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## *Getting After It*

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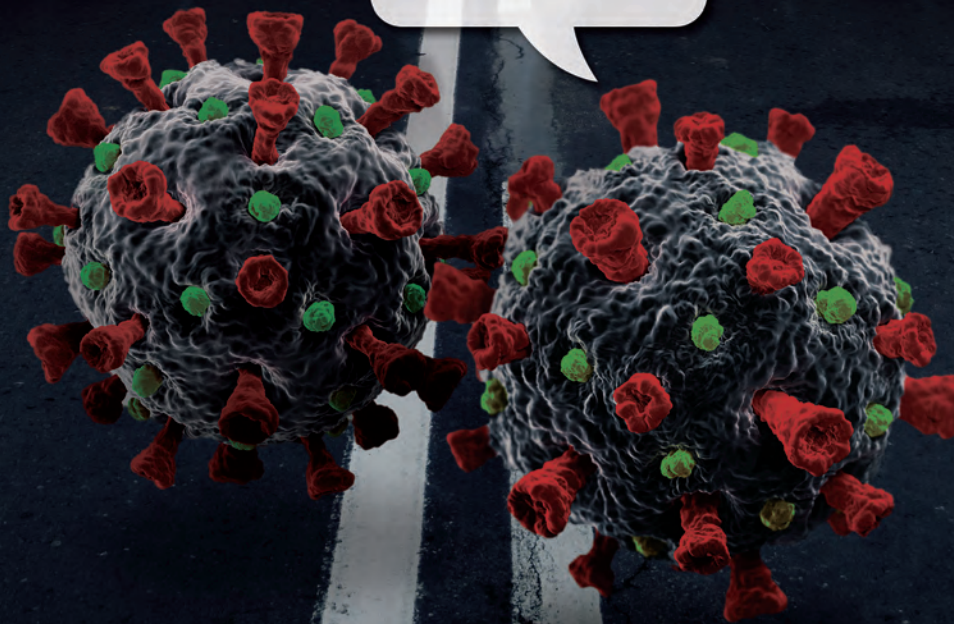


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Fax: 715-546-3786

Office hours 7:30 a.m.-5:00 p.m. Central Time, Monday - Friday

**SUBSCRIPTION INFORMATION:** A one-year (12 issue) subscription to *Pumper* in the United States, Canada and Mexico is free to qualified subscribers. Subscriptions to all other foreign countries cost \$150 per year (\$290 for two years). Subscribers are guaranteed monthly delivery of the magazine. To subscribe please visit [pumper.com](http://pumper.com) or send company name, mailing address, phone number and check or money order (U.S. funds payable to COLE Publishing Inc.) to the address above. MasterCard, VISA, Discover and American Express are also accepted. Supply credit card information with your subscription order.

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**REPRINTS AND BACK ISSUES:** Visit [www.pumper.com/order/reprints](http://www.pumper.com/order/reprints) for options and pricing. To order reprints, call Jeff Lane at 800-257-7222 (715-546-3346) or email [jeff.lane@colepublishing.com](mailto:jeff.lane@colepublishing.com). To order back issues, call Holly Gensler at 800-257-7222 (715-546-3346) or email [holly.gensler@colepublishing.com](mailto:holly.gensler@colepublishing.com).



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- Ken Wysocky

As Virginia's Jamie Miller focused on diversification and cross-training, profits soared, the crew prospered and customers kept calling back.

**ON THE COVER:** A family business going for 47 years, Miller's Services in Saluda, Virginia, has enjoyed a healthy growth spurt in recent years, ensuring a long and successful future. Brother and sister Jamie and Ashley Miller are shown with the company's newest vacuum truck, a 2019 International HV Series built by Imperial Industries with a 4,000-gallon aluminum tank and National Vacuum Equipment 4307 blower. (Photo by Tristan Lorei.)

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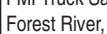
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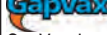
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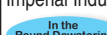
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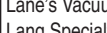


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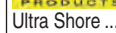


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# How Long Has It Been Since Your Last Social Media Post?

It's not a good look when customers reach out to your Facebook page and see you haven't promoted your company's products or services in the past five years | By Jim Kneiszel, Editor

**P**umpers join the social media revolution with all the best intentions. But if my surfing around looking at Facebook pages and Twitter accounts is any indication, good intentions don't always translate to fresh content.

Many times I will hit the blue F icon to migrate from the Joe's Septic Service webpage to the company's Facebook page ... only to find that Joe posted two or three times back in 2015 and hasn't been back since. The page might have an introductory post, a few poop emojis and a photo of the newest vacuum truck. That's it. Clearly Joe isn't taking advantage of the magic of social media.

Maybe you're a lot like Joe. Perhaps you feel you're too busy to drop the hose and throw up a Facebook post every so often. Maybe you stare blankly at your Twitter account and can't think of much to say. Or you might take interesting photos of your guys at work, but they somehow never make it from your smartphone to your Instagram.

## NO EXCUSES

Many years ago, the big technology hurdle was establishing a website for your wastewater services company. And back then, it was a daunting task to build a website — or hire someone to create it. It was pretty complicated way back when. There were no simple DIY templates to build a website. Graphics required some amount of computer coding, and that meant most of us ran to an expert and paid a lot of cash to launch a website. Because updating meant spending more money, many went along unchanged for years.

But today, any grandma sipping iced tea on her front porch can pull out her smartphone and quickly post photos of her family on Facebook and enjoy the benefits of communicating with her virtual group of friends. Keeping up with social media is so easy and intuitive these days that pumpers no longer have an excuse to avoid adding it to their marketing efforts.

Also, there was a day when contractors I talked to were skeptical of the value of this type of marketing ... but I've heard enough success stories now that today you are ignoring social media at your own peril. If you don't fill that space, one of your competitors will ... and they'll start to take the business away from you.

I listened to a podcast about social media marketing a few days ago, and it got me to thinking about why so many pumpers are still not tuned in to Facebook, for example, and how to get them in the habit of building a stronger online presence. The podcast, "Digital Marketing Made Simple," from expert Jennie Lyon, describes a step-by-step process for small businesses to create and organize all of their social media posts for a month in one day.

## CONTENT IS KING

Lyon says there are many considerations when determining which social media platforms a small-business owner should use and how often they should post on those platforms. She talks a little bit about graphics, color choices for post designs, analyzing the reach of your posts and the effective use of hashtags to capture the most attention from social media posts. She promises to cover these topics in more depth through blogs and podcasts found at her website, [www.jennielyon.com](http://www.jennielyon.com).

But when she started talking about impactful content — that's when my mind began working on behalf of the *Pumper* community. Specifically, I started churning through ideas for you to best use your Facebook page to generate a demand for your services.

"What topics do I want to write social media posts about? Your subject matter is really crucial," Lyon explains. "Think about the content you want to talk about. What are you communicating to your audience?" Lyon talks about capturing attention and promoting a unique brand experience.

"Audience engagement is the most crucial part of social media. I mean, it's kind of the point. I like to think of social media as a virtual cocktail party; you want to mingle with your target audience. You want to check things out. You want to listen in on conversations and then pop in with your amazing comments, suggestions and feedback," she continues. "You really have to have an active management component to make social media work for your business."

“ I like to think of social media as a virtual cocktail party; you want to mingle with your target audience. You want to check things out. You want to listen in on conversations and then pop in with your amazing comments, suggestions and feedback. ”

Jennie Lyon

With my nearly two decades of writing for *Pumper* and talking to pumpers about their marketing efforts, I will suggest several topics for social media posts to get the ball rolling. Refine this list based on your own company's needs, and start to populate your page with content that will get more customers calling you for advice and service.

## Call to pumping action

How many times have you heard customers say their tank never needs to be pumped unless



there is an emergency? Share before and after photos of some of your most neglected systems, along with the recommendations of your local health department on pumping frequency. Constantly hammer home that most tanks should be pumped every three to five years to function properly.

#### Have a maintenance mindset

Through photos and stories, educate customers about the growing complexity of septic systems and about how many require regular inspection and maintenance. Write easy-to-read posts covering each component of a septic system and how homeowners can keep them running efficiently. Many of your customers have never used a septic system before, and they don't know some of the basic rules, such as not washing several loads of laundry on the same day and not pouring grease down the drain. Cover each of these important tips.

#### Smart upselling your products

Post about the added products that can improve and update your customers' septic systems. Explain that a riser and lid can make future servicing easier and save money on digging costs. Promote safety screens or nets within the riser if a customer's system is set up for this. Show how effluent screens can help protect the drainfield. If you choose to sell tank bacteria additives, use social media to promote that.

#### Preparing for holiday visits

Your customers prepare for Thanksgiving by buying a turkey and all the fixings. They cut down an evergreen tree at Christmas and buy candy and colorful eggs at Easter. But they don't think about their septic system needs during these holiday times. Post ahead of these holidays, reminding about the need to care for septic systems when they face being overloaded with all the guests coming to visit.

#### Focus on holiday messages

While you're thinking of the holidays, create posts that send out best wishes to customers at important times of the year. Remembering those who served on Memorial Day, showing patriotism on the Fourth of July, saluting mothers on Mother's Day and fathers on Father's Day, and marking any other important date on the calendar will go a long way to boosting your social media presence in an uplifting way.

#### Ask for testimonials

Invite your customers to provide a testimonial about your quality service, and then post those testimonials along with a photo and a few kind words about the customer. Do this for both residential and commercial customers. One way to jump-start the testimonials would be to offer a bonus to drivers who collect them and take photos of the customers after a pumping call.

#### Offer specials

Look for strategic ways to offer a discount for service and promote those offers with coupons on Facebook. One example could be to give a discount for customers who help you fill up your job board during traditionally slow periods. Or offer a special for military veterans around Veteran's Day or a periodic discount for senior citizens.

#### Photos of your crew at work

Encourage your Facebook visitors to get to know your service professionals so they will be familiar when they show up on the job site. Show your crews in clean uniforms, using your best equipment and following all safety regulations. Don't forget to smile! Post photos of your drivers sharing their expertise with customers after a pumpout.

#### Get up close and personal

People naturally want to support local family businesses. Reinforce that connection you have with the community by posting team photos, honoring employees on birthdays and important work anniversaries. If you have an office cat or dog, show them off to capture the attention of pet lovers visiting your page. Show how the money your customers spend stays in the community and who benefits.

#### TIME TO GET MOVING

I've only shared a few simple ideas to build on your social media efforts. The content is only limited by your imagination and enthusiasm to connect with your community. Let me know if you have social media ideas you'd like to share with the *Pumper* community. You can do it directly on Facebook through the *Pumper* website, [www.pumper.com](http://www.pumper.com). **P**



