the country. Call for information. References available - many success stories. Dewey Walker, 813-704-5090 or 813-758-2552. (PBM)

Retiring from an established, family-owned, full-service septic pump company in western Colorado. Large, loyal customer base. Turnkey with website, client list, trucks and lots of tools. Proven good income. Serious inquiries only please. E-mail eagleseptic@qwestoffice.net (P05)

ARE YOU MOVING TO FLORIDA? Would you like to start a septic and sewer cleaning business? I have license - will sponsor. For more information call Larry at 931-335-3231 or 931-248-1284. (PBM)

Business for sale in fastest growing county in US. All or assets-only. Well-known & respected, family-owned and operated septic tank cleaning company based in Fort Bend County, Texas, servicing the region southwest of Houston. Two (2) vacuum trucks, both in good working order with aluminum tanks & Allison auto. transmissions: 2007 Peterbilt with 4,000-gallon tank; 1997 Chevy with 1,900-gallon tank. Centrally-located stateregistered transfer station in good standing with TCEQ, 500-barrel frac tank in good condition. 34 years worth of 7,000+ satisfied commercial & residential customer data. 281-342-9891. kcheath@gmail.com (PBM)

Portable Toilet Business for sale - Central NC. Turnkey operation. 500+ units, sinks, holding tanks, supplies, trucks and trailers. Great growth potential, established customers. \$455,000 OBO. Serious inquiries only! portabletoilets4sale@gmail.com or 919-548-7079 leave message. (P04)

Septic Tank Service Business for Sale, Northeast Florida. Owner wishes to retire. Callahan area north of Jacksonville, a fastgrowing area in Florida. Profitable, turnkey business. 29 years in business with loyal customer base. Two pump tuck operation: (1) 1996 International 4900: DT466, 5-speed transmission, 2-speed axle. 2,500-gallon capacity. 297,000 miles. Good tires, excellent condition. (2) 2000 Freightliner FL70: 8.3 Cummins, 6-speed transmission. 2,400-gallon capacity. 195,000 miles. Good tires, excellent condition. Business includes complete onsite lime 20,000-gallon stabilization plant in Northeast FL. Owner will train and assist with licensing. Call for more information. Kenny Farmer 904-879-4701 or 904-545-0357. (P03)

PARADISE FOR SALE! Bee's Honey Pots, Inc., portable toilet company established in 1983 in the beautiful Florida Keys is for sale. Based on Big Pine Key, Bee's is the oldest established and largest portable toilet company in the Keys. Sole owner and operator for the past 30+ years wants to go fishing! Interested? Call 305-872-2287. (P05)

www.RooterMan.com. Franchises available with low flat fee. New concept. Visit website or call **1-800-700-8062.** (PBM)

Grease trap & cooking oil pumping/recycling business for sale -- Owner ready to retire. 30-year-old established business with accounts encompassing 5-state area based in metro Atlanta. Ample rolling stock to handle current 600+ contracted used cooking oil accounts and 900+ grease trap accounts. Includes pre-treatment/recycling facility (w/50,500-gallon daily discharge permit) on 2.5 acres of land, only 2.7 miles off I-75 N in metro Atlanta. Serious inquiries only. Call Cary 678-937-6020. (P05)

Septic pumping (well established for 50 years), grease trap & cooking oil business located on the Eastern Shore (DE, MD, VA). '07 Freightliner - 2,500 gallon, '99 Volvo - 3,800 gallon; '09 Pipehunter w/'05 Ford F250, camera w/ locator, \$750,000. Also available: 14 acres, house, 2 shops, land application permit for grease trap waste. Serious inquiries only. Contact mike@jobsitepumping.com 443-235-5979 (P03)

COMPUTER SOFTWARE

FreeServiceReminderSoftware.com, FreeServiceDispatchSoftware.com, FreeRouteManagementSoftware.com. (PO3)

DEWATERING



Sludge Separator Equipment made by FloTrend Systems Inc. 25-cubic-yard roll-off-style sludge mate 500-gallon polymer mixing device -NEW- Never used. Replacement cost is \$43,900.Asking \$30,000 0B0

Tim 602-763-2115, AZ P05

2007 NT-4000E Nutech trailer-mounted dewatering system complete with diesel-powered pump dosing plant with polymer. Asking \$55,000. Works great. Call 301-502-1606. (P04)

Septic Receiving Stations: Dual-screen design, portable, affordable, high capacity. The all new stand-alone unit has 19.5 sq. ft. of screening area. This will not plug with hair and rags — use it anywhere. 208-790-8770. screencosys@gmail.com. www.screencosystems.com (P03)

DRAINFIELD RESTORATION

Soil Shaker 2000. Universal skid steer attachment for drainfield restoration. Buy factory direct. \$6,250. Check us out on YouTube or call 320-293-6644. (PBM)

New and used terralifts for sale starting at \$20,000 used and \$38,000 new. Financing available. Call John at AerraTech 413-298-4272. (PBM)

GREASE UNIT

Pre-owned 2008 Peterbilt 340 cab and chassis with a 3,000 U.S. gallon carbon steel vacuum tank unit with drum holder behind cab. (Stock# 6641CC) www.VacuumSalesInc.com (888) VAC-UNIT (822-8648) (PBM)

HAZARDOUS WASTE UNITS

2015 Presvac/Freightliner: DOT certified 3,200-gallon polished stainless steel. Full dump/door vacuum truck with Moro PM100 vacuum pump. Automatic, Cummins power. 46k rears, 20k front. Must see! KLM Companies 617-909-9044 (PBM)

