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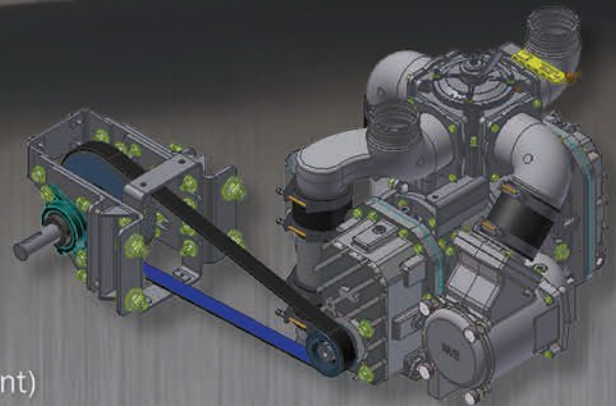
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# Encouraging Reconstruction After Wildfires

Coming back from devastating wildfires, a California county wants to hasten onsite system permit approvals and allow more granny pods **By Jim Kneiszel, Editor**

It's difficult to find a silver lining in the wildfires that swept through Sonoma County, California, last fall. Some 250 fires burned 245,000 acres. Including the devastating Tubbs and Atlas fires that caused a reported \$9.4 billion in insured damage, the fires killed 44 people and destroyed nearly 9,000 structures.

As the popular Northern California wine country faces a huge recovery and repopulation challenge, local lawmakers are looking for ways to rebuild more efficiently, and some of the ideas should be of interest to onsite installers and their customers.

The first challenge is getting residents who lost their homes back on their properties quickly. To that end, the Sonoma County Planning Commission is proposing ways to pick up the pace of permit approvals, including those relating to onsite wastewater projects. That's a worthy goal not only for fire-stricken regions, but in all areas where hurdles to repairing and maintaining septic systems are an issue.

Another goal of planners is to remove roadblocks to adding "granny pods," small second homes typically aimed at caring for an older member of the family. These dwellings allow multigenerational families to live together and will hopefully bring down the cost of housing and health care for the elderly. This is an idea that goes back to farming communities 100 years ago, where families often built more than one home on a residential property.

## MAKING APPROVALS EASIER

The wine country north and east of San Francisco is a desirable place to live. The weather is nearly perfect. The proximity to the Bay Area is optimal. The rolling hills, the vineyards and the wine lure many to the region. We could talk about the pattern of wildfires and the wisdom of building homes where drought conditions can create a tinderbox. But we won't stem the tide of some degree of development in spite of the fire threat. People want to live here and it's going to happen.

In a desire to best serve their customers, the decentralized wastewater industry across the country will monitor how California rebuilds these areas and may be able to promote some progressive ideas. Streamlining approvals for repairing and rebuilding onsite systems would be a welcome change for many pumpers and installers. You may see this as a need in your area as well, as users need to alter their systems to meet changing family needs.

Homeowners don't like to jump through more hoops or face delays when it comes to their septic systems. Of course, you want to see the environment protected with any upgrades, but more efficient permit approvals help everyone involved in these projects. And you would hope these chang-

Streamlining approvals for repairing and rebuilding onsite systems would be a welcome change for many pumpers and installers. You may see this as a need in your area as well, as users need to alter their systems to meet changing family needs.

es would be coupled with stronger requirements for pumping and maintenance to ensure systems last longer and don't taint the groundwater.

A story in the *Sonoma Index-Tribune* pointed out that allowing more and larger granny pods — as well as allowing larger dwellings in general — will spur growth necessary to keep the wine country economy growing. Among the changes, county supervisors raised the maximum size of granny pods on properties of at least 2 acres from 1,000 to 1,200 square feet. Secondary dwellings will also be allowed for 1-acre properties and will be limited to 640 square feet or smaller. The county estimates the changes may allow for more than 1,000 new dwellings.

"Let's allow for the maximum amount of flexibility," says Shirley Zane, supervisor, in the newspaper report. "I want people to be able to live here again and rebuild, and I just think that we need to be able to find incentives."

## DESIGN PLAN IS KEY

The success of onsite systems serving both a main house and a granny pod will depend on careful planning for daily wastewater flow and other factors, such as more concentrated use of medications for older family members living in these homes. So say experts Jim Anderson, Ph.D., *Pumper's* Septic System Answer Man writer, and David Gustafson, P.E., of the University of Minnesota. They wrote about this topic in our sister publication, *On-site Installer*, earlier this year.

The pair say the first task is making sure the lot can support the necessary drainfield and meet setback requirements. Next is to consider a system or multiple systems that would meet the estimated daily sewage flow. For example, they noted that a one-bedroom granny pod may have an estimated flow of 180 gpd and require a 500- to 1,000-gallon septic tank.

With a suitable design for the granny pod, a monitoring and pumping plan must be developed to account for demands on these specialized sys-

(continued)

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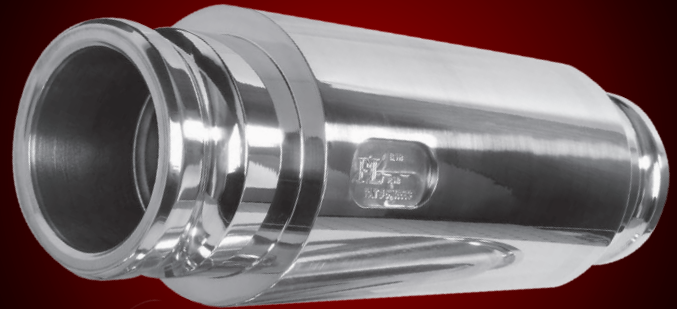
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tems. Occupants may be taking several strong medications or receive chemotherapy treatments, and strong cleaning supplies and chemicals may be used on a regular basis. Talk to your customers, and if they are going into this type of situation with a family member, consider changing their septic service plan accordingly.

Sonoma County is forward-thinking for looking at ways to more practically redevelop land after the fire devastation. It's encouraging that officials want to promote adding to the tax base, speeding up permit approvals and better serving families as they resettle.

I personally think we should do anything we can to encourage families to stick together, and for sons, daughters, and grandchildren to care for their elderly parents and grandparents. And do it right at home if they can. I suspect the tightknit pumper community — so many of these businesses run by multigenerational families — would agree. ■



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When Zack Ray worked for a septic system service company in Texas, he noted that most customers' tanks had risers. Now, as co-owner of Tall Boots Pumping Service in Grass Valley, California, he finds close to 70 percent of tanks need to be dug up for service. And locating those tanks can be a challenge.

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# TAKING IT PERSONALLY

The crew at JCL Septic Service includes, from left, Charlie Johnson, Ann Avery, Callahan Hewitt, Mike Anderson, Cory Lawrence, Jon Charlonne, Brian Wesolowski and canine friend Jax. Behind them is a Kenworth truck with a 2,800-gallon tank (Progress Tank) and National Vacuum Equipment Challenger pump. (Photos by Oliver Parini)

**Customers get a live response on the phone and see the boss on every job site as JCL Septic Service relies on old-fashioned service values** *By Steve Lund*

**C**ory Lawrence has a pretty good idea why JCL Septic Service, the company he and Jon Charlonne founded in 2011, has been a big hit with customers: hands-on attention from the owners on every job.

“When we go out to a customer’s house, there is always one of the owners on site all the time, either me or Jon,” Lawrence says. “The customers really appreciate that.”

They created JCL in Bennington, New Hampshire, when they bought a small pumping company, Frank’s Septic Service. That company, basically a one-man operation, had one vacuum truck, plus a small dump truck and an aging skid-steer. JCL still uses the vacuum truck, but the other gear has been

(continued)

## Profile

**JCL Septic Service**  
Bennington, New Hampshire

**OWNERS:** Jon Charlonne and Cory Lawrence

**FOUNDED:** 2011

**EMPLOYEES:** 6

**SERVICES:** Septic pumping and installation, excavation, drain cleaning, landscaping and snowplowing

**SERVICE AREA:** Southwestern New Hampshire

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





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**Left:** Cory Lawrence discovers the septic tank for this job is buried under the deck.

**Below:** The JCL Septic Service team does some site prep work using a Caterpillar 312 excavator and a Mack dump truck with Bibeau box.

**Right:** Cory Lawrence, left, and Mike Anderson discuss plans for the day on a work site.



replaced with equipment more suitable to a company that performs septic system installations and other excavating work along with septic pumping.

From the beginning, there has been a clear division of labor at JCL. Lawrence handles the septic pumping work and Charlonne handles day-to-day operations, excavation work and the septic system installations. Lawrence generally works by himself. Charlonne works with a three-man crew — Mike Anderson, Charlie Johnson and Brian Wesolowski. The other member of the team is Ann Avery, who takes care of the office and the phones.

Even though the septic pumping company they bought didn't have any excavating equipment, it was always part of the JCL plan to do excavating and septic installations.

"We were pretty much renting the equipment when we got the jobs," Lawrence says. "Sometimes you rent the excavator for a week, sometimes for a month. It would be cheaper for a month. Now we have all the equipment, and we stay extremely busy."

### EQUIPMENT LIST

The fleet on the septic side of the business includes a 1979 Kenworth W900 truck that had been in storage for 30 years when JCL bought it. It has a 4,000-gallon Amthor International aluminum tank and a National Vacuum Equipment Challenger pump. The other pumping service rig is a 1995 Kenworth T400 with a 2,800-gallon aluminum tank (Progress Tank) and National Vacuum Equipment Challenger pump. That's the one that came with the business when they bought it.

For the excavation and installation side of the business, equipment includes two Caterpillar 312 excavators, a Bobcat skid-steer, a Bobcat mini-



“ When we go out to a customer's house, there is always one of the owners onsite all the time, either me or Jon. The customers really appreciate that.”

### CORY LAWRENCE

excavator, a Caterpillar bulldozer and two Mack dump trucks with Bibeau 14-yard bodies.

They have managed to acquire the equipment without saddling the company with a lot of debt. "There's a few things we're still paying on, but 90 percent of it is paid for," Lawrence says. "We got them for a good deal and we paid them right off."

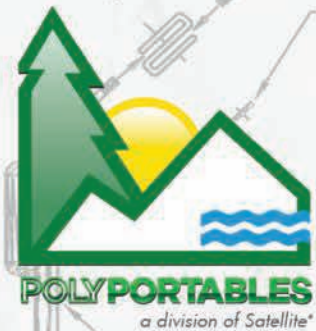
### FRIENDS, THEN PARTNERS

Lawrence, 42, and Charlonne, 40, have known each other since childhood.

"We worked together at a couple different companies. We went our own separate ways for a little bit. Then we got offered an opportunity to buy a septic business and we thought it would be a good idea to jump in on it," Lawrence explains. "We'd been talking about doing something together for years. The opportunity finally arrived, and we ran with it."

Later, they brought in Avery to take care of the phones, run the computers and send out reminder notices to customers. That has been a boost to the

*(continued)*



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## Retro truck makes an impression

A classic truck that looks good enough to enter in car and truck shows makes a splashy impression for a septic pumping company, but this refurbished 1979 Kenworth W900 is not just for show.

"I probably pumped 800,000 gallons with it last year, if not more," says Cory Lawrence, co-owner of JCL Septic Service in Bennington, New Hampshire. That's a lot of work for an old truck, especially one that stays in the garage for part of the year because he doesn't want it exposed to the salt on the roads.



JCL Septic Service's main rig is a restored 1979 Kenworth with a new tank from Amthor International and a National Vacuum Equipment Challenger pump.

Lawrence and his partner, Jon Charlonne, bought the truck out of storage in 2016 and restored it. "It was in storage since 1985," Lawrence says. "It had a few minor issues from just sitting, but nothing bad."

The truck was originally used for crane transport. Lawrence and Charlonne installed an Amthor International tank and National Vacuum Equipment Challenger pump themselves. They also replaced many other parts that tend to deteriorate from lack of use.

The partners were looking for an older truck without modern emissions controls. "They are just easier to work on," Lawrence says. "It has really low miles. It's like a brand-new truck for being that old. That's why we bought it." And it looks nice — nice enough that Lawrence takes it to car shows sometimes.

It's the truck Lawrence uses for 75 percent of the company's pumping, going out in "spring, summer and fall in the good weather," Lawrence says. "It's clean. I don't want to get the salt on it."

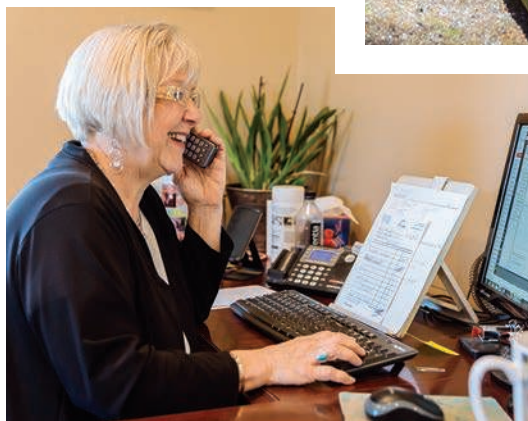
The backup is a 1995 Kenworth with the 2,800-gallon tank. That truck still has the old company's name, Frank's Septic Service. That's going to change pretty soon, Lawrence says.

company in several ways, Lawrence says, in addition to building on the volume of work the company can handle. Mobile phone technology may make it possible for an operator to handle phone calls while on a job site, but Lawrence doesn't think it makes a good impression on customers.

"It takes up a lot of time if you have to answer the phone all the time," he says. "It doesn't look good for the customer either. They don't want to pay you to stop working to answer the phone."

JCL uses some of the standard marketing tools — phone book, website and social media — but Lawrence says word-of-mouth is still the source for a lot of their new business.

The company also uses the pumping division to market the installation division.



**Above:** Cory Lawrence drags a hose on a residential job site.

**Left:** Ann Avery works in the JCL Septic Service office.

"Because I'm doing the septic pumping, if there is a problem with the septic, we're already there," Lawrence says. "We can tell the customer that we can do everything, so you don't have to look around. We're pretty much the first ones in."

JCL also gives all its field workers uniforms — jeans and a sweatshirt with the company logo — and the company sends the pants out to get cleaned. Lawrence says it helps the company maintain a professional image, which they consider part of quality customer service.

They also make the effort to be pleasant. "We try to go to (a customer's) house with a smile," Lawrence says.

### ON THE ROAD AGAIN

JCL serves a mostly rural area, and there aren't many wastewater treatment plants where Lawrence can empty the truck. Some of the plants JCL uses are small and limited in how much quantity they can accept from septic haulers. That means the company must plan ahead to avoid having to drive farther than necessary with a full load.

"If we have somebody who needs their tank pumped in, say, Newport (to the north), we try to get a couple of them so I'm not driving 35 miles for just one tank, because then you're not making any money," Lawrence says.

JCL can deliver to wastewater treatment plants in nearby Antrim or in Jaffrey, 19 miles to the south, or in Concord, 30 miles to the east.

"Antrim and Jaffrey are very limited," Lawrence says. "They can only take so many gallons a day there. When you have three or four different septic companies coming in to dispose, you've got to make sure you call ahead. It wouldn't be very profitable to be over in Jaffrey pumping septic tanks and then have to take it all the way to Concord to get rid of it."

Lawrence says the company considered building some onsite storage to reduce the number of trips to the treatment plants but decided that it would not be cost-effective.

He says that he tries to plan about a week ahead to be sure that he'll be able to dispose of his loads without unnecessary driving. He does not use special logistics software.