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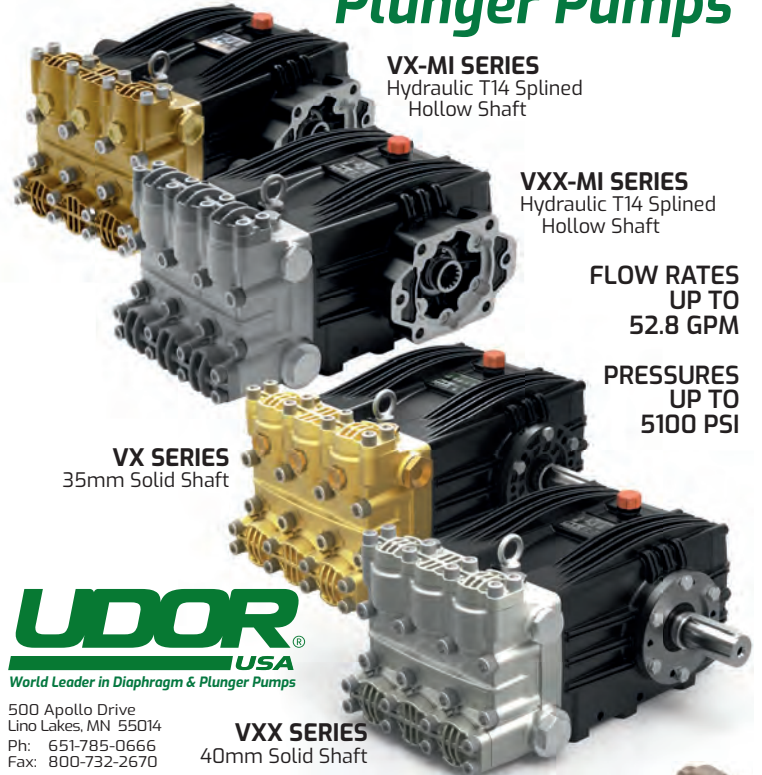
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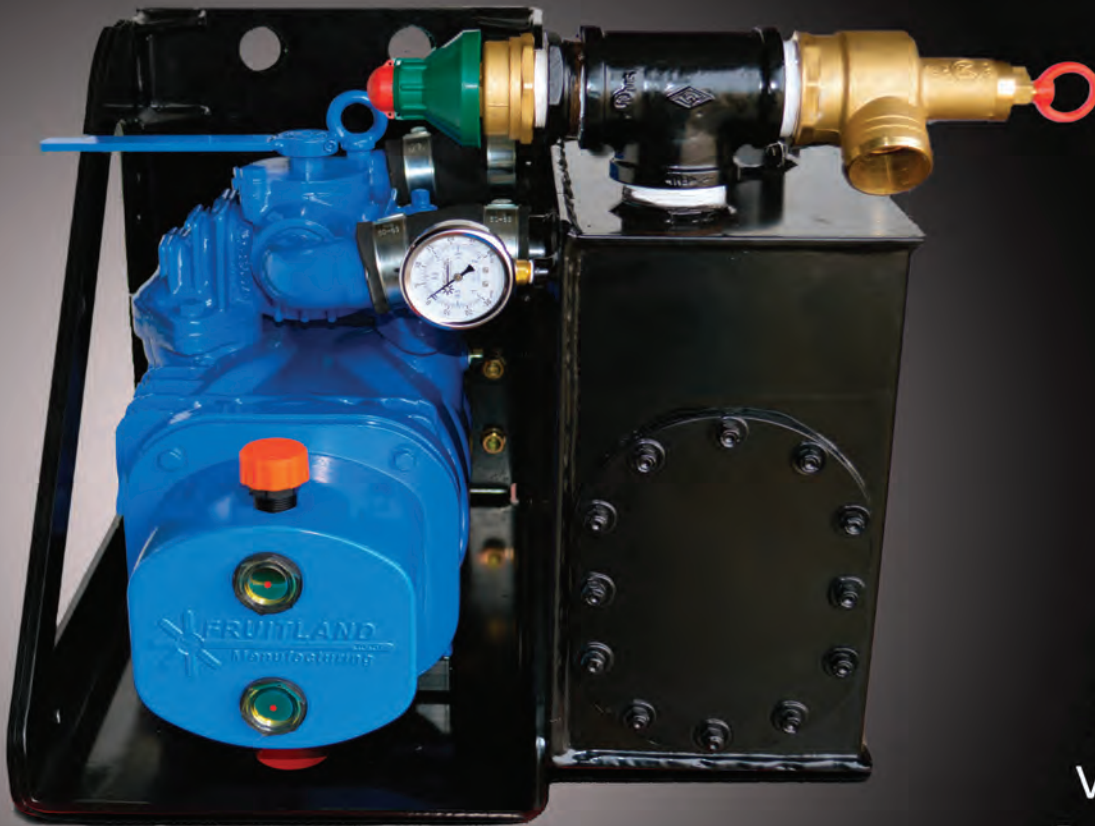
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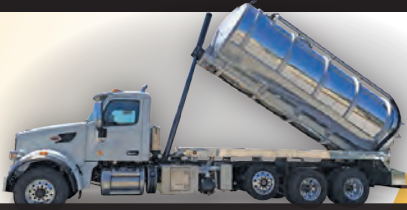
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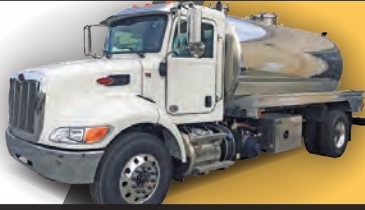
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**Miller's Services**

Saluda, Virginia

**OWNER:** Jim, Sallie and Jamie Miller

**FOUNDED:** 1973

**EMPLOYEES:** 60

**SERVICE AREA:** Coastal Virginia

**SERVICES:** Septic service, onsite repairs/installation, plumbing, HVAC and electrical services

**WEBSITE:** www.millers-va.com



# Getting After It

**As Virginia's Jamie Miller focused on diversification and cross-training, profits soared, the crew prospered and customers kept calling back**

**By Ken Wysocky**

**J**amie Miller candidly admits that he used to be one of those pumpers who was a solid technician but a not-so-great businessman. But that changed dramatically about five years ago after a crash course in business building helped him reshape his family's septic pumping business, Miller's Services.

The makeover spurred dramatic growth for the business, based in Saluda, Virginia. Revenue jumped 400% to more than \$7 million in 2019. Employment rose to 60 workers from about 30, and the company invested heavily in new equipment while diversifying into new markets for drain cleaning, plumbing and electrical services, plus heating, ventilation and air conditioning, Miller says.

"We've grown so much because I learned how to be a business guy, not just a technician," he explains. "And I'm still learning."

Miller worked with a consultant in 2014 to straighten out the company's finances, a move that led to changes in pricing structure and raised accountability standards for employees.

Furthermore, to shore up his business smarts, Miller hired a service-business consultant who he had heard speak at a seminar at the Pumper & Cleaner Environmental Expo, now called the Water & Wastewater Equipment, Treatment & Transport (WWETT) Show.

"It was a total game changer at the time, and it still is today," Miller says. "The secret is that there is no secret. You can pay all the money you want to consultants, but until you take action and make changes, it doesn't matter.

"You have to get in a mindset that you have no competition — *you* are the competition."

**OFFER MORE SPECIALTIES**

Service diversification has played a pivotal role in the company's growth and transformation. Miller realized that when other household problems emerged during pumping jobs, he had no choice but to hire subcontractors to do the work. In addition, providing more



The Miller's Services team numbers 60, and they are shown in the company yard with a 2019 International vacuum truck built out by Imperial Industries and carrying a National Vacuum Equipment blower. (Photos by Tristan Lorei.)



*To learn more about Miller's Services, watch a video profile of the company at [www.pumper.com](http://www.pumper.com).*

services greatly improved convenience and service for customers.

"Homes have more than just septic tanks that need servicing," he says. "I wanted to become a one-stop shop for homeowners. And we have an advantage because most other one-stop companies don't do septic work.

"As a result, we can service customers better than anyone else," he adds. "And after we build value and trust ... we gain customers for life. You don't want to lose that lifetime value of a customer."

To further build rapport with customers, Miller says technicians even perform small tasks for customers, such as fixing a broken doorknob or offering to take out their garbage.

"Customers love the idea that we can do everything. ... When they have a problem, they hate having to figure out who to call," he adds. "And if we can't fix their problem, I'll find them someone reliable who can."

### **IN THE BEGINNING**

The company offered only one service when James L. Miller Sr. and his wife, Mary, (Jamie Miller's grandparents) established Miller's Septic Tank Service in 1973. Miller worked there part time while in high school and came onboard full time in the fall of 1999 when a route driver quit.

In January 2002, Miller and his parents, Jim and Sallie Miller, bought the company and renamed it Miller's Septic Service, but it does business as Miller's Services. The company slowly grew by acquiring several other



Technician Pierce Rained replaces PVC piping to an air pump before replacing it in the tank. At right, Kenney Boyette helps out.

*(continued)*



**Right:** Keith Whitley probes the ground to locate a distribution box in a residential system.

**Below:** Driver Kenney Boyette pulls tools from a supply truck for an upcoming job.



small septic pumping companies and by offering maintenance and repair service. The firm also expanded its drain cleaning services, he says.

The company added plumbing and electrical services in 2014. The newest addition is HVAC, which started in 2019.

Both customer service specialists who answer phones and in-the-field technicians play a role in promoting the company's services to customers who may not be aware that Miller's does more than just pump septic tanks, Miller says.

### CROSS-TRAINING

Of course, offering so many services requires multiskilled technicians. Miller is working on developing what he calls "super techs," cross-trained technicians who can do, for example, plumbing, septic and electrical work.

"I would love nothing more than to have my electrical service expert come to a customer's house to hang two ceiling fans, for example, and then while he's there, offer to check out a toilet or HVAC issue," he says.

If there's a wet spot in yard, the technician can check that out, too, and then provide repair options for all the home's issues, along with a menu of upfront pricing. Depending on the severity of the problem, the repairs could be done during the same visit or scheduled for another time, Miller says.

"It's not about being able to fix everything right then and there," he says. "It's about the ability to recognize what's going on and eventually get the right guy out there to do what's needed."

To motivate technicians to get cross-training, Miller offers pay incentives. For example, electrical technicians earn a raise if they obtain a commercial driver's license and get trained to pump septic tanks. The company offers in-house CDL training, he says.

“ The secret is that there is no secret. You can pay all the money you want to consultants, but until you take action and make changes, it doesn't matter. You have to get in a mindset that you have no competition — you are the competition. ”

JAMIE MILLER

"Does that mean I want an electrical technician on a pump truck all day? No," Miller says. "But if someone calls in sick or breaks a leg, I have backups."

### PAY FOR TRADES

The company currently has 12 employees enrolled in apprenticeship programs across the various trades in which it does business. The company pays for school fees and books, and the employees sign a contract in which they agree to remain with the company one year for every year of school they complete, Miller says.

"I'm also sending some of my septic experts to HVAC school," Miller adds. "All of this [developing super techs] isn't going to happen overnight because they still have to work and generate revenue while attending school in the evening. But we're getting there."

Out of roughly 40 field technicians, about a half-dozen are what Miller would consider super techs. These employees work under the auspices of company-owned licenses for electrical, plumbing and HVAC work.

The more skills technicians acquire, the more they get paid. This not only provides motivation, but Miller says it also works as a retention tool because cross-trained technicians are much less likely to get bored or burned out doing the same thing all the time.

"They're more loyal when they see a company investing in them," he

(continued)





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**We look forward to hearing from you!**





Technician Matt Hursey prepares to pump a residential septic tank while others work in the background.

“ I don’t know when and where I’ll stop. All I know is that I’m an entrepreneur – it’s in my blood. I thrive on the growth and helping people out, so I want to keep growing all of our services and maybe even add some more. ”

**JAMIE MILLER**

explains. “It helps us to both attract and retain employees because we have so many more opportunities to offer them — so many different directions they can go.”

The company also attracts and retains employees by offering benefits such as health insurance, a company-match retirement plan and paid vacations and holidays.

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## MACHINES MATTER

Over the years, Miller’s has invested heavily in new equipment. The company currently owns five vacuum trucks and a combination vacuum sewer truck.

All of the vacuum trucks are built on International chassis. The newest one was delivered this year, a 2019 International HV Series built out by Imperial Industries with a 4,000-gallon aluminum tank and National Vacuum Equipment 4307 blower. Another truck was built out by Lely Tank & Waste Solutions with a 3,600-gallon steel tank and National Vacuum Equipment blower. A different truck was built by Abernethy Welding & Repair with a 2,500-gallon steel tank and Masport pump.

The two other trucks were bought used and feature 3,600- and 2,500-gallon steel tanks and Masport pumps.

The combination vacuum truck was built by Vactor on a Freightliner chassis. It features a 10-cubic-yard debris tank, 1,200-gallon water tank, Roots blower (Howden) and water pump made by Vactor. It’s primarily used to remove old peat moss from septic systems.

“We sometimes use Ecoflo septic systems made by Premier Tech Aqua and Puraflo systems made by Anua. Both use peat moss as the filtering media,” Miller explains. “The peat moss breaks down in the tank, turning from dry and fibrous into a mudlike consistency.

“When that happens, we have to take out the old peat moss and replace it,” he continues. “It’s wet and heavy — too heavy for our vacuum trucks — so we use the combo truck.”

The company also owns two trailer-mounted water jetters made by Spartan Tool (4,000 psi at 18 gpm); two JM-1000 toolbox jetters built by General Pipe Cleaners; eight RIDGID pipeline inspection cameras; and a variety of RIDGID, General Pipe Cleaners and Spartan cable drain machines.



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## SERVICE AGREEMENTS BOLSTER CUSTOMER LOYALTY

To better retain customers, Miller's Services, based in Saluda, Virginia, has established service agreement programs for both customers with alternative septic systems and customers who use the company's plumbing, electrical, heating and cooling services.

Customers can choose one program or the other, or they can sign up for both and get \$100 off the total cost. The septic system program is about 10 years old; and the other program, called Total Care Club, was launched in early 2019, says Ashley Miller, who is the company's general manager and the owners' daughter and sister.

"The success of the first program had a lot to do with starting the Total Care Club," Miller says. "A lot of contractors use these kinds of programs, so we wanted to offer them to our customers as well. We keep the programs separate because not all of our customers have septic systems."

Customers enrolling in the septic service program pay an annual fee. In return, they get an annual maintenance inspection; sampling service (if required); a 10% discount on septic system work; and two free diagnostic alarm calls.

Furthermore, Miller's also notifies the Virginia Department of Health that a system has been inspected and is in good operating condition; such reports are required by the state. Technicians also take pictures of all components and of any maintenance procedures performed during the inspection, and customers get a copy of the inspection report that's filed with the state, she says.

By joining the Total Care Club, customers get priority scheduling and guaranteed response times on service calls; a 10% discount on service work; and no evaluation fee for service work. Customers also receive two free maintenance

inspections: one in spring for cooling and electrical systems and one in fall for heating and plumbing systems.

The company has about 2,000 customers out of a database of 20,000 signed up for the septic service agreement and/or the Total Care Club. A team of service experts do the inspection visits, not route drivers, Miller says.

Educating customers about their septic systems is key to getting them to sign up. "It's definitely a lot easier to work with homeowners who understand their system," Miller says. "It helps them to understand that alternative septic systems do require regular maintenance.

"It's not just about the regulatory requirements," she continues. "There are a lot of electrical and mechanical components, like pumps and control panels. So just like when you run into issues if you don't change the oil regularly in a car, you're going to start having problems without regular inspections."