Pioneer 5,500 U.S. gallon, carbon steel trailer with pump package. (Stock# 0220C) 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 2015 Peterbilt 348 cab and chassis. (Stock #13587 A-E) www. VacuumSalesInc.com, (888) VAC-UNIT (822-8648) (PBM)

Presvac 2,300 U.S. gallon, carbon steel with a Masport H15W vacuum pump installed on a 1993 Chevy Kodiak cab and chassis (Stock #6615V) www.VacuumSalesInc.com (888) VAC-UNIT (822-8648) (PBM)

HYDROEXCAVATING EQUIPMENT



2015 Peterbilt 567 Combination Hydro-Vac: In production - ready for Feb. 2015. Cummins ISX15 485hp, GVW 66,000lbs., 18-speed standard transmission. 0 km, 0 hours. New combination hydrovac system: 1,200-US gallon capacity high-pressure washer system: 980,000 BTU boiler, Pro watt 3000 inverter, CAT 3560 water pump, pressure range 100-4,000psi, Max flow 20gpm. Cold-weather package: Glycol and water recirculation system, two Cox hydraulic hose reels. Robuschi RBDV 125 blower, 3,800cfm 28hg. Blower is direct-driven by OMSI power clutch type transfer case. Heavy-duty cyclone & cartridge filtration system. 13.5-cubic-yard debris body with fully-open rear door and hydraulic locks, 8" telescopic boom.

For more information contact
Alex @ 877-336-0081, MB P03
alex@schellvacequipment.com

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800-213-3272, www.hotjetusa.com

PBM

2008 Ford PipeHunter: 7844TMV. 1/2" hose. Giant jet pump 14.2gpm @ 4,000psi. Tuthill blower, 1/2-yd. debris tank. John Deere rear engine. 294 hrs. Ken's Truck & Equipment: www.khtrucks.com 972-938-1905 or 214-632-5277 (PBM)

2008 GMC PipeHunter: John Deere rear engine, 700-gallon poly water tank, 3/4" jet hose, Giant pump. Ken's Truck & Equipment: www.khtrucks.com 972-938-1905 or 214-632-5277 (PBM)

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1993 GMC 1-ton Jetter: 35gpm FMC pump, 3/4" hose, 500-gallon plastic tank.\$14,500 OBO Other jet trucks and trailers available.

JET VACS



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 www.0pdykes.com

PBM

P03



1997 Vactor 2110: 10-yard debris tank, 1,000-gallon water capacity, 2-stage fan, 80gpm water pump. Ford chassis with CAT engine, air-ride seat. Recently installed new instrument panel. \$45,000

Call Brown Equipment 260-747-2312, IN



Call 877-389-2227, IN



csr@charlestonrotorooter.com Harry 843-556-4320, SC PO

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

2007 Mack Guzzler: Damaged, rear unit new in 2011. Ingersoll Rand Air Solutions Hibon model SIAV 8702 blower. Ken's Truck & Equipment: www.khtrucks.com 972-938-1905 or 214-632-5277 (PBM)

2002 International Guzzler: 54,000 miles, 10-speed, 27" Roots blower. Stainless steel tank. Stk# 2300. Ken's Truck & Equipment: www.khtrucks.com 972-938-1905 or 214-632-5277 (PBM)

2006 International Vactor 2112\15: 9,300 hours, S\N: 05-07V-9443, Vactor jet pump 80gpm @ 2,000psi. 600' 1" new hose. 800' hose reel capacity. Pump-off system. Ken's Truck & Equipment: www.khtrucks.com 972-938-1905 or 214-632-5277 (PBM)

2009 Sterling Vac-Con: VPD3616LHAEN S\N: 09085083. 3,975 main engine hours. Bean jetting pump. Roots 824 RCS blower, 16-yard debris tank. New aluminum extension tubes. Hydraulic-driven jetter pump. Ken's Truck & Equipment: www.khtrucks.com 972-938-1905 or 214-632-5277 (PBM)

1998 Volvo GapVax: Stk# 2301, VIN# 4VHJCB JF8WN857157. Stainless steel tank, N-14 Cummins, 9-speed Fuller transmission, Roots 27" blower. Ken's Truck & Equipment: www.khtrucks.com 972-938-1905 or 214-632-5277 (PBM)

2006 International VacCon: CAT pony motor, 3-stage fan, 12-yard tank, 1,300-gallon water tank. \$88,000. Call Jeff Brooks @ 317-258-4900 (P04)

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) Vac-Con industrial machine mounted on a pre-owned 2004 Sterling cab and chassis. (Stock #8593C) www.VacuumSalesInc. com (888) VAC-UNIT (822-8648) (PBM)

2006 Volvo cab & chassis with a Vactor 2110 combination vacuum loader and high-pressure sewer cleaning system. (Stock #3483C) www.VacuumSalesInc.com (888) VAC-UNIT (822-8648) (PBM)

Pre-owned 2002 Sterling LT 9500 cab and chassis with a Clean Earth Safe Jet Vac 1015 combo unit. (Stock #3876C) www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648) (PBM)

