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The daughter of the late Barry Gump is intent on carrying on a family tradition — more than 60 years of customer service and innovation.

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This Pennsylvania Pumper Shows His Passion for Classic Country Music

Rodney Loeb opens the doors of his septic service shop to a popular gathering of pedal steel guitar players **By Jim Kneiszel, Editor**

Rodney Loeb has the satellite radio in his vacuum truck permanently tuned to Willie’s Roadhouse so country music of the 1950s and ’60s is his constant companion, whether he’s up at dawn on the way to a pumping job or coming home from the disposal plant in the evening. Familiar artists like Johnny Cash, George Jones and Mel Tillis have provided the soundtrack to his life in the hills of eastern Pennsylvania.

“It’s what I grew up on, basically. We went to picnics when I was a kid where the music was played. My parents listened to it when we were on the farm, and it just stuck with me,” Loeb recalls. “What the kids listen to today, I’ve just learned to block it out.”

I imagine a lot of pumpers about Loeb’s age — he’s 60 and on the downward side of life, as he describes it — have a similar story to tell and a shared love of the “real” country music of those days. And I can relate to these pumpers of a certain age.

When I was a young boy, my dad pulled the car over on vacation and took the whole family into a roadside pole building to see Loretta Lynn, the Coal Miner’s Daughter. I went in kicking and screaming but came out with a seed planted for a lifelong love of honky-tonk music.

So when I read a story about the garage at Rodney Loeb Septic Service being transformed into a gathering spot for the Steel Guitar Jammers, I had to call Loeb and learn all about it. As it turns out, Loeb pulls his pump trucks out of the garage every few months to host a group of pedal steel guitar players — and neighbors can make out the unmistakable amplified twang wafting over the countryside.

LEARN TO PLAY

You may or may not know much about the steel guitar. It’s a tabletop electric guitar that produces a crying sound that was once a trademark of country music. The instrument is impossibly difficult to play, re-



Above: The Steel Guitar Jammers play in the Rodney Loeb Septic Service garage, led by Tommy Vollmer (center with red guitar). (Photos courtesy of Rodney Loeb)



Above: Some of the steel guitar players show off their skills.



Left: Clenroy “Crazy Elmer” Geist sings, and Ray Kramer plays guitar.

quiring the use of both hands on the strings, both feet operating pedals and both knees pushing levers that bend notes to create that distinctive sound.

Pumpers have to perform many tasks at once for their jobs — control the suction, wrangle a hose and agitate thick sludge — for example. But making the steel guitar sing? Well, Loeb will tell you that’s a different kind of challenge. He should know. He’s been trying to learn a little since he first plugged in an amplifier a few years ago.

“I only know two or three songs right now. I’m slow at it, and I don’t get much time to practice,” he says. “If I get frustrated while I’m doing billing at night, I’ll go into the room where I have it set up and doodle around.”

Loeb’s neighbor and lifelong friend, Tommy Vollmer, is a well-known pedal steel player in the region. He offered to give Loeb lessons and found him a good instrument to play. One day Vollmer told Loeb he’d lost his space for a group of players to meet and share tunes. Loeb had an idea.

(continued)

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Left: Friends and family gather outside Rodney Loeb's shop to enjoy the Steel Guitar Jammers.

Below: Rodney Loeb with his 2007 Freightliner with a 2,300-gallon Pik Rite steel tank and Masport pump.

"I told him we've got a big shop. We can have them there if you don't mind playing around septic trucks," Loeb recalls. "Well, that won't bother these guys," Vollmer replied.

So Loeb cleans up the 40-by-40-foot;

Vollmer brings some pizzas; Loeb's wife, Janice, throws hot dogs and sauerkraut in a crockpot; and the players bring the beer. The most recent Thursday meeting drew 15 steel players from as far away as Delaware and Long Island, New York — most of them professional players on the weekends — as well as a drummer, bass player, guitar player and some singers. Among the crowd of players and friends, a reporter came from the local newspaper to write about the Steel Guitar Jammers.



“It's just amazing. One guy, the more he drinks, the better he plays. Someone said he was a really good player and I said, 'He's going to get another beer. Just listen, he'll get better.'”

Rodney Loeb

another beer. Just listen, he'll get better.”

A PUMPER STORY

Loeb may not be an accomplished pedal steel guitar player yet, but he has a great pumping success story to tell. Laid off from his job as an overhead crane operator at a steel company in 2002, he was doing odd jobs — one of which was pumping septic tanks. An old friend, Lester Miller of Millers Sanitary Service in Kutztown, Pennsylvania, eventually talked Loeb into buying his spare truck and starting his own company.

"For the first six months, I was scared to death; I'm not going to lie about it. I didn't eat or sleep. How was I going to make it? I could have fallen flat on my face," Loeb recalls. "Lester said it would take three years to go full time, and he was right."

Loeb built the business mostly by providing residential and some commercial pumping and mostly through word-of-mouth referrals. There are enough regular customers to keep him as busy as he wants to be, especially in the summer months. In fact, this year he's cutting all advertising and isn't

concerned about enough calls coming in.

Loeb is well-suited for a one-man operation, as he has a background as a truck mechanic and is willing to put in long hours when needed. At the shop on his 14-acre property, Loeb keeps two trucks running: a 1998 Western Star carrying a 3,500-gallon steel Imperial Industries tank and Masport pump and a 2007 Freightliner with a 2,300-gallon Pik Rite steel tank and Masport pump.

The Freightliner has turned out to be a go-to rig for a couple of reasons. First, customers who don't want heavy weight over their long residential driveways request the smaller of the two trucks. And Loeb has learned to appreciate the ease of running routes with the truck that has an automatic transmission from Allison Transmission. "It's so handy to get around, and I love driving that little truck. It's got plenty of pep for what I need," he says.

Over the years, Loeb attended the Pumper & Cleaner Environmental Expo — now the Water & Wastewater Equipment, Treatment & Transport (WWETT) Show — several times and has enjoyed his unexpected career move into the wastewater industry. He wants to work another three years and then look to a young buyer to take over the business.

LIVING THE DREAM

Loeb did recall that Miller first approached him when he was a young man and talked to him about getting into the pumping business. He didn't want to do it at the time.

"If I'd have started back then, where would I be today?" he asks.

You might say the same thing about Loeb starting pedal steel guitar lessons so late in life. But he is content to host the players and sit back and enjoy the music he's loved his whole life.

"I guess I'm living the dream right now," he says. "I can't complain. The business has been good to me, and I enjoy the jams." ■

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	7.9	30.0	4350	300	1450	24.3	0.787	20	0.906	23

RTX 30.500N	Max GPM.	Max. LMP	Max. PSI	Max. Bar	Max. RPM	Req. HP	Bore Dia. in.	Bore Dia. mm	Stroke in.	Stroke mm
	7.9	30.0	7250	500	1450	24.3	0.787	20	0.906	23

RTX 50	Max GPM.	Max. LMP	Max. PSI	Max. Bar	Max. RPM	Req. HP	Bore Dia. in.	Bore Dia. mm	Stroke in.	Stroke mm
	13.2	50.0	4350	300	1450	27.2	0.984	25	0.906	23

RTX 60	Max GPM.	Max. LMP	Max. PSI	Max. Bar	Max. RPM	Req. HP	Bore Dia. in.	Bore Dia. mm	Stroke in.	Stroke mm
	15.8	60.0	4350	300	1450	47.2	0.984	25	1.012	28

RTX 70	Max GPM.	Max. LMP	Max. PSI	Max. Bar	Max. RPM	Req. HP	Bore Dia. in.	Bore Dia. mm	Stroke in.	Stroke mm
	18.5	70.0	3000	206	1450	25.4	1.181	30	0.906	23

RTX 85	Max GPM.	Max. LMP	Max. PSI	Max. Bar	Max. RPM	Req. HP	Bore Dia. in.	Bore Dia. mm	Stroke in.	Stroke mm
	22.5	85.0	2200	151.7	1450	34.0	1.181	30	1.102	28

RTX 100	Max GPM.	Max. LMP	Max. PSI	Max. Bar	Max. RPM	Req. HP	Bore Dia. in.	Bore Dia. mm	Stroke in.	Stroke mm
	26.4	100	1800	124	1450	27.2	1.417	36	0.906	23



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SUPER BOWL PARADE

providing restrooms

If you are a fan of the Philadelphia Eagles, you know how amazing this past Super Bowl was for the residents of the city. But the opportunity to provide restroom service for the city's Super Bowl parade was a feeling that was even better for business owner Alexandra Townsend. Read the story online in her own words.

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EXPANDING SERVICES

complement your company

If you're one of the hardworking owners who landed on his or her feet since your humble beginnings in the septic industry, chances are you've either expanded service offerings or are considering it. But how do you know when it's the right time to grow your company? Many of the pumpers we've talked to over the years have good advice to offer those looking to upsize.

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ODD JOBS

rural pumping

Operating a business and owning big equipment in a rural area adds up to opportunities for extra income from odd jobs for A-1 Evans Septic Tank Service in Minot, North Dakota. Reid Hanson and Cole Ritter know everyone in town, and they simply don't pass up job opportunities, even when the jobs are outside of their pumping and portable restroom services.

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Cristine Glass is the driving force behind the successful sales efforts for her portable sanitation company, ASAP Sanitary Services in Chardon, Ohio. She is shown here with her husband, John Ackworth, and a 2016 International truck with a Masport pump built out by Imperial Industries. (Photos by Amy Voigt)

THE QUEEN OF CLEAN

Spotless restrooms are the key to success for Cristine Glass and Ohio's ASAP Sanitary Services

By Betty Dageforde

People are usually a little shocked when Cristine Glass shows up to deliver portable restrooms since she's barely 5 feet tall and "weighs nothing." But it's just one of the many hats she wears as the owner of ASAP Sanitary Services in Chardon, Ohio. The 27-year-old is not afraid to do anything, whether it's get her hands dirty, figure out how to set up a website, or knock on doors.

"I do everything in the business except drive the septic truck and pump septic tanks," she says. She'll do whatever it takes to grow the business she and her husband, John Ackworth, purchased in February 2016, but she thinks there are two important keys to success: marketing and a relentless insistence on clean units.

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While Ackworth helps out with mechanical problems and will chip in during an emergency, he has his hands full running another business providing solidification services for oil and gas companies. So while he heads south about 60 miles in the morning, she goes north 60 miles to her 8-acre facility where she's got a 2,000-square-foot office building and a 10,000-square-foot garage. But she gets help from her four route drivers, two delivery drivers, two yard technicians, one septic driver, one salesman and two office staff (one full time and one part time). Their 60-mile-radius service territory covers seven counties. About 70 percent of their work is portable sanitation, and 30 percent is septic and grease trap pumping.

GETTING STARTED

Glass didn't come to the pumping industry without credentials. Her grandfather, Tom Glass, was in the business when she was growing up, and she enjoyed working for him. "It was just something I had fun doing," she says. Most recently she worked for an excavating and trucking company, managing their fleet of approximately 200 trucks. But she had bigger ambitions. "I got sick of working for other people," she says. "I wanted to do something for myself and grow something for myself."

“ I want to be known as the company that has the cleanest and nicest units, so when you order something, you're not worried about what you're getting. You know what to expect from my company. ”

CRISTINE GLASS

Profile

ASAP Sanitary Services

Chardon, Ohio

OWNERS: Cristine Glass and John Ackworth

FOUNDED: 2016

EMPLOYEES: 14

SERVICES: Portable sanitation, septic and grease trap pumping

SERVICE AREA: 60-mile radius

WEBSITE: www.asapsanitary.com



The couple believed buying an existing business was more practical and a better use of their time and money than starting something from scratch. Right out of the gate, they had customers, equipment, trucks and employees.

"Starting from scratch is a hobby unless you have more than 200 restrooms," Glass says. "I would have still had to maintain another full-time position elsewhere until we reached a certain number of units."

After they found a business to buy — but before signing on the dotted line — they spent four months looking for a location for it, as it was being operated out of the owner's family property. They also changed the name.

The transition was fairly smooth. The equipment was in good condition, but the route organization system needed a major overhaul. "It was very 1980s — on note cards and binders," Glass says, "So I had to go through and enter every customer into the computer and make routes and group things together because a lot of them were crisscrossing back and forth." She uses Summit business management software from Ritam Technologies.

The drivers all stayed on, although Glass admits it was a bit of an adjustment for them. "They were used to listening to an older male and didn't like that I was some young woman telling them what to do. And they were worried I didn't know anything." But they soon saw that she knew what she was doing, had high standards and treated them like family.



Above: Cristine Glass washes down a row of Five Peaks restrooms set out at a special event in Painesville, Ohio.



Right: From left, Cristine Glass, Bernie Anderson, Doug Wright, and Nathan Lee set up special-event equipment. Green is the favored color of units for golf outings and parks.



FAST TRACK

In addition to stabilizing the operating procedures, Glass set up a website and attended a class at the Water & Wastewater Equipment, Treatment & Transport (WWETT) Show on search engine optimization to get maximum exposure for it. “That class really did help me,” she says. “And what they teach does work, so it was very helpful for me, especially because I’m not some big website person.”

She then wasted no time drumming up more business. Her marketing consisted of cold-calling and looking at websites for potential customers and then emailing them. Within six months, she had to buy three truckloads

Technician Seth Swyers, foreground, and Doug Wright deliver a Five Peaks ADA-compliant restroom at a special event.

John Ackworth stands with the newest truck in the ASAP Sanitary Services fleet, a 2018 International built by Imperial Industries and carrying a 1,500-gallon waste and 500-gallon freshwater aluminum tank and National Vacuum Equipment blower.



of units to add to the approximately 700 units that came with the business. Then in 2017, she bought out two other companies, each with about 100 units, and purchased another three truckloads.

“I’m one of those very persistent sellers,” she says. “If I know of something, I want my restrooms to be there. I will go above and beyond to figure out a way to get the business.” She feels so strongly about the importance of marketing that in March 2017 she hired a full-time salesperson. He makes calls; sends out emails; meets with customers; and drops by construction sites, events, and company plants.

The inventory is currently up to approximately 1,200 units (PolyPort-

(continued)

Parading their goods

Cristine Glass, owner of ASAP Sanitary Services, along with her husband, John Ackworth, are always looking for ways to get her company name out in front of the public and draw attention to her business. One of the more enjoyable things they do in that regard is participate in a couple of local parades, one in April at the beginning of the event season and one in September at the end. It gives them a way to promote the business, showcase their trucks, support the community, rustle up some team spirit — and have fun.

They bring two vehicles, their 2016 4,000-gallon International 7500 septic truck and one of the smaller vacuum trucks, decorated with red fringe for accent and to match their red logo. The team members, wearing company T-shirts, walk alongside the vehicles, handing out flyers and coupons. Throwing candy off a truck is not allowed, but they pass out pop-sicles, which has been a real crowd-pleaser. And the kids especially love the costume Glass wears. She calls it a “poop emoji” — “a very big hit,” she reports.



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Left: Cristine Glass and Doug Wright set up PolyPortables hand-wash stations at a special event.

Below: Cristine Glass and Shelby Sharpe, administrative assistant, review invoices in the ASAP Sanitary Services office.



ables and Five Peaks). There are a variety of colors. Blue is popular for lake events, dark green for golf courses and parks, and gender-designated pinks and blues for some of the fairs and running events. They also have 86 ADA units (Five Peaks, PolyPortables and PolyJohn Enterprises), 26 hand-wash stations (PolyPortables and PolyJohn Enterprises), 12 250-gallon holding tanks (PolyPortables), and five single-unit showers (PolyPortables) often used at scout camps and campgrounds.

Another step Glass took to expand the business was adding septic and grease trap pumping. Customers were asking for it, and she knew she could

offer something some of the other companies didn't — namely 24/7 availability for emergencies. After buying a septic truck at the 2016 WWETT Show — a 2016 International 7500 built out by Imperial Industries with a 4,000-gallon aluminum tank and National Vacuum Equipment 4307 blower — they were ready to go.

They have a Mighty Probe from T&T Tools, but locating septic tanks is made a little easier because of the Ohio regulation requiring all septic tanks to have risers. They try to service all their grease traps in one day to minimize trips to the disposal site located an hour away.

CLEANLINESS A TOP PRIORITY

Growing a business doesn't just involve marketing. It also requires good service, and Glass says she's a fanatic

“I'm one of those very persistent sellers. If I know of something, I want my restrooms to be there. I will go above and beyond to figure out a way to get the business.”

CRISTINE GLASS

when it comes to cleanliness.

“Everything is cleaned with bleach and soap when it comes off rent, before it goes to the next customer,” she says. She requires technicians to pressure wash the holding tank interiors and scrub every roof. “I'm very picky. If it's not clean enough, I make them reclean it.”

To ensure compliance, she conducts random spot-checks. There's rarely a problem, she says, because the crew knows her expectations. But if there is an issue, she doesn't usually have to tell the employee what they need to do. “They just realize it's a reality check, and they need to do their job better,” she says.

