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Travis Simet is fearless behind the wheel as he faces down the toughest winter conditions to provide quality service for his rural Wisconsin customers

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PROFITS IN PARADISE

Hurricane Hugo presented opportunities to serve his U.S. Virgin Islands neighbors. But Lew Henley continued to grow his island septic business for 30 years.

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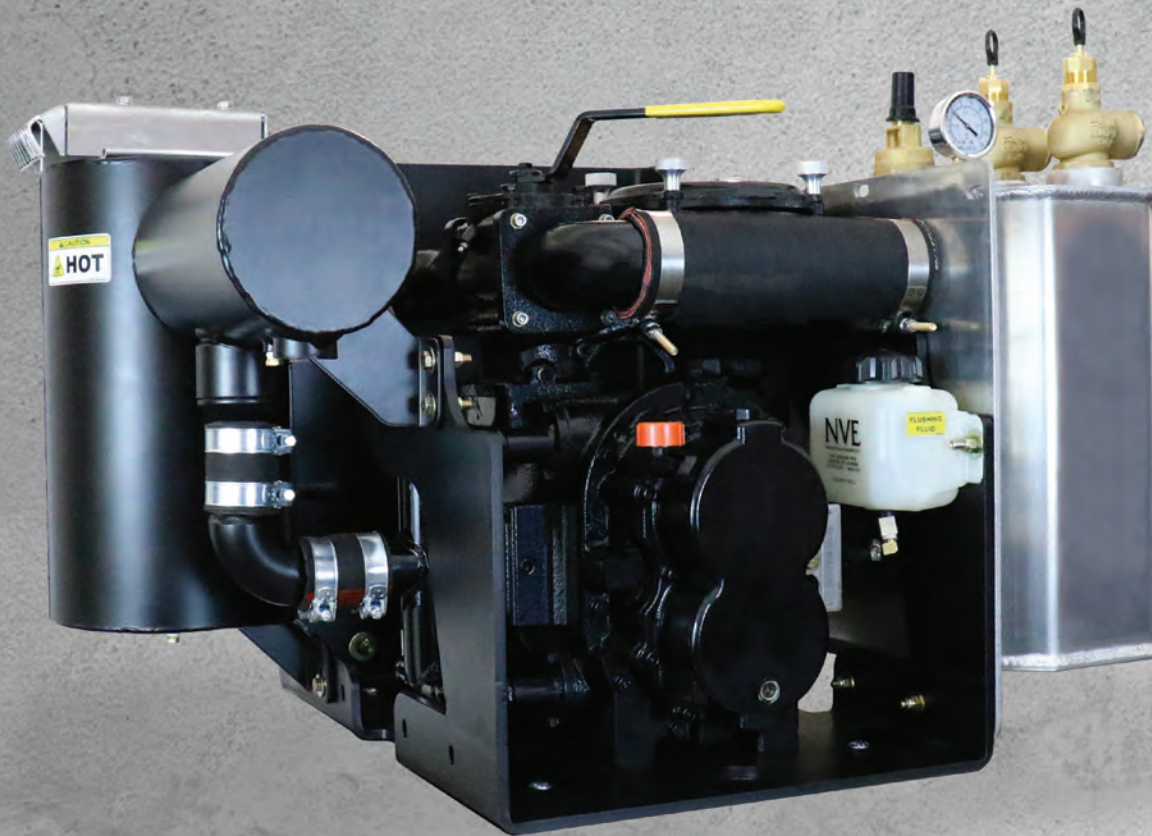


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34 Ribbon of Ice

- Dee Goerge

Travis Simet is fearless behind the wheel as he faces down the toughest winter conditions to provide quality service for his rural Wisconsin customers.

ON THE COVER: His father's mantra to "take on jobs the others wouldn't" has served Travis Simet well at Chippewa Septic Service, which he took over in 2018. Simet is shown with his International WorkStar vacuum truck built out by Imperial Industries and carrying a Wittig pump (Gardner Denver). (Photo by Dan Reiland)

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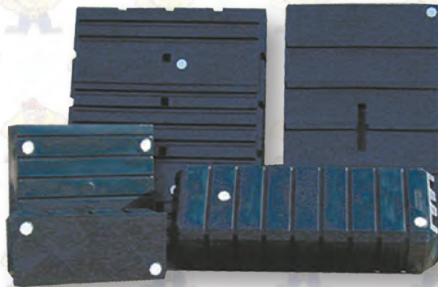


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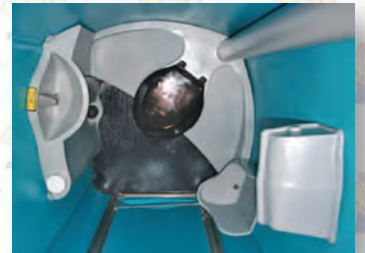
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Thank You, Pumpers, for Keeping the Public Safe

Jim Kneiszel, Editor



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

Pumping professionals are showing their pride and helping their neighbors in a time of crisis

| By Jim Kneiszel, Editor

The past few months of upheaval have proven many things about the resilience of people across the globe. The COVID-19 pandemic has been unlike anything we have seen before, and the world has battled the virus through sheltering in place, travel bans and the accelerated development of medical treatments.

And through the unprecedented tumult, the pumping industry has stood tall and helped people in need. You haven't flinched when the public needed you most — as wastewater issues had to be dealt with for safety's sake.

Several weeks ago, the U.S. Department of Homeland Security called on critical infrastructure industries — including septic service providers' associated equipment manufacturers — to continue providing essential services during the spread of the coronavirus. Through an announcement by President Donald Trump, the Cybersecurity and Infrastructure Security Agency shared this guidance:

KEEP ON TRUCKIN'

"If you work in a critical infrastructure industry, as defined by the Department of Homeland Security, such as health care services and pharmaceutical and food supply, you have a special responsibility to maintain your normal work schedule."

CISA distributed a list of "essential critical infrastructure workers" covered, including private wastewater-related service companies. It released a memorandum recognizing the role wastewater workers and, by extension, the companies that provide their specialized equipment play in promoting public health during a crisis.

This is something we at *Pumper* and COLE Publishing have always known. Since 1979, COLE Publishing has highlighted the unsung and sometimes dangerous work of wastewater professionals. The country could not function without the dedication of your workforce to pump tanks and maintain septic systems for nearly one-third of U.S. residents.

The CISA document spelled out the importance of infrastructure workers continuing to provide their crucial services. As many states enforced shelter-in-place or other safety measures aimed at protecting the public, Homeland Security reminded infrastructure workers to coordinate with state and local officials to continue to deliver services.

"All decisions should appropriately balance public safety while ensuring the continued delivery of critical infrastructure services and functions," CISA announced.

PROUD TO SERVE

Pumpers have taken heed of the memorandum. In my experience speaking with our wastewater contractors over the past several weeks, they have been nothing but professional and selfless in their approach to serv-

ing their customers. Emphasizing the safety of their workers and the general public, they have continued to go out every day to help keep septic systems operating properly.

What I've learned through this ordeal:

This has been a maintenance crisis

Two factors in particular have brought stress to decentralized wastewater systems during the mass shelter-at-home orders. One is that having families at home 24/7 puts a lot of burden on septic systems, many of them older systems that could be prone to failure with constant high usage. The second is that a panic over toilet paper purchases has left many people scrambling for alternative sanitary products. Both of these issues have requires pumpers to step up and act as educators about proper septic system usage.

Service providers have been called on to speak about both of these issues in the media. They have also taken the time to educate their customers, one-on-one, throughout this emergency. As we all know, many homeowners have no idea how to properly care for their septic systems. It could be that they've moved off the public sewer to a dream home in the country and they don't change their water and wastewater habits to protect the septic system from overuse. Or they are among the folks who are convinced septic tanks never need to be pumped. Many of those people are now being convinced other-

I look at the entire wastewater industry as a team. The contractors have relied on suppliers and manufacturers who keep them stocked with indispensable tools that allow them to keep serving the customer.

wise, as they make emergency calls during a crisis.

And often, consumers see wipes manufacturers tout their products as "septic safe" or "flushable" and use these products at the worst possible time, leading to wastewater backups in the home. Pumpers continue to bring attention to the misleading marketing by wipes manufacturers, but so far it seems like a losing battle.

It's business as usual for your crews

Many of us followed government sheltering guidelines and protected ourselves at home. Not so for wastewater workers who have an obligation to help those of us who must follow the guidelines to help keep a pandemic from spreading. Like health care workers, over-the-road truckers and grocers, pumpers hop in their vacuum trucks to provide a vital service as if



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nothing has changed. They also continue to place and service portable restrooms, which have played a huge role in helping essential service workers in the field.

And they have performed these tasks without taking advantage of the situation. I have heard stories of contractors doing whatever they can to work out problems to everyone's satisfaction, following best safety practices. They recognize many people have lost their jobs or faced reduced wages. Pumpers have offered deferred payment when customers can't afford their services. And they have recoiled at the idea that a few businesses have taken part in price gouging — the illegal practice of overcharging for their services in times of great need.

We're all in this together

Teamwork is the key to success for pumping companies, many of them small family businesses where employees are used to pitching in for each other in stressful times. But I look at the entire wastewater industry as a team. The contractors have relied on suppliers and manufacturers who keep them stocked with indispensable tools that allow them to keep serving the customer.

That means new, efficient vacuum trucks, pumps, hoses and other accessories. It means portable restrooms, specialty restroom trailers and hand-wash stations needed by emergency workers on the front lines and by the public who require clean, safe places for relief.

I also aim to work with you by providing valuable information for the pumping community. As we move forward, please let me know how I can serve you. Stay safe! **P**

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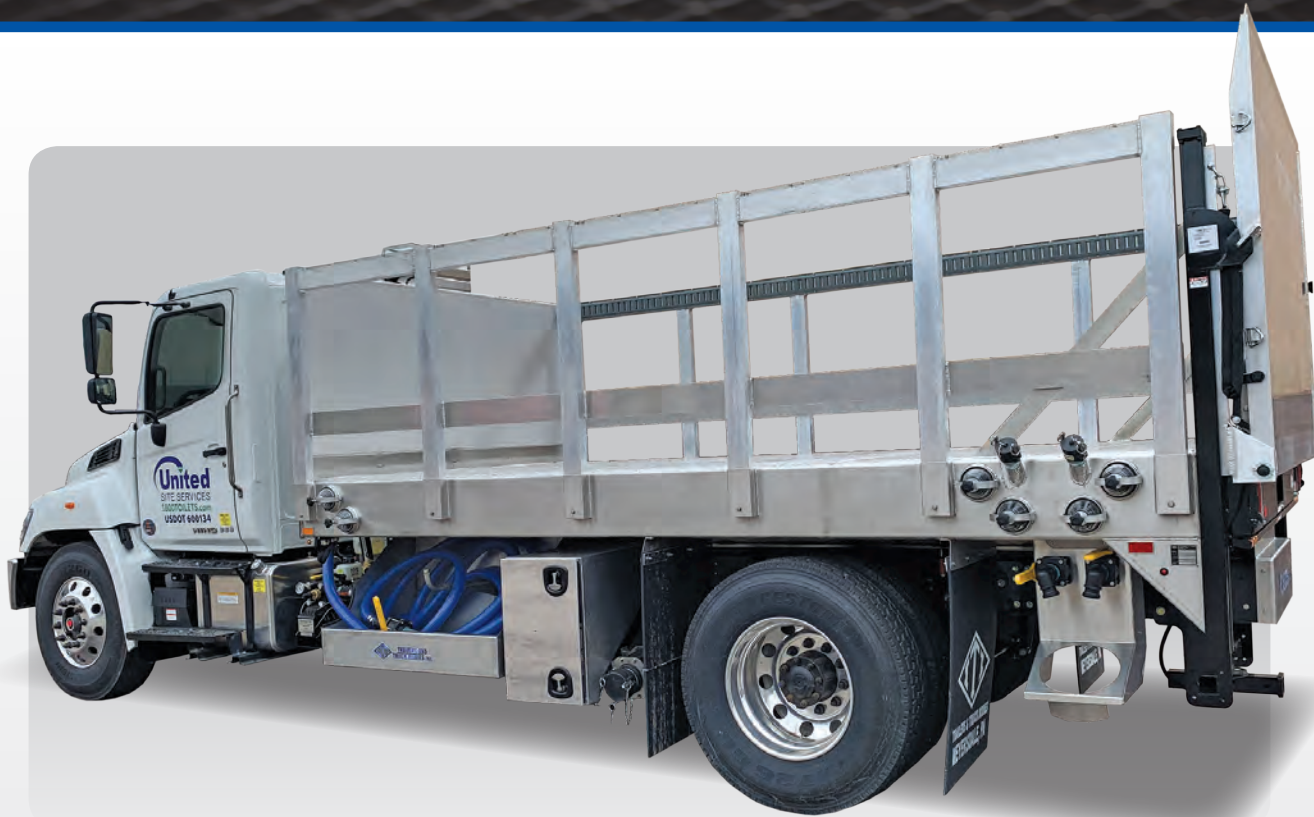
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DRAINFIELD RESTORATIONS

surviving a recession

Scott Noble of Frank's Septic Services in Vacaville, California, says an investment into drainfield restoration equipment paid off for him in the Great Recession in 2008. When the recession hit more than a decade ago, business changed for Frank's Septic Services in Vacaville, California. The company responded with an investment into a Soil Shaker, known today as the EarthBuster.

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PARTNERING WITH A PAL

mixing friendships with business

We've all heard the horror stories of great businesses collapsing because the founders were good friends and the relationship turned sour. Difficult, impersonal decisions constantly need to be made in the name of creating the best future for the company. However, many ventures founded by friends do succeed. Take a look at some of the advantages and disadvantages in this online exclusive article. [pumper.com/featured](#)

“If a criminal has locked up the files that contain the only copy of your customer information, all of your billing, all of your inventory and all of your taxes, what are your options?”

— *How to Protect Your Company Against Internet Hacks*
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pumping amidst COVID-19

Onsite sewage system service providers who clean out septic tanks and perform maintenance and repairs are commonly exposed to untreated wastewater that contains disease-causing organisms including pathogens, which are primarily bacteria and viruses. This online exclusive article examines what pumpers should do to protect themselves and their families during the COVID-19 outbreak.

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BEYOND THE HARD HAT

effective safety training

What is an acceptable level of risk on the job? For Action Septic in Warsaw, Ohio, the answer is that there's no acceptable level. But company owner Tim Kettler didn't always operate that way. Over time, his practices have improved, but the biggest wake-up call came in the form of a safety class he took to get a job for American Electric Power.

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The team at Lew Henley Sewage Disposal includes, from left, Deshaun Marsan, Santineech Simon, Daniel Fleming, Deily Bussi, Loron Henley, Christine Freeland and Lew Henley holding LewMarley Henley. The trucks in the background were built out by Best Enterprises and Transway Systems. (Photos by Chalaine A. Barry-Wade)



PROFITS IN PARADISE

Hurricane Hugo presented opportunities to serve his U.S. Virgin Islands neighbors. But Lew Henley continued to grow his island septic business for 30 years. | By Ken Wysocky

The last thing Lew Henley expected when Hurricane Hugo slammed into the U.S. Virgin Islands in September 1989 was a game-changing boost to his fledgling septic pumping business.

But that's exactly what happened to the entrepreneur about a year after he established Lew Henley Sewage Disposal. The business was on the ropes financially until the mammoth weather event hit the island of St. Thomas with sustained winds of 140 mph.

"I was just starting to wonder if I'd made a big mistake by starting the business, and then Hugo hit," says Henley, 52. "There was no electrical power, so hotels couldn't pump waste from their lift stations (to small, privately owned sewage treatment plants). One hotel asked me to pump out a lift station. Then another. And another. And so on. This went on for six months.

"It changed my life," he adds. "I went from not making much money at all — maybe pumping two or three septic tanks a month — to getting a \$100,000 check from just one hotel, which had eight lift stations that needed pumping twice a day."

Henley promptly reinvested in his business, buying a trailer-mounted water jetter and a newer vacuum truck. Eventually power was restored to the island, but then the hotels needed someone to pump out their treatment plants and clean their grease traps. And because of Henley's

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2007 Peterbilt 385, Cummins 350 HP, 10 spd, 14,600 front, **NEW** 3360 gallon steel vac tank, **NEW** Masport Hydra pump.

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Right: Lew Henley is shown with one of his trucks parked at the waterfront in Charlotte Amalie, St. Thomas, in the U.S. Virgin Islands.

Below: Henley and restroom attendant Monica Carter are shown with a restroom trailer from Satellite Suites placed on Brewers Bay Beach on St. Thomas in the U.S. Virgin Islands.



effective performance in the wake of Hugo, they called him.

"No one looks forward to a natural disaster," he notes. "I lost my house like everyone else. But Hugo opened up a whole new world of business for me."

Today, cleaning grease traps at hotels on the islands of St. Thomas and St. John generates about 45% of the company's revenues, while pumping hotel sewage accounts for another 25%. Cleaning sewers and portable restroom rentals produces the remainder, Henley says.

FINDING OPPORTUNITY

Of course, it takes more than just a natural disaster to take a business from one truck to six, one employee to seven, and one service to multiple offerings. In Henley's case, it took consistent reinvestments in equipment that either improved productivity or helped him enter new markets, a keen eye for business opportunities, and a strong work ethic.