"I just give them a call," Lawrence says. "We look at our schedule and how many people have called in to have their tanks pumped. If I'm over in the Jaffrey area, that's where I'll dump. If I'm over in Hillsboro (to the north), I'll go to the other plants."

Even with good planning, Lawrence says he puts 100-300 miles a day on the truck, and he estimates 70 percent of the driving is traveling to a waste-

“It takes up a lot of time if you have to answer the phone all the time. It doesn't look good for the customer either. They don't want to pay you to stop working to answer the phone.”

**CORY LAWRENCE**

water treatment plant. He often has to empty the truck two or three times in a day.

### LONG HOURS

Lawrence says the company stays busy year-round. Sometimes JCL supplements its regular work with plowing or landscape work. He said in spring, summer, and fall, once the pumping comes in, that's all he does.

“I try to do 8-10 tanks a day,” he says. “It means anywhere from eight to 12 hours a day. It's good to be working that much, because if you're not, you're not making money. Jon and I are pretty much 7 days a week. Saturdays and Sundays it's mostly for emergency calls.”

Lawrence says Charlonne and the excavation crew typically install 40-45 septic systems a year, about half of them conventional stone and pipe systems, using washed stone from a local quarry and Polylok HD lids and risers. The other half of their installations are Presby Environmental Inc. systems. Some installations utilize raised mounds due to sites with a high water table.

### HARD WORK PAYS OFF

A willingness to work has been their key to success.

“We've come a long way in a short amount of time,” Lawrence says. “We basically didn't have two nickels to rub together to start. It was pretty much our hands and hard work. That's how we got here.”

Lawrence doesn't expect to grow much in the near future.

“We kind of want to just keep it with the amount of people that we have. We don't really

want to get any bigger,” he says. “I might eventually have to hire someone else to run the other pump truck. I'm sure that's going to start getting bigger as the years go by.”

But he doesn't expect that to happen soon.

“Not for a while,” he says. “I'm not ready to jump into that yet. If I do need help, I'll just pull one of the guys who are working for us now to help me.” ■



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# Florida County Explores Septic Moratorium to Curb Pollution

By David Steinkraus

As one solution to pollution in the Indian River Lagoon of eastern Florida, a local county board of supervisors is considering a temporary halt on septic system installations. But the moratorium would not apply to all onsite technologies.

Brevard County lies along the Atlantic coast of Florida east of Orlando and includes the Cape Canaveral space complex. The lagoon is formed by the Indian River flowing between the mainland and several narrow barrier islands.

Commissioners of Brevard County recently voted 4-1 to begin the process of implementing the moratorium. The process will take several months. All conventional systems in beach areas of the county, on Merritt Island, and mainland properties within 164 feet (50 meters) of the lagoon and its tributaries would be affected.

What would not be affected are advanced systems designed to remove up to 65 percent of nitrogen in wastewater.

Commissioner Jim Barfield, who proposed the moratorium, was quoted by the newspaper *Florida Today*: "We've talked for years and years and years about the septic tanks. And this gives us a positive way to step up and start addressing it."

The commissioner who voted against the idea, John Tobia, says he prefers to help people pay the difference between the cost of conventional septic systems and advanced systems. He would do this with revenue from a special half-percent sales tax that citizens voted into place in 2016 to improve water quality in the lagoon. Estimates say the tax will raise about \$486 million over 10 years.

Water quality in the lagoon has been a continuing problem, and the sources are a continuing topic of debate. Last year Rep. Randy Fine, R-Palm Bay, introduced a bill that would have required septic tank inspections at the time of sale of a property. But under pressure, he changed the bill so sellers would have only the responsibility of telling buyers that a septic system was on the property. There would have been no requirement to reveal defects with the system. The bill never made it to the floor of the Legislature and died when session ended.

Also in Florida, the Jacksonville City Council recently voted to provide financial help for businesses with septic system problems. The city is establishing a grant program to provide money to businesses whose systems have been designated as failing. Business owners may receive money to repair or replace the systems or to connect to a municipal sewer if one is available.

The grant program is focused in part of the city where the Health Department says 1,465 septic systems serve commercial properties. Money for the grants would come from \$1 million taken from the Northwest Jacksonville Economic Development Fund.

During a committee debate, one of the committee members asked why the city shouldn't simply build more sewer lines. A sponsor of the ordinance said that would be too expensive.

## Ohio

The Columbiana County Health Department earlier this year found 24 people in violation of rules about the maintenance of their National Pollutant Discharge Elimination System wastewater systems. Permits for the systems, issued through the Ohio Environmental Protection Agency, require these systems to be serviced annually by a qualified technician. The board ordered the property owners to put their systems on maintenance contracts. The county is at the eastern border of Ohio, about 20 miles northwest of Pittsburgh.

## California

Sonoma County supervisors are set to vote on a new set of rules affecting septic systems and intended to reduce pollution in the Russian River. The county is part of California wine country, and its southern end touches San Francisco Bay. The new regulations will require a 2-foot separation between a drainfield and groundwater. State estimates say about 10,000 onsite systems in the Russian River watershed will need upgrading, and about 5,000 will need to be replaced. There are about 53,000 onsite systems in the county.

Realtors are opposing the new regulations. In a letter to the *Sonoma County Gazette*, a group of Realtors say homeowners will pay \$35,000 to \$70,000 for replacement systems. They raised the possibility of longer wait times for pumpouts and the inability of some people to continue living on hillside sites because there is no process to grant waivers from the regulations.

## Colorado

Montezuma County commissioners approved new regulations for onsite wastewater systems. There are two major provisions.

Advanced systems are subject to more oversight. This means owners must have systems serviced according to the manufacturer's recommendations, and they must maintain a service contract with a qualified provider.

Beginning in January 2019, certain systems must be inspected at property transfer. Such systems include those existing since 1974 and without a permit, advanced systems, systems that had a previous failure, and properties with a valid permit for a system but no structure.

A news report quotes health department numbers saying that of 12 system failures in 2017, six were installed before 1972. In 2018 so far, there have been 13 system failures, and three of those were installed before 1972. The county began issuing permits in 1974 and since 2004 has required that systems be designed by a certified engineer.

Montezuma County occupies the southwestern corner of Colorado where it meets Utah, New Mexico and Arizona.

### Massachusetts

A bill working through the state Legislature would put a legal separation between installers and inspectors. House Bill 4358 would forbid the state from licensing someone as an onsite system inspector if that person is also licensed as a system installer.

The bill would also forbid inspectors from recommending a specific installer to perform work. Instead, inspectors would provide a list of at least five people, approved by the local board of health, capable of performing a repair on installation.

One legislative committee approved the bill, which was referred to the committee on Ways and Means.

Still under consideration by the Legislature is a bill that would create a statewide septic license. This bill (H.146), would also forbid a business from holding a license. Last year, one of the people concerned was Frank King of Action King Services in Lowell. He says that in a tight labor market, requiring an individual license would only make it more difficult for wastewater businesses to find qualified workers.

### Wyoming

To help polluted streams like Fish Creek, people in Teton County have set up a program to help pay the cost of pumping septic tanks. Property owners may receive a reimbursement for half of the cost of a pumpout up to a maximum of \$150. The program is a partnership between Teton Conservation District and Friends of Fish Creek.

Teton County is in the northwestern corner of Wyoming and includes Yellowstone and Grand Teton national parks. Fish Creek flows through the county and is a tributary of the Snake River that winds through Idaho and eastern Washington.

The groups operated a similar program in 2017, and it attracted more than 175 participants.

### Texas

After considerable discussion, commissioners of Ellis County decided to retain a regulation requiring maintenance contracts for septic systems. The county is located on the southern edge of the Dallas metropolitan area. A number of people voiced opposition to the idea of eliminating the maintenance contract regulation.

The *Daily Light* of Waxahachie quotes Randy Chellette with the Texas On-Site Wastewater Association: "These systems are mechanical and electrical components. ... This county alone has 27,000 onsite systems. That is a public health threat if

they are not maintained properly. Without perpetual maintenance, you are taking a step back."

### Wisconsin

Crawford County, located along to the Mississippi River in southwestern Wisconsin, is beginning a yearlong project to come into compliance with state onsite rules. Under a new county ordinance, all homes will have to be served by municipal sewer or an onsite system that is inspected at least every three years.

The county is starting the process with a survey of about 7,000 onsite systems, according to news reports. The key to the new rules is inspection, Jake Shedivy, county sanitation and zoning technician, tells the *Crawford County Independent*. Inspections will find problems before systems become a hazard to public health, he says. Shedivy says the project should be complete by October 2019. ■



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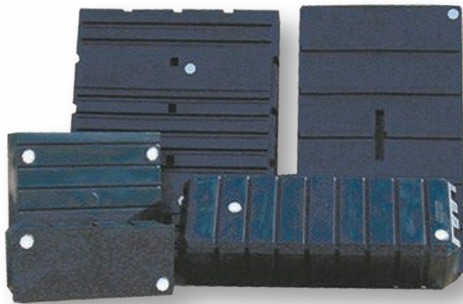
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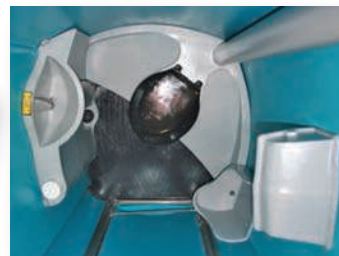
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Kate Zabriskie develops customer service strategies and training programs as president of Maryland-based Business Training Works. For more information, visit [www.businesstrainingworks.com](http://www.businesstrainingworks.com).

# 10 Steps to Reversing Horrifying Negative Online Reviews

Have a few unhappy customers made it their business to burn you through website or social media complaints? Here's how you can turn around your online reputation. **By Kate Zabriskie**

**“T**he worst customer service experience ever! The driver arrived an hour late for the appointment and was surly. Stay away!!!”  
*“They made a mess of the yard digging up the septic tank and then dragged filthy, dripping hoses across the yard, leaving a trail of waste. Yuck!”*

*“If you are offered a job at this place, run! Do not walk to the nearest exit. This company is an asylum. I have never worked with a more dysfunctional group of people in my life.”*

Ouch! Those hurt.

And there it is, in black and white for anyone and everyone to see: what someone thinks of your product, your service, or your organization.

Bad reviews can bite, wound and sting. Worst of all, a mountain of them can appear in a matter of seconds. Social media: It's a wonderful thing, until it turns against you.

So, what's a person to do when his or her online reputation is suffering at the hands of others? Plenty.

**Step 1:** Take a deep breath. You can fix it. Not overnight, but you can fix it.

**Step 2:** Get over any hurt feelings or embarrassment, and do it quickly. The people who complain have done you a great favor. It's now up to you to decide if negative reviews are going to be the kiss of death or a wake-up call.

**Step 3:** Uncover everything that is being said about you. If you found a bad review in one place, there are probably others. Spend a few hours researching yourself online. Start Googling, and take notes of what you find and where. Resist the urge to respond to anything. Be strategic, not impulsive. You will need a game plan before typing a word.

**Step 4:** Automate. Sign up for Google Alerts at [www.google.com/alerts](http://www.google.com/alerts). If new content mentioning your company shows up online and Google sees it, the search engine will send out an automatic alert letting you know. A variety of free and paid services will monitor online search terms and major review sites for mentions and will notify you if new information is posted. If you are serious about managing your online reputation, these services are extremely valuable.

**Step 5:** Once you have a good picture of your online grade, get ready to roll up your sleeves and start problem-solving. If your employees are rude,

If your employees are rude, train them. If your equipment is dirty, clean it. If people hate working for you, investigate. Unless you are the victim of competitor sabotage, what you are reading is probably based in truth.

train them. If your equipment is dirty, clean it. If people hate working for you, investigate. Unless you are the victim of competitor sabotage, what you are reading is probably based in truth. If needed, revisit step two.

**Step 6:** Involve your team, and communicate your improvement plan. You will reach your goal faster if everyone understands what it is and is working toward it.

**Step 7:** When you interact with customers, ask them what they think. You already know some of them have no problem sharing their opinions with the world, so they will probably be willing to candidly tell you the good, bad and ugly. Asking your customers for help can prove extremely beneficial.

*“We are working hard to improve. Would you be willing to talk to me for a few minutes? Thank you. What two or three things could we have done differently in order to make you experience with us better?”*

If at all possible, have these conversations verbally. You may be surprised by the quantity and quality of information you are able to quickly gather.

**Step 8:** Once you have a clear sense of what is going on with your business and are on the road to smoothing out the rough spots, get back to the reviews. It's time to answer them. First, thank the reviewer for letting you know about a problem and include something good about yourself, too.

*“Thank you for your feedback, and I'm sorry your experience with our septic service was not what you expected. We pump hundreds of tanks every year and we strive to delight all of our customers with our service.”*

Second, describe what you have done to prevent future service problems.

*“We've taken a few steps to prevent what happened to you from happening to anyone else on our daily routes. We are monitoring our staff for customer service skills and have created a new service checklist to ensure we leave*

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a customer's property clean and tidy."

Third, ask the person to give you a second chance.

"We would welcome the opportunity to show we've improved our customer service. The next time your septic tank requires pumping, please contact me directly and I will take care of the appointment personally."

Resist the urge to be snarky, judgmental or to correct your customers. Yes, some customers are wrong — however, pointing that out will not help. Lots of people are going to be watching how you respond. Take the opportunity to be polite, helpful and solution-focused. People who rely on the reviews can often tell when other customers are being difficult. If you are gracious in your dealings with them, you will win in the long run.

**Step 9:** Ask your happy customers to post reviews. Over time, your average will improve. Obviously this approach only works if you are indeed making changes and removing the causes of bad evaluations. If you are not, prepare for more of the same reviews you've gotten in the past because they're coming. You simply cannot turn off the social media tap.

**Step 10:** As tempting as it may be, do not post fake reviews or go to a service to get others to do the same. Apart from the fact that it's dishonest, it's also dangerous. If you get caught, you will look even worse than you did before. Instead, get busy writing more content to post on your website, social media, and other appropriate places. The more that's out there, the less visible a bad comment is.

Followed closely, this 10-step plan for a reputation overhaul could earn you five stars. ■

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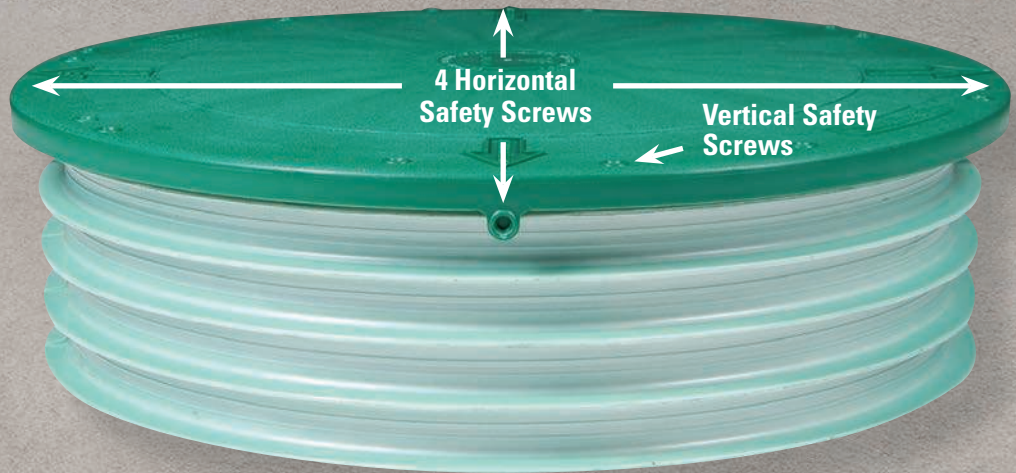
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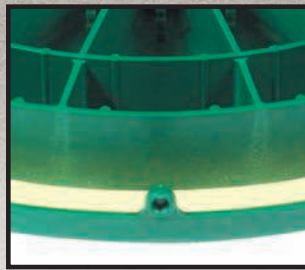
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- Easy to clean

### 6" Sanitary T-Baffle™

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

Neal Bennett with his granddaughter, AnnaLynn Wood and his favorite truck, an International 4900 with a steel tank fabricated locally and a Jurop/Chandler LC420 pump. Comfortable building just about anything, Bennett puts together his own trucks. (Photos by Kaylinn Gilstrap)

# CAN HE BUILD IT? YES HE CAN.

Georgia's Neal Bennett is the septic service version of Bob the Builder, always ready with the right tool to get the job done efficiently

By Ken Wysocky

Whether it's vacuum trucks, small business, race cars or any number of other things, Neal Bennett is pretty good at building things from the ground up. A good example is NDB Septic Service, a septic and grease trap pumping company he started from scratch in Nashville, Georgia.