The fleet is also kept clean, with everything washed once or twice weekly. The company has five International vacuum trucks, most built out by Imperial Industries. The 2018 has a 1,500-gallon waste and 500-gallon freshwater aluminum tank and a National Vacuum Equipment blower. The two 2005s have 1,500-gallon waste and 500-gallon freshwater aluminum tanks, and the 2015 and 2016 have 1,200-gallon waste and 300-gallon freshwater aluminum tanks, all with Masport pumps. The trucks are outfitted with Pumptec 356U power washers, dual access controls, and GPS tracking devices from US Fleet Tracking. Their two 2005 Chevy Kodiaks, built out by Imperial Industries with 350-gallon waste and 150-gallon freshwater aluminum tanks and Masport pumps, can carry six units and are used for deliveries along with three 10-unit trailers from Triton Trailers. Their deodorant products are from J&J Chemical.

They use several area treatment plants for disposal — unfortunately not the one that's practically in their backyard because it does not accept septage, but they're hoping that will change in the future.

LAND, AIR AND SEA

About 40 percent of the company's portable restroom work is for events, 20 percent construction, and 40 percent for what they consider commercial

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accounts that rent monthly, such as industrial plants, yacht clubs, and sports clubs. They're located near Amish country and have enjoyed a good relationship with the Amish community. Although the Amish do not use computers or fax machines, they do have some community phones and a few cell phones to communicate with outsiders. The company provides units for their weddings, funerals, and outdoor functions, as well as some of their

commercial operations such as salvage stores, produce stands, sawmills, and woodworking shops.

In June 2017, ASAP Sanitary Services landed its biggest job to date, providing 117 standard units, 25 ADA-compliant units, 23 hand-wash stations and eight baby changing stations for the

two-day Thunder Over the Valley Air Show in Vienna. Glass says everything went very smoothly. "The hardest part was getting into the military base — having them check your trucks and your units to make sure everything was proper."

Located only 20 miles from Lake Erie, they do a number of shore-side events, providing portable restrooms for visitors and using their septic truck to pump waste tanks on boats and ships.

JUST THE BEGINNING

Glass says her goal is to grow the inventory to between 6,000 to 8,000 units. She admits it's ambitious, but she's determined. "I want to be that big company that everyone knows," she says. "But not only that, I want to be known as the company that has the cleanest and nicest units, so when you order something, you're not worried about what you're getting. You know

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what to expect from my company."

She says she has the motivation, drive, and love for the business. "It's crazy, but I enjoy it. It's something I love to do." ■

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Answer: Just Kidding - April Fools!

Arizona Expands Reuse Options for Graywater

By David Steinkraus

In January, new Arizona regulations took effect expanding the use of reclaimed water to meet various demands including, under limited circumstances, human consumption.

It's no surprise reclaiming water is a focus of attention in one of the nation's driest states. The effort has been underway for several years. For example, the governor's Blue Ribbon Panel on Water Sustainability was formed in 2009 and issued its final report in 2010. Nor is the work complete.

In its introduction to the rule approved last November, the state's Department of Environmental Quality says it will make other modifications to water rules in the future. This staged approach will allow people to adjust to changes, enable them to make comments that improve rules gradually, and will inspire actions now instead of years from now, which may be the case if all the rules were modified in one giant step. In particular, the department writes, permits for graywater reuse are now seldom used, and by changing those regulations now, the department hopes to spur increased use and innovation.

Generally the rules forbid human consumption of reclaimed water unless the facility producing it obtains a special permit that requires submission of engineer-designed plans, an explanation of the technologies to be used, and proof of the concept from a pilot project.

Graywater rules were altered to allow private residential reuse for a flow of less than 400 gpd under certain conditions. Among those are use only on the property for watering lawns, gardens, or composting; prohibiting human contact with soil watered with graywater; and prohibiting the inclusion of water used to wash diapers or other similarly soiled garments because disinfection is too complicated for home systems.

Reclaimed water now accounts for 3 percent of Arizona's total demand. The cities of Mesa, Chandler, and Gilbert have water reclamation programs to replace potable water with a nonpotable source to irrigate golf courses, landscaping and other green spaces. The cities also recharge aquifers with reclaimed water. Another water reclamation plant owned by several municipalities reclaims water for a variety of uses including cooling at the Palo Verde Nuclear Generating Station.

Some municipalities are working creatively to educate the public about potable reuse. The Pima County Regional Wastewater Reclamation Department won a \$250,000 prize to use recycled wastewater for brewing craft beers. About 30 breweries competed in the event held in September 2017, and the winner was the Dragoon Brewery of Tucson for its Clear Water Pilsner.

Head brewer Eric Greene told KGUN-TV that he was originally shocked when the water was delivered, even though it had gone through multiple stages of processing to remove all contaminants including pharmaceuticals.

"It tastes perfect," he says. "There is nothing in this water."

Michigan

Beginning in January, property owners in six counties must have their septic systems inspected as part of a sale. The rule from the Central Michigan

District Health Department was sent to the boards of Arenac, Clare, Gladwin, Isabella, Osceola, and Roscommon counties. All are in the north-central part of Michigan's Lower Peninsula.

The rule was the result of about a year of debate over the need for such a change. It began when *E. coli* contamination was found in an area river, reports *The Morning Sun* in Alma, Michigan. There are some exceptions in the rule, such as for foreclosures, property transfers among immediate family members, and demolition of the structure served by the system.

Real estate agents opposed the rule, saying the problem was not proven and the solution would be a burden for buyers and sellers of affected properties. A number of real estate agents suggested changes to the rule. The health department says similar ordinances in other state communities have led to the identification and repair of thousands of failing onsite systems.

The Michigan Department of Environmental Quality has estimated that at any given time, at least 10 percent of the state's 1.2 million onsite systems are failing.

Ohio

The Adams County Health Department is asking residents to voluntarily sign up for onsite wastewater system inspections.

Inspections are part of an operation and maintenance program that requires sanitarians check all onsite systems to ensure they are functioning properly and not impairing the water quality of streams and lakes, reports the *Ledger Independent* of Maysville, Kentucky.

The county will also issue permits for operation and maintenance. For alternative treatment systems and those with aeration, permits will be issued for two years. Sand filter systems will be inspected every five years, and those with leach lines or drainfields will be inspected every 10 years. Inspections will cost \$50.

Minnesota

Mower County revised its ordinances in December to allow more advanced treatment technologies. The action helped the owner of an apartment building and may provide help to other property owners.

The county voted to allow what Minnesota classifies as Type IV systems. Those have additional pre- or post-treatment equipment. Examples are the microFAST systems from Bio-Microbics and those from Hydro-Action.

Jason Korfhage, who owns a 20-unit apartment building in a rural township, asked for the change, reports the *Austin Daily Herald* in Austin, Minnesota. The mound system serving his building has never worked properly and now is failing, and he says the use of a Type IV system would provide a long-term fix for his property. About 25 other property owners in the area have failing systems.

While the state allows Type IV systems, they were prohibited by the county. Officials say the primary reason for this was a lack of staff to monitor the systems.

Florida

The family of a boy who drowned in a septic tank has filed a lawsuit against two contractors for the city of Jacksonville.

Three-year-old Amari Harley died Oct. 22 after he wandered away from a family birthday party at a city park and fell into a tank on the park grounds. His family believes he removed the tank's plastic lid and then fell in. Since then, the city has replaced all plastic lids with concrete lids, reports WTLV-TV news in Jacksonville.

The lawsuit claims Environmental Remediation Services and A1 Septic Service were negligent because they failed to register the tank properly, failed to supervise their employees, and failed to report the condition of the tank lid. A statement from the family's attorney says the city knew of the risk because it had received reports that the tank lid was not secured.

New York

In keeping with the efforts to clean up the nearshore waters of Suffolk County, the Southampton Village Board approved a law to require advanced onsite systems for homes.

The law, which takes effect in March, requires an advanced system for new construction, or a remodeling project with an increase in the number of bedrooms, on properties near a body of water. Advanced systems will also be required if a property owner plans substantial changes to an existing system. The systems used must be those approved by the county Health Department.

Suffolk County occupies the eastern tip of Long Island and includes several wealthy communities. Local leaders and others are concerned about the amount of nitrogen flowing into the ocean from cesspools, which are a common method of wastewater treatment in the area.

South Dakota

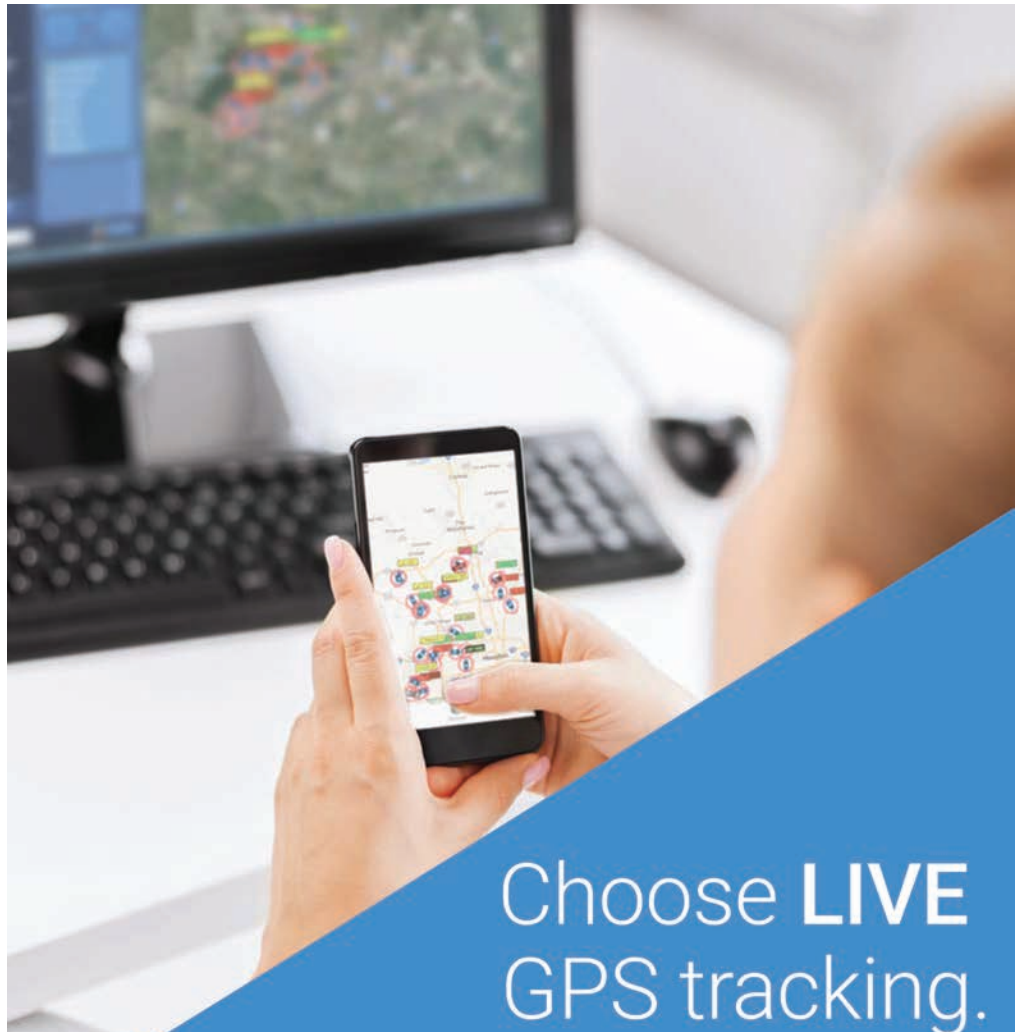
A former county official convicted for violating wastewater rules will have a new trial.

George Ferebee was found guilty last fall of having a septic system that lacked an operating permit. County ordinances require systems to be pumped, inspected, and issued permits regularly, reports the *Rapid City Journal*. Ferebee comes from Hill City in the Black Hills and served as a commissioner for Pennington County. His term ended Dec. 31.

After a trial, Ferebee was found guilty and

ordered to pay a \$200 fine. At his trial, he says his property is exempt because it totals 250 acres, and the ordinance exempts holdings of more than 40 acres. The state says his property is comprised of four parcels and the system is on a lot of about 12 acres.

State law allows people to appeal verdicts from the magistrate court to circuit court. Ferebee did that, claiming there were errors of law before and possibly during trial. A judge agreed there were grounds to reconsider the case and scheduled a new trial for May. ■



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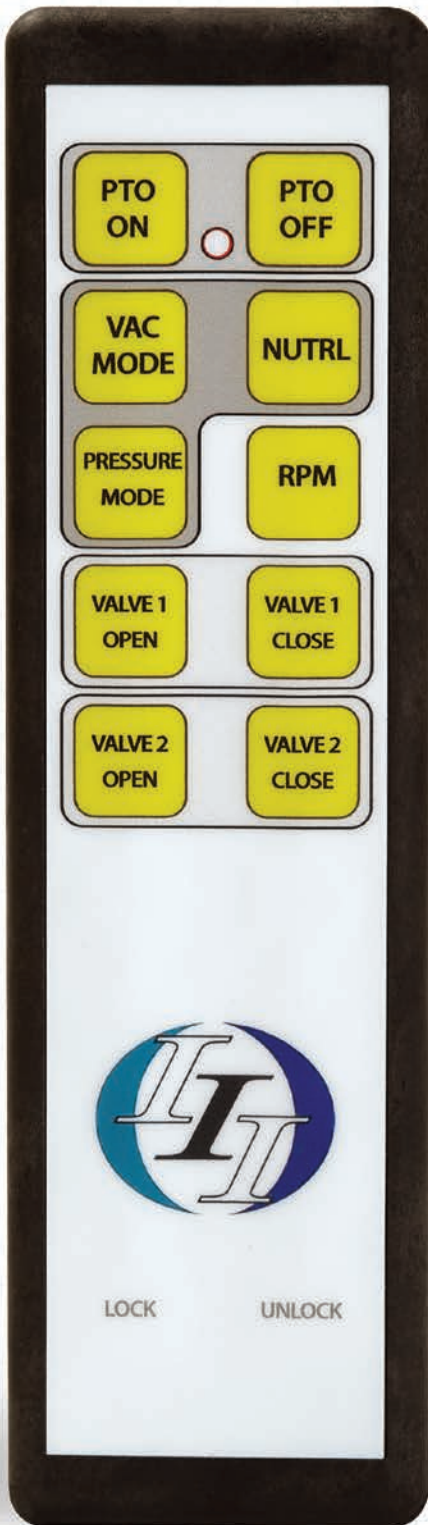


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Based in Racine, Wisconsin, Erik Gunn writes for magazines on business and other topics.

The Customer Won't Pay. What's Your Next Move?

Extending credit requires a policy and strategy for collecting your money when clients don't pay up

By Erik Gunn

Extending credit and utilizing an invoicing system is a necessary prerequisite to growth in the commercial arena and, in some cases, the consumer market as well. Commercial end-users and contractors will typically not work with companies that refuse to extend credit terms, and in some regions, this reaches into the consumer market too.

The dark side of extending credit is that sometimes those terms come and go, and it becomes a task to collect the money that's now past due. There are many reasons why this happens — from lost bills to unexpected additional expenses that the customer could not afford. Regardless of the circumstances, an unpaid invoice can hurt your business, and you need a game plan in place to ensure payments are received.

While you can never guarantee a customer will pay a bill on time, there are things you can do to keep late or missed payments to a minimum in the future. Being clear about all terms and conditions upfront not only sets payment expectations for the client, but also builds the trust necessary for a strong, positive customer relationship, says Greg Waldorf, CEO of invoicing app Invoice2go. Before diving into a project, he notes, make sure that your client is fully aware of projected costs, and ensure that you take time to answer any questions upfront.

It is also essential to clearly have all of the payment terms and conditions in writing and easily accessible to customers. "You cannot have payment terms written in too many places," says Nadine Ebersole, an associate business attorney with Robinson & Cole in Boston. Those terms and conditions "should be on proposals, purchase orders, invoices and even on the company website if there is one," she says. By being extremely transparent, businesses are taking smart measures upfront to be both clear to the customer and protect the interests of the business.

SHOW ME THE MONEY

When contemplating work with customers that seem risky upfront, most experts advise tiptoeing into the account. "It's a good idea to have a policy in place that may require money upfront for any new account," Ebersole says. This allows you to point to something in writing when asking for full or partial payments from a new prospective client that seems a bit shaky.

And if a new account refuses to pay upfront, it is advisable to start out with a small project to test the waters. If the first project becomes a collections matter, it is at least kept to a minimal amount. But business law experts like Ebersole do note that no business should be afraid to turn away work if the risk of a particular customer far outweighs the potential reward.