The latter two attributes came into play early in Henley's career. When he was 21, he was intrigued when a septic service company pumped out the septic tank at his mother's house. Henley had just dropped out of college while pursuing a degree in business management and was looking for work.

"I asked the owner for a job, and he hired me," Henley says. "I worked there for about 1 1/2 years and then decided to buy my own truck."

Henley's mother, Lucia, loaned him \$8,000 — pretty much her life savings — to buy a used vacuum truck in Florida. Business was slow at first, but then Hugo hit. And in the massive rebuilding effort that followed, Henley started providing another service when he spotted a need: portable restrooms for construction companies.

"A construction company that brought in their own restrooms (10 units) asked me to pump them out," he explains. "Then they sold (the units) to me

after they left. That was my start in the restroom business." Eventually Henley also bought restroom trailers to service special events, primarily concerts. "I had to step up to trailers because women wouldn't use portable restrooms," he says.

Today the company owns about 200 restrooms and 15 hand-wash stations from Satellite | PolyPortables and six restroom trailers built by American Engineering, JAG Mobile Solutions and Satellite Suites.

THE FLEET GROWS

The company owns six vacuum trucks built out by Best Enterprises and Transway Systems with steel, stainless steel and aluminum tanks ranging in size from 2,500 to 5,500 gallons and carrying either National Vacuum Equipment pumps or blowers, or Masport pumps. They're equipped with jetters powered by Cat Pumps (2,000 psi at 10 gpm), which are used to clean pipelines up to 4 inches in diameter, Henley says.

“ Hot water kills bacteria better when used with a disinfectant. Then we use a small leaf blower to dry the restroom instead of wiping it down and possibly spreading any remaining bacteria. ”

LEW HENLEY

Some of the trucks from Best Enterprises and Transway are custom-built with three-compartment tanks for grease, sewage and freshwater. "We had them built this way because at times we might have to provide more than one service," Henley explains. "I don't like plastic water tanks because if you hit something, they might leak. ... It's better to have the (metal) tank."

In addition, the company owns five tanker trailers with aluminum and stainless steel tanks ranging in size from 3,500 to 9,000 gallons. The tankers are used for pumping out cruise ships and U.S. Navy vessels.

To clean sewers, the business relies on three combination vacuum trucks built by Vactor, Aquatech (a brand owned by Hi-Vac) and GapVax, and they feature steel debris tanks ranging in size from 10 to 15 cubic yards. For jetting nozzles, Henley prefers Warthogs from StoneAge.

For portable restroom service, the company owns a 2017 Peterbilt equipped with an 800-gallon waste and 700-gallon freshwater tank and

(continued)

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Right: In the wake of hurricanes Maria and Irma in 2017, the crew at Lew Henley Sewage Disposal cleans storm drains at Pineapple Village on St. Thomas in the U.S. Virgin Islands. Shown from left are Deily Bussi, Deshaun Marsan, Karrem England and Kareem Lindo. The truck in the background is from GapVax. (Photo courtesy of Lew Henley)



Below: Technician Deshaun Marsan services a grease trap at a restaurant on St. Thomas in the U.S. Virgin Islands.



a 2019 Ford F-550 with an 800-gallon waste and 400-gallon freshwater tank. Both were built by Best Enterprises with stainless steel tanks and Masport pumps.

Henley believes in the value of paying more money for durable, efficient equipment that features the latest technology. He cites a truck Best Enterprises is building for his company with a hot-water jetter. The end goal: better-sanitized restrooms. “Hot water kills bacteria better when used with a disinfectant,” he says. “Then we use a small leaf blower to dry the restroom instead of wiping it down and possibly spreading any remaining bacteria.”

Henley also owns a Greasezilla system that removes brown grease from grease trap waste; he then resells the brown grease as a biofuel. He also uses it to power the system, which is critical to his grease trap cleaning business because the island has no grease disposal facilities, he notes.

ANSWERING THE CALL

As the company’s reputation spread, local government officials took notice and asked Henley to clean municipal mainline sewers. The demand was great; the government did not own a vacuum truck at that time, and some of its sewer lines hadn’t been cleaned for decades, he says.

“That opened the door to buying vacuum trucks,” he reports. “I remember the first time a salesperson at the Pumper show (now the Water & Wastewater Equipment, Treatment & Transport, or WWETT, Show) showed me a GapVax vacuum truck and told me it cost about \$450,000. I couldn’t imagine paying that much for a machine.

“But I eventually got to a point around 2010 where I could afford it,” he continues. “My hand was shaking when I wrote out the check for the \$40,000
(continued)

KEYS TO SUCCESS INCLUDE TRADE SHOWS, PUBLICATIONS

From learning how to set prices high enough to cover overhead costs to buying advanced, productivity- and profit-enhancing machines, Lew Henley primarily relies on two things: reading trade magazines like *Pumper* and attending trade shows like the Water & Wastewater Equipment, Treatment & Transport (WWETT) Show.

“Much of my success came after I went to my first Pumper show (the WWETT Show used to be known as the Pumper & Cleaner Environmental Expo),” says Henley, owner of Lew Henley Sewage Disposal.

“I came to the show and saw all the equipment that existed,” he says. “If I didn’t attend that show or get the magazine and learn from other companies in the business, I’m not sure where I’d be today. That show has been key to my success.”

The trade show exposed Henley to numerous machines and equipment critical to his operation today, including restroom trailers, vacuum trucks, combination trucks and grease disposal systems. “It helps you stay in touch with what’s going on in the world,” he says.

The show also put him in touch with representatives from various manufacturers with whom he’s developed great relationships, both personal and professional.

In addition, he prizes the relationships he’s built with fellow pumpers. And because they’re not direct competitors, they willingly share information about all manner of things in the industry, from tips about new equipment to advice for making operations more efficient to ways to enhance profitability, he says.

“You can network at the show and talk to people who’ve actually bought and used certain products,” he says. “And they’ll tell you the truth. That’s one thing I really love about the show — the networking.”

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“ I learned how to figure out my operating costs — break them down to monthly and even to daily and hourly. That opened my eyes and changed the world for me. After that, I no longer felt bad about charging a higher price than my competitors. ... Not being the cheapest guy has been a big part of my success. ”

LEW HENLEY

down payment. But it was the best investment I ever made. ... It paid for itself in less than three years.” That truck is now retired.

How has service diversification helped his business? Because they’re all somewhat interrelated, they help each other out; one service call might lead customers to call again when they need a different service, Henley says.

In addition, not being reliant on just one type of work allows the company to weather cyclical ups and downs in its various markets. For example, the company currently gets more revenue from portable restroom rentals because of all the rebuilding stemming from Hurricane Maria in September 2017. “It takes a long time to rebuild things here,” Henley observes.

That’s not to say he hasn’t made mistakes along the way. For example, Henley tried to diversify into pipe lining, but ended up losing money. “I mistakenly thought that because it dealt with sewer lines, it would fit well in my business,” he says. “But I found out that it requires an entirely different skill set and mindset. So now I stick to things related to what I do and focus on doing them right.”

PRICING FOR PROFITABILITY

Buying expensive equipment is a bit riskier on a remote island with a finite population of customers (St. Thomas has about 51,000 residents). It takes a lot of jobs to generate enough revenue to pay for a vacuum truck. And the shipping charges for a large commercial vehicle run about \$20,000, Henley explains.

Henley has learned he has to charge more per job to make payments on expensive equipment and cover other overhead costs. “I attended a seminar at a Pumper show 20 years ago about understanding the costs of doing business ... and I learned one of the keys to being successful is charging enough to cover your expenses,” he says.

“Before that, I thought my prices should be based on competitors’ prices,” Henley continues. “I learned how to figure out my operating costs — break them down to monthly and even to daily and hourly. That opened my eyes and changed the world for me. After that, I no longer felt bad about charging a higher price than my competitors.”

Too often, contractors feel they can’t charge higher prices than competitors. But not doing so runs the risk of either not being able to pay for staples like truck maintenance and repairs, new tires and so forth — or even going out of business completely, he says.

How does he handle price objections from customers? Henley explains that he has to cover his expenses and points out companies that undercut on price typically don’t stay in business very long. He also points out that his company will arrive with newer, reliable equipment and with technicians wearing uniforms and using laptops to create invoices and process credit card payments. In a word, it’s all about professionalism.

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“Then you have to provide great service,” he adds. “Once you get new customers on board, they’re yours. Not being the cheapest guy has been a big part of my success.”

STEADY GOING

Henley says his company has more or less hit a growth plateau. But that doesn’t mean the company can’t grow more. “You never know what’s around the corner,” he says.

Henley is turning his thoughts to the company’s future. Most of his eight children are now adults, and none are interested in running the business when he retires. “And that’s fine with me,” he notes. “It’s good for them to be independent and do their own things.”

Selling the company would be difficult, especially since it bears his name. “I guess I could change the name,” he says. “I just don’t want my name on trucks owned by someone else.

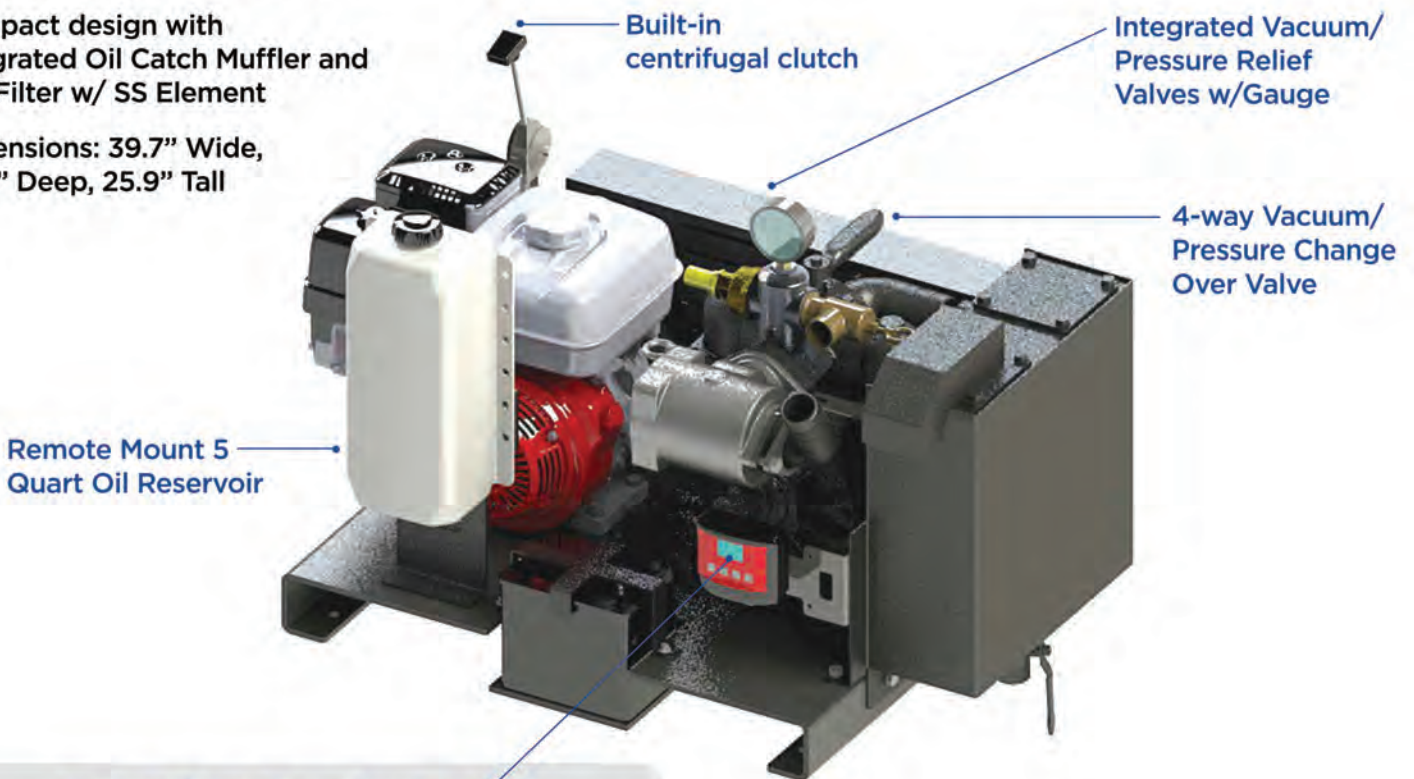
“When the time comes, I don’t know what I’ll do — that’s a hard one,” he adds. “But in the meantime, I’ll keep moving with it — keep things going.” **P**







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Ballooning Fleet Vehicle Insurance Premiums Threaten Pumpers

Insurance companies say they miscalculated rising cost of repairs and jury awards and can no longer offer commercial coverage | By Joan Koehne

Insuring your fleet of trucks is one major requirement of operating any wastewater service provider business. Accidents can happen at any time, and the right commercial auto insurance reduces the risk of paying high out-of-pocket expenses if an accident occurs.

“It’s a cost of being in business,” says Hugh McLaughlin, owner of 88 Drain in Tucson, Arizona. “You need to have it, because without it, you could lose everything.”

Commercial auto insurance coverage comes in a variety of forms. The two main types are liability and physical damage. Liability covers injuries, damages and lawsuits if an employee is at fault in an accident. Physical damage covers the cost to repair a vehicle.

Commercial vehicle plans can be complex, and insurance rates vary. In general, rates are based on driving records, age and value of the vehicle (and equipment), use of the vehicle, and radius of operation.

NO LONGER PROFITABLE

In recent years, the dynamics of commercial auto insurance have changed, according to Mark Friedlander of the Insurance Information Institute, a national association that helps the public understand insurance.

One of the major changes relates to profitability. The commercial auto market has not achieved an underwriting profit since 2010, according to Friedlander. The insurance sector has been unable to keep pace with losses after years of inadequate pricing and underestimating what it will pay for claims.

“Sustained negative financial results have led carriers to take steps to reduce their exposures by nonrenewing commercial auto customers throughout all business sectors,” Friedlander says.

A smaller pool of insurance carriers means fewer options for businesses shopping for commercial auto insurance.

“It’s an ugly situation. The options that are available are limited,” says Mark Herring, senior vice president of Heffernan Insurance Brokers in Portland, Oregon. Heffernan Insurance Brokers insures about 220 portable restroom companies in a program it’s offered for the past 27 years.

Herring Insurance Brokers has worked with countless septic and drain cleaning companies in his 22 years at Heffernan. He’s witnessed various trends in commercial auto insurance, but 2020 stands out. Major insurance carriers are exiting the market, and the repercussions are alarming, he says.

“It’s simply supply and demand,” Herring says. Contractors have fewer options and are paying more for insurance coverage. “I only know of one national preferred insurer now writing in this industry. This doesn’t take into

account the insurers that would not write in this industry in the first place.”

A representative of SeptiCover confirmed the closure of its septic program and reported the company did not have a replacement carrier. In years past, SeptiCover’s property and casualty insurance program was endorsed by the National Association of Wastewater Technicians.

Representatives of other insurance carriers were contacted but declined to comment regarding an exit from the commercial auto insurance market.

CLAIMS ARE KILLING US

Herring attributes the shrinking provider list to an increase in traffic crashes, which lowers profitability margins. He points to four reasons for the increase. First, smartphones and distracted driving cause more accidents. Second, when a crash occurs, it costs more to repair today’s high-tech cars than older models. Third, medical costs and jury awards are up significantly.

“Jury verdicts are so crazy. There’s even a new term out there: It’s called a ‘nuclear verdict,’ and that’s a verdict over \$10 million,” Herring says.

Lastly, traffic has increased. “It’s a fact that if more people are driving on the road, there’s going to be more accidents,” Herring says.

Friedlander agreed that more vehicles are on the roads. In addition, more commercial vehicles are on the roads due to the growth of the U.S. economy, particularly in the online shopping market.

“As companies face labor shortages, they are hiring more inexperienced truck and van drivers who have a higher rate of accidents,” he says. With all of these factors, profitability has decreased for commercial auto insurance carriers.

“It could take just one or two fluke accidents to wipe out a lot of profit of an insurance carrier,” Herring says. “Auto and truck insurers just want to reduce their exposure to auto claims.”

SHARPEN YOUR PENCIL

Not only are fewer insurance companies offering commercial insurance, but finding a competitive price isn’t as easy today. According to the

“Like everything else in your business, you have to evaluate what you’re spending and what percentage of your overhead is going toward that particular area. Look at it to see if you can make it more efficient.”

Hugh McLaughlin

Insurance Information Institute, commercial auto rates have increased for all business sectors since 2016. In the fourth quarter of 2019, premium rates increased 8% over the previous quarter. Early this year, rates were forecast to rise 6% to 12% across the U.S.

Contractors who file claims put themselves at risk to pay much more for commercial auto insurance, Herring says. "I've had several people call me and say, 'I've got a problem. My agent said he can't find insurance except for a 200% increase,'" he says.

Finding the right coverage at a competitive price is not as easy today. To get the best insurance rates, Herring tells contractors to avoid filing claims, carefully screen and hire employees, be financially stable and focus on safety.

"They need to do everything they can to keep their company looking good to the insurance company," he says.

Friedlander recommends shopping around for the best policy. Independent agents write nearly 90% of commercial auto policies, so talking to an independent agent is a good first step, he advises.

