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IRUE GRUE

Support from friends, determination and teamwork helped Julie Southwick persevere in tough times

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A TECHNOLOGY INFUSION

Modern updates, top training signal a bright future for Marlin Wastewater Services Page 38

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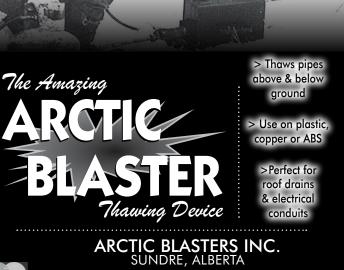




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It took determination, support from friends, and great teamwork for Nebraska pumper Julie Southwick to persevere following her husband's sudden death.

ON THE COVER: Julie Southwick overcame the sudden loss of her husband, Mark, and continued their business as a source of family pride. Julie and her son, Jarred, operate A 1st Rate Pumping Service in Raymond, Nebraska, and are shown with their newest service truck, a 2015 Kenworth T-800 with an Imperial Industries tank and National Vacuum Equipment blower. (Photo by Matt Ryerson)

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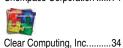
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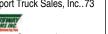
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Contact Jim with your comments, questions and opinions at editor@pumper.com.

5 WWETT Show Hot Topics

Mark down these timely talks for wastewater professionals who want to succeed in 2016 By Jim Kneiszel, Editor

ou all have reasons – big and small – to come to the Water & Wastewater Equipment, Treatment & Transport (WWETT) Show next month. Let me count off a few of them:

1. You want to check out a new truck or truck accessory to update your pumping fleet.

2. You've got a standing date with some old friends for dinner at St. Elmo Steak House.

3. You look forward to 25-cent taps at the Industry Appreciation Party.

4. You're a huge Jerrod Niemann fan and you can't wait for his private WWETT Show performance.

5. Feb. 17-20 in Indianapolis is the only time of the year you take your spouse on vacation.

I wish I was only kidding about the pumper's vacation destination, but I've heard from enough of you who say the WWETT Show is your only time to escape from the daily grind and spend a few nights in a nice Indy hotel with your partner in work and in life. If the biggest show in wastewater gives you the excuse to get away from work for a few days, I applaud that.

But may I suggest you consider your time at the WWETT Show as valuable work time – an opportunity to get juiced up again about this dynamic industry? A week to see all the latest and greatest equipment and to devote some time to business building rather than running hoses.

IT'S BIG ... REALLY BIG

You'll learn some of the basics about the 2016 WWETT Show elsewhere in this issue. But just to give you an idea how big this is, 600 exhibitors will utilize nearly 600,000 square feet of space – every nook and cranny of the Indiana Convention Center – to show new vacuum trucks, powerful jetting equipment and more tools than you can imagine. Your industry demands one of the largest trade shows in the United States. Can you believe it?

Yes, believe it. The environmental services sector is big and getting bigger all the time. Effectively handling wastewater is critical to our future, and you're building and preserving the country's infrastructure, which allows us to keep growing. The size of the WWETT Show reflects the demand for your services, which is far greater than it was a decade ago, and undoubtedly less than it will be in another 10 years.

So if you want to succeed in pumping, you have to keep pace with that growing demand, as well as tighter regulations that are sure to come. The U.S. Environmental Protection Agency, state environmental and local health departments will continue to require better care and maintenance of septic systems. You can bet on that.

So for my money, you can add education opportunities to your list of reasons to come to the WWETT Show. With more than 100 seminars featur-

The environmental services sector is big and getting bigger all the time. Effectively handling wastewater is critical to our future, and you're building and preserving the country's infrastructure. ... The size of the WWETT Show reflects the demand for your services.

ing industry experts planned over three days in Indy, I've selected a few key topics you may want to consider:

ENSURING PROFITS

How Much Should I Charge? (8 a.m. Wednesday)

Is there any more important question than the one posed in the title of speaker Ellen Rohr's talk? If you don't understand how to price your pumping service to ensure a profit, you'll probably fail – or spend the next 20 years working too hard to earn a living and leaving money on the table. Rohr, a business author and owner of franchise company Zoom Drain & Sewer, promises to present a no-fail formula for pricing services. In a wideranging presentation, she will also discuss how to get employee buy-in for your plans, simple marketing strategies and how to approach retirement planning.

CUSTOMER RETENTION

Growing Your Business in a Tough Economy (9:30 a.m. Thursday)

Robert Barnes, owner of King's Pumping Service and past president of the Oregon Onsite Wastewater Association, gives a pumper's perspective on customer service. Barnes will share two assets every small business has, and share five ways to capitalize on them for growth. He contends pumping businesses can create loyal customers and generate repeat business through great service and consumer education.

STRESSING SAFETY

OSHA Confined Space, Air Monitoring and Fall Protection Explained (11 a.m. Wednesday)

Septic service can be a dangerous job, and technicians are often presented with challenging work environments. Speaker Chris Cira, managing partner and president of MTech Company, will talk about confined-space work, air monitoring and fall protection regulations. He will cover a multi-

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12007 W. Peoria Ave | Jerry's cell 623-680-2037 El Mirage, AZ 85335 | jkstanks1@gmail.com Office 623-536-1199 Fax 623-935-4782 tankworld01@gmail.com tude of safety regulations with an understandable approach for practical use in the field.

WASTE TO ENERGY

Brown Grease Recovery From Grease Trap Waste: Science and Economics (11 a.m. Friday)

Over the years, pumpers have been looking for ways to extract revenue from grease waste. Speaker William Smith, of Springhouse Consulting, will talk about recovering brown grease from grease trap waste for the production of biodiesel and other alternative fuels. Smith, a member of the American Oil Chemists Society, the American Chemical Society, and the American Society of Chemical Engineers, will explain how the federal Renewable Fuel Standard (RFS2) is helping to build a market for brown grease. He will share how haulers and processors are reducing disposal costs through brown grease recovery. He will talk about the grease marketplace, uses for the byproducts, and the economic factors involved with setting up a greaseprocessing system.

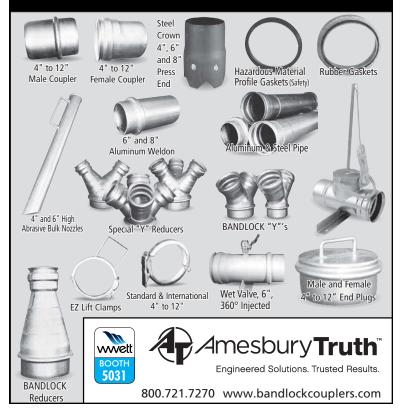
PERSONAL PROTECTIVE EQUIPMENT

Pathogen Exposures to Workers in the Onsite Industry

(11 a.m. Friday)

Pathogen exposure is a major concern for pumping technicians, onsite installers and system maintainers, and speaker John Thomas will review results of a one-year study of wastewater industry workers in the State of Washington. Executive director of the Washington Onsite Sewage Association (WOSSA), Thomas will talk best operations practices and selection of personal protective equipment for wastewater professionals.

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READY FOR WINTER

fighting the cold

If winter is in full force where you live, hopefully you took all the proper steps to winterize your vehicles and equipment and prepped your drivers with reminders about driving in hazardous conditions. If you don't quite feel prepared, check out these 11 tips to get you through the winter. **pumper.com/featured** If you have insurance with two different companies for your home and business, check to make sure

there is no overlapping coverage or gaps in coverage. You may think one policy is covering



something that neither policy is actually covering.

 Buying Insurance To Cover Your Small-Business Office pumper.com/featured



SK THE EXPERT

baffle repair 101

Do you know how to correctly repair or replace a baffle in a concrete tank? Baffle and tank deterioration is always a hot topic and

one where unfortunately there are not absolute answers in terms of repair and replacement. Septic expert Jim Anderson takes you through a review of the process and things to keep in mind when facing a deteriorated concrete baffle. **pumper.com/featured**

SCREENING 10

should you drug test?

When your name is on the trucks and on the door, you don't want anyone – especially an employee – tarnishing your reputation or damaging your equipment. Screening employees for illegal substances has benefits as well as drawbacks. Here are some things to consider when deciding if drug testing is right for your company.

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UPGRADE BASICS

simple, affordable fix

One profile this month features Jeffrey Kerr of Marlin Wastewater Services. In an exclusive online sidebar, he shares his secret for an easy, low-cost fix that extends the life of an aging septic system and keeps his customers happy. Plus, it gives Kerr a chance to better educate his customers about caring for their system.

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PUMPER PROFILE



Julie Southwick, owner of A 1st Rate Pumping Service, poses with her company's 2015 Kenworth T-800 vacuum truck with a National Vacuum Equipment blower, built out by Imperial Industries. (Photos by Matt Ryerson)



It took determination, support from friends, and great teamwork for Nebraska pumper Julie Southwick to persevere following her husband's sudden death

By Mary Shafer

ulie Southwick never dreamed she'd be running A 1st Rate Pumping Service without her husband and business partner. But when Mark Southwick died suddenly in 2005 after 15 years in business, she found herself in exactly that position.

A background of sound business practices, established relationships, a rock-solid crew and sheer determination got her – and the company – through that tragedy. Here, she shares all the things she didn't know, how she learned them, and how true grit brought her company to a thriving position a decade later.

DEEP ROOTS IN PUMPING

"Big Clyde" Southwick started a septic service business in the late 1960s in Raymond, Nebraska, just outside the state's capital city, Lincoln. Six of his sons, including Mark, helped out. Mark learned pumping operations, customer service and how to build vacuum trucks, and became a proficient mechanic. Mark and Julie married in 1979 and had two children, son Jarred and daughter Katie.

After working occasional evenings and weekends for his dad, Mark became a full-time pumper in 1985. In 1990, one of his siblings bought their dad out when Clyde's health declined. Mark and Julie de-*(continued)*

Profile

(402)438-8001

A 1st Rate Pumping Service, Inc., Raymond, Nebraska

OWNER: Julie Southwick				
FOUNDED: 1990	Nebraska	Nebraska		
EMPLOYEES: 5				
SERVICE AREA: 50 miles surrounding				
Lincoln, Nebraska				

SERVICES: Residential and commercial septic and grease trap service, industrial vacuum loading and cleaning car wash pits

AFFILIATIONS: Nebraska Onsite Wastewater Advisory Committee (OWAC) Board, Nebraska Restaurant Association, Nebraska Onsite Wastewater Association (NOWWA), Better Business Bureau

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cided they were ready to be their own bosses, so with Clyde's blessing, they started A 1st Rate Pumping Service Inc.

The young Southwicks, Jarred and Katie, grew up working in the family business. Jarred was later encouraged to see what it was like working elsewhere, knowing he could always rejoin A 1st Rate. Katie works in all areas

of the firm. She married Travis Taylor, who began working for the company. Though the couple is now separated, Taylor still works for the company.

Mark did the scheduling, ran the routes, maintained vehicles and equipment, and made major purchase decisions with Julie. She took care of administrative duties and handled phone calls. When Mark returned home in the evenings, he and Julie sat down to discuss their days. She would come to regret that they didn't talk more in depth about the potential scenario in which one of them was left to run the business without the other.

The couple worked together to keep expenses down without cutting corners on service. Mark built all the company trucks, preferring German-

Jarred Southwick looks on as Travis Taylor opens a valve to dump a load at the Theresa Street Wastewater Treatment Facility in Lincoln, Nebraska.

I think Mark talked more to our technician about what to do than to me. which made sense because they were always together. But the business is legally a family operation, so anyone with a legal and financial stake in the company needs to be involved in planning for the future.

- Julie Southwick

manufactured Jurop/Chandler pumps. To save money on new pumps, they'd watch the stock market. When Deutsche marks were down against the U.S. dollar, they'd buy one.

DISASTER STRIKES

In 2005, the couple discussed building a new truck. By late June, Mark knew what kind of truck he wanted, including the size of tank and the pump system. "All we needed was to go talk with the banker about a loan," Julie recalls. "We decided to wait until August so the truck would be ready for the fall during our busy time of the year."

But it was not to be.

In early July, at a wedding reception, Mark suffered a heart attack and passed away shortly thereafter.

It was devastating losing her life partner, but Julie realized just how unprepared she was for also losing her business partner — and the head of the

company.



"You're scared to death, because now you're facing the whole world by yourself," she recalls. "You have to make funeral arrangements, you don't know where everything is with information you

Technician Travis Taylor uses an iPad to check his schedule before heading out on his daily service route.

(continued)

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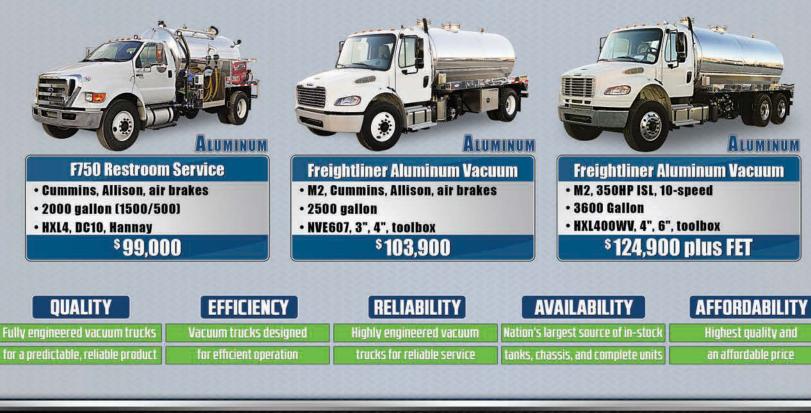
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need." She recognized there were even more things she didn't know about the business. "You don't know where the company is with the progress of each job. I was clueless about what it took to bid jobs."

She knew she'd have to learn that along with many other things, but first came the sting of reality from outside the shop walls. "Once Mark's obituary hit the paper, competitors started calling up our customers," she remembers.

Even through the veil of sorrow, Julie grasped that it was up to her to keep the company afloat. Her own livelihood and that of her children and Taylor depended on it. She allowed fear and insecurity to power her through the grief. She responded immediately by sending letters to clients, assuring them that despite the loss of her husband, A 1st Rate would be staying in business. Now she had to figure out how to keep that promise.

SEEKING SUPPORT

Julie had to dig deep to find the gumption to persevere.

"My pride was such a motivator. I wanted to keep what we had and I wanted Mark to be proud of me. I couldn't really discuss things with the competition, and I didn't know anybody else in the industry I could talk to about it. So I turned to a few friends who were in other types of business with their husbands."

<image>

With the support of these friends and her family, Julie took it one day at a time, but kept moving forward. "I knew you weren't supposed to make big decisions right after a traumatic event, but I had no choice," she says. "I sat down with Jarred and Travis and asked them Jarred Southwick pumps a 1,500-gallon dualchamber grease trap in Lincoln, Nebraska.

to give me one year. I said at that point, we'd re-evaluate and decide if we wanted to continue on." The young men agreed to her proposition, and together the three developed a plan for the next 18 months.