To provide some reassurance for those particularly wary of submitting payments before receiving work, encourage them to read testimonials or reach out to previous customers. "If you have a spotless track record and take care of clients consistently over time, you will earn a greater right to take payment prior to work," Ebersole says. When someone questions a policy, businesses with excellent track records encourage them to call specified clients and ask about their reputation and integrity as an organization.

With so much going on in a small-business environment, it can be easy to lose track of a customer invoice. Experts generally advise appointing one individual to be in charge of sending invoices as soon as a job is completed — and staying on top of it until it's closed out — to avoid falling behind.

“It's a good idea to have a policy in place that may require money upfront for any new account. ... If you have a spotless track record and take care of clients consistently over time, you will earn a greater right to take payment prior to work.”

Nadine Ebersole

Waldorf notes that the subject of money isn't always easy to address, so you may want to ease into the topic. "Use an opportunity to check in on a customer's satisfaction for your services, and then discuss any approaching or past-due invoices," he suggests.

In some cases, clients will try to delay payment by saying they lost the bill or that they need to reconcile their records to find the correct payment amount. If this is the case, Amanda Vann, collections attorney with Baltimore-based law firm Andalman & Flynn, advises sending an updated invoice right away — even if you know the customer has the original — to take away this excuse.

ASK "WHY"

If a customer is late on an invoice, start with a friendly reminder that a bill is past due — the first step in collecting your payment. In many instances, a late payment is the result of an honest mistake, and receiving that first follow-up will make a client pay as soon as possible.

If your client still won't pay, be open to hearing their reasons. Vann suggests asking questions about their satisfaction with your work, their financial complexities and anything that might contribute to their refusal to pay. "Once you know why they refuse to pay, you can work towards a resolution with the client," Vann says. "Keep in mind that everyone is just a person, and rarely is someone actually out to hurt the other. Most people are logical and willing to work toward a solution if you provide them with the opportunity to do so."

Waldorf advises requesting a timeline for payment and continuing to follow up until the customer pays. If necessary, resend your original purchase order, indicating that you will escalate the situation if invoices remain past due.

SEEKING OUTSIDE HELP

If repeated attempts to contact the customer and collect a payment have failed, it may be best to call in backup, but this should be a last resort, as it can be expensive and can permanently damage a relationship. Even if a customer has issues paying a particular invoice, it's possible their receivables are simply high and they are strapped for cash at that moment but are not necessarily a poor customer.

If third-party assistance becomes essential, there are three options to help get the money you're due.

Factoring Services: If you're strapped for cash and don't know when a customer will send their payment, a factoring service may be able help get the money you need while you're waiting. With a factoring service, you sell your accounts receivable to a company for a certain percentage of the accounts' value (usually 70 to 90 percent), and that company will advance you most of that money within a few days. It will then collect your customers' payments and send the rest of the cash to you, minus the service fee.

"Keep in mind that factoring services are not collection agencies," Waldorf says, "and they will run a credit check on your customers before agreeing to purchase their invoices. If you use a factor for multiple customers' invoices, the service fees will add up, and you may end up losing money in the long run."

Collection Agencies: A debt collection agency is a company that specializes in recovering payments that are typically more than 90 days past due. The company will take the task of following up with the customer off your hands to get them to pay.

Attorneys: While you can file a lawsuit against a customer who won't pay up, the time and money associated with suing a nonpaying client is not worth it for most small businesses unless the amount owed is substantial.

DO IT YOURSELF

"We do a very honest cost analysis when considering a lawsuit," Vann says. "Is the total cost (financial, emotional, time, energy, etc.) greater than the amount to be recovered? If it's more work to recover the money than it's worth, just learn the lesson, put in a system so it doesn't happen again, and move on. However, if that client owes you a large sum of money and refuses to pay you or a collection agency based on the terms of your contract or invoice, a lawsuit may be necessary."

In many cases, it may make more sense to negotiate with the customer yourself than to utilize a third party service. "Some customers simply do not have the funds to make a one-time payment," Ebersole says. "Try working with the customer to determine if installment payments or a one-time payoff are feasible."

She adds that you should document any agreement you make in writing and have the customer sign a copy acknowledging the terms. ■



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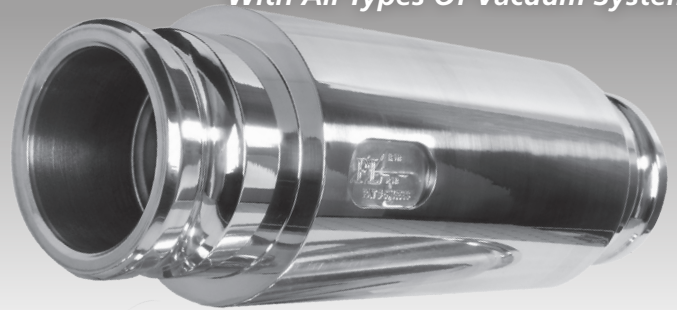
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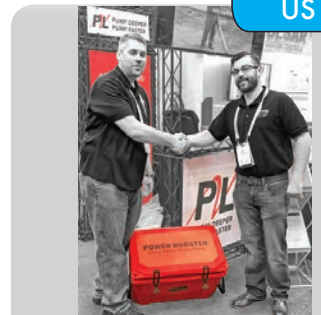
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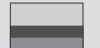
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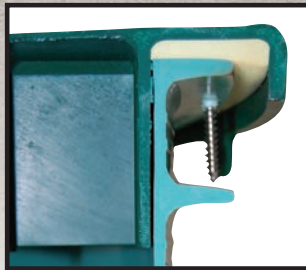
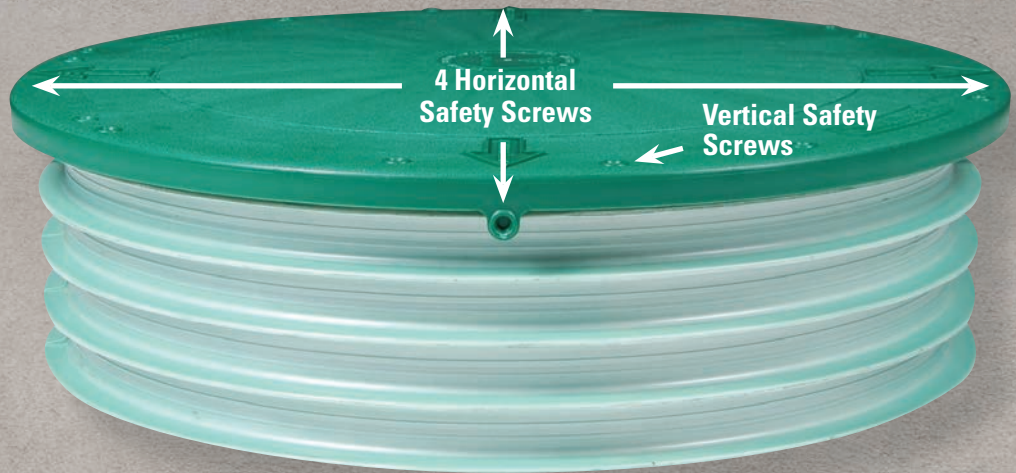
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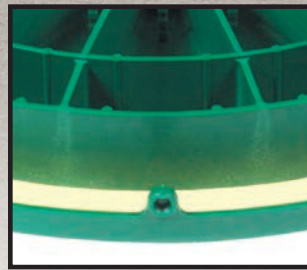
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Nancy Gump, the third-generation owner of Andy Gump Temporary Site Services. (Photos by Aron Eisenberg)

BUILDING ON A LEGACY

The daughter of the late Barry Gump is intent on carrying on a family tradition — more than 60 years of customer service and innovation *By Ken Wysocky*

At Andy Gump Temporary Site Services in California, everything has changed, yet nothing has changed in the past year since the patriarch of the family-owned business, Barry Gump, passed away at age 74.

On one hand, things will never be the same; the absence of such a high-profile figure — a staunch proponent of professionalism and integrity who constantly strove to improve the industry’s image — leaves an unfillable void at the Santa Clarita-based company. Admired as an innovator who ceaselessly championed raising the bar for portable sanitation, Barry Gump was respected throughout the industry, as reflected by the Eagle Award he received in 2000 from the Portable Sanitation Association International.

In fact, the PSAI’s most prestigious award — the Andy Gump Award, given annually to an industry leader — is named after Massena “Andy” Gump, who founded the company in 1956.

(continued)

Profile

Andy Gump Temporary Site Services

Santa Clarita, California

OWNERS: Nancy Gump

FOUNDED: 1956

EMPLOYEES: 200

SERVICES: Portable restroom rentals and service; temporary fencing and power supply, office trailers, storage containers

SERVICE AREA: Southern California

WEBSITE: www.andygump.com

AFFILIATIONS: Portable Sanitation Association International





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But in terms of operations, it's still full speed ahead at the company, which Barry Gump's daughter, Nancy Gump, has been running since 2013. It still provides a wide array of site services for everything from commercial to residential construction sites, backyard weddings, and university graduations to high-profile events such as major golf tournaments, the Golden Globe, and the Academy Awards (as well as the glamorous Oscar after-parties, hosted by A-list celebrities).

The company continues to strive to provide superior customer service, seeks opportunities for expansion and maintains its philosophy of charging appropriately for services rendered. In short, Gump is intent on maintaining the impressive legacy left by her father and grandfather.

"For my father, it was about more than just Andy Gump — it was about raising the bar and making the industry better," says Gump, 49, who's been working at the company for 30 years. "He was very passionate about this industry ... trying to educate not only the public, but operators, too.

"Plus, he was a very humble man," she continues. "He was one of the kindest, most generous and hardest-working men I've ever known ... an amazing man who touched so many people in so many ways. I'm very proud to be his daughter and carry on our legacy."

PERSONAL ATTENTION

How has the company thrived for more than 60 years in such a competitive industry? Gump cites several factors, starting with the company's employees. "The Andy Gump-difference is our team, which works hard every day to get things done for our customers," she says. "It all starts with how we hire people and the kind of people we look for — people with higher character. We want people who want to make a difference and help people."



“My dad always told people (who tried to negotiate lower prices), ‘I know what you think about what we do, but we’re not going to prove you right by doing it for nothing.’ He always advocated knowing our costs and getting prices up — raise the bar.”

NANCY GUMP

Then there's what her father called "the owner's shadow" — a hands-on approach by management in all aspects of the business.

"I like to be involved in everything," she says. "That includes talking to our general manager, sales manager, controller and fleet manager on a daily basis. Even if I'm not actually in the office, I'm still talking to people on the phone. I've always had my hand in the details, from sales to operations, to help guide our team and take care of our customers. That's always our top priority."

An emphasis on innovation and a willingness to raise standards for customer service also has paid dividends. "We have a very strong company culture," she says. "We look for 'want-tos,' not 'have-tos' — people who look at things around them and take the opportunity to make them better and who want to be part of a team environment."

(continued)



Left, top: Gump restrooms from Satellite Industries are cleaned and ready to go back into service at the company headquarters.

Left: Nancy Gump meets with team members during the workday.

Above: Nancy Gump is shown with one of the early Andy Gump restrooms, crafted out of wood by the Gump family more than 50 years ago.



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Above: Three generations of the Gump family pose with the company's first VIP (Very Impressive Portable) restroom in 1989. From left are founder Andy Gump, Nancy Gump and Barry Gump.

Left: New graphics on the side of one of the Andy Gump restroom trailers pay tribute to company founder Andy Gump and his son Barry Gump, who passed away in 2017.

Gump also notes that the company's success stems from a refusal to lower prices to attract customers. Maintaining decent profit margins in order to cover overhead costs is critical to any firm's survival. Moreover, lowering prices only serves to diminish the value of the service provided — a concept that was unacceptable to her father and grandfather, she says.

"My dad always told people (who tried to negotiate lower prices), 'I know what you think about what we do, but we're not going to prove you right by doing it for nothing,'" Gump says. "He always advocated knowing our costs and getting prices up — raise the bar.

"Sometimes that's the hardest part," she says, observing that the company has about 20 competitors in the Southern California market it serves. "But we're just not going to cut or match prices. Now, if customers have special requests, we don't mind fulfilling them — but we're going to figure out our costs and charge accordingly. We don't want to be the cheapest. We want to be the best."

A GREAT TEACHER

Gump started working for the company in 1989. She was 19 years old and a college student. Between semesters during her junior year, her father asked her to help him out by taking a job at the company. She agreed, figuring she'd eventually return to school. Instead, she got an entirely different and more valuable kind of education.

"I got more schooling from my dad than I ever would have obtained from textbooks," Gump notes. "I shared an office with him for many years. Special events were just emerging (as a business market) — so were VIP restrooms. There were barely any restroom trailers around; we didn't have any when we first started. So I helped Dad build that special events side of the business for 20 years. It wasn't the career I planned, but I firmly believe fate took its course."

One of the best lessons she learned was the value of hard work. Gump says her grandparents (Andy and his wife, Irma) were kind, humble and hardworking people who always put others before themselves.

"I grew up around people who worked hard, had integrity and were not at all flamboyant," she says. "It was always about working hard — doing things the best you can do. Initially I was afraid that I couldn't work with my dad because he had such high standards that I wasn't sure I would be good enough."

SERVICE EXPECTATIONS

"But that changed when I started working with him," she adds. "He became my mentor and business coach. He taught me so much about company operations, teamwork and building relationships with customers. To this day, I still love those challenges. Every day is a different day with different demands from customers."

(continued)

Finding good workers

Andy Gump Temporary Site Services is larger than many family-run portable restroom companies. Yet it has one thing in common with much smaller outfits: difficulty in finding qualified employees.

"It's challenging," says Nancy Gump, who owns the company. "Younger people don't seem to want to work as hard. They want to rise to the top right away and make the kind of money they think they should be making."

But the company has found a successful method that makes it easier to find good employees: an incentive program that rewards workers with cash bonuses for referring potential employees. "We get about 75 percent of our new hires this way," Gump says. "It works because employees generally won't refer anyone who won't meet our employment standards."

If a referred recruit is hired and stays on for 90 days, the referring employee receives \$200.

The company also provides benefits such as health and dental insurance and pays a portion of the premiums on a sliding scale that's dependent on employee longevity. For example, the company pays close to 70 percent of insurance premiums for employees who've been employed for 90 days, she says.

In addition, the company offers a 401(k) retirement program and will match employee contributions dollar for dollar up to \$1,000 annually. And employees can earn periodic bonuses if the company hits certain revenue targets. In addition, the company also celebrates significant longevity milestones by paying \$100 for every year of service at five-, 10-, 15-, 20- and 25-year anniversaries.

Furthermore, employees receive cross-training whenever possible, which makes them more valuable. That also enhances company loyalty because they feel the company cares about them, she says. "If we see someone with supervisory potential, we have them attend outside supervisor training and also provide a lot of internal coaching and training," she adds. "We believe strongly in reinvesting in our people and promoting from within. ... I think it's one of the main reasons why we have very low turnover."

Continual reinvestments in new and dependable equipment also helps reduce turnover, she says, noting that working with equipment that breaks down often is a morale-killer. Before the company invests in new equipment, employees such as fleet managers and route drivers get a chance to provide feedback and input.

"If we're building a new truck, we'll ask them about what kind of features they might want," she explains. "That's why we started buying restroom service trucks with 800-gallon waste and 500-gallon freshwater tanks. ... The guys said that because of water restrictions (which limit their ability to refill their tanks on job sites), they needed trucks that could hold enough water to get through a typical work day."

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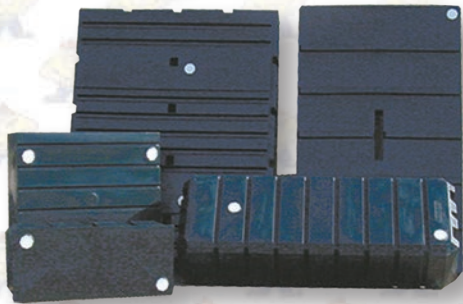
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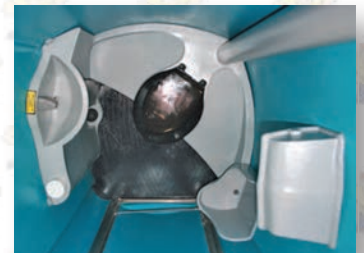
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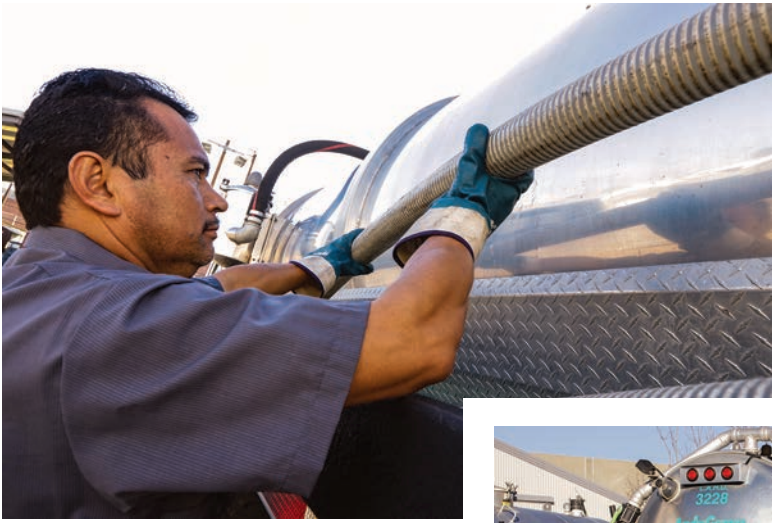


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Above: Ricardo Cervantes lays a hose in a hose tray following a service stop.