"An independent agent can provide companies with quotes from multiple national and regional carriers," Friedlander says.

Ben Smith, owner of Marvel Sewer and Drain in the Minneapolis area, has worked with the same independent agent for the past five years. Referred by a friend in the septic business, the agent is based in the Midwest and knows the sewer and drain industry. He provides the options and personalized insurance Smith was looking for.

"We found a product that worked really well for us at a good rate," Smith says. Working with an agent you like and trust is important. "Make sure they have your best interest in mind and they have the right coverage so you're not overpaying."

START SAFETY PROGRAMS

To keep insurance expenses in check, Marvel Sewer and Drain doesn't file many insurance claims and uses a GPS-tracking system in the vehicles to record driving habits.

"If I have bad drivers, they're not going to work here," Smith says. Dashcams and backup cameras are a must, he adds.

Safe-driver training adds another layer of protection. At 88 Drain, a new employee orientation program includes riding with the boss.

"I ride with them to see how they drive," McLaughlin says. "If we have an aggressive or assertive driver, I have a talk with that person. It's not a good marketing strategy when you have billboards on the side of your vehicle."

A good understanding of insurance jargon takes the guesswork out of choosing the right policy.

"It's grueling to wrap your head around all the language the insurance companies use, but I find it's really important — if someone comes in with different rates — to compare apples to apples. Sometimes these lower rates come in, but they're omitting coverage that you think you have," McLaughlin says.

GO SHOPPING

Finding the right commercial auto coverage at a competitive price may not be as easy as it once was. Fewer insurance carriers offer the insurance in 2020, and premiums are increasing. Contractors who take proactive measures can get their best deal.

"You have to be on top of it," McLaughlin says. "Like everything else in your business, you have to evaluate what you're spending and what percentage of your overhead is going toward that particular area. Look at it to see if you can make it more efficient."

Insuring a fleet of trucks won't be on the "Things I Love About My Job" list, but it's important to protect your business. **P**

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BALANCE OF 5 YEAR FACTORY WARRANTY

\$199,500

(3) 2020 PETERBILT 567 TRI AXLE VAC TRUCK
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CURRY TANK, 4,700 GALLON



CHASSIS PRICING AVAILABLE

\$99,500

2015 PETE 367 VAC TRUCK
CUMMINS ISX15 @ 550 HP, 18 SPEED, 20/46 ON
HAULMAX, 4,700 GALLON CURRY TANK, NVE PUMP



BALANCE OF 5 YEAR FACTORY WARRANTY

\$209,500

(3) 2020 PETERBILT 567 QUAD AXLE VAC TRUCK
CUMMINS X15 @ 485 HP, 18 SPEED, 20/46 ON AIR LEAF,
CURRY VAC TANK, 4,200 GALLON



CHASSIS PRICING AVAILABLE

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Florida Water-Quality Bill out of Committee

By David Steinkraus

After years of algae and water-quality problems, Florida’s Legislature has a water-quality bill with broad support.

The bill by Sen. Debbie Mayfield, R-Indian River, received unanimous approval earlier this year from the Senate Appropriations Subcommittee on Agriculture, Environment and General Government. The Florida Chamber of Commerce and Audubon Florida were on board with it too, reports the *Florida USA Today Network* capital bureau.

“It blows me away, really, to see that kind of support,” says Sen. Ben Albritton, a Republican citrus grower.

The bill would move oversight of onsite systems from the Department of Health to the Department of Environmental Protection and would direct the department to develop rules for the location of onsite systems. The department would also have to develop new rules to limit leaks from underground sewer pipes and for managing the application of biosolids.

Not everyone is happy with the bill. A lobbyist for the Everglades Foundation wanted the bill to apply more oversight to agricultural fertilizer, according to the *Tampa Bay Times*. Originally the bill would have required each agricultural producer to enroll in a program to reduce water and fertilizer use, provide its fertilizer records and undergo annual inspections. Mayfield proposed an amendment in committee to remove this provision, and the committee agreed.

Even so, Mayfield says, the required farm data collection will provide more information than is available now. She also says her bill proposes changes to the basin management plans — which govern the watersheds of Florida’s springs — that would have a large effect on water quality. In watersheds where onsite systems contribute more than 20% of nutrient pollution, the bill requires remediation plans.

Leaders from the Florida Onsite Wastewater Association invested significant time over the last year talking to lawmakers and their staffs about technologies available in the onsite industry to solve pollution problems.



Since January, business owners in Sarasota County have been required to pump their grease traps more frequently. The intent is to reduce wastewater spills and grease runoff.

Under a new rule controlling fats, oil and grease, food service businesses must have a grease trap or interceptor installed, must pump it every 90 days (30 days for grease traps placed under sinks), must use licensed haulers, and must keep three years of quarterly reports prepared by haulers, as well as

records of trap maintenance. Establishments will also pay a monthly fee of \$16.67 on water and sewer bills to support the FOG program.

Delaware

The New Castle County Council has extended its 18-month moratorium on the use of septic systems in subdivisions. The moratorium is now scheduled to end in August 2021. The county’s Department of Land Use had asked for a permanent moratorium.

Debate over the moratorium was driven by explosive growth in the southern part of the county, which encompasses the city of Wilmington along the Delaware River and the upper portion of Delaware Bay. This part of the county has no sanitary sewer service, and the Department of Land Use had asked for a one-year moratorium in 2018, saying use of septic tanks in the subdivision would add pollution to state waters.

Opposition to the moratorium came from farmers who worried about the loss of land value if development is ended.

New York

After a year with its new onsite system inspection ordinance, the town of Queensbury is ready to tighten the rules.

When it passed the ordinance, the town board said property owners would not be forced to replace a functioning system, even if it did not meet current standards. Now the board is ready to say that systems are not functional if their treatment or holding tanks are too small. Any tank that is too small will have to be replaced with a larger one, reports *The Post-Star* of Glens Falls.

To calculate the required size for a tank, the town would use not the number of bedrooms, but the number of all rooms used for sleeping. This issue has appeared because of Airbnb rentals that list all rooms in a house as possible bedrooms. Town officials worry that too many temporary residents would overwhelm an onsite system. The town will also take into account the use of whirlpool baths and garbage disposals.

Holding tanks will be required to have two alarms: one for a half-full tank and a second for a full tank.

Queensbury is at the southern tip of Lake George and on the edge of Adirondack Park in northern New York’s recreational country.

California

When its remodeled wastewater treatment plant is ready, Rosamond Community Services District will no longer accept septage. The risk of re-

ceiving contaminated wastewater is too great, Steve Perez, general manager, tells the *Antelope Valley Press* of Palmdale.

“We do not want to experience a shutdown of our plant if we get a ‘hot load,” he says. “We have no idea where they’re picking their loads up.”

District staff calculated that testing every septage load coming in would require two additional employees. Receiving contaminated septage also carries a risk of violating state regulations and incurring fines. Removing the septage receiving station will save about \$500,000 annually, Perez says.

Rosamond is about 80 miles north of Los Angeles, on the other side of the coastal mountains.

Massachusetts

The Mashpee Health Department will require owners of properties within 300 feet of Santuit Pond to undergo onsite system inspections. The inspections are intended to reduce toxic cyanobacteria on the pond.

Runoff from onsite systems is one of the main sources of phosphorus seeping into the pond, reports *The Mashpee Enterprise* of Falmouth. Mashpee is on the southern side of Cape Cod.

Glen Harrington, the health agent, tells town officials he is trying to find sources of money that would reduce the financial burden for homeowners whose systems must be replaced.

Alabama

Residents of Hollinger’s Island near Mobile are about to be billed for sewer service that many don’t use. A spokesperson for the Mobile Area Wa-

ter and Sewer Service, which is imposing the charge, tells WKRG News that money from people who don’t use the service will be held in escrow and may be used to offset the cost of connecting to the municipal system later.

People not using municipal sewer and using septic tanks are not happy about being billed for the service. “I mean, the septic tank’s been there since 1968 or ‘69. ... It’s worked fine,” homeowner Richard Mallini tells WKRG News. “I think we’ve only had to have it pumped one time in 50 years.”

Charging for unused sewer service is legal under a 1990s ruling from the Alabama Supreme Court. The court says even people not connected to a sewer system receive an indirect benefit because a utility uses its money to help reduce pollution.



About 75 applications have been received for the Lowndes County Unincorporated Wastewater Program, according to the Alabama Department of Public Health. There is funding for 100 properties.

People approved for the program will receive a new onsite system for the cost of one down payment and maintenance payments of \$20 per month.

“This program targets people in the unincorporated area of Lowndes County, low income and need. So, anybody can apply, but you have to be in an unincorporated area,” Sherry Bradley, director of the Bureau of Environmental Services, tells Alabama News Network.

Onsite problems have plagued the county for years. **P**

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- ◀ 24" Tool Box
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Chassis Specs

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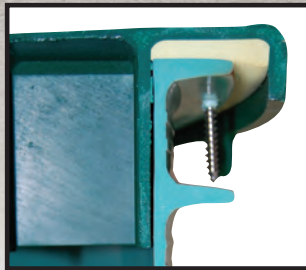
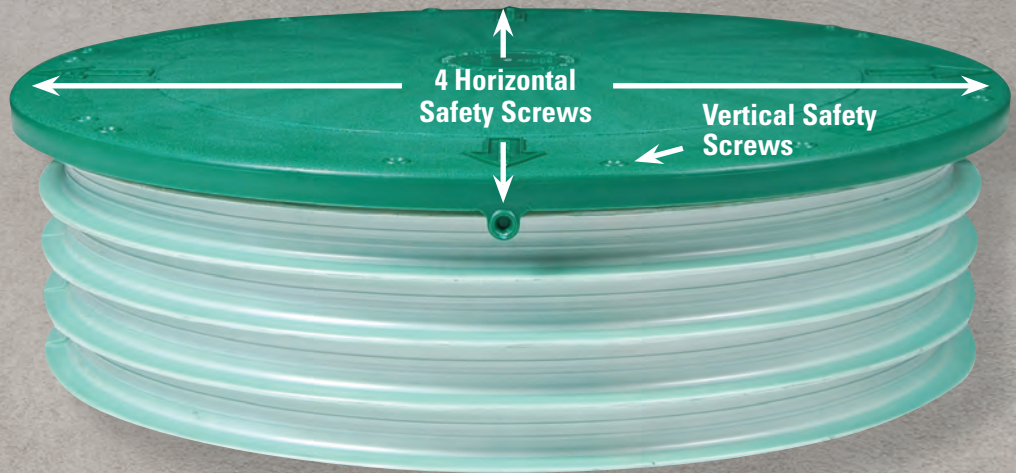
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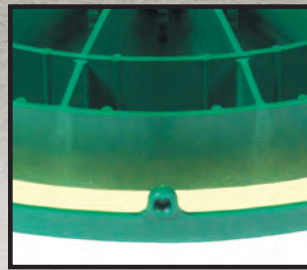
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Injection molded T-Baffle™.

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

Owners Cassandra and Travis Simet are shown with their International WorkStar built out by Imperial Industries with a 4,000-gallon aluminum tank and Wittig pump (Gardner Denver). Photos by Dan Reiland



RIBBON OF ICE

Travis Simet is fearless behind the wheel as he faces down the toughest winter conditions to provide quality service for his rural Wisconsin customers | *By Dee Goerge*

“Septic Guy Revered When Every Flush Counts” shouted the headline from a Wisconsin newspaper. The focus was on Travis Simet, owner of Chippewa Septic Service, who earned the respect of columnist Patti See when he backed down her narrow, curvy, icy driveway to pump holding tanks. Living in the midst of lakes, it was all in a day’s work for the 35-year-old pumper who took over his father’s business in 2018.

FROM TRUCKING TO PUMPING

Steve Simet was an over-the-road trucker for more than 25 years when a trucking friend told him about a relative selling his septic service business due to health issues. Travis Simet says, “My dad was getting burned out, so he had been keeping an eye out for a chance to be home. He trained for almost a year

Chippewa Septic Service

Eau Claire, Wisconsin

OWNER: Travis and Cassandra Simet

FOUNDED: 1966

EMPLOYEES: 2

SERVICE AREA: 25-mile radius of Eau Claire

SERVICES: Septic, holding tank and commercial pumping



with (the former owner) and took care of all the licensing and qualifications to be a pumper.”

Simet, 16 at the time, wasn’t particularly enamored with the business.

“I remember my dad dropping me off at school (with the vacuum truck), and I wasn’t very fond of that. All the kids noticed, and Dad made sure to lay on the air horn,” he recalls.

Simet helped out at the Eau Claire, Wisconsin-based business during the summer and part time during the school year. But worked other jobs after graduating from high school — roof-

(continued)

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Left: Simet laid a long line of hose around this house before pumping.

Below: Simet drags hoses to pump a residential septic tank near Eau Claire, Wisconsin.



Right: Travis Simet uses a Milwaukee Tool flashlight and a mirror mounted on an extendable pole to inspect the condition of a concrete tank after a pumpout.



ing for a while, then a factory job — where he learned he didn't like being stuck inside a building.

He gravitated back to the family business in 2011 and helped his dad, with the plan to eventually take it over. That came sooner than Simet expected — in December 2017 when his parents, Steve and Debbie, took Travis and his wife, Cassandra Simet, out to dinner and said it was time for Travis to take over. Steve thought he needed rotator cuff surgery and time off to heal. Fortunately, because he stopped working and was able to rest his shoulder, he didn't need the surgery.

OVER-THE-TOP SERVICE

Travis Simet continues the no-shortcuts and quality-work mindset his father had, and demand for his services are growing as a result. "When my dad took over, his slogan was 'It's important to have it done properly.' He drilled into me that we do the best job out there and take pride in that," Simet says.

That means using crust bars, backflushing and removing all the sludge from tanks to get down to bare concrete. Over the years, Steve Simet built tools to make the job easier, and his son continues to use the tools. Travis Simet is also careful about not tearing up the yard with the truck and about wearing clean boots and gloves when billing the customer.

All of that impressed the columnist who desperately needed holding tanks pumped in January and couldn't find a pumper who wanted to navigate her driveway in winter. There was a good reason for that, Simet says.

"The driveway was spooky. It is long (1/4 mile), really steep and winds around a bank. There's a hill going up and a hill going down, sporadic trees and a river at the bottom of the embankment. That was the closest to the

“When the weather gets nasty, the more phone calls you get. I could have been featured on *Ice Road Truckers*. You just have to get out and do it.”

TRAVIS SIMET

edge of the seat I've been," he explains, adding that the winter of 2018-19 was particularly harsh with a deep freeze followed by deep snow. In his area where that type of driveway is typical, Simet always backs in so he can drive out and make it back up icy hills.

Following his dad's philosophy to "do things others wouldn't do," Simet agreed to give it a shot. He had no idea the customer was a writer, nor that Chippewa Septic would be featured in a column and that See would be a loyal customer after that.

BUILDING A BUSINESS

As the lone service technician, Simet focuses on pumping tanks and maintenance services. Most are septic systems, but many customers in the lakes area have holding tanks requiring routine service. One couple with three kids needs the holding tank pumped every five weeks, while many are pumped four times a year.

The percentage of commercial customers — currently about 25% of his workload — is growing. He pumps at many restaurants, large stores and some hotels. The commercial pumping and servicing of holding tanks provides year-round work, albeit challenging. "When the weather gets nasty,

(continued)

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the more phone calls you get,” Simet says. “I could have been featured on *Ice Road Truckers*. You just have to get out and do it.”

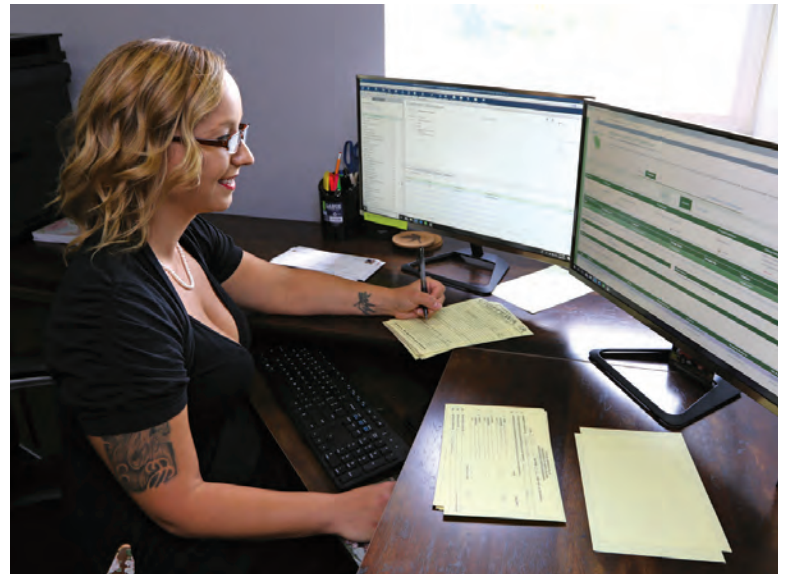
His busiest season for regular pumping is from May through Thanksgiving. Simet drives with his headset on to take calls while following the route on his truck’s GPS that he scheduled in using his iPhone’s route planner app, RoadWarrior.

Chippewa Septic uses phone book and digital advertising, but word-of-mouth recommendations — and things like the newspaper column — bring the best results. “I had quite a few people tell me they were up in air about who to get as a septic pumper, but they read the article (and called me),” Simet says.