Jarred had already given notice at his other job, and he jumped in with both feet, fully committed, making the rounds to see all of A 1st Rate's clients in person. "I think that helped not just settle our clients' nerves, it also helped Jarred's confidence because he was now head of the household," Julie says. "We'd always involved the kids in the company when we could, because we always presented ours as a family business. Now that was really paying off."

BIG LEARNING CURVE

Julie took over administrative tasks previously handled by Mark, such as billing, computer data entry and monthly scheduling, which had been

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- Julie Southwick

done in a ledger book. She moved to QuickBooks for the financials and now uses a full-function package through Smart Service (My Service Depot) that ports to QuickBooks.

"This allowed us to go paperless in the trucks in 2010," she says. "Everything is tied into the field technicians' iPads and iPhones. Now they just email back to the office anything that really needs to be printed, and we'll send it where it needs to go. If they need to leave a service ticket, they'll write one out by hand."

When it came to getting fa-

miliar with service work, vehicles and equipment, Julie knew the challenge was immense. She found herself thinking back to the years she'd gone to the Pumper & Cleaner Expo (now the WWETT Show) with Mark, sitting in Education Day classes. She had learned how to inform customers about what was

going to happen during service calls and what they needed to do, but the rest was a day-by-day learning experience.

Now she's confident, only referring equipment and vehicle inquiries to Jarred and service questions to Taylor. "I handle the rest myself and still keep tight track of licensing, insurance, the paperwork and administrative stuff."

(continued)

Be prepared for anything

Julie Southwick, owner of A 1st Rate Pumping Service, shares advice for other mom-and-pop shops about things she wishes she and husband, Mark, had done before he died unexpectedly in 2005. This kind of preparation would have saved her years of fear and insecurity.

In preparation for "what if?":

Don't wait for a tragedy to form a succession plan. See your lawyer now and make sure both spouses have wills.

Keep all legal paperwork, as well as personal and business financials, up to date.

Do some spousal management cross-training so you each know how to do the other's job.

Make sure you have enough insurance coverage for yourselves, your workers and your equipment as your business grows.

Build a supportive business network so you won't have to go it alone if things get difficult.

If the worst actually happens:

Simplify your daily routine: Julie moved back to the country to make her life easier and less expensive after losing Mark.

Get the help you need: Lean on friends, consult professional advisers, and don't feel pressured into making rash business decisions.

Be prepared to communicate quickly with customers in the event of any major change in your business.

Appoint a representative empowered with authority to make major decisions to be proactive in reaching out to customers in person to assure them continuity.





Though she can't forget the dark times her company went through a decade ago, Julie is mindful of and grateful for the way things turned out. Revenues have doubled since then. A 1st Rate has seen a 35 percent increase in new business, which she attributes to franchises adding restaurant locations. The crew at A 1st Rate Pumping Service includes, from left, Travis Taylor, Colin Olson, Jarred Southwick and Julie Southwick. They are shown with an International truck with a Progress aluminum tank and Masport pump, and a Kenworth rig with a National Vacuum Equipment blower and Imperial Industries tank.

BUILDING SUSTAINABILITY

Raising prices was also a key strategy in building revenues. "We have to look like a big corporation, though there are only four

or five of us. The 2008 recession and the 2011 double-dip really hurt us. We increased rates then, and we had to tighten our budgets by dropping some noncritical advertising."

She says she didn't receive much pushback from customers when rates went up. "It's mostly because of the service we offer. We specialize to each individual client. If that means we have to be there at 2 a.m. to avoid their busy periods, that's what we do."

Its single-niche market position allows A 1st Rate to realize annual growth of just 5 to 6 percent to remain profitable. This is sustainable because they don't need to worry about staffing and training for many different services, or buying and maintaining all that equipment.

They refer collateral service inquiries to contractors perceived as above average, and the favor is reciprocated. "We have wonderful companies we re-



fer to: plumbers, rootering, septic installation and repair, portables," says Julie. The company also receives quite a few jobs through several maintenance service brokers via online portals.

Jarred now manages a healthy fleet that includes a truck like the one his dad was planning when he died. He's proud of their 2015 Kenworth T-800 with a 4,000-gallon aluminum tank and National Vacuum Equipment 4307 blower, assembled by Imperial Industries. This is joined by a 2003 International 4300 with a 2009 Progress aluminum 2,000-gallon tank and Masport HXL 400 pump from Tri State Tank, and a 1992 Kenworth T-600 with a 1997 2,500-gallon steel tank and Masport HXL 400 pump from Mid-Continent Truck. A 1992 Chevy Silverado 1500 4x4 with liftgate and snowplow rounds out the fleet.

Julie finally felt financially secure enough to hire Colin Olson last year to help her with general administrative and IT duties. "I needed time to become the person who taught Jarred and Travis the ups and downs of the business. Mark taught Travis the fieldwork, but neither of them know the administrative aspect." Taylor is now in charge of field operations.

SUCCESSION PLAN IS KEY

Julie came to the conclusion that her family tragedy didn't have to become a business catastrophe as well. She wished she and Mark had spent more time talking in earnest about "what might happen." It's never a pleasant discussion to have, but it's a necessary one for responsible business owners.

All parties invested in the business should sit down and make a fiveyear plan, she says, in case of the unexpected. "You don't have to follow it, but at least it will give you guidance. I think Mark talked more to our technician about what to do than to me, which made sense because they were always together. But the business is legally a family operation, so anyone with a legal and financial stake in the company needs to be involved in planning for the future."

Sadly, because not everyone participates in this kind of planning, mom-and-pop operations often leave this industry through the unexpected loss of an owner. "Most wives are not involved in the day-to-day operation (of their family businesses)," Julie says. "A lot of these women would probably just sell (if they ran into such a situation), which was an option that crossed my mind."

A 1st Rate Pumping successfully emerged from the turmoil following Mark's death. Julie credits the dedication of her team and their belief in each other and what they were trying to do. It's a good bet that Mark would be proud of the team, too. ■

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4 Days to Make Your Business Better

The Water & Wastewater Equipment, Treatment & Transport Show promises great value and opportunity for your business By Luke Laggis

ast year, the Water & Wastewater Equipment, Treatment & Transport (WWETT) Show was spilling out of the exhibit hall at the Indiana
Convention Center. This year, it's pouring into Lucas Oil Stadium.

It all gets started like it does every year, with the industry's best slate of education courses. The show returns to its Wednesday-through-Saturday schedule this year, so Education Day will be held Wednesday, Feb. 17.

A day in the classroom may not sound like the most exciting part of your trip to Indianapolis, but it could be the most valuable. Presenters from the industry's top manufacturers and associations will lead a wide variety of classes, covering everything from septic myths to small-diameter pipe cleaning. There are more than 50 classes on Wednesday alone.

When class lets out, the party gets started. Just take the short walk over to Lucas Oil Stadium — it's connected to the convention center — for the 2016 WWETT Show Kickoff Party. Relax, check out the exhibitor sponsor displays, and enjoy a cold beverage and complimentary hors d'oeuvres while networking with manufacturers and peers.

"One of the main requests we receive from attendees year in and year out is for more networking opportunities," says show coordinator Brad Bisnette. "The Kickoff Party presents this opportunity and does so in a very unique, convenient and exciting atmosphere."

The show really ramps up on Thursday when the exhibit hall opens. Every year, products introduced at the show become important components in many industry professionals' toolboxes and equipment fleets. More than 9,400 people representing 4,200 companies and 54 countries attended the 2015 show, with 597 exhibitors nearly spilling out of the exhibit hall.

This year, it's going to be even bigger, encompassing all 560,000-plus square feet of exhibit space at the Indiana Convention Center, in addition to the classrooms, stadium and the Sagamore Ballroom.

"Right now it's a daily challenge trying to figure out how we're going to fit this much equipment on the floor," Bisnette says. "It's going to be very impressive when the lights turn on and the doors open for showtime."

When that moment comes, take your time and scope out the floor. There's a ton to see, and you can't get to all of it in one day. Plus, there are dozens more education courses on Thursday, and you'll want to take advantage of those opportunities. It's the perfect day to take another class or two, give yourself an overview of the show floor and formulate a plan to get everything you need out of the next two days. And when the floor closes, you can head back to Lucas Oil for the second night of the Kickoff Party.

Friday brings more education and another full day on the exhibit floor,



with a chance for you to zero in on the tools, equipment and conversations that can make a difference for your business.

In addition to being a huge day at the show, Friday is also the biggest night, with the Sagamore Ballroom doors opening at 5 p.m. for the annual Industry Appreciation Party. In addition to 25-cent tap beer and a fun, laid-back atmosphere, country music star Jerrod Niemann will perform. Niemann's hits include "Blue Bandana," "Drink to That All Night" and "Lover, Lover."

Just make sure you don't really drink to that all night, because Saturday is the final day of the show and your last opportunity to see everything that makes it great.

Don't forget, there's also plenty to do outside the show. Indianapolis is a fun and accommodating city with dozens of museums, entertainment venues and shopping opportunities, along with hundreds of restaurants within walking distance of the convention center. And with 4,700 guest rooms connected to the Indiana Convention Center via covered and heated skyways, weather won't be an issue.

The 2016 WWETT Show will be held Feb. 17-20 at the Indiana Convention Center in downtown Indianapolis. You can view the complete schedule of events along with an exhibitor list, floor plan, travel information and everything else you'll need to plan your trip to Indy at www.wwettshow.com. ■

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John Dini is a business coach, consultant, speaker and author. Among his books are 11 Things You Absolutely Need to Know About Selling Your Business, and Beating the Boomer Bust. Reach him at www.johnfdini.com.

How Do You Win the Talent Wars?

With the growing shortage of skilled job applicants, the battle for new hires is building, and small businesses need to get creative to compete with corporate America By John Dini

ave you heard the term "talent wars"? They are heating up, and most small businesses aren't well equipped to do battle. The term reflects a growing shortage in the U.S. labor market of properly trained and educated employees. Since before the latest recession, there has been a mismatch between people seeking jobs and those who hire them. Recent statistics show that employers were advertising to fill 51 million open positions, an all-time record.

Many business owners complain about the lack of talent in the hiring pool – especially in sales, technical jobs and trades. Several factors contribute to this situation, and if you intend to compete in the talent wars, you need to be aware of them.

What's driving the shortage?

Fewer people. The number of people in the prime age group for experienced employees is shrinking. Those reaching age 65 outnumber the folks hitting their 45th birthday by 4,000 people a day. This overlap of the post-World War II baby boom with the baby bust of the late 1960s and '70s can't be changed, and it will continue for the next 10 years.

One strategy to counter the middle-experience gap is to look further up and down the age bracket. You will need to reconsider fixed ideas about what an ideal age is for these positions. Many boomers are healthier than preceding generations and plan to work longer. A new hire in his or her late 50s can be brought up to speed in far less time and still be a productive employee for 10 or 15 years.

Training. Our higher education system is driven more by low-interest, government-guaranteed loans than by the value of a degree. Employers can no longer look at college education as de facto evidence of qualifications, but it still can provide some guidance. How long did it take the applicant to graduate? (Less than 50 percent make it in four years.) What courses did he or she take? A well-rounded liberal arts education still has value, and timely completion still indicates a goal-oriented person. Both, however, require more investigation than merely checking the diploma.

Increasing competition for talent. After years of downsizing, outsourcing and technology upgrades that replaced people, large organizations are now filling the slots left by the wave of retiring boomers. According to a poll of 587 corporate executives in the study "Talent Wars: The Struggle for Tomorrow's Workforce," published in *The Economist*, the top five concerns were:

1. Aging population

2. Shift of personal values (e.g., stronger focus on work/life balance)

Small-business employers ... have to compete with the weapons they have always used against giant competitors: speed, creativity and culture.

3. Lack of investment in training and developing employees

4. Increasing gaps between what universities provide and what industries need

5. Low or declining standards of education

These issues aren't surprising. What owners of small and midsized businesses need to realize, however, is that this study was done eight years ago. Since then, corporate America has reacted, offering signing bonuses, guaranteed wage increases, creative benefits packages and more.

Small-business employers are finally becoming aware of the crisis, but they can't win this battle on the benefits front. Wages are a much higher percentage of their expenses, and they typically aren't deep enough in any one position to easily swap bodies when necessary. They have to compete with the weapons they have always used against giant competitors: speed, creativity and culture.

TRY THESE TACTICS

Small-business owners can use these techniques, which cost little beyond some time and energy, and they may even reduce employment expenses.

Treat employees as real people. Most small companies take pride in their "family atmosphere," and that culture is still your biggest advantage. Employee satisfaction surveys consistently rate the importance of social interaction in the workplace far higher than wages.

Tailor jobs and benefits to individuals. Show that you are truly concerned about an employee's job satisfaction. Some companies have a flexible self-improvement benefit – a few hundred dollars annually for each employee to use as he or she chooses for education, hobby lessons or a gym membership. Consider carefully whether it is really a problem if an employee schedules around family needs, such as taking the kids to school in the morning.

Maintain current technology. Most of us get frustrated if a website doesn't load in less than five seconds. Don't make your employees deal with outdated equipment or software. The cost of a second monitor or upgraded workstation is less than most employees' weekly salaries.

Consider outsourcing. Many smaller companies hire a skilled person



and then "fill in" his or her 40-hour week with lower-level tasks – a sales manager producing the customer newsletter, for example. The idea of "We do that ourselves" is impractical when you are overpaying for the function. You can't afford to pay for full-time talent if it is really only a part-time job.

Invest in skills. Owners often worry that they are training people to get better jobs elsewhere. Let employees know you are investing in them as recognition for their ability. Once they are more qualified, adjust wages to reflect their new value. Gratitude is a short-lived motivation for staying in a job.

Pay market rates. Every small-business owner has lost an employee to an offer "I just couldn't match," but if it is happening regularly, you may be out of touch with the wage scale. Those with ability don't have a problem finding work. You may not be able to match the top of the market, but you need to be in the ballpark.

Market internally. Employees can develop a "grass is greener" attitude when they take for granted all the good things their employer offers. So make a list of all the tangible and intangible benefits your company provides, and schedule regular reminders of them for your workers.