2005 Kenworth T800 Vactor 2115: 15-cubic-yard hopper - 1,500-gallon water capacity. Roots 1024 Ras-J 18" blower 80gpm/2,500psi water system. 800' x 1" sewer hose/2,500psi. 2005 Kenworth T800, CAT C-470hp. Chassis tri-axle. Eaton-Fuller manual transmission with push axle. \$193,000. Call Jeff Brooks @ 317-258-4900 (P04)

LEASE/FINANCING

100% financing available. Simple one-page application, same-day response. For more information please call THE LEASING EXPERTS @ 888-505-0060. WWW.TLEJAX.COM (P03)

Western Equipment Finance, a bankowned direct lender, is committed to continuing to help you prosper. All equipment types, new or used; we have the best rates and terms you deserve. App-Only Financing and credit decisions within an hour. Call the team you can trust, Jim Stekl at Western Equipment Finance 701-665-1647. jim.stekl@westernequipmentfinance.com (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

Used AES belt-press machine used for grease trap/water separation. Equipment includes: Belt press, power control board, Baldor pump and control unit, Polyblend polymer dosing unit, fiberglass water clarifier, lime mixing unit. Additional Equipment: Pump with Muffing Monster grinder, Conebottom batch tank on a stand with internal mixer, 2 fiberglass tanks (25,000 and 8,000 gallons) many valves, piping and Phase-3 power units. SOLD AS-IS, Asking \$30,000 OBO. 408-287-5800. (P03)

MISCELLANEOUS

10 Poly John SaniStand hand sanitizer stations. Have had no use just collecting dust. http://www.polyjohn.com/sanistand/. Also have 40 split tank restroom boxes http:// www.polyjohn.com/split-tank/?keyword =split%20tank. These are great for mines and cold temp locations. Email taylor@whitessanitation.com for pics and more info. Contact Taylor @ 435-896-9580

PORTABLE RESTROOMS

WANTED - Portable toilets and half-high units. Please contact Lance at 561-346-9296 or lance@redtoilets.com

350+ Tuff Jon portable toilets for sale from fair to good condition. Prices ranging from \$150-\$350. Asheville, NC. 828-648-3170

MAXIM 3000 portable restrooms for sale. Grey in color, \$350 per unit. Buyer responsible for transport. Gilroy, CA 408-842-8448 denise@norcalportableservices.com (P04)

20 Satellite Tuffways, Reconditioned, New roofs and hardware. Brown door/tan body. Some wood skid, some plastic skids. Ready to rent. \$225 each. Toledo, OH area. Call 419-865-4830.

WANTED: ADA-Compliant Handicaps. Please contact us at 850-944-0580 or email ClaudiaTaylor65@yahoo.com

Armal orange portable restrooms for sale, 28 or more. All units in good condition. For more information please contact 843-390-1130 or email liquidmunne@hotmail.com

PORTABLE RESTROOM TANKS



tank with 275-gallon steel freshwater tank......\$8,500

> 574-896-5424. IN office@johnnypotty.com

P03

I have a portable toilet tank for sale, It is 850 gallons 600/250 split Satellite tank. Asking \$1,200 OBO. Will email/text pics. Call 845-674-7790.

PORTABLE RESTROOM **TRAILERS**

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

PORTABLE RESTROOM TRUCKS



2002 Ford F450: 7.3 Powerstroke with 161.853 miles. Two-unit carrier, toolboxes, washdown pump, Conde pump, 450/200 tank. Truck is well maintained, clean in and out......\$17,000

Call 989-284-9193, MI



Complete Portable Toilet service truck mount units (turn-kev), 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: \$19,000, 1700 waste/600 fresh: \$20,500. Any custom options or sizes available!

> **TexLa Services** 936-641-3938 www.texlaservices.com P03



2007 International DT466: 1,600gallon waste, 300 fresh water. Will hold 8 portaions, Air brakes, automatic, Currently in use. Under CDL. Excellent condition. \$45,000

570-384-5084 x12, PA



1996 International 4700/T444E: 1,500gallon tank with Masport #2 under hood pump. 287,000 miles. New tires. Motivated, but not desperate. \$13,500

541-410-6707, OR



2000 Ford Sterling: Cummins motor ISB 5.9, 12' steel bed - holds 6 portajons. Mileage 300,999. Allison automatic transmission UNDER CDL. Has lift gate, currently still in daily use. 700 waste, 300 fresh water.\$19,500

517-546-2268, MI



1997 International 4700: Mileage 277,869, 7.6-liter 4700 DT 466E, 10' steel bed, w/lift gate, 650 waste/ 250 freshwater, 5-speed manual transmission. \$10.000

517-546-2268, MI



2005 Sterling Acterra: Crescent tank 1,000-gallon waste/350 fresh. Hauls 10 units, 8 on bed, 2 on gate. Mercedes engine with 119k, Allison automatic transmission, hydraulic brakes. \$29,999

Call Pat 800-475-0049, OH PO3 pflynn@superiorportables.com

2006 International DT466 4300: 265,054 miles, 300/400 H20 and 800 waste tank with Masport vacuum system. VIN #1HTM MAAL96H267168. \$27,500. For information contact Marcus at 208-467-0089.



