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FEBRUARY 20-23
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- Ken Wysocky

After 63 years, change is the only thing Dirk Feikema can count on as he follows his father and grandfather, serving the needs of folks in northwest Indiana.

ON THE COVER: Dirk Feikema, the third-generation owner of Feikema Plumbing & Sanitation, has had to tweak the services he offers to fit changing needs of customers in northwest Indiana. Feikema is shown with a vacuum truck built out by Advance Pump & Equipment and carrying a National Vacuum Equipment pump. (Photo by Marc Lebryk)

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Constant political bickering among your crew reduces productivity, leads to hard feelings and could cost you customers if you don't get it under control.

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

Stamp Out Politics in the Workplace

Constant political bickering among your crew reduces productivity, leads to hard feelings and could cost you customers if you don't get it under control **By Jim Kneiszel, Editor**

A few months ago, we lived through another bitter and partisan election cycle. The nasty attack ads blanketing the airwaves, the 24-hour cable news channel squawkers, the rhetoric of the candidates themselves; it all contributed toward the divisiveness of the world we live in.

No matter what side of the aisle you're on, personal political bickering has probably taken a toll on your daily life. Maybe you have gone a little too far with a neighbor you disagree with. Or there is no longer much amiable family conversation around the Thanksgiving dinner table because everyone is in fear of offending a relative.

You'd like to think that once the political fever of the election season dies down, we can all return to the way it used to be ... so many years ago. If you are old enough, you may remember a time when politics was more of a patriotic duty than the all-consuming blood sport it seems to be today.

You learned about the candidates and wanted to make an informed choice. But the political talk pretty much ended after Election Day, and then everyone tried their best to get along and support whoever was in office. Folks thought that was best for the country.

A WASTE OF TIME

While I don't understand it, I recognize that those days are gone. And even now, after the congressional races have been run, people are still constantly arguing about politics ... and the heat never seems to simmer down. If that's how people want to spend their personal time, God bless 'em. But what happens when the line blurs between personal time and the workday? What rules should employees and employers follow so everyone can continue to get along and work well as a team? How do we ensure that politics don't get in the way of productivity in our workplaces?

Some of you may disagree, but I think generally it's best to avoid mixing work and politics. What good can come from your technicians, your supervisors or you sparring over the actions of one political party or another? And maybe even more important, can you imagine a positive outcome when someone on your team shares strong political views with your customers?

I've said it before and I believe it will always be one of the most important rules for running a small business: Don't broadcast your political views unless you want to offend about half of your potential customers! And this rule should probably extend to interactions with your team and between your employees.

Time wasted on politics in the office or shop will take away focus on your main mission of solving your customers' wastewater issues. It will also distract you and your crew's concentration on working safely and getting along together. I'm not saying folks should be any less passionate about their beliefs on issues they find important ... just follow that passion only when you're not clocked in at work and only when it doesn't hurt the company you work for.

A quarter of employers in a Society for Human Resource Management survey report having a written policy curtailing political discussions at work. Further, 20 percent report having unwritten rules prohibiting politics at work and 5 percent report disciplining workers for breaking those rules.

As we head into 2019, we can hope more people just want to come together and leave the political bickering behind. But by now we know that isn't going to happen. So here are some suggestions for pumping company decision-makers to come closer to achieving a politics-free environment at work this year:

Create a policy outlining the limits of politics at work.

The first thing to know is that private employers may establish a policy limiting political discussions or promoting a political candidate at work. There is no First Amendment protection for workers while they are on the job. However, there is one caveat: Through the National Labor Relations Act, employees are guaranteed the right to discuss working conditions and union organization. Those may include talk of health care or fair wage provisions, for example.

But you may be surprised to learn that a quarter of employers in a Society for Human Resource Management survey report having a written policy curtailing political discussions at work. Further, 20 percent report having unwritten rules prohibiting politics at work and 5 percent report disciplining workers for breaking those rules. In another survey by the Society for Human Resource Management, 72 percent of employer respondents report they discourage political talk at work.

So what can go into such a policy? You may establish a dress code that prohibits wearing T-shirts, political buttons or caps that support a candidate or issue outside the scope of the National Labor Relations Act protections. You can forbid workers from handing out political literature at work. You can prevent workers from engaging in political arguments on the job, both with fellow employees and — especially — with customers in the field.

According to many human resources experts, the key to a successful politics-free workplace policy is consistent enforcement. You must hold everyone on your team to the same standard, even if the majority agree politically, including front-line workers, managers and company owners. And that leads to point No. 2.

(continued)

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Don't ask employees to support a candidate or party.

While it is not strictly prohibited with all of your workers, it may be in the best interest of your company's productivity to avoid asking any employees to support a particular candidate or issue. Citing federal law, the online human resources site, www.hrsimple.com reports employers can ask certain managerial or supervisory employees to vote for or against a candidate. But those protections do not apply to state elections or to front-line, nonexempt workers.

Further, election laws prohibit anyone from forcing another person to refrain from registering to vote, contribute to any particular candidate or political party, or sign or refrain from signing a petition.

All that being said, it seems best for employers to avoid sharing their own political views or encouraging any workers to vote one way or the other. Aside from potential violations, put yourself in your employees' shoes. Would you want anyone suggesting how you should vote in an election? Especially the person who signs your paycheck?

Refocus on customers.

As the company owner, you are always looking to improve efficiency and reduce wasted time. According to two recent surveys by the American Psychological Association, U.S. workers report their job performance declined when politics was brought into the workplace. While they often shared the same views as co-workers, many respondents say political talk raises tension on the job. About half of workers surveyed say they try to avoid talking politics at work and 20 percent say they avoid some co-workers because of political disagreements.

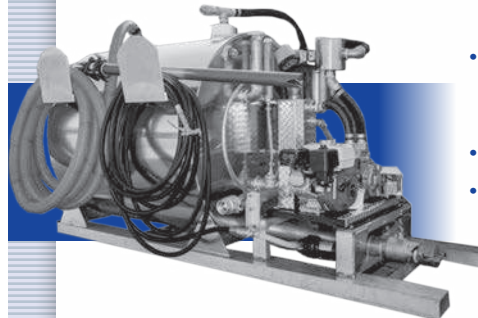
Stress to your crew that job No. 1 is providing quality service to customers, and anything that takes you further from reaching that goal is to be discouraged. That includes bringing a soapbox to work and holding a political rally in the lunchroom. ■

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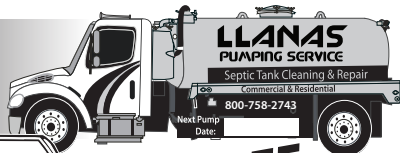


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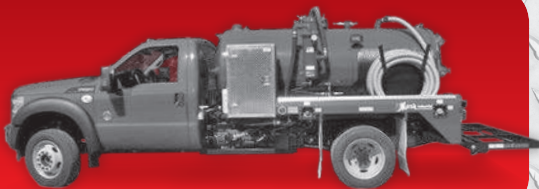
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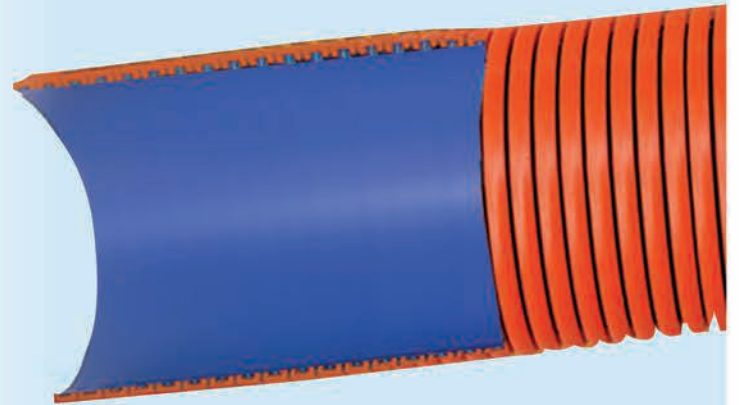
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DRAINFIELD TROUBLESHOOTING

trench concerns

Installing drainfields is important work, but that doesn't mean every installer does it correctly. In this online exclusive article, Jim Anderson, emeritus professor in the University of Minnesota's Department of Soil Water and Climate, writes about troubleshooting a septic system's drainfield problems by looking at trench issues.

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QUALITY LOCATORS

saving time and money

The tool that Benny Karnes likes best is the one that helps him do jobs no one else can complete — his locator. For about 10 years, the co-owner of BDK Septic Service in Santa Rosa, California, used a model that generated a tone to signal proximity to a sonde. When it began failing, he spent some time at the Water & Wastewater Equipment Treatment & Transport (WWETT) Show studying the new models on the market. Check out this online exclusive article to see what he found. pumper.com/featured

“Since it is unlikely you will ever know the health conditions of those using a particular system, always assume that health risks exist.”

— *Could Your Septic Job Make You Sick?*
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FOCUS ON PRODUCTIVITY

don't waste employees' time

You've heard the phrase "time is money." For pumpers, that is often true in a literal way. In an industry where you can only serve as many customers as you have appointments in a day, it's easy to see when your employees are wasting company time. But have you ever stopped to wonder if you're wasting their time too? In this online article, author Anja Smith breaks down some of the ways you can stop wasting time and start ramping up productivity.

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INSPECTIONS

take the guesswork out

Diagnosing septic tank problems on some of the older properties in West Brookfield, Massachusetts, is tricky work. And anything that takes the guesswork out of the equation is like money in the bank for Karl Alm, owner of Alm & Son Septic Service. One tool Alm didn't have when he started as a pumper 24 years ago is a camera for inspecting septic systems. These days, he uses a camera for inspections two or three times per week.

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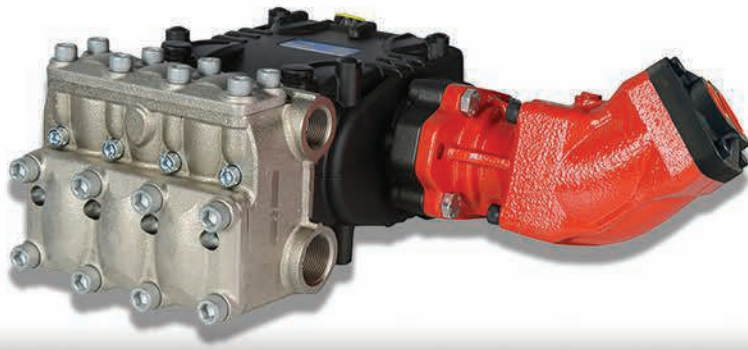
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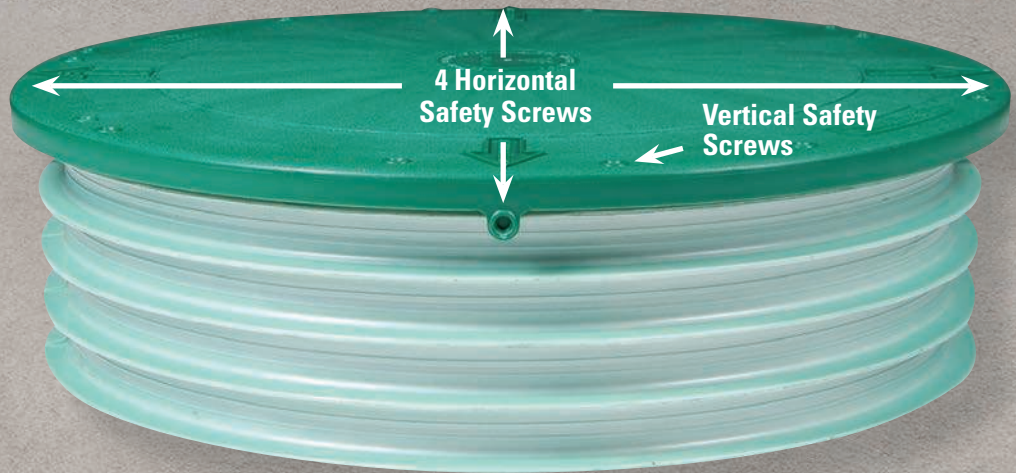
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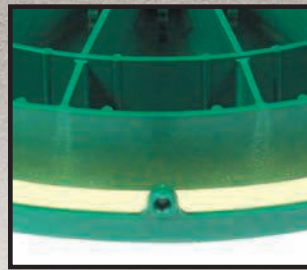
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- Simple to install
- May also be used as Outlet Tee with Solids Deflector



The Feikema Plumbing & Sanitation team includes (from left) Chris Burrell, Rob Hamstra, Dirk Feikema, Kyle Arnold and David Buckmaster. (Photos by Marc Lebryk)

FOREVER EVOLVING

After 63 years, change is the only thing Dirk Feikema can count on as he follows his father and grandfather, serving the needs of folks in northwest Indiana

By Ken Wysocky

A few years after Dirk Feikema bought Wesley Feikema & Son Sanitation Services from his father in 2006, he changed the name to Feikema Plumbing & Sanitation — a move that reflected the company’s growing shift toward a more diverse business base.

“So many of our septic customers said they didn’t know I also did plumbing, so I had to do something about that,” says Feikema, 50, the third-generation owner of the company. His grandfather, the late Peter Feikema, established the business in 1956 in Munster, located near the Illinois/Indiana state line in the northwestern corner of Indiana.

Why Feikema changed the face of his business offers a valuable lesson for pumpers about recognizing new market niches — and investing in the technology required to capitalize on those markets. And for pumpers looking to add a new revenue stream, Feikema’s success underscores how plumbing and drain cleaning offer a complementary, hand-in-glove fit.

“There was never any kind of master plan,” the master plumber says, explaining the company’s gradual makeover. “It was just a go-where-God-leads-you kind of thing. I’m good at what I do, but I’m no strategic genius. Plumbing was just more my thing, while my father (Wesley Feikema, now retired) just loved to dig holes.

(continued)

Feikema Plumbing & Sanitation Munster, Indiana

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Left: Dirk Feikema, left, shares the daily work assignment with David Buckmaster, lead service person.

Below: Darrell Smith, left, and Kyle Arnold unload Infiltrator Water Technologies chambers for an installation project.



Left: Chris Haniford, a member of the septic/sewer crew at Feikema Plumbing & Sanitation, replaces a crumbling concrete distribution box with a TUF-TITE unit at a residential site.

“I started out by just filling customers’ needs,” he adds. “Eventually it grew from a part-time thing into basically three of us now doing service (plumbing) work and one guy doing septic tanks full time.”

CHANGE WITH THE TIMES

Market forces nudged Feikema toward plumbing, but it didn’t happen overnight. As new-home construction slowed in the northern half of Lake County where the company does most of its work, demand for excavation work declined. Meanwhile, demand for service plumbing grew as the housing stock aged. As such, local plumbing work just made more sense than incurring higher travel expenses and wear and tear on vehicles to reach the farther construction work, he says.

“We could follow the new-construction world, but that would mean working farther and farther away from our yard,” he says. “Or we can focus on fixing our neighbors’ problems and stay 5 to 10 miles away from our yard. It’s a no-brainer.”

But it wasn’t always that way. The company started out as Peter Feikema Excavation and primarily focused on new residential construction work, fueled by the post-World War II building boom that drove demand for everything from basements to septic system installations. After a few years, Peter

“When I was at high school, I used to get mad at my dad because he was such a workaholic. And now I realize I work just as much as he did – it’s easy to work long hours when you take ownership of something.”

DIRK FEIKEMA

two septic tanks in the morning and then do two or three drain cleanings in the afternoon. That’s how we went along for years.”

SOLVING PROBLEMS

The bulk of housing in the company’s service area was built in the 1950s, ’60s and ’70s, and the company has been around long enough now that some clients have been customers for decades.

“I’ve pumped the same septic tanks that my grandfather and father

Feikema and his son, Wesley Feikema, decided to do pumping work, as well as septic system installations. Along with that, the company branched out into installing waterlines, sewer lines and drain tiles.

Dirk Feikema started working for his father during summers after he graduated from eighth grade. He went to college with ambitions to be a teacher. But after he graduated from college in 1991 with a history degree from Calvin College in Michigan, he decided to work for his father.