When a friend who installed septic systems asked in 2006 if he was interested in pumping septic tanks, the resourceful entrepreneur dove right in, buying a 1999 International 4700 truck and outfitting it with an old 2,000-gallon fuel tank and a diaphragm pump, made by Wacker Neuson. It was a portend of things to come.

"No one in our area was doing it, so I figured I'd give it a try," says Bennett, who enjoys drag racing and building his own dragsters. "I figured I was going to pump one or two tanks a day, but it kind of grew from there."

Today NDB (Bennett's initials) employs 14 people and runs four vacuum trucks, all built out by Bennett, age 58. The company also pumps out grease traps, a service Bennett added around 2011. And as if that wasn't enough, he also established Greenway Services, a trash-collection company, in January. About 60 percent of his company's revenue comes from grease trap service, with the balance generated by septic work.

(continued)



## Profile

### NDB Septic Service Nashville, Georgia

**OWNER:** Neal Bennett

**FOUNDED:** 2006

**EMPLOYEES:** 14

**SERVICES:** Septic and grease trap pumping, trash collection

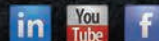
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**Above:** Neal Bennett and Kimberly Bennett Wood work with a BurnTable computer numerical control plasma cutter to fabricate parts for a truck, including brackets and ladders.

**Right:** Kimberly Bennett Wood uses CAD software to program the computer numerical control plasma cutter to fabricate a custom part for a truck.

The keys to his success? For starters, he's mechanically inclined. He's also adept at spotting and capitalizing on business opportunities. Then there's his aversion to debt, coupled with his steadfast refusal to lower his rates to match those offered by lowballing competitors.

Providing great customer service also pays dividends. To Bennett, that means doing simple things like treating customers the way he'd want to be treated. Keeping his trucks clean. "And if you tell a customer you're going to be there at 10 in the morning, you better be driving up to their house at 10 in the morning," he adds.

Building a great reputation that drives word-of-mouth referrals also demands an unwavering commitment to the job. Bennett recalls one in-

stance several years ago when family and friends threw him a birthday party at South Georgia Motorsports Park, where he'd been drag racing for years.

"I got a call from Walmart, right in the middle of all that good Georgia barbecue and birthday cake," he recalls. "A lift station had gone down and they needed a pump truck there to handle things, so I had to leave. We sat there for three days until they replaced the (lift station) pump. If you're not dedicated like that, you'd better not be in this business."

### PRIMED FOR PUMPING

Bennett had a little prior experience in the industry, thanks to a stint as a utility superintendent for a large plumbing company during the 1990s. "I already knew all about septic tanks pretty well," he says. "I could put in a tank and plumb it." But in 2006, he got into the pumping end of the business.

Three of Bennett's vacuum trucks are built on 2001 International 4700 and 4900s and the fourth is a 2000 International. One carries a 4,500-gallon tank while the remaining three have capacities of 3,000, 2,500 and 1,800 gallons. All the tanks are made of steel and feature Jurop/Chandler LC420 water-cooled pumps.

Each truck is suited for a different application. Bennett uses the 1,800- and 2,500-gallon trucks mostly for cleaning car wash pits. He uses the 4,500-gallon truck for pumping tanks because of its large capacity, which reduces profit-killing disposal trips to the nearest treatment center, which is a 25- to 30-mile drive one-way, he notes.

*(continued)*



The NDB Septic Service team includes (from left) Karsen Wood, Kimberly Bennett Wood, Sarah Stephens, Wayne Prescott, George Phillips, Johnathan Harris, Herbert Talledo, Rhonda Bennett, Neal Bennett, and Bennett's granddaughters, AnnaLynn Wood and Kenna Wood. Not pictured: Brandon Wood, Randall Mathis, Paige Smith, Michael Gilbert and Blake Prescott.

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**Right:** Neal Bennett and Kimberly Bennett Wood are shown with the company's equipment used for dewatering grease trap waste, from AQUA-Zyme Disposal Systems.

**Below:** Kimberly Bennett Wood and Neal Bennett look over one of the trucks built out by Bennett and the crew.



“Plus most of our customers live in rural areas and might be 15 to 20 miles apart,” he adds. “So we can usually pump out four tanks before we have to go and dump.”

### SELF-FABRICATED SPECIALS

Is it practical to fabricate a truck from the cab and chassis on up? As long as you're mechanically inclined, have the right equipment, and are willing to suffer some setbacks while figuring it all out, Bennett says.

“If you don't have any construction experience, it would probably be pretty tough,” he explains. “But I figure if I can build a 200-unit apartment complex, I can build just about anything. I just figure it out as I go and keep going until I get what I want.”

After Bennett gets a cab and chassis (he buys them at auction), he says his company has the means to do everything except roll the tank and build the dished ends, including painting. The main pieces of equipment used are a computer numerical control plasma-torch cutting table made by BurnTables (used mostly to cut out metal brackets) and a Miller Electric 200 welding machine.

Bennett receives the tank in four pieces: two dished ends and two cylinders of rolled metal, both fabricated by a local supplier. He welds the two sections together to form the tank cylinder, then welds on the two ends.

“If you expect to do a certain number of tanks a day, you've got to do everything you can to make it easier for your drivers — try to get those hoses as short as possible. Time is money.”

**NEAL BENNETT**

*(continued)*

## Trash talking

Good business owners spot and capitalize on opportunities. And that's exactly what Neal Bennett, the owner of NDB Septic Service, did this past January when he added trash collection to his company, Greenway Services, which rents roll-off containers.

It all started late in 2016, when Berrien County (Georgia) officials asked Bennett to manage the county's garbage transfer site. (Nashville is about 30 miles north of Valdosta in south-central Georgia and is the county seat of Berrien County.) The day Bennett took over the operations, a local garbage-collection company decided to switch its trash to another transfer station.

The entrepreneurial Bennett immediately decided to get into the garbage-collection business. “We bought a new garbage truck that afternoon,” he says. “Then we put our name out there that we're in the trash business, and now we have about 600 customers — and we're getting about 10 new ones each week.” At the transfer station, the collected garbage gets put into roll-off containers Greenway Services already owned. From there, the trash is transported to a nearby landfill.

Why did Bennett already own roll-off containers? Because he saw another business opportunity emerge in 2013. After the prolonged economic recession starting in 2007, all the local roll-off container providers got out of the business. When the economy rebounded, there were no roll-off companies around.

“So we started a company and it sort of grew from there, mostly from word-of-mouth referrals,” he explains. “The profit margins are good — very comparable to pumping septic tanks.”

Renting roll-off containers is a very capital-intensive business, with an average cost of about \$3,500 to \$4,500 for a container and about \$180,000 for a truck. “It gets pricey in a hurry,” Bennett says. (The company owns three trucks and around 45 containers.)

“We've been throwing money at it for five years ... and we're finally turning a profit,” he adds. “But we expect that to get much better in the future. It pays to get into a business that's either too expensive or too dirty for others to want to get into it.”

While roll-off containers may not seem like a complementary service to Bennett's septic service, it does have cross-marketing potential. “We have 600 garbage customers and every one of them has a septic tank,” he notes. “So every time we send out an invoice, customers get an NDB flyer, too. We're also sending \$10-off coupons for septic tank pumping with the garbage invoices.”

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## TIME TO BUILD

Then comes the installation of all the truck components, ranging from hose trays, manways, bumpers, valves and electrical wiring, a vacuum and a water pump, a water jetter, hose reels, and toolboxes. "We also shorten or lengthen the chassis to fit whatever tank we're using," he says.

One difference between a Bennett-built tank and a standard manufactured tank is the number of valves and their locations. He prefers to have four inlet valves: one on the front, one on the back, and one on each side. "I don't like to bend the hose (from where it leaves the truck) to the ground ... or to go around a truck," he says. "The side valves work great if you're in a residential neighborhood where you can't get in the driveway."

"You just pull up to the curb and work curbside," he continues. "It's a lot more convenient. If you expect to do a certain number of tanks a day, you've got to do everything you can to make it easier for your drivers — try to get those hoses as short as possible. Time is money."

Bennett says he's never calculated how many hours it takes on average to build out a truck. "It might take us up to six months because sometimes we only have time to work on it when nothing else is going on," he notes. "We use it as a time-filler."

Bennett also relies on four tank-agitating Crust Busters, built by Schmitz Bros. "I would not let a truck leave the shop without a Crust Buster on it," Bennett says. "If you ever used one, you'd never go to work without one again. They make life a lot easier. After using a Crust Buster, we can put a hose in and pump out a 1,000-gallon tank in about 15 minutes. Without it, we might be there as long as three hours."

The company also owns a trailer-mounted vacuum and hydroexcavating unit, made by Vac-Tron Equipment and used for locating buried lines and cleaning car wash pits. It features a 750-gallon debris tank and a 300-gallon water tank.

In addition, the company owns three roll-off trucks from Peterbilt, Kenworth and International; two garbage trucks (a 2017 Kenworth and a 2006 Peterbilt) rigged with compaction units made by Loadmaster; and 45 roll-off containers fabricated by Bradford Machine Shop, a local company.

## ENSURING PROFITABILITY

One key to Bennett's success is only buying equipment he can afford; that helps him avoid debt. "The next thing is I'm the first one in every morning and last one to leave in the afternoon," he says. "And I answer every phone call that comes in to my phone. I take a very hands-on approach and talk to every customer that calls."

Bennett also refuses to lower his prices to meet those posted by low-balling competitors, which is another factor in his ability to pay for equipment. It's part of an overall philosophy of knowing his overhead expenses and charging accordingly to make a profit.

"The way I look at it, if you pump 1,000 tanks a year and charge \$200 per tank, you have \$200,000," he explains. "But if you charge just \$25 more, you have \$225,000, which is a \$25,000 difference for what amounts to the same amount time, effort, fuel and labor."

"That extra \$25,000 makes a big difference," he continues. "Guys that cut prices don't stay in business very long. If your business is failing, I think you've got to raise your prices, not lower them."

A keen eye for new business opportunities also has served Bennett



From left, Kimberly Bennett Wood, Neal Bennett and Karsen Wood pose with Bennett's drag race car, a 1988 Chevrolet Beretta. Bennett built the car, and also builds race cars for his granddaughters to compete in.

well. About seven years ago, he learned that businesses with grease traps would be required to pump their tanks every 90 days, part of an overall effort to reduce the amount of grease entering septic tanks and sewer systems, he says.

"I saw it coming and was one of the first guys around here to get a FOG permit," he says. Collecting grease didn't require investing in any additional trucks; he just has to be sure whatever truck is used for grease traps gets thoroughly cleaned so there's no cross-contamination with septage going to a treatment plant. He did, however, invest in biosolid dewatering boxes from AQUA-Zyme Disposal Systems to properly dispose of grease.

## A GOOD CHOICE

As he looks back over the last 12 years, Bennett says he never regretted taking a career U-turn and heading into septic service. Sure, money was tight in the early going; he recalls going to his first Pumper & Cleaner Environmental Expo International show (now the Water & Wastewater Equipment, Treatment & Transport Show) around 2008, dreaming about all the products he wanted to buy but unable to purchase anything.

"We couldn't even afford a motel room, so we parked our camper out in the venue's parking lot," he says. "Now we go and we can buy whatever we want. We've been very blessed. It took — and still takes — a lot of work to make it successful, but I enjoy every day of it." ■

“Guys that cut prices don't stay in business very long. If your business is failing, I think you've got to raise your prices, not lower them.”

NEAL BENNETT

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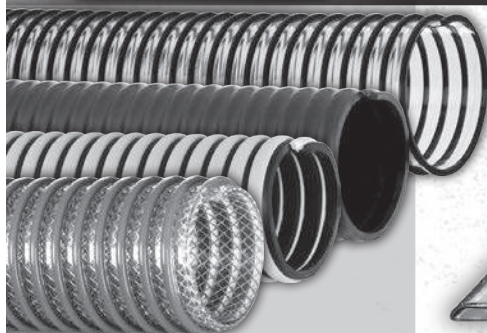


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# University Sustainability Project Incorporates Futuristic Wastewater Reuse Technologies

New rural campus includes graywater reuse, constructed wetlands and advanced rainwater runoff strategies to return as much water as possible to the local aquifer **By David Steinkraus**

**W**hen it received a grant of 388 acres of land about a decade ago, Chatham University already had a main campus near downtown Pittsburgh and another about a mile east of the main campus. The university's leaders decided to use a fraction of the newly acquired land for a third campus about 25 miles north of downtown. This campus would combine the best of sustainable technologies including an integrated system to handle the water falling on and flowing through the campus.

How well they succeeded is shown by the award the project won: a COTE Top 10 Award from the Committee on the Environment of the American Institute of Architects. Each year the American Institute of Architects gives these recognitions to projects that set high standards in design and sustainability. Chatham University says the Eden Hall Campus is the first fully sustainable campus in higher education in the world.

The property came with some buildings that were remodeled. Four new environmentally advanced buildings were added to form the core of the campus. Those are the Café, a former dairy barn; the Field Lab that houses the aquaculture program, a classroom laboratory, and the controls for the wastewater system; the Esther Barazzone Center that has the main campus kitchen, student activities center, and classrooms; and South Orchard Hall, a residence building for 66 people. The Café, Barazzone Center, and Orchard Hall also have solar photovoltaic arrays with a combined output of just over 200 kW.

The campus is still under development, says John Cunningham, director of facilities and building systems. There is a 50-year master plan that foresees several more buildings, and the plan also dictates how water is handled. The campus has an integrated system that accounts for everything from rainwater to wastewater.

## WATER STAYS ON CAMPUS

Rain flowing across the ground is collected in about 19 rain gardens and subsequently flows into local streams. Roof runoff is collected in a 50,000-gallon storage tank and can be used for irrigating landscaping and gardens. At the moment, most of the stored rainwater overflows the storage tank and returns to local streams, but this capacity will allow for more irrigation as the campus develops, Cunningham says.

"Our main parking spot is a graveled area," Cunningham says. "There is an adhesive layer to keep the gravel in place, but it is a permeable surface. Very little of this campus is paved with anything."

Almost all of the wastewater processed on campus stays on campus. The exception is Orchard Hall. Recycled water is used to flush toilets there, but that blackwater flows into a municipal sewer system. Yet that is only about 10 percent of the wastewater produced on campus. The other 90 percent is handled by the recycling system.