But the best reason for service programs is that they motivate customers to keep calling Miller's instead of a competitor. Furthermore, it embodies the company's one-stop-shop mentality of providing many services that customers need.

The programs did require the company to hire more employees to handle the extra office/administrative duties, as well as perform the field inspections. But overall, the customer-retention component still makes it worthwhile financially, she says.

Of course, first providing great customer service is critical because no one will sign up for a service program if they have a bad experience on a service call. "After we build rapport with customers and provide them with great service, they feel comfortable with us," she says.

To bolster that comfort level, the company also answers phone calls 24/7 and always has service technicians on call during nights and on weekends.

## NOT DONE GROWING

In the coming years, Miller's goal is to keep building his super-tech workforce while becoming a national leader in the home services industry.

"I definitely want to see even more growth," he notes. "And it's not just for me — it's for our employees, too. The more we grow, the more opportunities we have to offer them and the more we can offer our customers.

"I don't know when and where I'll stop," he adds. "All I know is that I'm an entrepreneur — it's in my blood. I thrive on the growth and helping people out, so I want to keep growing all of our services and maybe even add some more. I want to truly be a one-stop shop for all of our customers." **P**



**Left:** Keith Whitley, left, and Kaine Stephen dig up a septic tank and D-box in a residential system.

**Above:** The crew installs a new concrete D-box for a conventional septic system.



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Jeff Haden

Jeff Haden is a contributing editor for Inc.com and a LinkedIn Influencer. He is the author of *The Motivation Myth: How High Achievers Really Set Themselves Up to Win*.

# Promote an Employee Without Upsetting the Team

Give that manager's job to the best candidate, then take these steps to ensure everyone on your crew is happy with the outcome | Jeff Haden

**A**fter I graduated college, I got an entry-level job at a manufacturing plant. I lifted and carried heavy things all day. Even though I had worked my way through school at another plant, I knew I had to overcome the “college boy” perception among my co-workers. I wanted to be seen as a good worker. And I wanted to belong.

Six months later, my supervisor called me into his office to tell me I was being promoted to forklift driver. “Thanks,” I said. “But isn’t Lester going to be upset?” Lester had been a forklift driver for almost two years. He was the most experienced. He was the unofficial leader of the drivers on our shift. And he would definitely be disappointed that this college boy had gotten a job promotion over him.

“Maybe he will,” my supervisor said. “But that’s not your problem. You earned it. And never forget that you’re working for your career.”

He was, of course, right. The best candidate should always be promoted. But that doesn’t mean other people who want the job promotion — and even some who don’t — won’t be miffed. So how can you promote the right person without upsetting the rest of your team? Here’s how to develop an employee promotion strategy and communicate that strategy at your business.

## 1. Share your selection criteria ahead of time.

Maybe experience matters most (even though seniority is a terrible way to select the best candidate). Maybe possessing a specific set of skills is critical. Or maybe you’re looking for certain attributes like work ethic, attention to detail or emotional intelligence. Since you should already know what you’re looking for before you start the promotion process, make sure you communicate those details before any talks occur.

Post the requirements and qualifications. If you run a business with relatively few employees, get everyone together for a short meeting to talk about the open role.

By making your promotion criteria common knowledge, you eliminate some of the “I bet she promoted him because they’re buddies” gossip. You give potential candidates the chance to better prepare for their interviews so they can be ready to share their relevant skills, experience and accomplishments.

And you may find that people step forward who might not have

considered themselves potential candidates — until they realized their skill sets match what you’re looking for.

## 2. Stick to your criteria during the promotion process.

While you can certainly discuss other subjects during your promotion interviews, make sure the bulk of the conversation focuses on how the candidate matches your selection criteria. If you need someone who can hit sales numbers, focus on how well they’ve hit sales numbers. If you need a manager, talk about how well they’ve performed as a formal or informal leader.

Ultimately, the best way to avoid lingering anger or resentment among the rest of the team is to promote someone who does a great job. That means promoting the person who wants the job, not just the title.

Getting a promotion can feel out of reach to many employees. That’s why promotion interviews should not feel like a career version of bait-and-switch. Never leave your candidate puzzled by a disconnect between what you said you’re looking for and what you focus on during the interview. But just as important, good employees will later reflect on the conversation. They’ll realize where they may currently fall short.

Not only will they start to work on those things, they’ll also better understand when they don’t get the promotion. And hey, it may even be a good opportunity to give your employee a raise or a bonus instead of just increased job responsibilities. While they still won’t like not getting promoted, they most likely will understand. But just in case they don’t...

## 3. Give every candidate feedback.

That includes details on how they can be a better candidate next time. While it might seem easy to compare the candidates not selected



with the person who was selected, just don't. Always compare the candidates not selected against the criteria.

And most important, don't try to soften the blow. Be empathetic but direct. You can't avoid leaving people disappointed, but you can ensure they understand what they need to do to be the best candidate next time. Saying, "You're great. If you just keep doing what you're doing, you'll get there," is a nice thing to say ... but it's also spectacularly unhelpful.

In short, make sure each person walks out the door knowing what they can do to get promoted next time. And, of course, they will also better understand why they weren't selected for the role this time, which is especially true when you always ...

**4. Choose the person who wants the job, not the title.**

Ultimately, the best way to avoid lingering anger or resentment among the rest of the team is to promote someone who does a great job. That means promoting the person who wants the job, not just the title.

So if you need a director of sales, promote the person driven to excel: to create better sales strategies, to find new prospects and to open new channels. And most important, the person who can help the people on their team sell more. Promote the person who cares nothing about authority and everything about responsibility. Do that, and in time your team will understand why you made the choice you did.

**5. Most important, help the person you select succeed.**

Going from co-worker to boss is awkward. One day we worked together. The next you work for me, even if I'm younger than you. (No matter how many times I was in that position, it never got easier.)

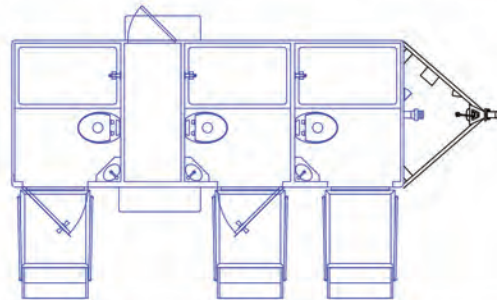
It's just as uncomfortable for the people who weren't selected. They may feel resentment. And they may be less than eager to see the person succeed. That's where you come in. First, don't just communicate the decision to the people who vied for the role. Own your decision by communicating that decision to the rest of the team: enthusiastically, proudly and without reserve.

And then own your decision by helping the person you promoted succeed. Create a blueprint for success during those critical first few weeks. Don't sit back and let them sink or swim. Help them swim. But do so privately. Avoid the temptation to tell your other employees to "give the person a chance." The best way to be "given a chance" is to earn that chance through performance.

Help the person you promote earn the respect of the rest of your team. Not only will that eliminate lingering resentment, but it will also give that person the standing to guide and mentor other employees. **P**



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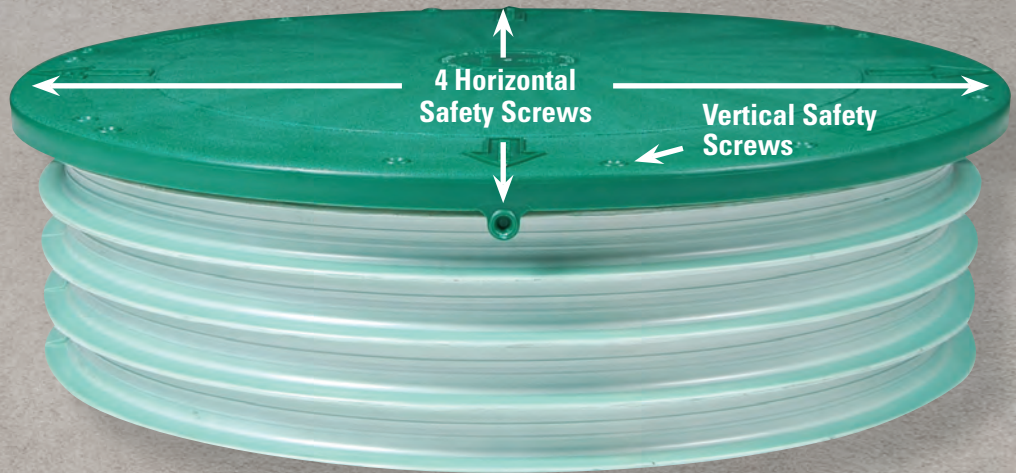
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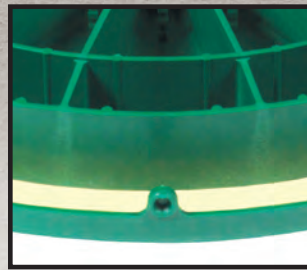
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Ami Kassar



Ami Kassar is CEO of MultiFunding LLC, a speaker and the author of *The Growth Dilemma*. For more information, visit [www.amikassar.com](http://www.amikassar.com).

# 5 Smart Money Moves to Prosper During a Financial Crisis

The coronavirus has turned the business world on its ear. But there are ways to strengthen your wastewater company's position in tough times. | **By Ami Kassar**

**T**here's no denying that a societal crisis, especially a global one, is a game changer in many ways, particularly in the business community. Plenty of business people — entrepreneurs and otherwise — are dealing with real pain and life- and business-threatening situations. You can hope for the best.

Yet business owners, in particular those whose current and future prospects aren't completely bad off, may take advantage of whatever opportunities have arisen in these strange times. That's not to say you should prey on the misery of others, but there are some things you should be doing at this point that could pay off in the future.

**Here are five fiscal moves to consider.**

## 1. Restructure existing debt

Ideally, you don't want to be taking on any more debt these days if you can help it — and that is a big “if” for a lot of businesses. Still, there's plenty of opportunity to reduce your monthly payments.

Considering how life is always changing, your business might be viewed vastly differently now by lenders. For example, perhaps you're generating increased amounts of collateral, cash flow or credit. Even with an extended slowdown associated with a pandemic, your products or services are likely still in demand.

Refinancing should be on your table. Even shaving a percentage point or two is going to cut your monthly debt service, which will put more money in your coffers. And in these troubled times, cash is king more than ever.

## 2. Take a look at traditional SBA programs

Unlike in the past, you might now be eligible for a U.S. Small Business Administration-backed loan — or a better conventional bank loan.

The SBA got a lot of attention because of the current CARES (Coronavirus Aid, Relief and Economic Security) Act and the Paycheck Protection Program, but the agency's regular lending programs should interest you. Do note that in its regular programs, the SBA doesn't make the loans — it only backs them for a select group of lenders.

The flagship 7(a) program offers low rates and fees and comes with counseling and education, if so desired, as well as generous repayment terms. In addition, lower down payments, flexible requirements regarding overhead and no collateral may also figure into the equation.

By reaching out proactively to landlords, vendors and other contractor holders, you might be able to craft some breathing room if this is seen as necessary.

## 3. Consider lender loyalty and request restructuring

At the very least, you need to conduct a debt review to consider financing options as they stand now. That said, you have to be careful. Your current lender won't want you to go, especially if the current arrangement is lucrative in their favor. They may try scare tactics, claiming you'll lose flexibility if you change lenders or that you may risk running out of money.

Resist that pressure. Think of it this way: What's more important — your business or your lender? Your lender is certainly looking out for itself first. You must, too.

And remember, it's always possible your lender could rework your deal, which could save you from awkward moments.

## 4. Review all expenditures

More capital isn't always the answer. Sometimes, it's better to make do with less.

Entrepreneurs generally don't want to scale back their operations because they're too worried about growth. But few businesses grow in a straight line. There are ups and downs along the way, and now you might just want to minimize the damage.

Steps you might take include deferring capital expenditures or deferring or reducing lease payments and noncritical vendor payments, if possible. By reaching out proactively to landlords, vendors and other contractor holders, you might be able to craft some breathing room if this is seen as necessary.





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On the unpleasant side, you could think about furloughing some employees or even pay cuts (if you choose the latter, make sure you cut your pay as well).

### 5. Give yourself some credit

This advice — which isn't heeded nearly often enough — applies for both when your company is doing well and when it's struggling.

You should open a line of credit.

A credit line gives you peace of mind because you have a ready reserve to tap. And it gives you a great deal of flexibility. Say you get a short-term opportunity to buy a stockpile of key supplies or product inventory at a ridiculously low price. With a credit line, you can take advantage of that option.

Remember that you only pay interest on a credit line if you borrow from it — and there's no requirement that you do that. The credit line can sit there untouched, if need be.

### STRATEGIC THINKING

In summary, now's a time when your goal may well be simply to ride out the next few months. That's fine. Yet riding out the next few months isn't the same as doing nothing. By being proactive, you can not only make the most of a bad time, but position yourself for the inevitable rebound. **P**

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# New York Lawmakers Want to Eliminate Income Tax From Septic Grants

By David Steinkraus

**A** New York representative has introduced a bill in Congress to remove the federal tax on grants that help people repair or upgrade their onsite wastewater systems.