GOOD EQUIPMENT

As a crew of one, Simet doesn’t need a lot of equipment, but he needs it to be dependable and well maintained. He uses the 2009 International WorkStar truck his father ran with. It has a 4,000-gallon Imperial Industries aluminum tank and a Wittig pump (Gardner Denver).

“We have heated collars on all the valves and carry torches because



Cassandra Simet works in the office at Chippewa Septic Service.

the couplers freeze,” Simet notes. “I make sure my tires are good and we can lock the power divider in. There are a lot of hills here, and we wouldn’t make it up without locking it in.”

Equipment is kept in a heated 40-by-40-foot shop on property his family recently moved to. It is less than a mile from his parents, on a major highway, and near an intersection with another major highway that provides easy access to respond quickly to calls, especially during the spring and fall, his busiest seasons.

EDUCATION FOR ALL

There’s always something to learn about pumping, Simet says. And, his customers often learn with him. For example, homeowners in the area are often new to having septic tanks. One customer purchased a home as is and had no idea where the tank was located. Simet had to find a tank that hadn’t been accessed in decades. Another customer had a tank that was 4 feet underground and practically required a stepladder to get to. Simet advised him to add a riser.

For his own education, Simet joins his competitors during the winter months to attend classes for credits to maintain his license. “Last winter,



Travis Simet prepares an invoice to leave with a customer after a service call.

TOOLS BY DAD

Besides carrying on his father’s work ethic, when Travis Simet took over the pumping business at Chippewa Septic Service, he acquired more than standard equipment.

“My dad designed his own tools to retrieve things in tanks and to pull roots out of pipes. And the (tank agitator) has some nifty modifications,” he says. “I’ve come to appreciate his creative changes to some of the tools.”

Father and son spent time in the shop creating useful items. Together Steve and Travis Simet came up with procedures and gadgets to help install baffles.

“The coolest thing Dad built was used for retrieving roots out of baffles. It’s a head intended for a (drain cleaning) cable on a 12-foot pole with a root ripper corkscrew head. You turn the T-handle and it drives it into the root. You can pull up heavy roots,” he says, noting that having it available often saves his customers from making a second phone call.

Other tools he uses often are paddles for commercial accounts that tend to use thick toilet paper, which requires stirring the tank in order to do a thorough pumping.

He keeps the “root contraption” and paddles on the hose rack along with the hoses.

Simet also travels with basic tools including impact drivers with a variety of bits to remove screws and bolts from septic tank riser lids. Being prepared saves him from making a second trip, and that saves time for him to land more customers.

“My dad’s work ethic rubbed off on me. Some of my friends work in less demanding jobs and think my routine is crazy. ... My wife says I need to manage my time, but I hate to pass up work. Like my dad says, ‘You have to make hay while the sun shines.’ ”

TRAVIS SIMET



everyone's phone was blowing up at the same time (during class)," he recalls, because the weather created so many freeze-ups and holding tanks needed emptying. "Only one septic pumper wasn't there at classes. He had the market cornered."

Travis Simet works in the mom and pop Wisconsin business. Here he guides a suction hose during a pumpout.

BUSY FUTURE

Simet's phone "blows up" often enough without bad-weather calls. To keep up with demand, he is shopping for a new truck that will be ready in the spring of 2021. He plans to keep his current truck and hire his dad part time to take care of holding tanks.

"That would open up free time for me to hang out with my kids," Simet says.

At 9, his daughter Madilyn, doesn't want any part of the business, he says with a laugh. But his son Adam, 4, has already picked out work boots appropriate for helping his dad. Simet's wife handles the office work including ordering supplies and using QuickBooks for everything from invoicing to bookwork.

"I've considered setting up a website, but I don't know if I could handle the large increase of business. I don't want to take on more than I can handle," Simet says.

During the busiest part of the season, he often works from 6 a.m. to 6 p.m. in the truck and another hour or two on scheduling and routing in the evening, but he tries not to work more than 50-60 hours a week in order to spend some time with his family.

"But my dad's work ethic rubbed off on me. Some of my friends work in less demanding jobs and think my routine is crazy," he says. During his busy season he works seven days a week and there's no such thing as a sick day or time off.

"I'm getting the business paid for by doing the work myself," Simet concludes. "My wife says I need to manage my time, but I hate to pass up work. Like my dad says, 'You have to make hay while the sun shines.'" **P**

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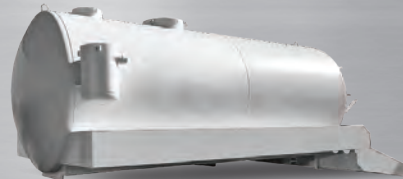
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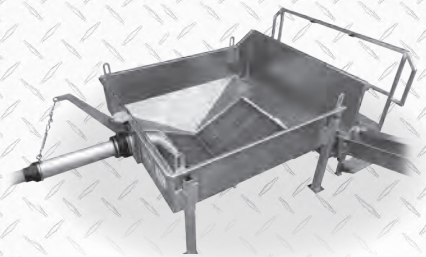
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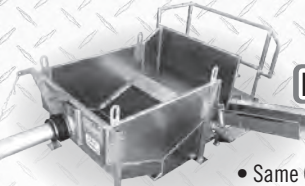
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Lake George Inspection Training Attracted Surprising Crowds

Onsite programming strikes a chord with upstate New York wastewater professionals interested in preserving a clean watershed | By David Steinkraus

Lake George, in upstate New York, is 32 miles long and 200 feet deep at its maximum and is one of the cleanest and clearest large lakes in the world, according to the Waterkeeper Alliance. Yet it has problems, and municipalities surrounding the lake are looking for ways to make sure it stays clean.

Last year, the town of Bolton began requiring septic system inspections when a property is sold or transferred. To ensure adequate inspectors for the task, the town and its partners offered training to anyone who wanted to learn the skill. In a community of just over 2,000 people, there were 57 names on the roster for the first class in June 2019.



Lake George, New York

“We were surprised by the interest,” says Chris Navitsky, the Lake George waterkeeper. And enrollment was limited by the size of the room available, he says. Navitsky is also a professional engineer and part of the staff of The FUND for Lake George, a conservation group that helped the town provide the training.

MONITORING NEEDED

Lake George is in the southeastern corner of New York’s Adirondack Park, 6 million acres valued for their recreational and ecological assets. Yet in the past dozen years, the lake and other bodies of water in the area have faced increasing water-quality issues.

Only half of the recreational acreage is owned by the state. The other half is privately owned for homes, businesses, farms and so on. The private land has contributed to nutrient loads in the lake, and septic systems are part of that nutrient problem.

The need for the inspection program was clear. With a grant from the state Department of Environmental Conservation, the FUND did a study of septic systems in the town of Lake George, which is next to Bolton. Systems investigated were either within 500 feet of the lakeshore or within 100 feet of tributaries, Navitsky says.

Through surveys and a review of town records, the study evaluated about 400 septic systems. Of those systems, 39% were 30 years old or younger, 12% were 30 to 40 years old, 21% were more than 40 years old and the ages of 28% of the systems were unknown.

The same lack of information applied to pumping. About half of system owners had no record or had not had their tanks pumped

recently, Navitsky says, and 20% of the systems were undersized based on the number of bedrooms in the homes they served.

In 2018, Gov. Andrew Cuomo proposed \$65 million in the state budget to combat harmful algae blooms. The state focused on 12 high-profile lakes, and Lake George was one, says Susan Wilson, deputy supervisor for the town of Bolton. Still, she adds, among the 12 lakes, Lake George is one of the few that hasn’t had a positively identified harmful bloom.

In May 2019, the town passed its septic system inspection ordinance. Nearby communities have ordinances effective for properties near the lake or located on a tributary stream, but Bolton’s ordinance encompassed the entire town, Wilson says.

“We chose to do the entire town because 85% of our town is in the watershed,” she says. An even 2,300 parcels are subject to inspections under the ordinance.

HANDS-ON EXPERIENCE

The New York Onsite Wastewater Treatment Training Network — an organization of engineers, installers and other water professionals — provided the training and certification with sponsorship from the FUND and the Lake George Association. The program was advertised at the beginning of summer, which is a busy time for the area, and people had only about three weeks to learn of the class and sign up, Navitsky says.

About half of the 57 attendees came from the town, Wilson says. The other half came from other municipalities, she says, from the Warren County Board, the Lake George Park Authority and other



Chris Navitsky



Susan Wilson

“ I think it was accepted that this was a good program and something that may have been overdue, just because people know that overall there’s a lack of knowledge of the systems. ”

Chris Navitsky

town governments. Lake George is shared by 11 towns and a village in three counties.

“I found that very interesting and exciting,” Wilson says. “I think they were there because of their interest in the program and expanding it to their municipalities.”

“I took the course myself,” Navitsky says. “We bought lunch for everybody there. It was part of our sponsorship.”

Participants paid a \$200 registration fee.

It was a whole day of work. Training began in the morning with classroom study that continued into the early afternoon, he says. Then trainers took prospective inspectors into the field. The class visited a community center and did an inspection of its system — the grease trap, septic tank, pump station and line up to the drainfield, and the instructors showed how a locator is used.

“I think it was accepted that this was a good program and something that may have been overdue, just because people know that overall there’s a lack of knowledge of the systems,” Navitsky says.

At the moment, there are no plans for another class, Wilson says. If the town sees a need for more inspectors in the future, it can consider that option.

REAL ESTATE CONCERNS

One group that has had concerns about the ordinance is real estate agents.

“There were no complaints about the inspection program,” Wilson says. “They were just concerned about how it could impact sales given the length of time needed for inspections.”

This is a common worry among real estate agents in other areas with inspection laws, and the training was intended to help avoid such delays. Any inspection is good for three years, Wilson says. As information about the ordinance spreads, she says, the town hopes owners will begin the inspection process in advance of listing a property.

From another viewpoint, the strong interest in the inspection training is not surprising at all.

“Lake George is our economic driver,” Wilson says. “If Lake George deteriorates into something that’s not going to attract tourism, that would have an economic impact, not only in Bolton, but in Warren County and probably even farther.” **P**



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National Vacuum Equipment Brings Hybrid Blowers to the Liquid Waste Industry

National Vacuum Equipment introduces another innovative solution for the liquid waste industry: the B500 hybrid blower capable of 500 cfm and delivering up to 24 inches Hg of vacuum.

This durable, oilless, tri-lobe machine is air ballast cooled to allow continuous operation on vacuum without overheating. It comes standard with an integral four-way valve and prefilter for ease of operation and maintenance. It is offered in a complete package, ready to bolt onto a new truck or to replace a tired pump on an existing truck.

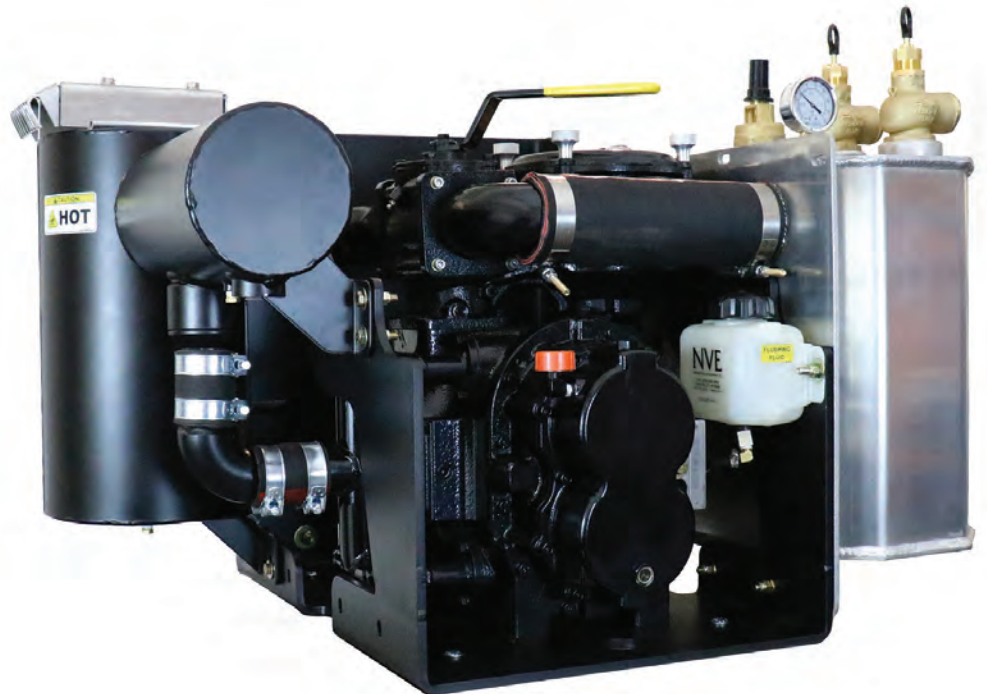
This package includes the pump stand, 1-2 gearbox, moisture trap, air ballast silencer, exhaust silencer, diesel flush kit, vacuum/pressure gauge and pressure relief valve.

The B500 joins the B250 Max Pak in NVE's new product offerings. Designed specifically for the portable restroom market, the B250 utilizes a hybrid tri-lobe blower with an integral four-way for vacuum/pressure use and inlet filter to provide protection.

This unique package is oil free and extremely durable, moving 270 cfm. It is capable of running continuously at 15 inches Hg. The Max Pak comes ready to mount and includes an exhaust silencer. The 1 to 1-5 gearbox makes it easy to get the optimum revolutions per minute to the blower while keeping truck revolutions per minute in check.

While it was designed to fit on a Ford F-550 and Dodge 5500, it can mount on any truck with ample ground clearance. It is also available in hydraulic drive to accommodate four-wheel-drive trucks.

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Transway Systems offers the ultimate severe-duty all-weather vacuum service unit for residential, commercial and grease trap work. The idea got its start when a customer required a versatile combination vacuum and jetter truck for all types of weather. Transway along with the customer got together to design a better truck.

Starting with the vacuum portion of the unit, the vacuum debris tank is 3,000 gallons with a telescopic hoist and a hydraulic full-open door with hydraulic door locks. Vacuum performance was critical because some of the customer's jobs require 200 to 300 feet of hose with a deep lift. A hydraulic-driven, high-vacuum blower rated for 1,600 cfm and 27 inches Hg supplies the vacuum.

Transway also needed to think of the driver, so it installed a hydraulic, rear-mounted hose reel for the vacuum hose. The high-pressure jetter is required in all types of weather, even at 20 degrees below zero for residential and commercial work. The jetter includes a hydraulic-driven triplex pump rated for 18 gpm at 4,000 psi for thawing pipes and cleaning grease and also includes a 420,000 Btu diesel-fired burner. The hose reel is hydraulic driven with 500 feet of 1/2-inch sewer hose. All jetter functions are accessible with a wireless remote control for one-man operation.

The most important function is the jetter operation in severe cold temperatures. All water components are installed in an insulated heated enclosure, with a coolant heater fed from the truck chassis engine and a secondary heat source from a temperature-controlled Webasto heater.



Transway prides itself on being a leading-edge custom manufacturer. The company feels that every customer is unique and with that comes distinctive requirements. Its commitment is to listen and work with the customer to build the finest vacuum system possible. Backed by years of experience,

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Kuriyama of America Adds Hose Aimed at Grease Traps to Its Product Line

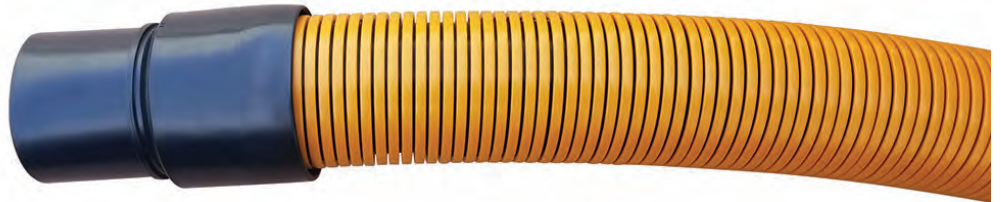
There's a new hose in town — the Grease Bandit from Kuriyama of America, specifically designed for use with grease traps.

Historically, traditional septic hoses have been substituted for use in grease trap applications. However, over time they can become susceptible to premature failure from drying out and cracking due to repeated grease exposure. The Grease Bandit has a proprietary polymer liner, specially designed to handle repeated exposure to grease without damage.

Additionally, it has a highly durable, high-density polyethylene outer cover that's designed to handle the demands of being repeatedly dragged over rough surfaces, such as parking lots. It's also crush resistant, meaning it will spring back to shape after being crushed without kinking.

However, for being such a tough character, the Grease Bandit is surprisingly easy to work with. It has a corrugated cover, with an easy-slide helix for maneuverability, and it is extremely lightweight, with a 30-foot hose length weighing a mere 10 pounds. So, if your job involves wrangling lots of grease, make sure the Grease Bandit is on your team.

The Grease Bandit joins THE BOOMER, an Alfagomma T704HA Series industrial sewer vacuum hose in Kuriyama's lineup. This hose is made with a 1/4-inch-thick red gum rubber tube for abrasion resistance. The cover is a corrugated black conductive SBR/NR blend that provides abrasion- and ozone-resistance. It is a suitable hose for dry or wet abrasive materials and can be grounded, making it a popular hose for the vacuum truck industry, where a rugged and durable hose



product is needed. It is available in 2-, 3-, 4-, 5-, 6-, 8- and 10-inch I.D. sizes.