*(continued)*





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The Café and Field Lab each have a 1,500-gallon septic tank for initial treatment. The Barazzone Center has a 10,000-gallon tank to handle the greater flow from the kitchen and student center.

From these tanks, water flows into a 4,000-gallon tank that has one compartment with a trickling filter and a second that equalizes flow from the filter compartment and doses 3,600 square feet of constructed wetlands. Water next flows into a recirculating sand filter and then into a storage tank.

## VARIABLE FLOW CHALLENGES

Water from the storage tank can be reused for flushing toilets or land application through dripline in two forested areas and one grassland. (Rainwater is used to irrigate landscaping.) But first the water passes through a pair of filters, 100 micron (Orival Water Filters) and 5 micron (Pentair Industrial), and then past UV lamps (Atlantic Ultraviolet). A turbidimeter from HF scientific set to a limit of 10 NTU governs where the water flows. Water reading less than 10 is released for non-potable use in buildings. Water reading greater than 10 is diverted to the irrigation dose tank. Any excess water from the reuse tank also flows to the irrigation dosing tank.

Panels controlling the system were all custom-made by Orenco Systems. They run on solar power and convert the DC current into low-voltage AC to run the electronics.

“One of the big challenges in doing this system was the soil. We had a lot of trouble finding soils suitable for land application,” says Ryan Case of Biohabitats in Santa Fe, New Mexico. His company was contracted to design the campus water management system.

How much water is reused in buildings varies with what is occurring on campus, Cunningham says. On a low-use day, the system processes about 1,000 gallons. On a really busy day when there are events on campus, the flow is a couple thousand gallons.

“That flow variability is one of the challenges we have now in operating the system. As the campus activity has picked up during the last couple of years, the flow has increased. My bigger problem is I’m always dealing with after-the-fact knowledge of what’s going on as opposed to being able to predict what will happen if there is an event with 500 people,” he says.

He and Nicole Weiers, the certified wastewater operator who runs the system, have been working on pump averages to try and get a handle on this.

“There is a lot of flow variability,” Weiers says, “but the system is designed with enough redundancy to handle not only the changing flows, but also changing strengths.”



An outdoor amphitheater is formed by the natural contours of the ground, and surrounding the circular stage area are rain gardens. (Photos courtesy of Chatham University)



**Left:** The TSE (treated sanitary effluent) Treatment room includes pumps (left) from Grundfos Pumps that convey treated water from a storage tank to toilets throughout the building for use in flushing.

Influent BOD can vary from 60 to almost 400 mg/L. If BOD is still high coming out of the primary treatment

tanks, the trickling filter is there to reduce it, and the wetlands can do more, and the sand filter can do still more, she says.

## SYSTEM EVOLUTION

Each stage also has some equalization capacity, Case says. Override timers control each stage of the system, and these can be adjusted to alter the flow on days when there may be a large event or during semester breaks when there is little water use on campus.

“The choice of treatment was also part of this,” Case explains. “We use attached growth because we knew we would have a variable food supply for the bacteria, but in the wetlands and trickling filter, we have a habitat that sustains the bacteria and enables them to grow rapidly when needed.”

In the buildings with new construction, where purple pipes handle the recycled water, there is also an educational feature, Case says. Plexiglass panels are installed in the walls so students or visitors can see the purple pipe and build an understanding of the water system.

That is not to say the system has been problem-free. Some of the pipes were improperly laid, Cunningham says. They don’t drain well, and a couple have large dips in them. He had some cracked pipes in the winter of 2016-17 and attributes this to how the pipes were laid.

You could call these growing pains for a new system. Like the system, the campus is at the beginning of its life. Yet plans are in place to handle future wastewater needs. Preliminary design work is already done for the next planned expansion, Case says. Because of site constraints, there will have to be a second onsite treatment system for additional buildings, but the supply system for recycled water will tie into the system for new buildings.

In other words, if Chatham University is already an example of wise water use, it is prepared to remain an example for decades. ■

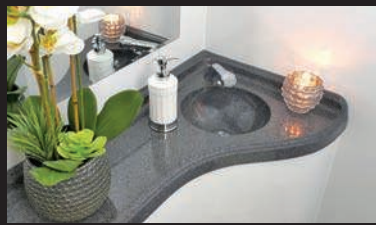
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	7.9	30.0	4350	300	1450	24.3	0.787	20	0.906	23

Max GPM.	Max. LMP	Max. PSI	Max. Bar	Max. RPM	Req. HP	Bore Dia. in.	Bore Dia. mm	Stroke in.	Stroke mm	RTX 30.500N
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

Max GPM.	Max. LMP	Max. PSI	Max. Bar	Max. RPM	Req. HP	Bore Dia. in.	Bore Dia. mm	Stroke in.	Stroke mm	RTX 60
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

Max GPM.	Max. LMP	Max. PSI	Max. Bar	Max. RPM	Req. HP	Bore Dia. in.	Bore Dia. mm	Stroke in.	Stroke mm	RTX 85
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
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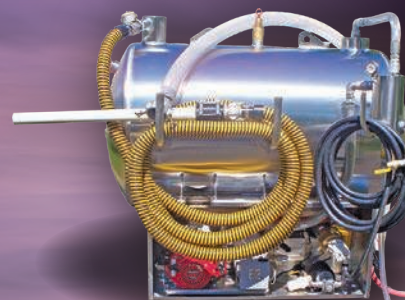
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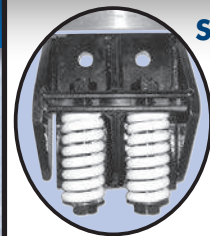
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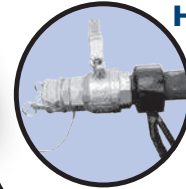
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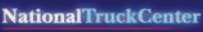





# Pumper VACUUM TANK 2018 DIRECTORY

		Up to 3,000 Gallons	3,000 - 5,000 Gallons	5,000 Gallons and Over	Vacuum Trailers	Portable Restroom Service Trucks	Slide-In Units	Steel Tanks	Stainless Steel Tanks	Aluminum Tanks	Hazardous/DOT Certified Tanks	Multi-compartment Tanks	Used Vacuum Trucks
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 See ad page 3 Eastern and Midwest Supplement	<b>Advance Pump &amp; Equipment Inc.</b> 15418 Old Hwy Rd., Peosta, IA 52068 563-557-0957 • (f) 563-557-0961 www.advancepump.com • wayne@advancepump.com	■	■	■	■	■	■	■	■	■		■	■
See ad page 72	<b>Amthor International</b> 237 Industrial Dr., Gretna, VA 24557 800-328-6633 • 434-656-6233 • (f) 434-656-1101 www.amthorinternational.com • bramthor@amthorinternational.com	■	■	■		■		■	■	■	■	■	
See ad page 4 Eastern Supplement	<b>Andert, Inc.</b> 39 Route 244, Eastford, CT 06242 860-974-3893 • (f) 860-974-2145 andertinc@gmail.com	■	■			■		■	■			■	
See ad page 31	<b>Armal, Inc.</b> 122 Hudson Industrial Dr., Griffin, GA 30224 866-873-7796 • 770-491-6410 • (f) 770-491-9458 www.armal.biz	■	■	■	■	■	■	■	■	■	■	■	■
See ad page 49	<b>Best Enterprises, Inc.</b> 3513 W Mountain Springs Rd., Cabot, AR 72023 501-988-1905 • (f) 501-988-2880 www.bestenterprises.net • info@bestenterprises.net		■			■	■		■			■	
 See ad page 3 Eastern and Midwest Supplement	<b>Crescent Tank Mfg.</b> 2557 Cannan Rd., Bloomfield, NY 14469 585-657-4104 • (f) 585-657-1014 www.crescenttank.com • info@crescenttank.com	■				■	■	■				■	
See ad page 23	<b>Cusco</b> 305 Enford Rd., Richmond Hill, ON L4C 3E9 Canada 800-490-3541 • 905-883-1214 www.wastequip-cusco.com	■	■	■	■			■	■		■	■	
See ad page 45	<b>Engine &amp; Accessory, Inc.</b> 12201 NW 30th Pl., Miami, FL 33167 800-327-5431 • 305-573-2268 • (f) 305-576-4617 www.rampstar.com • info@rampstar.com	■	■	■	■	■	■	■	■	■	■	■	■
See ad page 50	<b>Erickson Tank &amp; Pump LLC</b> 800 Rd. P.5 SW, Quincy, WA 98848 509-785-2955 • (f) 509-785-3770 www.ericksontank.com • sales@ericksontank.com	■	■		■	■	■	■	■	■		■	■
 See ad page 35	<b>FlowMark</b> 610 S Adams St., Kansas City, KS 66105 855-653-8100 www.flowmark.com • sales@flowmark.com	■	■	■		■	■	■	■	■			
See ad page 86	<b>FMI Truck Sales &amp; Service/WorkMate</b> 8305 NE MLK Jr. Blvd., Portland, OR 97211 800-927-8750 • 503-286-2800 • (f) 503-286-3223 www.fmitrucks.com • johnb@fmitrucks.com	■	■	■	■	■	■	■	■	■	■	■	■

# Pumper VACUUM TANK 2018 DIRECTORY




		Up to 3,000 Gallons	3,000 - 5,000 Gallons	5,000 Gallons and Over	Vacuum Trailers	Portable Restroom Service Trucks	Slide-In Units	Steel Tanks	Stainless Steel Tanks	Aluminum Tanks	Hazardous/DOT Certified Tanks	Multi-compartment Tanks	Used Vacuum Trucks
 See ad page 47	<b>F.S. Solutions</b> 8584 Borden Ave. SE, Leeds, AL 35094 800-822-8785 • (f) 205-699-2253 www.fssolutionsgroup.com • info@fssolutionsgroup.com												■
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See ad page 42	<b>Global Vacuum Systems, Inc.</b> 15431 St. Hwy 6, Navasota, TX 77868 800-843-0866 • 936-825-2000 • (f) 936-825-2020 www.globalvacuumsystems.com • ryan@globalvacuumsystems.com	■	■		■			■	■	■	■	■	■
	<b>Guzzler Manufacturing</b> 1621 S Illinois St., Streator, IL 61364 800-627-3171 • 815-672-3171 • (f) 815-672-2779 www.guzzler.com • sales@guzzler.com	■	■						■		■		
See ad page 11	<b>House of Imports, Inc.</b> 9815 NW 27th Ave., Miami, FL 33147 305-691-4778 • (f) 305-691-4779 www.vacuumtruckusa.com • info@houseofimportsvacuumtrucks.com		■	■		■	■	■	■	■	■	■	■
 See ad page 17	<b>Imperial Industries, Inc.</b> 550 W Industrial Park Ave., Rothschild, WI 54474 800-558-2945 • 715-359-0200 • (f) 715-355-5349 www.imperialind.com • info@imperialind.com	■	■	■	■	■	■	■	■	■	■	■	
See ad page 65	<b>KeeVac Industries, Inc.</b> 7717 W 6th Ave., Unit E, Lakewood, CO 80214 866-789-9440 • 303-789-9440 • (f) 303-459-4439 www.keevac.com • info@keevac.com	■	■	■	■	■	■	■	■	■	■	■	■
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See ad page 77	<b>LMT Inc.</b> 1105 SE 2nd St., Galva, IL 61434 800-545-0174 • 309-932-3311 www.lmtmfg.com • info@lmtmfg.com	■	■			■	■	■	■			■	
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# Pumper VACUUM TANK 2018 DIRECTORY

		Up to 3,000 Gallons	3,000 - 5,000 Gallons	5,000 Gallons and Over	Vacuum Trailers	Portable Restroom Service Trucks	Slide-In Units	Steel Tanks	Stainless Steel Tanks	Aluminum Tanks	Hazardous/DOT Certified Tanks	Multi-compartment Tanks	Used Vacuum Trucks
See ad page 2 Eastern and Midwest Supplement	<b>Mid-State Truck Service, Inc.</b> 6335 Packer Dr., Wausau, WI 54401 800-236-2044 • 715-845-2244 • (f) 715-845-3940 www.midstatetruck.com • allenl@midstatetruck.com	■	■	■	■	■	■	■	■	■	■	■	■
 See ad page 9	<b>National Truck Center</b> 3001 E 11th Ave., Hialeah, FL 33013 305-691-8407 • (f) 305-691-8416 www.nationaltruckcenter.com • info@nationaltruckcenter.com	■	■	■		■		■		■	■	■	■
 See ad page 32	<b>Pik Rite, Inc.</b> 60 Pik Rite Ln., Lewisburg, PA 17837 800-326-9763 • 570-523-8174 • (f) 570-523-8175 www.pikrite.com • sales@pikrite.com	■	■	■	■	■	■	■	■	■		■	
See ad page 21	<b>PolyPortables, a division of Satellite</b> 99 Crafton Dr., Dahlonega, GA 30533 800-241-7951 • 706-864-3776 • (f) 706-864-8111 www.polyportables.com • office@polyportables.com						■						
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 See ad page 60	<b>Robinson Vacuum Tanks</b> 306 Runville Rd., Bellefonte, PA 16823 844-393-1871 • 814-933-0927 • (f) 844-957-0741 www.robinsontanks.com • info@robinsontanks.com	■	■	■	■	■	■	■		■		■	
See ad page 65	<b>Slide-In Warehouse</b> 7717 W 6th Ave., Unit E, Lakewood, CO 80214 888-445-4892 • 303-445-4892 • (f) 303-459-4439 www.slideinwarehouse.com • matt@slideinwarehouse.com				■	■	■			■		■	■
See ad page 58	<b>Specialty B Sales</b> 2100 E Booth Rd., Searcy, AR 72143 800-364-7307 • 501-279-0001 • (f) 501-279-0003 sbs3647307@gmail.com	■	■			■	■	■	■			■	
	<b>Super Products LLC</b> 17000 W Cleveland Ave., New Berlin, WI 53151 800-837-9711 • 262-784-1700 www.superproductsllc.com • info@superproductsllc.com	■	■	■							■		■
See ad page 94	<b>TankTec</b> 10100 Quinn St. NW, Minneapolis, MN 55443 888-428-6422 • 763-755-8075 • (f) 763-757-9788 www.tanktec.biz • info@tanktec.biz	■	■			■	■		■	■	■	■	
 See ad page 67	<b>Tank World Corporation</b> 12007 W Peoria Ave., El Mirage, AZ 85335 623-536-1199 • (f) 623-935-4514 www.tankworldaz.com • service@tankworldaz.com	■	■			■	■	■	■	■		■	■
 See ad page 68	<b>Thriller Manufacturing</b> 1926 S Pioneer Rd., Salt Lake City, UT 84104 801-908-5565 • (f) 801-908-5575 www.thrillermfg.com • johngomez.thriller@gmail.com	■	■	■	■			■	■	■		■	