2013 International Terrastar: 53,539 miles. Aluminum tank - 1,000-gallon waste/400-gallon fresh. Truck has extended warranty.\$67,000

> **Contact Rodney Lane** 270-832-3793 P03



2013 Dodge 5500 4x4: 60,423 miles. Aluminum tank - 950-gallon waste/300-gallon fresh. \$64,500

> **Contact Rodney Lane** 270-832-3793

P03

2006 Isuzu NQR Keith Huber Tugger. 650/300, Masport HXL4, 125k miles. Auto transmission just rebuilt. Runs daily. Tires 70%. Sale or trade for a 4x4 truck. \$24,000. Call or text for more info or pictures 813-376-4354. (P04)

2006 Isuzu NQR, FMI Workmate 950. 201.000 miles. Currently servicing assigned routes, \$17.500, Call 573-896-8665, For photos text 573-893-6634. Nationwide delivery available.

2004 International 4300: DT466, Allison auto, air brakes, 217,000 miles, 600/270. Needs freshwater pump. Four units on the deck. Liftgate has lights in it. \$22,000. Call or text Trent 503-680-1648

Two (2) 2010 Hino 268s: Satellite units. 850 waste/400 fresh steel tank. Conde pumps. Extended warranties included. www.pumpertrucksales.com. Call JR. @ 720-253-8014, CO. (PBM)

2006 GMC: Duramax diesel, Allison auto. New aluminum tank 400 waste/200 water, Conde pump, Honda motor. www.pumpertrucksales.com. Call JR. @ 720-253-8014, CO.

2003 International: 2,000-gallon aluminum Progress vac tank, 1,500 waste/500 water, www.pumpertrucksales.com, Call JR. @ 720-253-8014, CO.

2002 International: 1,500-gallon Glendale Manufacturing vac tank, 1,100 waste/400 water. www.pumpertrucksales.com. Call JR. @ 720-253-8014, CO. (PBM)

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Clean **2008 Ford F450** diesel, auto., 4x4 chassis, flatbed. New aluminum vac tank vac tank - 400 waste/200 water. New Conde vac pump. Call for more info. www.pumpertrucksales.com. Call JR. @ 720-253-8014, CO. (PBM)

2009 Ford F550: 4x4, diesel, auto, new aluminum tank 400 waste/200 water, new Conde vac pump. www.pumpertrucksales. com. Call JR. @ 720-253-8014, CO. (PBM)

2011 Ram 5500: Imperial aluminum 1,175 — 400 fresh/775 waste. Masport HXL4. Under 150k miles. Has 90% rubber on front and 40% rear. \$42,000. Will email any pics if interested. braddean_11@yahoo.com or call 920-979-7711. (P04)

1999 International DT466 4700: 177,032 miles, 500 H20 and 900 waste tank with Masport vacuum system. VIN #1HTSCAAL 6XH670911. \$15,000. For information contact Marcus at 208-467-0089. (P05)

2000 Int 4700 - \$17,500; 2002 Int 4300 - \$23,500; 2006 Int 4300 - \$39,500; Roll-off - \$23,500. Restrooms - \$150. 256-757-9900 or www.pbsos.com. (PBM)

PORTABLE SINKS

30 PolyPortables Super Twin Sinks. Grey with two soap dispensers and one paper towel dispenser capable of holding one 940' roll. \$350 each. 419-865-4830 (P04)

43 PolyJohn single-user washstands. They are 43x18x9 16-gallon. They are used sinks, for any questions call Lance 561-346-9296 or lance@redtoilets.com (P05)

PORTABLE SHOWER TRAILERS

For Sale: Two (2) 40-ft. shower containers. 14 shower heads per container, handicap accessible. Trailer and accessories included. For pictures go to www.candsshowers.com. 712-428-6143 or cell 712-880-1250. (P04)

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GapVax, Inc., a nationally recognized manufacturing business, is seeking a talented, highly motivated individual to fill a full-time Sales Position in the Midwest (lowa 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)

REGIONAL SALES MANAGER: Vacall, a nationally recognized manufacturing company, is seeking a talented, highly motivated individual to fill a full-time Sales Position in the Western United States and Mexico. Vacall is the leading manufacturer of industrial, municipal vacuum units and sweepers and hydro-excavation units in the United States. We manufacture the most rugged and efficient mobile vacuum units in the industrial and municipal markets. The Regional Sales Manager will identify and qualify new prospects as well as maintain existing customer accounts. Should have a minimum of 10 years' experience relating to the mobile equipment industry. Develop and maintain strong business relationships within assigned territory. Operate, demonstrate entire product line. Possess good mechanical, hydraulic, & electrical aptitude. Be willing to assist customers with minor repairs or warranty work. Have or be able to obtain a Class B Commercial Driver's License. Be able to travel up to 80% of the time. Possess basic proficiency in MS Word. Outlook Email. Excel. Power Point, and Internet, BS degree preferred. Gradall Industries is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race religion, color, national origin, sex, sexual orientation, gender identity, age, status of protected veteran, among other things or status as a qualified individual with a disability. Interested applicants can apply on-line at www.Gradall.com.