Rep. Thomas Suozzi, whose 3rd District covers the northwestern section of Long Island, introduced HR 7280 in mid-June. The bill would allow people to exclude from taxable income any subsidy from a state or local government for “any waste management measure” at their home, say news reports. The bill would also allow people to amend their 2020 tax returns for grants received in 2019.

One Suffolk County resident who talked to a local newspaper says her tax bill would increase by thousands of dollars because she received a \$10,000 county grant and a \$15,000 rebate from her town government, and both were deemed taxable income. More than 1,300 county homeowners have enrolled in the program. Suffolk County occupies the eastern end of Long Island.

To reduce water pollution along its Atlantic Ocean shore, the county for several years has been pursuing an extensive program to replace more than 300,000 cesspools. Onsite system upgrade grants have been part of that, as have ordinances requiring nitrogen-reducing systems.

The opinion on taxation of grants came from the IRS and was issued last year at the request of John Kennedy, county comptroller. He sent out tax forms to people who received the grants, and at the time, he was running for county executive against Steve Bellone, who won reelection and has been a driving force behind the water pollution control program.

Suozzi, a CPA and attorney, sits on the Ways and Means Committee that deals with taxation and the federal budget. Two other New York representatives co-sponsoring his bill are Lee Zeldin and Peter King.



Also in New York, two regional banks have pledged \$2.5 million in no- or low-interest loans to help homeowners and business around Lake George with onsite system upgrades. Adirondack Trust Co. of Saratoga Springs and Glens Falls National Bank say their loan program would be coordinated through the FUND for Lake George, a nonprofit formed to protect the quality of the lake, reports *The Daily Gazette* of Schenectady.

The 32-mile-long lake is in the southeastern corner of New York State’s Adirondack Park and spans 6 million acres. It is protected for its recreational and ecological assets and is a major component of the state’s tourism economy. Yet in the past dozen years, Lake George and

other bodies of water in the area have suffered increasing water-quality problems. There are about 6,000 private onsite systems around the lake, and one study of a group of those found at least one-third were beyond their life spans, with another third of unknown age.

## Missouri

Pike County revised its onsite ordinance with two major changes.

First, properties of any size must now have a wastewater system permit and inspection from the county Health Department. Previously, only commercial properties and properties of less than 3 acres were required to have inspections and permits.

Second, the bond for installers has been increased from \$10,000 to \$20,000. This change was made because of the cost of advanced treatment units, reports the *Webster County Citizen*.

Pike County is on the Mississippi River, about 100 miles northwest of St. Louis.

## Montana

A public hearing on revisions to the Ravalli County onsite code didn’t go very far when some citizens objected to being in a meeting that didn’t match safety guidelines for the COVID-19 pandemic. On the agenda was a first reading of proposed changes to the 10-year-old rules.

The meeting room was beyond capacity under state pandemic guidelines, but other attendees say the guidelines inhibited their right of freedom of assembly. After trying to find some way to accommodate all the people, Jeff Burrows, chair of the health board, said the matter would be returned to the working group that has been reviewing the code for about two years.

Burrows says most public comments refer to only a couple of sections of the proposed new code, but he says some people also don’t understand the proposed changes, reports the *Ravalli Republic*.

In part, he says, code changes were driven by homeowners who wanted a replacement system and discovered their permits didn’t include changes such as rental homes or added bedrooms. When county officials checked real estate listings against permits, he says there were some great discrepancies between what was permitted and what was in place.

Ravalli County is in western Montana near Missoula.



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### Washington

Island County has increased the cost for septage dumped at its treatment facility by 80%. The change is due to the increased cost of disposing of biosolids, reports the *Whidbey News-Times*. Each gallon of septage will now cost 27.9 cents instead of 15.5 cents.

The county cannot find a local farmer willing to accept land spreading, so solids must be hauled to Whatcom County, says Bill Oakes, Island County's Public Works director. Island County is on Whidbey Island, about 50 miles north of Seattle. Whatcom County is another 90 miles north on the Canadian border.

### Minnesota

Grant limits have been expanded for the septic replacement program of the Pipestone County Soil and Water Conservation District. The program aids low-income residents with replacing troubled onsite systems.

The district is increasing grant amounts to cover 50% of the cost of a new system up to \$7,500 for low-income residents and 75% of the cost up to \$10,000 for very-low-income residents.

Grants are funded by the Minnesota Pollution Control Agency, and the county is still spending its 2018 money, reports the *Pipestone County Star*. **P**

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# Decentralized Wastewater Systems Make Sense in Alberta

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*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 Alberta Onsite Wastewater Management Association.*

**Name and title or job description:** Kraig Rakowski, operations manager

**Business name and location:** Rockyview Aqua, a rural area in Calgary, Alberta

**Services we offer:** Our main operations are running vacuum trucks for maintaining residential septic systems. We also haul from residential and commercial holding tanks, do system maintenance and repairs on components (pumps, floats, alarms, etc.) and perform real estate septic system inspections.

**Age:** 38

**Years in the industry:** I started helping my father when I was a boy, about 30 years ago, and moved into the industry full time after university 16 years ago.

**Association involvement:** I've been on the Alberta Onsite Wastewater Management Association board of directors for seven years and sit on various committees within the association.

**Benefits of belonging to the association:** I have been involved directly with industry feedback requests of the association by various levels of government. Staying ahead of and informing/influencing regulations is important to our industry, our membership and the public at large. The support of our association to our members and students is also incredibly valuable. Through the training we provide, we create the high-caliber contractors of tomorrow, and the continuing education keeps our industry at the leading edge of onsite science.

**Biggest issue facing your association right now:** The effects of the COVID-19 pandemic are testing every industry in the world, including onsite wastewater. It's nice to be part of the wastewater industry during these times, as we can still be valuable and contribute. Wastewater, whether residential or commercial, still requires treatment, so our industry is truly an "essential service." There are a lot of people hurting financially from these times, which will affect their financial priorities and their ability to pay for memberships or education. The association is creating payment programs and other creative options to continue to assist and support our members and the industry.

**Our crew includes:** My father, Albert Rakowski, is the owner. And our two indispensable employees are Nicholas McIlhargey and Jonathan Cadotte.



**Above:** Kraig Rakowski is pictured with a 2019 International tandem-axle vacuum truck built by Vacutrux with a 3,963-gallon steel tank and Fruitland 500 Series pump. (Photo courtesy of Kraig Rakowski)

**Typical day on the job:** I jump between running the business from my home or shop office and doing work in the vacuum trucks or service trucks.

**The job I'll never forget:** At the end of June 2013, southern Alberta got hit with unprecedented rains that flooded rivers and watersheds, which then poured into the surrounding towns. Calgary's downtown was completely flooded. Waste and water treatment plants were overwhelmed with floodwater. Floodwater was entering residences and businesses through their septic and sewer systems. It was pandemonium. Anyone with a vacuum truck, water truck, access to pumps or generators was running ragged helping out who they could. There were many days on end where we would run on minimal sleep. Everyone running vacuum truck equipment lived in their rigs until things became a bit more manageable. It was an unforgettable time that affected a lot of people.

**My favorite piece of equipment:** Operating our four vacuum trucks is the lion's share of what we do, so keeping them in their best shape and operating them safely and efficiently is our pride. Enough time spent in your truck and you can feel, hear — sometimes even smell — what's going on with them.



**Most challenging site I've worked on:** The most difficult sites are the systems that are in a bad state of disrepair or have failed. We often have to walk the line of doing the best possible job given the conditions and circumstances while considering both the wants of the homeowner and any possible environmental and health/safety consequences. Sometimes the solution is working with a homeowner to improve a system (or their use of it) with knowledge, maintenance or components; sometimes it can be informing customers of the need for a new system and pointing them in the direction of a designer or installer. It can be a challenge to deal with a homeowner who isn't prepared financially or otherwise for a large potential expense when they may not consider their onsite system to be as vital of a utility as we know it to be.

**Oops, I wish I could take this one back:** We deal primarily with residential customers doing small-scale service jobs, and we do a large volume of tanks. With that high volume of personal interactions, you occasionally deal with conflicts, whether it be unreasonable requests, payment issues or even mistakes made by someone on site. I try not to let the 1% that are negative interactions take away from or interfere with the 99% of positive ones.

**The craziest question I've been asked by a customer:** I have 10 vats full of homemade wine downstairs that turned into vinegar. Can I dump them into the tank?

**If I could change one industry regulation, it would be:** I'd like to see some changes in the regulations from Alberta Environment regarding land application of residential wastewater. We have lots of room here for land application on agricultural land, but some of the regulations are quite restrictive. The Alberta Onsite Wastewater Management Association has had the privilege and opportunity to give industry feedback and work with the Alberta government to assist in and inform some of these regulations. We've been putting a lot of effort into trying to educate and make science- and evidence-based arguments to achieve reasonable criteria, which we feel would be of great benefit to the industry, environment and public.

**Best piece of small-business advice I've heard:** It's pretty simple but important: "You take care of the business, and the business will take care of you." My father said it just in passing years ago, and it always stuck with me.

**If I wasn't working in the wastewater industry, I would:** I have a degree in geology from the University of Calgary, so I was heading in that direction before I smartened up and went into wastewater.

**Crystal ball time – This is my outlook for the wastewater industry:** I am a big proponent of decentralization in the wastewater industry. Large-scale facilities shed all of the water and nutrients outside of their environment of origin. This makes for an easy "flush and forget" culture, but it is not a long-term solution in many situations. These centralized facilities require massive budgets for capital, operations and maintenance and are often undersized even from the start. They can also be a larger environmental risk when failures do occur, such as the Calgary flood of 2013. There are constant technological advances in the onsite industry, making them more scalable to community levels. With a well-trained professional organization of contractors and maintenance professionals, our industry can provide environmentally and socially responsible solutions to wastewater treatment in an ever-increasing variety of ways. **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. He works with the National Association of Wastewater Technicians and is a recipient of the pumping industry's Ralph Macchio Lifetime Achievement Award. Send Anderson questions about septic system maintenance and operation by email to [editor@pumper.com](mailto:editor@pumper.com).

# What Should Pumpers Expect as the Pandemic Lingers?

The top priorities are to stay safe while working in the field and educate customers about proper septic system care | **By Jim Anderson, Ph.D.**

**A**s concerns over rising infection rates have led some schools and workplaces to rely on virtual learning and their employees working from home, it has led to numerous questions about potential impacts to the septic systems our industry services. While there is not much information out there yet about impacts or problems, there are a few areas a service provider can pay attention to in order to intercept and prevent problems down the road due to different school, workplace and lifestyle changes.

Before touching on potential system problems, I would be remiss if I didn't mention the most important things a system provider can pay attention to — your personal health and safety. If you are ill and are among the 20% of people who have more serious health problems due to the coronavirus, you will not be able to help anyone for an extended period of time. This makes the wearing and proper use of personal protective equipment as you work even more important. This means cleaning uniforms or clothing every day, showering after work, wearing eye protection and proper gloves, washing hands frequently and using hand sanitizer.

The articles and criteria I have seen all say that using PPE and safety protocols you should already have for your business will protect you from COVID-19, as well as other illnesses. I realize that when working every day around sewage, we all have a tendency to become a little complacent and not take the risk as seriously as we should. Now more than ever, service providers need to follow good hygiene procedures.

## TOO MUCH SOAP?

One specific question I've received about system impacts is whether we should be concerned about increased use of antibacterial soaps — washes and wipes — and whether they can impact the biology of our septic systems, resulting in less bacterial breakdown in sewage tanks; increased solids, with some of those solids carrying over to the drainfield and causing increased biomat development; and potential failure. The short answer to the question is: yes, it is something to be concerned about.

Typically when I discuss antimicrobial products and cleaners, I have mentioned that normal household use is not a problem. Situations where service providers have indicated there are problems with use are in

households where excessive cleaning or cleaners have been used. Examples are when there is an illness in the family or cleaning is done once or twice a week where larger amounts of products are used to clean and disinfect areas of the house such as kitchens and bathrooms.

Based on my household of two and what I have seen from various sources, use of these products has increased dramatically. Of course overall product usage in some cases has been limited due to supply problems, but certainly use of sanitizers and cleaners has increased, as we have all been encouraged to wipe groceries, packages and countertops, often several times a day, along with washing hands, washing hands, washing hands!

**I expect you will see many households during these times showing increased water use and will find the need to educate users about the finite capacity of their system. The message is clear: Conserve water wherever possible.**

If you add the fact that, for at least a month or two, everyone in the household actually has had to stay at home or be in the home, it's all day, every day! Where water use during the week had been determined by work and school patterns, now the kids — and often parents — are home all the time, so there is the potential for increased water use.

## FREQUENT MEAL PREP

One area of concern beyond the use of antimicrobial products is the increase in preparing meals at home. I recall reading articles stating that before the pandemic, we ate out as much as 40% of the time. While all the food preparation may not have come into the house now, these activities are the kind that increase water use and add more solids to the septic tank.