# Pumper VACUUM TANK 2018 DIRECTORY

		Up to 3,000 Gallons	3,000 - 5,000 Gallons	5,000 Gallons and Over	Vacuum Trailers	Portable Restroom Service Trucks	Slide-In Units	Steel Tanks	Stainless Steel Tanks	Aluminum Tanks	Hazardous/DOT Certified Tanks	Multi-compartment Tanks	Used Vacuum Trucks
See ad page 25	<b>Transport Truck Sales, Inc.</b> 6740 Kaw Dr., Kansas City, KS 66111 888-395-7551 • 913-334-2400 • (f) 913-334-4576 www.transporttruck.com • scott@transporttruck.com	■	■	■	■	■		■		■	■	■	■
See ad page 5	<b>Transway Systems, Inc.</b> 314 Lake Ave. N, Hamilton, ON L8E 3A2 Canada 800-263-4508 • 905-578-1000 • (f) 905-561-9176 www.transwaysystems.com • sales@transwaysystems.com	■	■	■		■	■	■	■	■		■	
See ad page 63	<b>Truck Country</b> 2401 Progress Way, Kaukauna, WI 54130-9559 800-236-5271 • 920-766-5222 www.truckcountry.com • marketing@truckcountry.com	■	■	■									■
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See ad page 28	<b>TSI Tank Services, Inc.</b> PO Box 8136, Cranston, RI 02920 866-720-4999 • 401-437-8942 • (f) 401-383-7462 www.tankservicesinc.com • jerry@tankservicesinc.com	■	■	■	■	■	■	■	■	■	■	■	■
See ad page 68	<b>V &amp; H Trucks Inc.</b> 1505 S Central Ave., Marshfield, WI 54449 715-486-8800 www.vhtrucks.com • sales@vhtrucks.com		■	■									■
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See ad page 71	<b>VacutruX Limited</b> 20 Martin Ln., Elmira, ON N3B 2A1 Canada 800-305-4305 • 519-669-1625 • (f) 519-669-8331 www.vacutruX.com • info@vacutruX.com	■	■	■	■	■	■	■	■	■	■	■	■
See ads, page 14 page 4 Eastern Supplement	<b>Vacuum Sales, Inc.</b> 51 Stone Rd., Lindenwold, NJ 08021 800-547-7790 • 856-627-7790 • (f) 856-627-3044 www.vacuumsalesinc.com • sales@vacuumsalesinc.com	■	■	■	■	■	■	■	■	■	■	■	■
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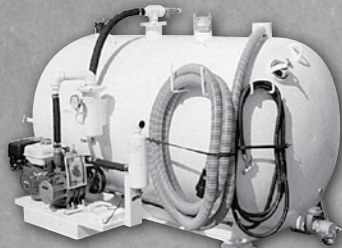
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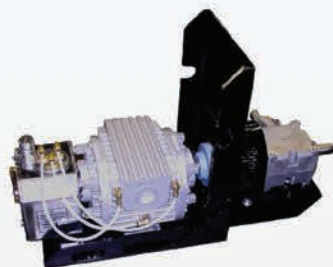


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Based in Racine, Wisconsin, Erik Gunn writes for magazines on business and other topics.

# A Million Dollars Won't Necessarily Ensure Your 'Golden Years'

When planning for a pumper's retirement, first tally your projected monthly expenses and then work toward a realistic nest egg **By Erik Gunn**

**H**ow much does it take to retire? Conventional wisdom once suggested if you could put aside a million dollars, you'd be set for life when you were ready to kick back.

That's a faulty assumption, says financial advisor David Sandstrom. First, a million dollars isn't what it used to be. But more to the point, as a rule-of-thumb target, it's simplistic and could lead you astray.

Sandstrom is a vice president and general securities representative at Landaas and Co., a Milwaukee-based investment advisory and planning firm.

Of course, this column can never substitute for a conversation with your own financial advisor, who can bring an understanding to your personal circumstances. What follows are general suggestions — not investment or financial management advice.

## THE INFLATION FACTOR

The first flaw in the million-dollar theory is that “over time, inflation has eroded that million dollars to something that is probably not going to be a major windfall for everybody,” Sandstrom says.

Your nest egg should be large enough that you'll never need to tap into it. “We usually look at a rule of thumb that says, ‘I don't touch the nest egg, and I live off what the nest egg can produce,’” Sandstrom explains.

And that, too, needs to be more than you might think. You really should live off only part of the annual earnings, and plow the rest back into savings.

Here's why: With a balanced portfolio — say 50 to 60 percent stocks and the remaining 40 to 50 percent in bonds — historical averages suggest you'll see an annual return of about 7 to 8 percent.

Now, consider that inflation has been about 3 percent a year for a long time now — sometimes a little less, sometimes a little more. To keep pace, the dollar value of your annual payout actually needs to go up every year. For that to happen, the base savings needs to keep growing, too.

“If you're going to leave something in there for inflation every year, so that you can give yourself a little raise, that would probably leave about 4 to 5 percent for you to spend,” Sandstrom says, not the full 7 or 8 percent. “If you spend all of the return, you're stuck with that million bucks the rest of your life. You're not going to keep up with inflation.”

Sure, you'll get \$70,000 to \$80,000 a year in income — but in 20 years, that won't buy you as much as it does now. So if you're starting with \$1 million and hold back part of your earnings to build your savings up, you'll only be able to take out about \$40,000 to \$50,000 to live on in that first year.

Only you can decide if that will pay your expenses comfortably. But unless that's what you're already living on, chances are the answer is no.

## A NEW APPROACH

Besides the impact of inflation, some costs will rise considerably once you're retired. Yes, some expenses may go down. Perhaps you've paid off a mortgage, you're driving to work less, or maybe even trimming your clothing budget. But other costs will go up, Sandstrom warns. No. 1 is health care: “Health care costs are becoming a very significant hurdle for people retiring, especially if they retire prior to going on Medicare.” (So much for taking early retirement at 55, 60 or 62.)

“Thirty years ago, CDs were double digits, and it was pretty easy to have a really safe portfolio that paid you a really nice return. (Today) the safer stuff that you'd like to own in retirement doesn't pay you anything.”

**David Sandstrom**

Another culprit: Your savings — that nest egg — carries a lot more of the burden of supporting you in retirement. Traditional pension plans are vanishing, for one thing. Or, as Sandstrom puts it, your retirement resources “used to be Social Security, a pension, and whatever you've saved. Now it's pretty much gotten down to Social Security and what you've saved.” And for most people, “Social Security is not an answer for retirement. It's a supplement.”

What all this adds up to is a completely different approach to calculating a retirement target rule of thumb. And it's not a one-size-fits-all number.

So how do you set your retirement savings goals?

“We ask clients, ‘What's your number? What do you need a month?’ It varies so much across the board,” Sandstrom says. “I have people who do fine on Social Security alone every year, and I have people who spend all their Social Security every month and draw lots of money out of their portfolio — and they complain about not having enough. It all depends on the individual.”

Once you have calculated what you think you'll need to live on per month, plan “well in advance with those numbers in mind,” Sandstrom says. Ideally, you'll want to save enough so that skimming a little more than half of the earnings off every year — that 4 to 5 percent — will provide you with enough income.

## WHERE TO STASH IT

When you're ready to tap into it, where should you put that savings? That question is complicated by the historic low interest rates over the last decade or more — great for borrowers, but not for savers. That's pretty much undermined a longtime traditional retirement savings parking place — the bank certificate of deposit.

"Thirty years ago, CDs were double digits, and it was pretty easy to have a really safe portfolio that paid you a really nice return," Sandstrom says. Today, "The safer stuff that you'd like to own in retirement doesn't pay you anything," which "puts a little bit more pressure on what that number is for your nest egg."

Maybe simple, safe, high-interest savings instruments will come back someday, but don't expect them any time soon. So the nest egg needs to be big enough to allow for some higher-risk, higher-return investments that can deliver a potential windfall. But if those collapse, you don't want them to undercut your long-term plan.

Sandstrom suggests maintaining a broad portfolio balanced between a level of risk you can tolerate and a level of security you can maintain over time. Make sure some of your investments are in "something you're just drop-dead positive" will provide steady earnings at low risk — high-quality bonds, for instance.

Then, if the riskier part of your savings hits a rough patch, you can afford to leave it alone until it recovers and tap into the safer side of the portfolio. "Just don't spend assets that have just been discounted."

## THE BOTTOM LINE

To sum up: Forget about a \$1 million target. "It's not the million dollars. It's having a plan," Sandstrom points out, one that will let you draw on your savings that amount you'll need each year for the rest of your life. "Get a good handle on what you think your retirement needs are going to be, then figure out, 'Can I get there?'"

Consider it a road map that will lead you to that retirement lifestyle you've been dreaming of. Then see what you can do to make the trip as smooth as possible. ■



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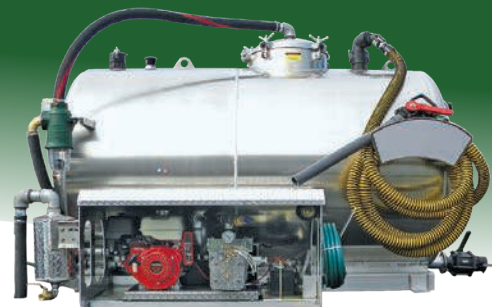
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*In States Snapshot, we visit with a member of a state, provincial or national trade association in the decentralized wastewater industry. This time, we learn about a member of the Alberta Onsite Wastewater Management Association.*

**Name and title or job description:** Chic Shaw, president

**Business name and location:** Chic's Contracting, Athabasca, Alberta

**Age:** 72

**Years in the industry:** 34

**Association involvement:** I am the current president of the Alberta Onsite Wastewater Management Association and have been a member for 20 years.

**Benefits of belonging to the association:** Keeping abreast of the changing times and changing our techniques accordingly is the big thing. We do a lot of education. And, of course, any time there's a change, we're right up to date on it. In fact, we usually take part in it. Nothing changes in the province without our input.

**Biggest issue facing your association right now:** We need more enforcement of regulations to stop bad operators. It's a big problem everywhere in North America, I think. The government is willing to make laws but not always willing to back them up. But we have made some big strides lately. Alberta Municipal Affairs has created a working group, which includes members of our industry, as well as the inspections people, so they're making an effort. But it's tough because enforcement is always a legal problem and it costs a lot of money to go to court. That's another benefit of the association — we've pressed long enough that the government is starting to see the reason behind the need for enforcement.

**Our crew includes:** Myself; Don Olsen, laborer/operator; and my wife, Diane, to run the office and do the paperwork.

**Typical day on the job:** At one time we were a lot bigger and carried a big crew. We built subdivisions and did oil field work. I had both my kids working for me, but when they decided to leave the company and go their



Chic Shaw, owner of Chic's Contracting in Athabasca, Alberta, is shown with his John Deere 60G excavator.

own way, we decided to downsize and just stick to private sewage. Plus, now that I'm 72, I don't want to work that hard any more. So, a typical day these days is anything from meeting-and-greeting a customer, bidding on projects, moving equipment, and doing installs, which, even with my small crew, we put in over 50 installs last year. In the winter, I work in the shop and just try and keep busy so I don't seize up!

**The job I'll never forget:** One summer the forecast was for a drought. They were even telling farmers not to plant anything. A small village had been wanting us to build a lagoon for them so I thought that would be a great year to do it. So we made these huge holes in the ground, which is like a big funnel, and then it started to rain, and it rained every day. We had the pumps going. We had to dry the soil to compact it. It was pretty expensive since we were living in hotels and eating in restaurants and it took us 2 1/2 months instead of the one month I had planned on.

**My favorite piece of equipment:** I like the excavators. I can be digging the hole and see the whole job and what needs to be done because every time

I turn, I'm looking the whole field over. We've got radio communication, so I can just pick that up and say to the guy in the dozer or loader, "Hey, I need you to do this." Basically I can run the job from sitting in a seat. We've got a John Deere 200LC and a Hitachi Zaxis 200, which are basically the biggest you can carry on a truck without having to put extra wheels on. And then we have a smaller unit, a John Deere 60G.



Shaw removes improperly installed electrical conduit in preparation for a tank replacement. His Hitachi Zaxis excavator is shown in the background.

**Most challenging site I've worked on:**

About four years ago, we worked on a subdivision in Athabasca, doing all the underground work for it — the big pipe. It had a high water table and slouching sides. Mostly it was around 20 feet and the water table was around 10 feet, so you know you're going to get water in there. We were dewatering and had to keep moving. If we stopped for coffee, we had to de-water right away and use washed rock to stabilize it. We used a steel shoring box inside the ditch to keep the sides from caving in on the men working in the ditch. The shoring box was 35 feet long, so we could put the pipe right down inside of it. We had two guys who never got out of that box from morning until night except for coffee and lunch. We dug with the excavator in front of the box, and then grabbed a hold of it and just kept pulling it forward.

**The craziest question I've been asked by a customer:** "What makes a better septic tank, a car or a pickup?"

**If I could change one industry regulation, it would be:** That a sewage design would be approved before a building permit is issued. There are a few counties that do it, but not many. As an example, I went out to one site and discussed with the builder where he wanted the septic tank. Then I asked him where he was going to put the discharge, and he said, "Well, I'm just going to run it over to the fence." He didn't realize you can't do that; you're pumping into your neighbor's yard. We had to put the septic system all the way around the other side of the house because the plumbing and concrete were already in and then had to ditch all the way around the house. If he had applied for a permit before they allowed him to build, that would have all been found out. Most of the time it ends up costing the customer a lot of money.

**Best piece of small-business advice I've heard:** "Always look after your reputation," and "Don't try to borrow yourself out of debt." I heard this from the manager of a car wash I worked at when I was 16 years old.

**If I wasn't working in the wastewater industry, I would:** Still be working in the oil industry. Before I got married and had kids, I worked in 34 countries all over the world in the oil business. I wanted to see the world on somebody else's dollar.

**Crystal ball time - This is my outlook for the wastewater industry:** Onsite sewage treatment systems will continue to become more popular. As big pipe becomes more expensive to build and maintain, on site is a perfect way to recycle wastewater and maintain our aquifers by returning water back to where it came from. We must continue to educate the industry if we wish to remain good stewards of the environment. ■

- Compiled by Betty Dageforde

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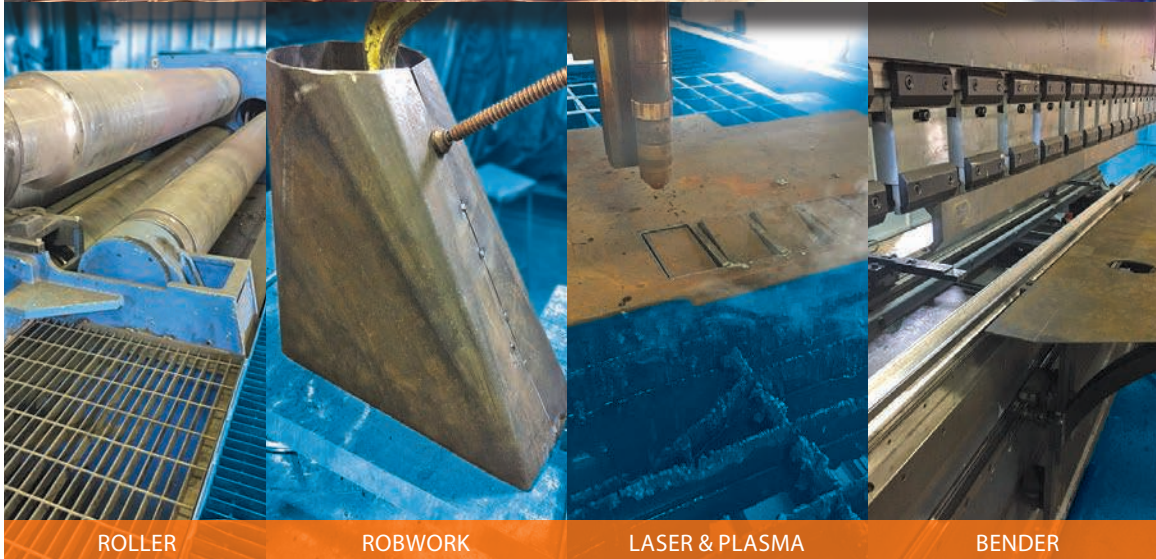
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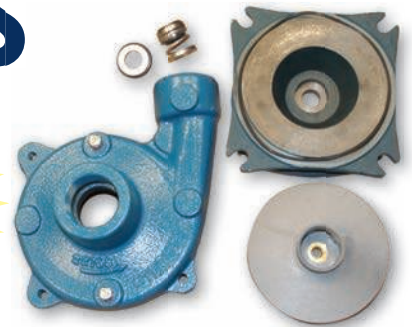
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Jim Anderson, Ph.D., is an emeritus professor at the University of Minnesota Department of Soil, Water and Climate and recipient of the pumping industry's Ralph Macchio Lifetime Achievement Award. Email Jim questions about septic system maintenance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

# Take a Hands-On Approach to Soil Study

When it comes to figuring out the properties of soil at the job site, let your fingers do the walking

By Jim Anderson, Ph.D.