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Grease trap & used fry oil recycling company seeking Plant Supervisor to run operations in Glendale, Arizona. Please call 602-696-8220. (P03)

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SEPTIC TRUCKS



1994 White-GMC: CAT drivetrain, 4,000-gallon tank, R-260 pump. New DOT & federal inspection. Looks and runs good! 30-day warranty on drivetrain. After driving and working truck, I know you will be satisfied! Located in Northern VA\$32,000

703-361-4517, VA

Emiliar De la Companya de la Company

1996 Kenworth T800: M11 Cummins, 370hp, 10-speed Roadranger, 18k fronts/ 44k rears, air-bag suspension. 2004 3,500-gallon tank, 367 Challenger pump, 3" & 4" valves, 6" dump, heated valves.\$38,000

631-283-1403

P03

1991 GMC TopKick C7000, 366 gas, 1,500-gallon tank, Jurop pump, 110-gallon freshwater tank and 50 ft. of hose on retractable reel. \$10,000. Call Dave at 360-815-0468. (P03)

1989 GMC Topkick: Rare find! 3208 CAT with only 91,000 miles and low hours. It has an Allison auto. Nice floater tires on front. Very well maintained, it came from a small town and was town kept, always waxed! \$28,900. Pictures available. Call 317-800-3101. (P03)



1998International4000Series:Keith Huber Dominator truck -84,973miles. Vacuum truck with 2,000psi2,000psi35-gallon-per-minute sewer jetter.2,600-gallon tank. Great truck.\$38,500

307-413-8903, WY



Call 989-284-9193, MI



2008 Sterling LT9500: Mercedes 6-cylinder (450hp). Fuller 8LL. Aluminum wheels, A/C, power locks & windows, 66k GVW. Dickirson Septic Truck, 3,000 gallon, steel tank. Masport PTO-drive pump. 149,278 miles. Stock# 8405 \$79,500

866-250-8260, PA www.0pdykes.com



217-242-5123, IL

P03

PRM

SEPTIC TRUCKS



Turn-Key Vacuum Tank Units: 3,600gallon, unit mounted on your truck or ours; \$20,000. 3,200-gallon truck units; 19,500. 2,500-gallon truck units; \$18,000. 1,500-gallon truck units; 16,000. Self-contained vacuum skids, 1,000-gallon; \$10,500. 2,500-gallon painted tanks ready to mount; \$13,000. PortaPotty trucks and any custom options or sizes available!

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



2004 Freightliner FL70: This truck is in excellent condition. Very clean and well maintained. Jurop LC420 and new tires. 2,500-gallon carbon steel tank. Tank and pump 3 years old.\$49,000

> 707-775-5443, CA P03

2003 Freightliner Columbia with Mercedes 460hp. 10-speed Eaton-Fuller transmission and aluminum wheels. Tires 75% or greater. Has 3,600-gallon steel with hoist and full-open rear door. Jurop R260 pump. Tank painted in 2012. 300,000 miles. Great shape. \$54,000. Mike 216-990-6658. (P03)

1990 Mack RD690S: GVW 64,000, 4,000gallon steel tank. Runs great - Ready for work. \$24,900. 413-297-0803

1998 Freightliner FL70: 33k GVW with an 8.3 Cummins 275hp and 7-speed transmission. It has a lot of power! This truck has low miles at just 70k. New 2,300-gallon Pikrite tank and a 400 cfm pump. Everything works, heat, a/c, air, pto, air-ride cab, heated valves. Also has large custom tool box for powersnake and pressurized water tank. Comes with 100' 3" hose to get started. Also has hitches for pulling trailers. Excellent shape, will start on the coldest days and won't leave you on the side of the road! Asking \$32,000 OBO. Call 845-674-7790. I will send pics. (P03)

1990 International Eagle pump truck. Cummins 9-speed. 3,000-gallon tank. 3 axle. GOOD TRUCK! Runs excellent, \$31,000, Call Rockv. 209-295-7606 CA

1989 Ford LTL 9000: 425 CAT motor, 8LL transmission, 3,500-gallon hoisted Transway industrial vacuum tank and pump with 650cfm. This truck is in good condition. Ready to work. Asking \$15,500 OBO. Call 845-674-7790. (P03)

2003 Peterbilt 330 cab and chassis with a 2,500-gallon vacuum tank and Masport HXL20WV pump. (Stock# 0014V) www.VacuumSalesInc.com (888) VAC-UNIT (822-8648

1997 Mack with a 4,000 U.S. gallon c/s vacuum tank unit with a Masport pump package. (Stock# 0330C) www.VacuumSalesInc. com (888) VAC-UNIT (822-8648) (PBM)

1999 Freightliner: 8.3 Cummins, 6-speed, 2.300-gallon vacuum tank. Jurop pump. \$22,000. www.pumpertrucksales.com. Call JR. @ 720-253-8014. CO. (PBM)

1987 Kenworth T600A: CW CAT 6-cylinder. Eaton-Fuller 15-speed. 8-bag A-R suspension. 3,365-gallon vacuum tank, Masport 75 pump. \$31,000, www.pumpertrucksales.com, Call JR. @ 720-253-8014, CO. (PBM)

2003 International 4300: DT 466 new inframe overhaul; Allison auto., 136k miles, used 1,200-gallon steel vac tank, under CDL; PV3 vac pump. www.pumpertrucksales.com. Call JR. @ 720-253-8014, CO. (PBM)

2008 Ford F750: 260 Cummins, 7-speed, rear locking differential, New 2,500-gallon vac tank, new Jurup pump. www.pumpertrucksales.com. Call JR. @ 720-253-8014, CO.(PBM)

1996 Western Star: Detroit Series 60, 18-speed transmission. Hendricks suspension. 3,365-gallon vacuum tank, Masport 400 pump. www.pumpertrucksales.com. Call JR. @ 720-253-8014. CO.