At the time, the company was dabbling in minor plumbing jobs, but Feikema felt it could be more valuable than just fill-in work. “So drain cleaning and service plumbing became my thing,” says Feikema, who started attending plumbing school. “I’d pump

(continued)

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pumped and worked on sewer lines that my grandfather and father installed in the 1970s when a lot of people were converting from septic systems to sewers,” Feikema says. “I take a lot of pride in that,” he continues. “To me, our long-time customers are extended family. I don’t even need their home addresses. ... They’re one of the reasons I came back home to do this (after college). It’s very gratifying.”

To serve septic customers, the company relies on a 2002 International 4400 built out by Advance Pump & Equipment with a 3,500-gallon aluminum tank and a Challenger 360 vacuum pump made by National Vacuum Equipment. The truck carries a ROTHENBERGER USA R600 drain cleaning machine.

The company also owns a soil-restoration machine made by the Terralift International Family of Cos. and uses soil-remediation kits made by Ecological Laboratories; Lenzyme Trap-Cleer bacteria additives; TUF-TITE EF-6 combo filters; and hoses made by Kanaflex. “It’s a smooth-exterior hose, which is easier to drag — less likely to get caught on a corner while



Above: When rain started falling during a repair job, the Feikema crew put up a tent cover and kept working.

Left: Rob Hamstra uses a John Deere backhoe to load Infiltrator Water Technologies chambers for a install job.

Creating customers for life

To Dirk Feikema, the essence of good customer service is not all that complicated: Be accessible. Operate with honesty and integrity. And make it easy for people to remember you.

“A lot of it boils down to just caring for the customer,” says the third-generation owner of Feikema Plumbing & Sanitation. “Most of my customers are pretty loyal to me because I take care of them.”

Accessibility is a key factor in that customer care. “For better or for worse, I answer the phone almost all the time,” he says, noting that office calls usually get transferred to his cellphone. “That way when customers call, I can give them an answer right away.”

The honesty component comes into play by not recommending unnecessary repairs. “Right now I’m driving out to look at a septic system that the customer was told is failing, but what the customer is describing doesn’t sound like a system failure,” he explains. “So I’m going to provide a second opinion.”

Feikema also suggests risers for customers requiring deeper excavations to reach tanks. He doesn’t do it to make more money, but rather to ensure minimal disturbance to customers’ yards the next time the tanks need to be pumped — even if he doesn’t do the pumping.

To make it easy for customers to remember his company, Feikema hands out refrigerator magnets that look like his pump truck. The magnets, made by Stamp Works Magnets, include the company’s contact information, along with a blank space where he writes in the suggested date for the next tank pumping.

“People respond well to that,” he says. “It’s hard to quantify how it affects business, but all I know is that when I go into customers’ kitchens to get paid, I usually still see the magnet on the fridge — and they usually ask for another one.”



Dirk Feikema has advertising magnets made to look like his vacuum trucks by Stamp Works Magnets. The date of next pumping is added to the magnets for a reminder.

going through garages and breezeways, which we often have to do,” Feikema says.

Feikema fashions his own risers from generic 18-foot lengths of 18- and 24-inch-diameter corrugated pipe topped with Polylok lids.

For drain cleaning, the company relies on almost a dozen RIDGID machines, a cart-mounted jetter made by General Pipe Cleaners/General Wire Spring, and a Crap Shooter and Crap Shooter II from BullFrog Industries. Feikema also owns two RIDGID SeeSnake pipeline inspection cameras, one SeeSnake Mini camera and a pipe bursting system manufactured by TT Technologies.

For repairing sewer lines and waterlines, crews use three dump trucks built on a 2004 Chevrolet Silverado 3500, a 2014 Chevrolet Silverado 3500 and a 1997 International 8100. The Silverados carry 5-cubic-yard dump bodies made by Regional Truck Equipment of Indiana and the International carries a 15-cubic-yard dump body. The company also owns a Bobcat mini-excavator and a backhoe and a tractor made by John Deere.

On average, the company installs only one or two new-construction septic systems annually, mostly trench or mound systems. Feikema buys concrete tanks from BG Concrete. If delivery trucks can’t get into a customer’s yard, he sometimes uses fiberglass tanks made by AK Industries.

JUST THE RIGHT SIZE

Looking ahead, Feikema has no ambitions to dramatically increase the company’s size and scope. Once again, geography makes that an easy strategic decision. “Sizewise, I don’t want to grow any larger,” he says. “I’m at a comfortable level in terms of employees and equipment.

“In addition, I’m sort of limited by my geographic location in that we work out of a barn on a farm my family owns,” he continues. “When we started out, there was no town around us ... but now we’re boxed in by neighbors, so I can’t expand my yard. And it makes no sense to move to another location to get more room. Again, would you rather do service calls a mile or two from your shop or, say, more than 30 miles from your shop? I’ve accepted the size-limitation factors.”

Down the road, Feikema may have to accept something else: The fact that there might not be a fourth generation taking over the family business.



Dirk and Jill Feikema are shown with their vacuum truck, built out by Advance Pump & Equipment and carrying a pump from National Vacuum Equipment.

“To me, our long-time customers are extended family. I don’t even need their home addresses. ... They’re one of the reasons I came back home to do this (after college). It’s very gratifying.”

DIRK FEIKEMA

He has two children, a son and a daughter, ages 18 and 16. And neither of them appear to be interested in taking the reins.

“I don’t expect my son to come back,” Feikema says. “I’m trying to not put pressure on him to come back, either. If it happens, it happens — he has to choose his own life.

“But in the meantime, I would like to operate the business for another 10 years or so. And at the point, if there’s no heir apparent, I’ll have to look at selling the business.”

Feikema says losing a 63-year-old tradition would be difficult. But finding a buyer he likes would help ease the pain. Either way, he has no regrets about the decision he made 30-some years ago to come back home and work for his father.

“It’s funny because when I was at high school, I used to get mad at my dad because he was such a workaholic,” he says. “And now I realize I work just as much as he did — it’s easy to work long hours when you take ownership of something.

“Ultimately, I feel lucky that I found something I’m good at and that allows me to help people with their problems,” he concludes. “I’ve been successful enough at it to make a good living. It’s been very good for us.” ■

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The Thrill of Flying Mud and Roaring Engines

Josh Campbell modified his 1955 John Deere Model 70 tractor to triple the power output to 150 hp so it can pull 15 to 20 tons during pulling competitions. (Photos courtesy of Josh Campbell)

Antique tractor pulling contests allow busy pumper Josh Campbell to blow off some steam By Dee Goerge

There's nothing that unwinds Josh Campbell more than the distinctive Johnny Pop putt-putt sound of an old two-cylinder John Deere tractor and the power he feels pulling a 15- to 20-ton weight transfer sled. Relatively new to competitive tractor pulling, he is already a two-time national champion in the modified antique tractor class using tractors built through 1959.

"It's something that is so totally different than most people do," Campbell says. "It's therapy for me to hear and preserve the old tractors."

He needs the therapy, he says, after a labor-intensive summer of farming about 400 acres and raising pigs with his father, and running Fresh and Clean Restrooms, a portable restroom and septic pumping business in Bismarck, Missouri. Plus, his role as a county commissioner eats up another day or two of each week. It's a busy life and a good life, he says. But it's also important to get away from it all. With seven dependable employees, it's possible for him to take time off for the tractor pulling circuit during the slightly less busy months from November through April.

HE'S A JOHN DEERE MAN

Growing up on the farm and working at the portable restroom business his parents, Charles and Kathy Campbell, purchased in 1986, there wasn't time for vacations, Campbell says. But, the family loved John Deere tractors

for farming and cheering on at county fairs. As a teen, Campbell restored a John Deere B tractor and won many show tractor competitions. Pulling didn't come until much later, after Campbell purchased the restroom business from his mother in 2005 and bought out a septic pumping business in 2010.

"When I had money to waste (about seven years ago), I started wasting it on a pulling tractor," Campbell laughs.

That tractor is a 1955 John Deere model 70, which was the largest row crop tractor John Deere built at the time. Originally, it had a 413 ci, 48 hp engine. With help from his mechanic friend, Jim Matzenbacher, the engine has been bored out and modified to be more than 800 ci and 150 hp. The steel wheels have been replaced with aluminum rims and the tire treads cut down to about 5/8-inch to kick up less dirt for maximum grip.

"You get the tractor as light (weight) as you can to get the most power in the lightest class," Campbell explains.

Pulling the sled the longest distance involves more than just hitting the tractor's gas pedal, he adds. Weights are added to the front and the back of the tractor to get the right balance to have the best traction. And there are speed limits set for different events: 4, 6 or 8 mph, though most tractors don't have gauges to show the speed.

"You just have to know the revolutions per minute and gears and do your best to keep it there," Campbell says. "You need to keep a steady speed." The sled gets heavier the farther the tractor pulls it, so it's a challenge to pull far enough to be in the top five in order to earn points.

(continued)



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Campbell is shown behind the wheel of his John Deere tractor preparing to drag a weighted sled.



Based on points accumulated at events with the National Tractor Pullers Association through the pulling season, Campbell won first place in two divisions (7,000 pounds and 7,500 pounds) in 2016 and third place in 2015 in the 5,500-pound division.

SUPPORTING ST. JUDE

For Campbell, victory is extra sweet because his two-cylinder tractor out-pulls four-cylinder tractors.

“It’s always fun to beat a red tractor. A lot of the competition pulls with (red) Farmall and farms with John Deere,” he notes.

Campbell is 100 percent John Deere. This year, he’ll have a chance to prove that loyalty as part of a charity he supports — St. Jude Children’s Research Hospital.

“A group of pullers (Midwest Hellion Tractor Pullers) pitch in their time and money to build a pulling tractor to raffle off at the Tunica Southern Nationals in Tunica, Mississippi,” Campbell says, explaining the tractor is taken to pulls throughout the season to sell \$20 raffle tickets. The value of the tractor can be as high as \$15,000, and one past raffle surpassed \$50,000 in contributions to St. Jude.

For 2019, a John Deere tractor will be the featured pulling tractor prize for the first time, so Campbell and Matzenbacher are contributing money and labor to create the tractor to raffle off.

Campbell values the friendships he has made on the pulling circuit.

“There are a lot of good people across the whole country; the majority of pullers are farmers, but not all,” he says. “It doesn’t matter if they have red or green (tractors).” If someone needs a part or breaks down while traveling, pullers pitch in to help each other.

WHEN I’M NOT PULLING ...

Old tractors aren’t just for pulling, Campbell says. At 38, Campbell refers to himself as “a simple guy who likes old stuff in a house built in 1860 and collects antiques, and farms with 1950s and 1960s equipment.”

Due to low commodity prices, he’s converting much of his farmland to

pasture to raise hay for beef cattle and horses and to feed the pigs butchered and marketed locally. He farms without chemicals, and he fertilizes with septic sludge from his business. He land-applies all of the septic sludge from his business and has been part of a green initiative since 2010, collecting rainwater to use as freshwater in his portable restroom trucks.

Campbell’s portable restroom trucks were built out by FlowMark Vacuum Trucks using aluminum tanks and National Vacuum Equipment pumps and Dodge chassis. His septic trucks have 1,500-, 2,500- and 4,500-gallon steel tanks (from unknown manufacturers), and use Masport pumps. Campbell and his crew have built out a few trucks on their own.

“When I had money to waste (about seven years ago), I started wasting it on a pulling tractor. ... It’s therapy for me to hear and preserve the old tractors.”

Josh Campbell

Fresh and Clean Restrooms has 650 units from Satellite Industries and PolyPortables, a division of Satellite, that Campbell purchased in two buyouts. He also plans to order Sansom Industries units next. The restrooms are transported using Liquid Waste Industries restroom delivery trailers.

With more than 30 years working on the farm and running the pumping business, and being able to count on dependable employees, the business operates on “autopilot,” Campbell says.

The crew works hard and puts in long hours during the summer to get everything done. Still, Campbell manages to squeeze in a few tractor pulls at local fairs and has the cash prizes to prove he is good at it.

It’s all good practice to keep him competitive at the national circuit where he likes to play as hard as he works. He travels to several events from Lincoln, Nebraska, to Wauseon, Ohio.

“I try to separate my personal life from my business life because I see people get burned out,” he says. “I want something to separate me from work. I go tractor pulling. That’s my time.” ■

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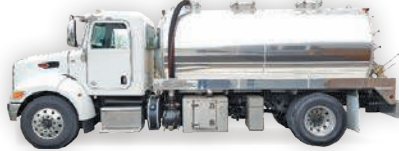
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Kate Zabriskie develops customer service strategies and training programs as president of Maryland-based Business Training Works. For more information, visit www.businesstrainingworks.com.

Thanks in Advance for Reading This Column – Kate

Showing appreciation for a job well-done by your workers or loyalty by your customers is a good thing. And sometimes you can do it pre-emptively. **By Kate Zabriskie**

Most of us like to be thanked, especially when the sentiment is sincere. For that reason, “thank you” is one of the most powerful phrases in the English language.

In addition to using it to recognize past acts, you can also say thank you to influence people and steer them toward a desired behavior.

A gate agent: *“I want to thank everyone in the waiting area for being great travelers tonight and for your patience. Your fabulous attitudes make my job easier when we’re experiencing flight delays. Let me know if there is anything I can do to make the wait better for you. I’m going to keep checking for updates, and when I have new information, I’ll let you know. Please feel free to visit me at the counter if I can answer any questions, and thank you again.”*

A hotel manager: *“Team, I know you understand how important giving great customer service is to the success of our business, and I appreciate how hard you work to be an exceptional staff. I want to thank you in advance for going the extra mile today. In particular, thank you for greeting our guests with enthusiasm, finding clever ways to delight them, and handling any problems promptly and professionally. If we do our job right, any surprises should be kept to a minimum. Thank you again for your effort. Now, let’s get to work.”*

A sign at a private club: *“We appreciate everything our club members do to make Royal Oaks the region’s best-rated pool club nine years in a row. Thank you for placing used towels in the hamper and for alerting staff members if our facility needs cleaning or maintenance. Enjoy your swim!”*

WHY BOTHER?

Some people will argue that thanking people for doing what they are “supposed to do” is a waste of time. Chances are, however, those same people find themselves frustrated by customers, clients and co-workers who don’t behave the way they should. For those nonbelievers, the thank-you-in-advance method of influence is certainly worth a shot.

It works.

Thanking people in advance works for a few reasons. The first has to do with a sense of obligation many people feel to reciprocate after they’ve received something.

The second explanation for the technique’s effectiveness has to do with people wanting to conform to a positive image of themselves. In other words, “I’m going to act like a good traveler because I am a good traveler.”

A third explanation for the thank-you method’s power has to do with

Thanking people is not a substitute for confronting inappropriate behavior. For example, if an employee comes to work dressed improperly, you can’t thank your way around addressing the problem. However, you can use a thank-you as part of the corrective conversation.

instruction. Often, we assume people intuitively know what they are supposed to do. Guess what? Many don’t, they’ve forgotten, they’re preoccupied or they’re simply not thinking. Offered in the right way, many people will follow a suggested course of action because it’s the path of least resistance.

Here’s the structure of an advanced thank-you.

To plan an advanced thank-you, use the following framework:

1. First, think about the desired result. “I want my employees to show up on time.”
2. Second, identify the type of people who typically demonstrate that behavior. “Responsible and accountable people show up on time.”
3. Third, craft a statement that identifies the people you are addressing as that group and be specific about what you want to see.

“I appreciate the fact that I have such a dedicated team. I want to thank you in advance for giving 110 percent this week. The hours during the holiday season are demanding, and it takes a true group of professionals to act upbeat and engaged with every customer. This is why we hired you.”

Follow these tips and cautions.

Thanking people in advance is part science and part art. The framework offered provides a method for constructing the basics of a message. The specific words you choose, the tone in which you deliver them and your timing are the components in the process that are more subjective. The following tips and cautions should help you get the most from the method.