I continually receive questions and comments about determining soil texture in the field. Soil texture, as hopefully everyone reading this knows, is one of the key components or indicators for how well the soil will accept septic tank effluent through identification of the soil sizing factor or long-term acceptance rate (LTAR), usually expressed in gallons per day per square foot (gpd/sq ft). Other soil components used to arrive at this number are identification of soil structure, consistence and rock fragment percentage.

Having the ability to identify soil texture allows service providers a way to check the accuracy of the site evaluation and design information in the field. If there seems to be a discrepancy between what you are seeing and what is seen in the design, a conference or discussion should be held with the designer to resolve the question before an installation, repair or inspection continues.

This discussion may also need to involve the local regulator if it leads to a change in design for an install or major repair. If you are a service provider, you will need to check the soil treatment area to see if the soil matches the type and size of final dispersal unit needed.

## TEXTURE CLASSIFICATIONS

Soil texture is simply the expression of percentages of sand, silt and clay size particles (soil separates) less than 2 mm in diameter. Anything more than 2 mm in diameter is considered gravel or rock, the percentages of which can be used to provide a modifier of the soil texture designation to indicate the percentage of rock. In any case, texture is determined only with the fraction of soil less than 2 mm in diameter.

You will find there are different classification systems to describe soil separates. There is the Unified Soil Classification System used by civil engineers related to building foundations and the American Society of State Highway and Transportation Officials used by engineers when designing roadbeds. For wastewater flow through soil, the system that best relates particle size and pore spaces for water movement is the U.S. Department of Agriculture Soil Classification System.

The USDA system includes 12 soil texture classes determined by the percentages of sand silt and clay size particles in the less than 2 mm fraction, commonly expressed in a soil textural triangle. An exact measure of these percentages requires some laboratory analysis; running the sample through various sieves and using a pipette or hydrometer method to measure the rate of fall of particles in water in a graduated cylinder. This is not realistic for every instance in the field where you want to know the texture. In certain cases, it may be desirable to submit a sample to the laboratory to confirm your analysis.

It does not take many times though before they can identify with ease at least the major textural classes. It is an invaluable tool to use in the field, and you and all your employees should become versed in how to determine soil texture.

The “feel method” is used to determine soil texture in the field. If there are rocks present, a sample can be run through a 2 mm (No. 10) sieve before using the feel method on the material passing the sieve. Research is conducted at colleges and universities to train soil scientists and demonstrates this method is very accurate in determining the soil texture class.

## TOUCHY FEELY

Here is a brief description of the procedures to follow:

Take a 2-inch ball of soil in the palm of your hand; moisten (this does not mean saturate!).

- If the soil is sandy (feels gritty) and single grains can be easily identified, squeeze the moistened sample. If it forms a cast but falls apart when bounced in the hand or when pressure is released, it is sand; when the sample is squeezed between the thumb and forefinger, it will not form a ribbon.

- If single grains can be seen and felt but the cast can be handled without falling apart and will not form a ribbon, it is in the sandy loam texture class.

- If the cast feels gritty but smooth, can be handled freely without breaking apart, and does not form a ribbon, it is in the loam texture class.

- If the cast can be handled freely without breaking but feels smooth (almost like flour) and will not ribbon easily and the ribbon breaks apart and crumbles, the soil is in the silt loam texture class.

- If the moist soil is plastic, can be kneaded, rolled into a wire and a ribbon can easily be made that is longer than an inch, the soil is in the clay loam texture class.

- If the sample can form a ribbon more than 3 inches, is very sticky, and when rubbed or worked leaves a slick smooth surface, the soil is in the clay texture class.

## SHARPEN YOUR SKILLS

When I conduct classes either for college students or service providers, site evaluators, or installers, we have a set of standard samples available to practice these techniques. It does not take many times though before

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they can identify with ease at least the major textural classes. It is an invaluable tool to use in the field, and you and all your employees should become versed in how to determine soil texture.

I have noticed that some engineer and contractor suppliers advertise online and elsewhere that they have standard soil samples available with the laboratory analysis and comparison of where the samples would land in the USCS and USDA classification systems for comparison.

It may be worthwhile to have a set of these standards in your office so you and your employees can periodically keep your soil texture skills sharp. For a couple of hundred dollars, it can save a mistake in the field that could cost thousands! ■



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# John Holm & Son

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Wayne Borsuk added a black 2017 Peterbilt 567 with a 5,000-gallon stainless steel tank and 440 cfm Utile HD L320T pump built out by Progress Tank. The truck is powered by a PACCAR MX-13 engine tied to an Allison Transmission 4000 RDS-P automatic transmission. The pusher axle is self-steering and rated at 20,000 pounds. The truck features fully enclosed hose trays, rear 4- and 6-inch load/dump valves, an additional 4-inch inlet on the street side, 20-inch top manway, heated front and rear vent valves, sight tube, LED body lighting and rear- and side-mounted work lights, and a cabinet housing 300 feet of 3-inch suction hose. Interior features include air-ride driver's seat, air conditioning, stereo and Bluetooth. Graphics were provided by Cranbury Custom Lettering. The truck is used for residential and commercial septic, grease trap and liquid sludge pumping. ■

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If you would like your wastewater trade association added to this list, send contact information to [editor@pumper.com](mailto:editor@pumper.com).

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## Visit your state and provincial trade associations

### Alabama

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[www.aowainfo.org](http://www.aowainfo.org); 334-396-3434

### Arizona

Arizona Onsite Wastewater Recycling Association  
[www.azowra.org](http://www.azowra.org); 928-443-0333

### Arkansas

Arkansas Onsite Wastewater Association  
[www.arkowa.com](http://www.arkowa.com)

### California

California Onsite Wastewater Association  
[www.cowa.org](http://www.cowa.org); 530-513-6658

### Colorado

Colorado Professionals in Onsite Wastewater  
[www.cpow.net](http://www.cpow.net); 720-626-8989

### Connecticut

Connecticut Onsite Wastewater Recycling Association  
[www.cowra-online.org](http://www.cowra-online.org); 860-267-1057

### Delaware

Delaware On-Site Wastewater Recycling Association  
[www.dowra.org](http://www.dowra.org)

### Florida

Florida Onsite Wastewater Association  
[www.fowaonsite.com](http://www.fowaonsite.com); 321-363-1590

### Georgia

Georgia Onsite Wastewater Association  
[www.onsitewastewater.org](http://www.onsitewastewater.org); 706-407-2552

Georgia F.O.G. Alliance  
[www.georgiafog.com](http://www.georgiafog.com)

### Idaho

Onsite Wastewater Association of Idaho  
[www.owaidaho.org](http://www.owaidaho.org); 208-664-2133

### Illinois

Onsite Wastewater Professionals of Illinois  
[www.owpi.org](http://www.owpi.org)

### Indiana

Indiana Onsite Waste Water Professionals Association  
[www.iowpa.org](http://www.iowpa.org); 317-889-2382

### Iowa

Iowa Onsite Waste Water Association  
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### Kansas

Kansas Small Flows Association  
[www.ksfa.org](http://www.ksfa.org); 913-594-1472

### Kentucky

Kentucky Onsite Wastewater Association  
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### Maine

Maine Association Of Site Evaluators  
[www.maineese.com](http://www.maineese.com)

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### Maryland

Maryland Onsite Wastewater Professionals Association  
[www.mowpa.org](http://www.mowpa.org); 443-570-2029

### Massachusetts

Yankee Onsite Wastewater Association  
[www.maowp.org](http://www.maowp.org); 781-939-5710

### Michigan

Michigan Onsite Wastewater Recycling Association  
[www.mowra.org](http://www.mowra.org)

Michigan Septic Tank Association  
[www.msta.biz](http://www.msta.biz); 989-808-8648

### Minnesota

Minnesota Onsite Wastewater Association  
[www.mowa-mn.com](http://www.mowa-mn.com); 888-810-4178

### Mississippi

Mississippi Pumpers Association  
[www.mspumpersassociation.com](http://www.mspumpersassociation.com); 601-249-2066

### Missouri

Missouri Smallflows Organization  
[www.mosmallflows.org](http://www.mosmallflows.org); 417-631-4027

### Nebraska

Nebraska On-site Waste Water Association  
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### New Hampshire

New Hampshire Association of Septage Haulers  
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Granite State Designers and Installers Association  
[www.gsdia.org](http://www.gsdia.org); 603-228-1231

### New Mexico

Professional Onsite Wastewater Reuse Association of New Mexico  
[www.powranm.org](http://www.powranm.org); 505-989-7676

### New York

Long Island Liquid Waste Association, Inc.  
[www.lilwa.org](http://www.lilwa.org); 631-585-0448

### North Carolina

North Carolina Septic Tank Association  
[www.ncsta.net](http://www.ncsta.net); 336-416-3564

North Carolina Portable Toilet Group  
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North Carolina Pumper Group  
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### Ohio

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### Oregon

Oregon Onsite Wastewater Association  
[www.o2wa.org](http://www.o2wa.org); 541-389-6692

### Pennsylvania

Pennsylvania Association of Sewage Enforcement Officers  
[www.pa-seo.org](http://www.pa-seo.org); 717-761-8648

Pennsylvania Onsite Wastewater Recycling Association  
[www.powra.org](http://www.powra.org)

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[www.psma.net](http://www.psma.net); 717-763-7762

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www.vowra.org; 540-377-9830

**Washington**

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

**Wisconsin**

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

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

**NATIONAL**

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

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

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

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

**British Columbia**

WCOWMA Onsite Wastewater Management of B.C.  
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British Columbia Onsite Sewage Association  
www.bcossa.org; 778-432-2120

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Manitoba Onsite Wastewater Management Association  
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**New Brunswick**

New Brunswick Association  
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www.nbaowp.ca; 506-455-5477

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Waste Water Nova Scotia  
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**Ontario**

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

Ontario Association of Sewage Industry Services  
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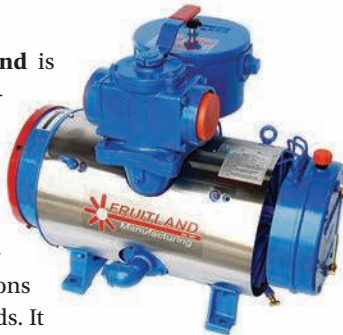
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### FRUITLAND RCF870

The **RCF870** vacuum pump from **Fruitland** is available in clockwise and counterclockwise rotation with top- and side-mount, four-way valve locations. The pump is available with hydraulic, angle (gearbox) and belt-drive options. It can be mounted on all Eliminator-style packages. It is a true 4-inch pump with 4-inch pipe connections producing 512 cfm and weighing 575 pounds. It is fan-forced air-cooled with an available air injection cooling system for continuous duty at higher vacuum. It includes an integral oil reservoir with low-consumption oil pump, an integral final filter and vane-wear test ports. **800-663-9003; www.fruitlandmanufacturing.com.**



### MORO USA PM80W

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### NATIONAL VACUUM EQUIPMENT CHALLENGER 1600

The **Challenger 1600** high-vacuum blower from **National Vacuum Equipment** is a 1,600 cfm tri-lobe blower designed for continuous duty at maximum vacuum. It is available in ready-to-install hydraulic or belt-drive packages using corrosion-resistant stainless steel internal components. Available packages include silencers, check valves, moisture trap, cyclone, four-way vacuum/pressure changeover valve, and a powder-coated skid. **800-253-5500; www.natvac.com.**



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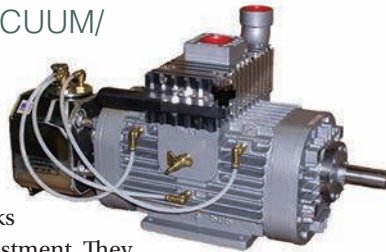
### ROBUSCHI USA TRI-FLOW 825

The **Robuschi USA Tri-Flow 825** vacuum blower is capable of continuous operation at 18 inches Hg. The open-airflow bearing housing allows more air circulation and additional cooling, which allows it to run continuously at deep vacuum. The tri-lobe design combined with helical gears allow it to run quieter, enabling use of smaller silencers and freeing up available payload and space, while keeping noise complaints to a minimum. It offers 4,805 cfm free air capacity and the ability to hit 18 inches Hg. **866-428-4890; www.gardnerdenver.com/robuschi.**



### WESTMOOR CONDE HD VACUUM/PRESSURE PUMP

**Conde HD vacuum/pressure pumps** from **Westmoor** are built in a variety of sizes from 35 to 230 cfm. They incorporate a slide valve/changeover valve, which is compact, low profile and works easily. Automatic oilers never need adjustment. They can be driven by a variety of power sources, including a gas or diesel engine package, PTO, right-angle drive or a hydraulic pump. They are double shafted and can be set up for clockwise or counterclockwise rotation. **800-367-0972; www.westmoorltd.com.**



## VACUUM TRUCKS/TANKS - SEPTIC

### AMTHOR INTERNATIONAL MATADOR

The 4,000-gallon aluminum **Matador** code or noncode septic/grease vacuum tank from **Amthor International** comes standard with a 5/16-inch-thick side shell and floor, full-head baffles and no external rings. It is available as a dumping tank with or without full-opening rear doors, as well as with off-road construction options for various applications. Various pump models are available with a choice of numerous stock tanks and chassis. **800-328-6633; www.amthorinternational.com.**



### BEST ENTERPRISES 2500 WASTE/WATER VACUUM TANK

The **2500 Waste/Water Vacuum Tank** from

**Best Enterprises** offers 1,250-gallon waste and 1,250-gallon water compartments. It is built with 3/16-inch 304 stainless steel heads and baffles with the shell built out of 7-gauge stainless steel. The bed is also made out of stainless steel. It has a manway over the waste compartment, plus a winter package consisting of heating coils, collars, and a heated fan blower for both high- and low-pressure water pumps. Both water pumps are installed in an insulated stainless steel box located under the bed. The unit's drive system is hydraulic, and it includes large stainless steel workboxes on both sides of the bed. The tank comes with an easy-lift stainless steel portable restroom carrier made for two units and drop trays with bucket holders and outside switches to operate the PTO, lights and water pump. **800-288-2378; www.bestenterprises.net.**



### FMI TRUCK SALES & SERVICE WORKMATE

**WorkMate** septic service trucks from **FMI Truck Sales & Service** are designed to be dependable, easy to operate, and specifically for the rigors

of the service truck industry, according to the maker. They are available in mild steel, aluminum, carbon steel, or stainless steel, with tank sizes of 2,500 to 5,000 gallons in septic or grease trap service rigs. They are available with single- or two-compartment tanks with a jetter system and choice of rotary vane vacuum pump or blower. All trucks can be built on a choice of chassis. **800-927-8750; www.fmitrucks.com.**