1994 Peterbilt 377: Detroit Series 60. 10-speed transmission. 3,365-gallon vacuum tank, Masport HXL pump. www.pumpertrucksales.com. Call JR. @ 720-253-8014, (PBM)

2000 Peterbilt: 300hp CAT, 9-speed, rear locking. Excellent condition. New 2,500-gallon vac tank. www.pumpertrucksales.com. Call JR. @ 720-253-8014, CO. (PBM)

Eight great older pump trucks - \$35.000 each. Big power, Jake brakes, 3,365-gallon vacuum tanks, Masport pumps. All makes & models. www.pumper-truck.com. Call JR @ 720-253-8014, CO.

Atlas Tank and Drain — 2007 International 4200. 1,600-gallon tank, R-260 pump, Lely unit. New inspection — DOT & federal. Good start-up/back-up unit or daily worker. No picture at this time. \$35,000. Located in Northern Virginia. 703-361-4517 (P03)

SERVICE/REPAIR

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

TANKS

Two (2) 20,000-gallon lined tanks. 660 bbl. US capacity, 13' x 23', \$15,000 for one, \$25,000 for both. E-mail eagleseptic@qwestoffice.net

Lube oil plant tanks for immediate sale. Various sizes: 350 to 150,000 gallons. Vertical flat bottom, cone bottom and horizontal tanks. Also included are 10 indoor storage tanks, 3 lube oil kettles and 3 grease kettles. No reasonable offer refused. Contact B. Main 817-332-1161.

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

TOOLS

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

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

TOYS

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

TRAILERS-VACUUM/TANKER



New EMI Aluminum Vacuum trailers (2) 150 bbl. (6,300 USG), full catwalk, full hose trays, 13 external rings, (3) top manways, (1) rear manway. 2" rear sight tube, Ridewell air-ride suspension,(2) rear 4" sump valves, two-speed landing gear. Weight #10,400. \$58,500 plus FET

> 785-325-2000. TX terry.bailey@emisales.net www.emisales.net

P04

P04



Five (5) 2014 & 2015 New EMI Steel Vacuum Trailers: 130 bbl. (5,460 USG). Interior lined with Americoat 240 epoxy. Hutch 9700 Series spring suspension. Partial side catwalk with side entrance, 1/4" Shell thickness, (3) internal baffles, (2) top manways, (1) rear manway. 8 external rings, two-speed landing gear, (2) 4" rear in sump valves. Options: Vacuum pumps - all makes, aluminum wheels, larger trailers. \$35,500 plus FET. Located in Kansas & Texas.

> 785-325-2000, TX terry.bailey@emisales.net www.emisales.net



Imperial Vacuum Trailers: In stock, 6000- and 6300-gallon aluminum singlecompartment Imperial vacuum trailers.

> **Call Mike** 800-558-2945 Ext. 328

2015 Acro Vacuum Trailer: Stainless steel 6,000 gallon, DOT certified double conical with air-ride suspension. Aluminum wheels all positions, full hose trays, OSHA walkways and railings. Vacuum pump option either hydraulic or self-contained. KLM Companies 617-909-9044 (PBM)

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

1975 Fruehauf 10.000-gallon tanker. three axle. \$9,000 OBO. Washington state. Call Randy at 360-301-0249 or e-mail northsoundss@netzero.net for pictures. (P03)

TRUCKS -**MISCELLANEOUS**



2003 RD Mack: 500hp, 8LL, 20F/58R, 100,000 miles, J&J steel body. Call for pricina.

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



1996 Volvo Vacuum Truck: 225k miles, 3306 CAT motor, 9-speed Fuller transmission. 2005 Imperial Industries 2,250-gallon tank. MEC 8000 Battioni vacuum pump new in 2010. ... \$20,000

John 608-575-0066. WI

30+ Pump Trucks for Sale: 2012 International: 99,000 miles - \$38K, 2009 Dodge 5500: 148,000 miles - \$28K. Half cash down - Owner will finance balance at 6%. Farmington, NY 607-368-0783

1994 Chevrolet C-70: 2,500-gallon septic pumper unit, 3116 CAT 210hp, 5-speed/ 2-speed rear, currently in use, \$18,675. Call Michael at 314-575-5485.

1998 Ford L9000 with 4,000-gallon carbon steel 2-compartment waste oil tank, Blackmer pump with strainer, ReCon Cummins engine with Fuller transmission on air-ride suspension. \$18,500. KLM Companies 617-909-9044 (PBM)

TV INSPECTION

2003 Ford Aries TV Inspection: Stk# 2168, V10 Triton gas engine. Honda motor powers rear unit. One (1) camera. Ken's Truck & Equipment: www.khtrucks.com 972-938-1905 or 214-632-5277 (PBM)

VACUUM LOADERS



2008 Sterling VacAll Model AJV1015: 10 cubic yards/1,500-gallon water. Roots vacuum pump 8x24 - 4,100cfm @ 16" HG. Mercedes MBE 4000 engine. Allison 6-speed automatic transmission, 20,000# front axle, 46,000# rear tandem. Maintenance records, mileage 29,814.5, 2,222.3 hours on engine, 143 hours on blower. Call for more information. \$170,000

Biros Septic & Drain Cleaning, Inc. 570-889-3738, PA mike@biroseptic.com P04



1999 International Guzzler Ace High-**Dump** with NEW (less than 100 hrs.) Roots 27" blower. Fresh paint, 161,517 miles. 305hp CAT C-10. Great truck -Ready to work!\$79,500