1. Thanking people for good behavior should be done before you’ve observed anything particularly egregious. For example, imagine a chaotic scene where customers are pushing and shoving each other. It’s more difficult to thank them into a reverse course after they’ve gone wild. However, a little advanced gratitude offered earlier could have helped avoid mayhem.

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- Thanking people is not a substitute for confronting inappropriate behavior. For example, if an employee comes to work dressed improperly, you can't thank your way around addressing the problem. However, you can use a thank-you as part of the corrective conversation. "Mary, I appreciate you listening to me this morning, and I want to thank you in advance for taking the conversation seriously. I know you have what it takes to represent our company well. I look forward to seeing you be successful here."
- Thanking people for everything dilutes the method's effectiveness. "Bill, I want to thank you for coming in on time today. I know how important punctuality is to you, so thank you for parking in the employee lot and not taking a visitor's space..." Too much of that and Bill is going to think you've got a screw or two loose. Worse still, he's not going to believe a word you say.
- Finally, recognize that this method falls flat with some people. They weren't behaving in a way we wanted before we tried it, and they're not behaving after the fact either. Fortunately, this group is small.

GIVE IT A TRY

Perfecting the science and art of the advanced thank-you takes time. The more you practice, the easier it is, and the more likely it will become a strategy your brain launches on autopilot.

I know you'll eventually be successful in getting this to work, and I want to thank you in advance for giving the method a try. Who will you influence first? ■

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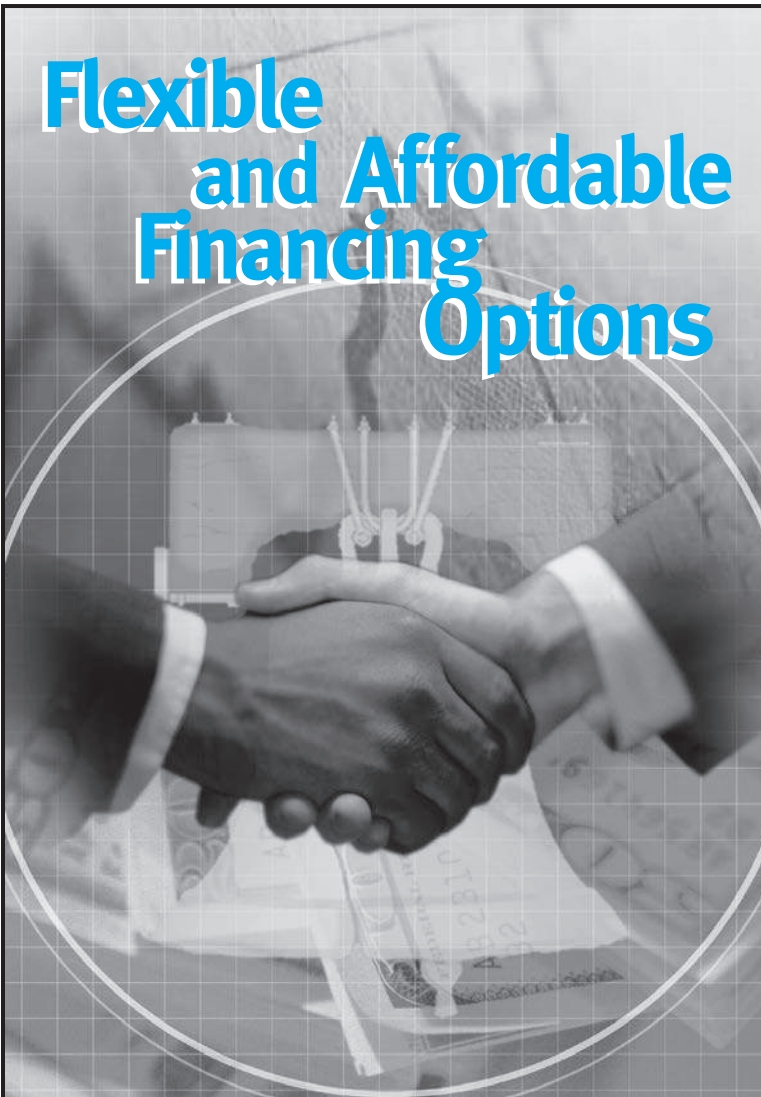


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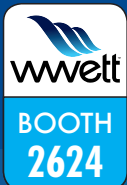
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Technician Ben Ford pumps a tank for Total Site Services. (Photos by Bruce Bell)

TANK TO TURF

Collection and disposal plans were seamlessly integrated from the start when Canada's Total Site Services entered the pumping business **By Peter Kenter**

Located in a village of 1,100 people in cottage country in central Ontario, Total Site Services has had to diversify and expand its service menu to survive and thrive over more than 50 years.

The resilient, multigeneration, family business started as a drilling and blasting specialist but has recently incorporated a full line of septic services to serve a population that heavily relies on decentralized waste treatment. Along with that change has come a broader image rebranding and a realization of the critical importance of efficient septage disposal.

Based in Haliburton, three hours northeast of Toronto, Total Site Services was founded by Tim Casey who in the 1960s worked contracts ranging from quarrying to roadwork, anywhere from the Arctic to Texas.

"We were spending so much time on contracts far away from home, taking away from family time, so we settled on providing services closer to Haliburton," recalls Pat Casey, Tim Casey's son and the current owner and company president.

EXPANSION PLANS

Total Site Services slowly transitioned into a one-stop shop for any site work within an hour's drive of Haliburton. "We take care of many of the site preparation steps that landowners would otherwise need to call individual contractors to handle," Pat Casey says. "The name reflects that."

Septic system installation and pumping began in 2014.

The company remains a family business. Tim Casey still works alongside drilling and blasting crews, pinch-hitting for other departments as well. Pat Casey runs the operation today, and one of his four children, Regan, has already joined as a full-time equipment operator. The others help out when not at school. The business employs between 15 and 30 people, depending on the season.

(continued)

Total Site Services

Haliburton, Ontario

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FOUNDED: 1965

EMPLOYEES: 15 to 30

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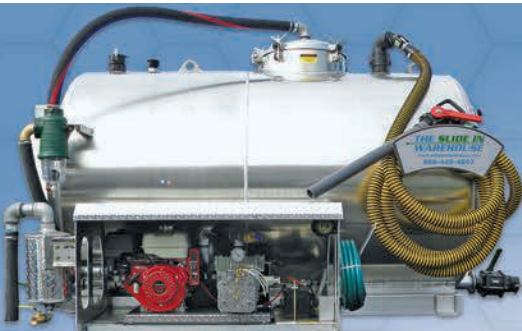
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Left: One of two pumping rigs used by Total Site Services to pump septic tanks in rural Ontario, built out by Vacutrux and carrying Elmira Machine Industries / Wallenstein Vacuum pumps.

Below: Ben Ford attaches a suction hose to his pumping rig built out by Vacutrux and using a Elmira Machine Industries / Wallenstein Vacuum pump.



The ability of employees to pivot quickly from business to business is crucial. Tracey Laframboise, operations manager, has been with Total Site Services since 2004 and is responsible for scheduling work and allocating both equipment and human resources to maintain maximum efficiency in a hectic market.

“Tracey’s work is essential to keep us on top of things,” Casey says. “There isn’t as large a market as there is in the outskirts of the greater Toronto area. We cross-train our people so that they can work on any project. We have to work with the weather, not against it, and we have to be strategic with asset allocation. You never want to see equipment that isn’t busy.”

The company operates two Freightliner septic pumpers, a 2003 and 2004 with 4,100-gallon carbon-steel tanks and Elmira Machine Industries / Wallenstein Vacuum pumps, built out by Vacutrux. A 2004 Ford cube van is used for installations and repairs. A pair of 2017 Ford pickups — an F-150 and an F-250 — are used for sales and service. A 2019 Ford F-150 with electric liftgate comes in handy for septic tank maintenance and repair work. A pair of trailers include a 2006 CAM Superline 20-ton and an 8-ton fabricated in-house, which fills out the lineup for bigger jobs.

Construction equipment includes three Internationals: a 2018 tri-axle with a Beau-Roc dump body, a 2018 tandem with a Bibeau dump body, and a 2005 tandem dump truck. It also includes a 2013 Dodge Ram 5500 with dump box. Four Cat machines round out the construction fleet: a 2017 325 excavator, a 2017 308E2 mini-excavator, a 2008 EC55 mini-excavator, and a 2014 289D skid-steer.

A full-time mechanic handles equipment repairs on the entire fleet, completing about 70 percent of repairs in-house. The company’s shop has recently opened up to perform work on commercial vehicles from other companies.

LAND APPLICATION FROM THE GET-GO

Total Site Services began land-spreading septage straight out of the gate in 2014.

“Septic service had always been part of our long-term plan, and land spreading was always part of the business formula,” Casey says. “When a vacant field came up for sale, we took it seriously and jumped on it.”

The field had once been used by a retired pumper for spreading — one of only two sites in Haliburton County currently approved for applying

“ We want to be good stewards of the land and also good neighbors, so we held an open house in fall 2017 to show residents our operation, how we planned to expand and how a lagoon operation works. ”

PAT CASEY

septage. It’s centrally located within a 10-minute drive of the company’s home base. Land application may be done on 35 acres with flat terrain, sandy and dry soil, which limits puddling on the surface and good absorption.

The closest house to the field is about 1,800 feet away, and most neighbors had already accepted the land-spreading operation. Total Site Services optimized the terrain by further clearing and leveling the field using its own construction equipment. The field was planned to create appropriate treed buffer zones and setbacks from sensitive wetlands. The spreadable area was then planted with grasses, mostly timothy and clover, to take up the nutrients following land application. When the grass matures, Casey cuts it down with a mower.

BEING A GOOD NEIGHBOR

While a few residents were opposed to the application, residents largely voiced their support. In many cases, neighbors rely on the Total Site Services land-spreading operation to keep the cost of septic pumping down. Without the field, hauling distances to the nearest wastewater treatment plants could cause costs to skyrocket.

The company has made good use of about 10 acres of the property, which was approved for 3.6 million gallons of septage per year. In 2017, the company spread a little more than 1.1 million gallons.

(continued)

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A business built on a family legacy

Total Site Services is a family business in more than one way. Both the Casey family homestead and the company's 45-acre headquarters are located on land owned by the family since Canada was founded in 1867. Company owner Pat Casey's children will be the seventh generation of the family to live there.

"Our roots are here, and the family has used the land for various businesses and many business cycles throughout the years," Casey says.

The original settlers were homesteaders but soon opened a lodge nearby. "They were self-sufficient, growing their own food, making their own maple syrup and producing their own honey," Casey says.

Casey's father, Tim Casey, and his uncle Dennis started Shamrock Drilling and Blasting in 1965, with the business eventually evolving into Total Site Services.

Casey has four children, Regan (20), Parker (16), Reese (14) and Keira (13). So far, only Regan has joined the full-time work team, but there's hope that he will one day take the helm of Total Site Services and maintain the family connection to both the business and the land.

"He's committed to it verbally and he's in the excavation side of the business right now," Casey says. "I keep impressing on him that it's a lot easier to take over an active business than to start a new one."

In April 2018, the company applied to Ontario's environment ministry to increase the spreading area to 25 acres. At the same time, Total Site Services also requested that the Municipality of Dysart permit rezoning to construct a four-cell, earthen walled-sewage lagoon lined with clay and geotextile. The lagoon would allow septage to be stored on the property year-round, awaiting land application.

Dysart was amenable to the plan, in part because its own municipal waste treatment plant was already operating near capacity. The Town Council approved the plan in June 2018.

"We want to be good stewards of the land and also good neighbors, so we held an open house in fall 2017 to show residents our operation, how we planned to expand and how a lagoon operation works," Casey says. "We offered free Tim Hortons donuts and coffee. As it turns out, it was more of an educational event than one in which people expressed a lot of concern."

BUSY SUMMERS

Total Site Services currently earmarks seven workers for the septic business: three for pumping, three for septic system installations, and a rover who performs septic system inspection and maintenance. From June to the end of September, pumpers are out six days a week and on call 24/7.

"Even with the addition of the 2004 Freightliner, we're still running 10- to 12-hour days," Casey says.

Most of the tank systems, chambers, risers and lids the company installs are manufactured by Brooklin Concrete Products. Sewage pumps and

grinders are manufactured by Liberty Pumps.

"In some cases, we don't have enough room to install a full traditional septic system, due to regulations involving setbacks from lakes, creeks and property lines," Casey says. "In those cases, we've been turning to high-efficiency models under the Eljen brand that can be installed on a small footprint."

The company advertises heavily, from radio ads to roadside billboards to Google and Facebook. The company's Facebook page highlights interesting customer projects. About 60 percent of pumping customers are seasonal residents who rely on their mobile devices while in the area. Newspapers represent only a small subset of the advertising budget. Total Site Services also exhibits at the Haliburton Home & Cottage Show.

"We keep a careful log of what works by asking customers how they found out about us, and we disperse our advertising dollars in the direction that appears most fruitful," Casey says.

Total Site Services also recently expanded its branding efforts by supplying all workers with new uniforms.



Ben Ford spreads waste at the Total Site Services disposal field. The company started land-spreading when it began pumping in 2014.

“Septic service had always been part of our long-term plan, and land spreading was always part of the business formula. When a vacant field came up for sale, we took it seriously and jumped on it.”

PAT CASEY

PORTABLES NEXT?

Looking to the future, Casey is considering adding portable sanitation service to the business. "We realize that it would require a whole new equipment base and considerations of where to dispose of the waste," he says. "But it would definitely fit into our range of services. We still have ample room for growth under the Total brand." ■

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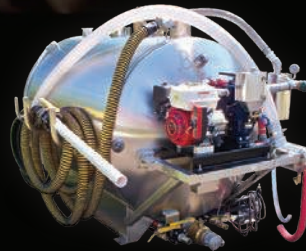
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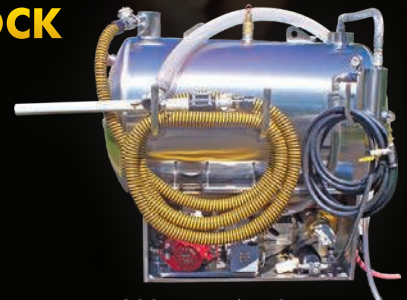
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Pennsylvania Installers Need Streamlined Approvals for New Technology

Industry advances are stymied by a state government slow to adapt to advanced onsite systems proven to work in other regions

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 Pennsylvania Septage Management Association.

Name and title or job description: Ned Lang, president

Business name and location: Enviroventures, Narrowsburg, New York, and 10 Roto-Rooter franchises in the area

Age: 57

Years in the industry: My father bought his first Roto-Rooter franchise in 1960 when I was born, so I grew up in the industry. And then I bought my parents out in 1985.

Association involvement: I've been involved in the Pennsylvania Septage Management Association since its inception around 1985. It was originally called the Pennsylvania Liquid Waste Haulers Association. I'm currently a vice president. I was the Region 3 representative for many years.

Benefits of belonging to the association: The benefits are boundless. The association has so much great representation. I've done a number of citizen lobbyist days down in Harrisburg with our lobbyist. You get to meet a lot of the powers that be, both the House and the Senate, both the Republican and Democratic leaders, meeting them face-to-face and bringing forth the issues of our membership — and basically the issues of the public because we do represent the public since 44 percent of the people in Pennsylvania use onsite septic systems. Anything that affects them, the Pennsylvania Septage Management Association is on top of. There are so many facets to the association that if you're in the on-lot septage industry or doing land application, you definitely should be part of it.

Biggest issue facing your association right now: Staying on top of the regulatory climate in Harrisburg is critical. Some so-called environmentalists try to get different regulations passed that are confounding and against good commonsense practices as far as either the operation of on-lot septic systems or the disposal and treatment of septage and biosolids. A current proposal would require operators to go through a hearing process if they wanted to land-apply in an area, which I think is nothing more than a lot of emotional ruckus. The process is fantastic, and it's the best resource recovery program in the country. It completes the nutrient circle of life because as the products are taken off the farm, they're consumed, then the residuals from that consumption (your septage and biosolids) are then placed back on the farmlands.