In addition, increased use of wipes and how they are disposed of is a well-documented problem in municipal systems; but they are at least as big of a problem for our systems. While I have seen various companies highlight not to flush their wipes — with a warning even on some packages — a few weeks ago I was in a dollar store and there were packages of wipes carrying the message “suitable for flushing.” Continuing education efforts



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with your clientele not to flush wipes remains an important activity.

Potential problems for your customers will show up in the septic tank first. This is actually a positive because if you are visiting your customers and evaluating conditions inside the tank, you can identify problems and work with the homeowners to change behavior before the system is compromised.

If a tank doesn't have three distinct layers — floating scum, clear zone and sludge — it is time to talk with your customer about the use of products or medicines that could upset the system. If there are numerous wipes clogging the inlet, effluent screen or outlet, that is the education moment to change where they put those wipes. If there is rapid buildup of solids in the tank due to cooking procedures, you can get them on a more frequent cleaning/pumping schedule.

The bottom line for me? I expect you will see many households during these times showing increased water use and will find the need to educate users about the finite capacity of their system. The message is clear: Conserve water wherever possible. You can expect to see increased solids in the tanks, building a need for additional maintenance. To forestall future problems, now is the time to work with your customers to get on a regular inspection schedule and ensure potential problems are identified before they become major problems. **P**

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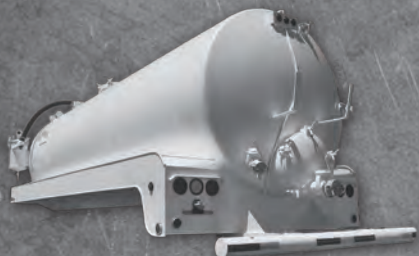
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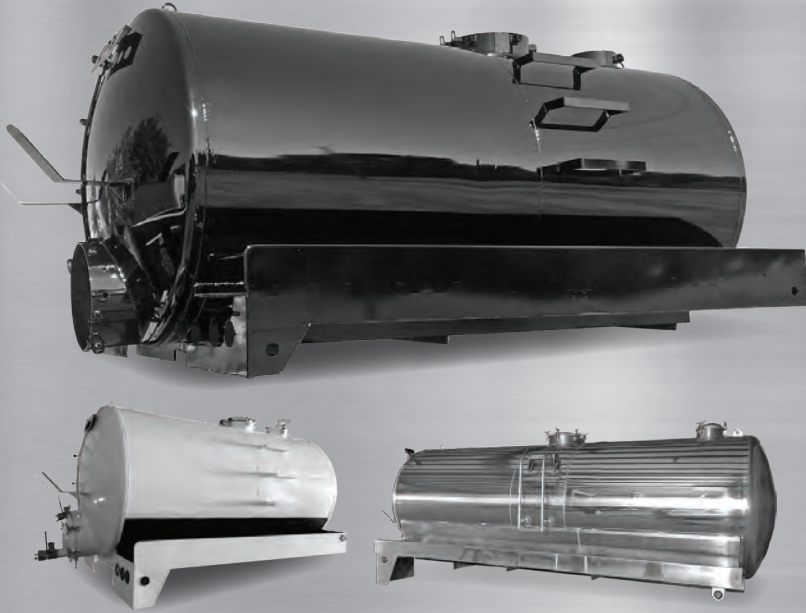




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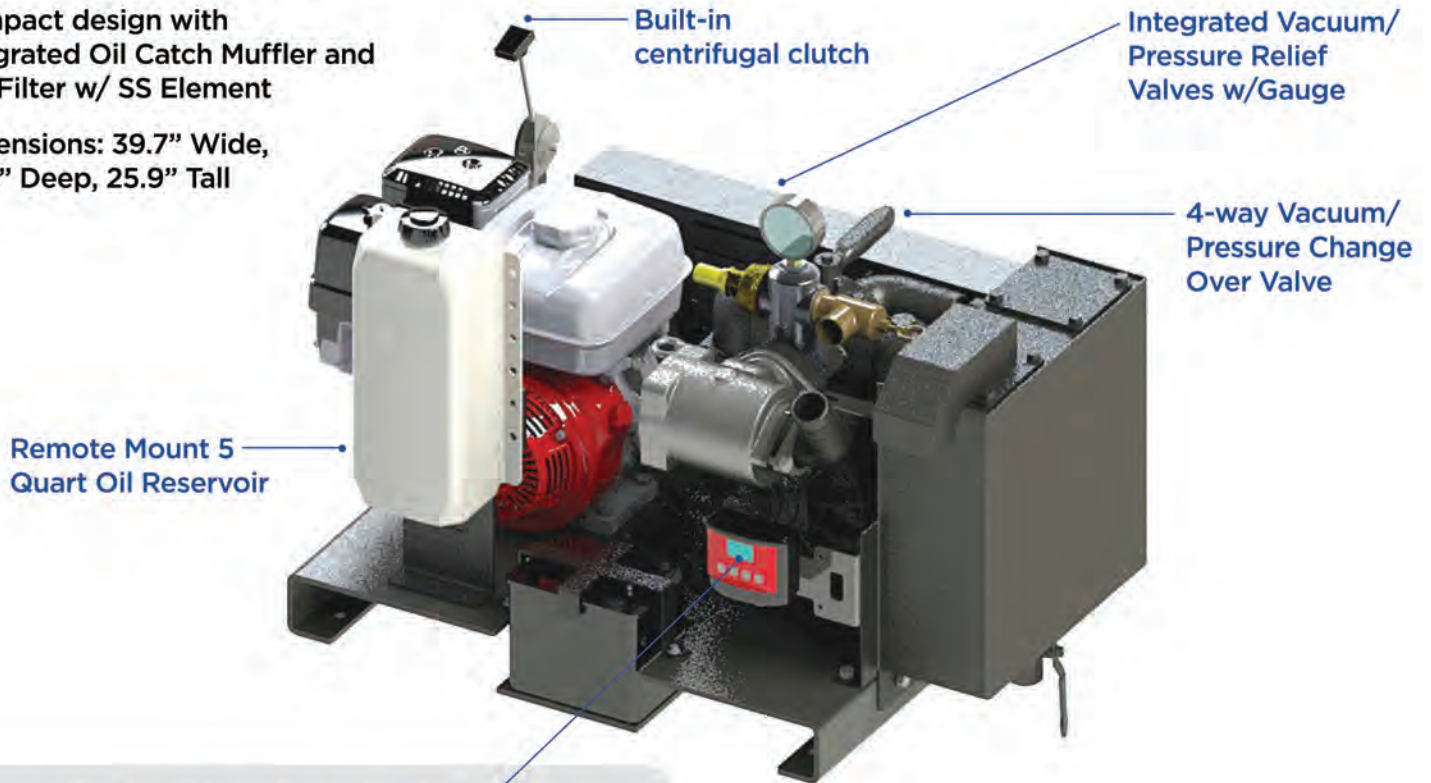
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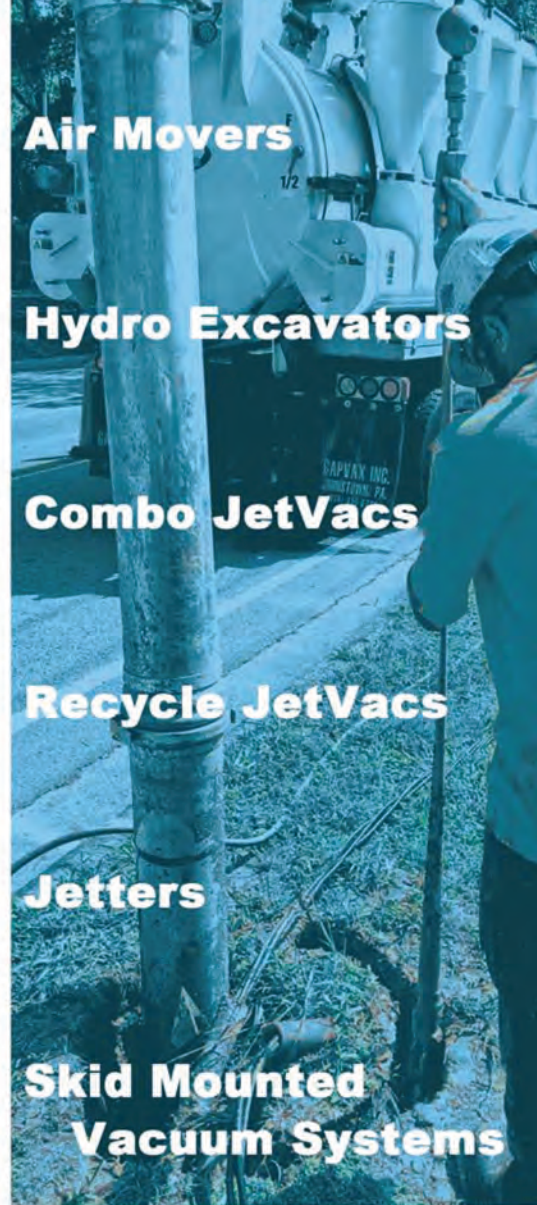
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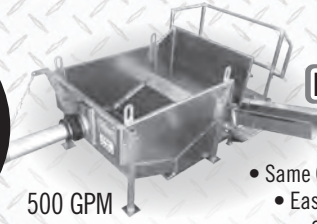
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- Massachusetts**  
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- Michigan**  
Michigan Onsite Wastewater Recycling Association  
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- Michigan Septic Tank Association  
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- Granite State Designers and Installers Association  
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The background of the advertisement is a close-up, microscopic view of a white toilet seat. The surface is covered with numerous blue, spherical virus particles, each with a textured, spiky exterior. The particles are scattered across the seat, with some appearing in clusters and others in small groups. The lighting is bright, highlighting the texture of the seat and the details of the virus particles.

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\*COVID-19 is caused by SARS-CoV-2. BETCO® SYMPPLICITY™ SANIBET™ kills similar viruses and therefore can be used against SARS-CoV-2 when used in accordance with the directions for use against Norovirus on hard, non-porous surfaces.

Refer to the CDC website at <https://www.cdc.gov/coronavirus/2019-ncov/index.html> for additional information.



# Portable Sanitation

By Craig Mandli

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### Allied Graphics Decals

Decals from Allied Graphics are designed to stand up to tough environments. Their adhesive is designed exclusively for the portable restroom industry to stick and stay put on units. The decals use premium, long-life vinyl and ultraviolet inks to hold

up and look good for years, according to the maker. The decals can also be applied to sinks and trailers. **763-428-8365; www.allied-graphics.com.**

## GRAFFITI REMOVAL

### Century Chemical Graffiti Wipes

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



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### LunarGlo LunarVent solar exhaust fan

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### Surco Portable Sanitation Products Fresh Lube Pump oil exhaust freshener

Fresh Lube Pump oil exhaust freshener from Surco Portable Sanitation Products is ultraconcentrated so that little is used during operations. Its oil-based formulation, which includes a cherry fragrance and odor neutralizer, is added to vacuum pump oil, counteracting malodors while freshening the surrounding air, minimizing complaints. It works in septic pumpers and portable restroom service trucks that use vacuum pump oil. It also works while pumping vaults, grease traps and dairy fat. It is available in 1-gallon totes, 5-gallon pails or 55-gallon drums. **412-789-8683; www.surco.com.**



### Walex Products Ovation

Ovation air fresheners from Walex Products contain odor control technology and freshening capabilities designed to last more than 30 days. The product can be used in portable restrooms, vehicles, homes, storage rooms or anywhere a boost of fragrance is needed. They are lightweight, 3.5 inches in diameter and available in three fragrances and colors: fresh/blue, citrus/orange and lavender/purple. To use the disc, tear open the package, remove the disc and pin it or hang it anywhere. If it's being placed in direct contact with surfaces that can be damaged by this contact, such as finished wood, polished surfaces and certain plastics, packages should be torn open and the disc left in the package and placed near the source of foul odors. **800-338-3155; www.walex.com.**