The talent wars are here and will intensify in the years to come. Finding and retaining the right people will depend on your ability to fight back with the inherent advantages of a small business. ■

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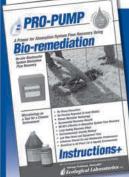
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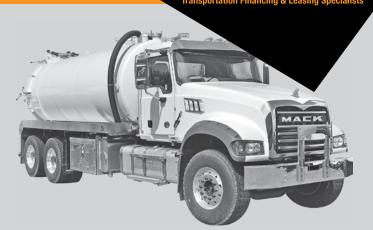


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PUMPER PROFILE

Many modern business upgrades, a well-rewarded workforce and an emphasis on industry training set up Marlin Wastewater Services for a bright future By Ken Wysocky

n extreme makeover at Marlin Wastewater Services has resulted in dramatically streamlined operations and increased growth for the West End, North Carolina-based company.

When Jeffrey Kerr, the son of company owners Jeff and Christine Kerr, came on board in 2015, the trio methodically took steps to modernize the business. The changes affect almost every facet of the company, from its branding, marketing practices and database management, to how it schedules jobs and bills to the range of payment options it offers customers. Along the way, Jeffrey, who handles business development and marketing, and his father are also striving to change consumers' perceptions of the septic industry by putting even greater emphasis on professionalism and customer education.

(continued)

A TECHNOLO INFUSI **Marlin Wastewater Services** West End, North Carolina

OWNERS: Jeff and Christine Kerr **FOUNDED: 1968** EMPLOYEES: 6

North Carolina

 \bigcirc

SERVICE AREA: 25-mile radius around West End

SERVICES: Septic and grease trap service, onsite inspections, municipal drain cleaning

WEBSITE: www.marlinw.com

Owner Jeff Kerr uses an iPad to track work in the field. Using digital devices has cut down on paperwork and improved efficiency. (Photos by Al Drago)

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Left: Brad Redden, field service manager, uses a Prototek receiver to find the signal of a transmitter flushed down the toilet to locate a septic tank.

septic tank pumping. Grease trap cleaning generates the balance, Jeff says.

TIME FOR A CHANGE

Jeffrey, who was a musician for many years and also worked in the e-commerce field with a focus on digital strategy and marketing, initially joined Marlin to streamline the company's operations. "But I saw nothing but a business with extraordinary potential," he says.

Today the company boasts

a professional-looking website that Jeffrey designed; it has greatly enhanced the company's marketing efforts and makes doing business easier for customers. In addition, the business uses cloud-based field service management and accounting software developed by Xero Limited. It also relies on Stripe, Square and Memberful software (developed by Stripe, Square Inc. and Jestro LLC) for in-the-field and online payment processing - a customer convenience that burnishes the company's reputation as a modern, progressive outfit, Jeffrey says.

The business also enhances customer service by giving clients the capability to schedule appointments via the website; they receive an email reminder of the appointment a day before it's scheduled. "Some people are scheduling appointments three to five years ahead of time, depending on how often their tank needs to be pumped," Jeffrey says. "In the old days, all that was done on paper and it was very time-consuming to manage."

While the technological advancements improve operating efficiencies, the younger Kerr points out they increase customer satisfaction, too.

Below: Technician Kris Chambers digs up a septic tank. Workers always lay down tarps when excavating dirt to minimize damage to the yard.



"Jeffrey is changing the face of Marlin Wastewater," says the elder Kerr, who bought the company from his parents, Marlin and Dorothy, who founded the company in northwestern Michigan back in 1968. "Without the technology he's been adding, it would've been impossible to grow the business the way we have. Because of what he's done, I have more time during the day to focus on training employees.

"I'm not sorting through files anymore because we do everything with a cellphone and an iPad," he adds. "We've greatly reduced the amount of paperwork required."

Jeff fully embraces his son's efforts. "I've dreamed for years about using tech-

nology to make our jobs easier," he says. "The technology has been around for 15 years or more - it just required a lot of work (to implement it). Jeffrey almost has us completely paperless now. Everything he's doing has resulted in drastic improvements."

Marlin Wastewater is a family operation in every sense of the word. For years, Jeff and Christine worked as a close-knit team. Then Jeffrey came on board, followed by the addition of his brother-in-law, Brad Redden, who serves as a field service manager.

"My mom and dad built the business together," Jeffrey says. "Mom managed the whole business while Dad was out in the field. She did everything - she was the only one in the office for years. She's truly the reason why the business is where it is today."

Currently, about 50 percent of the company's revenue comes from septic system inspections and repairs and roughly 25 percent from residential



If you can relate

practices to clean water

... keeping a local

lake clean enough to

qood septic

— Jeffrey Kerr



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Growing demand for inspections

Pumpers on the lookout for additional revenue streams may take a cue from Marlin Wastewater Services, which capitalizes on a niche market that's dependable, profitable and helps develop future business opportunities: septic system inspections.

System inspections aren't mandatory in Marlin's home state of North Carolina. "But more and more lending institutions are asking for them (in order to obtain home loans) and as we educate customers, more and more people want them," says Jeffrey Kerr, the son of owners Jeff and Christine Kerr. A state license is required to perform inspections; to earn one, pumpers must attend classes, pass a test and compile a certain number of hours of experience, then take annual continuing education courses.

"It's a profitable business segment, but it requires a lot of knowledge and experience and carries some risks, too," says Jeffrey, who handles marketing and business development for the company. "You're expected to be objective and explain and outline the entire system ... to everyone involved in the home-sale transaction (attorneys, sellers, buyers, etc.)."

To generate referrals, Jeffrey puts on seminars for area real estate agents so they better understand how inspections work and why they're beneficial. "We do what we can to let them know we're a resource," he notes. "By creating relationships with the real estate community, we build trust.

"We usually see homeowners only once every three to five years, but we talk to Realtors several times a week," he continues. "We want them to understand the benefits of doing inspections and do everything we can to make it easy for them to recommend us to their clients."

An added benefit: Performing inspections for homeowners-to-be provides an entree to future services, such as repairs or pumping, he points out.

"Business owners often see technology as a headache," he says. "But using new tools like these can completely change the way customers view a business. For example, customers love the ability to pay however they like, whether it's with PayPal or American Express or even bitcoins. If there's a payment process out there, we can use it. We can even help customers get financing for the work we do."

APPEARANCE UPGRADES

The newest addition to the company's fleet of equipment – a vacuum truck built out by Lely Tank & Waste

Solutions on a 2013 International chassis – also reflects the company's emphasis on modernizing operations. It features a 2,500-gallon steel tank built by Abernethy Welding & Repair and a pump manufactured by National Vacuum Equipment.

The truck's appearance, not its basic components, reflect a sharp shift in marketing emphasis. "We're investing a little more in appearance than we have in the past by wrapping the cab with a vinyl wrap and painting the tank," Jeff notes. "Before this, our focus was not so much on appearance, but on something that'll work and do the job. We mirrored the industry in those days."

To serve customers, the company also relies on a second vacuum truck built by Abernethy on a 2002 Freightliner chassis with a 2,500-gallon steel tank and a National Vacuum Equipment pump. The company also owns a Terralift soil-restoration machine; tank-locating equipment made by Prototek; two 4,000 psi water jetters and a pipeline inspection camera system from Spartan Tool; and Case and Kubota backhoe/front-end loaders.

CONSUMER EDUCATION

Jeff strongly believes providing top-shelf customer service is the best way for pumpers to differentiate themselves from competitors. "We strive to make service paramount – do the job right so we don't have to go back," he says. One primary benefit of great service: the ability to charge higher prices. "We're significantly higher than some of our competitors," he says.

But customers are willing to pay more for attention to detail, such as TLC treatment Marlin gives to customers' yards. When digging up tank lids, for example, technicians cut off the sod, roll it up and put it aside. And they place any soil they dig up on a plastic tarp, which eliminates the need to rake up dirt and possibly damage a lawn afterward.

"We know that the majority of our work comes from word-of-mouth referrals. ... Customers' neighbors notice that we don't leave any mess behind," he says. "We envision our customers as our mother or a sister and



Above: Brad Redden returns a hose to a 2002 Freightliner vacuum truck built out by Abernethy Welding.

Left: Brad Redden, left, and Jeff Kerr remove a concrete lid during a septic system inspection at a commercial site in Seven Lakes, North Carolina. work accordingly. Plus we save about an hour of work a day by investing in a \$3 tarp."

Marlin technicians also are trained to take as much time as necessary on each job and to thoroughly educate customers about their septic systems. "When I was a kid, my dad always said we're

looking for long-term customers, not a paycheck," Jeff explains. "Employees are trained to take all the time required to make customers understand septic system operation and what to expect from us."

A CAPABLE WORKFORCE

Accomplishing that requires hiring high-caliber employees, and the company wants employees willing to do things the Marlin way. "Most of our employees tell me they've never had a boss that told them to slow down," Jeff says. "But we never want employees to hurry while working for a customer – or while driving."

To attract and retain quality employees, Marlin now offers higher pay than it has in the past. The company also offers other benefits such as health insurance (with premiums fully paid by the company after one year on the

job), vacation time, direct payroll deposit and payment of cellphone fees.

"But we have a high level of expectations," Jeff points out. "We're leaving our business in their hands. Aside from me, the technicians are the only people in our company that customers interact with. So we want a better, more educated workforce. We want to attract people who are motivated to grow with us and feel confident that we will invest in them."

Jeffrey says the company wants employees to act as if they own their own small franchise within the company – trust them to make deci-

We want a better, more educated workforce. We want to attract people who are motivated to grow with us and feel confident that we will invest in them.

Jeffrey Kerr

sions in the field, and do better financially as the company does better financially. "They can make an amazing living pumping septic tanks," he says. "They're ambassadors of our brand. ... They wear uniforms and are well-spoken and kind to customers. It's incredible what kind of impression that makes."

GROWTH THROUGH DIVERSIFICATION

Going forward, the Kerrs are considering getting back into septic system installations, a service they abandoned years ago when the market became saturated with installers. The move would allow the company to capture new revenue and build stronger long-term relationships with customers.

But whatever new directions the company takes, it will continue to emphasize professionalism, thorough technician training and customer education. A key, Jeffrey says, is that the business keeps doing whatever it can to help consumers perceive the wastewater industry favorably – see pumpers more as environmental stewards, not as just guys who pump out a tank, get paid and leave.

"If you can relate good septic practices to clean water ... keeping a local lake clean enough to swim in, it gives people another good reason to keep their septic systems well maintained," he says. ■

MORE INFO

Abernethy Welding & Repair, Inc. 800/545-0324 www.abernethywelding.com

AerraTech, LLC 413/298-4272 www.terraliftinternational.com

Lely Tank & Waste Solutions 800/367-5359 www.lelytank.com <u>(See ad page 37)</u> National Vacuum Equipment, Inc. 800/253-5500 www.natvac.com (See ad page 45)

Prototek 800/541-9123 www.prototek.net

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Minnesota Trending Toward Required Point-of-Sale Inspections

By Doug Day

ore communities in Minnesota are requiring point-of-sale compliance inspections of septic systems. According to *The Little Digger* newsletter of the Minnesota Onsite Wastewater Association, 116 local government units had such rules in 2013, increasing to 141 in 2014. The survey by the Minnesota Pollution Control Agency showed increases in those requiring such inspections: counties up from 60 percent to 69 percent, cities up from 55 percent to 64 percent, and townships up from 31 percent to 45 percent.

Pennsylvania

A federal judge has refused to review his ruling that the U.S. Environmental Protection Agency was not required to review Pennsylvania's antidegradation water-quality standards. The ruling lets stand Pennsylvania Act 41, which states that onsite wastewater systems complying with the state's



Sewage Facilities Act automatically comply with the anti-degradation rules and are not subject to review by the state EPA. Judge Edward G. Smith, of the U.S. District Court for the Eastern District of Pennsylvania, denied a petition filed by the plaintiffs in the case seeking a review of his earlier finding. The plaintiffs had claimed the federal EPA was failing to follow the Clean Water Act. The judge ruled that the Clean Water Act was ambiguous on the topic, and that the federal EPA acted properly in deciding that the CWA did not require it to review the state regulations.

Arizona

Public records of 19 databases of the Arizona Department of Environmental Quality are now available online, including business operating permits and compliance records. Also available are records concerning any environmental activities for properties in the state, such as spills that have occurred and septic tank permits. The DEQ says it receives about 3,000 public records requests every year. The online access will cover about 40 percent of those requests and allow the public to see the records immediately. DEQ's Megasearch service is available at megasearch.azdeq.gov.

Colorado

Costilla County has stepped back from proposed land-use rules that created controversy among people who are living off the grid in the area. The changes would have required water, septic and electricity to be installed before final building permits could be issued, and lots smaller than 5 acres would have been limited to one housing unit. Off-grid residents claimed that the changes would have banned such things as composting toilets. County officials argue they have the authority to require proper electricity and sanitation without the changes. The county has also stopped issuing long-term camping permits to discourage using RVs as permanent homes. Campers are now required to be moved every two weeks.

Canada

The British Columbia Ministry of Health has selected the OpusDaytonKnight engineering firm to review bylaws and regulatory tools for onsite wastewater management. The information will be used to develop common regulation and management principles for regional districts and local governments in the province for effective onsite sewage programs with a focus on maintenance. The Ministry says concerns have been raised by the industry regarding a lack of prescribed maintenance. The study will include consultation with the Union of BC Municipalities, the Ministry of Community, Sport and Cultural Development, and the Capital Regional District to ensure that the final report reflects the needs of local governments and associated agencies. The project is expected to be finished in spring 2016. ■



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Education Day Sessions

Wednesday, February 17, 2016

NAWT

National Association of Wastewater Technicians Rooms 234-236

8 a.m.	Basics of Septic System Control Panels
9:30 a.m.	Using Septic Control Panels to Troubleshoot Systems
11 a.m.	Inspecting Concrete Sewage Tanks
1:30 p.m.	An Exercise in Septic System Troubleshooting
3 p.m.	The Basics of Inspecting Drip Systems
4:30 p.m.	NAWT Ask the Experts Panel Discussion

SSPMA

Sump and Sewage Pump Manufacturers Association Rooms 133-135

8 a.m.	Understanding Pumps and Common Pumping Issues
9:30 a.m.	Evaluation and Installation of Backup Pump Systems
11 a.m.	Best Installation Practices for Trouble-Free Pump Controls
1:30 p.m.	Troubleshooting Pumps, Panels and Switches
	with Digital Multimeters
3 p.m. 4:30 p.m.	Sizing Guidelines for Sump, Sewage and Grinder Pumps
4:30 p.m.	SSPMA Ask the Experts Panel Discussion

Business Strategies Rooms 140-142

8 a.m.	How Much Should I Charge?
9:30 a.m.	Business Game Changers: Top 5 Secret Strategies
	for Massive Growth in Your Service Business
11 a.m.	The Un-Business Plan — Making Your Business
	The Un-Business Plan — Making Your Business Less Complicated But More Profitable
1:30 p.m.	How to Use Superior Customer Service to Increase Sales
1:30 p.m. 3 p.m.	Reward the Right Stuff: Finding, Training and
	Reward the Right Stuff: Finding, Training and Keeping Great Team Members
4:30 p.m.	Is Your Business Prepared for a Crisis?