Our crew includes: We have two partially retired drivers who have been with me 20-plus years and 18 full-time people. They're all fantastic and do a great job.

Typical day on the job: I usually get out of bed around 5:30 a.m., exercise, then get to work around 7 a.m. Some days when we run to the landfill, we're on the road by 5 a.m. Then the customers get called, we review the jobs from the previous day if there's anything that still needs to be done today, we take care of any mechanical issues and then dispatch everybody out. Then I do my bookwork. By noon I like to be where I can either go out and look at jobs or I'm in a truck taking biosolids to the farms.



Ned Lang

The job I'll never forget: The most memorable job happened when I was about 8 years old on a job with my father pumping out a restaurant customer's cesspool. We were on the side of a hill. We didn't have vacuum trucks back then; we had these centrifugal pumps, and if they sucked air, you would lose the load. My father was checking to see how full the truck was, and I was down pumping the tank. I must have lifted the hose out of the cesspool, and as soon as that air went up and hit that pump, it immediately lost compression and suction. The owner was standing on the other side of the septic tank, and suddenly all that product came flying down out of that 3-inch hose. It actually set me back, and the hose lifted and hit the guy and knocked him down the hill. The poor guy, he was just full of sewage.

My favorite piece of equipment: I really enjoy excavators. We've got a John Deere 590, John Deere 27, Caterpillar 312 and Komatsu 75. They're just fun to operate. You can do so many things. The smaller ones have blades on them so you can grade a whole lot easier. They can do so much work in tight places. It just makes your life a lot easier.

Most challenging site I've worked on: We used to do work for a Sorrento cheese plant when they were here. One time, they had a broken line in their cheese processing area. It was a really tough job. We had to shut down their process. Then we cut about 40 or 50 feet of the concrete floor where all of their processing equipment was and installed a whole new pipe because the other one had rotted out. We couldn't reline pipes back then, but it would have been tough anyway because there were a lot of laterals. We shut the plant down at 3 p.m., and by 11 a.m. the next morning, we had everything done — the floor cut, jackhammered, the line removed, a new line put in, everything hooked up, concrete put back — and they were operating again by 2 p.m. We had 15 or 20 guys in there just going crazy.

The craziest question I've been asked by a customer: We get asked to retrieve rings from down the drain. It's usually a really expensive ring or maybe they're newlyweds. They set the ring on the side of the sink and all of



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a sudden it's down the drain. We go down there with video inspection equipment. I'd say we've retrieved 50 percent of them.

If I could change one industry regulation, it would be: The biggest problem we have right now is around the state government allowing new on-lot septic system technologies to be easily implemented. These are technologies that have been approved by the National Sanitation Foundation or that are used in other states. Right now it's a very difficult process, and it really needs to be streamlined. There are a lot of great technologies out there that Pennsylvania isn't allowed to use because of the regulatory process, and that's a shame.

Best piece of small-business advice I've heard: I was introduced to the Franklin Planner a number of years ago. It's a fantastic tool to run your day, organize, balance and prioritize your life and your daily tasks according to what you hold dearest and what your values are. It's indispensable.

If I wasn't working in the wastewater industry, I would: Be a skipper on an offshore fishing boat.

Crystal ball time - This is my outlook for the wastewater industry: Big companies are buying up the mom and pops and private businesses so I think you're going to see a lot of consolidation in the industry. And you're going to see a lot of the processing facilities that are owned by family members get bought up by the larger companies. ■

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		18.5	70.0	2000	138	1450	25.4	1.181	30	0.906

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**FIVE
PEAKS**

Progress Is Slow for New Michigan Septic Code Bills

By David Steinkraus

Last year, two bills were introduced into the Michigan Legislature with the intent of establishing a statewide code for onsite wastewater systems. According to Dendra Best, executive director of WasteWater Education, a nonprofit group based in Traverse City, Michigan, a House Fiscal Agency analysis says the bills would:

- 1) Require the state Department of Environmental Quality to develop a statewide code setting standards for siting and design of onsite systems, for effluent, for inspection and maintenance of onsite systems, and for the qualifications and continuing education of people managing onsite systems, among other things.
- 2) Allow local health departments to administer the code.
- 3) Forbid local governments from adopting point-of-sale ordinances that require an inspection of an onsite system when a property is sold.
- 4) Require the owner of a septic tank to have it assessed at least every 10 years by a local health department or a registered inspector or service provider.
- 5) Require alternative systems to be inspected by the state, local health department, or registered inspector at least once every five years.
- 6) Require all installations after Jan. 1, 2020, to be done with a permit from the state or local health department and using only products that have been registered with the DEQ for use in Michigan.
- 7) Establish a technical advisory committee of 16 people, including three from the onsite industry, to advise the DEQ on its rules.

WasteWater Education, which works to raise awareness of the link between water quality and wastewater management systems, hosted some online forums to discuss the proposed code.

"I guess the biggest complaint that came out was that the code imposed regulation without any discussion of how to implement the rules," Best says. There was an absence of transparency when the bill was being drafted, and that left out the local health officials charged with implementing the rules, she says.

The Ottawa County Health Department wrote a four-page position paper objecting to the proposed code. Among other points, the department says there is a lack of evidence showing need for the legislation, yet it would also limit the development potential of large portions of the county. (Ottawa County lies immediately west of Grand Rapids and includes a section of the Lake Michigan shore.)

The requirement for regular inspections would create tensions with citizens, and the proposed rules would add a significant burden to the work of local health departments as they track inspections and ensure compliance with the rules, the Ottawa County department writes. The department's position paper also faults legislators for creating the bill quickly and without broad input from the public.

The best solution would be to start over, Best says, and spend a couple of years refining the details as Ohio did. Although standardization is a good idea, she says, a one-size-fits-all code would not work well in Michigan because it has several geologically distinct areas that need to be treated indi-

vidually. For example, there is flat and fertile farmland around Saginaw Bay next to Michigan's thumb, and there is the hilly Upper Peninsula where bedrock may be covered by a thin layer of soil.

The condition of the state's septic systems has been the focus of more than one study in recent years. In mid-September, the Saginaw Bay Watershed Initiative Network released an analysis saying failing onsite systems in five counties around the bay may be a significant cause of water-quality problems in the bay. The nonprofit group advocates for improved water quality in the bay and by extension in the rivers and streams that feed it. The analysis was done by a consulting firm and guided by representatives from the watershed network and eight other conservation and government organizations.

Between 6,000 and 15,000 onsite systems are likely failing, says a press release from the watershed network. That implies a release of as much as 1.26 billion gallons of untreated wastewater every year. But the release also doesn't blame onsite technology so much as fault system owners.

"When properly designed, sited, installed and maintained, septic systems provide cost-effective and environmentally safe disposal of wastewater. Similar to other household infrastructure, like a furnace or roof, septic systems have an expected service life and require periodic maintenance," the release says.

Florida

The state is providing funds to upgrade onsite systems located near Florida's springs. Nitrogen pollution is seeping through the ground and emerging in springs where it fuels algae blooms.

As many as 200,000 homeowners may be eligible for the payments of up to \$10,000. Money is paid directly to installers.

Drew Bartlett, deputy secretary at the state Department of Environmental Protection, says it is unclear how much nitrogen-reducing systems will cost, according to the *Orlando Sentinel*. But the cost may drop as systems become more available, he says.

Also in Florida, Brevard County commissioners voted to overhaul the county's onsite wastewater rules to reduce pollution of the Indian River Lagoon. The new rules ban installation of conventional septic systems on the county's barrier islands and on mainland areas within 200 feet of the lagoon.

The lagoon stretches for about 50 miles along Florida's east coast, and Brevard County contains its upstream end just east of Orlando. Only new system installations are affected. People with existing septic systems would not be required to upgrade to nitrogen-reducing units.

Commissioners say they would revisit the ordinance no later than August 2020 when additional research on the effects of septic tanks should be complete.

A special 0.5 percent sales tax implemented for lagoon restoration will be used to remove or retrofit about 3,700 septic systems. The estimated cost is \$68 million. The county's natural resources director says there are about 15,000 septic systems within 165 feet of the lagoon.

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California

A man accused of illegally dumping septage was sentenced to a year in county jail and may pay up to \$400,000 in fines.

Carlos Velarde Chavez, 64, owner of Carlos' Petaluma Septic Services, pleaded no contest in August to one felony count of theft of utility services and one misdemeanor count of advertising construction work without a proper license, according to *The Press Democrat* in Santa Rosa. Chavez was originally charged in the spring with two felonies and 22 misdemeanors.

Investigators found Chavez while checking complaints of septic tank grit blocking city sewer pipes. Police say he was emptying a 2,800-gallon truck about six days each week into a pipe installed in the backyard of his home and connected to municipal sewer pipes.

Chavez must pay a \$30,700 penalty. A hearing will determine how much more he will pay in damages to the municipalities whose pipes he used. Santa Rosa claims he cost the city \$353,977, while Rohnert Park says it is owed \$15,576.

"It's a fairly significant case in that it's large fines, and we did proceed with a felony for the reason that it caused significant harm to the sewer," says Scott Jamar, chief deputy district attorney. "Cities have to pay for that real cost, and it's thievery, and it has environmental (consequences) if it's not disposed of appropriately given that volume."

Massachusetts

The Falmouth Water Quality Management Committee hopes to submit a wastewater management implementation plan for Oyster Pond to the state well ahead of its December 2019 deadline.

The estuary on the southern side of Cape Cod is troubled by nitrogen pollution, and the plan would require the installation of advanced technology onsite systems at homes in the pond's watershed. At a meeting, the committee discussed connecting homes to a sewer system, but one committee member says onsite technology could be used before the town's next opportunity to expand municipal sewer.

Another member of the committee says older onsite systems permitted by the state meet a nitrogen standard of 19 mg/L. What is needed for the pond is a concentration of no more than 10 mg/L or removal of 75 percent of nitrogen, the *Falmouth Enterprise* reports.

Pennsylvania

Shenango Township in western Pennsylvania recently approved an ordinance requiring specific procedures for abandoned septic tanks.

Unconnected tanks must either be removed from the ground or filled with a material such as sand that can be compacted to prevent collapse, reports the *New Castle News*. The town is 45 miles northwest of Pittsburgh. ■

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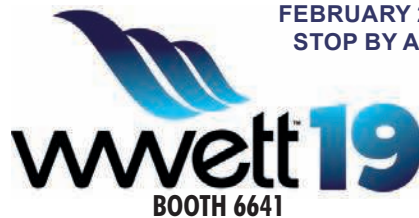


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Based in Racine, Wisconsin, Erik Gunn writes for magazines on business and other topics.

Is Your Pumping Business Ready for a Full-Time Mechanic?

Weigh many important financial factors before hiring an in-house wrencher to care for your fleet of vehicles and equipment **By Erik Gunn**

There are several essentials in your wastewater business — skilled workers, appropriate licenses, a sharp front office staff. And then there's your heavy equipment.

You have at least one truck, and chances are you've got several — vacuum trucks, combination trucks, service vans and pickups, perhaps a backhoe or other excavating machine, and more.

If yours is a small operation, you probably take equipment to an outside shop for maintenance and repairs. But at what point is it a better deal to staff up and hire a full-time mechanic as your direct employee?

COMPLEX DECISION

It's not a simple decision, says Bob Rudolf, who teaches future diesel mechanics at Milwaukee Area Technical College in Wisconsin. The first question — how large is your fleet? — is really only half of the question, Rudolf points out. You also need to consider how old it is on average. The older your equipment, the more demand you're likely to have for a mechanic's services, whether you contract out for the work or do it in-house.

"You have to do a little bit of a balancing act," Rudolf says.

Start with the fact that in the typical service shop, you could pay as much as \$100 an hour for repairs and maintenance for your vehicles. It's one thing if they're new and just go in and out for routine maintenance. It's another if they're starting to age and need new parts and more frequent attention.

But new or old, federal law requires commercial trucks to go through an inspection every year, Rudolf points out. And new or old, your vehicles need a thorough checkup every 10,000 miles, including an oil change and a grease job. As a fleet grows, that mandate alone could justify hiring a licensed mechanic of your own to conduct the inspections and provide the routine upkeep.

"If I'm a business guy and I've got one or two trucks and they're relatively new, I'm not interested in hiring a technician," Rudolf says. "I would consider a full-time technician with a fleet of 10 trucks or more." If the fleet is older, that threshold might be lower.

COMPETITION FOR LABOR

If you decide to hire an in-house mechanic, it's important to know the reality of the industry these days. "Right now the truck world is very competitive, and there's a huge shortage of diesel technicians," he says. By the next decade, the shortage could be critical.

Chances are you've already faced similar hiring challenges and for

similar reasons. "Baby boomers are retiring," Rudolf points out. "The young people have been conditioned to go to school to become a doctor or lawyer or businessperson, and the trades are getting neglected."

So if you think you don't have 40 hours a week of work for a mechanic but will just hire someone part time, forget it. "You're probably going to have to go full time or nothing," he says.

Something else to remember is that most, if not all, of your equipment is what the trade calls "vocational," special purpose, not general purpose vehicles. The exception might be pickup trucks that have been turned into basic service trucks, mostly used for hauling tools and supplies.

But chances are most of your trucks come with a lot of additional parts, such as pumps, tanks, perhaps a built-in jetter, and they all need specialized mechanical care. So your mechanic needs at least a beginning familiarity with those machines and the capacity to learn a lot more, and fast.

“For me personally, a mom and pop shop is the best. There's a family atmosphere. You have a lot more freedom as a technician than you do in large shop. You're not a number. You're actually a name.”

Bob Rudolf

to be higher in some parts of the country.

"If you're going to hire a master technician, you're talking \$25-\$30 an hour, maybe \$35 in some cases," Rudolf says.

It's possible you could strike up an arrangement with another business that has need for a mechanic's services similar to your own, and work out a deal to jointly hire a full-time technician. But that might be a lot more complicated than simply waiting until you're big enough to hire a full-timer yourself.

And don't skimp on the actual cost of repairs, either, even if you're doing them in-house.

"You don't want to hire a technician and have to make them make do with Band-Aids and bailing wire," Rudolf says. The job is too critical to the health and safety of your employees and the general public for that. "If the truck is in a collision and there's a fatality, they might be looking at a manslaughter charge," he says.



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And then there are the costs you take in addition to employee compensation.

Just like your personal car, more and more your heavy equipment is filled with sophisticated, computer-controlled systems. Just like your car's mechanic, your equipment mechanic will need diagnostic computer software to analyze problems that crop up. That software might run on a \$1,500 laptop computer, but it probably will cost you up to \$10,000, Rudolf says.

And just as your other specialized workers need periodic training as technology changes, your automotive technician will too. Upgrading their skills with proper training and certification is just as much your responsibility as it is with the rest of your staff.

On the plus side, some of that training may be free or at relatively low cost. Machine manufacturers may provide factory training to their customers at little or no charge; parts suppliers might, too. For other training needs, check out your local technical education offerings.

OTHER CONSIDERATIONS

Also, you'll have to take responsibility for the environmental impact of a vehicle repair facility on your property. You may already deal with a wide range of chemicals, and as someone in the business of making sure wastewater is handled safely and clean water stays clean, preventing contamination is a top concern.

It's no different in auto repair. You need to properly take care of everything from waste oil every time you service your trucks to other chemicals and cleaners that are essential to automotive repair. Handling those will require special licenses from regulatory authorities and special equipment to make sure everything is handled and disposed of safely.

"You want to make sure you're not creating a mess, or otherwise you could be into some fines," Rudolf says.

You might be wondering whether an operation like yours would attract a full-time mechanic. After all, unless you're a huge operation, there's probably not going to be a long career path.

Don't sell yourself short. Not everyone goes into a job expecting to climb some promotional ladder that leads to an office with a vice president's nameplate on the door.