The 1/4-inch gum rubber abrasion-resistant tube is designed for wet or dry applications where severe abrasion is a factor, and it provides long hose service life. Heavy-duty construction features a thick tube and cover, high tensile-strength fabric and durable steel helix wire designed for high-pressure and vacuum applications. All sizes are rated to full vacuum, with a psi safety factor 3-1 (2 to 8 inches) and 2.5-1 (10 inches). Steel grounding wire helps prevent the buildup of static electricity to help keep material

flowing smoothly. The corrugated outer cover provides increased hose flexibility. The use of Cold-Flex materials allows the hose to remain flexible in subzero temperatures. Soft cuffed ends are available for easy installation and clamping.

THE BOOMER is an ideal hose for material handling suction/discharge and industrial vacuum equipment applications. Is a great hose for dry or wet abrasive materials. It can be used as a drill cutting suction hose in mobile drilling rigs and has a service temperature range of 40 degrees below zero to 212 degrees F.



Kuriyama of America, Inc., a part of Kuriyama Holdings Corp., first opened its doors in 1968 and celebrated its 50th anniversary serving the industry in 2018. It is one of four core operating companies under the Kuriyama Holdings Group, with

businesses on four continents and in nine countries. Located in Schaumburg, Illinois, Kuriyama provides a complete line of high-quality thermoplastic, rubber and metal hose products and accessories, including couplings and fittings, for use in industrial and commercial applications. The company offers world-class quality products and manufacturing processes, Just In Time on-time availability and delivery, outstanding customer service and globally competitive pricing.

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Easy-to-Use Industrial Pumping Options

Conde POWERPAKS (Westmoor) are state-of-the-art, preassembled, gasoline- or diesel-powered vacuum pump units. They are easy to install, as they can simply be bolted down and attached to the tank. A heavy-duty steel base with aluminum diamond plate trim and belt guard ensures that the unit looks as good as your rig. Rigid assembly ensures minimum vibration and maximum power.

Conde POWERPAKS are available with either vacuum only or vacuum/pressure pumps. A wide range of cubic-feet-per-minute capabilities ensures you will be able to match the right POWERPAK for your size tank and application. POWERPAKS are powered with either Honda GX Commercial Series gasoline engines or Hatz industrial air-cooled diesel engines. Because these units are easy to install and built to last, they can be transferred with ease to another tank system when needed. Any Conde POWERPAK can be outfitted with accessories designed to protect the pump/vacuum system for years of dependable service.

Westmoor also offers the Conde ProVac — a state-of-the-art, preassembled industrial liquid waste pumping system that is ideal for grease trap pumping.

The ProVac is extremely quiet and lightweight while pumping at an incredible 120 gpm. A flip of the switch starts the ProVac in the vacuum mode for pumping. The built-in exhaust deodorizer keeps odor at a minimum. Simply flip the switch to the pressure mode for off-loading.

The Conde ProVac Industrial Pumpout Unit is an intelligent solution for servicing locations not suitable for large vacuum truck hoses. It is built to last; easy to maneuver, use and maintain; and ideal for the indoor/remote jobs that are tough to get to.



The ProVac is constructed of lightweight aluminum, weighing in at a manageable 250 pounds. Its 1 1/2 hp pump offers 30 cfm at 16 inches Hg and 5 psi. The drum holds approximately 50 gallons of wastewater. The unit's 45-inch height allows it to fit easily through most cargo van doors, and its 24-inch width makes it easy to maneuver indoors. It includes a hose rack, tool holder, electronic

float shut-off, a secondary trap with drain, a vacuum- and pressure-relief valve, a liquid-filled vacuum/pressure gauge, oil-catch muffler with drain, charcoal exhaust deodorizer, 10 feet of 2-inch Plastiflex suction hose and two 6-inch clean-out manways. The cart includes heavy-duty wheels and swivel casters, with a hand/parking brake.



Westmoor Ltd. has manufactured Conde vacuum equipment for the liquid waste vacuum truck industry for more than 50 years. Whether it's a vacuum pump, grease trap pumping system, or complete accessory package to fit your slide-in unit, portable toilet truck, or septic vacuum truck, Conde has the products you need.

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Imperial Industries' Remote System - There Is No Substitute

Imperial Industries' 2020 Freightliner 108SD comes with extraordinary innovations, including a fully remote-controlled vacuum system designed to help operators dramatically cut the time they spend on the job site.

The remote control system is featured on Imperial Industries' 4,200-gallon painted aluminum tank, with a National Vacuum Equipment Challenger 4310 blower (940 cfm). Functionality includes full control of the tank's PTO and pneumatic valves, providing operators with the ability to switch between vacuum, neutral and pressure modes without ever leaving a septic tank's access point.

"It's a huge timesaver, and in this line of work, time is money," says Kurt Mannel, President of Imperial Industries. "Plus, by eliminating the need for operators to run to and from their truck several times during a single site visit, you'll be doubling down on safety, helping protect against potential accidents near tank access covers."

The remote system is available for installation on any of Imperial Industries' stock service truck units, and it may also be added to truck and tank combinations that are custom-fit to an operator's needs.

Imperial Industries' 2020 Freightliner 108SD comes with a 76-inch-diameter aluminum 5454 (4,200-gallon) vacuum tank



with a 1/4-inch aluminum 5454 barrel and 5/16-inch aluminum 5454 ASME dished heads. The bottom third of the tank is double plated, and the tank is painted black with a diamond plate chip guard, full flanged and dished heads for baffles, a hot shift PTO, one 4-inch vacuum inlet with air valve, one 6-inch discharge with air valve, three 5-inch sight glasses on the rear tank head, full-length aluminum hose trays, a SeeLevel indicator, a 24- by 24- by 24-inch aluminum toolbox, Department of Transportation LED light package, two rear LED work lights and an adjustable stainless steel rear bumper.

The truck is available with a premium black exterior and gray interior, with a 236-inch wheelbase, air brake system, 62,000-pound gross vehicle weight rating, aluminum wheels, heated mirrors, window visors, chrome front bumper, cruise control, air conditioning, a Cummins L9 370 hp diesel engine, compression brakes, an Allison 3000 Rugged Duty Series automatic transmission, a 20,000-pound front axle weight capacity, 44,000-pound rear axle weight capacity, spring front suspension, air rear suspension and 70-gallon fuel tank.



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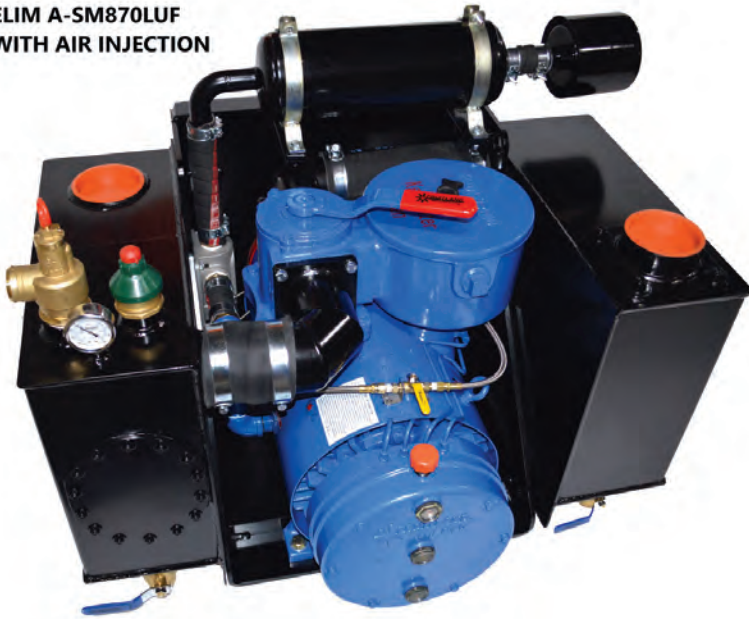


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Aside from a patented porting design for improved air injection, some of the features of the 870 Series pumps are clearly advantageous when working in highly demanding applications. Some of the considerations during the design process were dispersion of injected cool air over a wider surface, metering the air for optimal performance and using minimal lubricating oil.

Fruitland's engineering team then turned its attention to the porting design by configuring the shape of the air channels supplying the air through the pump housing. A carefully designed porting system allows cooling air to access the full length of the pump while not affecting airflow (cfm) or the vacuum

levels. In fact, it allows high vacuum levels of 28.5 Hg and continuous vacuum of 27 inches Hg to be maintained. Additionally, it is capable of providing 30 psi pressure for off-loading. This is much more than is typically required to off-load a tank.

So what do the performance specifications mean? Delivering 510 cfm (free air) through 4-inch porting is actual and not an exaggeration! With eight vanes, operating continuously is tried and true for the 870 Series. Many competitors' claims about performance of their pumps are highly

exaggerated. Fruitland stands behind all their performance specifications. As members of the Compressed Air and Gas Institute, Fruitland is held to a high standard of accountability as a new testing and accountability standard is developed for the vacuum industry.

The small amount of oil consumed is of huge value to customers. Using only 1 gallon of oil for 18 hours of operation sets Fruitland ahead by 35% compared with most other brands. Using considerably less oil means thousands of dollars in savings to customers. Fruitland is also much less restrictive on the type of oil used in all its vacuum pumps, allowing customers to buy locally available, nonproprietary oil.

Did you know that all Fruitland pumps offer more U.S. material content than most other brands? Most raw castings, vanes, bearings, gaskets, seals and steel is procured locally. All components must pass quality assurance requirements prior to being machined or fabricated and then must pass again multiple times during the manufacturing process. Each 870 Series vacuum pump and system is fully tested under vacuum and pressure to meet all temperature, oil consumption and sound level requirements.



Of the hundreds of companies that have been using Fruitland Mfg. vacuum pumps for many decades, all agree that once they've tried Fruitland, the performance and reliability speaks for itself.

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Lane's Vacuum Tank Offers Service Trucks Built From Experience

Lane's Vacuum Tank offers a septic pumping package installed on a 2020 International CV chassis, with a 19,500 gross vehicle weight, powered by a Duramax diesel engine and featuring an Allison automatic transmission. This truck is available in two- or four-wheel drive, with an 84-inch measurement from the cab to the center of the axle. It comes with a three-year, 36,000-mile bumper-to-bumper warranty, with a five-year engine warranty and five-year unlimited transmission warranty.

The truck has a tilt hood for easy access to the engine. The two-compartment tank is available in either a 900-gallon waste and 300-gallon freshwater configuration or a 1,100-gallon waste and 400-gallon freshwater configuration, in either steel or aluminum construction. Custom configurations are also available. Pumping power is provided by a Masport HXL4 plug-and-play unit, but other pumps are available per customer specification. The washdown pump is mounted inside the cab behind the seat to prevent freezing. The 1 1/2-inch freshwater valve is heated using engine coolant to prevent freezing. It comes with 50 feet of 5/8-inch washdown hose on a reel, two toolboxes and 30 feet of tiger tail suction hose.

The truck is set up for dual service of septic and restroom routes, with a rack



holding two portable restrooms in addition to a trailer hitch. Trucks and tanks can also be customized to customer specifications.

If you've never bought from Lane's before and would like to try one of its trucks, the employees will personally strive to make sure you are 100% satisfied. The company has also used portable restroom service trucks that it

runs itself — all of which are late model and have factory warranty remaining.

Lane's thanks all its loyal customers who have bought from the company for years. For inquiries, call anytime, day or night, seven days a week, and Lane's will help any way it can.

LANE'S VACUUM TANK, INC.

Lane's Vacuum Tank has been building service trucks since 1985 and is always looking for a way to make them better. The company has been in the portable restroom business for 41 years and uses the same trucks that it builds and sells every day. Years of experience enables the company to know what works best in trucks and the best equipment to put on them. Just like its customers, Lane's requires that its trucks run trouble-free. Lane's takes pride in what it does and stands by its trucks. Talk to any of its customers and you'll see. Lane's builds trucks because that's what it enjoys doing, and customers come back again and again. So it must be doing something right.

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GapVax Applies Combination Truck Technology to High-Performance Jetter Truck

When GapVax built the GJET, the company took everything that makes its combination truck great and applied it to a more affordable, high-performance jetter truck. This truck has loads of features that put it at the top of its class, from a stainless steel tank to the smoothest water pump system with multiflow and recirculation. The company also added plenty of storage.

Simplicity and reliability are the hallmark of GapVax products, and the GJET is no exception. Their time-tested, front-mounted hose reel provides strength, simplicity and a user-focused design that gets the job done and just keeps running.

Safety starts with the frame. The hose reel is mounted on dual frame rails that extend far beyond the engine to improve the strength of the reel, keep the operator away from the cab and extend the life of the bearing. The baffles help guard against tipping when driving with a full load. The safety interlocks help prevent operator error. And the front-mounted location guards against traffic.

GapVax salesmen and dealers work with the customer to figure out the perfect blend of storage versus water capacity while taking axle weights into account. Models range from 500 to 3,000 gallons, with most customers choosing a 1,600-gallon, single-axle configuration.

The GapVax jetter offers 40 to 100 gpm water pump options, Giant Industries GP7600 hydraulics or a PTO-driven water pump. The GapVax MC front hose reel comes standard, and this unit has a 6-inch subframe, with the rear deck bolted down to the subframe. Toolboxes come in a variety of shapes and materials to best fit each customer's need. An optional vice or small crane on the rear of the



deck, along with 10-foot stainless steel tube trays, are also available.

At GapVax, we pride ourselves on the design, ease of use and low maintenance of our units. Coming from a service company

background, we've incorporated all things learned from that company into the truck's design. "By the operator, for the operator" is a slogan we will stand behind.



Gary A. Poborsky created GAP Pollution & Environmental Control Inc. after the Johnstown Flood of 1977 in Pennsylvania. Poborsky set out to help with flood cleanup around the city, which eventually lead to more and more work, allowing him to grow his business.

From this, Poborsky began trying all of the equipment available on the market. When his company's suggestions for improvements were ignored by manufacturers, Poborsky ended up manufacturing his own trucks and equipment for his service company. Various customers began wanting to buy Poborsky's equipment and, essentially, GapVax Inc. was born in 1989. The goal of GapVax Inc. was to provide the best possible equipment inspired by the operator, for the operator using the best quality components and keeping the design easy to operate and maintain. That still holds true today, over 30 years later.

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See Robinson Vacuum Tanks' Full Septic Tank Truck Lineup

A luminum vacuum tanks from Robinson Vacuum Tanks are available for commercial/septic applications and have a reputation for reliability, style and durability. The company can work with a new or used cab and chassis or may be able to offer a work-ready vehicle from stock.

The 2,000-gallon septic truck offers a number of features and options to meet the needs of the application, including 3/16-inch polished aluminum hose trays, hose protectors, a choice of vacuum pump and a heavy-duty steel bumper with aluminum diamond plate cover. The installation is compatible with single-rear-axle vehicles.

The 2,500-gallon tank can ride a single-rear-axle vehicle. Features include a 20-inch top manway with passenger side ladder, 20-inch rear manway with 4-inch TTMA flange and 4-inch brass lever valve for discharge, and a heavy-duty steel bumper with aluminum diamond plate cover.

The 3,600-gallon tank requires a tandem-axle vehicle. Features and options include a 12-by-4-inch hose connection primary, 20-inch top manway with passenger side ladder and a choice of one of four top-line pumps. Options include adding a high-pressure jetter and a second compartment to the tank, or a separate 100-gallon saddle tank. Also available are liquid or electric heated valves.

The 4,200-gallon commercial/septic vacuum tank rides a tandem-axle vehicle of the customer's choice. Features and options include center and rear manways, a 4-inch rear load line and a heavy-duty steel bumper with aluminum diamond plate cover. As with all the commercial tank products, a number of customization options are available.



The heavy-duty septic 5000 model has a 5,000-gallon capacity and includes a 4-inch rear load line with riser and a 3-inch brass lever valve for the inlet, a 20-inch top manway with passenger side ladder, a choice of several stock vacuum pumps or blowers, and a heavy-duty steel bumper with aluminum diamond plate cover.

The heavy-duty 5,500-gallon model is the largest tank in the commercial series.

The standard tank installation includes a 4-inch rear load line with riser with 3-inch brass lever valve for the inlet, 20-inch top manway with passenger side ladder, a choice of vacuum pump or blower, and a heavy-duty steel bumper with aluminum diamond plate cover. It comes with full-length 3/16-inch polished hose trays with full-length aluminum diamond plate hose protectors inside.



Robinson Vacuum Tanks is a family-owned and -managed manufacturing business in central Pennsylvania serving the needs of clients across the country with vacuum tank products, installation services, parts and accessories.

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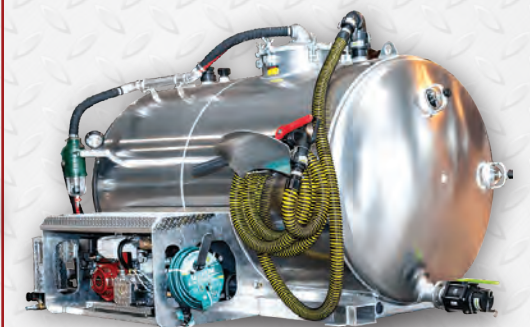
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FlowMark Advances Septic Vacuum Truck Industry With Multitude of Customization Options

Built by FlowMark Vacuum Trucks, the 2500 VAC aluminum vacuum tank comes mounted on a choice of chassis. The unit has a National Vacuum Equipment 607 Max Pak air-cooled, 380 cfm vane pump, 4-inch inlet and 6-inch discharge, and an aluminum toolbox for storage.