Right: Technician Mike Salazar returns a suction hose to a service truck.



Gump says she came aboard at an exciting juncture in the company's history as innovations in special event offerings emerged, such as restrooms trailers and restrooms with flushing technology, for example. "You could see changes in the market, and we were right in middle of that changing market," she says.

Moreover, her father recognized that there was value in having her talk to female customers about technology upgrades that were changing the industry. Those issue often seem to matter

more to women than to men; women seemed to have a better understanding about the value of cleaner, nicer restrooms at an event.

"We educated special event customers so they understood that people will stay longer, spend more money and will more likely come back next year if they have a positive restroom experience," she says. "It was a novel approach at the time to bring a woman's perspective to the table ... knowing that women wouldn't be as embarrassed and would feel more comfortable talking to another woman about portable sanitation."

STOCKED FOR SUCCESS

As the company grew over the decades, so did its fleet of vehicles and equipment. Today Andy Gump owns about 8,000 restrooms, with construction units made by Satellite Industries and special event units from Satellite Industries and Armal. The special event inventory includes about 300 single flushable VIP restrooms made by NuConcepts, a company partially owned by the Gumps.

In addition, the company owns 22 NuConcepts VIP restroom trailers in two-, four- and six-unit configurations, plus a luxury Majestic VIP trailer; about 100 restroom trailers manufactured by Ameri-Can Engineering; and approximately 1,000 hand-wash stations made by Satellite Industries.

For service vehicles, the company relies on 45 Ford F-550s for cleaning restrooms. Most of the trucks were built out by TankTec. They feature either 1,000-gallon waste and 400-gallon freshwater, 800-gallon waste and 500-gallon freshwater, or 650-gallon waste and 300-gallon freshwater aluminum and steel tanks with Masport pumps. The company also has one Hino with a Masport pump built out by Amthor International.

The Andy Gump team includes (from left) Aaron Flores, Steve Vargas, Ricardo Cervantes, Leo Osornia Jr., Jose Garcia, Sammy Guillen, Jorge Cardenas, Nancy Gump, John Torres, Mike Salazar, Jorge Martinez, Hipolito Martinez, Oscar Torres, Marcos Lopez, Tony Watson and Jaime Avellaneda.





From left, Tony Watson, John Torres, Nancy Gump, Hipolito Martinez and Leo Osornia Jr. are shown with one of Andy Gump Temporary Site Services' many restroom trailers.

The company also owns eight larger vacuum trucks, primarily built by Erickson Tank & Pump with steel tanks ranging in size from 2,000 to 3,800 gallons and pumps made by Masport. Five of the trucks (two Mitsubishis, two Freightliners and one International)

are used for pumping septic tanks, and the remaining three (one Mitsubishi and two Internationals) do double-duty, used for cleaning restrooms and septic and holding tanks. For restroom deliveries, the company relies on 10 12-unit flatbed trailers made by Brock's Trailers.

For complementary site services, the company also has invested in more than 1.5 million feet of portable fencing purchased from Builders Fence and Swan Fence; roughly 9,000 feet of portable barricades built in-house; and approximately 75 storage/office trailers, some of them fashioned from shipping containers by Andy Gump and some outfitted by Golden Office Trailers.

A BRIGHT FUTURE

Gump is optimistic about the prospects for growth, as long as it doesn't erode the company's standards for quality control and customer service. That growth could come from expanding the company's geographic reach, either with new facilities or by acquiring other portable sanitation companies.

"Sometimes we acquire companies, but that's not necessarily how we want to expand geographically," she explains, noting that the company entered the San Diego market about five years ago without acquiring another business. "We look at it from all different aspects and have a strategic plan in place, but quality always comes first before we start going after new business."

As for another generation of Gumps leading the business, she observes that none of her three children currently work for the company, but a plan is in place for a fourth generation.

“ We educated special event customers so they understood that people will stay longer, spend more money and will more likely come back next year if they have a positive restroom experience. ”

NANCY GUMP

"My children know that the company is incredibly important to the family," she says. "But we're not pressuring them. My dad never pressured me.

"We have great team members and a strong management team to help run the company and guide the fourth generation, whenever that happens," she continues. "Right now I feel like I'm in a really great place with a fantastic team, and I'm very excited about what's happening. ... We'll be around for a long time to come." ■

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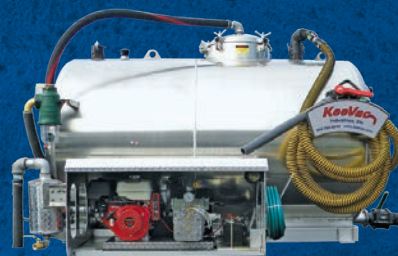
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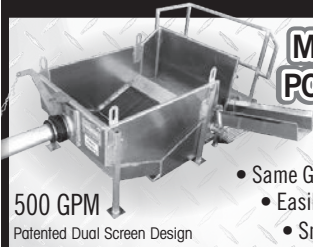
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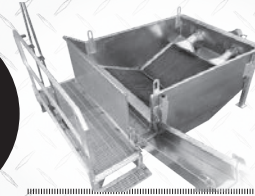
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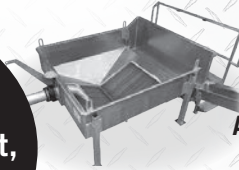
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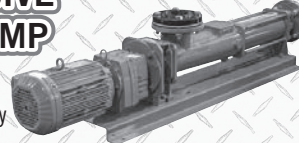


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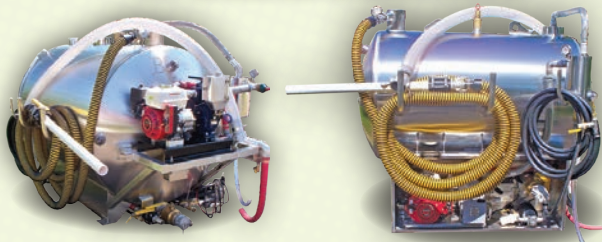
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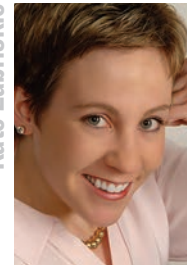
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Kate Zabriskie develops customer service strategies and training programs as president of Maryland-based Business Training Works. For more information, visit www.businesstrainingworks.com.

Three Ways to Satisfy a Disgruntled Caller and Get Off the Phone

You want to answer all of their questions about pumping or portable sanitation, but you want to dispense the information and get on with the day **By Kate Zabriskie**

Telephone customer service may look easy, but until you're responsible for navigating the world of tough calls, it's difficult to appreciate the kicking, blocking and sparring skills some customers have perfected. Luckily, there are proven moves for handling difficult calls and doing so in a way that keeps customers coming back.

These three specific moves, when used with precision, can improve interactions with challenging callers:

Deal with the "long talker"

Service providers need to end calls with long talkers when the conversation gets to the point where there is no additional business to be conducted. Because you can't always identify a long talker at the beginning of a call, it's a good idea to start most of your interactions using this move.

Here's how it works. Thank callers for dialing in and letting them know you are glad to hear from them.

Mrs. Smith, I'm so happy you called. How is your morning going? Allow for a minute of chitchat. Well, I sure am glad/sorry to hear that. What is it that I can do for you today? Now, if you ask, "How is your morning going" and you're told, "fine," move on to helping the caller. The person is probably not a long talker, but you won't know for sure until you test the waters.

Your expression of interest at the start of a conversation gives people the feeling you don't find them to be a burden. Communicating that is especially important in environments that serve a lot of callers who are routinely blown off by most of the people they interact with.

Why does this tactic work? Long talkers almost expect you to rush the conversation and try to escape, just as everyone else does. But when you don't follow that pattern, these people tend to be pleasantly surprised, and they have less of an urge to try to keep you on the line. Showing genuine interest is a win-win for you and your callers.

Does this mean you should be prepared to spend an extra 20 minutes with everyone who dials in? No. You are, however, on the phone to be compassionate and kind. The extra niceties shouldn't take you but a minute or two. What's more, if you master them, you'll find that your overall call length will decrease, and the frequency of dial-ins from long callers will decline.

Just say "no" with sincerity

In the service business, from time to time the answer is no. How you communicate this message can have a lot to do with how palatable it is. Here's how to employ "no" know-how, with the backdrop set at a property

In the service business, from time to time the answer is no. How you communicate this message can have a lot to do with how palatable it is.

management company. Let's say someone is in a resident's preferred parking space, and there is no assigned parking in the complex.

Response No. 1: *Mr. Jones, there are no assigned parking spaces in your building.*

Response No. 2: *Mr. Jones, I hear you. I'd love to have an assigned parking space myself. Let me take a look at the lease for your building. Please give me a minute.* Pause. *Mr. Jones, the lease for your building does not provide for assigned spots. I know you like your spot, and I wish I could tell you it was yours and only yours, but I wouldn't be telling the truth if I did. At this point, you have to hope your favorite parking place is empty when you want it because it can't be reserved.*

The second choice is preferable to the customer because while the "what" is obviously the same, the "how" makes a difference. There are reasons why option two is a service-centric response, in comparison to the dismissive nature of option one:

- First, the service representative is repeating what she's been told; never mind that she already knows the building doesn't have assigned spaces. By repeating Mr. Jones's complaint, she's showing she's listening.

- She's agreeing that having an assigned space is preferable. Agreeing with the statement shows she connects with the caller's desires. It doesn't mean she's going to change the rules.

- When she pauses before breaking the bad news, she shows she is serious about the question and shifts the focus from herself to the lease. In other words, she's communicating that the disagreement is between the terms of the lease and the caller and not the caller and herself.

- Finally, she ends by reinforcing that she understands Mr. Jones, and she wishes the answer were different.

Be an effective closer

When you are interacting with people in person, you can use body language to suggest it's time to move on. Body language is powerful. During telephone interactions, you don't have the luxury of body language, so you'll

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need to use a different move to draw calls to a natural close. Although these ideas are not as simple as saying, "Mrs. Green, I'm picking up my purse," they're close.

Let's look at a few examples:

Mrs. Jones, I certainly have enjoyed talking to you, and I don't want to tie up your afternoon. Let me go ahead and make a note that you called about this, and then I'll let you get back to your day.

Mr. Smith, I'm sorry I wasn't able to give you the answer you were hoping for. I certainly prefer it when that's not the case. Before we hang up, is there anything else I can answer for you?

Mr. Allen, you've certainly shared a lot with me (repeat the facts). Is there anything else I need to ask before I hang up and start researching the answer?

Each of those closes suggests the end is near, and each is tailored for a certain kind of customer.

Option one would work well for someone in need of service and a friend. Option two is a good choice for situations where you have to say "no" and you want to reinforce the idea that you are empathetic. Option three is a winner when you have callers who repeat themselves.

ANSWER THE CALL

Being a telephone ninja when ending calls is part art and part science. Refining your master moves requires precision and practice. But as the saying goes, "no pain, no gain." ■

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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.

It's Bad Advice: You Want Another Bedroom? Just Add a Closet!

There are consequences when your clients exaggerate the number of bedrooms when selling a house

By Jim Anderson, Ph.D.

A reader wrote in with an observation about a practice he had seen lately and a question about system sizing based on the number of bedrooms. The reader said some installers tell homeowners the way around needing a bigger system is to have extra rooms without closets because they would not be counted as bedrooms. They argue that with fewer official bedrooms, they could install a smaller and less expensive septic system. The reader asked if I've seen a lot of these arguments and if ditching the closets really makes a difference.

The answer is yes, I have seen this before, usually in the context of inspecting systems for real estate transfers. And yes, it can make quite a difference in system size and, by extension, the cost of building a system.

I will use my family as an example to illustrate counting bedrooms and then look at some of the long-term implications of this type of approach. When our kids were still home, we had a four- to five-bedroom house. There was a master bedroom, a bedroom for each of the two children and two spare rooms. One spare room had a closet, and one did not. We called those rooms Jim's office and Chris' sewing room. When it came time to sell our house, the real estate agent walked through and said we could market the house as having five bedrooms, which means you will get more money because families with kids want them each to have a bedroom.

When I said we only had four bedrooms because the other one did not have a closet, the real estate agent said it would be very easy to add a closet to that room at little expense to the buyer. When the listing came out, there we were with a five-bedroom house. Great for us as sellers. It's important to mention that the house we sold was on a municipal sewer system, so system sizing was not an issue.

SIZING IT RIGHT

It's a different story when selling a home utilizing a septic system. As part of an inspection for a real estate transaction, information should be obtained on the current system size as it is permitted by the local unit of government. This information should then be compared to the real estate listing. Usually, the permit size will not match the real estate listing. The reasons for this are not always because of the purposeful intent to deceive, but due to additions made to the current residents by finishing the basement or loft areas resulting in an increase in the number of bedrooms.

People who buy a house based on five bedrooms versus three bedrooms usually have a reason to have that number of bedrooms. It usually means that kids or others are going to fill up those rooms. This usually re-

The installer who advises not to take into account the number of real bedrooms is doing a disservice to both their current client and prospective buyers in the future.

sults in increased sewage flows than for the current residents. Buyers need to recognize that since a septic system has a finite capacity and the design for the current system was based on three bedrooms versus five, the system is undersized for the expected flow. To put this in perspective, the difference in flow estimates based on 150 gallons per bedroom per day would be 300 gallons per day.

While those are design flow numbers, if the incoming family comes anywhere near those numbers it will lead to system failure not too far into the future. This creates the opportunity for lawsuits and recriminations. The time to catch this is at the point of real estate transaction so the buyer and seller can come to some agreement. Since the system is undersized, it needs to be either updated before the sale occurs or the price is reduced to cover the cost of enlarging the system.

ENLARGING THE SYSTEM

The increase from three to five bedrooms will require more septic tank capacity (usually 1.5 times), and that will involve replacing the current tank or adding an additional tank in series. The drainfield or other soil treatment component (mound, at-grade) will need to be enlarged by two-thirds. If the lot presents adequate space and suitable soil, this is not much of a problem. However, if the lot size is small or the soils on other parts of the lot are not suitable for drainfield trenches, the cost and difficulty will increase substantially.

The installer who advises not to take into account the number of real bedrooms is doing a disservice to both their current client and prospective buyers in the future. One or the other or both are going to end up paying for the difference, when putting in a properly sized system to begin with is the most efficient and cost-effective. Hopefully, after a few (one is too many) of these situations, local regulators get wise to the practice and work through a new standard to eliminate the practice. ■

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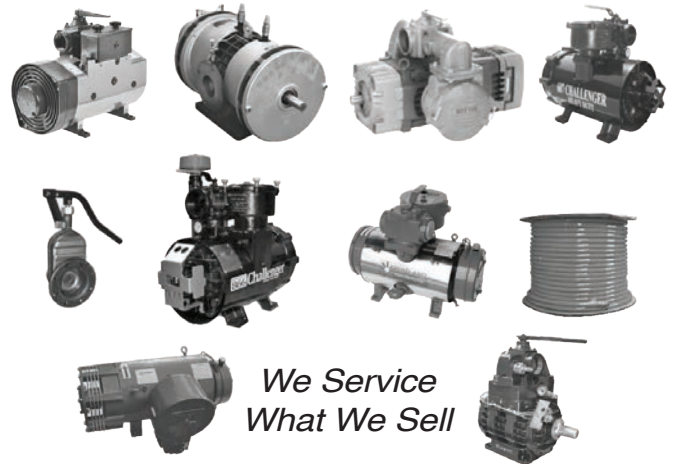
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Varies by model	200 US supply tank, high-density polyethylene	VIP & Prestige 40, Diplomat 55, Majestic shared tanks - dual 90/quad 180	105 to 200
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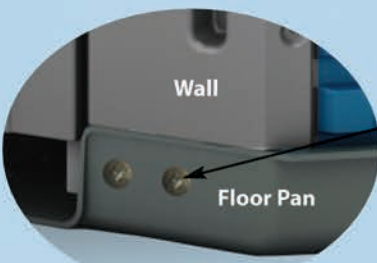
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In States Snapshot, we visit with a member of a state, provincial or national trade association in the decentralized wastewater industry. This time we learn about a member of the North Carolina Septic Tank Association.