"For me personally, a mom and pop shop is the best," Rudolf says. "There's a family atmosphere. You have a lot more freedom as a technician than you do in large shop. You're not a number. You're actually a name. If you're in a dealership, you might not have some of that camaraderie."

So is it worth it to hire your own mechanic instead of taking your vehicles to an outside dealership? In the end, of course, only you can make that decision. But as your fleet grows, and as it gets older, it might be worth it to at least sit down and work out the detailed costs and benefits.

After all, without solid, dependable equipment, what future would your business have? ■




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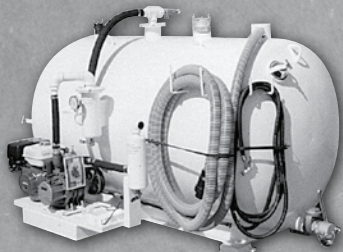
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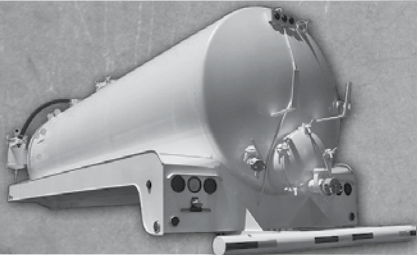
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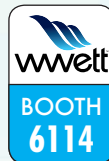


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Jim Anderson, Ph.D., is an emeritus professor at the University of Minnesota Department of Soil, Water and Climate and recipient of the pumping industry's Ralph Macchio Lifetime Achievement Award. Email Jim questions about septic system maintenance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

You Can Be the Water Softener Problem-Solver

Homeowners with hard water want to keep their water softeners. Your job is to find a way to make that happen without compromising wastewater treatment. **By Jim Anderson, Ph.D.**

Recently I answered a question from prospective homeowners moving into a house served by a septic system. They indicated that in their current house they had a water softener and that the well test done for the new residence showed water high in calcium and magnesium — in other words, “hard” water. They had been told they should not have a water softener because they were going to be using a septic system.

Over the 40-plus years I have worked on industry problems, there have been many questions or concerns about the impact water softeners have on the operation and efficiency of onsite wastewater treatment systems. Initially the main concern was about potential negative impacts of delivery of the regenerative water, high in sodium, to the septic tank and subsequent delivery to the soil treatment area. The concerns are the ability of the soil to accept wastewater due to dispersion and breakdown of soil structure.

There are also concerns from a water-use perspective that each recharge event delivering 30 to 80 gallons could result in large volumes of water delivered to the system. This combined with homeowner water-use patterns could result in systems being hydraulically overloaded. Remember soil treatment areas have finite capacities to accept effluent.

IMPACT ON SYSTEMS?

The past two decades have brought a lot of anecdotal information from pumpers and other service providers about the lack of scum layers and lowered biological activity in septic tanks and other pretreatment units where water softeners were in use. The concern is with treatment efficiency resulting in more solids and higher BOD delivered to the soil treatment area, reducing the soil's ability to accept effluent due to increased biomat resistance.

Research done in the late 1970s indicated there was no significant effect on hydraulic conductivity in soils due to typical use of water softeners. However, another conclusion was that there could be impacts on soil if all water used in the household were softened and the regeneration waste was not allowed to enter the soil treatment area.

This conclusion points to how homeowner use patterns could affect whether this was a problem. Research indicated that if for some reason the soil treatment area received clean water low in salts, such as rainwater, it could upset the balance leading to breakdowns in soil structure. More recent research has indicated there are potential problems with soils high in sodium content to begin with and in low cation-exchange capacity soils. Soil surveys are useful in identifying — at least in general areas — where this may be a concern.

Research has been conducted more recently on whether addition of the regeneration water to septic tanks can affect the settling of solids, which of course is one of the major reasons for a septic tank. Similarly, some researchers have looked at biological activity — which also could lead to more suspended solids and higher BODs — resulting in drainfield problems.

Here results have been somewhat mixed. From a biological activity standpoint, it appears most researchers agree that the bacteria adjust relatively rapidly to changing conditions. So if a homeowner switched to a water softener, there would be some effect on activity of microbes but long-term they would persist.

LOOK FOR SOLUTIONS

Based on the amounts of calcium and magnesium versus sodium in the regeneration water, the conclusion is there can be a negative impact from the regeneration water on the settling of solids in the septic tank. Whether this happens in any given situation depends on initial water hardness, the amount of water used, equipment problems such as broken timers or sticky valves, the way the softener is managed by the homeowner, as well as other site-specific factors. Specific use variables and water-quality factors are probably why some service providers would say they saw no effect versus others who saw problems in a lot of systems.

Water softener regeneration water is not considered sewage by most regulatory agencies. This means it does not have to be treated to any higher degree before it is discharged. For the 30-some odd years I was with the University of Minnesota, we recommended our installers route the softener backwash to an area other than the drainfield. The other area could consist of a separate tank with effluent delivered to a separate trench just for the backwash, or to the surface away from the residence, not near the drainfield and not onto a neighbors' property. Some state codes require the water be routed to a separate holding tank that should be pumped regularly and the contents delivered to a treatment facility.

The solution is not to get rid of the water softener. The homeowners mentioned earlier have a softener due to problems with their water. It takes more water and soap to get things clean if you have hard water. So if the softener is removed, their water use will likely increase, not decrease, which runs counter to sending less water to the drainfield.

Another potential solution in some areas is to hire a water treatment service to supply exchange tanks to soften the water; these tanks are replaced at regular intervals and taken back to the shop for regeneration. There is no regeneration water delivered to the system. ■



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In an instant, flying debris can injure or kill a worker performing tasks that require high water pressure

By Brenda Silva

As hydroexcavator operator Joe Harp walked up to his co-worker to aid him on a job site, he suddenly felt like he had been shot with a BB gun.

"I turned my face away from the wand and immediately shut the water off," Harp says. He was running the wireless remote to the unit while his co-worker was running the dig wand. Harp knew he had just been hit by a rock. "I was thinking that it just went under my shield, but after looking, I noticed a hole that was in my face shield that was in the same area where I was hit on my chin."

Harp wasn't seriously injured — no blood or broken teeth — but he knew that it could've been different if he hadn't put down his face shield before approaching his co-worker.

"If it wasn't for my face shield slowing that down or possibly changing the trajectory of the flying debris, I would have had a long explanation and even longer paperwork on why I wasn't using my PPE," Harp says.

STANDARDS FOR SAFETY

Just as important as the heavy equipment to any project is the safety protection gear for any operator who will use the equipment. To guard against the impact of flying debris, safety glasses and face protection are tested to the ANSI Z87.1-2015 standard, which is designed to make the difference between a day that ends successfully and a day that ends in the hospital.

"Spectacles (glasses) are tested for high impact by using a 6.35 mm steel ball traveling at 150 ft/s, and face shields are also tested for high impact at 300 ft/s," says Michael Myrick, marketing product trainer and analyst at MCR Safety of Collierville, Tennessee. "According to the standard, there is no testing method for PSI."

He also points out, "Generally, high-impact glasses — in conjunction with a high-impact face shield — would work best for an application like excavation. The face shield would act as secondary protection for the eyes, and the glasses would act as the primary protection. As such, the coverage of the glasses should completely encapsulate the orbital area around the eye. In the event of hydroexcavation, the use of an indirect vented goggle that is tested to the ANSI Z87.1-2015 standard for water droplets and rated a D3 would work best."

“If it wasn't for my face shield slowing that down or possibly changing the trajectory of the flying debris, I would have had a long explanation and even longer paperwork on why I wasn't using my PPE.”

Joe Harp



Joe Harp's face shield after he was hit by flying debris on a job site. The face shield prevented any major injuries from happening, but it did put a hole through the shield. (Photo courtesy of Joe Harp)

ALREADY WEARING GLASSES

Sometimes, though, prescription glasses are already being worn by the operator.

"If the person wears prescription glasses, it's recommended they use a prescription safety glasses company to either supply them with prescription glasses or goggle inserts," Myrick says. "Also, the use of an over-the-glasses, high-impact-rated safety glass could be used over standard prescription glasses. In either case, they need to use something along with a high-impact-rated face shield."

Echoing Myrick's comments is Tony Spearing, vice president at Brass Knuckle Protection of Alpharetta, Georgia. He suggests existing options and alternatives for eyeglass wearers.

"Some goggle styles allow prescription glasses, or prescription (Rx) inserts, to go underneath (inside) them," Spearing says. "Also, some safety eyewear styles also come with Rx inserts, while others provide diopter options, which are already molded into the lens. Often, full prescription safety glasses are available either through the employee's optician or a vision program offered by the employer in conjunction with a manufacturer."

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estimated — especially in extreme environments that have rigorous project demands. At those times, safety gear items can become one of the most important factors to project completion and cost-effectiveness.

“In extreme environments like vacuum excavation, one would need to use glasses with superior anti-scratch and anti-fog properties,” Myrick says. “When selecting the right glasses for the wearer, you should answer the following concerns: comfort, coverage and protection level. Over my 22 years in the industry, I found that if the glasses are not comfortable, the employee simply will not wear them.”

Harp encourages his fellow hydroexcavator operators to make sure they are wearing the proper PPEs, and he has even gone on social media to tell the story of his close call.

“To sum everything up, PPE in the world of hydrovacating is an essential part of what we do,” Harp says. “Although it can be a nuisance and seem like it’s slowing you down, it does do its job — which is to make your job safer. Never become complacent with your PPE and safety plans because it could save your eyes, your teeth and your time.” ■

“ Generally, high-impact glasses — in conjunction with a high-impact face shield — would work best for an application like excavation. The face shield would act as secondary protection for the eyes, and the glasses would act as the primary protection.”

Michael Myrick



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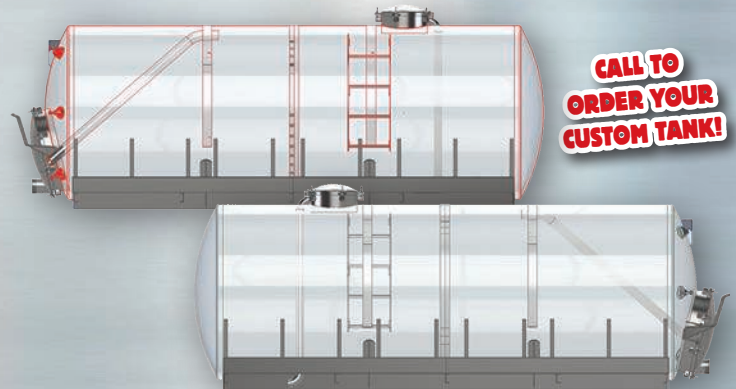
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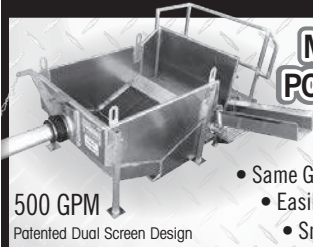
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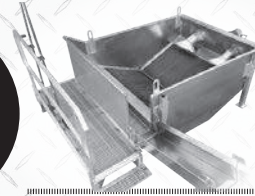
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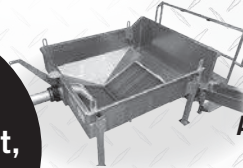
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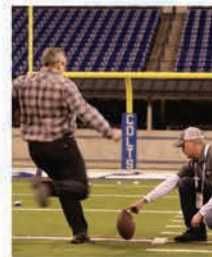
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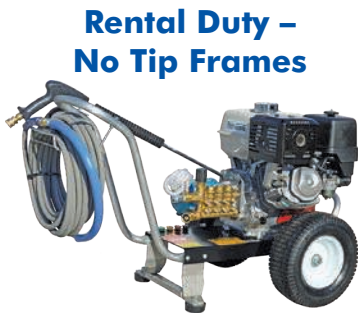
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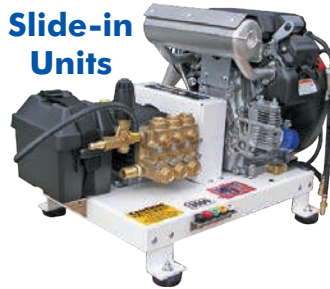
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Designed to safely transport water and debris in urban areas, the **GapVax HV33** is shorter, smaller and more compact than its predecessor. It is 30 feet long overall on a medium-duty chassis and includes a 600-gallon water tank, 6-cubic-yard debris body, a 14- to 17-foot 6-inch boom in 8 or 6 inches, 4,000 cfm power, and an inverted, full-opening tailgate. **888-442-7829; www.gapvax.com.**



Dynablast CAB420FLS-12V

The **Dynablast CAB420FLS-12V** hydrovac water heater produces 420,000 Btus with an output temperature of 175 degrees F at 5 gpm to work in colder climates and for improved digging in clay-filled areas. It is designed to fit most municipal hydrovac trucks with its 24-by-24-inch footprint. It is ETL-certified, providing improved heat transfer between the Schedule 80 pipe and water. It comes with two service access panels and two momentary override controls, which improve serviceability. The cabinet is designed with a reversible door for a variety of truck configurations and uses 14-gauge steel with polyester UV-protected, powder-coated paint with an aluminum discharge cap and stainless steel hardware. **905-867-4642; www.dynablast.ca.**



Hydra-Flex Ripsaw

The **Ripsaw** rotating turbo nozzle from **Hydra-Flex** provides a 0-degree water stream at up to 3,200 psi while rotating at a high speed for an 18-degree cone of coverage. Its flow pattern is designed for potholing applications. The heavy-duty, high-impact nozzles are constructed with stainless steel housings and tungsten carbide wear surfaces to withstand harsh environments and provide long life, according to the maker. Repair kits are available. Select from traditional coating (blue) or upgrade to the heavy-duty coating (green), a formulation designed for use in extreme environments. Greater impingement allows users to complete jobs faster or use a smaller nozzle size while getting the same impact as nozzles with higher flow rates. **952-808-3640; www.hydraflexinc.com.**

Easy Kleen Pressure Systems Wildcat Heaters

Wildcat Heaters high-pressure, oil-fired hot-water/steam heaters and hydraulic pump systems from **Easy Kleen Pressure Systems** are designed for reliability and efficiency and are install-ready for vacuum trucks and hydroexcavators, according to the maker. A full range of heater options include dry steam, redundancy packages, Schedule 80 and 160 stainless steel or A53 boiler pipe, fine-tuned temperature and flow-control systems. All coils are manufactured in-house, with CRN boiler-approved coils now available. Heaters can be designed for mounting in a cabinet or supplied as a completed cabinet unit. They are CSA- and ETL-approved. **800-315-5533; www.easykleen.com.**



Imperial Industries Hydro 3600 Hybrid Excavator

The **Hydro 3600 Hybrid Excavator** from **Imperial Industries** offers compact power and versatility, with capabilities that include digging trenches to locating fiber optic cables and clearing debris. It provides direct applications for septic hauling, utilities maintenance and emergency response situations. It can be operated by one person. Units are available in code and non-code. **800-558-2945; www.imperialind.com.**



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HYDROEXCAVATION EQUIPMENT

LMT SMART-DIG HX-2100

The **SMART-DIG HX-2100** hydroexcavator from **LMT** is powered by a 59 hp Kubota VT2403 diesel engine driving a 1,300 cfm Tuthill blower and 2,200 psi Udor U.S.A.



water blaster. The compact design includes a 700-gallon debris tank and 300 gallons of freshwater. The trailer has a fully automatic rear-open door with wireless remote control. Filtration is provided by the SMART-DIG dropbox and washable PTFE filters. An antifreeze winterization system is standard, and an optional diesel-powered water heater is available for colder climates and improved digging performance. **309-932-3311; www.vaxteel.com.**

NozzTeq MONRO-JET



The **MONRO-JET** hydroexcavation nozzle from **NozzTeq** combines the power of a solid-stream pencil jet with the large coverage of a fan jet, according to the maker. An orbital design increases performance at a lower gallons-per-minute rate and pressures as high as 36,250 psi,

allowing the operator to move faster when hydroexcavating, surface cleaning or cleaning sewer lines. It can be used for other types of surface cleaning such as concrete, steel, castings and large surface areas including line removal from runways. It can be modified for internal cleaning of sewers and pipes of all types. **866-620-5915; www.nozzteq.com.**

CASE STUDY

Oil spill containment company increases efficiency with vacuum excavators

Problem: Carol Van Zandt, owner of VZ Environmental, was challenged by a customer to find a simple method to contain liquid spills in the oil and gas industry.