### LELY TANK & WASTE SOLUTIONS HAWK-2000

The **Hawk-2000** steel, dual-sided portable restroom tank from **Lely Tank &**

**Waste Solutions** can be mounted on the customer's choice of truck. It has a 1,600-gallon compartment for waste and a 400-gallon, coated freshwater compartment. The hose trays are coated with a bed liner that also goes up the side of the tank to protect from the hose and other objects stored daily on the truck. There are two lockable cabinets, one on each side. The vacuum system is a Jurop/Chandler PN84 package with the secondary, oil catch and final filter. The water system has a DC-10 pump with stainless impeller and feeds the 50-foot hose for each side. The tank has twin drop-down workstations at the rear, each with a bucket fill, chemical fill spigot and water hose connection. **800-367-5359; www.lelytank.com.**



## VACUUM TRUCKS/TANKS – SEPTIC

### LMT VAXTEEL ST SERIES

The **VAXTEEL ST Series** of steel vacuum tanks from **LMT** comes in preconfigured sizes with standard options or can be custom-configured to meet specific needs. These vacuum truck bodies can be shipped for installation or custom installed by LMT on a chassis of choice. Standard tanks have full-length mounting rails, full-length hose trays, primary shut-off, top and rear manways, and load and discharge ports. Options include full-opening rear door and hydraulic hoist. Standard bright-white industrial finish coat is included with every package. Custom colors and full graphic design and application are available. The Tank Size Wizard at LMT's website assists in the design of custom vacuum tanks, providing a dynamic graphic view of the tank design, including capacity and weight distribution. **800-545-0174; www.vaxteel.com.**



### PIK RITE STEEL 3,600-GALLON VACUUM TANK

The **Pik Rite** steel 3,600-gallon vacuum tank is designed for strength and reliability. Its 3-inch internal plumbing keeps the exterior clean and simple. The vacuum pump mount is attached to both frame rails and supports pumps from any of the major pump manufacturers. It includes four sight eyes in the waste compartment. The tank interior is equipped with walk-through baffles and a 20-inch rear manway for easy clean-out. The LED running light kit is installed with a fully molded wire harness. Operator work lights and a strobe light are mounted on the top rear lighting bracket. Polished aluminum hose trays, and the low hose hooks are coated with protective super liner. **800-326-9763; www.pikrite.com.**



### TRUCKXPRESS MD950

The mild steel **MD950** from **TruckXpress** offers a full range of vacuum and washdown systems that can be custom-tailored to fit specific applications. Recent changes include lowered cabinets for better sight lines, increased workspace in the hose tray area, a reinforced unit hauler, and stainless steel side and rear panels to prevent rusting. Other tank options include aluminum or stainless steel. **800-328-3332; www.satellitetruckxpress.com.**



### VACUTRUX SEPTICTRUX

**SepticTrux** from **VacutruX** are available on chassis from 33,000 to 86,000 GVWR single axle, tandem or tri, with tank sizes from 1,800 to 5,400 gallons. Vacuum systems are powered by vacuum pumps from Elmira Machine Industries / Wallenstein Vacuum. **800-305-4305; www.vacutruX.com.**



## CASE STUDY

### TRUCK MANUFACTURER CHOOSES DURABLE CENTRIFUGAL PUMPS

**Problem:** A longtime pumper truck manufacturer was experiencing constant overheating and failure of washdown pumps due to cycling. The manufacturer had been using a pressure switch, which was required because the pump they were using would fail if it was left on but being used. Leaks in the lines and valves would constantly turn the pump on and off. Cycling was also causing the pressure switch to fail.

**Solution:** **DC10** centrifugal pumps from **MTH Pumps** (with the use of a bypass line) are designed to run for up to 2 hours at shut-off without any heat or mechanical seal problems. This eliminates the need for valves and pressure switches, reducing costs and the number of things that can go wrong in the field. It is manufactured with all-cast stainless steel wetted parts with a standard dry run seal for reliability.



**Result:** After more than 5 years of service, the customer has had an almost flawless record of no failures with the pumps. **630-552-4115; www.mthpumps.com.**

## WATER PUMPS

### CAT PUMPS MODEL 67070

The **Cat Pumps Model 67070** is ideal for sewer jetting, hydroexcavating and other mobile applications requiring high-flow performance (65 gpm) at higher pressures (2,000 psi) for intermittent duty operation. For continuous duty operation, it is rated at 50 gpm to 2,000 psi. Its drive-end is built from the Cat Pumps 60 frame mechanical drive. Oversized, premium crankshaft bearings offer high loading capacity, prolonging bearing life. A single concentric bore plunger designed with increased wall thickness offers heat dissipation, increasing seal life while maintaining optimum performance. A 100 percent wet seal design adds to service life by allowing pumped fluid to cool and lubricate the packings. Its crankcase crosshead area is concentric with 360-degree plunger rod support and features a drilled-through oil port to lubricate the front side of the crosshead area. **763-780-5440; www.catpumps.com. ■**



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By Craig Mandli



Special events and construction sites sometimes request portable restrooms that offer more convenience and cleanliness than a standard unit. In fact, work sites in Europe require flushing portable restrooms in the interest of maintaining high sanitation standards.

While regulations haven't quite gotten to that point in the U.S., portable restroom manufacturers are getting more requests for flushable units. **Five Peaks** has answered those requests with the **Glacier II Premier**. Its design is geared toward providing ample space and convenience, according to Ryan Harris, sales manager for Five Peaks.

"You see a lot of units like this in Canada and Europe because it's a requirement," Harris says. "I think the word has spread because these type of units are becoming more popular over here. They are just as easy as a standard unit to clean, but appear more sanitary and comfortable for the people using them."

The Premier 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 biggest request we get from our customers is people want a restroom with more room," Harris says. "This is our first restroom with a corner tank that offers a flush option. It was designed specifically to give people more room."

The unit comes standard with a 45-gallon tank, integrated molded urinal, three-roll toilet paper holder and corner shelf. It includes an 11-gallon-capacity fresh-water hand-wash sink. The flip lid utilizes an integrated hinge, bowl and upright locking feature for easy servicing.

"Keeping that lid open while you are pumping and cleaning the tank makes things so much easier," Harris says. "It allows the service professional to keep both their hands free while cleaning, speeding the process along and making it easier."

The units are constructed in a rugged rotationally molded tank and skid design, with foot pumps conveniently located in alcoves, eliminating exposure to foot traffic. They are also available in nonflushing units. The feedback from those using these units in the field has been gratifying, Harris says.

"People really seem to appreciate the extra room, especially on construction sites where workers may be wearing multiple layers of clothing," he says. "They want a unit that provides as much comfort as possible. I think the Premier provides that." **866-293-1502; www.fivepeaks.net.**

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J&J Chemical's new Truex Squeeze bottle is a convenient, no-leak, easy-to-use 1-liter bottle filled with nonformaldehyde Truex Elite liquid portable toilet deodorizer. The squeeze bottle speeds up productivity while dramatically reducing spillage. It has one shot for cool temperatures/special events and light traffic, two shots for moderate/hot temperatures and moderate/heavy traffic, and three shots for extreme temperatures and heavy traffic. **800-345-3303; www.jjchem.com.**



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The new SSI Series submersible pumps from Franklin Electric are a cost-effective, high-flow option available in 6-, 8- and 10-inch models with flows from 85 to 1,300 gpm at a maximum 1,250 feet of head. The stamped stainless steel pump family is fully serviceable and corrosion-resistant. Its I-Blade technology increases the structural integrity of the pump's internal components, pumping more water per horsepower and improving efficiency when compared to traditional impeller designs. Utilizing TIG progressive welding, the metal materials are mixed during the process, creating a stronger bond for durability in harsh environments. **260-824-2900; www.franklinwater.com. ■**

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### Septic Tank Service Business for Sale:

An injury has forced the owner to retire earlier than expected. Business is located in Nottingham N.H., covering Rockingham & Stafford Counties in southeastern NH. Business was started in 1946 by father and transferred to son in 1986. With a loyal customer base that spans 30+ years with a great reputation of always doing it right. Includes business name and speedy logo, the same phone number for 30 yrs. Well established and potential for growth. 1997 Freightliner FLD 112 in very good condition, M11 Cummins diesel engine, 208k miles on new motor, 8-speed transmission, 3300-gallon capacity tank, 180 feet of hose, Crustbuster. .... \$270,000

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2011 International 7500 with a Presvac 3,200-gallon, carbon-steel dump type vacuum tank and Presvac PV750 pump. (Stock# 3241V) **www.VacuumSalesInc.com (888) VAC-UNIT (822-8648)** (PBM)

## HYDROEXCAVATING EQUIPMENT



**2006 Kenworth PowerVac 5300** High Dump, Wet/Dry, C15 Cat engine. Truck hours 5,417; Mileage 90,972. Stainless 3,000 US gallon tank. 28" blower with 2,309 hours. .... \$265,000

**Tim 810-217-5764, MI**

P08

2007 Kaufman pipe trailer stocked with 6" aluminum band-lock pipes, joints and fittings - \$15,000. 2010 J & J pipe trailer stocked with 4" & 6" aluminum band-lock pipes, hoses & clamps - \$7,500. Call Tim 810-217-5764 (P08)

## JET VACS



**2014 Vacall AJV1215** on Freightliner 114SD chassis. Allison 3000RDS automatic transmission. Myers DP85 water pump 85gpm @ 2,000psi. Roots 800RCS 18"Hg blower @ 4,000cfm. 12-yard debris body. 1,500-Gallon fresh water capacity. Extendable rotating boom. 600' 1" hose reel. 6 UNITS AVAILABLE WITH SAME SPECS. Very clean, well-maintained units. Low hours. Email/call for more info. \$249,000 each. Possible multi-unit discounts.

**Garth.Loan@pcg.com**  
901-377-3289, TN

P08

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

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**The Industry's Most Versatile Trailer Jetter!** Model# HJ2TA1030HW, tandem axle trailer, 35 hp Vanguard 10 gpm @ 3,850 psi, 325-gallon water tank, 300' hose, General pump. **Fully loaded!** List \$36,995. On sale for \$32,995.

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

PBM

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## PORTABLE RESTROOMS

4,000 used portable restrooms for sale. Updating our fleet to the new Zenith portable restrooms from Sansom Industries. Prices range from \$125 - \$325. Call Jim Reisinger @ 314-776-4000. (PBM)

From my inventory to your job site, \$310 each. Blue color. Florida panhandle. Email dwillson@outlook.com (P08)

250 Two-tone grey PolyPortables Integras. All in excellent, rentable condition. WILL NOT LAST! \$200 per unit. 800-634-2085 NY (P10)

## PORTABLE RESTROOM TRAILERS

Existing PRO looking to purchase used Wells Cargo Comfort Elite restroom trailers. Interested in the newer Ultra Lav models as well. Also interested in Ameri-Can models potentially. Call to discuss anytime. Jamie Hunter 317-439-9383. (P10)

2017 Satellite Suites ADA Plus 2 restroom trailer, Spa interior. 300-gallon waste, 105-gallon fresh tank. A/C with forced-air heaters. Stereo, hot water. Excellent condition. \$41,500. Bo@thelovelyloo.com; https://satelliterestroomtrailers.com/models/6x19-ada-plus-2/ (P08)

2015 Black Tie Products Eltia 22 Restroom Trailer. 7 stations total. A/C, winterization package, solar package among other options. In-house financing available. Asking \$37,500. Call Brian @ 605-444-1102. (P08)

2011 Rich restroom trailer, 6-station with AC/heat. Also an onboard water tank. Price \$19,500. Call 901-452-7040, ask for Megan or Josh. (P08)

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

## PORTABLE RESTROOM TRUCKS



**2007 International 4300**, 2,000-gallon aluminum tank (1,500 waste/500 water) Jurop Model PN 58D pump. 155,000 miles. .... \$39,900

**Call 305-835-9030**  
**or 786-908-5436**

P08



**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. .... \$28,000

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

P08



**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!**

P08



**2011 Hino 268**, under CDL, 165k miles, automatic, a/c. Abernathy 1,100 waste/500 fresh, Masport HXL75V pump. Dual side service, Burks water pump. \$45,000. For more information:

**330-733-9000, OH**  
**pflynn@ur.com**

P08

2015 Dodge 5500, 4x4, diesel, Crescent tank, 2 freshwater tanks, 101,000 miles. \$57,000. Call or text 785-477-2254 for pics or more info. (P09)

2012 Ram 5500 diesel, automatic, 2WD, Satellite 650/300 tank with two-unit carrier. 201k miles. \$30,000 OBO. Call 800-275-3616 (P08)

## PORTABLE RESTROOM TRUCKS



**2006 Freightliner M2**, under CDL, air brakes, 5-speed auto shift, air ride, 143,723 miles. 1,500/500 aluminum Progress tank, Masport HXL4V, DC-10 water pump, dual side service. \$32,000

**614-496-5571, OH** P08



**2008 Peterbilt 330**, PX6, 2500 RDS, 297,970 miles, 15,138 hours. New tires, new transmission at 256,801 miles. Abernathy 1,100/400. Asking \$33,000 OBO. **2006 International 4400**, DT466E, 6-speed, 321,878 miles, 9,099 hours. Tires 85%. Abernathy 700/300. \$27,000 OBO. Both trucks still in use.

**Robert 540-309-5288, VA** P08



**2012 Dodge Ram 5500** 2x4 portable toilet truck. 158,159 miles. 6.7 Cummins diesel. Runs well, but needs some work (PTO and some engine work...) Crescent 250-gallon water/550-gallon waste tank. Dual side Tiger Tail hoses. Truck located in southern Dutchess County, NY. \$21,000 OBO

**For more information, email: fcarrano@njcassociates.com or text 845-260-5689** P08

2012 Ford F550 Best Enterprise built 800-gallon waste tank/300-gallon water tank. 2-unit carrier. 30 ft. Tiger Tail hose. 119,647 miles. Runs great. \$40,000 OBO. 608-835-3459; sales@buckyspt.com (PBM)

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www.pumper.com/classifieds/place\_ad

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)

## 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.candsshowers.com**. 712-428-6143 or cell 712-880-1250. (PBM)

## POSITIONS AVAILABLE

Established portable toilet service and rental business looking for an Operations Manager to run and oversee 16 pump trucks and personnel. Hands-on, day-to-day operations required. Procurement of new clients and maintaining of existing clients requiring excellent communication skills. Must have proven experience in the portable toilet service and rental business. Bilingual English/Spanish preferred. Send resume for consideration to landmark36@yahoo.com (P08)

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)

## POSITIONS WANTED

Looking for a management position. Have 20+ years of supervising over 100 employees with one of the largest providers of portable restrooms, elite trailers, septic pumping, and temporary fence in the NJ, NY, & PA areas. Excellent computer, route management, and phone skills. Have a Class A CDL with a perfect driving record. Recently divorced and willing to relocate. For a resume, please email: **vansantd@aol.com** or call me: 732-354-2351. (P08)

## PUMPS

Brand-new Fruitland/Transway vacuum pump – never used. Also available: Scrubber with 4" connections, includes tractor trailer mounting hardware. Call for photos and more details. 951-734-8816 (P10)

New, used & rebuilt pumps, tanks and parts. Fruitland, Masport, Challenger, Moro, Conde, Jurop, Roper. Oklahoma-based for 25 yrs. **FOR ALL YOUR TANK TRUCK NEEDS.** 866-735-7327 (P01)

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 rentalsilc.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!