903-738-2917. TX

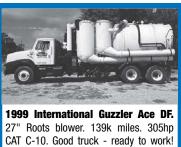


2016 Peterbilt 348 chassis new 20/40 axles, double frame, PX-9 350hp. 3:15 steer tires on Alcoas, lockers. Introducing the new EMI Industrial vac system, DOT 407/412 Certified. 3,360 USG tank, Moro PM100T 430cfm, hoist dump, full-open rear tank system, will accept vibrator. Optional vacuum pumps/blowers, various chassis new or used. Catwalks and jetters also available. Note: Unit is not exactly as shown.\$187,500

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Wanted to purchase: Functional industrial vacuum trucks, wet or dry. Cash buyer. Call 502-592-0543. (P03)

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......\$59,500

903-738-2917, TX

P05

2001 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

2002 Navistar International cab and chassis with a Powervac 5300, 16-cubic-yard, 3,250 U.S. gallons, carbon steel vacuum tanker w/Hibon PD blower. (Stock# 2433V) www.VacuumSalesInc.com (888) VAC-UNIT (822-8648)

1999 Sterling with a 3,200-gallon Cusco Master Vac high-dump unit. (Stock# 3378V) www.VacuumSalesInc.com (888) VAC-UNIT (822-8648) (PBM)

FOR SALE functional vacuum trucks: Guzzlers, Super Suckers, mid-1990s. Call for more information. 502-592-0543.

VANES

American Industrial Components: Our vanes are manufactured from the highest quality laminated materials available and are fabricated to exact tolerances and specifications. 800-272-7557 (PBM)

WANTED

Wanted to Buy: Vactor 2100s and late model Guzzlers. Cash. Phone 800-336-4369. (PBM)

WATERBLASTING

Gardner Denver T-375M: Bare Shaft pump. Gardner Denver T450M Bare Shaft pump NLB 20-200: 12 gpm @ 20,000 psi. Gardner Denver LC-1500: 390 gpm max, 15,000 psi max. NLB 36-200 6 gpm @ 36,000 psi. HT-150S 25 gpm max 10,000 psi max, Shell Side Machine, Wheatley 165: 30 gpm @ 10,000 psi, Wheatley 165: 17 gpm @ 20,000 psi. Wheatley 125 with aluminum bronze fluid end. Boatman Ind. 713-641-6006. View @ www.boatmanind.com. (PBM)

Wanted to purchase: Functional diesel waterblasters. Cash buyer. Call 502-592-0543. (P03)



If you would like your wastewater trade association added to this list, send contact information to editor@pumper.com.

Serving the Industry

Visit your state and provincial trade associations

Alabama

Alabama Onsite Wastewater Association www.aowainfo.org; 334/396-3434

Arizona

Arizona Onsite Wastewater Recycling Association www.azowra.org; 928/443-0333

Arkansas

Arkansas Onsite Wastewater Association www.arkowa.com

California

California Onsite Wastewater Association www.cowa.org; 530/513-6658

Colorado

Colorado Professionals in Onsite Wastewater www.cpow.net; 720/626-8989

Connecticut

Connecticut Onsite Wastewater Recycling Association www.cowra-online.org; 860/267-1057

Delaware

Delaware On-Site Wastewater Recycling Association www.dowra.org

Florida

Florida Onsite Wastewater Association www.fowaonsite.com; 321/363-1590

Georgia

Georgia Onsite Wastewater Association www.onsitewastewater.org; 678/646-0379

Georgia F.O.G. Alliance www.georgiafog.com

Idaho

Onsite Wastewater Association of Idaho www.owaidaho.org; 208/664-2133

Illinois

Onsite Wastewater Professionals of Illinois www.owpi.net

Indiana

Indiana Onsite Waste Water Professionals Association www.iowpa.org; 317/889-2382

lowa

Iowa Onsite Waste Water Association www.iowwa.com; 515/225-1051

Kansas

Kansas Small Flows Association www.ksfa.org; 913/594-1472

Kentucky

Kentucky Onsite Wastewater Association www.kentuckyonsite.org; 855/818-5692

Maine

Maine Association Of Site Evaluators www.mainese.com.

Maine Association of Professional Soil Scientists www.mapss.org.

Maryland

Maryland Onsite Wastewater Professionals Association www.mowpa.org; 443/570-2029

Massachusetts

Massachusetts Association of Onsite Wastewater Professionals www.maowp.org; 781/939-5710

Michigan

Michigan Onsite Wastewater Recycling Association www.mowra.org

Michigan Septic Tank Association www.msta.biz; 989/808-8648

Minnesota

Minnesota Onsite Wastewater Association www.mowa-mn.com; 888/810-4178

Missouri

Missouri Smallflows Organization www.mosmallflows.org; 417/739-4100

Nebraska

Nebraska On-site Waste Water Association www.nowwa.org; 402/476-0162

New Hampshire

New Hampshire Association of Septage Haulers www.nhash.com: 603/831-8670

Granite State Designers and Installers Association www.gsdia.org; 603/228-1231

New Mexico

Professional Onsite Wastewater Reuse Association of New Mexico www.powranm.org; 505/989-7676

New York

Long Island Liquid Waste Association, Inc. www.lilwa.org; 631/585-0448

North Carolina

North Carolina Septic Tank Association www.ncsta.net; 336/416-3564

North Carolina Portable Toilet Group www.ncportabletoiletgroup.org; 252/249-1097

North Carolina Pumper Group www.ncpumpergroup.org; 252/249-1097

Ohio

Ohio Onsite Wastewater Association www.ohioonsite.org; 866/843-4429

Oregon

Oregon Onsite Wastewater Association www.o2wa.org; 541/389-6692

Pennsylvania

Pennsylvania Association of Sewage Enforcement Officers www.pa-seo.org; 717/761-8648

Pennsylvania Onsite Wastewater Recycling Association www.powra.org

Pennsylvania

Pennsylvania Septage Management Association www.psma.net; 717/763-7762

Tennessee

Tennessee Onsite Wastewater Association www.tnonsite.org.