Solution: Van Zandt partnered with an equipment supplier to design VMatz, a drive-over foam bermed containment membrane to capture and dispose of drips and spills on oil and gas sites. They then utilize a **Vac-Tron Equipment** vacuum excavator to clean up the spill from the containment membrane for proper disposal. "Our customers use the VMatz to catch drips and spills while on location and then we come in to clean up," Van Zandt says. "The Vac-Tron trailer helps us clean up our VMatz by removing the fluid from our containments more efficiently and a lot faster. We are not sitting on location waiting on vacuum trucks to arrive." The Vac-Tron units come with 500-gallon debris tanks and 1,000 cfm, which helps pick up the rocks and sludge customers leave in the containments. "This is a perfect size because its small and they can park it off to the side, then call upon it as needed," Van Zandt says.



Result: "With a Vac-Tron trailer, we can save our customers money through minimizing the number of trips that they have to call out a vacuum truck," Van Zandt says. **352-728-2222; www.vactron.com.**

Presvac Systems Hydrovac

The **Presvac Systems Hydrovac** is designed for versatility and cold-weather operation with optional full compliance with DOT specifications for collection or transportation of hazardous materials. The high-vacuum blower allows extraction of all types of soils, gravel, rock, clay, water, and silt material, with knockout features in the debris tank minimizing carry-over. Modular filtration configured to blower size provides blower protection and minimal maintenance, according to the maker. It comes with a heavy-duty, 8-inch boom that extends up to 25 feet, with six-way hydraulic power and wireless controls for all boom functions, soft-start water pump, vacuum breaker and truck engine speed. **800-387-7763; www.presvac.com.**



Rival Hydrovac T7

The **T7** from **Rival Hydrovac** is a road-legal unit engineered to work primarily in urban settings. It offers a 7-cubic-yard debris body, 800 gallons of freshwater storage,

and hoist and "pressure off" off-loading capabilities, allowing it to quickly transfer loads into other vessels, vehicles or tanks. Its RAPTORLOCK dump door system allows the door to hold a seal under vacuum or pressure without the use of manual wing nuts. It includes a Robuschi USA ROBOX enclosed blower system with quiet operation and 2,650 cfm at full vacuum. It comes with a 12-volt boiler system, 14 gpm water system and winterization features. Its 6-inch boom offers full rotation and is extendable to 20 feet. An Aarcomm Systems remote system controls the boom, water, and vacuum, and it displays real-time truck weight. **403-550-7997; www.rivalhydrovac.com.**

Soil Surgeon hydroexcavating tool

The **Soil Surgeon** hydroexcavating tool fits any sewer combination truck equipped with a telescoping 6- or 8-inch boom. The tool has a 1-inch water connection. The operator controls water pressure and power through truck controls. It has a 6-foot Tuff Tube with handles to guide the unit down for potholing or side to side for trenching. Six jets boring inward cut the soil, while six boring outward bring the tube down. **949-363-1401; www.soilsurgeoninc.com.**



Southland Tool Reducer Cuff

The **Reducer Cuff** from **Southland Tool** is designed to solve the problem of large rocks and material becoming stuck in 8-inch tubes, top-mounted elbows, horizontal hoses and telescopic extensions. Blocked debris can cut off suction flow and overheat the pump, requiring workers to stop to disassemble tubes to locate and remove the blockage. The 8-by-6-inch unit attaches to the 8-inch flat flange or other connection and then reduces to a 6-inch steel pipe with a 6-inch Kanaflex 180 AR hose bolted to it. This allows the user to dig and not damage utility lines while avoiding sucking up anything larger than 6 inches. It weighs 10 pounds and is 17 inches tall. **714-632-8198; www.southlandtool.com.**

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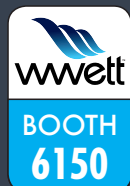
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HYDROEXCAVATION EQUIPMENT

Super Products Mud Dog 1200

The **Mud Dog 1200** 12-yard-debris-capacity hydroexcavator from **Super Products** has a rear-mounted boom capable of a 19- to 27-foot reach, 335-degree rotation, 45-degree upward and 25-degree downward pivot. This range of boom motion allows crews to achieve greater work area access and deeper digging without halting production to reposition the trunk. Easy-to-use ejector plate unloading technology provides fast, thorough and safe debris removal, according to the maker. A tilt-unloading feature ensures liquids in the debris tank are cleared efficiently, even when unloading in an up-slope/nose-down position. Options include the Acculevel load-sensor system for precise debris tank level measurement. **800-837-9711; www.superproductsllc.com.**



Supervac Atlas

At 33 feet, the **Atlas** hydroexcavation trailer from **Supervac** is designed to combine the compact versatility of a regular vacuum truck with a

payload capacity of 45,000 pounds. It is easy to maneuver with a tight turning radius and solves road weight limit issues, according to the maker. It comes with a flashing arrow and LED working lights, full-opening rear door, protection arm and LED light, a hydraulic door lock, 3,600-gallon carbon-steel debris tank and baffle, and a catwalk access ladder and handrail. Its six side-mounted and evenly distributed plastic water tanks (three on each side) have a total capacity of 1,500 gallons. It runs off the chassis engine of the tractor being used to haul the trailer. The unit's top-loading boom offers 320-degree rotation, extension of 25 feet, an 8-inch flex hose, top access door and protection elbow. **866-839-5702; www.supervac.com.**

Suttner America 1/2-inch Inline Hydro Excavation Spray Gun

The **1/2-inch Inline Hydro Excavation Spray Gun** from **Suttner America** has a horizontal flow-through design and an impact-resistant trigger guard. It offers flow ratings up to 16 gpm and pressure ratings up to 3,200 psi. **800-831-0660; www.suttner.com.**



Tornado Global Hydrovacs F4 ECOLITE

The **F4 ECOLITE** from **Tornado Global Hydrovacs** has a 12-cubic-yard mud tank and holds 1,400 gallons of freshwater. The unit is more than 7,000 pounds lighter than the company's older models and offers more than double the payload. The boom has a 342-degree rotation and a 26-foot reach. The smaller F3 ECOLITE is a 10-cubic-yard, 1,200-gallon tandem-axle unit that also more than doubles older payload capacities. It features an 8-inch boom and a 3,800 cfm blower. **715-441-7157; www.tornadotrucks.com.**

Transway Systems Terra-Vex HV38

The **Transway Systems Terra-Vex HV38** has a 12-yard debris tank with onboard scales for worry-free loading. It features a 26-foot-by-8-inch telescopic boom, a one-touch-operated hydraulic half-door and a hydraulically driven blower providing 3,800 cfm at 27 inches Hg. Water pressure is achieved with a hydraulically driven triplex pump delivering 10 gpm at 3,600 psi from a 1,000-gallon HDPE baffled water tank. The water is heated with a 420,000 Btu diesel-fired burner for cold-weather operation. **800-263-4508; www.transwaysystems.com.**



Vac-Con X-Cavator

The **X-Cavator** from **Vac-Con** is designed to be powerful, durable and easy to operate. It features a hydrostatic drive using the chassis engine for vacuum, creating a more efficient system that eliminates the need for power takeoff, clutch and gearbox operation. It is available with water systems up to 4,000 psi and a mobile, wireless remote-control system controlling chassis engine revolutions per minute, boom, automatic vacuum breaker, dump controls and hydraulic door locks from up to a half-mile away. **904-284-4200; www.vac-con.com.**

Vacall AllExcavate cold weather package

Vacall offers a step-in compartment on its **All-Excavate** hydroexcavators to protect operators from inclement weather. The standard heated compartment has enough space for an operator to change out of wet and muddy boots and clothing. The compartment has floor drainage, racks to hang dry clothing and another rack to store the high-pressure handgun and extensions. Larger compartments with extra room are available. Along with new LED lighting, the cold weather package includes extra insulation, heated cabinets for the hose reel and water pumps, and boilers that can heat water for more effective hydroexcavation in frozen ground. **330-339-2211; www.vacall.com.**



Vector Technologies Mudslinger

The **Mudslinger** line of compact trailer-mounted hydroexcavation vacuums from **Vac-Con**, in cooperation with **Vector Technologies**, uses a 66.8 hp Kubota diesel engine with a 1,200 cfm at 16 inches Hg positive displacement blower and comes with a 535- or 845-gallon debris tank with 55-degree hydraulic dump hoist and a hydraulic door. The water system is 4 gpm at 4,000 psi with 50 inches of 3/8-inch hose and comes with a 225- or 325-gallon HDPE water tank. A 9-foot boom with 24 inches of hydraulic extension, hydraulic up/down and 270 degrees of manual rotation is also available. It is mounted on a heavy-duty welded tube steel trailer. **800-832-4010; www.vector-vacuums.com.**

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HYDROEXCAVATION EQUIPMENT

Westech Vac Systems Wolf

The **Wolf** noncode hydrovac truck from **Westech Vac Systems** is designed to work in extreme conditions. The debris body is positioned in the optimal spot of the chassis to ensure the payload is proportionately distributed across all axles simultaneously, maximizing legal payload and improving efficiency, according to the maker. The side-mounted water tanks reduce weight by more than 40 percent, lowering overall cost of the truck. The 1,500-gallon capacity ensures ample water storage for large or remote jobs. A top-mounted, no-touch water fill system is easily accessible from the passenger side of the vehicle. The debris body is lifted using a telescoping, dual-acting hydraulic cylinder capable of 36,000 pounds of force. When fully extended, the debris body exceeds a 45-degree dump angle for efficient off-loading. To help in off-loading, a heavy-duty, hydraulically powered tank vibrator is mounted to the belly of the debris body. **780-955-3030; www.westechvac.com.**



JET/VAC COMBO UNIT

Cusco Sewer Jetter

The **Sewer Jetter** from **Cusco** can help perform major cleanups by excavating debris with a 26-foot boom reach and a 270-degree boom rotation. The manufacturer states the unit is outfitted with quality components and reverse engineered for optimal weight and payload with a superior operator control system. The unit is designed for simple regular maintenance and features durable and uncomplicated systems. It can be paired with a Cusco SJX hydroexcavator to provide growing municipalities and contractors a powerful option for handling sewer and waterline maintenance and digging new lines with one piece of equipment. Options include various tank and chassis sizes and can be modified based on customer specifications. **800-490-3541; www.wastequip-cusco.com.**



SAFETY/PERSONAL PROTECTION EQUIPMENT

Sonetics Apex Gen 3.2

Apex Gen 3.2 wireless headsets from **Sonetics** include an increased Noise Reduction Rating of 24 dB that covers the entire product line, including the APX377 and APX379 wireless headsets with DECT7 wireless technology. Also included is a "headset to multibase station" feature that enables a single headset to pair simultaneously with up to four SON150 wireless base stations. Users can move between separate work teams and automatically pair to each connected base station. A split push-to-talk feature lets users transmit over either an SCH305/310 ComHub-connected portable radio and/or one direct-wired to an Apex 3-Series wireless headset. The package includes several durability enhancements that boost the headsets' overall ruggedness and flexibility, according to the maker. **800-833-4558; www.soneticscorp.com.**



VACUUM TRUCKS/TRAILERS

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.**



Guzzler CL

The **CL (Classic)** industrial vacuum loader from **Guzzler** is designed to recover, contain and carry solids, dry bulk powders, liquids, slurries and thick sludge from hard-to-reach areas. The truck offers enhanced operator ergonomics, improved air routing, filtration and maintenance, a longer body for improved material separation, an enlarged bag house and cyclone clean-out access doors for easier access, according to the maker. Its modular design allows for a wide selection of off-loading configurations, including a rear-door-mounted sludge pump for unloading sludges from the debris body, an XCR system with a swing-out cyclone that allows material discharge into collection vessels while vacuuming, and a high-rail system (available in three configurations) with a loading boom, hydraulic creep drive, and rear-mounted operator chair. **800-627-3171; www.guzzler.com.**

Vacutrax SepticTrux

SepticTrux from **Vacutrax** 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 Pumps. **800-305-4305; www.vacutrax.com.**



WATER RECYCLERS

Bucher Municipal RECyler 315

The **Bucher Municipal RECyler 315** sewer cleaning unit offers a fully continuous water recycling system, automatic fuel-saving technology and easy maintenance. Its five-step recycling process protects the tank, pumps and sewer lines, giving units a long operating life and a high residual value. It comes with an 8- or 15-cubic-yard tank, and a winter option allows for operation down to 20 degrees below zero. **312-705-3818; www.buchermunicipal.us.**





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WATER RECYCLERS

Vector 2100 Plus with water recycling

A water recycling system, available as an option for the **Vector 2100 Plus** sewer cleaner, reuses water already in the sewer to clean sewer lines, eliminating the need for clean water. The system helps municipalities save thousands of gallons of freshwater, improve efficiencies, reduce costs and promote sustainability. The system can also increase operator productivity, enabling operators to clean twice the number of lines in a day, according to the manufacturer. The five-stage filtration system combines settling, centrifugal separation and absolute filtration to 100-micron particle sizes, preventing most abrasive solids from entering the jetting system. The filter cleaning system allows the machine to operate continuously at full operating flows and pressures throughout the day. **800-627-3171; www.vector.com. ■**



OVERNIGHT DEWATERING

Patent #9,828,274



wwelt BOOTHS **1521, 1523**

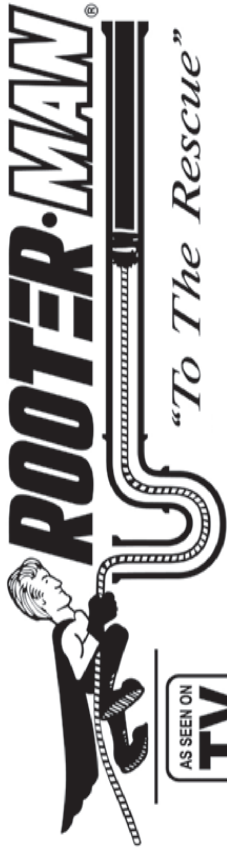
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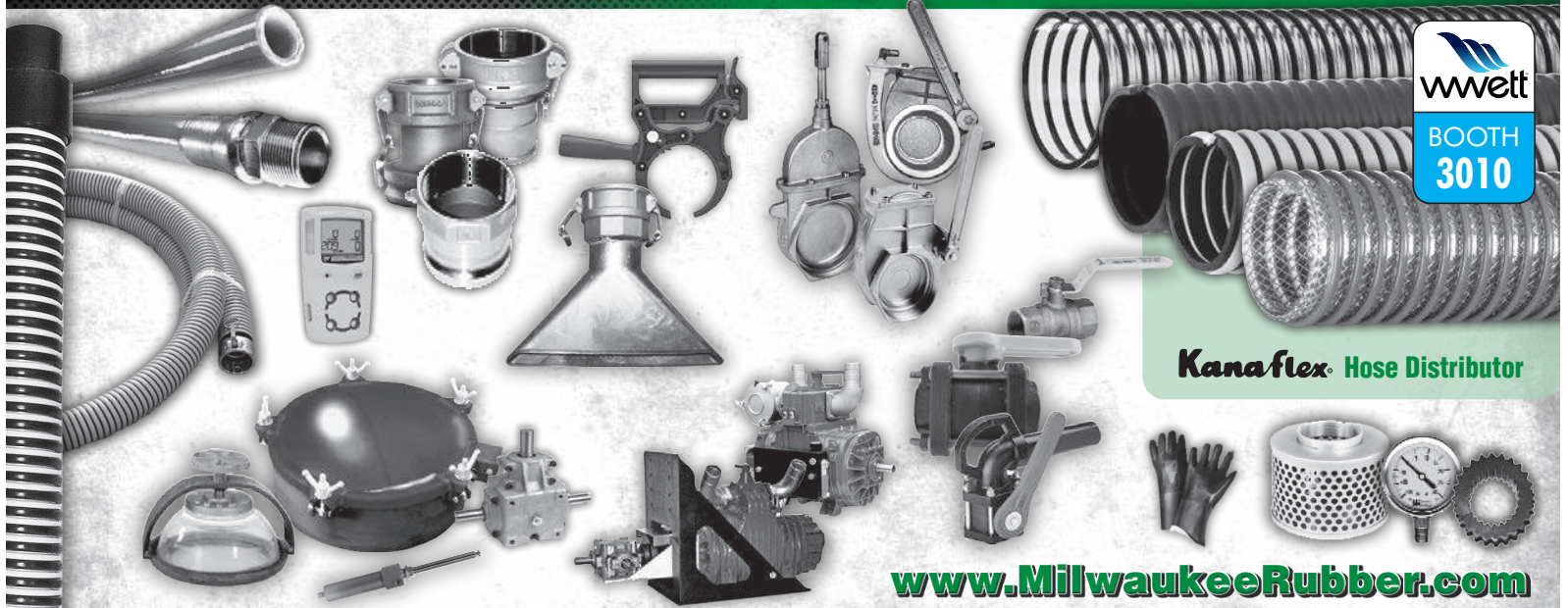


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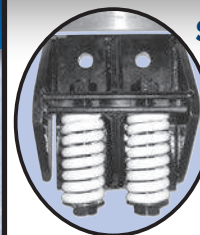
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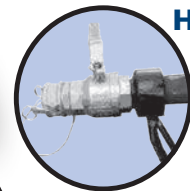
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**ALTERNATIVE
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Putting away the vacuum hose following a septic pumping job can be a messy, backbreaking ordeal. Whether wrapped on hooks on the back of the vacuum tank or laid on hose trays on both sides of the tank, technicians often have to climb or work around other equipment to return the hose and move on to the next job. In wet conditions, that can lead to falls or potential injury. That's why Hannay Reels has introduced a reel specifically for suction applications — the VAC-5000.