## PORTABLE RESTROOMS

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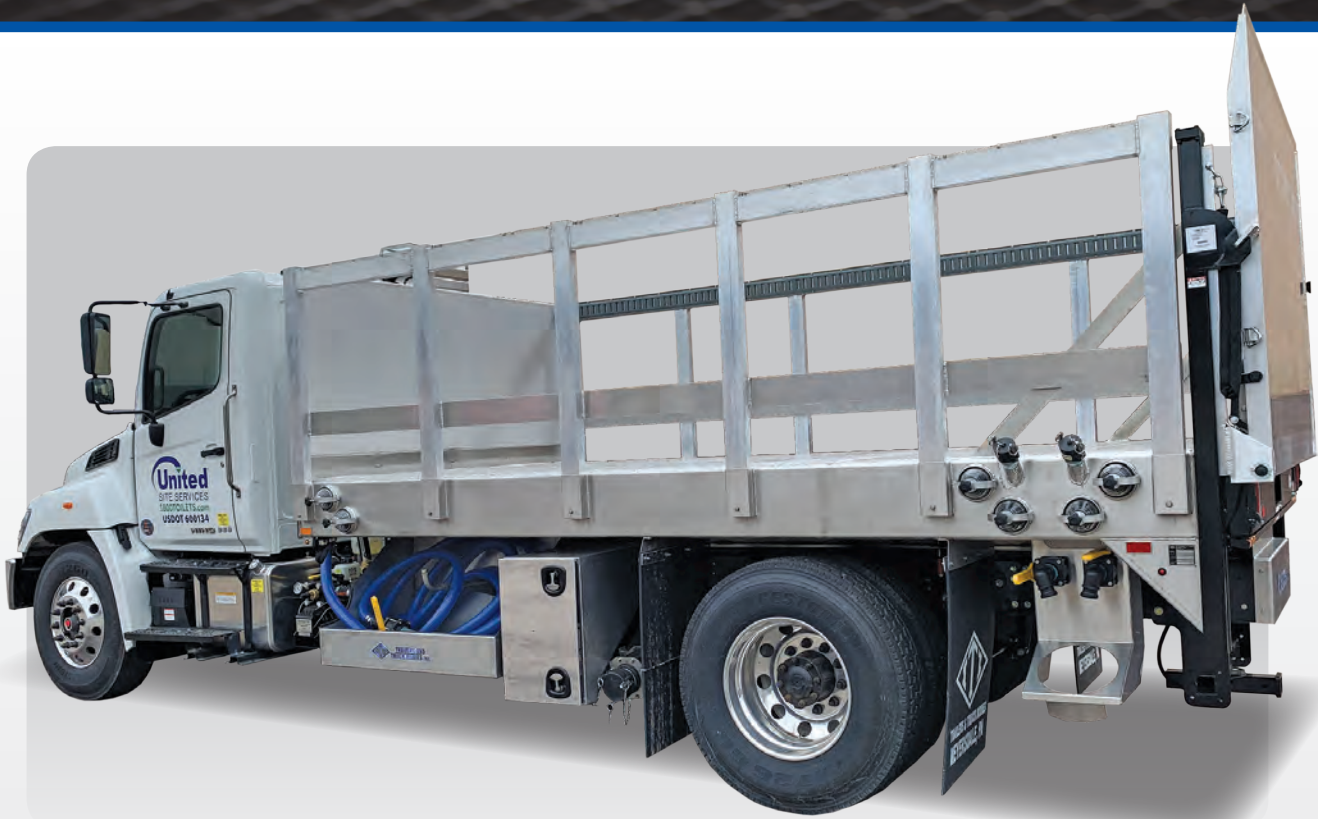
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### PORTABLE RESTROOM MOVER

#### Deal Assoc. Hitch Hauler

The **Hitch Hauler** from **Deal Assoc.** is a portable restroom carrier that fits into a standard 2-inch hitch receiver. It is designed to carry one restroom and the Super Mongo Mover hand truck, and leaves the vehicle's brake lights and turn signals visible. A pickup's tailgate can be lowered without removing the unit, and when not in use, simply pull the hitch pin. It can be stored in the back of the truck or sport utility vehicle, with nothing hanging off the back. It allows carrying restrooms with a pickup truck outfitted with a slide-in tank or expands a pickup truck's carrying capacity to three restrooms. **866-599-3325; www.dealassoc.com.**



### PolyJohn Comfort XLT

The **Comfort XLT** from **PolyJohn** has a large static tank that holds 60 gallons or a flushing tank that holds 45 gallons of waste, making it suitable for private and public events (weddings, concerts, fairs, festivals or parties), whether formal or informal, where guests seek a little more room. Options include a larger tank and hand-wash sink. **800-292-1305; www.polyjohn.com.**

### Sansom Industries Zenith

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



### T blustar RapidLoo PRO

The **RapidLoo PRO** from **T blustar** can be assembled easily in less than three minutes without the use of tools and may be transported and stored in a four-unit package, utilizing the space of one assembled restroom. By reassembling the four-pack, the three units packed inside are protected from ultraviolet light. It helps enable 75% transport cost savings and 75% saved warehouse space. It includes a double door spring, an easy-slide handle for closing the door, three grab handles on each panel, extended skids in the base with anchoring locations and a SkyScrapper

Kit for lifting. Available accessories include a solar-powered light, recirculating flush, freshwater flush and an internal hand-wash sink. **404-482-0736; www.tblustar.com.**

### PORTABLE SINKS



### Armal Aqua Stand

The **Aqua Stand** outdoor portable hand-wash sink from **Armal** is designed to withstand any weather and can be used for construction, special events and in municipal parks. Its 23-gallon water tank has a tamper-resistant lid. It has foot-pump operation and optional soap and paper towel dispensers. It is double-sided, lightweight and easy to maneuver and use. It fits inside the Armal Wave restroom and most other portable restrooms for easy transport. **770-491-6410; www.armal.biz.**

### Manitu Traders multipoint hand-washing station

The multipoint hand-washing station from **Manitu Traders** is constructed from high-density polyethylene. It features two separate tanks: one on top for freshwater and one on the bottom for collecting wastewater. The design of the top tank lid allows it to collect and use rainwater. It offers four different settings, with one to four hand-washing points. It has hands-free activation, as it's operated by gravity force using a mechanical foot pedal. It doesn't require hydraulics or an electric connection, and the top tank includes a belt that soap and paper towels dispensers can be installed from. The bottom tank includes a belt to be picked up for easy transportation and movement. It is available in 875- and 1,300-use sizes. **www.manitu.com.co.**



### Satellite | PolyPortables Tag 4

The **Tag 4** portable sink from **Satellite | PolyPortables** balances the fundamental strengths of the company's original TagAlong sink, with improved design and functionality to offer a more operator-friendly, free-standing hand-wash station. It holds almost any size soap and towel dispenser. A new locking mechanism, easier suction port and freshwater tank access, plus larger hand-grips on all four sides, make it a convenient, everyday option, according to the manufacturer. It has been

(continued)



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TJ Shorty



Tuff-Jon III



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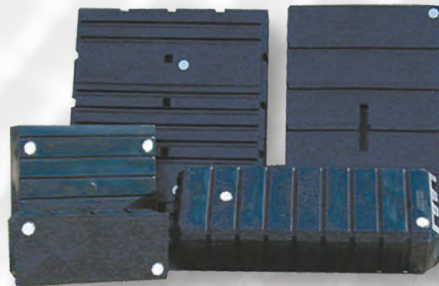
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Interior View of Deluxe TJ-III

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enhanced with a siphon pumpout port at the base, providing easier access to isolate graywater from freshwater. The unit is serviceable from both sides, allowing graywater and freshwater tanks to be easily emptied and drained. **800-883-1123; www.satelliteindustries.com.**

## T.S.F. Tuff-Jon 90-gallon free-standing sink

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



## RESTROOM/SHOWER TRAILERS



### A Restroom Trailer Co. (ART Co.) 1404-W

The **1404-W** restroom trailer from **ART Co.** is designed for fast and easy setup with a sleek, streamlined appearance. The 14-by-8-foot, four-station unit comes with foldout steps and stabilizer scissor jacks. Units are available in Em-

bassy, Cellar, Estate and Chalet interior finishes and in several exterior color combinations to match existing fleet colors. Standard features include a 535-gallon waste tank, 200-gallon freshwater tank, heavy-duty steel frame, integral trailer skirting, 2 5/16-inch adjustable trailer hitch, heavy-duty tongue jack, maple cabinetry, Corian countertops, LED lighting, and ducted heat and air conditioning. Options include flip-up steps, AM/FM/MP3 stereo and pipe-mount leveling jacks. **269-435-4278; www.arestroomtrailer.com.**

### Ameri-Can Engineering shower trailers

Shower trailers from **Ameri-Can Engineering** are available in 15 models, including handicapped accessible and ADA compliant. Shower/restroom combination trailers and decontamination shower trailers are also available. Each trailer is designed for rugged, long-term use and easily accommodates a large number of users with comfort and cleanliness, according to the manufacturer. The trailers are easy to set up and service and are user friendly. Shower trailers are available in many different sizes, colors and floor plans. All trailers have an extra-large, steel, epoxy-lined waste tank; Torflex axles; a lockable equipment room; onboard poly freshwater tank; and on-demand propane hot-water heater. **574-892-5151; www.ameri-can.com.**



### Comforts of Home Services ADA line

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



### JAG Mobile Solutions Smart Shower

The **Smart Shower** from **JAG Mobile Solutions** is a compact, fully compliant, eight-stall shower trailer. A 9,900-pound gross vehicle weight rating means maximum mobilization safety. A

"Class A" commercial driver's license is often not required to transport the unit, depending on local regulations. It has a compact profile box of only 25 feet, making maneuvering more showerheads into smaller spaces a possibility. It can save more than 60 square feet of real estate when mobilizing for disasters and special events. It includes sinks, large stalls and dressing areas sized to meet federal and state contract requirements while providing a full-size experience for patrons, according to the manufacturer. **800-815-2557; www.jagmobilesolutions.com.**

### Lang Specialty Trailers shower trailers

Shower and restroom trailers from **Lang Specialty Trailers** have private cabins available, helping companies get compliant quickly and keep their workforce safe in light of the pandemic. Trailers can be rented month-to-month and placed immediately, providing convenience over permanent facilities. This can help lower expenses and eliminate downtime waiting for permanent facilities to be built. **724-972-6590; www.langrestroomtrailers.com.**



### McKee Technologies - Explorer Trailers Comfort Station

The **Comfort Station** restroom from **McKee Technologies - Explorer Trailers** has heavy-duty steel construction and comfortable private facilities designed for use in remote locations and extreme conditions, according to the manufacturer. Loading and transport is simple using either the incorporated crane-lift hooks or forklift skid. The washroom includes a stainless steel sink; easy-to-clean, fiberglass-reinforced plastic



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interior wall panels; and metal floors. It has a 90-gallon freshwater tank and 130-gallon waste tank. The utility closet includes service access to the thermostat, water and electrical. It's wired for 110-volt electrical service. **866-457-5425; www.exploretrailers.com.**



### Rich Specialty Trailers Wedding Event Trailer

The **Wedding Event Trailer** from **Rich Specialty Trailers** is designed to allow the wedding party to change clothes or touch up makeup. The trailer is built with two private restrooms and also a separate room for the bride with an adjourning toilet and sink, full-width sink mirror and full-height wall mirror. Blue accent mirror lighting can be turned on or off with a wall switch. A winter package can be ordered with a decorative, heat-producing fireplace. A Durabuilt fiberglass roof package is also available with deluxe exterior wide aluminum trim. Additional features available include waterproof items such as the composite trim and composite cabinet packages. **260-593-2279; www.richrestrooms.com.**

Additional features available include waterproof items such as the composite trim and composite cabinet packages. **260-593-2279; www.richrestrooms.com.**

### SERVICE VEHICLES

#### Amthor International Flat Vac

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



#### Crescent Tank vacuum tank

The **Crescent Tank** vacuum tank is completely flat inside and out. It can carry up to 10 portable restrooms, and the weight capacity is the same as a flatbed truck.

It has no baffles, allowing it to be emptied completely to avoid internal corrosion. With the included pump at specified cubic feet per minute, unnecessary fatigue of the structure is eliminated and the life of the tank is prolonged. It is made from 1/4-inch-thick steel for structural strength. Its workstation is designed for the portable restroom industry. The liftgate rail width allows units to fit, and multiple liftgate decks and rail options are available. Freshwater is held inside the external 1/2-inch-thick poly tank. It can be installed on any chassis within the specifications required for each model based on axle ratings and maximum load capacity. **585-657-4104; www.crescenttank.com.**

#### FMI Truck Sales & Service WorkMate

The **WorkMate** service truck from **FMI Truck Sales & Service** has equal weight distribution of the sidewinder tank designed to extend brake life and improve handling. The two food-grade poly water tanks are plumbed to carry brine, freshwater, premix or any combination of fluids with no corrosion or rusty water. The ergonomically designed workstation with more than 60 cubic feet of storage space saves time and effort during the workday, minimizing restocking and driver movement. With the ability to carry four restrooms, delivery and pickup expenses are greatly reduced. An E-track load securement system eliminates the need for ropes. Its modular design allows components to be easily replaced or transferred if damaged. The entire vacuum system is plumbed using hot-tar hose and Masport components. Marine-style wiring is used, and all of the electrical systems are contained in a watertight panel with automatic reset circuit breakers. **800-927-8750; www.fmitrucks.com.**



#### KeeVac Industries KV999

The **KV999** from **KeeVac Industries** carries a 999-gallon portable restroom vacuum tank for operators who want to stay under the U.S. Department of Transportation tanker endorsement requirement.

It is available in steel, stainless steel and aluminum, with single- or dual-side service, holds 699 gallons of waste and 300 gallons of freshwater and includes a two-unit fold-down restroom carrier with trailer hitch. The tank can be mounted on a variety of chassis and with a variety of pump options. Each unit also comes with an upgraded DC-10 washdown pump and hose reel from Hannay Reels. Exterior controls and dual cabinets are designed for operator safety and convenience. An arctic package and safety lighting are available. **866-789-9440; www.keevac.com.**

#### Pik Rite Flatbed Restroom Hauler

The **Flatbed Restroom Hauler** from **Pik Rite** has a 650-gallon tank, flatbed and liftgate. The tank has a 400-gallon waste compartment and internal 250-gallon freshwater compartment for even weight distribution. The truck includes a National Vacuum Equipment 304 vacuum pump, dual 2-inch fill hoses, 20 gpm washdown system, dual-spring return freshwater hose reels and dual 2-inch bucket fills. A 20-inch top manway, 5-inch sight eyes and clear hose sight tube are included. The truck is also equipped with a 98-by-102-inch aluminum flatbed and Thieman TVL liftgate. Two diamond plate toolboxes are mounted on the passenger side. The truck has an LED running light kit with a durable, fully molded wiring harness. **800-326-9763; www.pikrite.com.**







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### Robinson Vacuum Tanks PR1200A

The **PR1200A** from **Robinson Vacuum Tanks** is a 1,200-gallon aluminum portable restroom service truck, split for 900 gallons of waste and 300 gallons of freshwater.