Texas

Texas On-Site Wastewater Association www.txowa.org; 888/398-7188

Virginia

Virginia Onsite Wastewater Recycling Association www.vowra.org; 540/377-9830

Washington

Washington On-Site Sewage Association www.wossa.org; 253/770-6594

Wisconsin

Wisconsin Onsite Water Recycling Association www.wowra.com; 608/441-1436

Wisconsin Liquid Waste Carriers Association www.wlwca.com; 608/441-1436

NATIONAL

Water Environment Federation www.wef.org; 800/666-0206

National Onsite Wastewater Recycling Association www.nowra.org; 800/966-2942

National Association of Wastewater Technicians www.nawt.org; 800/236-6298

CANADA

Alberta

Alberta Onsite Wastewater Management Association www.aowma.com; 877/489-7471

British Columbia

WCOWMA Onsite Wastewater Management of B.C. www.wcowma-bc.com; 877/489-7471

Manitoba

Manitoba Onsite Wastewater Management Association www.mowma.org; 877/489-7471

Onsite Wastewater Systems Installers of Manitoba, Inc. www.owsim.com; 204/771-0455

New Brunswick

New Brunswick Association of Onsite Wastewater Professionals www.nbaowp.ca; 506/455-5477

Nova Scotia

Waste Water Nova Scotia www.wwns.ca; 902/246-2131

Ontario

Ontario Onsite Wastewater Association www.oowa.org; 855/905-6692

Ontario Association of Sewage Industry Services www.oasisontario.on.ca; 877/202-0082

Saskatchewan

Saskatchewan Onsite Wastewater Management Association www.sowma.ca; 877/489-7471

Canadian Regional

Western Canada Onsite Wastewater Management Association www.wcowma.com; 877/489-7471



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Honda - Water & Trash Pumps



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Locking Safety Quick Connects



Pressure Washer Hoses





Industrial Trigger Gun Assemblies **Under Carriage Cleaner**



Car Wash Booms & Parts



Truck Wash Components

Clean Indoors with No Mess



Duct & Chute Cleaning Spinners



3 Story Telescopic Wands





Air Recovery System Cleaner Versatile Hand Controlled Cleaning





Air Recovery Avoids Run Off



Air Recovery Works on Walls

Air Recovery Graffiti Removal



Cleans on Walls and Floors



Surface Cleaners Save Time

FRIENDS WITH CARROTS.

Bob Earl is the kind of guy you can William Il

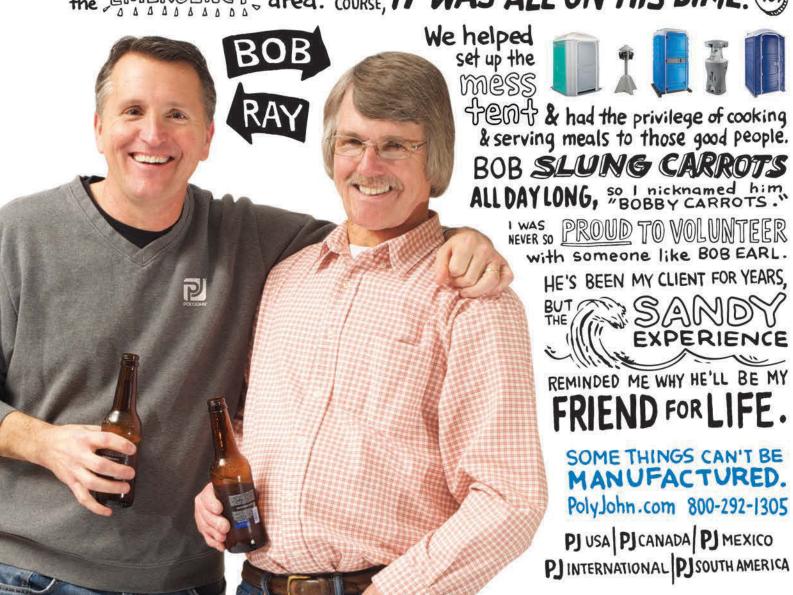
SHARE A BEER WITH & he's always ready to HELP when it's needed.

AFTER HURRICANE SANDY HIT, we both WE WANTED TO HELP. PEOPLE HAD LOST EVERYTHING

AND THEY WERE OUR



I went down 6 different times to VOLUNTEER. And even though he worked a 65-hour week, BOB drove down with portable restrooms & shower trailers for EMERGENCY staging OF 17 WAS ALL ON HIS DIME. 10)



PRES/AG

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Powervac 3800

- > DOT 407/412 Code Tank > 3800 CFM Blower > 27" HG
- > Wet & Dry Loading > Waste Tank: 17 Cubic Yard SS 316 > Wash Down Pump: 5 GPM @ 2000 PSI, 100 USG Water Tank

Powervac Mini w/ Hydro-X Package

> DOT 407/412 Code Tank > 1650 CFM Blower > 27" HG

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Dump Trailer / Tractor Combo Stainless Steel 316

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