The VAC-5000 series hose reel can be used for live vacuum and suction applications on septic trucks or trailers. The series is designed to provide quick, safe and effortless rewinding of hoses, either by hand or with a power rewind option. This prevents operators from hand-coiling hoses around a small bracket, hand-wrapping hoses around the tank of a septic truck, or coiling them into a small spool, according to Jennifer Wing, marketing manager for Hannay Reels.

"These reels are a timesaver on the job," she says. "They protect the life of the hose and make a difficult job cleaner, neater and faster."

The VAC-5000 series offers a variety of mounting configurations depending on tank/truck size constraints and length of hose, and it can provide easy access to the hose from both sides. Constructed using a heavy-duty channel frame for durability and spoked discs to prevent buildup, the dirt and debris are able to easily fall through the reel. The design offers operators easy access to the internal portion of the live reel, allowing effective removal of clogs that may occur.

The reel is designed to handle 2- through 4-inch I.D. hose and is available in a heavy-duty version for longer lengths and large diameters of vacuum hose through 4 inches. A gear-driven crank rewind or chain and sprocket drive powered by an electric, hydraulic or compressed air motor is available, along with a ball bearing swivel joint with female NPT threads. The ability to suit the reels to the job is popular, according to Wing.

877-467-3357; www.hannay.com



**CUES QUICKZOOM III VIDEO
INSPECTION POLE CAMERA**

The QuickZoom III from CUES is a lightweight, portable, wireless digital video inspection pole camera that can be operated by one person. It is designed to provide cable-free safe viewing in industrial or environmental areas with no-man entry, such as pipelines, wet wells, man-holes, steam generators, tanks and vessels. The camera can also be used to locate lateral services or to identify blockages at manholes, access ports or other entry points without entering the line or structure. The QZIII is mounted on a carbon fiber adjustable telescopic pole that extends up to 30 feet. The 1,080 pixel digital camera features a 360-to-1 zoom with built-in image stabilization, automatic focus and can be operated using a tablet. It also includes distance-to-defect with laser and is powered by batteries that last more than five hours on a charge. **800-327-7791; www.cuesinc.com.**



**WATER CANNON
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The heavy-duty, 12-volt electric clutch series of pressure washers from Water Cannon Inc. - MWBE are designed to mount on front of a diesel engine for high-pressure washing on location. It is available in three pressures from 2,000 to 4,000 psi and flow rates from 4 to 8 gpm. Other features include a continuous-duty hydraulic coupling drive system, an in-line serviceable stainless steel mesh water filter, stainless steel unitized valves, forged brass manifold and a heavy-duty triplex plunger pump. The thermo-pump protector engages at 140 degrees F, and the adjustable pressure regulator is from 150 psi to the max pressure. **800-333-9274; www.watercannon.com.**

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Goolds Water Technology, a Xylem brand, launched the GFK and GFV Series of high-performance sewage pumps for residential, light commercial and industrial wastewater applications. The GFK pump series features Xylem's K-impeller technology, which minimizes downtime, reduces clogging and enhances efficiency. Both the GFK and GFV Series are available in multiple sizes and have an air-filled motor with built-in thermal overload protection enabling the pump to run continuously without overheating. Other features include cast iron components for long product life and easy maintenance, durable bearings, double mechanical seals providing extra protection against pump damage or failure, and upgraded panel installation options for high temperature and seal leak detection. **866-325-4210; www.goulds.com.** ■



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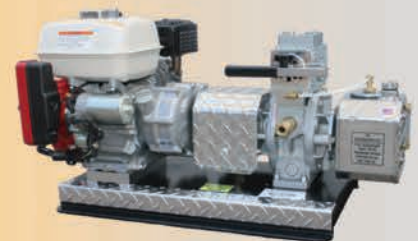
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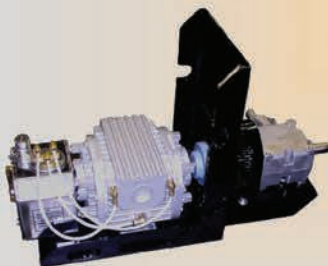
Diesel Unit Packages
35 CFM Thru 230 CFM



Gas Unit Packages
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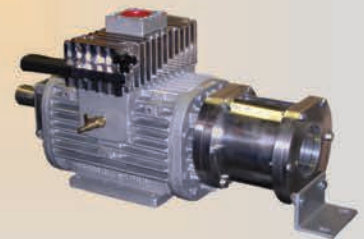
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Wieser Concrete plant tour at NOWRA conference

The annual National Onsite Wastewater Recycling Association (NOWRA) held an extensive, guided tour of the Wieser Concrete plant headquartered in Maiden Rock, Wisconsin. The tour group, which included engineers, designers, installers, pumpers, manufacturers and regulators, walked through the 101,000-square-foot facility and heard a presentation on the company's history. In addition to the plant tour, attendees were driven to the new City of Afton Large Subsurface Sewage Treatment System and the St. Croix Bluffs Regional Park campground septic system site, both of which have used various Wieser Concrete tanks.

Valley Industries names new Comet product manager

Pete Gustin was named Valley Industries' new Comet product manager. He will be responsible for managing sales and product development for Comet pumps and accessories in North America. Gustin started working with Comet pumps in 1995 while working for his family's business, UNICO Spray Products. UNICO merged with Valley Industries in 2010 and provided the support for Gustin to expand Comet diaphragm pumps into new industrial applications such as carpet cleaning, softwash and liquid rubber.



Pete Gustin



Felling Trailers co-owners, Brenda Jennissen (CEO) and Bonnie Radjenovich (vice president of human resources), with bid winners Jon and Laurie Stein of Centre Dairy Equipment & Supply.

Felling Trailers holds sixth annual Trailer for a Cause Auction

Felling Trailers held its sixth annual online auction of an FT-3 drop-deck utility trailer to benefit a nonprofit organization. For 2018, Minnesota Ovarian Cancer Alliance was chosen. The winning bid of \$3,400 was placed by Jon Stein, owner of Centre Dairy Equipment and Supply in Sauk Centre, Minnesota. Stein's wife, Laurie, is an ovarian cancer survivor.

SJE-Rhombus launches new websites

SJE-Rhombus launched four new websites as part of the company's rebranding effort. Existing sites for www.csicontrols.com, www.primexcontrols.com and www.sjehombus.com received a redesign, while an additional corporate site was created for SJE-Rhombus at www.sjeinc.com. This new site contains all corporate information.



Andrew Burland Dave Amato

Andrew Burland, Dave Amato promoted within Parker Filtration Group

Parker Filtration Group announced promotions of Andrew Burland and Dave Amato. Burland is director of sales – engine mobile aftermarket filtration.

He leads the sales team focused on the mobile aftermarket space and represents a variety of brands, including Baldwin Filters. Amato is director of marketing – engine mobile aftermarket division. He is responsible for leading the inside sales and marketing departments.

CUES launches redesigned website

CUES launched a newly designed website featuring a new look and feel with less text and more imagery. Streamlined menus and simplified navigation make it easier to use, and it has a responsive layout for all platforms, including smartphones and tablets.

GPS Insight announces new CEO and executive promotions

GPS Insight announced the promotion of Gary Fitzgerald to CEO. Rob Donat, former CEO and founder, will remain with the company as chairman. Wayne Holder, the company's controller, moves to chief financial officer; and Jason Walker, vice president of sales, becomes chief revenue officer. Fitzgerald joined the company in November 2016 from General Electric, where he served as an enterprise architect. He has served as vice president of technology for almost two years and led the company's product development efforts, technical teams and security practice.

COXREELS exceeds recommended salt spray testing hours

COXREELS announced the company exceeded 20 percent more hours than the industry recommended standard for salt spray testing. The independent lab test measured the corrosion- and UV-resistance of COXREELS' powder-coated materials, and results indicate the products ranks in the top tier of the grading system for both.

Tornado Global Hydrovacs announces strategic alliances

Tornado Global Hydrovacs announced that its wholly-owned subsidiary Tornado China entered into a five-year strategic partnership agreement with Anhui Jianghuai Yangtian Automobile to manufacture Tornado's lineup of hydrovac trucks. The trucks are customized to satisfy all the Chinese regulatory requirements for sale and operation in China.

Tornado also announced that Tornado China executed a strategic partnership agreement with Daqing Haotian Xinda Technology for an initial term of one year to assist Tornado China with developing a client base in the excavation market in the Heilongjiang province. ■

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January 17-18, 2019
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Contact: Lisa Nicoll
Email: cpow@cpow.net

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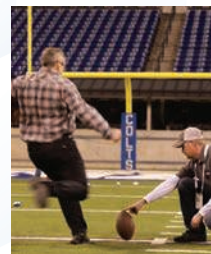


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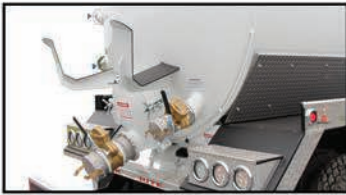
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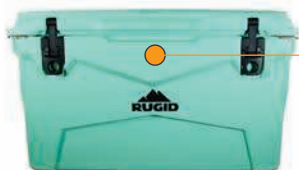


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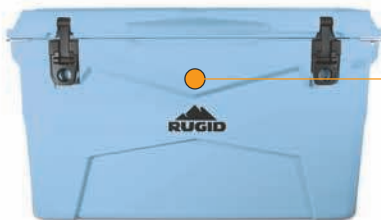


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Two (2) 8' Jag Porta-Lisa, one (1) 15' Jag 4-station, two (2) Jag 24' 8-station. All restroom trailers still in great rental condition. Call for more details and pricing. Pictures available upon request. Contact Bruce at 631-767-9404. (P01)

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



3 luxury restroom trailers for sale. 12-stall 42' luxury restroom trailer, 5 mens, 6 womens, 1 family room/handicap. 8-stall 24' luxury restroom trailer, 4 womens, 4 mens. 2-stall 14' luxury restroom trailer (unfinished). Designed with all the comforts of an upscale bathroom. Features include ac/heat, freshwater flushing, porcelain toilets, urinals, mirrored vanity counters, and ceiling-mounted exhaust fans. These portable luxury restrooms/restroom trailers are perfect for hosting anything from a backyard get together, to large celebrations like weddings, graduations, concerts, festivals, community events, and more. These units can accommodate any occasion. Asking \$43,000 OBO for all 3 trailers. Please call for more pictures or questions you may have.

218-736-6772, MN P01

PORTABLE RESTROOM TRUCKS



2014 Ford F550, gas V10, 102,000 miles. Satellite 950 pump unit 650/300. HotShift PTO with a Masort HXL4 vacuum pump and DC 10 water pump. Very nice condition, ready to work. \$32,000

Call 419-466-1349, TX P01



2008 Sterling Acterra, Mercedes diesel engine, automatic transmission. Air brakes, AM-FM radio, air conditioning. Masport pump, 1,100-gallon waste 600-gallon freshwater tank capacity. 117,222 Miles. Runs great and in good condition. \$30,000

Call 608-697-5336
or 608-742-2648, WI P02



Three (3) pumper trucks for sale w/ tanks: 2005 Ford F750, Cat C-7 diesel with 350 fresh/750 waste tank. 120,000 miles. \$55,000 (pictured). 1990 International with 5.9 L6 diesel and 150/300 tank, 165,000 miles. \$15,500. 2007 Ford F450 with a 6.0 L V-8 diesel and 200/350 tank, 130,000 miles. \$19,500. Please call or email with any questions or for more information.

217-344-5004, IL P01
ipt-info@gullifordservices.com



2012 Hino 268 auto/air with Keith Huber Princess 1,200-gallon waste/350-gallon water, Masport HXL75 vacuum pump, PTO HotShift, Burks DC10 water pump, 2-unit carrier. Clean cab. 120,000 miles. \$39,000

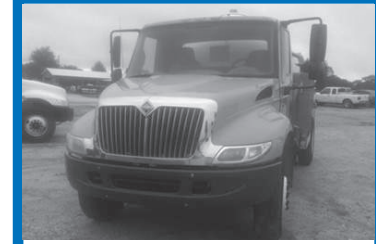
419-466-1349, OH P01



1990 International 7100 for sale with a 2004 T-Line 775/300 steel tank. This truck has a liftgate and platform large enough for two stand units or one handicap portable toilet. Truck has a DT-466 and an Allison automatic in it. The Battalion MEC 4000 pump is powered by a 13hp Honda. \$22,000 OBO

Call 920-726-4101, WI P01
or email mncp@lakefield.net

2007 Isuzu NNR, 975/375 split, Progressive aluminum tank, Masport HXL4V pump, DC10 washdown pump, dual side service. 285,000 miles. Top half engine rebuilt @ 210,000 miles. Runs good, all records available. Photos available. \$22,000. 815-877-9770; portajohn@portajohn1.com (P02)



2007 International, non-CDL. DT466 (not MaxxForce), air brakes, automatic. FlowMark system brand-new in 2015. 2,000-gallon tank (1500/500). Restroom carrier. \$34,500

979-525-6319, TX P01



NEW 2017 Dodge 4500 4x4, gas, 9 ft. flatbed. 77 miles. New aluminum tank, 630w/300f, new Masport HXL2 vac pump, Honda engine drive.