Industry Safety

9

8 a.m.	Pre-Engineered Shoring Systems for Cross-Trench
	Utility Challenges
9:30 a.m.	Excavation Safety
11 a.m.	OSHA Confined Space, Air Monitoring and
	Fall Protection Explained

SSCSC

Southern Section Collection Systems Committee Rooms 231-233

8 a.m. 9:30 a.m.	Positioning Yourself for Promotion and Succession Planning Step Up Your Game! Taking Current CCTV Inspection
7.50 u.m.	Technology to the Next Level
	leciliology to the Next Level
11 a.m.	Trailer Jetting — Getting the Most Out of Your Equipment
1:30 p.m.	Vacuuming: the Other Half of the Combination Unit
3 p.m.	Sewer System Maintenance – Challenges and Solutions
	· · · · · · · · · · · · · · · · · · ·

4:30 p.m. SSCSC Ask the Experts Panel Discussion

NOWRA

National Onsite Wastewater Recycling Association

Rooms 240-242

8 a.m.	Introduction to Soils
9:30 a.m.	Onsite Septic System Loading Rates and Site Layout Making Infiltration Decisions —
11 a.m.	Making Infiltration Decisions —
	Understanding Soil Surface Design
1:30 p.m.	Soil Dispersal Comparison
3 p.m.	Introduction to the Elements of Onsite System
	Design and Regulations Onsite Septic System Hydraulics and Pump Design
4:30 p.m.	Onsite Septic System Hydraulics and Pump Design

Portable Sanitation Rooms 136-138

1:30 p.m.	Marketing Basics: How to Effectively and Efficiently Grow
	Your Portable Sanitation Sales
3 p.m.	Marketing Basics: How to Effectively and Efficiently Grow Your Portable Sanitation Sales Trust — How to Build it and Use it to Grow Your Portable Sanitation Business Portable Sanitation Forum: Current and Future Critical Issues Affecting the Industry Discussion
	Portable Sanitation Business
4:30 p.m.	Portable Sanitation Forum: Current and Future Critical
	Issues Affecting the Industry Discussion

NASSCO

National Association of Sewer Service Companies Rooms 130-132

8 a.m.	Cleaning Nozzle Technology
9:30 a.m.	Large vs. Small-Diameter Pipe Cleaning
11 a.m.	The Lower Lateral — The New Frontier in Sewer Rehab
1:30 p.m.	Chemical Grouting Technologies
3 p.m.	The Growth of the UV Cured CIPP Process
4:30 p.m.	NASSCO Ask the Experts Panel Discussion

Treatment Plant Operator Rooms 243-245

8 a.m.	Effective Strategies for Collections System Management
9:30 a.m.	Sustainable Innovation in Biosolids Management
11 a.m.	Pretreatment and Wastewater Lagoon Management
1:30 p.m.	Septage Collection and Treatment
3 p.m.	Large Scale FOG/Septage Receiving Station –
	Lantern Environmental Project Case History
4:30 p.m.	Progress in Electrochemical Water Treatment in Last Century

WJTA-IMCA

Water Jet Technology Assoc. - Industrial Municipal Cleaning Assoc. Rooms 237-239

1:30 p.m.	Proper Industrial Truck Maintenance Can More Than
	Pay for Itself in Productivity and Safety
3 p.m.	Air Conveyance Through an Industrial Vacuum Truck
4:30 p.m.	Vacuum Excavation Applications and Opportunities

Women in Business Rooms 136-138

8 a.m.	Marketing to Women
9:30 a.m.	Women of Wastewater: Building a Community of Allies
11 a.m.	Women in Wastewater Roundtable

Vacuum Truck Equipment and Operation Training presented by NAWT National Association of Wastewater Technicians

Rooms 109-110 8 a.m. - 5 p.m.

This day-long session will discuss in detail the equipment on vacuum trucks and how to operate them. Pumping terms will be covered, as will safety principles, materials often encountered on the job and government regulations.





WWETT Education Sessions

Thursday, February 18, 2016

Liquid Waste Treatment & Disposal

Rooms 130-132

8 a.m.	Analysis of Drainfield Failures and Restoration Methods
9:30 a.m.	Cash In on Community System Operations and
11 a.m.	Maintenance Ultra-Efficient Inspection Technique to Locate Leaks on Septic Systems

SSCSC Sewer & Drain Cleaning Course

Rooms 231-233

8 a.m. 10 a.m.

Hands-On Nozzle Technology Hands-On Jetter Hose Maintenance - Care and Repair

Sewer & Pipe Rehabilitation, **Relining & Repair**

Rooms 234-236

8 a.m.	Take Control of Inflow and Infiltration in Manholes
9:30 a.m.	When Things Go Wrong on a Lining Job
11 a.m.	Taking Small-Diameter Drain Lining Inside Infrastructure

Sewer & Drain Cleaning, **Inspection & Repair**

Rooms 133-135

8 a.m.	Using the Clean Water Act to Grow Profits
9:30 a.m.	Winning Trench Warfare — Finding Profitability
	in Sewer/Septic Work
11 a.m.	Your Best Shot at Sewer Success —
	How to Get the Most From Inspection Technology

Onsite Septic Installation, **Repair & Design**

Rooms 237-239

Overview of Application, Design, Installation
and Operation of Drip Dispersal Systems
Onsite System Pump Design Made Easy
The Onsite Wastewater Industry and Our Carbon Footprint

Treatment Plant Operator Rooms 243-245

Smart Water Technology in Theory and Practice 8 a.m. Dissolved Ozone in Municipal Collection, Treatment 9:30 a.m. and Disposal 11 a.m. Municipal Biological Waste Treatment

Business Strategies

Rooms 136-138

8 a.m.	How Self-Employed People Can Make More Money
9:30 a.m.	Growing Your Business in a Tough Economy
11 a.m.	Staying in Front of Your Customer

NOWRA Design Course

Rooms 240-242

8 a.m.	Mound and At-Grade Design
9:30 a.m.	Low-Pressure Pipe in Drainfield Distribution
11 a.m.	Subsurface Drip Irrigation

Municipal Sewer & Water

Rooms 140-142

8 a.m.	How to Recover Non-Revenue Water
9:30 a.m.	Phased Assessment Strategy for Sewers - Understanding
	Sewer Condition Quicker with Fewer Resources
11 a.m.	The Science of Pipe Cleaning — Flow and Pressure



Many states approve WWETT education sessions toward fulfilling required certified education units or professional development hours.

See wwettshow.com for a list of approved states and courses.



Liquid Waste Treatment & Disposal Rooms 130-132

8 a.m.	Fact vs. Fiction: The Top Ten Septic Myths
9:30 a.m.	All About Facultative Bacteria
11 a.m.	Brown Grease Recovery From Grease Trap Waste: Science
	and Economics

Industry Safety Rooms 140-142

8 a.m.	Identifying and Managing Risk
	in a Septic or Sewer Business
9:30 a.m.	How Well Do You Know Your Cleaning Hose?
11 a.m.	Pathogen Exposures to Workers in the Onsite Industry

Business Strategies Rooms 240-242

8 a.m.	Creating a Data-Driven Strategic Marketing Plan
9:30 a.m.	What Every Sewer and Drain Contractor Needs to Know
	About Asset Protection, Tax Reduction and Estate Planning

Municipal Sewer & Water Rooms 240-242

11 a.m.	GIS: Empowering Water, Wastewater and
	Waste Removal Organizations

Sewer & Drain Cleaning, Inspection & Repair Rooms 133-135

8 a.m.	Advanced Pipe Bursting
9:30 a.m.	Low-Latency, High-Definition Video Over
	Coaxial Cable for Remote Inspection
11 a.m.	Advanced Pipe Bursting Low-Latency, High-Definition Video Over Coaxial Cable for Remote Inspection Plumbers vs. Technicians: The Slow Decline of the Tradesman

Municipal Sewer & Water Rooms 231-233

8 a.m.	Using Acoustic Inspection to Prioritize Sewer Cleaning
9:30 a.m.	Evaluation of Automatic Filters for Nozzle Protection in
	Recycled Water Applications

11 a.m. Flow Monitoring – How to Make Your Program Successful

Treatment Plant Operator Rooms 243-245

8 a.m. Insights into Ozone Water Treatment Plants

9:30 a.m. W

n. Wastewater Microbiology How to Ensure Gold is the Result — Choosing the Right Dewatering Equipment



Business Software & Technology Rooms 136-138

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8 a.m.	Know the State of Your Business Using	
	Know the State of Your Business Using Business Charts and Reports	
9:30 a.m.	Using Software to Save Time and Increase Profits Using Mobile Devices for Business	
11 a.m.	Using Mobile Devices for Business	

Sewer & Pipe Rehabilitation, Relining & Repair Rooms 234-236

8 a.m.	Buying Back Capacity
9:30 a.m.	Successful Reduction of I&I Using the Holistic
	Approach to Sewer Rehabilitation Large Scale Centrifugally Cast Concrete Pipe Culvert
11 a.m.	Large Scale Centrifugally Cast Concrete Pipe Culvert
	Rehab in CO Dept. of Transportation Region 1

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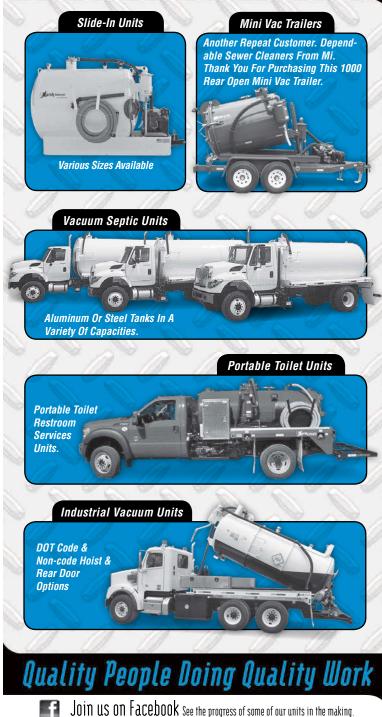
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ROSCOPE i2000 from ROTHENBERGER USA covers several inspection techniques in one modular unit

By Craig Mandli

he modular ROSCOPE i2000 inspection camera from ROTHENBERG-ER USA is designed for flexible use by pumpers and plumbers looking to diversify service offerings. The product was well received at the 2015 Water & Wastewater Equipment, Treatment & Transport (WWETT) Show, according to April Jeras, the company's national account sales manager.

The hand-held inspection device displays live color video from its 3 1/2-inch color touch screen. It is designed as a remote inspection tool to look into hard-to-reach areas such as home inspection, cable routing, and plumbing and septic line inspections. It allows the user to capture still images and full-motion video, along with audio.

The device is equipped with an imaging and lighting source with selfleveling image rotation (with respect to gravity), zoom and LED light adjustment. It can wirelessly transmit either images or video to a secondary handheld device, such as a Wi-Fi-enabled smartphone or tablet, through the use of a simple downloadable app.

"The Wi-Fi capability is great, as it enables sending images and video directly to a customer," says Jeras. "That way the (technician) doesn't have to drag the unit through the house to show the customer what's wrong."

The unit's modular design enables the technician to tailor services to meet specific needs. The Module TEC self-leveling camera head comes mounted on a 2.9-foot flex cable for inspection of hard-to-reach areas, such as P-traps and disposals. A second camera, the Module 25/16, has a high-performance camera for inspection in pipes 2 to 4 inches in diameter, such as septic drainlines, and comes mounted on a 50-foot push cable.





For location purposes, the Module ROLOC PLUS provides an easy-to-configure pipe and sonde-locating device that enables pinpoint camera head location and utility depth measurement. The Module ROSCAN 150 infrared camera can be used for leak detection visualizaJeff Plane, a sales manager for ROTHENBERGER USA, points out the features of his company's ROSCOPE i2000 modular inspection device to attendees of the 2015 WWETT Show. (Photo courtesy ROTHENBERGER USA)

tion and analysis of refrigeration and heat sources. The basic ROSCOPE i2000 inspection device comes with the basic hand-held unit, internal rechargeable lithium-ion battery, quick charger, USB cable, Module TEC imager, and a carrying case.

All other modules are sold separately.

"The response has been phenomenal. We've gotten great traffic and dozens of good, solid leads from the WWETT Show," Jeras says.

Based on feedback Jeras heard at the show, the company is looking at making subtle changes to the model, while increasing the features on its other pipe inspection systems.

"I think we'll have a 100-foot cable reel to offer that will help on the longer inspection runs," she says. "We're also going to add Wi-Fi connectivity and the touch screen to our other cameras. Customers love those features."