Name and title or job description: Jerry Pearce, president

Business name and location: Pearce Environmental Technologies, Rolesville, North Carolina

Age: 46

Years in the industry: 37 years. Yes, I started at a young age in the family business — Pearce Backhoe & Septic Tank Service — riding around in the truck and helping out.

Association involvement: North Carolina Septic Tank Association for 11 years — president, board of directors. North Carolina Onsite Wastewater Contractor Inspector Certification Board for approximately seven years — state-appointed board member.

Benefits of belonging to the association: The North Carolina association is a respected group that educates and mentors members of the legislative body when needed. By doing so, we are able to collaborate for equal government to all involved with the onsite industry.

Biggest issue facing your association right now: There's a lack of reputable and knowledgeable incoming youth to replace aging members in the trade. With a room of over 900 at our annual convention three or four years ago, less than one percent was younger than 35, and a lot of the others were 60-plus. We try to assist with things like business succession through various programs, helping young people get exposure. When I was growing up, a lot of people thought of the trades as being the last thing on their list, but I think people are starting to see a little bit more the importance of it. It's becoming more recognized and respected. Not everybody is made out to be a computer information technology guy or to sit in an office all day. So, I think we're gaining ground. Certainly the emphasis from the industry is that in five or eight years, it'll be a supply and demand issue, and if you're in the right spot at the right time, you'll have access to a good living if you do the right thing.

Our crew includes: There's several people who work with me on a shared basis with the family business — brother Stacy Pearce, nephew Graham Pearce, and college student James Bullock.

Typical day on the job: It's dependent on the phone calls received and



the priorities encountered. We're a complete service provider — anything from inspections for point-of-sale to installations, operations, repairs, pumping, subsurface operator for low-pressure pipe systems and other types of systems. I'm also a licensed public utility contractor for specialty systems — building dewatering facilities or large-scale pretreatment systems on commercial sites.

Clockwise from top, left: Jerry Pearce; the graphics on one of Jerry Pearce's service trailers; and a 1999 Freightliner carrying a Lely Tank & Waste Solutions tank. (Photos courtesy of Jerry Pearce)

Helping hands – indispensable crew member: I rely on family members, including my parents Frank and LaFon Pearce. Their business and mine work closely together. Accountability is key, and I have much less to worry about when they are involved. We are hands-on in our approach and do not have to rely on subcontractors except in specialty applications. When we do, it usually involves someone we have known for an extended time.

The job I'll never forget: What stands out is my very first commercial job because this was the first "big job" when I started my own company 10 years ago. It was for a large-volume septic tank replacement at a public school due to deterioration and age on an existing sand filter bed. They had to update the baffle tanks. We were referred by a local engineer, got on the short preferred

list and competitively bid the job. That was one of the things that involved having a public utility license because of the dollar amount of the job.

My favorite piece of equipment: The vehicle setup I have provides efficiency. My service truck (a 2008 Dodge 4500) is the main “hub.” That’s what I spend time in every day. And then I have a couple specialty cargo trailers that I hook up to it depending on the job. One is specifically for septic service with all different size pumps from small to 5 hp, as well as all the supplies for electrical components for control panels and floats. I’m also a well pump contractor so my other specialty trailer carries all that equipment. For pumping jobs, we’ve got a 1999 Freightliner with a 3,800-gallon Lely Tank & Waste Solutions tank. Our intention is, when we pull up to a site for any kind of issue, other than a long extended project, we have what we need. We don’t pull up, see what we need, leave and come back three hours later. Efficiency is what I grew up doing, learning from my dad — investing a little bit upfront gets you a return in the future.

Most challenging site I’ve worked on: It was an E-Z Treat pretreatment system for a commercial manufacturing facility that involved multiple large tanks. It was in an area that had unsuitable soils for conventional technology. We had some unknown obstacles, as you do with any commercial site that’s 50 years old and nobody knows exactly what’s below ground. There were old ducts to waterlines that were inactive and old railroad car tie-downs because it was a manufacturing plant. All those things were buried, so you just dealt with each obstacle when you got to it — with prayers, patience and excellent employees.

The craziest question I’ve been asked by a customer: “Why did you go into this business?”

If I could change one industry regulation, it would be: More oversight of the regulatory agencies tasked with regulating and enforcing the regulations of the private sector contractors. Also, a formal regulatory board that closely governs pumpers. This could be an add-on to the North Carolina Onsite Wastewater Contractor Inspector Certification Board that has already proven to be beneficial to our industry and operates at a phenomenal rate of efficiency.

Best piece of small-business advice I’ve heard: “If it’s worth doing, then it’s worth doing right. The cheapest way is not the best way, and it will not last” — by multiple people and respected members of our association.

If I wasn’t working in the wastewater industry, I would: Actually, believe it or not, a job that I still work in is critical care medicine. I’ve been a critical care nurse for 26 years, and I’m a former flight nurse. It’s hard to explain, but that’s what I still do on a part-time basis at a large hospital. I’ve kept that because I’ve been in it so long. But I really love the outside work I do for my business, whether it’s snowing, cold and raining, or 95 degrees F. That’s what I thrive on. I really do love what we do. When I work for myself, I don’t really consider it work: I like it too much.

Crystal ball time – this is my outlook for the wastewater industry: In 2008 North Carolina initiated the certification program for installers and the point-of-sale inspectors. Knowing the industry prior to this, I have definitely seen the bar raised. In North Carolina, the industry is now more respected, knowledgeable and educated. There is still more to do, and there are still occasional rotten apples in the basket that are being addressed by our licensing board. This assists with protecting not only our environment, but also the consumers. ■

- Compiled by Betty Dageforde



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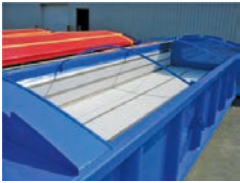


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Drone Photography Will Take Your Business to New Heights

Aerial photos and videos will demonstrate the extent of work you do for customers and help educate the public about septic system operation and maintenance **By David Steinkraus**

While he's out on pumping jobs, Lucian Witmer pulls out the newest tool to help his dad's business. The tool doesn't dig holes or connect pipes. It takes pictures, but it also transforms pictures into a new tool for promoting the business and someday perhaps showing customers what they have in the ground. What he uses is a drone.

Witmer is 19, just out of high school in 2017, and is also hoping to expand his Lucian Allen Photography business. Meantime he works for his dad, Dervin, and his dad's two wastewater businesses: Dig-It Excavating and Pump That Septic, both based in Cassopolis, Michigan, in the southwestern corner of the state. Lucian Witmer has been pursuing photography seriously for a few years, and he shares his experience with drones and how they can be useful to wastewater professionals.

One note about regulations: You may have heard about federal licensing requirements for drones and drone pilots. As this is written, those rules are unsettled because of a federal appeals court decision in favor of a model aircraft pilot who challenged the Federal Aviation Administration's authority. For more information, your best bet is to look at the FAA website covering drones, known to the FAA as unmanned aircraft systems: www.faa.gov/uas.

If you want to see the drone work Witmer does, visit Dig-It Excavating's Facebook page: www.facebook.com/dig.it.excavating.

Pumper: What do you use the drone for?

Witmer: The most common scenario is shooting footage for social media posts and for our website. When I have spare time during a job, I pull out the drone. If the owner is present, I ask for permission to fly, and I've never had anyone turn me down. Still photos may go up on Instagram, and I might also shoot a short video clip for our website or Facebook page.

Pumper: Is that all?

Witmer: No. We have a hydroexcavator, and I took some photos of that cleaning out a lift station. I also shot one of our big commercial jobs, installing a wastewater system at a credit union headquarters. I like to shoot stuff where there's cool scenery. So if we're pumping somebody on Lake Michigan — something cool like that — I like to get the drone out.

Pumper: How did you get your start with drones?



Reach Lucian Witmer at lucianallenphoto@gmail.com.

Witmer: My dad's older brother Davey, who lives in Pennsylvania, introduced me to them. He's into photography and flying, and drones combine those interests. For the commercial job I shot, Honor Credit Union, I used my uncle's drone. He shipped it to me from Pennsylvania. I bought my own drone after that, a 3DR Solo that was made to accept a GoPro camera. I sold that drone, and now I have a DJI Phantom 4 Pro that came with its own camera.

Pumper: How much does a drone cost?

Witmer: A good one will cost about \$1,000. My Phantom was about \$1,500 used and came with an iPad Mini to show video from the camera. The same drone ready to fly would cost about \$1,800 new. You may also be able to get last year's model for a lot less.

Pumper: How hard is it to fly a drone?

Witmer: It does take some practice. Figure about five hours to become comfortable with it. I started flying in a cornfield where I could fly slowly and get used to the controls. It also helps if you play video games or fly radio-controlled aircraft. I rarely play video games, but I have flown RC planes.

You have to remember to look at the drone, too, so you can see obstacles. You can't always see those on the video screen. I flew my previous drone into a tree once. That damaged one of the motors that stabilize the camera. And I think I smashed it into a skid-steer one time when I was filming a driveway installation. My Phantom has sensors to automatically avoid obstacles, but those can still mess up, and they can be turned off.

Almost all drones, even many older models, have GPS sensors, so they will hold position even in a wind, and they will return to the launch point and land automatically if they lose contact with the controller. But the control range is good. I've flown mine about a mile away and never lost signal.

“ I like to shoot stuff where there's cool scenery. So if we're pumping somebody on Lake Michigan — something cool like that — I like to get the drone out.”

— Lucian Witmer

Pumper: What should you generally look for in a drone?

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Left: Wastewater professionals can document their work from the skies using a drone, as in this onsite work being performed by Dig-It Excavating. (Photos by Lucian Witmer)

Right: Drones allow pumpers to illustrate complex work being performed for customers.

Witmer: The camera should provide at least high-definition images. Some offer 4K (a newer standard with higher resolution), but for many uses, such as posting on the internet, having that much resolution is overkill. HD works just fine, but you want to make sure it has a good camera. My Phantom has a 20-megapixel camera.

You also want a drone that's easier to fly. Some drones allow camera movement independent of how the drone is moving, and that can make steering tricky because suddenly what you think is forward on your screen is really sideways. And some professional drones are meant to be flown by two people, one piloting the drone and the other operating the camera.



Someone starting out in drones should consider the DJI Mavic Pro. It's compact, and although I haven't flown it, reviews from people who have flown it are good. And it connects to a smartphone to let you see video from the camera.

Pumper: What about drones with more than four rotors?

Witmer: Those are intended to lift heavier loads, maybe 18 pounds, for high-end video cameras used for movies. Smaller drones like mine are lightweight so you can throw it in a backpack.

Pumper: How long do the batteries last?

Witmer: Flight time keeps getting better and better. My first drone would fly only 10 to 15 minutes on a charge. My Phantom can fly for 30 minutes, or so they say on paper. On average, my flights are 10 to 15 minutes, and that's usually plenty of time to get some good pictures.

You can't run the batteries all the way down before flying home, though, because drone batteries must have some charge in them in order to be recharged. I set my controller to beep at me when the battery level reaches 30 percent. ■

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Turbo Power Pax portable restroom deodorizer pods from **Green Way Products by PolyPortables** have been formulated to provide fragrance, deodorizing strength and color. They include a long-lasting blue dye. The deodorizer is concentrated into a small pod. **706-864-3776; www.polyportables.com.**



J&J CHEMICAL PROPAXX ELITE

ProPaxx Elite from **J&J Chemical** is a high-performance, long-lasting odor-eliminating pack that is fast dissolving, water soluble, self mixing and non-staining. It provides a deep blue color and is formulated with multiple odor-control components designed to engage when needed. The time-released fragrances can keep portable restrooms smelling fresh while helping to clean the holding tank and provide around-the-clock protection. **800-345-3303; www.jjchem.com.**



SAFE-T-FRESH QUICKBLUE

QuickBlue from **Safe-T-Fresh** is a dual-film, effervescent deodorizer packet that dissolves in brine. It is manufactured by combining a PVA film with paper. The paper film dissolves much faster in water than PVC and is accelerated by the effervescent action, which also disperses the deep blue color more evenly in the tank. The Event & Winter blend is designed for winter service. **888-556-4067; www.safetfresh.com.**

THETFORD PROFRESH WASHDOWN & ACTIVE DEODORIZER

ProFresh Washdown & Active Deodorizer from **Theftford** is designed to target the needs of each job. It contains an ideal amount of fragrance and suds, and it cleans and eliminates odors at the source. It has a blend of cleaners, mild fragrance and deodorizers containing active, long-lasting odor eliminators that actually consume organic waste. After the unit is washed down and waiting for its next assignment, the dual-action cleaner/active deodorizer continues to work in restroom corners and crevices, eliminating fecal, urine, smoke and garbage odors without residue caused by excessive fragrance oils and soap. It is available in bubblegum, mulberry, cotton fresh, cherry, lemon and cinnamon scents. **734-769-6000; www.thetford.com.**



WALEX PRODUCTS PORTA-PAK MAX ECLIPSE

Porta-Pak Max Eclipse from **Walex Products** helps block tough odor and brighten restroom spaces. It is a super-concentrated formula packed with twice the fragrance, 50 percent more odor control and more blue color than the regular Porta-Pak. The fast-dissolving, pre-portioned packets are safe and easy to use by dropping in the holding tank. There is no skin contact when handling the packets, which are packaged in resealable bags for easy transport and distribution. **800-338-3155; www.walex.com.**



PORTABLE RESTROOMS

FIVE PEAKS PREMIER

The **Premier** portable restroom from **Five Peaks** offers a corner tank and hand-wash sink for optimum floor space when needed, such as at special events. The tank's slope design and round edges makes cleaning and maintenance simple and quick. The unit comes standard with a 45-gallon tank, urinal, 10-gallon sink, three-roll toilet paper holder and corner shelf. The unit can be converted from a standard to a flushing restroom with an installation kit. **866-293-1502; www.fivepeaks.net.**



SANSOM INDUSTRIES ZENITH

The **Zenith** portable restroom from **Sansom Industries** includes an 80-gallon holding tank with deep sump, blow-molded construction, a roomy interior with ample headroom, smooth interior surfaces for easy cleaning, stainless steel fasteners, a three-roll paper holder and attractive aesthetics. Many custom options are available. **844-972-6766; www.sansomindustries.com.**



KROS INTERNATIONAL USA KROS URINAL

The **Kros Urinal** from **Kros International USA** has a 100-gallon tank and a small footprint at 36.6 inches square. It has a drain under the unit to connect it with other urinals and allow it to drain through 1.5-inch pipes to a holding tank outside of the event. Four men can use it simultaneously, resulting in shorter waiting lines and cleaner portable restrooms.

855-576-7872; www.krosinternationalusa.com.



SATELLITE INDUSTRIES TUFWAY

The **Tufway** from **Satellite Industries** is built for user comfort. The well-ventilated interior uses a combination of floor and molded-in wall vents for continuous airflow. The urinal drains down the vent pipe, which eliminates unwanted tank odors. The seat is positioned at the farthest point away from the urinal, away from odor and users' direct sight. The unit is made of high-density polyethylene that can withstand impact and abusive handling without cracking or breaking.

It's easy to clean and service, with a front sloping tank top and slightly domed floor to prevent puddles. The smooth, sumped tank improves deodorizer coverage and assures quick, complete waste removal. **800-328-3332; www.satelliteindustries.com.**

P-POD UNIT

The **P-Pod** unit is a straight-drop toilet and urinal that can be folded to one-third the size of a traditional portable restroom. In addition to being collapsible, it has a removable waste tank and the option to be stackable with legs that securely lock into place when stacked. When the unit is not in use, it can be folded down and locked to prevent vandalism. The collapsed unit measures 45 by 47 by 37 inches and weighs approximately 160 pounds. The doors are offered in six colors: green, blue, orange, yellow, red and gray. **519-980-0163; www.p-pod.ca.**



POLYJOHN ENTERPRISES PJN3

The **PJN3** restroom from **PolyJohn Enterprises** has a spacious interior and a translucent roof. It includes anti-slip floors, maximum ventilation, a two-roll paper dispenser and an occupancy signal latch. Options include a hand-washing sink or hand-sanitizing dispenser, convenience shelf with hook, locking kit, and gender signs. It is available in the standard static tank model or with an optional recirculating flush tank. The advanced waste tank design makes cleaning and servicing easy. Each unit comes with a door-mounted mirror, handle and a nonsplash urinal. **800-292-1305; www.polyjohn.com.**

(continued)

CASE STUDY

PORTABLE RESTROOM COMPANY USES NEW CLEANER TO REMOVE GRAFFITI

Problem: Rent-A-John in Ann Arbor, Michigan, had problems with units near frat houses. Graffiti artists had rendered about 40 portable restrooms unusable due to damage. If they tried to rent any of those units with any graffiti remaining, they would come back with even more damage. The units were marred with gang graffiti, paint, marker and pencil. Even though they tried many graffiti removers and scoured and power washed diligently, these units ended up stored in the back lot, as they could no longer rent them.