Septic trucks are available with tanks from 1,000- to more than 5,500-gallon capacities, with NVE, Masport, Jurop/Chandler, Moro and Fruitland vacuum pumps and blowers. They offer a 20-inch top manway, 20-inch rear manway, 4-inch load line, 6-inch discharge, LED work lights and a heavy-duty bumper. Chassis options include Ford, Freightliner, Hino, Isuzu, Kenworth, Mack and Peterbuilt. Options include a hoist and door; jetter packages; multicompartiment tanks; and a multitude of tank, pump and valve options. FlowMark focuses on five key areas with the VAC line of trucks:

- **Quality** – Fully engineered for a predictable, reliable product
- **Efficiency** – Vacuum trucks designed for efficient operation
- **Reliability** – Highly engineered trucks for reliable service
- **Availability** – Nation's largest source of in-stock equipment
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Engineers design FlowMark trucks from scratch, providing greater control over quality and details. Each FlowMark vacuum truck is fully engineered to work seamlessly with its operator, built to live a long and hardworking life, and designed for easy serviceability. The dedication to quality is backed by industry-leading warranties.



It's no wonder FlowMark has already built thousands of vacuum trucks operating worldwide in areas like portable restroom service and oil field service and that the company continues to pump out hundreds of vacuum trucks each year.

For your service fleet's next addition, go with the quality truck. Go with the FlowMark. Contact FlowMark today for current inventory or to have your next service truck built.



FlowMark was born from a single goal: to create the highest-quality vacuum trucks in the industry. With more than 140,000 square feet of manufacturing space and a highly qualified team with decades of experience under its belt, FlowMark has hundreds of in-stock chassis, tanks and ready-to-work vacuum trucks at its facility at any given time.

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NVE 4310
940 CFM BLOWER

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Septic Service Trucks Are Completely Customizable

Engine & Accessory offers septic/grease trucks with single-compartment tank sizes from 1,000 to 5,000 gallons. Tanks are manufactured using aluminum, stainless steel or carbon steel, with tank thickness depending on the material used. Offering various types of materials ensures the ability to give the customer the right tank for his or her application.

Tanks are a round design with baffles and include one 20-inch aluminum top manway, one 20-inch rear clean-out and a low-profile primary shut-off installed in the tank. The truck includes full-length hose trays, three 5-inch sight eyes installed in the rear head

of the tank, a rear bumper approved by the Department of Transportation, a 6-inch discharge port for waste installed in the rear head, and a 4-inch suction/fill port in the rear with a standpipe. Visibility is increased with two rear work lights on the rear head and vaporproof LED lights in light boxes. The ladder includes grip-strut steps to decrease slips, increasing driver safety. Also included are hose hooks on the rear head, a DOT mounting kit with composite material mount boards, and full-length hose protectors on each side of the tank.

Steel tanks will be sandblasted, primed and painted one color. Aluminum tanks are delivered in a bright, nonpainted finish.

Stainless tanks can be painted or be supplied with a polished finish. Buyers have the option of adding an epoxy coat to the inside of the tank.

Pumping System

Pumping systems can be set up for various applications. The vacuum pump comes complete with a four-way valve, pump oiling system and heavy-duty mount. All major vacuum pump manufacturers and pump sizes are available.

The drive system includes an air shift PTO with a tubular-type PTO shaft connected to the right-angle gearbox and pump coupling. Its secondary moisture trap includes a shut-off system and an oil



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2021 Kenworth T800, Cummins ISX 450 hp, 18 spd, 46K Hendrickson spring rears 4000 gal. carbon steel tank, 407 cfm pump. \$175,000 Plus FET • In Stock!

separator. In addition, the pump includes a pressure relief valve, vacuum relief valve, liquid-filled vacuum/pressure gauge and a diesel flush system. A 4-inch brass lever valve with a cam-lock and dust cap is installed on the rear load line, while a 6-inch brass lever valve with cam lock and dust cap is installed on the rear discharge. An aluminum 18- by 18- by 30-inch toolbox also comes preinstalled.



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August 27-28, 2020

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atevik@cals.arizona.edu

RETS Inspector Course September 25-26, 2020

Location: Arlington, TX

Contact: Lauren Trujillo

rets@rets-llc.com

CPOW Inspector Course October 6-7, 2020

Location: Pueblo, CO

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Soils Workshop Schedule

CPOW Site & Soil

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CPOW Site & Soil September 16-17, 2020

Location: Loveland, CO

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Installer Training Course

CPOW Installer September 4, 2020

Location: Greenwood Village, CO

Contact: Lisa Nicoll

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A Vacuum Truck Built for Tough Jobs and Harsh Environments

Mid-State Truck Service offers an International HX620 chassis built-out into a purpose-built vacuum truck by Imperial Industries.

The vacuum truck comes with an 81-inch-diameter aluminum 5454 (5,000-gallon) vacuum tank with a 1/4-inch aluminum 5454 barrel and 3/8-inch aluminum 5454 ASME dished heads. It has a 20-inch top manway and 20-inch manway in the back tank head. The bottom third of the tank is double plated with a diamond plate chip guard, full flanged and dished heads for baffles, a hot shift PTO, one 4-inch vacuum inlet with lever valve, one 6-inch discharge with piston valve with a handle, three 5-inch sight glasses on the rear tank head, full-length aluminum hose trays, a 24- by 24- by 24-inch aluminum toolbox, a SeeLevel indicator, Department of Transportation LED light package, two rear LED work lights, remote control package, an adjustable stainless steel rear bumper and two hose hooks with hose protectors. Pumping power is provided by a National Vacuum Equipment Challenger 4310 blower, offering 948 cfm.

The International HX620 is built to tackle the toughest jobs on road or off, with the high maneuverability of a 50-inch setback, wide-track front axle and the relentless power of the Cummins ISX15 with up to 600 hp and 2,050 lb-ft of torque. The three-piece, sloped METTON hood offers the driver a clearer view for safer operation. Available features like a 3.5-million RBM 0.5-inch huck-bolted single rail frame, dual external air cleaners and an all-metal grille with bright surround make this a visibly impressive truck with unmatched strength and endurance.



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 Allison or 6 Spd Trans.,
2500 Gal. Alum Imperial Tank,
 NVE Blower or Vane Pump



2020 Int'l HX 620
 Cummins X15, 505 HP,
 Allison or 13 Spd Trans.,
5000 Gal. Alum Imperial Tank,
 NVE 4310 Blower



2020 Isuzu NRR
 NEW Isuzu NRR, 5.2L Isuzu Diesel,
 Auto Trans.,
1300 Gal. Alum Tank,
 900 Waste/400 Water,
 Masport HXL4V Vacuum Pump



2020 Int'l CV
 Int'l 6.6 V8, 350 HP,
 6 Spd Allison Trans.,
1000 Gal. Stainless Steel Flat Tank,
 700 Waste/300 Water,
 Masport HXL4V Vacuum Pump



2020 Int'l CV515
 Int'l 6.6 V8, 350 HP,
 6 Spd Allison Auto Trans.,
1300 Gal. Aluminum Tank,
 900 Waste/400 Water,
 NVE304 Vacuum Pump

USED



'11 Freightliner Coronado
 Detroit DD15, 475 HP,
 18 Spd Manual, Air-Ride Susp.,
 253,165 Miles, Full Lockers
 4700 Gal. Steel Tank, NVE 866 Pump



'12 Kenworth T800
 Cummins ISX, 450 HP,
 13 Spd Manual, Spring Susp.,
 244,652 Miles, 4200 Gal. Tank,
 Fruitland Pump, Full Lockers



'00 Sterling LT7501
 Cat 3126, 275 HP, 8 Spd Manual,
 Spring Susp., 281,244 Miles,
 3600 Gal. Steel Tank,
 Heated Valves, Full Lockers



'07 Int'l 8600
 Cummins ISM, 410 HP, 10 Spd Manual,
 Air Ride Susp., 351,651 Miles,
 '16 Model Year 3600 Gal. Steel Tank,
 Jurup Pump, Heated Valves



'05 Sterling Acterra
 Cat C7, 7 Spd Manual,
 33,000 GWR, 342,919 Miles,
 2300 Gal. Tank with Jetter



'02 Sterling L7500
 Cat C7, Spring Susp.,
 Spicer 7 Spd Manual, 208,867 Miles,
 2500 Gal. Steel Tank



'13 Peterbilt 367
 Cummins ISX, 450 HP, Air Ride Susp.,
 18 Spd Manual, 226,932 Miles,
 4250 Gal. Imperial Tank, Jurup LC420
 Liquid Cooled Pump



Mid-State Truck Service Inc. is a second-generation, family-owned and -operated, full-service dealership established in 1965. With eight locations spanning across central and western Wisconsin and now into northern Minnesota, Mid-State Truck Service provides the region with a wide selection of new and used, medium- and heavy-duty commercial trucks,

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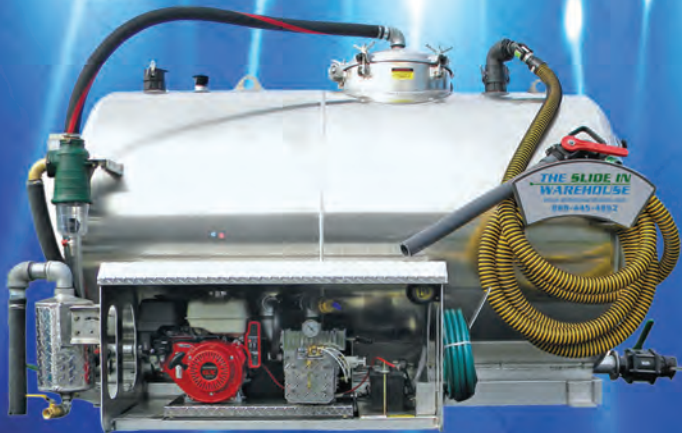
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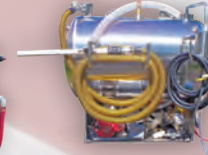
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See ad on page 4	27th Trucks, Inc. 1175 E 25th St., Hialeah, FL 33013 305-835-9030 • (f) 305-835-9040 www.27th-trucks.com • jessica@27th-trucks.com				★	★			★	★	★			★
 See ad on page 3 Eastern and Midwest Supplement	Advance Pump & Equipment Inc. 15418 Old Hwy Rd., Peosta, IA 52068 563-557-0957 • (f) 563-557-0961 www.advancepump.com • wayne@advancepump.com	★		★	★	★	★	★	★	★	★	★	★	★
See ad on page 2 Eastern Supplement	Andert, Inc. 39 Route 244, Eastford, CT 06242 860-974-3893 • (f) 860-974-2145 andertinc@gmail.com			★	★	★		★	★	★			★	
See ad on page 65	Best Enterprises, Inc. 3513 W Mountain Springs Rd., Cabot, AR 72023 800-288-2378 • 501-988-1905 • (f) 501-988-2880 www.bestenterprises.net • info@bestenterprises.net			★	★		★	★	★	★			★	
	Crescent Tank Mfg. 2557 Cannan Rd., Bloomfield, NY 14469 585-657-4104 • (f) 585-657-1014 www.crescenttank.com • info@crescenttank.com			★		★	★	★	★				★	
See ad on page 37	Custom Truck One Source 7701 Independence Ave., Kansas City, MO 64125 816-241-4888 www.customtruck.com • info@customtruck.com	★	★	★	★	★			★	★	★		★	
 See ad on page 71	Davidson Tank 3223 Brittan St., Bakesfield, CA 93308 661-325-2145 • (f) 661-325-2147 www.davidsonstank.com • rob@davidsonstank.com	★	★	★	★	★	★	★	★	★	★	★	★	★
See ad on page 61	Engine & Accessory, Inc. 12201 NW 30th Pl., Miami, FL 33167 800-327-5431 • 954-558-0816 • (f) 305-576-4617 www.Liquidtrucksolutions.com • info@rampstar.com	★	★	★	★	★	★	★	★	★	★	★	★	
 See ad on page 59	Flowmark 827 S 7th St., Kansas City, KS 66105 833-653-8100 www.flowmark.com • sales@flowmark.com	★		★	★	★	★	★	★	★			★	
See ad on page 28	FMI Truck Sales & Service/WorkMate Trucks 8305 NE MLK Jr. Blvd., Portland, OR 97211 800-927-8750 • 503-286-2800 • (f) 503-286-3223 www.fmitrucks.com • johnb@fmitrucks.com	★	★	★	★	★	★	★	★	★	★		★	
	FS Solutions 8584 Borden Ave. SE, Leeds, AL 35094 800-822-8785 • (f) 205-699-2253 www.fssolutionsgroup.com • info@fssolutionsgroup.com													★
 See ad on page 55	GapVax, Inc. 575 Central Ave., Johnston, PA 15902 888-442-7829 • 814-535-6766 • (f) 814-539-3617 www.gapvax.com • inquiry@gapvax.com				★	★				★			★	

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VACUUM TANK DIRECTORY

		Aluminum Tanks	Hazardous/DOT Certified Tanks	Multi-compartment Tanks	Stainless Steel Tanks	Steel Tanks	Slide-In Units	Portable Restroom Service Trucks	Up to 3,000 Gallons	3,000 - 5,000 Gallons	5,000 Gallons and Over	Vacuum Trailers	Vacuum Tank Parts & Components	Used Vacuum Trucks
See ad on page 7	House of Imports, Inc. 9815 NW 27th Ave., Miami, FL 33147 305-691-4778 • (f) 305-691-4779 www.vacuumtruckusa.com • info@houseofimportsvacuumtrucks.com	★	★	★	★	★	★	★	★	★			★	★
 IMPERIAL INDUSTRIES, INC. See ad on page 49	Imperial Industries, Inc. 550 W Industrial Park Ave., Rothschild, WI 54474 800-558-2945 • 715-359-0200 • (f) 715-355-5349 www.imperialind.com • info@imperialind.com	★	★	★	★	★	★	★	★	★	★	★	★	
 INTEGRITY TANK SALES & SERVICE See ad on page 43	Integrity Tank Sales and Service 4608 Lely Rd., Wilson, NC 27893 252-206-1641 www.integrity-tank.com • cdavis@integrity-tank.com	★	★	★	★	★	★	★	★	★	★	★	★	★
See ad on page 40	Iron-Vac Truck Sales 2301 E Booth Rd., Searcy, AR 72143 501-284-5505 www.iron-vac.com • ienglish@harding.edu	★				★	★	★	★	★			★	
See ad on page 13	ITI Trailers & Truck Bodies, Inc. 8535 Mason Dixon Hwy., Meyersdale, PA 15552 888-634-0080 • 814-634-0080 • (f) 814-634-5846 www.itimfg.com • llottig@itimfg.com	★	★	★	★	★	★	★	★	★	★	★	★	★
See ad on page 64	KeeVac Industries, Inc. 7717 W 6th Ave., Unit E, Lakewood, CO 80214 866-789-9440 • 303-789-9440 • (f) 303-459-4439 www.keevac.com • info@keevac.com	★	★	★	★	★	★	★	★	★	★	★	★	★
See ad on page 53	Lane's Vacuum Tank, Inc. 3133 Vanzora Rd., Benton, KY 42025 800-592-3308 • 270-832-3793 • (f) 270-527-3569 www.lanesmobilejohn.com • lane3801@bellsouth.net	★		★		★	★	★	★				★	★
 Linco-Precision LLC See ad on page 77	Linco-Precision, LLC 900 W Main St., El Paso, IL 61738 800-322-7156 • 309-527-6455 • (f) 309-527-6600 www.lincoprecision.com • jkelly@lincoprecision.com	★		★	★	★	★	★	★	★			★	★
 LMT Inc. Industrial Vacuum Equipment	LMT Inc. 1105 SE 2nd St., Galva, IL 61434 866-568-8265 • 217-568-8265 • (f) 877-471-2564 www.lmtmfg.com • info@lmtmfg.com			★	★	★	★	★	★	★		★	★	
See ad on page 1 Eastern and Midwest Supplement	Marengo Fabricated Steel, LTD. 1089 Co. Rd. 26, Marengo, OH 43334 800-919-2652 • 419-253-2119 • (f) 419-253-2120 www.mfsltd.com • rick@mfsltd.com			★		★	★	★	★	★	★	★	★	
See ad on page 39	Marsh Industrial Services, Inc. PO Box 1107, Kalkaska, MI 49646 800-952-1537 • 231-258-4870 www.marshind.com • donmarsh@marshind.com	★	★	★	★	★	★	★	★	★	★	★	★	
 MASPORT VACUUM PUMP SYSTEMS See ad on page 27	Masport, Inc. 6801 Cornhusker Hwy., Lincoln, NE 68507 800-228-4510 • 402-466-8428 • (f) 402-466-8355 www.masportpump.com • cs@masportpump.com						★						★	