Jeras says the company is already excited to see what the next WWETT Show has to offer. "This show is great because it puts us in front of our target market – plumbers and drain cleaners," she says. "It also gives us the opportunity to talk with septic installers and pumpers, and others that are looking to diversify. That's what we're after." **800/545-7698;** www.rothenberger-usa.com. ■

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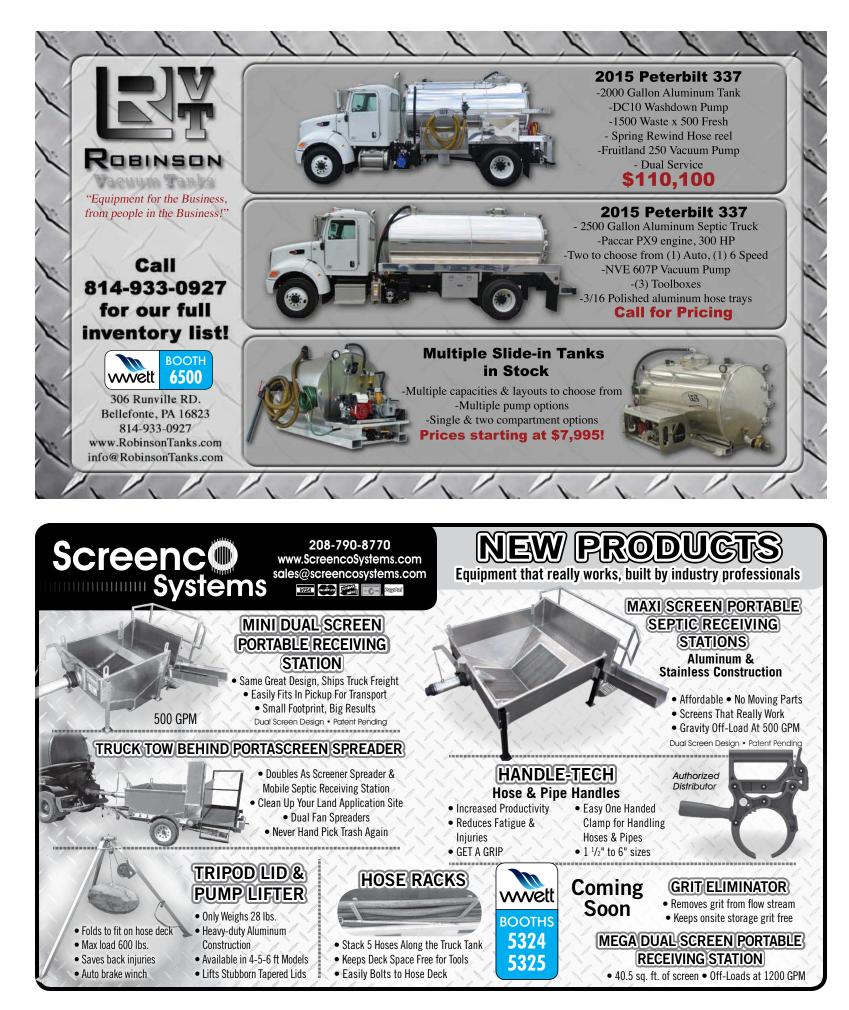
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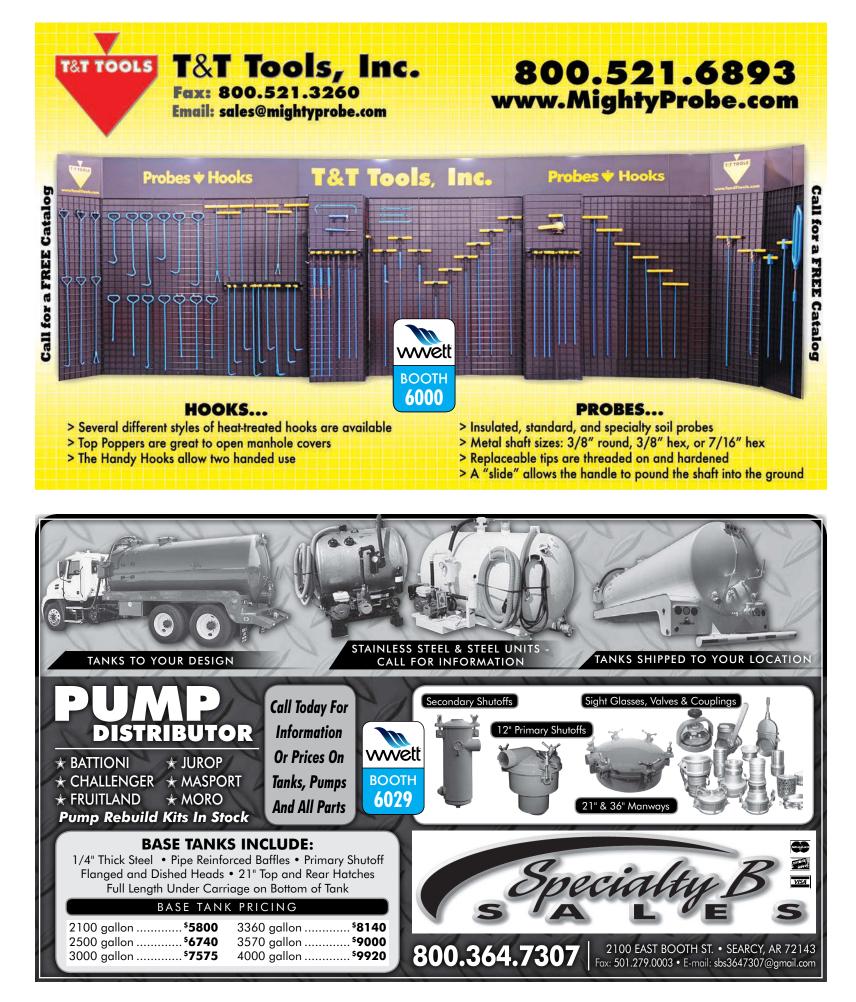


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Erik Gunn is a business writer in Racine, Wisconsin.

What Happens To a Family Business When Mom and Pop Divorce?

Incorporation and charting a clear ownership path from the start could help protect your company when a personal partnership ends By Erik Gunn

hen we start a business, we naturally hope that it will succeed and grow. And when we get married, we expect it to last forever. Social scientists tell us the widely held belief that "half of all marriages end in divorce" is way overstated; there's even some evidence that divorce rates are falling. But you need only look around — not just at the newspaper headlines, but to your own circle of acquaintances — to see that for many couples, there's no fairytale ending.

So if divorce happens to you, how can you best manage the outcome where your business is concerned? Scott Downing, a Dallas family law attorney who advises small-business owners, shares his general advice on the matter.

LARGEST ASSET

A family-owned business "can often be the largest asset in somebody's estate," says Downing. So if there's conflict over dividing property in the divorce, it's likely to be at the forefront.

How it plays out can depend on several questions of fact. Was the business formed before or after the marriage? What sort of business structure surrounds the organization — and has that changed at some point in time? And how do the laws of your state treat the property of either spouse or of the couple?

In many states, "ownership" is based on a longstanding principle of common law: whose name is on the deed, title or other property registration document. If only one spouse is listed, that spouse is the owner.

Nine states — Arizona, California, Idaho, Louisiana, Nevada, New Mexico, Texas, Washington and Wisconsin — have "community property" laws. Each member of the couple has an equal interest in income earned by either spouse during the marriage and almost all property purchased during the marriage — regardless of who actually bought it. The same holds true for debts that either or both members of the couple incur during the marriage.

TIMING

That's where the question of timing comes in. In a community property state, a business owner who subsequently gets married retains personal ownership of the business in the event of a divorce, Downing says — so long as the basic ownership structure of the business hasn't changed.

But if the business was started after the marriage, the law grants the spouses joint ownership. Dividing that ownership then becomes part of the divorce settlement process.

That shouldn't mean the actual business assets get divided — one gets the service vehicles and the other gets the office and shop. Under a commonly held "entity theory" of business, the married couple owns partnership units or stock in the company. "They don't actually own the underlying assets," Downing explains.

> That's just one more reason to go through the steps of incorporating the business startup. Then, Downing says, you should stick with that structure or character: A major change in the character of a business can vastly complicate the question of who owns it and how it might wind up being divided.

FAMILY AFFAIR

Many small businesses truly are a family affair, which can be both a blessing and a bane. When divorce occurs then, "courts typically don't want to keep a true mom-and-pop shop in business together," Downing points out. "Usually the situation works out that the court will award one spouse or the other that company." The spouse who gets "custody" of the business may have to pay the other spouse for his or her interest.

"That's where you get into, for example, business

valuation," Downing says. "It's extremely important for someone who owns a small business to hire an attorney and experts who understand business evaluation."

Set the value too high and the owner going forward can't pay for the buyout out of cash flow. "That can be a real danger to the ongoing activities of the business. You're killing your operating income, the reserves, everything else," says Downing.

If the court sets the value too low, however, the spouse being bought out "might be walking away with very little compared to the ongoing value of the business."

Another complication is almost endemic to most small businesses even though it's against the advice of every professional business advis-

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Courts typically don't want to keep a true mom-and-pop shop in business together. Usually the situation works out that the court will award one spouse or the other that company.

Scott Downing



er out there. "Smaller businesses tend to run a ton of personal expenses through the company," says Downing.

That makes it harder to disentangle the finances of the marriage from the finances of the business, which "is really probably the livelihood for the marriage," he says. It may also complicate the question of who actually owns it as an asset to be divided in the divorce.

COMPETITIVE THREAT

In some cases, both spouses fight over rights to keep the business. That could lead to a court ruling awarding the business to one or the other party. Whoever wins that fight and gets the business "needs to have a game plan coming into that," Downing says — especially if he or she hasn't been as involved in running the company as the other spouse.

And nothing stops the loser in the battle from setting up a competing business, he points out. For the "winner" who was less involved, the victory could be hollow, especially if a big part of the value in the business grew out of the "loser's" goodwill: a network of contacts, customers, suppliers and industry knowledge that can be leveraged into a new, competing company.

If you maintain control of the business after divorce, however, don't expect to be able to impose a noncompete clause, Downing says. Within reason, courts don't want to interfere with the spouse's ability to make a living after the breakup.

On the other hand, if the couple comes to a negotiated settlement about distributing their assets, it's easier to put a noncompete restriction in place. "If you do a settlement, everything's on the table."

ADVANCE AGREEMENTS

The potential for problems raises another question: Should a business owner who marries get a prenuptial agreement?

Theory might say "yes," but in the end, Downing points out, theory and reality don't always see eye to eye.

"A prenuptial agreement is so personal it's almost on a case-by-case basis," he says. "Some people refuse to sign them. You can insist on a prenuptial agreement, but you might lose your future husband or bride over it."

Instead, the more practical course of action is to make sure the business is properly incorporated, that the ownership structure of the stock is clean and clear, and that you have an accurate and reliable valuation of the firm. ■



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AFTER HOURS

Maryland septic service professionals Rolfe and Robyn Garrett spend their weekends traveling to competitive outdoor cooking events

By Judy Kneiszel

Maryland septic service professionals Rolfe and Robyn Garrett are weekend warriors on the barbecue competition circuit.

They're Masters of the Pit ... DRO CEOM the Barbecue Pit

R olfe and Robyn Garrett enjoy new challenges. In 2003 they took on a new challenge professionally when they founded Robyn's Septic Service. More recently the Forest Hill, Maryland, couple took on the challenge of a new hobby: competitive barbecue.

The couple is known in the barbecue circles throughout the Southeast as Rockin' Robyn's Competition BBQ Team. They compete in at least a dozen Kansas City Barbeque Society (KCBS) sanctioned events each summer and are frequently top finishers in the society's four meat categories as well as overall. In KCBS competitions, every team must provide an entry in the categories of beef brisket, pork, ribs and chicken.

"When we go into something, we go into it all the way," Rolfe Garrett says. "We immersed ourselves in reading and studying and did a lot of



research on the Internet. We made a lot of mistakes at our first contests, but we learned from our mistakes."

The Garretts took the same approach when he transitioned from the automotive industry to the liquid waste business, studying the industry and learning from experience what would make them successful.

"Our business model has evolved, with the bulk of our business now in the consulting and inspection areas," Garrett says. "We still have a thriving pumping operation and continue to perform repairs and installations. Plus we have become one of the leaders in our area for real estate transfer inspections and provide training classes to real estate professionals."

After 13 years, Garrett says he and Robyn still love the business and are happy they work together every day – so happy they had no qualms about spending even more time together by hitting the road and traveling to barbecue competitions together on weekends.

Officially, Garrett's title is pit master. His brothers, Randy and Rodney, round out the team as operations manager and head of security. Robyn is the assistant cook and team manager.

The Garretts travel with a tricked-out air-conditioned prep trailer also outfitted for sleeping while on the road with their smokers. For a typical weekend competition, teams arrive and set up on Friday morning. They start cooking beef brisket and pork on Friday evening and it cooks throughout the night. On Saturday they cook the ribs and chicken.

"We'll leave late on Thursday in order to be at the competition on Friday morning," Garrett says. "We set up and do the trimming of our meat so we can start cooking Friday night at 10 p.m."

Sleep is not a priority on contest weekends, but the Garretts do try to get a bit of shut-eye.

"We designed it so we have a queen-size AeroBed (air mattress) in the



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front of our trailer," Garrett says. "A lot of people sleep outside in cots or in chairs, but I'm not going to let my bride sleep like that."

After about four hours of sleep, the Garretts get up and get cooking again.

"Part of the fun and challenge is to manage the cook overnight," he says.

The trailer the Garretts take to competitions was added to their corral of equipment that includes a Ford F-800 vacuum truck with 2,400-gallon tank and Harben jetter from Abernethy Welding & Repair, two General Pipe Cleaners portable jetters, UEMSI pipe camera system and a Prototek locating system.

Garrett says the trailer was designed and built specifically to meet all their needs when they are at a competition. In addition to the bed, there is a table and cabinets to store barbecuing supplies, and room for the cookers during transport.

"We cook on Weber Smokey Mountain Cookers," he says. "It's a cooker you can buy at Home Depot – nothing fancy."



Above: Rolfe Garrett preps some delicately smoked meat for the judges.

Right: Presentation is key to winning over barbecue judges. Pork ribs must be placed perfectly on a bed of greens.

For the low, slow cooking of the pork and brisket, the Rockin' Robyn's team uses a Backwoods Smoker.

Garrett says some teams come to the competitions with much pricier equipment than he and Robyn, but he's satisfied with his team's setup.

"We've developed such an accuracy with our equipment we're reluctant to change," Garrett says. "It's the cook, not the cookers."

Garrett says in competitive cooking, timing is everything.

"Over the years we've developed a regimented way of doing things," Garrett says. "Everything has to be timed perfectly for the predetermined meat turn-in times early Saturday afternoon."

Turn-in and judging are followed by an awards ceremony, as teams are competing for trophies as well as cash prizes. And while it's nice to win,

Left: The Garretts keep a clean prep area inside their trailer.

Below: Rolfe Garrett gives a demonstration during a whole hog cooking competition.





the Garretts won't be leaving the pumping business any time soon. It is, however, the nature of that business that allows them to pursue their hobby.

"Sometimes Robyn gets the sauce going during the week between answering business phone calls," he says. "These contests would be difficult for people with regular fulltime jobs. You need the flexibility you have with owning a business."

While the judges only taste a

small portion of the meat that is cooked at a competition, the food doesn't go to waste. In fact, lots of people, including their customers and business contacts, benefit from the Garretts' barbecue passion.

"We feed everybody. ... We pass it around," Garrett says. "Sourcing good meat takes a lot of time and it's a huge expense, but it's worth it because so many people enjoy it."

Sometimes – especially during football season – the Garretts share their barbecued bounty with family and friends. Other times they give it to people they don't even know.

"We love to send to a veterans home in the area, so it's doing some good for people," Garrett says.

Because inspection and repair has become the Garretts' niche in the septic industry, they work with a lot of Realtors.





"Realtors know we do this and are happy to work around our schedule during the competition season," Garrett says. "So when we do real estate training sessions, we'll bring a barbecue lunch for them. We use our hobby to treat our customers." Friends and fellow cookers celebrate a victory by Rolfe and Robyn Garrett after a competition.

Team was the Sam's Club

National BBO Tour Finals in

coming in 21st out of 50

among the best in the country,

and we took seventh place in

the brisket category," Garrett

says of the October event. "We

were very proud of our first

trip to a national event. The

competition was extremely

skilled, so we felt we did a

Garrett says while he and Robyn have won their share of

Valves by RIV

great job."

"We had a great cook,

Bentonville, Arkansas.