Solution: When **Surco Portable Sanitation Products** introduced a new graffiti remover called **TagOff**, the owner gave a sample to technicians who clean the units and sought their feedback. He reported that it took off 3-year-old graffiti on units they had stored as useless. Using TagOff, a Magic Eraser, and a scrubbing sponge, along with a power washer, they were able to remove 99 percent of the graffiti, even pencil.

Result: Formerly useless portable restroom units are back in rental. The company is able to clean up any new graffiti damage using TagOff. **800-556-0111; www.surco.com.**

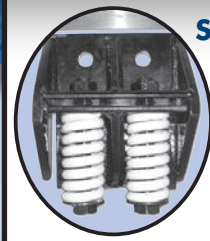


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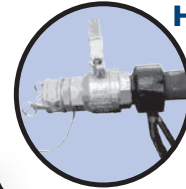
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PORTABLE RESTROOM CLEANING

CENTURY CHEMICAL GRAFFITI WIPES

Graffiti Wipes from **Century Chemical** are used for fast, easy cleanup of paint from nonporous surfaces. The abrasive, yet nonscratching fabric aids in cleaning and can be used on a variety of surfaces, including portable restrooms, showers, partitions and wash stations. They are pre-moistened with an environmentally safe and biodegradable cleaning formula that removes paints (including enamel), ink and even permanent marker. A few swipes with a single wipe dissolves away unwanted paint and graffiti, according to the maker. Each case contains six canisters, with each canister holding 70 wipes that are 9 1/2 by 12 inches. **800-348-3505; www.centurychemical.com.**



PORTABLE SINKS

T.S.F. TUFF JON 90-GALLON FREE-STANDING SINK

The **Tuff Jon** 90-gallon free-standing sink with trash container from **T.S.F.** provides two wash stations; hands-free, foot-operated pumps; a towel dispenser; a trash container; and a 10-cup-capacity soap dispenser. A sink-lifting bracket allows for easy positioning in high-rise applications. The sink-lifting bracket has a 1/4-inch wire cable, weighs 30 pounds and is safety orange. The unit is constructed from easy-to-clean polyethylene and has a protective skid plate, a freshwater drain plug, and 45-gallon waste and freshwater capacities. The unit weighs 85 pounds. **800-843-9286; www.tuff-jon.com.**



PORTABLE RESTROOM MOVERS



ARMAL TRANSPORT DOLLY

The **Armal** transport dolly can be used to move any Wave standard portable restroom. It is made of lightweight aluminum and is compact, making it easy for one operator to maneuver a portable restroom quickly. It is designed for rigorous daily use and speeds the process of picking up and/or dropping off portable toilets safely and efficiently. **770-491-6410; www.armal.biz.**



DEAL ASSOC. SUPER MONGO MOVER

The **Super Mongo Mover** hand truck from **Deal Assoc.** is designed to easily move portable restrooms, including full-size ADA units. Its tall handle height provides leverage to make tipping back easy, even for smaller workers. It balances on two axles when tipped back, so it's easy to roll

into position. While tipped back, the roof is in position for cleaning. It is available with different wheel configurations. Four wheels are most commonly used when handling empty restrooms on firm ground or in a gravel lot. The six-wheel model is for moving partially full restrooms or going over soft ground. Its aluminum and steel frame is light but strong, and no steel touches the body of the restroom, so there is no fear of rust stains. It is available with pneumatic tires with inner tubes or solid urethane foam tires. **866-599-3325; www.dealassoc.com.**

RESTROOM TRAILERS

A RESTROOM TRAILER CO. (ART CO.) 1404-W

The **1404-W** restroom trailer from **ART Co.** is designed for fast and easy setup with a sleek, streamlined appearance. The 14-by-8-foot four-station unit comes with foldout steps and stabilizer scissor jacks that enable technicians to level and set up the trailer easily. Units are available in Embassy, Cellar, Estate and Chalet interior finishes and in several exterior color combinations to match existing fleet colors. Standard features include 535-gallon waste tank, 200-gallon freshwater tank, heavy-duty steel frame, integral trailer skirting, 2 5/16-inch adjustable trailer hitch, heavy-duty tongue jack, maple cabinetry, Corian countertops, LED lighting, and ducted heat and air conditioning. Options include flip-up steps, AM/FM MP3 stereo, and pipe-mount leveling jacks. **269-435-4278; www.arestroomtrailer.com.**



AMERI-CAN ENGINEERING VERANDA SERIES

The **Veranda Series** luxury restroom trailer from **Ameri-Can Engineering** has a covered porch assembly that adds easy access to the private unisex floor plan with European styling. It offers an easy setup with two self-leveling step assemblies and streamlined use for smaller lines. It includes onboard freshwater, hot water and a multisource music system. It is custom built with a wide range of options. It has a sloped bottom-mounted discharge, is easily repairable, and can be winterized down to 40 degrees below zero. **574-892-5151; www.ameri-can.com.**

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RESTROOM TRAILERS

COMFORTS OF HOME SERVICES ADA LINE

The ADA-accessible line of restroom, shower and combination trailers from **Comforts of Home Services** is in full compliance with federal guidelines for the interior of the trailer. Access options include a stand-alone, commercial aluminum ramp system. Lowering the trailer is accomplished with electric one-button execution for 20-foot and under models, with trailers longer than 20 feet using an ADA lowering module in conjunction with an attached aluminum ramp. The hydraulic lowering system is designed for customers renting the trailer or moving the trailer numerous times at the same venue. It takes less than 15 minutes to lower the ADA module and then lower the aluminum ramp. At this point, the trailer is ready to use. **630-906-8002; www.cohsi.com.**



SATELLITE SUITES SELFIE

The **Selfie** spacious two-station restroom trailer from **Satellite Suites** provides end users features such as a full mirror; stainless sink; large countertop; hands-free flushing toilet; and a bright, well-lit interior. Structurally, it is built on a heavy-duty, powder-coated chassis with two 3,500-pound axles and 14-inch aluminum wheels. Four 5,000-pound sidewinder jacks provide a simple, stable leveling system. Steps are made of extruded aluminum, and a powder-coated walkway covers a large storage area for cords and restroom supplies. Options include air conditioning, solar power, water heater and a Bluetooth radio system. **574-742-4613; www.satelliterestroomtrailers.com.**



JAG MOBILE SOLUTIONS DIGNIFIED ACCESSIBLE TRAILER SOLUTIONS

Dignified Accessible Trailer Solutions, or DATS, from **JAG Mobile Solutions** have Stop, Drop And Go! Technology and are available in a variety of sizes and configurations, from single-station to multiperson occupancy. With no hydraulics, no macerator toilets, no loose parts and approximately a 10-minute setup time, the trailer can help save maintenance and maximize uptime. ADA-compliant units are available in any JAG signature interior packages or custom interiors. All units have Forever Floor wood-free subfloors, gelcoat exteriors, fiberglass roofs, dusk-to-dawn porch lights and stair illumination. **800-815-2557; www.jagmobilesolutions.com.**

RICH SPECIALTY TRAILERS FLEET COMMANDER

Fleet Commander luxury restroom trailers from **Rich Specialty Trailers** allows restroom contractors to use a smartphone to remotely check all vital functions. With GPS technology onboard, real-time status updates on fresh and waste tanks, electrical supply, and unit temperature are a click away. They are offered in popular floor plans from two to 12 stations. A Dura-Roof and Trim package is available. Fiberglass and aluminum roof structures include an arched bow, which allows rain and snow to run off easily. **260-593-2279; www.portablerestroomtrailer.com.**



SERVICE VEHICLES

AMTHOR INTERNATIONAL FLAT VAC

The **Flat Vac** multipurpose portable restroom vacuum tank from **Amthor International** allows the operator to carry up to 12 restrooms on top of the tank and pull a restroom delivery trailer. The tank has a rounded bottom with a full-length formed sump design for drainage and full baffles for strength. The flat tank has wastewater and freshwater compartments, as well as an option for a chemical or brine compartment. It is available in steel, stainless steel or aluminum. It comes with a workstation and a vertical cabinet with an aluminum extruded door and numerous shelves. A liftgate is installed behind the tank to load and unload restrooms. All units are custom built to specifications. **800-328-6633; www.amthorinternational.com.**



CRESCENT TANK VACUUM TANK

The **Crescent Tank** vacuum tank is flat inside and out. It has no baffles, allowing it to be emptied completely to avoid internal corrosion, according to the manufacturer. With the included pump at specified cubic feet per minute, unnecessary fatigue of the structure is eliminated and the life of the tank is prolonged. It is made from 1/4-inch steel for structural strength. The workstation is designed for the portable restroom industry. The liftgate rail width allows units to fit, and multiple liftgate deck and rail options are available. It carries up to 10 portable restrooms based on the model, and the weight capacity is the same as a flatbed truck, the maker says. Freshwater is held inside the external 1/2-inch-thick poly tank to avoid wastewater contamination. It can be installed by Crescent Tank on any chassis within the specifications required for each model based on axle ratings and maximum load capacity, or it can be installed by the purchaser. **585-657-4104; www.crescenttank.com.**

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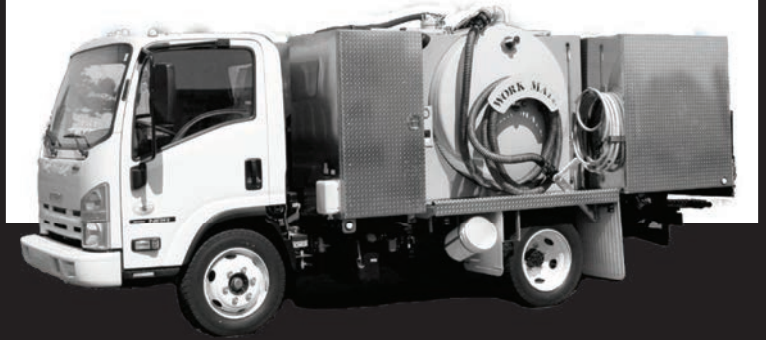
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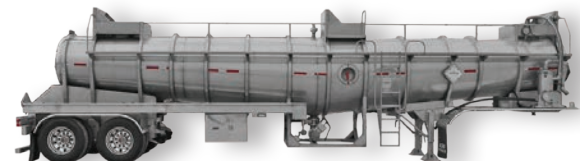


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SERVICE VEHICLES

FLOWMARK VACUUM TRUCKS ISUZU NPR

The **Isuzu NPR** 999-gallon aluminum portable restroom service truck from

FlowMark Vacuum Trucks has an aluminum vacuum tank with capacities of 700 gallons of waste and 299 gallons of freshwater. Vacuum is provided by a Masport HXL4 156 cfm pump, and it includes a Flojet water pump, LED lighting, and two-unit fold-up restroom hauler. It is designed for efficient operation. **855-653-8100; www.flowmark.com.**



FMI TRUCK SALES & SERVICE WORKMATE

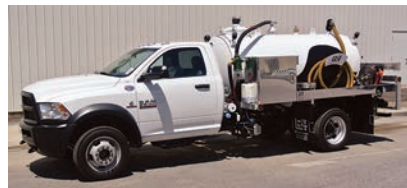
The **WorkMate** service truck from **FMI Truck Sales & Service** is designed for the rigors of the portable sanitation industry. The

always-equal weight distribution of the sidewinder tank extends brake life and improves handling. Its two food-grade poly water tanks are plumbed to provide brine, freshwater, pre-mix or any combination of fluids with no corrosion or rusty water. The ergonomically designed workstation, with more than 60 cubic feet of storage space, saves time and effort during the workday, minimizing restocking and driver movement. It carries four restrooms for delivery and pickup. E-track load securement systems eliminate the need for ropes. The modular design allows components to be easily replaced or transferred if damaged. The entire vacuum system is plumbed using hot tar hose and Masport components. **800-927-8750; www.fmitrucks.com.**

IMPERIAL INDUSTRIES PORTABLE RESTROOM SERVICE UNIT

The portable restroom service unit from **Imperial Industries**

has a single-compartment, 700-gallon, epoxy-lined aluminum waste tank and a 500-gallon aluminum flat water tank. It comes with a steel flow-through liftgate and hauls six restrooms on the aluminum flat water tank. Its water hose mixes chemicals with water attached to the suction hose, so users never have to leave restrooms while servicing them. The dual-sided service unit comes with hose cabinets, two garbage cans, a Burks DC10 water pump, a Cat pressure washer, two LED work lights and six strobe lights. **800-558-2945; www.imperialind.com.**



KEEVAC INDUSTRIES KV950

The **KeeVac Industries KV950** can be used by contractors who want to stay under the DOT tanker endorsement requirement yet

still service a large route. With a capacity of 650 gallons of wastewater and 300 gallons of freshwater, it can service 60 to 65 portable restrooms. It is available in carbon steel or aluminum, with either two- or four-wheel-drive chassis. A selection of vacuum pumps is available. It includes a two-unit fold-down restroom carrier with trailer hitch. An arctic package is also available. **866-789-9440; www.keevac.com.**

TRUCKXPRESS MD950

The 600-gallon waste and 300-gallon freshwater **MD950** restroom service truck from **TruckXpress** is designed to re-

duce service times and driver fatigue with ergonomic design, which places the pump switch, storage cabinet, hose, freshwater fill and sprayer within easy reach of the driver. The powder-coated, carbon-steel tank is the most popular and comes with stainless steel cabinets, side panels and work area. The unit is equipped with two 5-inch sight glasses for simple monitoring. For increased safety, the tank has an internal baffle system that prevents sudden weight shifts from side to side and front to back. Tanks are also available in stainless steel. **888-660-5434; www.satellitetruckxpress.com.**



SLIDE-INS

BEST ENTERPRISES SLIDE-IN UNIT

Stainless steel slide-in units from **Best Enterprises** are available in three stock models: a 400-gallon waste and 200-gal-

lon freshwater unit, 400-gallon waste and 200-gallon freshwater long-box unit, and a 300-gallon waste and 150-gallon freshwater unit. They come with Honda 5.5 hp engines, a Conde Super 6 70 cfm vacuum pump, 30 feet of 2-inch tiger tail suction hose with wand, stainless steel hose hanger, 3-inch waste discharge with 10 feet of 3-inch dump hose, Hypro electric roller pump for washdown with a 50-foot hose, lifting eyes located at the top of the tank, stainless secondary and primary, stainless steel braiding on suction hoses, vacuum and pressure relief valves, two 2-inch sight glasses on the waste tank, and a sight tube for the water compartment. Manways and work lights are available. **800-288-2378; www.bestenterprises.net.**



LELY TANK & WASTE SOLUTIONS FALCON SERIES 300/100

The **Falcon Series 300/100** slide-in from **Lely Tank & Waste Solutions** comes with a Masport ProPak package with Honda electric-start engine providing ample vacuum for portable restroom or grease applications. The vacuum system comes

with a 30-foot vacuum hose, suction wand and shut-off valve. Two-compartment units offer a 3.5 gpm, 40 psi water pump with a 50-foot hose and nozzle for freshwater. Units are offered in various sizes up to 1,000 gallons in single- or double-compartment configurations. The slide-ins can be mounted in pickup beds, on flatbeds or on trailers. They are available in steel, aluminum or stainless steel, and they can be configured with end or side mounts for the vacuum and water systems. **800-367-5359; www.lelytank.com.**

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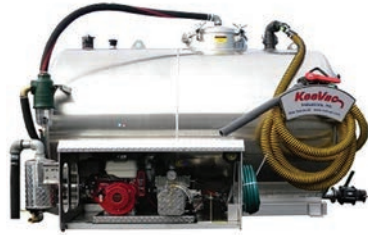
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SLIDE-INS

**SLIDE-IN WAREHOUSE
FD 950**

The **FD 950** slide-in unit from **Slide-In Warehouse** has a full flanged and dished head tank with a full manway for easy maintenance. It is split with a 650-gallon waste compartment and 300-gallon freshwater compartment. The standard pump is a 115 cfm Conde SDS 6 with a 9 hp electric-start Honda engine. Multiple pump and engine combinations are available. The 12-volt washdown pump comes with a 50-foot hose. A 30-foot tiger tail hose with valve and wand complete the unit. It is designed to fit on a 10-foot flatbed with a side engine for ease of operator use. **888-445-4892; www.slideinwarehouse.com.**



TRANSPORT TRAILERS

**F.M. MFG.
30-FOOT TRAILER**

The 30-foot flatbed trailer from **F.M. Mfg.** has three 3,700-pound torsion bar axles, side roller for easy loading, low-profile tires, solid front header, and tie-downs on both sides. The customizable trailer has electric brakes on all axles and LED lights. **877-889-2246; www.fmmfg.com.**



T BLUSTAR TRIOTANK

The **Triotank** slide-in vacuum tank from **T blustar** is made of lightweight high-density polyethylene. It is composed of three independent versatile holding tanks, including 264-gallon upper and lower tanks and a concealed 251-gallon interior sphere. The user can choose to have 515 gallons of waste and 264 gallons of water, or 251 gallons of waste and 528 gallons of water.