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VACUUM TANK DIRECTORY

		Aluminum Tanks	Hazardous/DOT Certified Tanks	Multi-compartment Tanks	Stainless Steel Tanks	Steel Tanks	Slide-In Units	Portable Restroom Service Trucks	Up to 3,000 Gallons	3,000 - 5,000 Gallons	5,000 Gallons and Over	Vacuum Trailers	Vacuum Tank Parts & Components	Used Vacuum Trucks
See ad on page 32	MHC Kenworth 6141 S 49th W Ave., Tulsa, OK 74107 918-607-1006 www.mhc.com • josh.claybrook@mhc.com					★		★	★	★	★			★
See ad on page 63	Mid-State Truck Service 6335 Packer Dr., Wausau, WI 54401 800-236-2044 • 715-252-6135 www.midstatetruck.com • allenl@midstatetruck.com	★	★	★	★	★	★	★	★	★	★	★		★
 See ad on page 31	National Truck Center 3001 E 11 Ave., Hialeah, FL 33013 305-691-8407 • (f) 305-691-8416 www.nationaltruckcenter.com • info@nationaltruckcenter.com	★	★	★		★		★	★	★				★
See ad on page 79	Phoenix Truck Center 4525 Roosevelt Hwy., Atlanta, GA 30349 404-8448-968 www.phoenixtruckcenter.net • sales@phoenixtruckcenter.net	★	★	★		★			★	★	★			★
 See ad on page 77	Pik Rite, Inc. 60 Pik Rite Ln., Lewisburg, PA 17837 800-326-9763 • 570-523-8174 • (f) 570-523-8175 www.pikrite.com • sales@pikrite.com	★		★	★	★	★	★	★	★	★	★	★	
 See ad on page 24	PortaLogix 6107 Loomis Rd., Farmington, NY 14425 585-484-7009 www.portalogix.com • sales@portalogix.com	★		★				★	★					★
See ad on page 29	Premier Truck Sales & Rental, Inc. 7700 Wall St., Cleveland, OH 44125 800-825-1255 www.premiertrucksales.com • info@premiertrucksales.com													★
 See ad on page 92	Presvac Systems 4131 Morris Dr., Burlington, ON L7L 5L5 800-387-7763 • 905-637-2353 • (f) 905-681-0411 www.presvac.com • sales@presvac.com	★	★	★	★	★	★	★	★	★	★	★	★	
 See ad on page 57	Robinson Vacuum Tanks 306 Runville Rd., Bellefonte, PA 16823 844-393-1871 • 814-933-0927 • (f) 844-857-0741 www.robinsontanks.com • info@robinsontanks.com	★		★		★	★	★	★	★	★	★		
See ad on page 64	Slide In Warehouse 7717 W 6th Ave., Unit E, Lakewood, CO 80214 888-445-4892 • 303-445-4892 • (f) 303-459-4439 www.slideinwarehouse.com • matt@slideinwarehouse.com	★		★			★	★				★	★	★
See ad on page 24	Specialty B Sales 2100 E Booth St., Searcy, AR 72143 800-364-7307 • 501-279-0001 • (f) 501-279-0003 sbs3647307@gmail.com			★	★	★	★	★	★	★			★	
See ad on page 74	Stahly Applicators 1201 E Bell St., Bloomington, IL 61701 800-678-2459 • 309-662-5344 • (f) 309-662-5409 www.stahly.com trstahly@gmail.com	★	★	★	★	★			★	★	★	★	★	★

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VACUUM TANK DIRECTORY

	Aluminum Tanks	Hazardous/DOT Certified Tanks	Multi-compartment Tanks	Stainless Steel Tanks	Steel Tanks	Slide-In Units	Portable Restroom Service Trucks	Up to 3,000 Gallons	3,000 - 5,000 Gallons	5,000 Gallons and Over	Vacuum Trailers	Vacuum Tank Parts & Components	Used Vacuum Trucks
 <p>Super Products See ad on page 15</p>		★						★	★	★		★	★
 <p>TANK WORLD CORP See ad on page 8</p>		★	★	★	★	★	★	★	★				★
 <p>TankTec Tank Technologies & Supply Co. LLC See ad on page 90</p>		★	★	★	★	★	★	★	★			★	
<p>See ad on page 17</p>		★	★		★		★	★	★	★	★	★	★
<p>See ad on page 5</p>		★		★	★	★	★	★	★	★	★	★	★
<p>See ad on page 11</p>								★	★	★		★	★
<p>See ad on page 75</p>		★	★	★	★	★	★	★	★	★	★	★	★
<p>See ad on page 35</p>		★	★	★	★	★	★	★	★	★	★	★	★
<p>See ad on page 60 Eastern Supplement page 4</p>		★	★	★	★	★	★	★	★	★	★	★	★
<p>See ad on page 81</p>		★		★	★	★	★	★	★		★	★	★



Rodney Koop is a founder/CEO of The New Flat Rate. For more information, visit www.thenewflatrate.com.

Are You Treating Customers Right? Do They Think So?

Perception is reality for customers, and clear communication will reinforce that you respect them and appreciate their business | By Rodney Koop

It's not often that you get a chance to rip off a customer a second time. I suppose that's because most people don't call you again when they feel they were taken advantage of. So, is it a myth that people feel the service person is just there to rip them off? Have they been ripped off before? Or is it simply a figment of their imagination?

It really doesn't matter if they have or have not been ripped off. What matters is that they think they have. If they think they have, then you get the evil eye.

I have to laugh about a customer in the Washington, D.C., area who told me and the technician as soon as we got out of the truck that he would be watching us very closely so we wouldn't steal anything. He also said he was concerned we might sabotage something just to get more work. He never even noticed when I ran the screwdriver down the side of his Porsche, but I'm betting he did later.

OK, I may have made up the part about him thinking we might sabotage his stuff, but the part about him meeting us on the driveway to say he would be watching us is absolutely true.

SMOOTHING THINGS OUT

In this case, I remembered many times when I regretted doing work after the service call just started out wrong. So, I decided to stop the call and clear the air.

"Mr. Customer?" I asked. "Could I ask you a question?"

He told me to go ahead, so I asked him this question: "Mr. Customer, did Jim or I or someone at our company treat you wrong sometime in the past? Is there some way that one of us offended you or in some way took advantage of you?"

"Why no!" He said, "What makes you say that?"

I continued, "Well you said that you would be watching to see if we might steal something, so I wondered what one of us might have done to make you feel that way."

"Oh, no," he said, "it wasn't anyone from your company! It was that guy who delivered my new refrigerator. When he left, I noticed my favorite coffee cup was missing, so I decided that from now on I would watch closely when anyone new comes into my house. I hope you didn't think I meant that I didn't trust you or don't want you to actually work in my home. I am so sorry if I made you feel that way!"

Most customers are like us when we need something: We didn't come for an education — we came to have a problem solved by someone who we felt we could trust.

Right then my eyes teared up just a little as I was feeling really bad about that thing with the screwdriver.

"Well," I said, "Jim and I are here to help with your heating system. How about you tell us what's happening?"

From then on, the call went well. It turned out Mr. Customer was just a little bit concerned because he knew he had very little knowledge about heating systems, and he thought he might need to understand all about how his furnace worked so he would know what to have us do. We quickly put his mind at ease by telling him we didn't want his family to be cold tonight, so we'd take a close look at what his furnace was doing and find out why it didn't want to heat the home.

BUILDING TRUST

Our little conversation turned out well. And when we informed him that his furnace wasn't coming on because the ignition system had a problem, he quickly chose one of our options that included replacing the parts that were causing the problem, plus a complete service and inspection of all the system's components.

I tell this little story to remind myself that many times in the past I thought I had to go in and teach customers how their equipment worked by using technical terms, pictures and diagrams and taking a lot of time. But most customers are like us when we need something: We didn't come for an education — we came to have a problem solved by someone who we felt we could trust.

So, here are four lessons I have learned:

- If I, the contractor, assume the customer is going to want a lot of detail about what I need to do to solve their problem, I am wrong 90% of the time. They usually just want it done.
- If the customer assumes I will think they are dumb because they don't understand what needs to be fixed, they are wrong 90%



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of the time. I don't expect them to be the expert that I am.

- If a spouse is asking for details, often they just want to be able to answer the questions they know their husband or wife will be asking when he or she gets home. They don't want or need a lot of detail, just what had to be done and if it's fixed.

- If I, the contractor, am afraid they will think I am overpriced, get out the screwdriver. Hold the phone, just kidding on that one, too. But I will say that the solution to this concern is to explain your work as an entire system, not just a part. "Mr. Customer, for the entire system to work from beginning to end, we need to make sure we completely solve your problem and also run the entire system before we leave to ensure it's right the first time."

HAPPY CUSTOMERS

It's really about making friends and wanting them to be happy when you leave.

About the screwdriver thing with the Porsche, I'm sure you took that with a grain of salt, didn't you? On the contrary, when used to their full capacity, they are a dynamic management tool. Now what are you going to do about yours? **P**

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Kansas Could Use a Statewide Septic Code

Plumbers and electricians only have one set of rules to follow. Joe Seiwert wonders why that can't happen for the septic service industry.

In States Snapshot, we talk to a member of a state, provincial or national trade association in the decentralized wastewater industry. This time we visit a member of the Kansas Small Flows Association.

Name and title or job description: Joe Seiwert, part owner along with his father, Ken; brother Jon; and their respective wives Stacie, Betty and Kristen

Business name and location: Seiwert Services Inc., Garden Plain, Kansas

Services we offer: We provide design, installation and maintenance of conventional and advanced systems and lagoons. We got involved in the advanced systems in about 2012 as a way to keep busy during the downturn in the economy.

Age: 37

Years in the industry: I've been doing this for 19 years, but the business was started in 1955 by my grandpa A.C. Seiwert, so I'm third generation.

Association involvement: I've been a member of the Kansas Small Flows Association for about seven years.

Benefits of belonging to the association: I like the conference the association does and the continuing education it provides. On its website, there is a list of installers and maintenance people who are members of the association; this points customers who want a licensed contractor to these professionals. So it's a way to get customers.

Biggest issue facing your association right now: We're having trouble finding new topics to discuss and get continuing education hours for learning about new processes and new products. It's on repeat right now. We just do the same stuff every year.

Our crew includes: Stacie is president, Kristen is vice president and Betty is secretary/treasurer as well as the office manager and bookkeeper. Ken and Jon are equipment operators. Jeff Nunn drives a dump truck and delivers material for us.

Typical day on the job: If we're doing a system, I gather supplies, go to the job site and lay out the job, then work on installing. When it's done, we meet with the homeowners to show them what they have and answer any questions so they understand how to use it. A lot of people are moving from the city to the country. They are used to city sewer and they never really paid attention to it. I believe the biggest problem with system failures is homeowners not understanding what they have in their yards.

If we're digging a basement, which we also do, then I'm involved in the design process from the very beginning, before the foundation is put in. I lay

everything out and mark everything off so that other contractors can stay off the area we're going to use for the septic system and so that homeowners can decide where to put other stuff like sheds and outbuildings, how to position the house and where to come out with the sewer outlet. It's more difficult if you're not involved in that process.

And I'm on the phone quite a bit with county regulators getting approvals for designs. We work in nine counties, so I have nine separate inspectors and sets of rules to deal with.

The job I'll never forget: There was a job where I crushed my thumb, and it took three surgeries and nine months to fix it. It was a real cold January and we were trying to get a piece of pipe shoved into a septic tank. I had a board and a 3-pound hammer and just had really bad aim that day. It put me out of commission for a couple months — at least for putting sewers in.

My favorite piece of equipment: I have a Komatsu America PC210LCi. The "i" stands for intelligent controls. It's all GPS-controlled and -monitored. I use the GPS to lay out the job site, and I make maps for the homeowners. I can do a lot of work by myself because the controls on the machine allow me to set grade and dig trenches at slope. It's a one-person job now, and it's also a lot more on target.

Most challenging site I've worked on: We did a job for a lawyer who had a failed system. We had to fix the system and then add on to it to bring it up to the correct capacity of the house. He had a very nice yard and didn't want it tore up. We used the excavator to cut the grass for the trenches and laid it off to the side, and then we put the dirt to the other side and carried the rock in from the street. Then we backfilled all the trenches and put the grass back on top of it. We only had a certain area to work in: He was very adamant about where we could and could not go. He sent me a note afterward — which we don't usually get — that said we did a great job, so he seemed happy.

Oops, I wish I could take this one back: We did a job for one of our biggest builders. They had poured a sidewalk in the way of where we needed to go for the tank truck. So, I decided, since the sidewalk was there and we couldn't drive over it, we'd carry the tank in with the excavator. I had no idea how much the tank weighed but knew we had to try to do it. The machine couldn't pick the tank up and travel at the same time. I picked it up and leapfrogged it toward the hole. Then when I got to the hole, I was trying to lift it down in there and actually dropped the tank. Luckily, it was sandy enough that it wasn't damaged but the lid fell off. It was an advanced system and it damaged some of the stuff inside so we had to fix all that and then put the lid back on. In addition, our truck driver was delivering rock for the job



Above: Joe Seiwert of Seiwert Services in Kansas is shown with his Chevy 3500 pickup and Komatsu America PC210LCi excavator.

(Photo courtesy of Seiwert Services)

and got stuck in the sand and broke the axle on the truck. I was glad to see that job done.

If I could add any wastewater-related service, it would

be: We're so busy right now that we can't really add anything, but if we could, I would add a (vacuum) truck. It seems like there's a shortage of (pumping work) around here.

The craziest question I've been asked by a customer: Someone asked if they could flush baby wipes and I said no. But I always tell people there really isn't a dumb question and I'd rather they call me with a question than have an issue later and have to pay me to come fix a failure.

If I could change one industry regulation, it would be: I wish, at the state level, we could get to a standardized code. Working in nine counties, I have to know nine different codes and processes. Everybody has their own opinion on the quality of the products and how to certify products. I wish they could get everybody together and come up with a standardized code. Plumbers and electricians have that, but wastewater regulations vary quite a bit for each county.

Best piece of small-business advice I've heard: My dad told me when I was young that you have to spend money to make money.

If I wasn't working in the wastewater industry, I would: Be a heavy-haul truck driver.

Crystal ball time – This is my outlook for the wastewater industry: One thing I hope for is some kind of remote monitoring of advanced systems. A lot of times I get called about an alarm and I'm glad they called, because some people don't call, but some people can be a little dramatic and make it worse than it really is. So it would be nice if there were an inexpensive way we could remote monitor the systems. **P**

- Compiled by Betty Dageforde

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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.

Should a Tank Be Pumped for an Inspection? You Betcha.

While some good observations can be made in a full tank, every nook and cranny will be exposed if you pump it out first | By Jim Anderson, Ph.D.

Frequently I am asked whether pumping is required during a septic tank inspection to determine if it is watertight, structurally sound and operating properly. My answer to that question is always an emphatic YES!

Many state and local governments struggle with this question for inspections conducted to determine system compliance or at the time of real estate transfer. The bottom-line discussion usually starts with a mention of the additional pumping cost to the homeowner and the insistence by some professionals that the watertightness and soundness of a tank can be determined by simply observing the contents and its operating level.

While these are two important conditions that should be evaluated during tank inspection, they do not tell the inspector or permitting authority everything they need to know to be assured the tank is watertight and operating the way it should.

EXAMINE THE LAYERS

The contents of the tank should be separated into three distinct layers: a sludge layer at the bottom of the tank, a clear liquid zone and a floating scum layer. If these do not exist, the inspector must determine if there is a problem with the tank itself or with the homeowner's usage of the system. The operating level of the tank should be at the invert of the outlet. If the water level is above the invert, there is likely a problem downstream; if it is below this level, the tank is probably leaking.

Watertightness is the key to whether the tank is acceptable or not. If a tank is not watertight, there can be at least two types of problems. First, excess water can enter the tank and move to the drainfield, causing premature hydraulic failure. And untreated wastewater from a leaky tank presents a health risk to humans and can contribute to environmental problems such as phosphorus contributions to surface waters, causing algal blooms.

While operating at the proper level is an indicator that the tank is in good condition, pumping the tank will allow the inspector to visually evaluate tank walls, corners where walls and the lid meet, tank seams, openings and the tank bottoms for signs of cracks and leakage.

An argument against pumping tanks during inspections in my part of the world deserves some discussion. Here's how it goes:

"It is common knowledge that a septic tank should not be pumped

during the winter or just before winter because doing so removes the biological activity that generates heat, which keeps a tank from freezing." Or, "Conversely, an empty tank is susceptible to cracking as the surrounding soil freezes and expands. ... Thousands of seasonal lakeshore properties that are not occupied during the winter will be at risk." And, "In areas with high water tables, an empty tank could pop out of the ground due to frost heaving."

ANAEROBIC DIGESTION

Septic tanks are actually mini-anaerobic digesters, and pretreatment of the wastewater is through the processes of anaerobic digestion. Anaerobic digestion is a complex set of processes through which bacteria break down organic matter without oxygen. As the bacteria "work," they generate biogas. They do not generate heat in the process; in fact, for the process to be most efficient at breaking down the organic material, the temperature should be about 95 degrees F. As an aside, the most common biogases produced are methane and carbon dioxide. This is why proper tank venting is so important; without venting, the gases can accumulate to toxic and explosive levels.