The competitive barbecue season starts in early to mid-April and goes through the end of October. The Garretts participate in a contest every three or four weeks during the season.

"We did 16 contests in 2015," Garrett says. "That's the most we've ever done, but once you get the bug, you want to do more each year."

The highlight of the 2015 season for Rockin' Robyn's Competition BBQ

The only thing that makes us happier than winning is seeing our friends win. When someone does well, the other people who do it know how hard it was. We try to be a mentor and help other folks do well.

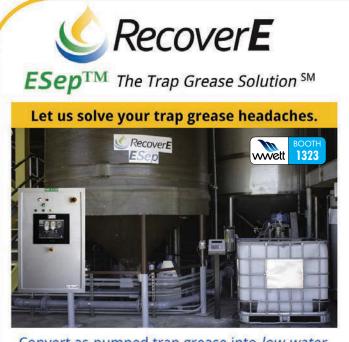
- Rolfe Garrett

prizes, what they've really gained is a lot of friends.

"It's a very, very strong community even though it's a competition," Garrett says. "It's not antagonistic or cutthroat; the only thing that makes us happier than winning is seeing our friends win. When someone does well, the other people who do it know how hard it was. We try to be a mentor and help other folks do well."







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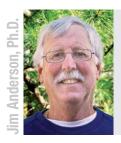
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Jim Anderson, Ph.D., is an emeritus professor at the University of Minnesota Department of Soil, Water and Climate and recipient of the pumping industry's Ralph Macchio Lifetime Achievement Award. Email Jim questions about septic system maintenance and operation at editor@pumper.com.

What Role Should Pumpers Play in EPA Efforts?

When we understand the basics of decentralized wastewater management, we can help septic system users become good environmental stewards By Jim Anderson, Ph.D.

or almost two decades we have heard the term "decentralized wastewater management" talked about by the U.S. Environmental Protection Agency (EPA) and multiple national organizations and associations involved with planning, design, installation and servicing of onsite sewage treatment systems. It is the very core of our industry. Yet I continue to field questions about what the term means and the implications it has for our day-to-day businesses.

It is hard to place an exact date on when this term was introduced, but a good starting point is 1997 and the EPA's response to Congress about the benefits and barriers to implementing an onsite wastewater management program. At the same time, the federal agency published a document with information about the impacts of decentralized systems, the need for management, and a set of five model management programs. These efforts changed the face of our industry and gave it a legitimacy to be viewed as a long-term solution to wastewater treatment needs for communities.

These guidelines were met by some controversy, however, as they seemed to overlook independent pumpers and service providers by calling for entities such as cooperatives to be involved in the implementation of management programs. For those of us who were around, it took a significant effort to have independent companies viewed as potential contributors to the types of management programs described in the EPA documents.

Efforts have led us to where there currently are more than 17 organizations and agencies working with the EPA under a memorandum of understanding (MOU) to further the use of onsite systems to meet wastewater treatment challenges. This partnership and effort means independent companies are viewed as an integral part of the solution and, as a matter of fact, some of those companies are routinely mentioned as being examples of efforts that work.

HOW WE FIT IN

So what is the definition of decentralized wastewater management? It simply reflects the reality of what we do every day. It is taking care of dispersed individual onsite systems as well as cluster systems for groups of houses, resorts or small communities. Taking care of these systems is what we do; so in fact at some level we are doing decentralized wastewater management.

As the EPA looks at this, it sees not only the opportunity and a viable solution, but it also sees some of the potential problems with using a decentralized approach to supply wastewater treatment needs in some communities. It sees the need for each region to evaluate needs based on the type of community the residents want to see in the future, and then match those needs with the approach that protects public health and the environment.

So, the message is that when your community begins to plan wastewater infrastructure for the future and you feel that a decentralized approach is good for your community, you need to be involved as a voice that highlights the positives for the community and a part of the solution to take care of those needs in the future.

The decentralized approach includes the following benefits:

- Reduces costs for repairs, operation maintenance and replacement.
- Extends the life of individual systems.
- Improves treatment performance.
- Increases the reliability of the systems to keep operating.

• Provides satisfaction among homeowners because they are protecting the environment and public health, while having a lower-cost system that will operate for years into the future.

• Potentially raises property values once all systems in an area are brought up to current standards and are being regularly cared for through a management plan.

The EPA addressed this issue because it saw too many instances where there was a lack of management programs, and homeowners were relied on to assume full responsibility for operation and maintenance of systems. In this scenario, systems are not cared for properly and over time will not perform as intended, causing problems. Further, with homeowners unaware of how systems are supposed to work – and the dangers present with opening or entering septic or pump tanks when there is a problem – the availability of competent service providers is key to avoiding tragedies where a homeowner dies entering a septic tank or cesspool.

EDUCATION IS KEY

In the EPA's vision of management, there is a continuing need to educate homeowners about proper onsite system care, while at the same time making sure service providers are properly trained and equipped to provide necessary maintenance.

Next month I will explore the five levels of management described by the EPA, and later in the year I'll revisit how service providers fit into the decentralized management approach and can best help their clients care for their systems. I would like to hear your stories of how management works in your community, not only the good aspects but where there are problems as well.

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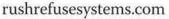
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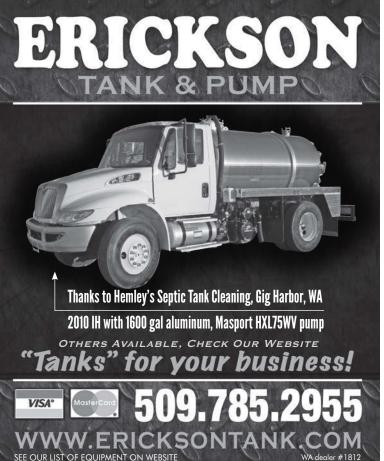
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Facing Climate Challenges

Arizona onsite professionals push for greater training, more practical regulation of a variety of technologies to serve arid deserts and snow-covered mountains By Doug Day

ith little incentive for onsite wastewater professionals to get regular training, the Arizona Onsite Wastewater Recycling Association is a relatively small group. President Suzanne Ehrlich, a senior environmental health specialist with the Yavapai County Development Services, says there are no requirements for certification or ongoing training for onsite professionals. But that doesn't stop AzOWRA from educating its 35 members, representing most aspects of the industry from pumpers, installers and designers to regulators and manufacturers.

What's the value of membership if there are no certification requirements?

Ehrlich: Because of the limited regulations, those people who choose to participate in AzOWRA are doing so because they want to be the best they can be. They are the most professional, they are the cream of the crop. When you look at Arizona, we are hot and arid in some places, mild and arid in others, and then we have places that get significant snow-pack at high elevations – from incredibly arid to skiing. It requires that onsite professionals really know what they're doing, but there is no requirement for a designer to have any particular credentials.



Contact Suzanne Ehrlich at 928/771-3214 or Suzanne. Ehrlich@yavapai.us.

Our biennial conference gets high marks for its educational offerings. We've also decided to rejoin NOWRA (National Onsite Wastewater Recycling Association) so our members got free membership in NOWRA for 2015, we paid those dues. Our members feel we need to have a voice in what is coming down from the federal level to the local levels. Lobbying is not something we've previously looked at. Membership in NOWRA will provide that representation and help us develop it at the local level. We would like to be able to capitalize on NOWRA's efforts.

We are working to develop or amend rules to be more effective. We have members on the Arizona Department of Environmental Quality (ADEQ) Onsite Wastewater Advisory Committee. They are not representing AzOWRA, but are individual members. As an organization, we have not been effective at getting a position. It is one of our goals. More membership would help with that. Right now, we don't have enough active members to move things the way we'd like them to go.

What is the regulatory environment in Arizona?

Ehrlich: There is no requirement for certification or continuing education for those working on onsite systems, other than the larger commercial systems. There are rules for how a system is designed and installed, but no requirements for maintenance, pumping, inspection or report intervals. The rules broadly say you have to operate it in a manner consistent with the rule.

ADEQ has no program for homeowner education. We have a homeowners training course, a homeowners manual, and even offer membership to homeowners. We emphasize that property owners have the ability to do a lot of service and maintenance on their own and give them pointers on how to keep systems functioning for the longest time, how often they should be pumping, and how to manage their system. We've educated about 800 homeowners, which represents a small percentage of about a half-million septic systems in use in Arizona.

We do training for real estate professionals that is approved by the

Thirty years ago, it was enough if effluent just went into the soil. But we had a population of about a million people. With a population much higher (6.7 million) and a lot more people living in rural areas, it's necessary to have systems that provide better treatment.

- Suzanne Ehrlich

Department of Real Estate for their continuing education requirements. The transfer of ownership rule offers the one time that a system is required to be inspected. It is also the only time a system must be pumped, though there are a few exceptions.

The ADEQ announced it didn't have the staff or funding to enforce the time-of-transfer rule so is looking at rescinding it or transferring responsibility to counties. What's the reaction?

Ehrlich: Those folks I've heard from are asking where that would leave the rest of the program. If it is rescinded, does

that signal a change in the whole program? We have acknowledged that there are flaws to the rule that should be corrected. All they need to do is open the rule and fix the program.

Do you think more regulation is needed?

Ehrlich: We would like to have better education requirements and higher qualifications for designers and installers in addition to verification requirements and penalties for "bad actors." We want to make sure we're not being overly burdensome but are accomplishing the goal of having functioning systems.

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Thirty years ago, it was enough if effluent just went into the soil. But we had a population of about a million people. With a population much higher (6.7 million) and a lot more people living in rural areas, it's necessary to have systems that provide better treatment.

We're looking for more flexibility. The general permit is very proscriptive. Each technology that existed in 2001 has its own section of rule. There are new technologies, but the rule doesn't allow those products, so we need to create language that allows for new technologies without a rule change each time. Maybe we get rid of all the proscriptions and have a permit that requires treatment to particular standards. Allowing new technologies is going to be something needed for the future viability of the state onsite program.

How does your water situation compare to the Western states like California that are suffering so much?

Ehrlich: Groundwater resources are particularly slim; we cannot afford to have them tainted. Our aquifers don't recharge very well; we don't have a lot of surface water. We are better off than California but not by much. We both get water from the Colorado River. We are downstream, so if California takes more water, we get less.

We have a fair amount of aquifer migration; water is taken out, pumped to individual houses and into the sewer system. The resulting effluent gets discharged to rivers and leaves the area. I have a great concern about that concept.

Is there any interest in recharging groundwater?

Ehrlich: The conversations are beginning. I was at a water reuse symposium last year and we're definitely being better about attempting re-

charge and trying to improve and innovate the tools we have. The whole concept of recharging with onsite systems was something they hadn't considered whatsoever.

In rural Arizona where we have our own wells and onsite septic systems, we're pumping it, using it, treating it, returning it, all on the same property. We need to get policymakers to understand the value and relevance of that.

There is growing interest in reusing graywater. What's happening in Arizona?

Ehrlich: It's a big issue. Arizona has a particularly lenient position; it allows graywater systems with no additional permits for single-family homeowners. The question that has come up is if you remove as much as 60 percent of the flow, what does that do to the performance of your treatment systems?

One of our members asked his manufacturer about it. They didn't know people were doing it (graywater) and said they needed to look at it. Two or three other manufacturers started looking at it also. The result of the preliminary reviews is that we are finding that we have high strength waste in places we didn't realize. When you concentrate the effluent, the biological oxygen demand increases hugely. How is your system going to function in that environment? (Graywater reuse is) a pretty exciting concept; how does it change the world we're working in?



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WWETT Show Registration Included With NAWT Membership

By Dhru Bhatt

he National Association of Wastewater Technicians (NAWT) was founded to provide a unifying voice for the onsite wastewater management industry, increase its professionalism and public image through education of the industry and the public, develop and represent members and partners on a national level, and encourage the industry to share ideas and concerns for the betterment of the environment and human health.

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NAWT Education Day sessions

NAWT's Education Day lineup Feb. 17 consists of two presentations given by Tom Ciani of Alderon Industries. The first will cover basic operation of electrical panels and the second will explain how to use information available from the panels to troubleshoot systems.

Claude Goguen, of the National Precast Concrete Association, will also be presenting. He will discuss what to look for when inspecting concrete tanks. This will be followed by a presentation by Bob Wright and Kim Seipp on troubleshooting systems. Frank Parker will conclude the educational session with a discussion on inspecting drip systems. Additional details regarding these and other WWETT Show educational sessions can be found at www.wwettshow.com or www.nawt.org.

If you have questions regarding NAWT, call 800/236-6298 or email info@nawt.org.

NAWT annual meeting and state association breakfast

On Friday morning, Feb. 19, in room 109 of the Indiana Convention Center, attend NAWT's annual meeting where NAWT's Slate of Candidates along with other important business will be discussed.

There will also be the state association breakfast sponsored by COLE Publishing. The Ralph Macchio Lifetime Achievement Award will be presented by COLE Publishing. The annual NAWT Excellence in Service Award will also be presented. The William Hapchuk Memorial Scholarship recipient will be announced. Have a free breakfast and take part in NAWT's annual meeting, the award recognition and state association meeting discussion. Breakfast and NAWT's annual meeting begin at 7 a.m. The annual state association meeting begins at 7:30 a.m., and the awards presentations begin at 8 a.m. It all wraps up in time for the show opening at 9 a.m.

NAWT board meeting

On Wednesday, Feb. 17, at 5:30 p.m., following Education Day courses, the NAWT Board of Directors will meet for a business meeting. Members of any state association interested in learning about NAWT affiliation are welcome to attend and get to know the current board members. This will be held in room 109 in the convention center.

NAWT booth

Please stop by Booth 1401 in the WWETT Show exhibit hall. We will have information about NAWT and how you can get involved. The NAWT Board and staff look forward to seeing you! ■

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NAWT Inspection Training & Workshop

August 29-30, 2016 Holiday Inn, Casa Grande Instructor: Kitt Farrell- Poe Contact: Bernadette Capossela - Univ. of AZ Email: bcaposse@email.arizona.edu Phone: 520.621.3691

UA/NAWT Soil & Site Evaluation for Onsite Wastewater Systems October 17-18, 2016

Location TBD Instructor: Kitt Farrell- Poe Contact: Bernadette Capossela - Univ. of AZ Email: bcaposse@email.arizona.edu Phone: 520.621.3691

NEW MEXICO

NAWT Vacuum Truck Training

February 4, 2016 Instructor: Bruce Fox Contact: Bill McKinstry or Gene Bassett Email: wmmckinstry@gmail.com Phone: 505 - 264 - 5626 505 989-8473

TEXAS

NAWT Inspection Training & Workshop

March 18-19, 2016 New Braunfels TX Instructor/Contact: Brian Murphy Email: brian@a-action.com Phone: 817-467-0213

NAWT Inspection Training & Workshop

September 23-24, 2016 Arlington TX Instructor/Contact: Brian Murphy Email: brian@a-action.com Phone: 817-467-0213

INDIANA

NAWT Educational Sessions - WWETT February 17, 2016 View classes at www.wwettshow.com/ education-sessions

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PRODUCT NEWS



GALBREATH LOCKING SYSTEM SECURES ROLL-OFF CONTAINERS TO HOIST OR TRAILER

The **ROC-LOC** roll-off container locking system by **Galbreath, a Wastequip brand,** is a DOT-compliant, low-maintenance method for securing roll-off containers for transport.