It comes with a Battioni Pagani MEC1600 vacuum pump, Annovi Reverberi high-pressure water pump, onboard computer and anti-freeze system. Options include color or various power supplies, such as autonomous with a Honda engine or PTO. **404-719-0715; www.tblustar.com.**



**JOHNNY MOVER
TRAILER SALES TRAILER**

The portable restroom transport trailer from **Johnny Mover Trailer Sales** has a skid-locking system using an iron bar with a chain-binding system to secure multiple units. Models are available to handle six to 20 restrooms, and all feature brakes, paint options, lighting, leaf-spring suspension, front deflectors to protect units from road spray and debris, and optional powder coating and chrome wheels. **800-498-3000; www.cesspoolcleaners.com.**

**LIQUID WASTE
INDUSTRIES TRAILER**

Custom-built portable restroom delivery trailers from **Liquid Waste Industries** carry six to 24 portable restrooms and come with or without sides. They are built with heavy-duty steel and come standard with torsion axles, electric brakes, flush-mounted lights, and 10- or 13-inch wheels and tires. Custom upgrades include gates, leaf-spring axles, fold-down ramps, LED lights and choice of hitch. **877-445-5511; www.lwiinc.com.**



TANKTEC SLIDE-IN TANK

Slide-in tanks from **TankTec** range in size from 100 to 995 gallons. The demand for larger slide-in tanks has led to 800- and 995-gallon sizes being added to the line. The tanks are available in single-compartment grease and septic or two-compartment for portable restroom service. **888-428-6422; www.tanktec.biz.**



**MCKEE TECHNOLOGIES - EXPLORER TRAILERS
TRANSPORTER**

The **Transporter** from **McKee Technologies - Explorer Trailers** has easy-to-adjust carrier slats that box in any size restroom skid. Even multiple-size skids can be configured securely in the same load, providing safe, flexible transportation. Models range from 8 to 48 feet long, accommodating up to 24 units. To eliminate side-to-side shock transfer, units include fully independent suspension axles. An optional front wind deflector protects units from road spray, stones and wind loading. Hot-dip galvanizing is available for corrosion protection. **866-457-5425; www.explorertrailers.com.**

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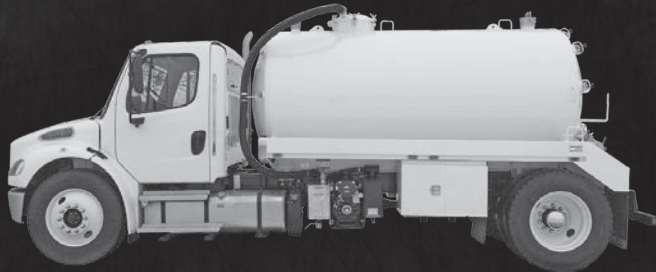


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TRANSPORT TRAILERS

PIK RITE PORTABLE RESTROOM TRAILER

The **Pik Rite** portable restroom trailer enables standard-size restrooms to be secured by a foot bracket in the center and a foot clamp on the outside, so no strapping is required. The easy clamp system has a handle at the front and rear of the trailer for operator convenience. The center foot bracket can be inverted to create a flatbed surface. It can carry any combination of standard restrooms or ADA units using the foot bracket or pre-installed, low-profile D-rings. The trailer comes with electric brakes and a truck-light wire harness. Recessed wheel wells allow for full-sized, 14-inch tires while maintaining a 26-inch load height. The trailer is available with a removable Mongo Mover holder. **800-326-9763; www.pikrite.com.**



PRO-TAINER PRO-PORTA TRAILER

The **Pro-Porta Trailer** from **Pro-Tainer** allows users to carry multiple units that stay securely on the trailer. It has a solid floor, ramps for loading and unloading, and durable paint. Removable dividers allow hauling of standard-sized units, as well as handicap-accessible units. Various capacities are available. Each unit will firmly stay in place. **800-248-7761; www.protainer.com. ■**



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Parent company of Liberty Financial division of Navitas Credit Corp. signs merger agreement

The parent company of Liberty Financial division of Navitas Credit Corp. signed a merger agreement with United Community Bank. Navitas will operate as a subsidiary of United Community Bank, and the current management team will continue to lead the organization.

Amthor International announces expansion

Amthor International will expand its tanker truck manufacturing operation in Pittsylvania County, Virginia. The expansion includes the construction of a new 115,000-square-foot production area, and the facility will be designated as the company's corporate headquarters.

VersaFlex and Raven Lining Systems merge

VersaFlex and Raven Lining Systems merged effective in January. The new company plans to expand and build on the combined expertise in polyurea, polyurethane, epoxy and cementitious technologies.

Hyundai Construction Equipment Americas names new vice president of distribution/marketing

Hyundai Construction Equipment Americas appointed Stan Park vice president of distribution/marketing. He is responsible for leading the teams in charge of building and supporting the company's dealer network and overall marketing efforts.

Continental ContiTech invests \$9.3 million in Nebraska plant

Continental ContiTech announced a \$9.3 million expansion of the rubber mixing operations at its industrial hose plant in Norfolk, Nebraska. It will support North American manufacturing facilities by providing rubber for industrial hoses and whitewall tires for passenger cars. Construction work will be completed by the end of the first quarter of 2019. ■



TREATMENT SYSTEM A FIT FOR SENSITIVE AREAS

in the
SPOTLIGHT
By Craig Mandli

Onsite treatment in areas around lakes and watersheds can get tricky. Typically, those areas require that effluent be treated to very high standards that few treatment systems can meet. **Norweco** believes its new treatment package, the **Hydro-Kinetic Green**, is up to the challenge.

The treatment system employs hydrokinetic filtration technology to produce clean, consistent effluent quality. Developed to serve homes and small businesses away from city sewers, the system uses extended aeration and attached growth processes to treat wastewater, and it has nitrification-denitrification technology.

Listed by the most stringent wastewater certification in the world, it quietly, efficiently, and automatically pretreats, aerates, flow equalizes, and filters all wastewater, returning pure effluent back to the environment. In independent testing, the system achieved an effluent quality of 3 mg/L CBOD, 2 mg/L TSS, with a 67 percent reduction of total nitrogen. With the addition of the Phos-4-Fade filter, the system achieved effluent results of 0.14 mg/L total phosphorus.

“Those type of results make it a great fit for homes on the water or in watershed areas,” says Annette Simon, the company’s administrative services manager. “It is going to work in restrictive areas where a homeowner may have few choices. It can solve a lot of problems.”

All treatment processes are managed by reliable components and user-friendly controls, according to the manufacturer. The integrity of the treatment process is protected by a nonmechanical, demand-use flow equalization device, as well as the Hydro-Kinetic Bio-Film Reactor, which provides final treatment of the wastewater. As liquid flows up through an attached growth filtration media, final polishing takes place, ensuring only high-quality effluent is safely returned to the environment.

Contained in a heavy-duty, UV-protected polyethylene tank, the treatment system weighs less than 1,275 pounds. The internal and external ribbed design assures long-term tank integrity and minimizes the potential for tank damage due to careless pumping or hydraulic forces. The ribbed-arch shape of the tank allows for the use of most native soils for backfill and minimizes the need for water during the installation process.

“We feel this product is ahead of the curve, actually cleaning to higher levels than what is typically required,” Simon says. “This is where we believe the industry is headed, though. Regulations are only going to get more strict.”

800-667-9326; www.norweco.com.

VILLELLA PRODUCTS LLC/SEWER SKEWER XL VENT DEFROSTER

Villella Products, the corporation behind Sewer Skewer, has a new line of extra-long sewer vent defrosters. The Sewer Skewer XL comes with an attachment that can extend the copper pipe to reach more deeply into sewer vents. When assembled, the device extends 47 inches. The defroster uses copper technology and solar heat to free sewer vents from ice blockages that cause sewer gas buildup in homes during low temperatures. The copper T-pipe is placed into any size sewer vent and can be left in year-round. With the copper pipe in place, vents will be kept free of ice at temperatures as cold as 25 degrees below zero. **701-371-2327; www.sewerskewer.com.**



WATER CANNON INC. – MWBE WET SAND-BLASTING KIT

The wet sandblasting kit from Water Cannon Inc. – MWBE is designed to remove unwanted surface contamination such as rust, scale, loose paint, barnacles and debris. The sand and high-pressure water work together using venturi siphon technology to more safely clean metals, concrete and other similar surfaces. The kit quick-connects to the end of a commercial pressure washer wand and works on 3,000 to 6,000 psi systems. It automatically draws sand through a 26-foot, reinforced, lightweight feed hose using an engineered self-venting pickup tube. The venturi siphon technology eliminates the need for an air-feed system or other heavy and bulky equipment. **800-333-9274; www.watercannon.com. ■**



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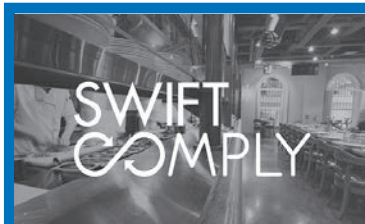
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P06

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P04

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**

Check us out on Facebook! P04



2004 Freightliner M2 Mercedes engine portable toilet truck. 6-speed manual, air brakes, under CDL, 168,644 miles. 1,100/450 gallons, MEC 5000 pump. Dual side service, air pressure water tank, 2-unit toilet carrier. \$32,000

**Call/text Bill
614-496-5571, OH**

P04

Two (2) trucks for sale: 2007 International, 295,000 miles with flat tank. Hauls 8 units. 900/350, HXL4 pump. Good working condition. \$18,000. Also a 2011 Ford F550, 170,000 miles with an older Crescent tank 650/300. Also with HXL4 and in good working condition. Both trucks came with a business we bought and we no longer use this style truck. I will text or email any pictures. You can call, text or email me with any other questions. 920-979-7711; braddean_11@yahoo.com (P04)

1993 Isuzu NRR portable toilet truck. 400 waste/400 water. DC-10 washdown pump. Conde vacuum pump, 2-unit carrier. 6-cylinder 5.8L turbo diesel, 5-speed standard transmission. 288K miles. \$9,500. 662-285-8531 (P04)



2005 International toilet truck, 380,000 miles. Runs strong, just had the truck in and gone through. Just under CDL requirement w/air brakes. Automatic transmission, air conditioning. Able to haul up to 8 toilets on the flatbed. Has powered liftgate. 600-gallon waste tank, 300-gallon freshwater tank. ... \$16,500

Call 517-546-2268, MI

P04



2007 Ford F550: 7.3L diesel, 126,070 miles. Automatic transmission. Satellite tank - 1,000 gallons (700/waste 300/fresh). \$15,500 OBO

631-475-2896, NY

P04



2007 International 4300: DT466, automatic, air breaks, 267k miles. 1,500-gallon tank (1,100 waste/400 freshwater). Rebuilt engine and transmission in 2016. \$29,000

**Call Mike or Josh
901-452-7040, TN**

P04



2011 Ford F550 diesel, auto., 2WD, new aluminum 650w/300f vacuum tank, Conde SDS6 pump.

**www.pumpertrucksales.com
Call JR @ 720-253-8014, CO** PBM

We have several trucks for sale: Ford F550, 6.7, aluminum tank 900/300; 2008 Freightliner, Cummins, 1,100/400 carbon steel, \$38,000; 2005 Freightliner, CAT, 900/300 carbon steel, \$19,000. For more information, contact info@expressportable.com or 786-533-2519. (P04)

PORTABLE RESTROOM TRUCKS

2007 Isuzu with Progress slide-in 400/200, 143,594 miles. All service records from purchase date included. \$30,000. Please contact Jason for more information: 208-467-0089; jason@portapros.com (P04)

2002 Chevy 3500 4x4, 300 waste/150 fresh, Honda motor w/Conde pump. Hauls 6 units with liftgate down. 6 brand-new portajons available if interested. 7 years of maintenance records available. \$12,000. Pictures available upon request. Turnkey operations ready for business. 828-442-6915 (P04)

2017 Dodge Ram 4500 portable restroom truck: 4x4 Cummins diesel. 27,000 miles. 300-gallon freshwater tank, 700-gallon waste tank, hauls 2 toilets. Uniquely pumps from both sides. Flowmart pump set up. Cattle guard. Asking \$76,000. Basically new. Currently being used for portable restroom/septic pumping business. Only selling to update. Email niemanssportapot.com@gmail.com for pictures or call Bryan 402-270-1982. (P04)

Portable Toilet Truck: 2008 Ford F550, 4x4, V-8 diesel, automatic. 232,000 miles with new engine at 158,000 miles. 225-gallon freshwater, 650-gallon waste water. Can haul 8 toilets. Still used everyday, want to update. \$34,000 OBO. Text 989-737-1920 for photo. E-mail toilet@charter.net (P04)

2005 GMC 5500, 900w/300f vacuum tank. 2006 Isuzu NQR, 500w/250f vacuum tank. 2004 Isuzu NQR, 900w/300f vacuum tank. Call Jake @ 570-656-8483, PA (P05)

Two (2) Portable Restroom Trucks for Sale: 2015 Dodge 5500, 4x4, diesel, Crescent tank 750 waste/100 fresh/300 fresh. 93,000 miles. \$60,000. 2016 International Terrastar, 4x4, Bruder aluminum tank, 3 cells, 1,000 waste/300 fresh/200 fresh. 56,000 miles. \$70,000. Updating fleet. Please text or call for pictures 785-477-2254. (P06)

2012 Ram 5500 diesel, auto, Satellite 650/300, two-unit carrier, tires 80%. Serviced every 5,000 miles. \$30,000. Contact 845-883-7880; info@porta-potty.com (P04)

2007 Ford 750, Allison auto. transmission, Best stainless-steel tank (1,100 waste/400 fresh), dual service. Newer motor, rebuilt transmission w/30k miles. One owner. \$26,500. Jupiter, Florida. Call 248-759-4993. (P04)

2014 International pump truck, Flow-Mark aluminum 1,850-gallon tank, 62,000 miles, \$85,000; 2007 International 4300 1,350-gallon, 265,000 miles, \$37,500. 256-757-9900 or www.pbsos.com (PBM)

2018 Hino 268A cab & chassis, 25,950 GVW with a new 1,600-gallon portable toilet service unit. (Stock# 13762) www.vacuumsalesinc.com (888) VAC-UNIT (822-8648) (PBM)

2011 GMC Sierra 3500HD: Duramax diesel, auto., 4WD. Flat bed, new aluminum vac tank 400w/200f, Conde pump. www.pumpertrucksales.com. Call JR. @ 720-253-8014, CO. (PBM)

PORTABLE SHOWER TRAILERS

Attention large outdoor events promoters and seasonal campgrounds requiring showers, sinks and hot water availability: **FOR SALE:** Two (2) 40-ft. shower containers. 14 shower heads per container, handicap accessible. Trailer and accessories included. For pictures go to www.candsshower.com. 712-428-6143 or cell 712-880-1250. (PBM)

2009 CargoCraft Expedition 7' x 12' bathroom trailer, recently refurbished throughout. Interior has 2 toilet stalls w/lockable privacy doors, 1 urinal w/partition. Toilets/urinal replaced w/ NEW water-saving units. Porcelain sink w/mirror. 13,500 BTU Coleman a/c w/1,500-watt heat coil. Breaker box w/2-20 amp circuits. Exterior has corrugated metal roof, white aluminum walls, polished aluminum on corners and lower front. Two Dexter 3,500# axles, all-wheel electric brakes. 36-inch side-entry door w/security bar, outdoor RV-style 30-amp electric and water hookups. Asking \$6,350 OBO. Contact Rick at 405-834-0816 or email swgtos@gmail.com for photos. (P04)

POSITIONS AVAILABLE

WE ARE HIRING! Flotech Environmental is currently seeking: Project Managers, CCTV Operators, Soil Stabilization Operators, Jet/Vac Operators and Laborers. Requirements: Minimum 2 yr. related industry experience. Clean driving record. Minimum valid Class B CDL license. Willingness to travel. INTERESTED? Contact us at www.flotechenvironmental.com; 305-505-5565; info@flotechllc.com (P04)

Sansom Industries hiring sales personnel, preferably with sales experience & skills for a new line of portable restrooms. Southwest region. Call Clyde @ 314-277-2873. (PBM)

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

PUMPS

Wallenstein vacuum pump. Model #1054. Fan cooled/water cooled. \$2,500 each. Contact Stephanie 508-295-4356. (P04)

2001 Jurop R260 vacuum pump and gear box. 2,000- to 6,000-gallon tanks. Working when removed from truck. \$1,600. Call Steve for pics 863-581-5680. (P04)

H&H Digester pump. JD power unit. 1,215 hours. Excellent condition. Includes hard hose and extra hydraulic lines. \$12,000. 419-483-5451 (P04)

Buy & Sell all makes and models, new & used vacuum pumps, blowers, high-pressure water pumps, new and good used replacement parts. Buy discounted pumps online 24/7. Call us for a current inventory list. www.VacuumSalesinc.com, (888) VAC-UNIT (822-8648) (PBM)

RENTAL EQUIPMENT

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

2016 Acro Vacuum Trailer: Stainless steel 6,000 gallon, DOT certified double conical with air-ride suspension. Aluminum wheels all positions, full hose trays, OSHA walkways and railings. Vacuum pump option either hydraulic or self-contained. KLM Rentals, Inc. 617-909-9044 (PBM)

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: 3,600-gallon, 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!