Call JR @ 720-253-8014, CO PBM



1993 Isuzu NRR portable toilet truck, 400 waste/400 water, Conde vacuum pump, DC-10 washdown pump, 2-unit carrier gate. 288k miles, 6-cylinder diesel. Great running truck, all tires less than 1 year old. \$7,950

662-285-8531, MS P01

2005 Ford F350 XLT 6.0 diesel, auto, red. PW, AC. 600 waste, 250 fresh, Masport pump, aluminum tool boxes, side troughs, hauls toilets on rear bumper. 227,000 miles. Can email pictures. \$14,500. 989-379-3054 (P01)

2004 Ford F550 6.0 Diesel: In use, new truck ordered. 99,300 miles. New Masport HXL4V pump, new cast-iron water pump. 500 waste/400 fresh steel tank, 2-toilet carrier rack. \$26,500. 336-625-6374, NC (P01)

2000 Ford F450, 7.3 diesel, manual transmission. 700-gallon tank (250/450), 2-unit carrier. 184k miles, original owner. \$12,000. 507-210-1722 (P01)

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PORTABLE RESTROOM TRUCKS

(2) 2006 Isuzu NQR 500/300. 2006 GMC cab-over 500/300. 2004 Isuzu 900/300. All for sale, updating my fleet. \$12,500 each. Call or text for more info and pictures. 570-656-8483 (P01)

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)

2008 Ford F550 cab & chassis with an aluminum 1,160 U.S. gallon, 3-compartment (130 - 670 - 360) PTS unit and Masport vacuum pump. (Stock# 1661V) **www.VacuumSalesInc.com (888) VAC-UNIT (822-8648)** (PBM)

2008 Ford F550 cab & chassis with an aluminum 1,100 U.S. gallon, 2-compartment (750 - 350) PTS unit and Masport vacuum pump. (Stock# 6618V) **www.VacuumSalesInc.com (888) VAC-UNIT (822-8648)** (PBM)

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

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RENTAL EQUIPMENT

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

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

ROLL-OFF TRAILERS

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

SEPTIC TRUCKS



2017 Kenworth T880, 4,500-gallon tank (200-gallon fresh, 4,300-gallon waste), 103k miles. 450hp diesel engine, Ultrashift automatic. Telescopic hoist, hydraulic-operated vibrator and full-open rear door. TSI 870 vacuum pump, high-pressure jetter pump (10gpm, 2,500psi). \$175,000

Call Zeb 850-826-2982, FL P01

2004 Kenworth T300: 220k miles, manual transmission, New 11R/22.5 tires, new brakes and drums. Current DOT. 33k GVW. 2,500-gallon vacuum tank with a Masport HXL400 pump. Heated valves, LED lights, fresh paint. Pictures upon request. Delivery available. \$38,000. Call or text 734-777-0390. (P01)



2007 International 4300: VIN: 1HTMM AAM47H386725; GVW: 25,900. Eaton 6-speed manual, DT466 engine, 245k miles. Used cab & chassis. NEW 2,000-gallon tank with 2 internal baffles (non-DOT/Code tank). (2) 4" suction (1 high rise) ports, (1) 6" discharge. Low-Pro primary, 12-gallon cyclone secondary. New Jurup R260 vacuum/pressure pump & PTO. Interior refurbished. Spray-on liner bottom portion of tank. Steel 1/4" hose trays, LED tank lighting. Tank & pump carry 2-year manufacturer's warranty (Stephenson Specialty). This is a used cab & chassis. Chassis is as is. My son decided he would rather go to college than to drive a honey wagon! My loss, your gain! Pumped maybe 30 tanks since May 2018. \$49,900. Call Joe in San Marcos, TX:

512-774-5094 P01



2018 International, 350 Cummins, 10-speed manual, 17,000 miles. 4,000-gallon Imperial tank, Challenger 4307 blower. Heated valves, see-level gauges. Like-new condition. \$150,000

443-235-5979 P01



2000 Volvo w/Cummins engine, Eaton transmission, steerable drop axle. 2010 4,000-gallon steel tank (hardly used). NVE pump, heated valves. Sand-blasted & repainted truck, frame, and tank (just to change color). This truck/tank is in GREAT condition and is work-ready. Can deliver to the WWETT Show. Asking \$39,000 OBO

Call/text 330-360-9200, OH P01



2007 Sterling, 260hp Mercedes pre-emissions, 201,000 miles. Imperial 2,500-gallon vacuum tank, Masport W400 vacuum pump \$43,000

443-235-5979 P01



1992 International 4900 6x6, 203k miles. Masport HXL400W pump, heated valves. 3,200-gallon tank, 60-gallon freshwater tank. Portajohn rear bumper. (6) 40 ft. x 3" hoses, aluminum tool boxes, air-ride seat. Very clean and well-maintained truck. \$35,000

Chuck 269-729-4009, MI P01



2001 Mack RD690S 80 bbl. vacuum truck, Fruitland RCF500 pump (fresh rebuild), 165,727 miles, 5,487 hrs. 50-gallon freshwater tank with pump and 50' hose. EM7-300 engine, MaxiTorque transmission, new Valair clutch. 2" and 3" hoses. Truck is operational, equipped and ready for work. \$40,000

361-772-8784, TX
robert@broadoaktx.com P01

2007 Sterling LT9513, 450hp Mercedes, 10-speed, red. PW, AC, air ride. 18,000 front axle, 44,000 rear axles. 3,600-gallon, NVE 367 pump, aluminum tool boxes. 270,000 miles. Heavy-duty truck. Can email pictures. \$67,500. 989-379-3054 (P01)

1995 Freightliner FL70 septic truck with 89,965 miles. 2,500-gallon tank. 6-speed manual with Cummins 5.9 diesel. Newer Masport pump. Asking \$34,500 OBO. Contact Jeff at 217-224-1932 or email midwestservicecenter@gmail.com (can email pictures). (P01)

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1995 Mack: This truck has a 4,000-gallon aluminum tank and jetter with 300-gallon freshwater tank. It needs a transmission and clutch. \$19,000

561-302-7195, FL P03



2006 International, 2,500-gallon Advanced pump tank, automatic transmission, 150 ft. hose, 200,000 miles. Excellent condition. Located in Monroe, MI \$50,000.

Gerry Noble 734-735-3270 P01



2004 Mack MR cab-over bulk hauler. Liquid automatic transmission, 20,000 lbs. front axle, 30,000 lbs. rear axle. GVW – 49,000 lbs. 3,000-gallon capacity aluminum tank, Gardner Denver RFL 80 PTO pump – less than 500 hours on rebuilt pump. \$63,500

justin@meyersenv.com, NY P01

Selling septic trucks and a septic tank stake truck with 16-unit carry capacity - \$12,000. 1,100-gallon capacity International septic truck - \$9,500. Location: Brighton, Michigan. Call 810-217-4639, ask for Bart. (P01)

2006 International, 6-speed manual transmission, 2,500-gallon capacity tank, 3-inch pump hose. \$57,900. Orlando, FL. 407-296-5799; Shpangels@gmail.com (P01)



2014 International 4300, under CDL. DT466 diesel, auto., 128k miles. NEW 1,800-gallon tank and Masport pump.

Call JR @ 720-253-8014, CO PBM



2001 Sterling Acterra, 191,519 miles, manual. 2,150-gallon tank. Located SE Pennsylvania \$27,000 OBO

Contact Mark
mark831@hotmail.com P02



2007 International 8600, Cummins ISX, 370hp, 10-speed, 342k miles. New 2,500-gallon steel tank, new pump. \$43,500

Call 305-835-9030
or 786-908-5436 P01



1995 Freightliner with a 2014 3,500-gallon tank in excellent condition overall. Good pump and rubber. M11 motor with a 10-speed Eaton/Fuller transmission. 369,000 original miles. Located in California, may be able to deliver to any state. Can not operate in California – does not comply with California emissions regulations.

Call Martin 805-276-5516 P01



2011 Mack Vision vacuum septic/sewer truck. Mack MP7, 365hp. Eaton/Fuller Autoshift with clutch, cruise control. 455,919 miles. 3,600-gallon aluminum septic tank. \$89,000

Call 786-236-7108
or 786-302-4989, FL P01



2002 Sterling Acterra septic truck, 330hp, 3,600-gallon aluminum tank, rebuilt NVE 506 Challenger vacuum pump. 275,243 miles. \$36,000

Eric 570-336-1088, PA P03
eric.org@rotorooterservices.com



2007 Freightliner M2 with Cat C-7, Allison 3000RDS automatic 220k miles, non-CDL. 2,300-gallon tank with 3" inlet and 6" outlet, 300' of 3" hose. Crust-Buster mounted on bed. Spare Jurop RV360 vacuum pump still on pallet from manufacturer. \$45,000

314-608-2457, MO P01



2010 International 8600, Cummins, 10-speed, Eaton Fuller, 290,000 miles. New 2,500-gallon carbon-steel tank, new Jurop pump, 360cfm. New tires all around. \$49,900

Call 305-835-9030
or 786-908-5436 P01



Vacuum/Pump Truck for Sale: 2013 Freightliner Cascadia 125 DD15 455hp diesel. Mileage: 480,001. 10-speed automatic Ultrashift transmission. Air-ride suspension. Extended frame. New 13,500-pound pusher axle. New bottom mount 125% PTO. Complete overhaul on a NVE Challenger 607 vacuum and pressure pump including machining the bore. New Kevlar veins, bearings, seals, gaskets, oil lines, fill tank, flush tank. 1/4"-thick 4,200-gallon steel reinforced tank with liner. New 3" hoses. \$109,500

Bryan 479-806-0151, AR P01



1996 GMC, 2,300-gallon tank, gas, airbrakes, 5&2 transmission. All brand-new hoses. Working daily. Great starter or backup truck. \$12,000

Dave 612-221-6355, MN P01

Thanks California, forced to sell good truck. 1994 International pumper truck, 2,090 gallons. Well maintained. Asking \$15,000. I can text or email picture. Contact Cindy 559-804-9152 (P01)

2008 Sterling, 182k miles, Cummins, 26k lb. GVWR, automatic transmission. New 1,870-gallon steel tank, new pump. Dual fuel tanks, air ride, single axle. Ready to work. \$46,500. Arkansas. Caleb 281-914-1192. Shipping, financing. (P01)

2007 33k Freightliner 1,800-gallon septic tank truck. All service records. 188k total miles. 20k miles on brand-new engine and turbo. Two tool boxes as well as two side trays. Truck is ready for work! \$45,000. 225-718-2997 (P01)

2011 International MaxxForce 7 DuraStar for sale, 107,174 miles. Equipped with the following: Jurop vacuum pump, portable toilet rack, 2,200-gallon tank, 1.5 hp freshwater pump, new batteries. \$60,000. Also for sale is a 1998 International DT466 with 278,000 miles. Equipped with a vacuum pump, 1,600-gallon tank and portable toilet rack. \$12,000. For more info or pictures please call/text Brian at 903-221-3936. (P01)

SEPTIC TRUCKS

For sale: 2007 International with a 2014 Imperial 3,400-gallon steel tank. Truck built Imperial Industries for V&H Truck in 2014. Currently in daily use. New 10-speed manual transmission this summer, heated valves, NVE 607 pump. Tires and brakes in good condition. New truck coming in January, so it is available right away. Asking \$43,500 OBO. Pictures upon request. Call 715-570-6142 or email garrison@wctc.net (P01)

2007 International 4300, 157k miles on pre-emission DT466. New 2,500-gallon steel tank, new pump. Single axle, 33k lb. GVWR. Ready to work. \$48,400. Caleb 281-914-1192. Arkansas. Shipping, Financing. Pics available. (P01)

2002 Ford F750 XLT, 2,500-gallon aluminum tank, NVE vacuum pump. New vanes and bearings. Good working order. \$35,000. 715-760-1025; Darrellsseptic@gmail.com (P01)

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)

1995 Ford L8000 cab & chassis with a 3,300 U.S. gallon Keith Huber Dominator, carbon steel. Full-opening rear door, dump-type unit with a Becker 440 vacuum pump. (Stock# 2507C) **www.VacuumSalesInc.com (888) VAC-UNIT (822-8648)** (PBM)

1999 Sterling L9000 tri-axle cab & chassis with a 4,000 U.S. gallon Keith Huber Dominator, two compartment (500 water - 3,500 waste) C/S. Full-opening rear door, dump-type unit with a Becker 440 vacuum pump and jetting system. (Stock# 3408C) **www.VacuumSalesInc.com (888) VAC-UNIT (822-8648)** (PBM)

New 4,000 U.S. gallon, aluminum, vacuum-pressure tank mounted on a 2019 Peterbilt 348 cab & chassis with NVE Challenger 866 fan-cooled vacuum pump. (Stock# 13789) **www.VacuumSalesInc.com (888) VAC-UNIT (822-8648)** (PBM)

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 (888) VAC-UNIT (822-8648)** (PBM)

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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 (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 (888) VAC-UNIT (822-8648)** (PBM)

2010 Ford F750 with a Presvac 2,300-gallon c/s tank and Masport pump. (Stock# 0764C) **www.VacuumSalesInc.com (888) VAC-UNIT (822-8648)** (PBM)

1997 Mack RD688S tri-axle cab & chassis with a 4,500-gallon aluminum vacuum tank and Wittig RFL100 pump package - coming in September. (Stock# 3130V) **www.VacuumSalesInc.com (888) VAC-UNIT (822-8648)** (PBM)

2005 Western Star 4900 tri-axle cab & chassis with a 5,000-gallon carbon-steel vacuum tank & Masport HXL20WV pump package - coming in September. (Stock# 7347V) **www.VacuumSalesInc.com (888) VAC-UNIT (822-8648)** (PBM)

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

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SLIDE-IN UNITS

2012 Kee-Vac 300SC. Tank is in great shape and ready for use. Slide-in tank is 300 gallons waste, 150 gallons fresh. 5.5hp Honda electric-start motor, Conde Super6 vacuum/pressure pump. Please call 954-658-1974 for more information. (P01)

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or Mike @ 303-478-4796 PBM

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TRUCKS – MISC.



2004 International DT530 300hp vacuum truck, 245,774 miles, 10-speed Eaton-Fuller transmission, Masport pump, 2,500-gallon steel tank. 36" manway, 6" dump, rear and passenger side inlet ports, heated collars. Heavy-duty bumper w/pintle hookup, 7-way electric plug. New turbo, freshly painted, new toolbox. Rear work lights, air-bag suspension, cruise control, power windows & locks, heated mirrors, air ride seat, radio. \$36,000

518-842-1540, NY P01



Two (2) 2004 International 7500 dual-axle pump trucks. Pre-emissions. Both trucks had engines rebuilt within the last 2 years, well maintained. NVE Challenger vacuum pumps replaced within last 3 years. 3,600-gallon aluminum tanks and Allison AUTOMATIC transmissions! See-level indicators and 9-30ft. hoses included with each. \$45,950 OBO per truck. Will sell individually or package deal.

Call Jim 847-343-5068, IL P01



2005 GMC C7500 vacuum truck, C7 engine, Allison automatic transmission. UNDER CDL. 1,800-gallon waste tank and 400-gallon freshwater tank. 219k miles. \$40,000

**Contact BJ at 903-309-7466
or Erik at 903-424-8033, FL** P01

VACUUM LOADERS



2000 Peterbilt 320 Vac-Con combo cleaner. 52,655 miles. 6-yard debris tank recently refurbished. 2,000psi pump @ 80gpm. Swiveling reel on front, hydraulic assist. Call for questions or more information. \$45,000 OBO

Joe 480-220-1231 P01

PRICES REDUCED! MUST SELL! 1999 International Guzzler vacuum excavator: Totally refurbished, purchased new for Big Dig Project. 27" blower, CAT engine, auto remote. Special noise-suppression equipment. Tri-axle. High-pressure wash-down system - 300-gallon water tank. \$50,500 OBO. Also available **1997 Ford Guzzler** vacuum excavator - same features as 1999 International. No washdown system. \$45,000 OBO. Call 617-908-1629. (P01)

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I am interested in purchasing a septic business - Oregon or Washington state. Contact Rick at 360-521-5765. (P02)

Looking for slide-in unit for servicing portable toilets – all sizes and shapes considered. Also looking for toilets, handwashing units. etc. Email josh@jsblandservices.com or 316-393-4145 text or voice. (P01)

Buying COTTA gearboxes. All types - working or not. Email part number or description to cores@cotta.com, or call 608-368-5600. (P02)

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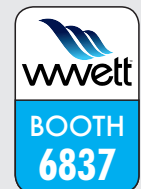
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