"Until now, roll-off container securement systems have required costly and time-consuming maintenance," says John Defenbaugh, president of Wastequip's mobile products division. "The ROC-LOC roll-off container locking system operates with air-actuated air bags rather than air cylinders, and it's designed to work with standard air-shift PTOS."

Compatible with most brands of cable hoists, hook hoists and trailers, the airactuated, auto-system air bags ensure contact with the container and require less maintenance compared to similar products. The driver doesn't have to manually secure the container, saving time and money.

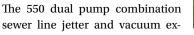
"We definitely had the end user in mind when we designed the ROC-LOC system to not only be quick, but also prevent the driver from having to manually secure the container," Defenbaugh says.

The system requires 60 psi of air pressure, has two single-acting air bags to keep each arm in the "hold" position and is designed to fully function in cold climates.

Mounted to the side of the hoist frame — below the top of the side rollers — the locking system has independent hooks to ensure contact with the container's long sills.

One air-brake protection valve, one 60 psi air regulator, one pilot-operated check valve, one 12-volt solenoid, two hook assemblies and all required air lines and fit-tings are included in the kit. **800/285-0666; www.galbreathproducts.com.**

RING-O-MATIC PULL-BEHIND JET/VAC COMBO





cavator from Ring-O-Matic fits into spaces too confined for truck-mounted combination rigs yet can clean sewer lines up to 20 inches in diameter. Powered by an 81 hp Cat turbo-diesel engine, the jet/vac has a 1,000 cfm blower and can deliver 27 gpm at 2,700 psi up to 400 feet with its 3/4-inch hose. The trailer's axles are rated to 16,000 pounds, enabling the 550-gallon spoils tank and 500-gallon freshwater tank to be pulled behind a 3/4- or 1-ton truck. **800/544-2518; www.ring-o-matic.com.**



MCLAUGHLIN TRUCK-MOUNTED VACUUM EXCAVATOR

The MEGA VX200 truck-mounted vacuum excavator from McLaughlin features a spoils tank capacity from 1,200 to 3,000 gallons and the option of 800 gallons of water. The excavator has a 6-inch hose diameter with a

3,200 cfm blower at 18 inches Hg. The tank, power pack and water system have a modular design, enabling the contractor to mount the unit on a new or repurposed chassis. Powered by a 200 hp John Deere Tier 3 engine, the unit has a three-stage cyclonic filtration system that allows for wet and dry vacuum excavation. A cam-over hydraulic door provides a 360-degree positive seal. **800/435-9661; www.mclaughlinunderground.com.**

NEW HOLLAND COMPACT WHEEL LOADERS

C Series compact wheel loaders from New Holland Construction feature Zbar linkage on models W50C, W80C and W80C HS for increased breakout force, digging and lifting power. The parallel lift path of

the W50C TC eliminates the need for manual correction. Designed to scrape, grade, push, rake and haul, all four models

are powered by Tier 4 engines. Options include high-flow hydraulics (W80C only) that deliver 34 gpm at 2,900 psi, auto ride control, creep speed for applications that require slow and steady control, high-speed (W80C only), and return-to-dig function that returns the bucket to the dig position after dumping. **630/260-4000; www.newhollandconstruction.com.**



BAYCO DUAL-LIGHT HEADLAMP

The Nightstick NSP-4608BC dual-light, multifunction LED headlamp with helmet lamp bracket clip from BAYCO Products features five lighting modes, including a spotlight for distance and floodlight for close-up illumination. Powered by three AAA batteries,

the headlamp is IP-X7 water rated, has a 2-meter drop rating and weighs 3.4 ounces. The high spotlight brightness mode is rated at 100 lumens for five hours. Low mode emits 90 lumens for 13.3 hours. High floodlight mode emits 60 lumens for 4 1/4 hours and 50 lumens for 13 3/4 hours in low mode. Dual-light mode delivers 180 lumens for 2 1/2 hours. **800/233-2155;** www.baycoproducts.com. ■

WATER CANNON POLY DRIVE PRESSURE WASHERS

Poly drive pressure washers from Water Cannon are made for commercial and industrial cleaning applications. Features include laseraligned Gates poly drive belt system, flat-free oversized tires, powder-coated steel frame, 15-gallon fuel tank, GX Honda twin-cylinder gasoline engine, and removable roll cage with hose reel platform and 250-foot-capacity reel. Accessories include tank-feed plumbing on 8 gpm model, gun/wand assembly with quick



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connects, 50-foot high-pressure hose with quick connects and four colorcoded QC spray nozzles. **800/333-9274; www.watercannon.com.**

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INDUSTRY NEWS

Stellar promotes Schnieders to VP, Fisk to operations

Stellar Industries Inc. promoted Steve Schnieders to vice president, supply chain and operations, and appointed Jim Fisk as director of operations for both the Garner and Kanawha facilities. During 20 years with Stellar, Schnieders has served as engineering manager and operations manager. Fisk has more than 20 years of experience with lean manufacturing in various industries.



Steve Schnieders

JWC Environmental to acquire IPEC Consultants Ltd.

JWC Environmental has entered into an agreement to acquire IPEC Consultants, a manufacturer of solids/liquid separation products for wastewater and specialty industrial process liquids. Bert Irwin, founder and own-



J&J Truck Bodies & Trailers appoints new sales manager

Dwyer Group

appoints executives

Trade services franchiser Dwyer

Group named Jon Shell as CFO and Grayson Brown as general counsel.

J&J Truck Bodies & Trailers appointed Corey Sechler as national sales manager. Sechler will be responsible for direction and oversight of J&J commercial and municipal sales.

er of IPEC, will join the JWC executive team to support the

Corey Sechler

Manitou Americas announces new vice president of sales and marketing

ongoing business.

Eric Burkhammer has been promoted to vice president of sales and marketing for Manitou Americas Inc., a wholly owned subsidiary of Manitou BF located in Ancenis, France. Burkhammer will be responsible for the sales and marketing of the Manitou, Gehl, Mustang and Edge brands in the U.S. and Canada.



Eric Burkhammer



Jon Shell

Grayson Brown



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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; 417/631-4027

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 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

British Columbia Onsite Sewage Association www.bcossa.org; 778/432-2120

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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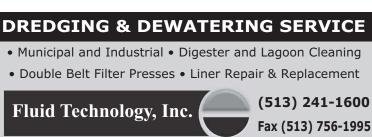
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Septic business for sale in NE Wisconsin. Family-owned business for over 60 years. Owners would like to retire. For more information call 715-473-3901. (P02)

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Well-established SW Florida portable restroom business for sale, 800+ units on the street, 15 ADA, 30+ sinks, 20+ holding tanks. 6 trucks. 2 trailers. Many longterm construction customers. Year-round event customers. Documented yearly growth. Only serious buyers need to inquire. portapottyrentals@yahoo.com (P01)

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PRM

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Call Mark 423-421-4347, TN P03



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PORTABLE RESTROOMS

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1996 20' Ameri-Can Restroom Trailer: 2 stalls/urinal men's side; 4 stalls women's side. Heat and a/c. For more info and photos contact

> 419-466-1349, OH or tom@clswrents.com

Attention Southern US PROs: Re-rental restroom trailers, Winter Nov.-Apr. ONLY. JAG/ ACSI/Ameri-Can. 4-10 stations. Luxury, basic, ADA. FOB 08857. Get rentals w/o cash outlay. 732-838-0424 elitecoaches.com (P02)

1998 executive restroom trailers, 4 available: Two (2) 8-stall: 4 womens, 2 men, 2 urinals. One (1) 7-stall: 3 womens, 2 mens, 2 urinals. One (1) 6-stall: 3 womens, 1 mens, 2 urinals. \$17,500. Location Las Vegas 702-737-5000 (P01)

Construction-grade 1995 Ameri-Can Traditional 6-stall trailer. Works but needs exterior paint. \$5,000. Construction-grade 4-stall shower trailer available. Remodeled from 1995 Ameri-Can 16-foot trailer. \$5,000. Mike 216-990-6658 (P02)

6-station portable restroom trailer 10 X 36 certified ADA accessible for sale. Divided 3 stations 1 end and 3 on opposite end for men's vs women's. Floor plan and photos available. Contact gary@templetonconstruction.com or 325-653-6904 for more information. Buyer will need to furnish ramps. \$35,000. (P02) 2 Decons, 28' Tonto, 18' Royal, 2001 ASCI, 16' Presidential, 26' Presidential, portable toilet hauler trailers. 315-437-1291, NY. (PBM)

PORTABLE RESTROOM TRUCKS



Complete Portable Toilet service truck mount units (turn-key), mounted on your truck or ours. Tool boxes, dual work stations, dc10 washdown pump, reversible vacuum pump, hose reel, set up complete, toilet racks available. 1100 waste/400 fresh: \$21,000, 1700 waste/600 fresh: \$23,500. Any custom options or sizes available!

> TexLa Services 936-641-3938 www.texlaservices.com P01



419-466-1349, OH P02



2008 Dodge 4500 diesel with 500/250 capacity. Truck is in very good condition with 139,000 miles. DOT inspection completed in October 2015. \$28,500 859-255-6605. KY

eric@a1portables.com

2004 GMC C7500: Florida truck. Keith Huber Princess II. CAT diesel. 1,600-gallon (1,200 waste/400 fresh). Air brakes. Tires almost new. Includes 2-unit carrier. 280k miles. Operated daily until recent transmission trouble - we can fix. \$15,000 0BO as/ is. 386-336-1544. (P01)

PORTABLE RESTROOM TRUCKS



or email office@johnnypotty.com



1999 Ford F450: Manual 5-speed transmission, 7.3 liter diesel, 262,000 miles with 2 unit carrier. 750/250....... \$12,000

Call 574-896-5424, IN P01 or email office@johnnypotty.com



2005 Ford F350: 6.0 diesel, auto, 212,000 miles. 600 waste/275 fresh, Masport. Hauls 2-toilets on rear bumper. New brakes.\$16,500 989-379-3054, MI P02

Almost New Trucks for Sale: 2015 Ford F-550 6.7 diesel/auto with 1,100-gallon Crescent tank, 19,000 miles, \$72,000. 2015 Ford F-550 6.7 diesel/auto with 1,100-gallon Crescent tank, 27,000 miles, \$69,000. 2014 Ford F-550 6.7 diesel/auto with 1,100-gallon Crescent tank, 53,334 miles, \$64,000. 2012 Ford F-550 6.7 diesel/auto with 1,100-gallon Crescent tank, 99,130 miles, \$54,000. Mike 216-990-6658 email tom@arisrentals.com for pictures. (P02)

2008 Isuzu NPR HD: Crescent flat tank 550 waste/250 fresh, 6-unit carrier, 108k miles, Masport pump, Thieman liftgate. Well maintained driver/owner's truck. \$45,000 0B0. 203-748-6906 (P01)

2009 International 4400, 250hp, 10-speed, 186,000 miles, aluminum wheels, 1,100gallon sewage, 400-gallon water, dual side service, 2-unit rack. \$22,500. 740-525-1726 (P01)



Portable toilet pump trucks for sale: 2008 Ford F750 with stainless-steel Best tank, 229k, Cummins 6.2L diesel, Allison automatic under CDL - \$27,900. 2008 Ford F750 with stainless-steel Coleman tank, 113k CAT diesel, Allison automatic under CDL - \$27,900. 2011 Ford F750 with stainless-steel Coleman tank, 77k Cummins 6.2 diesel, Allison automatic under CDL - \$34,000. 330-733-9000 pflynn@superiorportables.com (P01)

 2007
 Kenworth
 T270
 aluminum
 2,000

 gallon
 \$53,000;
 2006
 International
 4300

 1,350-gallon
 \$39,000;
 2002
 International

 4300
 1,350-gallon
 \$27,000.
 256-757-9900

 or www.pbsos.com
 (PBM)

2009 Ford F550: 4x4, diesel, auto., new 950-gallon 650/300 aluminum tank, Conde SDS6, 115cfm Honda 9hp electric start. www.pumpertrucksales.com. Call JR. @ 720-253-8014, C0. (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, C0. (PBM)

POSITIONS AVAILABLE

Moro USA, Inc., is looking for an experienced self-motivated Territory Sales Representative to handle the western US. The qualified candidate should have previous sales experience, hands-on mechanical aptitude and be willing to travel 75% of the time. Moro USA, Inc. offers a comprehensive compensation package including all major benefits. For more information, please visit our website www.morousa.com or email careers@morousa.com (P01)

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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)

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Factory-authorized rebuilt vacuum pumps with one-year warranty. NVE 506, 367, 607; Masport - all models; Fruitland RCF500, RCF370. Selling and rebuilding vacuum pumps since 1983. FRB, located in SLC Utah, is an authorized rebuild and warranty center for the three major vacuum pump manufacturers. Multi-million dollar inventory of new pumps, pump parts, tank parts and accessories. We also manufacture the toughest carbon-steel vacuum tanks in the industry. Call 800-975-1214 and ask for Austin to see how we can help you today. (P01)

Wittig RFW 150 4" plumbing. Mounted on stand with right angle gear drive. Rebuilt June 2013. \$2,500; 10-gallon horizontal moisture trap 4" plumbing. \$250; Vertical exhaust muffler, 4" plumbing. \$250. Will sell separately. Wisconsin 414-587-2682 email susie@schmittseptic.com (P02)

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

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ROLL-OFF TRAILERS

2001 ESP Roll-off trailer: Two (2) container roll-off trailer good brakes, tires, frame. etc. KLM Companies 617-909-9044 (PBM)

SEPTIC TRUCKS



Turn-Key Vacuum Tank Units: 3,600gallon, unit mounted on your truck or ours; \$23,500. 2,500-gallon truck units; \$20,000. 1,500-gallon truck units; \$17,000. Self-contained vacuum skids, 1,000-gallon; \$11,000. 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

P01



Call 715-938-0119, WI PBM



2002 GMC 8500: Truck has 166k, new motor with 22k. Wittig vacuum/pressure pump that was rebuilt. 3,000-gallon Pik Rite tank, 8-speed Eaton-Fuller transmission. Asking \$35,000 OB0. Call 610-797-0630 or email schmickseptic@gmail.com (P02)



2006 International Eagle: 3206 CAT with a 2008 Dragon 5,460-gallon tanker, Masport pump. 275,000 miles. Ready to ao to work.