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1989 Kenworth T800, 2003 3,600-gallon tank. Many new parts & very clean. BigCam Cummins, 8LL, 18k fronts, 46k rears. \$58,000. Contact Clark's Truck Center, Jericho, Vermont:

802-899-3753 P04
russ.clark@clarkstruckcenter.com



2005 Peterbilt 335, Abernethy tank. Full dump body. 2,500 gallons. NVE 48 in rear door. New tires, new brakes, heavy hitch. Very, very nice interior, new seats. Liquid gauge. Air drop axle. Bought new, one owner. Demagogue 150 pump, heated valves. \$89,900

706-252-4743, GA P05

2008 International 7500, MaxxForce 10 engine seized up. Allison 3000 RDS automatic transmission. 4,400-gallon Imperial tank w/Masport HXL400W. Make offer. Call Nate 262-689-7496, WI (P04)

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2000 International, 385 horsepower Cat with 192k miles, 10-speed transmission, a/c, cruise, 20k front, 46k rears, Hendrickson suspension, double-frame. 3,300-gallon Guzzler tank with hoist, vibrators, full-open rear door, and 414cfm Moro hydraulic-drive vacuum pump. New drive tires. This is an extremely nice, low-mile truck. Heavy spec.\$45,000

Call/text 740-961-7431, OH P04



Two (2) 2006 Peterbilt 335s: Both have Cummins, 10-speed, 3,600-gallon Transway, full hoist, vibrator, 36" rear door. 4" intake, 6" discharge. One truck has 217k miles, the other 249k miles. Nice, clean, one-owner truck ready to work. Located in Utah. \$85,000 each

Call Ryan 801-430-7287 P04



2014 Western Star 4900SB: '98EPA Detroit 60 Series engine, 500hp/1,650 torque. Full-locking differentials, 18-speed transmission. 5,500-gallon tank, NVE pump, air valve. Ready to work.

Call Nick 920-410-4098, WI P04

1994 Ford F750 with 1,500w/500f. Used daily, runs great. \$20,000. 2002 Ford F350 7.3 diesel, 2WD, automatic transmission. 600w/300f. Runs good. \$6,000. Call Aaron 276-620-0533. (P04)

1998 Ford septic truck with 3,500-gallon carbon-steel vacuum tank. CAT 350hp with Fuller 8-speed transmission. Rebuilt Presvac PV750 vacuum pump. Ready for work. \$37,500. KLM Rentals Inc. 617-909-9044 (PBM)



1989 International Pump Truck: 6-speed transmission, 3,300-gallon tank with water jet. Good condition. Factory reman. engine approx. 50,000 miles. Chesapeake, Virginia.\$21,000 OBO

757-482-3594 P04



1998 International Septic Truck: DT466 engine, 7-speed, 2,800 gallons. Good mechanical condition, ready to work. Chesapeake, Virginia. \$21,500 OBO

757-482-3594 P04



2007 International 4300: Pre-emission DT466 engine with 245hp. Allison 3000RDS automatic transmission. This truck has only 38,000 original miles. Truck is very clean inside and out. Brand-new 2,450-gallon tank, brand-new Jurop PN84 pump, and brand-new PTO. Located in Central Arkansas. 100% turnkey pumper ready to work. \$55,000. Shipping and financing available.

Caleb 281-914-1192 P04

Selling septic trucks and a septic tank stake truck with 16-unit carry capacity with 350-gallon fresh water capacity - \$12,000. 1,100-gallon capacity International septic truck with 350-gallon freshwater capacity - \$12,500. GMC TopKick with 700-gallon capacity - \$5,000. Location: Brighton, Michigan. Call 810-217-4639, ask for Bart. (P04)

2007 International 4300: DT466, 245hp, Allison 3000RDS automatic transmission. Immaculate pre-emission truck with only 34,000 original miles. New 2,500-gallon tank, new Jurop pump, new PTO. Delivery and financing available. \$55,000. Central Arkansas, Caleb @ 281-914-1192. Several other trucks in stock as well! (P04)



2000 Freightliner Century, Detroit 60 Series, 10-speed Eaton/Fuller. 3,300-gallon steel tank, Fruitland 500LVF vacuum pump with 40' hose. 770,432 miles (currently working so mileage changing).

..... \$25,000

James 713-992-0916, TX P04



2009 International WorkStar: International engine, 225,000 miles, 4,200-gallon Curry vac tank, Masport pump.

..... \$60,000

248-431-5899

davidjanette@comcast.net P04



2005 International pump truck. Model 7600. 254,700 miles. 400 Cummins motor. Fruitland pump. 4,000-gallon tank. \$62,000

410-795-2947, MD P04

2006 Sterling Acterra with Caterpillar engine. UNDER CDL, new 2,100-gallon tank, new Jurop pump, new PTO. 6-speed Eaton-Fuller manual transmission. 184,000 miles. Very clean, pre-emission truck. Delivery and financing available. \$47,500. Central Arkansas. Caleb @ 281-914-1192 (P04)

2005 International 4300 DT466 for \$22,000. Truck has 266,000 miles on it. Motor was rebuilt in 2017. 900-gallon tank. River Septic 928-667-0021 or Riverseptic@hotmail.com. Ask for Corey. (P04)

1,200-gallon pump truck, well maintained. \$12,000 FIRM w/equipment. 903-701-0813 (P04)

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SEPTIC TRUCKS



1999 Sterling tri-axle, CAT C12, 40,000 on major, 18-speed. 20K front, 46K Hendrickson air-ride rears, dual non-steerable 20K tag axle (3 years old). 2003 Jays 5,500-gallon all-aluminum tank, Wittig 150. 3 heated jackets, stainless 100-gallon heated freshwater tank. 2 big tool boxes. Available in April – Must see!

608-626-3371, WI P04



2011 International 4400: DT466, 230hp, auto., 124,000 miles. New 2,500-gallon steel vacuum tank, new Jurup PN43 317cfm vacuum pump.

www.pumpertrucksales.com
Call JR @ 720-253-8014, CO PBM



2005 Peterbilt 330 Tri-Axle, 4,000-gallon tank capacity, new motor installed by Peterbilt within the last 7 years. Truck currently in use, runs daily. Asking \$54,000

410-795-2947, MD P04

1991 International 4900, DT466 motor, 5&2 speed with a 2,500-gallon tank. Less than 10 years old. Nice truck. \$25,000. 440-236-6202; www.sanitaryseptic.com (P04)

2008 International 9200i, 350k miles, ISX 485hp, factory double frame. 14/46, air-ride Hendrickson, 13-speed, engine brake, 3/4 lockers. Clean, no rust. New Transway 3,600-gallon tank, new Fruitland 500cfm pump. 100-gallon jetter. \$90,000 OBO. rdwyanu@outlook.com (P04)

1998 Chevy 6500, 1,500-gallon steel tank with Masport pump. Tank and pump are in great shape. Needs head gasket. \$14,000 OBO. Call Mort 252-795-4978 (P04)

2006 C8500, 2,500-gallon tank, 6-speed, 70,000 miles. Asking \$57,500 OBO. Mike Kitchens 770-443-1700 (P04)

2004 International 4400, 186,000 miles, 2,500-gallon aluminum tank, automatic, electric windows/door locks, see-level digital gauge, Fruitland RCF 500, one owner/driver. \$79,995. 406-696-2919 (P04)

2012 International 7000 Series: MaxxForte 350hp, Allison transmission, pusher axle. 4,300 US gallon steel tank, NVE 500cfm pump. Transway system 3" suction, 4" discharge. Side-mount toolbox, work tray in back. 72,000 miles. Garaged all year. \$85,000. Call 860-628-7355. (P04)

2008 International 9200i, 350k miles, ISX 485hp, factory double frame. 14/46, air-ride Hendrickson, 13-speed, engine brake, 3/4 lockers. Clean, no rust. New Transway 3,600-gallon tank, new Fruitland 500cfm pump. 100-gallon jetter. \$90,000 negotiable. rdwyanu@outlook.com (P04)

Septic trucks for sale. All shapes and sizes. Over- and under-CDL. Automatic and manuals. New tanks and pumps. Shipping and financing available. 281-914-1192. Central Arkansas. (P04)

2014 International 4300: DT466, under CDL. 109,000 miles. New 2,000-gallon aluminum vac tank, new Jurup PN84 vac pump. www.pumpertrucksales.com. Call JR. @ 720-253-8014, CO. (PBM)

2011 International 4400: DT466, 230hp, auto., 95,000 miles. New 2,500-gallon aluminum vacuum tank, new NVE607 386cfm vacuum pump. www.pumpertrucksales.com. Call JR. @ 720-253-8014, CO. (PBM)

1995 Freightliner, Detroit diesel, 13-speed, 3,365-gallon vacuum tank, Masport W75 pump. www.pumpertrucksales.com. Call JR @ 720-253-8014, CO. (PBM)

2004 Western Star 4900 with a 3,500 U.S. gallon, carbon-steel vacuum tank and a Masport HXL20WV water-cooled pump. (Stock# 7361C) **www.VacuumSalesInc.com (888) VAC-UNIT (822-8648)** (PBM)

2004 Freightliner FL70: 1,200-gallon unit, low-entry cab with a van body and liftgate. (Stock#4101V) **www.VacuumSalesInc.com (888) VAC-UNIT (822-8648)** (PBM)

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Stainless steel slide-in unit, approximately 150 fresh and 300 waste. Jurup vacuum pump powered by a 8hp Honda engine. \$3,850. Montgomery Sanitation Services. Call Tim Conner 540-382-2205 or email mssinc6691@gmail.com. (P04)

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or sales@genevaequipment.com
www.genevaequipment.com P04



2001 Presvac 3,500-gallon vacuum tank with hoist and Fruitland 1200 LVH pump. In great shape and works. Was removed from a truck to convert it to a dump truck. \$6,000

Joe 952-469-0638, MN P04



Cheap, Used Vacuum Tanks - Late model, lined, steel tank sale! 4,650-gallon: \$9,500 and lower; 3,500-gallon: \$12,500. Also: Low-price, plug-and-play pumps -- Masport, Fruitland, Jurup, NVE.

Call 269-751-5167, MI PBM



Septic truck tank. 1,500 waste/200 freshwater. Good condition with AC-4 pump. \$2,800, without AC-4 pump \$2,500 OBO. Chesapeake, Virginia.

757-482-3594 P04



Very good, used, late-model vacuum truck tanks. Over a dozen 110 bbl. J&J and Dragon tanks available. Asking \$7,500 each with pumps. Located in Throop, PA. Tank and truck packages are also available.

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Call Kyle
800-558-2945 Ext. 424 PBM

2012 Dragon 5,460-gallon carbon-steel vacuum tank trailer. (Stock# 3901C) www.VacuumSalesInc.com (888) **VAC-UNIT (822-8648)** (PBM)

TRUCKS – MISC.



2013 Freightliner 114SD vacuum tank truck, Detroit DD13 @ 500hp, 10-speed, 20/44 on air ride, KeeVac 4,000-gallon aluminum tank. 60-gallon fuel tank, potable water truck with hose reel. \$124,500

800-825-1255, OH P04
www.premiertrucksales.com



Two (2) King Vac trucks sold as package deal. 3,000 US gallon tank capacity. Tank diameter: 78 O.D 120 LG. 5/16; KWP-6000 belt-drive vacuum pump. CAT 70 hydraulic-drive water pump. Truck chassis: Freightliner FL112 CT198, Fuller RTO-14908LL FLR-57 transmission. King Vac Model K30-D-L-SPT-B-LR4K-IB. Year: 2001 (white truck) 239,000 miles; Year: 1999 (brown truck) 248,000 miles.\$65,900 for both

Lanie 504-450-5417, LA
lanie.lanie@mail.com P04

2001 Freightliner FL112, 4,000-gallon tank, Cummins ISM 330hp motor, 308K miles. Needs a Masport HXL400W pump and it is ready to work. \$10,000. 913-631-5201 or servicecall@A-1sewerkc.com (P04)

TV INSPECTION

Mainline setup Pearpoint 2008 Dodge Sprinter diesel - 57,800 miles. Onan diesel generator, 3,500 hrs., 420, 440 tractor, zoom/non-zoom cameras, 1200' cable, computer, monitors, keyboards, printer. \$45,000 OBO. Brett - SLC, UT 801-960-7786 (P06)

VACUUM EQUIPMENT

3-yard Aquatech positive displacement vacuum trailer (hydraulic boom & dump). Photo available. \$12,000 OBO, credit card accepted. Frank 914-235-2500. (P04)

VACUUM LOADERS



1999 International Guzzler vacuum excavator: Totally refurbished, purchased new for Big Dig Project. 27" blower, CAT engine, auto remote. Special noise-suppression equipment. Tri-axle. High-pressure wash-down system - 300-gallon water tank. \$59,500 OBO. Also available **1997 Ford Guzzler** vacuum excavator - same features as 1999 International. No washdown system. \$59,500 OBO.

617-908-1629, MA P04



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2003 Guzzler Ace, 5,500cfm, 27" Hibon blower with Fruitland 500 pressure offloading pump. Also 2,000psi wash-down system with 150-gallon poly tank. CAT 435hp engine with Fuller 8LL transmission. 46k rears, 20k front. Work ready.

KLM Companies
617-909-9044 PBM

1999 Peterbilt 378 triaxle with a Presvac Powervac 5300, 3,250-gallon carbon steel, DOT, industrial vacuum loader. (Stock# 4387V) www.VacuumSalesInc.com (888) **VAC-UNIT (822-8648)** (PBM)

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TERRALIFT WANTED: We are in need of a Terralift machine, new or used. Contact A Advanced Septic and Construction, Joshua Gunia 253-579-6769; Joshua@advancedservices.com (P04)

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

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Jetstream 4200 UNX 20K conversion kit. Less than 300 hrs. on head. Purchased 2015. \$15,000. 440-813-0025 (P04)

Tri-Dim Filter Corp. is pleased to offer: 10225E NLB 225 Series high-pressure waterblasting system, 10,000psi. Electric unit with 1,287 run hours, 225E skid-mounting package, 250hp 460-volt EFC electric motor. \$80,000. Call 419-729-9378. (P04)

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2 UNIT FOLD UP TOILET HAULER
DUAL SERVICE, LED LIGHTING

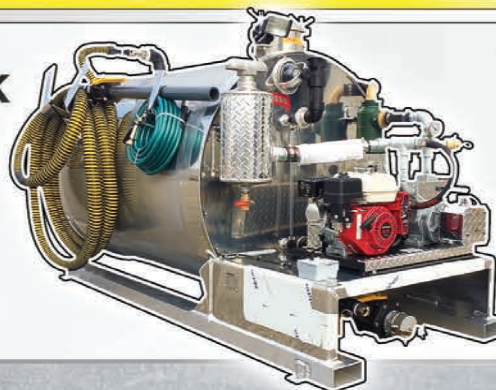
IN-STOCK!

\$73,600

- 300 Gallon (200/100)
- 450 Gallon (300/150)
- 600 Gallon (400/200)
- 800 Gallon (540/260)
- 995 Gallon (670/325)

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SIZES**

Completely self-contained and ready to work!
Smaller or larger sizes available.
Trailer mount, flatbed mount and
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SLIDE IN TANKS

Standard Features:
Aluminum construction
25' vacuum hose with valve and wand
Honda engine driven vacuum pump
12v water pump

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Prestige Portable Toilet Service

- > Stainless Steel 304 Construction
 - > Water Tank: 420 US Gallons
 - > Waste Tank: 420 US Gallons
 - > Masport HXL3F Vacuum Pump
 - > 90 CFM @ 15" HG
 - > DC10 Wash Pump: 40 GPM @ 40 PSI
 - > Heated Valves And Insulated Cabinets



Portable Toilet Service

- > Bright Aluminum
 - > Water Tank: 500 US Gallons
 - > Waste Tank: 1500 US Gallons
 - > Jurop PNR 72 Vacuum Pump
 - > 150 CFM @ 15" HG
 - > Flojet Wash Pump: 5 GPM @ 50 PSI



Septic Pumping

- > Carbon Steel
 - > 4800 US Gallon Tank
 - > Presvac PV750 Vacuum Pump
 - > 400 CFM @ Free Air
 - > 350 CFM @ 15" HG
 - > Max Vacuum 27" HG Continuous
 - > Max Pressure 35 PSI



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