This model is set up standard with dual side service including toolbox, suction hose and bucket fill. The unit comes with a bumper capable of towing a trailer, and it has a folding platform to haul two portable restrooms. The range of chassis options includes choice of the chassis manufacturer, two-wheel or four-wheel drive, and gas or diesel. There are also multiple options for vacuum and water pumps. **814-933-0927; www.robinsontanks.com.**

### SLIDE-IN UNITS

#### Imperial Industries 550-gal steel slide-in unit

The 550-gallon steel slide-in unit from **Imperial Industries** includes a 100-gallon poly water tank, Masport HXL3V vacuum pump with 9 hp Honda engine, 30 feet of 2-inch waste hose, a 50-foot garden hose on a hose reel, TOICO Industries water pump and a 3-inch discharge. It is available as a stand-alone unit or situated on a 7,000-pound gross vehicle weight rated tandem-axle trailer. **800-558-2945; www.imperialind.com.**



#### TankTec slide-in tank

Slide-in tanks from **TankTec** range from 100 to 995 gallons. The tanks are available in single-compartment for grease and septic or two-compartment for portable restroom service. **888-428-6422; www.tanktec.biz.**

### TRANSPORT TRAILERS

#### Johnny Mover Trailer Sales trailer

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



### Liquid Waste Industries trailer

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



### CASE STUDY

#### Flatbed service truck means efficiency for PRO

**Problem:** Galaxy Restroom of Syracuse, New York, had a problem: It had a limited amount of capital for its annual operational growth and replacement fleet expenditures. This was due to a recent acquisition that depleted most of its capital. Meanwhile, much of the fleet it acquired was tired and outdated. The company needed to buy at least two trucks — one for service since they almost doubled in size overnight with the acquisition and a second one to help with pickup and deliveries, as they had picked up business in the event vertical as well.

**Solution:** The business chose a PortaLogix flatbed unit designed to service more than 65 units on a route with an 800-gallon waste tank and 350-gallon freshwater tank in the flat bed. The same truck carries up to six units on the bed to do pickups and deliveries at the same time.

**Result:** Not only did Galaxy Restroom stay within its fleet budget, but it also benefited from higher profits year over year as it invested in more PortaLogix trucks. The company then did 80% of its pickups and deliveries on route with PortaLogix trucks, which allows for a much smaller fleet, less fuel expense and fewer labor hours for drivers, leading to an 55% increase in profit margins. **585-484-7009; www.portalogix.com.** P





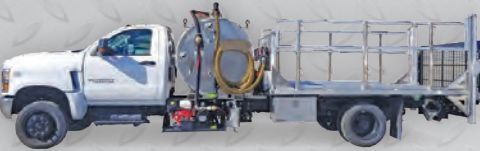
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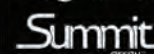
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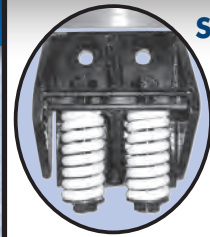
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WITH IMAGINATION

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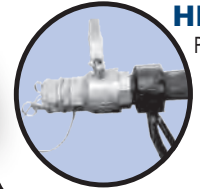


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# Office Technology and Software

By Craig Mandli

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**AllyPro** is business management software designed to reduce the cost of operations and simplify processes. It allows businesses to review critical business information in real time, and it is designed to meet the varied, but specific needs of the portable sanitation industry, including comprehensive inventory, paperless dispatch, mobile application, complete customer CRM, billing and fleet maintenance. As a software as a service platform, the customer's business can be accessed from any internet-connected device by anyone with the proper credentials. It's suitable for the small operator who may need to be on the move some of the time, as well as the large enterprise that requires multiple accesses to follow its business. The system allows the user to name and arrange varied field functions, describe equipment, and customize status updates and services provided. **888-974-8488; www.allypro.com.**



### CRO Software Solutions CRM

**CRO Software Solutions** software has a fully integrated **CRM** module catered specifically to the waste industry. The CRM facilitates seamless, real-time communication between the sales team,

customer service representatives, management, dispatchers and clients. Its per-user fee of \$50 allows each user to have easy and direct access to up-to-date client data such as client history, current jobs, and billing details, along with service requests and statuses. The benefit of using CRM technology includes the elimination of double data entry input because all entries are accessible and editable to every division within the business. Furthermore, it produces real-time updates so that dispatchers and sales teams can communicate on active service requests. Lastly, the user may link its custom CRM calendar with Outlook and Gmail calendars on any mobile or desktop device. **844-276-2467; www.crosoftware.net.**

### ServiceCore software

**ServiceCore** software is a QuickBooks-compatible, all-in-one solution custom-built for companies in the service industries. Through route optimization, scheduling, customer management, accounting and other fundamental features, it is designed to help companies better manage their schedules, customers and inventory. **844-336-0611; www.servicecore.com.**



## FLEET MANAGEMENT

### ClearPathGPS Owlcam+

**ClearPathGPS's** dash camera solution from **Owlcam+** detects impact or broken-glass events when a vehicle is off. Because there's no SD card, there's no way to tamper with the footage. Video



captured is seamlessly linked to GPS tracking data and provides two forms of evidence in the event of a claim. Twenty-second video clips can be requested from within the portal and stored in the media manager for 30 days or downloaded locally for sharing/storing. Event snapshots can be sent by the driver to the portal by saying, "OK, Presto" and can immediately be viewed remotely by the fleet manager. Its 4G LTE connectivity means cloud upload of critical clips and remote viewing is possible even when the vehicle is off. **888-734-0384; www.clearpathgps.com.**

### DPL Telematics AssetView tracking series

The portable **AssetView** tracking series from **DPL Telematics** is a small, battery-powered GPS tracking solution for wireless monitoring of any asset to improve logistics, manage inventory and curb theft. The self-contained GPS tracking solution installs in seconds, requires no external



power and can last years on traditional batteries. Its adaptive tracking delivers long battery life while actively alerting on curfew violation, movement or geofence breach, as well as allowing the user to switch to recovery mode over the air. It is waterproof and has no long-term contract so customers can deactivate and reactivate without penalty. **800-897-8093; www.dpltel.com.**

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### AP Equipment Financing application-only finance programs

Application-only finance programs from **AP Equipment Financing** are available for businesses to purchase new or used revenue-producing equipment with costs up to \$200,000. Applications have become simplified with no need for paper. Businesses can apply through a smartphone or computer, with fixed payments so owners can keep peace of mind with monthly payments that match their cash flow. **888-996-0305; www.apfinancing.com. P**





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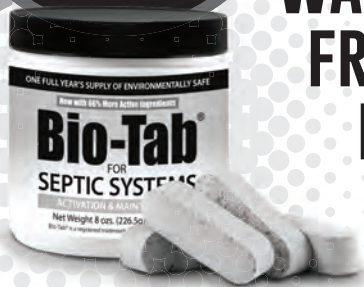
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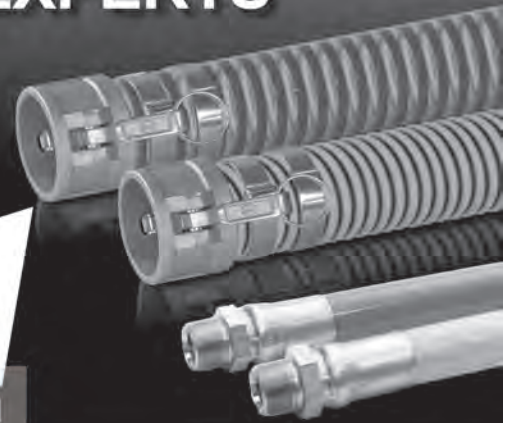


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By Tim Dobbins

## ROTATION ENHANCES DEWATERING PERFORMANCE FOR THE IN THE ROUND DEWATERING SYSTEM

The pumping industry is made up of problem-solvers. It was only a matter of time before solutions arose to manage septage when there are no suitable disposal solutions, which is the case for many pumping companies.

Years ago, James Penner set out to address these situations and designed the In The Round Dewatering horizontal sludge dewatering system to provide pumpers with more options for efficient disposal of septage.

“We needed to come up with a way to get clean enough water that small sewer plants could take it, and the only way to do that is to get the solids out,” Penner says.

According to Penner the rotating motion of the unit allows for optimal liquid separation. “The fact that it rotates lets the sludge open up, and that lets the water then seek the lowest point where it goes out the filter tiles,” Penner explains.

The result is dry materials. “This unit will speed up the dewatering process and give you a more uniform, consistent result,” Penner says. “We think it’s a great fit across several industries, including septage and municipal dewatering.”

The unit is 90 inches in diameter by 20 feet long. It uses a polished stainless steel drum with a powder-coated roll-off frame for easy transport and unloading. An 18,000- to 25,000-gallon batch is mixed with polymer before being filtered in the rotating drum. A 1/2 hp variable-speed electric motor with heavy-duty chain and sprocket powers drum rotation. Water trays are mounted to direct discharged water.

The unit can be filled in a few hours or less, and the typical dewatering time is overnight. On average, 18% to 24% of sludge moisture is removed through the process, while septic sludge ranges from 20% to 30% removal. Grease trap waste typically runs between that of sewage and septic.

In The Round Dewatering’s newest model in the testing phase is to feature an auger to provide options for material removal. “If somebody is on a job site and they don’t want the sludge hitting the ground, they can load it on a roll-off truck, back up to a dumpster and auger it into a (container) box,” Penner says. “It not only fits the septic guy, but also the municipal operators and gas and oil crowd. This is great for them because it eliminates having to use dry beds — saving time and space.” **317-563-2072; www.itrdewatering.com.**

## VACALL ALLJETVAC P SERIES COMBO SEWER CLEANERS

Vacall AllJetVac P Series combination sewer cleaners use a positive displacement blower system to create reliable jetting and vacuum forces while efficiently opening and maintaining critical lines. The models have a blower system that is powered by the chassis engine, reducing fuel consumption and service time and also eliminating extra harmful emissions. The AllSmartFlow CAN-bus control system is standard; this allows for management of vacuum forces and water flow, reducing unnecessary refill trips. Also standard are aluminum water tanks. Galvanized debris tanks are optional. P Series models have a front-mounted, pivoting hose reel and an 8-foot-6-inch extending boom with 180-degree rotation. **800-382-8302; www.vacall.com.**



## COXREELS STAINLESS STEEL REELS

COXREELS offers various stainless steel reels and powder-coated steel reels with stainless steel fluid paths. Both 316 and 304 grades of stainless steel are available for

fluid paths on many reel types to best match the necessary corrosion resistance of the reel, depending on the application. The stainless steel reel spools and frames remain 302- and 304-grade stainless and are optionally available in an electro-polished finish for additional corrosion resistance. **800-269-7335; www.coxreels.com.**

## SEWER EQUIPMENT MODEL 900 ECO COMBO TRUCK

The Model 900 ECO combination sewer cleaner from Sewer Equipment has a Hydro Drive powertrain system that eliminates the need for a transfer



case, allowing the truck to operate in neutral for operator safety. Twelve-volt electrical switches and relays throughout the truck allow for easy field diagnostics. Offering both single-piston and triplex pump options at 55 to 80 gpm at 2,000 to 3,000 psi and a 4,400 to 5,000 cfm blower at 18 inches Hg on an 8-inch system, the truck provides water and vacuum solutions for any situation. The 900 ECO is available in 6- to 15-cubic-yard debris body capacities, and it is equipped with standard Durapolene water tanks carrying 900 to 2,100 gallons of onboard water. **800-323-1604; www.sewerequipment.com.**

## CONTINENTAL AIR AND WATER INDUSTRIAL HOSES

Continental partnered with COXREELS to develop a custom-built hose reel assembly called the P Series, to be used with Continental’s premium rubber and hybrid air and water hose. The hose and reel package comes with a hybrid air and water hose, as well as a professional-grade rubber air hose. The reel will accommodate a 3/8-inch-by-50-foot hybrid and rubber hose





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with 300 psi. There is also a reel for a 1/4-inch, 300 psi rubber hose. The P Series reel is made with a 1/4-inch steel base and has solid, one-piece construction with heavy-grade steel and no welds. **800-235-4632; [www.contitech.us](http://www.contitech.us)**

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### Inspector Certificate of Completion Training Schedule

#### CPOW Inspector Course October 6-7, 2020

Location: Pueblo, CO  
Contact: Lisa Nicoll  
cpow@cpow.net

### Soils Workshop Schedule

#### University of Arizona Soil & Site Evaluation Course October 21-23, 2020

Location: AZ  
Contact: Aaron Tevik, 520-621-3691  
atevik@cals.arizona.edu

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### 2021 WWETT Show Shoot-Out Event

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## INDUSTRY NEWS

### Scienco/FAST - a division of BioMicrobics receives NSF/ANSI Standard 61 certification

Scienco/FAST - a division of BioMicrobics announced its Scienco Systems product lines received NSF/ANSI Standard 61 certification for its SciCHLOR line of onsite sodium hypochlorite generators. To achieve certification, the equipment was passed through a seven-step process that was overseen by the NSF Drinking Water Additives Joint Committee. SciCHLOR treats water using only salt, water and power to generate an optimal 8,000-ppm, ready-to-use disinfectant on site and on demand.