At temperatures less than 95 degrees F, the process is less efficient and there will be additional solids accumulation. This is probably the reason we need to pump our tanks in colder northern climates more often as part of regular maintenance than in the South or West. We see less breakdown and more solids accumulation in Wisconsin and Minnesota, for example. The temperature of the tank in the winter is dependent on all use factors, including the temperature of the water put in, whether the tank is insulated and the extremes of our climate.

If the tank is not going to be used, there would be some concern about soil pressures due to freezing and thawing, as well as potential tank buoyancy problems. But these inspections are to be conducted on operating systems, so sewage will quickly be returned to the tank from the house and the risk would be no higher for these problems than pumping the tank in the middle of the summer.

This is an example where the lack of knowledge about the processes involved in wastewater treatment can result in bad regulatory decisions, such as deciding not to have tanks pumped during inspections. **P**

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www.aowainfo.org; 334-396-3434

Arizona

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

Arkansas

Arkansas Onsite Wastewater Association
www.arkowa.com

California

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

Colorado

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

Connecticut

Connecticut Onsite Wastewater Recycling Association
www.cowra-online.org
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Delaware

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

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www.fowaonsite.com
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Georgia

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www.onsitewastewater.org
706-407-2552

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

Idaho

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

Illinois

Illinois Onsite Wastewater Professionals of Illinois
www.owpi.org

Indiana

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

Iowa

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

Kansas

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

Kentucky

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Maine

Maine Association of Site Evaluators
www.maine.com

Maine Association of Professional Soil Scientists
www.mapss.org

Maryland

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

Massachusetts

Yankee Onsite Wastewater Association
www.maowp.org; 781-939-5710

Michigan

Michigan Onsite Wastewater Recycling Association
www.mowra.org

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

Minnesota

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

Mississippi

Mississippi Pumpers Association
www.mspumpersassociation.com
601-249-2066

Missouri

Missouri Smallflows Organization
www.mosmallflows.org
417-631-4027

Nebraska

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

New Hampshire

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

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

New Mexico

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

New York

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

North Carolina

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

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

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

Ohio

Ohio Onsite Wastewater Association
www.ohioonsite.org; 740-828-3000

Oregon

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

Pennsylvania

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

Pennsylvania Onsite Wastewater Recycling Association
www.powra.org

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

Tennessee

Tennessee Onsite Wastewater Association
www.tnonsite.org

Texas

Texas On-Site Wastewater Association
www.txowa.org; 409-718-0645

Education 4 Onsite Wastewater Management
www.e4owm.com; 713-774-6694

Virginia

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

Washington

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

Wisconsin

Wisconsin Onsite Water Recycling Association
www.wowra.com; 888-782-6815

Wisconsin Liquid Waste Carriers Association
www.wlwa.com; 888-782-6815

NATIONAL

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

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

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

CANADA

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

British Columbia

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

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

Manitoba

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

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

New Brunswick

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

Nova Scotia

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

Ontario

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

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

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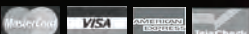
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in the
SPOTLIGHT
By Craig Mandli

COMPACT KEEVAC INDUSTRIES TRUCK OFFERS EFFICIENT AND VERSATILE FOG, SEPTIC AND GREASE TRAP SERVICE

When choosing a truck for both septic and grease pumping, pumpers typically want a unit that offers both efficiency and a compact footprint for access into tight spaces. The 2020 Freightliner M2 with 2,500-gallon aluminum vacuum tank from KeeVac Industries promises both.

The unit is built with the operator in mind, according to Kevin Keegan, president of KeeVac Industries. This truck is designed for efficient service for any septic route, with its small footprint allowing service to hard-to-reach locations, such as commercial grease traps. Its 300 hp Cummins engine is powerful enough to handle most residential and small commercial challenges.

“We have worked in the trenches of the industry, and we learned a lot along the way,” Keegan says. “We are happy to pass our knowledge on to our customers and build them trucks that we would be proud to own and operate.”

Options like air-ride suspension, Bluetooth stereo, and power windows and door locks — combined with LED work and safety lights and a spacious toolbox — offer the driver confidence to operate safely and efficiently at any location. The National Vacuum Equipment 4307 blower delivers speed and efficiency. The lightweight design of the single-compartment, all-aluminum tank helps drivers stay underweight and within Department of Transportation regulations. While this truck can also be used to pump portable restrooms, according to Keegan, its main application is within septic and grease collection.

“Significant research and development goes into any vacuum tank to ensure a high-quality product that will sustain the demands of use,” Keegan says. “Our knowledge and experience within the industry enables us to make recommendations for improved operator safety, comfort and functionality. Operators love the spacious toolboxes that can hold any tools for the trade to ensure efficiency throughout their workday.”

The 2020 Freightliner M2 with 2,500-gallon aluminum septic tank is just one of the trucks KeeVac Industries builds. The company offers tanks from 300 to 5,000 gallon with various vacuum pump and blower options.

866-789-9440; www.keevac.com

CUES LIFTER PLUS II ACCESS COVER TOOL REMOVER

The CUES Lifter Plus II access cover tool remover can be rear- or front-mounted. The hydraulic tool can be used on conventional-size covers and grates and for more challenging removal tasks. It is ideal for front-mounting on vacuum trucks; a connection to the vehicle battery is all that's required. The cover removal tool is a quick solution for stuck-in-place covers, and it prevents worker injuries. **800-327-7791; www.cuesinc.com**



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GENERAL PIPE CLEANERS SPEEDROOTER XL

The Speedroooter XL from General Pipe Cleaners clears tough clogs in 3- to 10-inch lines up to 200 feet. Now with easily interchangeable drums, the rugged, easy-to-manuever Speedroooter XL sports a 3/4 hp motor and 100-foot-capacity drums for Flexicore cable. To change drums to add cable lengths or swap cable sizes, loosen three knobs and remove the drum. Switch between 3/4- or 5/8-inch cables in the large drum design or substitute the small drum with 100 feet of 1/2-inch cable for smaller lines. The see-through inner cage lets you quickly gauge how much cable remains. The adjustable-height, swept-back handle provides maximum maneuvering leverage. The durable design features a braced frame at key stress points, as well as front and rear drum supports for longer bearing wear. **800-245-6200; www.drainbrain.com**



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ALCOA WHEEL PRODUCTS ULTRA ONE ALUMINUM WHEEL

Alcoa Wheel Products' Ultra ONE 22.5-by-8.25-inch wheel weighs in at 39 pounds and is the company's lightest heavy-duty truck wheel. The aluminum wheel maintains a classic look with 34% larger handholds for ease of valve access.



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The iMPACT, a versatile new combination sewer cleaner from Vactor, replaces the outgoing Vactor 2103. The iMPACT has a

compact design that allows it to easily maneuver through tight spaces and is ideal for cleaning catch basins, sanitary/storm sewers, laterals and lift stations. It features the IntuiTouch control system. Inside the cab, one-touch controls are used for quick PTO activation and engagement. Outside the cab, a rotating control panel with up/down adjustment has a touch screen and glove-friendly tactile buttons, providing immediate data. The exclusive Jet Rodder water pump provides continuous flows through its entire operating range. **800-627-3171; www.vactor.com P**

INDUSTRY NEWS

Liquid Environmental Solutions buys Atlas Pumping Service

Liquid Environmental Solutions acquired the assets of Atlas Pumping Service, a provider of sewer, septic, grease trap and used cooking oil services in the San Diego area. Atlas Pumping Service, based in Lakeside, adds an extensive network of nonhazardous wastewater customers to the existing LES operation in the Southern California area.

Wastequip acquires Consolidated Fabricators

Wastequip signed a definitive agreement to acquire Consolidated Fabricators, a West Coast waste container manufacturer. Founded in 1974 and based in Van Nuys, California, ConFab operates manufacturing, steel processing and equipment repair facilities in central and Southern California, with additional California locations in Sun Valley, Fontana, Galt and Otay Mesa and a manufacturing facility in Tijuana, Mexico.

All Safety Products to distribute P-POD

All Safety Products has been appointed the authorized U.S. distributor of the P-POD collapsible portable restroom. Designed for rapid deployment in locations with limited access, the P-POD measures 38.5 inches tall when folded.

BioMicrobics welcomes new team members

Amr Zaky joined BioMicrobics as associate vice president of engineering research and advanced process technology. He has a diverse background with multidisciplinary research and engineering experience in the fields of water and wastewater treatment. He also has experience in hydrology and groundwater contamination, with an emphasis on environmental impact and life cycle assessment. Kevin Sherman joined the team in the SeptiTech office as the director of environmental engineering and regulatory affairs. Sherman is an environmental scientist/engineer with 33 years' practical experience and a diverse background with environmental research. **P**

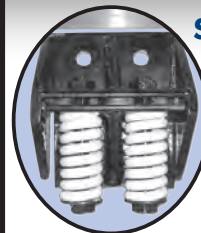
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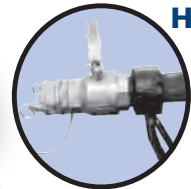
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937-239-7292. OH (P05)



2013 Freightliner Cascadia, DD15, 450HP, auto, 439,021 miles, NEW 3,500-gallon vacuum tank that dumps hydraulically, new dumping system, new Masport 407CFM vacuum pump, 36-inch rear manway, 100ft of new vacuum hose, 10ft of new discharge hose included. Aluminum wheels will be polished, truck will be cleaned, serviced and detailed. \$79,900.

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612-221-8997. MN (P05)



1999 Mack, 5,200-gallon tank, Transway pump. \$32,500.

Call Jeff 585-762-8046. NY (P05)



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508-697-9974, bobbrenton@www.siofma.com. MA. (P05)



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360-275-1996. Belfair, WA 98528. (P05)



2000 Volvo N14 Cummins, 370 HP, Eaton Fuller 9-speed transmission, 126k miles, double frame, Hendrickson suspension, 18k front, 44k rear, 3,150-gallon Cusco tank with hoist and full open rear door (like new, inside and out), Fruitland 500 vac-pump. Extremely clean, southern truck. \$49,000.

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305-691-8407. (P05)

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My phone number is 201-286-0623. NJ (P06)



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Abracadabra Septic Pumping LP. 832-777-7540. TX (P06)



2006 Peterbilt, 4,000-gallon Transway steel tank with a fruitland 1200 vacuum pump, heated valves, exhaust brake, estimated mileage between 400,000-500,000 on truck, odometer has been replaced twice, estimated 100,000 on new engine, 80-90% rubber all the way around. \$40,000.

Call Jim 610-716-4031 or jim@jgallagherseptic.com. PA (P06)

2005 International 7500, HT570, 8-spd roadranger, 3,600-gallon steel tank, (2) tool boxes, HXL400W Masport water cooled pump, (2) 4" load (front driver side & rear), (1) 6" discharge, A/C, heated mirrors, air ride driver seat. Runs well, ready to work. \$45,000 OBO. Peter 240-375-7249. MD (P05)



2016 Freightliner Cascadia, 175,000 miles, DD 13, 425 HP, automatic, new 4,000-gallon steel tank, new tires all around, new Masport pump, Hydra plug and play. \$99,000.

786-908-5436. (P05)



2011 Hino 268, 220,000 miles, automatic, 220 HP, brand new tires all around, 25,950 GVW, under CDL, air brake, new 2,000-gallon carbon steel tank, new Masport Viper pump - 350 CFM. \$49,000.

786-908-5436. (P05)



2004 Freightliner, C-7 CAT engine with 271k miles, Allison auto, A/C, cruise, under CDL. New: 1,800-gallon tank (1,600 waste/200 water), stainless hose-trays, Jurop PN84 vacuum pump. Very sharp truck! \$42,000.

740-820-5338. OH (P05)



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More pictures upon request. Raymond Howard at 386-935-3334 or 386-288-9919. FL (P06)



2010 Freightliner M2, Cummins ISC - Allison automatic, 154k miles, new 4,000-gallon tank, new Jurop LC-420 pump. \$82,500.

305-691-8407. (P05)



2012 Kenworth T-270, Paccar PX-6, Allison automatic, 152k miles, new 1,800-gallon tank, new Jurop PN58 pump, UNDER CDL. \$70,000.

305-691-8407. (P05)



2013 Freightliner M2, Cummins ISB, Allison automatic, 141k miles, new 2,500-gallon tank, new Jurop PN-84 pump. \$69,000.

305-691-8407. (P05)



International 8600 tandem with a new 3,600-gallon steel tank, new NVE challenger 607 vacuum pump, new PTO, fresh DOT, great tires, cold A/C, clean interior, only 156,000 miles on a Cummins ISM. Turn key and ready to work! Located in central Arkansas with shipping and financing available. You won't find a better price on a similar truck!

Caleb 281-914-1192. (P05)



2013 Freightliner M2, U.S. Industries 1,800-gallon restroom service body with attached Jurop PN-58 pump SN:k60333. Hose is 3inch dia. and 30ft. long. Truck has new tank and new paint job was done 3 months ago. \$59,000 or OBO.

504-464-4436 or dolphf@pelicanusa.com. LA (P06)



NEW 2020 Kenworth T370, 3,600-gallon 1/4" steel powder coated steel vacuum tank, Jurop LC420 pump, hose trays, 36" rear hatch, heavy duty bumper, (2) 4" suction ports, trailer hookups, (2) 36" toolbox, 350 HP Cummins, Allison auto trans, chrome bumper, alum wheels. (Stock #441403). \$129,950.

918-607-1006. (P05)



NEW 2020 Kenworth T270 with 1,900-gallon 1/4" steel vacuum tank, 2 baffles, pump, hot shift PTO, 1/4" hose trays, 12-gal cyclone sec, 6" disc, (2) 4" suction ports, powder coat tank, 36" toolbox, heavy duty bumper, trailer hookups, non CDL, 300 HP, Allison auto trans, chrome bumper, SS sun visor. \$98,500.

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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)

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NEW 2020 Kenworth T370 with 2,500-gallon 1/4" steel powdered coated vacuum tank, Jurop 260 vac pump, hose trays, 36" rear hatch, heavy duty bumper, (2) 4" suction ports, trailer hookups, 36" toolbox, 350 HP Cummins, Allison automatic transmission, chrome bumper, SS sun visor, alum wheels. \$111,500.
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2001 International 4700 cab & chassis with a Transway 2,400 U.S. gallon, carbon steel, dump-type vacuum tank with a Fruitland RDF500 vacuum pump. (Stock# 7295C) www.VacuumSalesInc.com (888) VAC-UNIT (822-8648). (PBM)



2013 International 4300, under CDL. DT466 diesel, auto., 130k miles. NEW 1,800-gallon steel tank with Masport pump.
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1983 Mack R686ST cab & chassis with a Presvac 3,200 U.S.gallon, carbon steel, vacuum tank with Masport H15WV vacuum pump. (Stock# 8463C) www.Vacuum-SalesInc.com (888) VAC-UNIT (822-8648). (PBM)

1994 Volvo WG64 with Presvac 3,300-gallon tank. Cat 3406, 400hp with Fruitland 1200 vacuum pump. \$25,500. KLM Companies 617-909-9044. (PBM)

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Call 936-641-3938. Check us out on Facebook! (PBM)



2013 Freightliner Cascadia, new 3,500-gallon vacuum tank, new Jurop R260 pump, new power takeoff, new motor : Detroit DD15, 450 HP. New transmission, 10-speed, 355 rear lockers, suspension, air cold A/C, 90% rubber on tires, disc brakes. 513,000 miles. \$50,000. Red and black, excellent find with all the new parts and accessories.
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For Sale: 1,800-gallon steel tank, MEC 8000 vacuum/pressure pump, power take-off. \$4,500. Call Terry - 225-718-2997 (C) or 225-627-4449. LA (P06)



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Contact Tim 205-807-0294 or ttimmmons@specenviro.com. AL (P05)



2003 Sterling 9500 Vac-Con, 80 GPM jet 1" hose, hydro-excavating kit, 130,000 miles, 40' aluminum extensions, brand new boom & hydro exc kit. \$55,000 OBO.

Seth 330-231-5943. OH (P06)



2007 Freightliner M2 Presvac boom vacuum truck. Robuschi blower unit 3800 CFM, three valve back door, intake, decant, discharge valves. Electric over hydraulic boom 270 degrees of movement, 8-inch boom hose, bag house unit for dry digging and blower filter for wet mode. Drivetrain is Cat C13 Accert, overhauled 1,500 hours ago, Eaton Fuller 8LL trans, new clutch and flywheel. Also available is 2009 FL120 Presvac unit, no bag house. Asking \$110,000.

Contact tlowell@mccvacenv.com. CT (P05)

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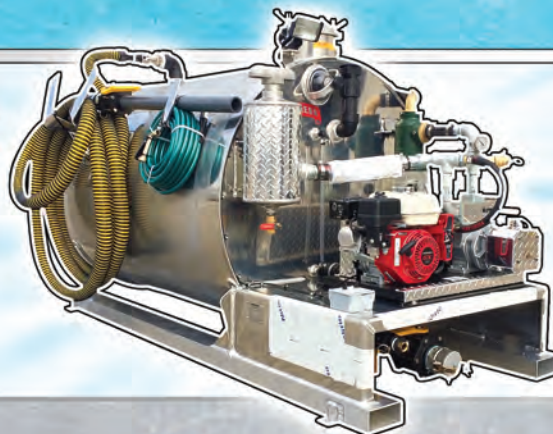
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