814-592-8719, PA

P03

P01



2005 International tandem septic truck: 3,600-gallon steel tank, approximately 273,000 miles. \$55,000 **Call Rodney Lane**

270-832-3793



1998 Kenworth T800 truck with 3,500-gallon tank and Challenger 360 pump. 4 new tires. Asking \$22,999. Please call Tony during normal business hours and weekends.

> 508-954-9994. MA P01

2009 Freightliner M2: 260k miles, 10-speed, AirRide, 3,200 waste, 400 water. Progress aluminum tank, hoist unit with 36" manway. 957NVE blower, CAT 18gpm 4,000psi jetter with recirculator for winter, heated valves. New truck just arrived. This one must go! \$89,900 OBO. Call 815-933-7600. (P01)

1987 Peterbilt 357: L10 Cummins and 8LL transmission with a 4,000-gallon tank and Battioni vacuum pump. Newer Hendrickson rear suspension. Great starter truck or spare truck. Asking \$15,000 OB0. 603-269-3441 or office@gosseseptic.com. (P02)

1987 Ford F600: 80,330 miles, gas engine, 5+2 transmission, 1,700-gallon hydraulic dump tank. Excellent condition. \$18,000. Call or text 919-868-6474. (P01)



2011 International 5900i Series w/ Cummins 450hp, 8-speed double low. Loaded. 282,000 miles. 2011 Advance tank 5,500-gallon aluminum. NVE 4310 blower, heated NVE valves. \$103,000

Call Dave or JR -724-222-6080, PA

P02

P01



2005 Peterbilt 379: CAT 475hp (preemission), 80k GVW, 4,200-gallon tank, Fruitland 500 pump. Truck in EXCEL-LENT condition! \$79,000 OBO. Pictures available upon request.

203-879-3746. CT



New 3,800-gallon Tremcar aluminum sanitation/oil non-code truck-mount tank. Two (2) 4" inlets with 1/4 turn hand valves, One (1) 6" rear discharge with air-actuated valve, Two (2) 20" manways, Two (2) 10" fill covers on top of tank. Installation available. ..\$30,000

Call 203-238-6768. CT Ask for Tommy or Jay P01

1990 Chevrolet Kodiak C3500: 360k miles, 6-speed manual transmission, 220hp CAT, 1,550-gallon vacuum tank currently used to pump used vegetable oil, 1-year-old Jurop vacuum pump. Current DOT, complete service records and receipts. Running daily until sold. \$16,000 OBO. Call 734-309-2093 (P01)

1999 Freightliner FL106 tractor with 1998 Lely self-contained tanker. 58,358 miles, Detroit diesel, 8-speed transmission, NVE 360 pump. Excellent condition. \$60,000. Call or text 919-868-6474. (P01)



1998 Peterbilt pumper truck with 3,500-gallon tank. Moro pump Model 3220 new in 2012. Pumps great. Truck runs and drives great..... \$29,500 P01

773-491-6093, IL



1999 Kenworth T-300: Rebuilt 3126 CAT motor & 6-speed Eaton transmission. brand-new clutch. 2.500-gallon tank 5/16" thick. 2014 model new Jurop PN84. remote-control valve.

Call or text Jerry at 918-381-9072, OK

P01



2003 Sterling Acterra: Mercedes diesel with Allison automatic transmission. Keith Huber 2600 tank. 466k miles.\$29,450 OBO

Call Peter 727-386-0070, FL P02



2001 Freightliner FL-80: This is a great little truck but we no longer need it in our fleet. It runs and drives great, and has a 2,700-gallon septic tank on it. The truck has 257,187 miles, so it has plenty of life left on it! \$40,000. Please call with any questions. Thank you for vour interest! P02

Jim 701-421-5981





2010 Peterbilt 340: Paccar 340hp, 10-speed, 60k GVW, 4,000 gallon tank, Fruitland 1200 pump, tilt-hoist tank, heated valves, ONLY 60,000 MILES. \$79,000 OBO. Pictures available upon request.

203-879-3746. CT

P01



SEPTIC TRUCKS



1996 Freightliner FL70: 2,500-gallon tank with new Masport water-cooled pump and heated valves. Transmission recently rebuilt. High mileage. \$22,500 P01

505-780-4912, NM



2011 International 4300 Series: MaxxForce diesel. 69,500 miles, auto transmission. a/c. cruise. Hvdraulic brakes, non-CDL - 25,999GVW, All New: 2.100-gallon tank, stainless steel hose travs. Jurop PN84 vacuum pump. paint and aluminum wheels. Extremely nice truck! \$49,500

Call Brian 740-259-5555, OH PO1



2003 Freightliner: 2,600-gallon tank. Only 102,000 miles. Tank & pump installed on truck in 2010. Truck in great shape. Ready to work. \$42,500 P02

248-685-1948, MI



2007 Kenworth: 3.600-gallon aluminum Progress tank, 300hp, 10-speed, 332,000 miles, Challenger pump, jetter system. \$77,500 832-777-7540. TX P02



2000 International 9100 Vacuum Truck: \$42,500. Very good condition. 2,500-gal-Ion tank. Cummins M11 engine (no blow by). Eaton-Fuller 10-speed transmission. 310.000 miles. Jurop pump. New drive tires. A/C blows cold. Will include 200' of 3" vacuum hose. Truck used for septic and grease traps. Works everyday, getting out of the business. Will sell phone number also for \$10,000 additional. Phone number established for over 20 years. Instant money maker.

Call Andy 214-289-3864, TX P01



2003 Freightliner CL120T: This is a great pump truck with many different uses: Septic tank pumping, grease traps, shop drains and mud pits in shop floors. The hoist lifts to a nice height and allows the mud to dump out of the large manway in the back of the truck (36"). This truck also has a 500-gallon water tank that can be used with a pressure washer or jetter! (Neither included). The vac tank on this truck is 4,000 gallons. This truck has 652,376 miles and plenty of life left. \$85,000. Please call with any questions. Thank you!

Jim 701-421-5981

P02

1998 Ford 9511 4,000-gallon vacuum truck, approximately 97 barrels. Full dump. Fullopen rear door. CAT 3406E, jake brake, 309k miles, 8LL trans. 20k front, 46k rears, 20k tag, full lockers. 108" spread on tri. 425cfm vacuum pump, hydraulic drive, watercooled/heated. 3", 4", and 6" rear valves. Aluminum hose trays and tool boxes. New rear brakes, slack adjusters, s-cams, bushings and drums February 2015. New water pump April 2015. Caterpillar service manuals and original line sheet. Some extra parts and oil for the vacuum pump. Truck is working everyday, and will not be available until the end of Dec. or the first of January. This is a one owner truck. 330-328-0857 (P02)

1983 Ford F800: 5-speed split transmission, carbon-steel tank with hoist, full-open rear door with vibrator. Working truck with many rebuilds. 712-260-6714 (P01)



2013 International 7500 powered by 350hp MaxxForce DT engine pumper truck. 3.000-gallon tank with Fruitland 500 pump. 10,500 km. Truck is in mint condition.\$109,000 CDN

613-794-8182, ON

P01



2007 Freightliner M2 Business Class: CAT C7 with 225hp, 6-speed manual transmission, new tires with aluminum rims, new brakes, Complete service of all filters and fluids, 212k miles, air-ride suspension, Nice tight cab and chassis, D.O.T. Inspected, 33k GVW. NEW 2,500-gallon vacuum tank and ALL components: Jurop LC420 vacuum pump, 3" inlet, 4" discharge, Rhino-lined hose trays, top and rear manways, LED lights, large tool box. Best of Everything. \$56,000. Includes shipping to your door.

Call or text 734-309-2093 P01



2006 Western Star 4900 tri-drive: Has following options, 60 Series Detroit, 18-speed Fuller, tire boss, in-tank agitator. Hibon 820 blower, tank vibrator. brand-new Webasto heater with 7-day timer. Earth Summit. all heated valves. 21,000 hrs, 109,000 miles or 175,000 km. Tires are 70%, fresh safety in Oct. 2015. Please call for more info if need be. Reason for selling truck is it's to big for our operation. Looking to get \$85,000 P01

306-831-8279, SK

1995 Freightliner: Detroit Series 60, Fuller 13-speed, 3,365-gallon vac tank, Masport pump, www.pumpertrucksales.com, Call JR. @ 720-253-8014, CO. (PBM)



2004 International 8600: Low mileage, 3,600-gallon vacuum truck. Double framed, GVWR 64,000 lbs. 385/65r22.5 Front 18,000 lbs., rear 46,000 lbs. C-12 Caterpillar 380hp, 10-speed, Fruitland pump RCF500. Ratio: 3.70. Eaton rears on Hendrickson suspension.

> 318-995-6341, LA kj@johnsontruckparts.com P01



2012 International 4300 Series: MaxxForce diesel, 91,500 miles, auto transmission. 25.900 GVW. a/c. cruise. All New: 2,000-gallon tank, stainless steel hose trays, Jurop PN84 vacuum pump, tires and aluminum wheels. Very, very nice truck! \$55,000

740-820-5520, OH P01

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)

2005 Ford F750 XLT: 5.9 Cummins, 245hp, 7-speed, 122,500 miles, under CDL. New 1,850-gallon vacuum tank, new Patriot 300 vacuum pump. 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, 0.0 (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. (PBM)

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, CO. (PBM)

2006 GMC 7500: Duramax diesel, 210hp, Allison auto., under CDL. New 1,850-gallon vac tank, build in progress. www.pumper trucksales.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, C0. (PBM)

2006 Kenworth T800 quad-axle cab & chassis with a 2001 Somerset 4,500 U.S. gallon, full-opening rear door, vacuum tank and Robushci Series 65 vacuum blower. (Stock# 8893C) www.VacuumSalesinc.com (888) VAC-UNIT (822-8648) (PBM)

Pre-owned 3,000 U.S. gallon carbon steel vacuum tank with a Masport H75W vacuumpressure pump installed on a 2000 Mack CH613 cab and chassis. (Stock# 8498C) www.VacuumSalesInc.com (888) VAC-UNIT (822-8648) (PBM)

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SLUDGE APPLICATORS

1986 Field Gymmy Truck: Blue, 427 automatic. 2,000-gallon stainless steel tank, newer Moro pump. Floater tires. Extra set of new tires. 1976 GMC parts truck included. Good shape. \$15,000. 802-477-2716, VT (P05)

1988 2004 Ag Chemical Terra Gator: Yellow, 2,200-gallon tank, Moro pump. Factory-rebuilt 519 Cummins motor – 200 hours. New clutch, 10-speed Road Ranger transmission, injectors, floater tires. Good shape. \$32,500. 802-477-2716, VT (P05)

TANKS

Vacuum Tanks - New: Sizes from 1,000-4,300 gallons. All complete! Delivery available. www.JEagleTanks.com. Contact Jerry: JEagleTanks@yahoo.com or 800-721-2774. (PBM)

1,500-gallon restroom pump tank. Has Honda motor in very good shape. Complete tank and body. \$4,000 OB0. 567-204-2807 (P01)



100 - 2011 Wichita 500 bbl. (21,400 gallons) portable frac tanks. Epoxy lined. Delivery available.

Call 815-341-0375 PBM or email tsgeneva@hotmail.com

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 (P02)

2008 LMT 3,000-gallon carbon steel vacuum tank. (Stock# LMT3000V) www.Vac uumSalesinc.com (888) VAC-UNIT (822-8648) (PBM)

Pre-owned 4,000 U.S. gallon, carbon-steel vacuum tank. (Stock #4000V) www.VacuumSalesInc.com (888) VAC-UNIT (822-8648) (PBM)

Pre-owned 2,000 U.S. gallon, stainless steel vacuum tank with a Masport HXL75V vacuum pressure pump package (Stock# 6008C) www.VacuumSalesInc.com (888) VAC-UNIT (822-8648) (PBM)

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TRUCKS - MISCELLANEOUS



2014 International 5900I: 500 Cummins, 8LL, new tires, inside like-new, 89,000 miles. Masport pump, 20,000 lb. steerable lift, 46,000 lb. full-locking rears. My loss is your gain. The only way you will find a nicer truck is by spending big \$\$ on new.\$117,000

For more info/pics contact 717-250-1837, PA

P01

For Sale: 1989 Keith Huber Dominator 2,800gallon vacuum system & 1995 Freightliner chassis w/2,800-gallon tank with 35gpm @ 2,000psi jetter & hydraulic hose reel. Contact Lemont Ladner @ 228-669-1314 (P01)

VACUUM EQUIPMENT



2011 GapVax HV43: 3,500cfm blower, 9.5-cubic-yard tank, 4 cyclones, 32 bags, hp water pump, lift. 45 hours. Excellent shape! Best reasonable offer. 763-428-4322. (P06)

VACUUM LOADERS



617-212-0162, MA

P01

P01



mike@birosseptic.com

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

VACUUM LOADERS



617-212-0162, MA

P01

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 (PBM)



Wanted: Used grout truck, 5-hose-system, 18' box or bigger. Please contact: 604-888-2618 adam@abcpipecleaning.com (P02)

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

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856-506-4788, NJ

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P02

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)

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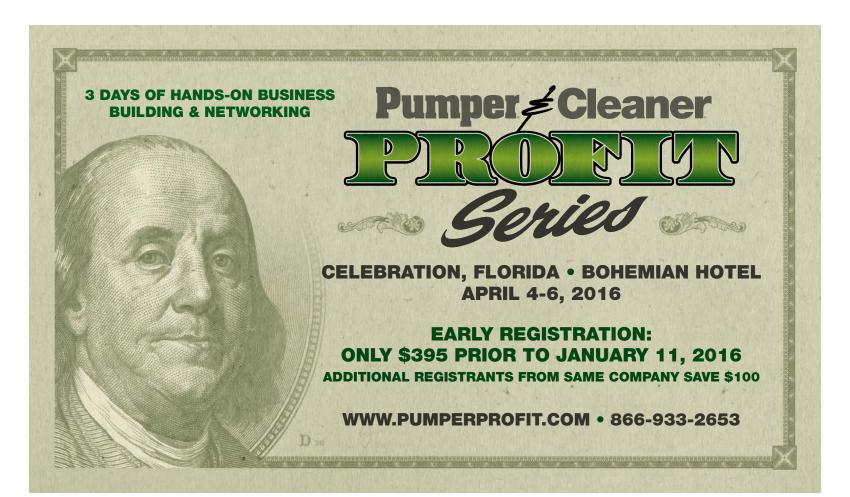
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