**TexLa Services**  
**936-641-3938**  
**Check us out on Facebook!** P08



**1989 Ford L8000** with 1995 2,500-gallon Transway tank. Truck has 7.8L engine and 10-speed transmission. Runs good. .... Asking \$11,000 OBO  
**Call Joe 716-417-5962, NY** P08



**2001 Ford F750**, 7-speed, 122,000 original miles. 250hp Cat. 2,100-gallon tank, 150 ft. of hose. Good rubber runs good. Original owner. .... \$25,000  
**724-433-4149, PA** P08



**2010 International**, 3,600-gallon steel tank, Masport HXL400. Call for pricing.  
**TSI Tank Services, Inc.**  
**866-720-4999, RI** P08



**1994 International 4900** powered by a DT/DTA 466 engine. Equipped with 3,000-gallon steel tank w/hydraulic rear door/hoist and Battioni 720 vane pump. 282,480 miles, engine overhaul < 10,000 miles. Freshly painted truck/tank. \$42,500. Please call Ronnie for more information.  
**336-404-2813, NC** P08

2013 International vac truck with brand-new 2,500-gallon tank and accessories. New red and black paint. Tires have 50% rubber, good cold a/c, radio, power windows and steering. Air brake. GVW 33000, 10-spd transmission. MaxxForce engine is 330hp with engine retarder. \$55,000. **WE DELIVER ANYWHERE.** Call Jerry for more information: 239-656-2774 (P08)

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**1996 Freightliner** with 1978 Thompson vacuum trailer. Cummins N14 engine, Eaton transmission. Lambardini motor on trailer with Gardner-Denver pump. Has 656,400 miles. Truck and trailer was used for septic hauling. .... Asking \$22,500

**Contact John Froehlich**  
Valley Pumping Service, LLC  
661-588-0258 P09



**2004 International 4400**, DT466, Allison automatic, 33,000 GVW. 2,500 gallons, see-level gauge, Fruitand RCF500. Power windows, a/c. .... \$49,995

406-696-2919 P08



**2009 Hino 268:** Brand-new 2,300-gallon aluminum tank. Brand-new Jurop PN84 pump. Under CDL. 176k miles. Delivery, financing, and warranties available. \$57,000. Located in Central Arkansas.

Call Caleb 281-914-1192 P08



**2013 International 4300** chassis with 1,800-gallon, carbon-steel vacuum tank for septic waste. 200 gallons of freshwater mounted onto chassis in 2016. Also includes 200 feet of 3-inch suction hose. Mileage 113,615. Asking price .... \$40,000

Contact Jerrial 979-966-7378  
jbjbrwn815@gmail.com, TX P08



**2006 Freightliner**, 2,800-gallon aluminum tank with Masport pump. Jet with 100 gallons freshwater. Needs new motor. \$12,000 FIRM. More photos upon request.

954-214-3799, FL P08



**1998 Freightliner** - Purchased and custom-built in 2009 with new tank, pump and pressure washer. 4,000-gallon steel tank, Jurop LC420 pump. 60 Series Detroit, 10-speed, 698,928 miles. Frame is slightly bent, however truck runs and operates very strong. We purchased a newer truck this year and have upgraded our fleet. Motivated seller. All offers will be considered. .... Asking \$20,500

727-392-1352, FL P09



**2010 Peterbilt 335:** 223,000 miles. New tires, new batteries. 2,600-gallon waste, 125-gallon freshwater. Lely tank new Dec. 2016. Jurop pump. High/low pressure water pumps. 100' high-pressure hose. Aluminum tool boxes. 200' 3" suction hose. Work-ready. .... \$55,000

214-679-4901, TX P09

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AND EQUIPMENT  
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PAGES OF PUMPER:**

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**2012 Peterbilt 367** - only 96,000 miles - loaded. Dual air-ride leather seats, ISX Cummins motor with 18-speed Fuller transmission. Pressurized steel freshwater tank, hose reel with 70' 3/4" hose, see-level indicator in barrel with readout in cab. 6,000-gallon steel tank built by Imperial Industries. Masport 400 liquid-cooled vacuum pump, 6" discharge, several 4" inlets, heated valves. Durabrite rims. Thanks for looking. .... \$130,000

Call Clint 845-494-0000, NY P08  
or email [clintk@callclint.com](mailto:clintk@callclint.com)



**1998 Ford** pumper truck, 33K GVW, Spicer 7-speed transmission. Tank built by Abernethy in North Carolina. 2,500-gallon single-compartment tank, Masport pump. Ready to work. Call Ken for more information and details:

864-444-7316, SC P09



**2000 Mack E7:** 380hp, Eaton-Fuller 10-speed transmission, Masport vacuum pump. Brand-new 3,600-gallon tank - never been used. Brand-new paint. Tires 95%. .... \$45,000

Call Scott 763-213-8235, MN P08

I have two (2) 2009 Hino 268s, both under CDL. One has 139k miles, the other has 177k miles. Both automatic. We can mount brand-new 2,100-gallon tanks to either truck. Each truck will have brand-new pump, tank and PTO. \$56,000 each. Delivery, financing and warranties available. Located in Central Arkansas. For more details/pictures call Caleb at 281-914-1192. (P08)



**2006 Sterling:** 3,600-gallon Imperial tank, NVE 367 vacuum pump. Digital gallon indicator and sight glasses, heated valves, Rhino-lined, toolboxes, full lockers, new tires. Mercedes 300hp with 10-speed. 178,000 miles. Polished aluminum rims. Can text many photos. .... \$53,000 FIRM

309-221-5100, IL P08



**2003 International 4400**, 2,000-gallon tank, Jurop 260 pump, 6-speed, 115,000 miles. .... \$30,000

336-302-2048, NC P09



**2001 International 4900**, 2,500-gallon Lely tank, Honda jetter, 228,000 miles. .... \$30,000

336-302-2048, NC P09

1992 Ford L8000: 275hp diesel, auto. transmission, new tires 5,000 miles ago. 2,650-gallon vacuum tank built in 2001, Jurop LC420 installed last year. Cab and frame painted last year. Single axle with a lift axle. 80k original miles. \$19,750. Call or text 734-777-0390. (P08)

2007 Freightliner M2-106 Business Class: Clean, low mile PRE EMISSION truck. 250hp, 6-speed manual transmission, 165k miles, 5,800 engine hours. New virgin 11R22.5 tires mounted on aluminum rims. New brake shoes and drums. Complete service of all fluids and filters. Recent DOT Inspection. New 2,500-gallon vacuum tank, LED lights, spray-in liner on troughs. 3" inlet with brass lever valve and stainless steel cam locks, 4" discharge with brass lever valve and stainless steel cam locks. Large 400cfm vacuum pump. Best of everything. 5-year tank warranty. \$58,000. Delivery included to lower 48. Call or text 734-777-0390. (P08)

## SEPTIC TRUCKS



**2013 Freightliner Cascadia** vacuum tank truck, Cummins ISX15 @ 525hp, 18-speed, 20/46 on Hendrickson, differential lock. 110 barrel, 4,700-gallon Curry vacuum tank, Masport pump.

**Premier Truck Sales & Rental, Inc.**  
833-615-3400  
[www.premiertrucksales.com](http://www.premiertrucksales.com) P08



**2013 Freightliner 114SD** vacuum tank truck, Detroit DD13 @ 450hp, 18-speed, 20/46 on Hendrickson, double frame. 110 barrel, 4,700-gallon Curry vacuum tank, Masport pump.

**Premier Truck Sales & Rental, Inc.**  
833-615-3400  
[www.premiertrucksales.com](http://www.premiertrucksales.com) P08

Selling septic trucks and a septic tank stake truck with 16-unit carry capacity - \$12,000. 1,100-gallon capacity International septic truck - \$12,500. GMC TopKick with 700-gallon capacity - \$6,00. Location: Brighton, Michigan. Call 810-217-4639, ask for Bart. (P08)

2008 Sterling Acterra, 187k miles on a Cummins ISC 8.3, automatic transmission, under CDL. We can mount a brand-new 1,870-gallon or 2,100-gallon tank to it. Truck will have brand-new pump, tank and PTO. \$51,000. Financing, delivery and warranties available. Located in Central Arkansas. Caleb 281-914-1192. (P08)

New 4,000 U.S. gallon, aluminum vacuum-pressure tank mounted on a 2019 Freightliner M2-106 cab & chassis with an NVE 877 fan-cooled pump. (Stock# 13796) [www.VacuumSalesInc.com](http://www.VacuumSalesInc.com) (888) VAC-UNIT (822-8648) (PBM)

2019 Peterbilt 348 with a new 4,000-gallon aluminum vacuum tank and NVE 866 pump. (Stock# 13789) [www.VacuumSalesInc.com](http://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](http://www.VacuumSalesInc.com) (888) VAC-UNIT (822-8648) (PBM)



**2011 International 4300:** DT466, Allison automatic, under CDL. 144k miles. NEW 1,800-gallon steel vacuum tank and new Jurop PN84 vac pump.

Call JR @ 720-253-8014, CO PBM



**1994 Volvo WG64** with Presvac 3,300-gallon, two-compartment tank (2,300/1,000). Cat 3406, 400hp with Fruitland 1200 vacuum pump. .... \$27,500

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



**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. .... \$35,000

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

2004 Freightliner M2-106 with a Presvac 1,500-gallon carbon-steel vacuum tank and Masport HXL400WV pump. (Stock# 4468C) [www.VacuumSalesInc.com](http://www.VacuumSalesInc.com) (888) VAC-UNIT (822-8648) (PBM)

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

**2006 International 7300:** Pre-emissions DT466, 245hp, Allison automatic. 88,000 miles. NEW 2,500-gallon steel vacuum tank, Masport pump. Call JR @ 720-253-8014, CO. (PBM)

**2012 International 4300**, 33,000 GVW, DT466, 245hp, Ultrashift automatic. NEW 2,500-gallon steel or aluminum vac tank - your choice. New Fruitland vac pump. Call JR @ 720-253-8014, CO. (PBM)

**2012 International 4300**, under CDL. DT466 diesel, auto., 94k miles. NEW 1,800-gallon vac tank and Fruitland pump. Build in progress. Call JR @ 720-253-8014, CO.(PBM)

**2013 International 4300**, under CDL. DT466, 6-speed manual, 114k miles. NEW 1,800-gallon steel vac tank, new Fruitland vac pump. Call JR @ 720-253-8014, CO. (PBM)

New 4,800 U.S. gallon, aluminum, vacuum-pressure tank mounted on a 2019 Volvo VHD tri-axle cab & chassis with an NVE 866 fan-cooled vacuum pump. (Stock# 13796) [www.VacuumSalesInc.com](http://www.VacuumSalesInc.com) (888) VAC-UNIT (822-8648) (PBM)

New 5,000 U.S. gallon, aluminum vacuum-pressure tank mounted on a 2019 Volvo VHD tri-axle cab & chassis with an NVE 4310 PD blower package. (Stock# 13796) [www.VacuumSalesInc.com](http://www.VacuumSalesInc.com) (888) VAC-UNIT (822-8648) (PBM)

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**Dynamic Repairs - Inspection Camera Repairs:** 48 hour turn-around time. General Wire, Ratech, Ridgid, Electric Eel, Gator Cams, Insight Vision, Vision Intruders. Quality service on all brands. **Rental equipment available.** For more info call Jack at 973-478-0893. Lodi, NJ. [www.dynamicrepairs.biz](http://www.dynamicrepairs.biz) (PBM)

## TANKS



New 2,000- to 2,500-gallon aluminum tanks with lights; New 1,800- to 2,500-gallon steel tanks with lights. In stock, ready to ship.

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**Frac Tanks from Geneva Equipment. Financing available!** Delivered to your door! Perfect for: Portable sanitation storage; Dewatering; Wastewater storage and treatment; Hydroexcavation; Storm-water runoff. Geneva Equipment has 1,000+ frac tanks available, epoxy lined and EPA compliant.

Call 855-202-7872  
or [sales@genevaequipment.com](mailto:sales@genevaequipment.com)  
[www.genevaequipment.com](http://www.genevaequipment.com) P09



**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, Jurop, NVE.

Call 269-751-5167, MI PBM

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

## TANK TRAILERS



**2002 Heil** pup trailer, 5,040-gallon capacity. \$9,975. This would make a good temporary storage option just as it is or mount it on your truck to be a transport unit. Total length is 35', tongue is 11.5". DOT407AL, 5,040-gallon, 1-compartment, air-operated internal valves. 4" API "Y" bottom loading. Vapor recovery w/ brake interlock, offside gravity drops (1) L/H hose tube. Aluminum ladder at front of trailer, 11R22.5 rubber on all-aluminum wheels, air suspension, cam brakes.

Jeff 803-415-7241, NC P08

1986 ST&E stainless steel tank trailer with 6,800-gallon capacity, gas-powered pump and spring suspension. It was used in Arizona for pumping cooking oil out of restaurants. I am selling it for \$12,950. Please call Curt at 602-487-4777. (P08)

## TOOLS

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

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

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## TOYS

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

## TRAILERS- VACUUM/TANKER



**Imperial Vacuum Trailers:** In stock, 6,000- and 6,300-gallon aluminum single-compartment Imperial vacuum trailers.

Call Kyle  
800-558-2945 Ext. 424 PBM

## TRUCKS - MISC.



**2015 Peterbilt 567** potable water truck, Paccar @ 485hp, auto., 20/46 on air-trac air-ride. 4,200-gallon tank, potable water, stainless steel. Centerline tank and trailer.

Premier Truck Sales & Rental, Inc.  
833-615-3400  
[www.premiertrucksales.com](http://www.premiertrucksales.com) P08



**2017 International 4300** dump truck, Cummins engine, 24,000 miles. 16-ft. dump body. .... \$49,900

Call 305-835-9030  
or 786-908-5436 P08

1987 Peterbilt tank truck, 3,600-gallon capacity, Masport pump, Cat 3406B engine, 15-speed overdrive manual transmission. This was an Arizona truck and has no rust. Runs strong. Call Curt at CTL Truck Sales at 602-487-4777. (P08)



**1997 International 4700** septic tank hauler, runs and works good. It's used every week. Automatic transmission, under CDL. It will pick up a 1,500-gallon tank and more (around 12,000 pounds). It needs minor repair, blinker switch and mud flaps. Some gauges need repair, but does not affect operations. Road worthy. Have video. Located in Georgia. Call for details. .... Asking \$25,000 OBO

Call 229-873-4771, GA P08

## TV INSPECTION



**Complete Rausch Mobile Pro System.** Dealer Demo -- PRICED TO SELL. Contact Bob Pflibsen for details:

616-916-0466, MI  
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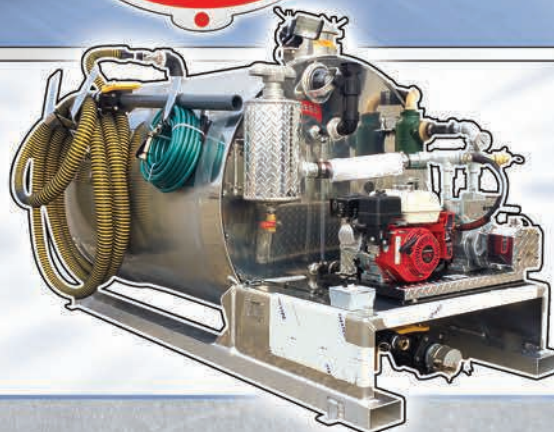
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