### Vacuum Truck Rentals announces new hires, certification

Vacuum Truck Rentals named Kevin Shepard the newest member of its sales team. He will serve the Merrillville, Indiana, region with more than 34 years' of experience in the vacuum truck and heavy-equipment industry. VTR also named Jesse Medema as service manager at its Deer Park, Texas, location. He brings 20 years of experience as a mechanic, with 17 years exclusively in the vacuum truck industry.

The company also announced it is now a certified "R" Stamp Tank Repair Facility, having completed the necessary requirements set forth by the National Board of Boiler and Pressure Vessel Inspectors. As a certified facility, VTR is required to maintain high standards in all of its procedures when performing repairs including materials, technician skills and quality control procedures.



Kevin Shepard



Jesse Medema

### Sanitrx International announces partnership with 2020 ENGINEERING

Sanitrx International announced a strategic partnership with United States-based 2020 ENGINEERING, which offers design and construction expertise in sustainable "deep green" buildings, as well as site and water systems. The partnership will promote turnkey design-build and ongoing operations for off-grid water conservation and reuse related to vacuum waste conveyance. **P**



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## BUSINESSES

Selling South Florida septic business with: Pumper 2,700-gallon; 2 dump trucks; 2001 Ford Van; 3 JD backhoes, trailers. Asking \$262,000. POTENTIAL for growth! Only qualifiers contact: Andy Fischer, a.fischer@murphybusinessbroker.com or 786-253-7450. (P12)

Busy, rural east Oregon septic and sewer business for sale. Septic pumping, maintenance, repairs and septic inspections with sewer and drain cleaning and nice portable toilet business. Established business with large footprint and two locations. Owners available for training and support. Turn-key operation with five FT and two PT employees. Five primary septic pumps, two toilet tenders, two service vans, dump truck, snowplow, 16' flat bed, trailer jetter, cameras, 20+ sewer machines, 150+ portable units, 2017 restroom trailer & much more. Nice equipment, inventory, tools and shop with new office. Impeccable records and files with all tax returns. For more information, please call 541-709-3167. (P11)

Portable toilet business for sale. Middle Tennessee. 3 Dodge 5500 900/300. 1 Dodge 5500 with portalogic bed 500/300. 500+ toilets, holding tanks, handwash stations. Selling whole business. toiletcoforsale@yahoo.com. (P10)

Maryland portable toilet rental business. \$545k in equipment. \$700k in revenue, \$250k in owners income. Price at \$850k. Some seller financing available. Call broker Mike at 443-468-3253. (P11)

Septic, Grease Trap and Drain Cleaning business for sale. Over 50+ years in business. Very large customer base that includes both residential and commercial accounts along with multi-year contracts. Serious inquiries only. Please email septicbizforsale@gmail.com with any questions. Located in NE Ohio. (P10)

Portable toilet businesses for sale in central Kansas - 275 toilets, several more that needs repairs, 3 trucks, holding tanks, trailers, sinks etc. 150 to 200 toilet out most all the times. Many long time repeat customers over 30 years in business. \$350,000. Serious inquires only. Call or text 620-664-8004. (P10)

[www.RooterMan.com](http://www.RooterMan.com). Franchises available with low flat fee. New concept. Visit web site or call 1-800-700-8062. (PBM)

## CATCH BASIN CLEANER



**2003 Sterling LT7501 Vac-Con Cleaner/Jetter Combo Truck.** CAT 275 HRSP. 3045 AUX engine with 2,705 hours. Allison MD 3060 trans. 153,924 miles. 12-yard cubic body. New 3 stage blower in 2014, hydro-static driven. 1,300-gallon water tank. 600-foot articulating hose reel. Myers 8020 water pump. Debris body flush outs. Plus more. \$39,995 OBO. **Call Mark at 603-493-1519. NH (P10)**

## COMPUTER SOFTWARE

FreeServiceReminderSoftware.com, FreeServiceDispatchSoftware.com, FreeRouteManagementSoftware.com. (PBM)

## DRAINFIELD RESTORATION



**New & Used TERRALIFT machines** / Terralift parts and beads. Aerratech Solutions LLC, 413-394-4567 or cell- 413-441-1140. Call and learn how the TERRALIFT machine can earn your business an extra **\$250,000 in revenue a year. MA (P11)**

## HAZARDOUS WASTE UNITS

1997 Ford with Cusco 3,200-gallon DOT certified dump and door liquid vacuum truck. Cat engine with Moro M9 vacuum pump. Runs and pumps excellent. \$37,500. KLM Companies 617-909-9044 (PBM)

2000 Mack RD686S cab & chassis with a 4,000 U.S. gallon carbon steel, DOT certified vacuum tank unit. (Stock #0514CV) [www.Vacuum-SalesInc.com](http://www.Vacuum-SalesInc.com), (888) VAC-UNIT (822-8648). (PBM)

2000 International with Cusco High Dump 27", DOT Certified, 412 with vacuum pump, pressure offload as well. Cummins Power with low miles and hours. KLM Companies 617-909-9044. (PBM)

2007 Kenworth T800 with Presvac 3,500-gallon DOT Certified dump/door vacuum tank, Hibon 900 CFM 27", new blower and tank inspections, pre-emission with 400 CAT with 18-speed trans. 44k rear 20k pusher 20k front. Great condition. KLM Companies 617-909-9044. (PBM)

Stainless steel DOT Code hazardous waste or septic. Polar 3,600-gallon tank ready to mount on your chassis or sell outright. 20" rear manway, two 4" inch rear valves with full stainless hose trays. KLM Companies 617-909-9044. (PBM)

New 3,200 U.S. gallon, carbon steel, D.O.T. certified 412 vacuum tank, dump type with full open rear door and a Presvac PVB 750 vacuum-pressure pump installed on a 2021 Freightliner 108SD cab and chassis. (Stock# 13855) [www.vacuumsalesinc.com](http://www.vacuumsalesinc.com) (888)VAC-UNIT (822-8648). (PBM)

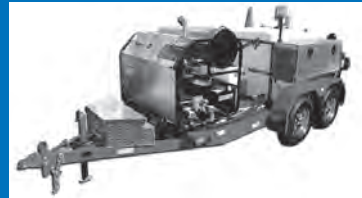
## HYDROEXCAVATING EQUIPMENT



**2014 Vactor HXX Hydro-Excavator** Complete Body and Accessories. This body is complete. Everything from behind the cab to the rear bumper. It has all hydraulics, PTO's, boiler, high-pressure water pump. Also, a very nice twin-cyclone system, 27inch PD blower. EVERYTHING. The debris body is in great shape. I was going to install it on my cab and chassis, it just turned out to be a bigger project than I am equipped to handle. Serial number is; 13-11V-14237. Model number is; 21HXXPD12. \$23,500 OBO. Text is the easiest way to get a hold of me. **Contact number is 773-843-7867. (P10)**

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## JET VACS



**2013 Peterbilt 348 Vac-Con Truck**, 60,000 GVW, Paccar truck engine 9L, 7,111 hours, 72,455 miles, auto transmission, auxiliary engine, John Deere 4045, 1,895 hours. 1,300-gallon water tank, 12 cubic yard debris tank, 420 ft of 1" jet hose, garage kept. Many new parts. Located in Laurel, Maryland. Please contact by email - khatfield@hatfieldsequip.com. **\$155,000 OBO. (P10)**



**1995 Vactor 2115 Detroit/Allison 80 gpm @ 2000 psi \$40,000 OBO** or possible trade. Good condition. **Call Kelly 608-835-7767. (P10)**

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### 2015 Ex-Municipal Vactor 2100

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**2007 Vactor 2112-PD** - multi-flow, accumulator, 15" roots blower 80-2,000 PSI water pump, flat rear door. Curb side and road side, pipe fold down racks. New boom inner, extension tube and 90. Both suction hoses 8" new and plate at tank new. New cyclone separator 2019 and final filter housing. Debris tank sand-blasted and marine coated with new rear door gasket in 2019 and new decant butterfly valve. Blower serviced at dealer 2019. Well-maintained truck ready for work. Ex municipal truck out of South Carolina. Miles 173,750, total truck hours 13,102.1 as of 6/24/2020. \$150,000. **757-490-7050 or mike@performanceplumbingva.com. VA (P11)**

### LEASE/FINANCING

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### MISCELLANEOUS

Vacant manufacturing facility, 51,000 square feet with high capacity well, with or without pretreatment sewage facility. 2000 Freightliner with 4,100-gallon aluminum tank. 1991 GMC with 2,300-gallon tank. 1979 Articulate John Deere tractor (50 series engine) and 3,300-gallon Balzer tank with injectors. Call 920-290-6452. (PBM)

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### PORTABLE RESTROOMS

40 portable restrooms for sale. 54-gallon sewage vacuum pump with 150-gallon fresh water tank. Selling business extras include: Toilet paper, hand dispensers and hand washing station. \$35,000. Email [loganexc@gmail.com](mailto:loganexc@gmail.com). MO (P10)

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

### PORTABLE RESTROOM TRAILERS

2019 RRT Pro Series 9 Station Restroom Trailer. Women's: Four stalls and two sinks. Men's: Two stalls, 3 urinals with single bowl sink. \$27,000 if picked up, \$30,000.00 and I deliver. 619-540-8463 (JJ). CA (P10)

2009 Forest River 10-stall restroom trailer, great condition! \$26,000. Located in Enterprise, AL. Call ashton at 334-389-7775 for pictures and additional info. (P10)

2015 JAG 10-stall restroom trailer. \$40,000. Excellent condition. Located in Enterprise, AL. Call Ashton at 334-389-7775 for pictures and additional information. (P10)

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

### PORTABLE RESTROOM TRUCKS

2014 Hino 195 stainless steel pump truck, Best Enterprise built 1,050-gallon tank (300 water/750 waste), Conde PTO driven pump. Runs perfect and dealer maintained, 185k miles. \$31,999. Call 718-634-2780. (P11)

2003 Ford F350 7.3 diesel, 4 x 4, heavy duty springs in the rear, aluminum flatbed tailgate, 2 portable restrooms, receiver for trailer towing, stainless steel tank, Conde pump with Honda engine, pressure cleaner with Honda engine. Call Manny 305-970-9837. FL (P10)

2005 Freightliner M2, 6-speed, excellent condition, 227,500 miles. Located in Enterprise, AL. \$40,000. Contact Ashton at 334-389-7775 for pictures and more information. (P10)

2004 International 4300. Great truck! Rebuilt engine. Located in Enterprise, AL. \$30,000. Call Ashton at 334-389-7775 for pictures and additional info. (P10)



**2000 Ford F550 7.3 Diesel.** (The good one, pre-emissions). Keith Huber 600/300. \$16,000. Email for more information/pictures - **bandrseptic13@gmail.com. PA (P10)**



**2013 Hino 268.** 1150 waste/350 fresh water steel tank, auto trans and air breaks, the truck has 268k miles. Asking \$40,000. **Ask for Josh 901-452-7040. TN (P10)**



**2015 and 2013 F550 Superduty 2WD** portable toilet trucks, 2 to choose from - one has 75,000, other has 95,000 miles. Both are Satellite trucks with steel tanks. Call or text Patrick for more info **859-991-9316. KY (P10)**

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**Freightliner M2,** 106 Cummins 8.3, 230,000 miles, aluminum tank (2,000-gallons), Masport pump 400, everything works perfect. Contact at **631-299-9906. (P10)**



**Two trucks available for sale:** 2004 International portable toilet trucks, 1,400-gallon waste and 400-gallon water. \$22,500 each or best offer. Call 305-444-7681. Sold as is, ready to sell FOB. **Miami, FL. Email manager@friendlyjohn.com. (P10)**



**2015 Dodge 5500,** 4x2, 6.4L V8 Hemi gas pickup & delivery truck! Aluminum tank 450-gal waste/250-gal fresh. Masport HXL4V pump, dual-side service & DC10 wash down pump. 125,000 miles. \$37,000! **Contact Brix at 815-946-2813 for details! IL (P10)**



**Texla Services Portable Toilet Service Truck Bodies** - Standard turnkey package mounted on your chassis includes: painted body, lighting, right angle Jurop, DC10, water hose, valves & plumbing and PTO. 1,100/400 - \$22,500; 700/300 - \$19,500; 1,700/600 - \$24,500. **Call 936-641-3938. Check us out on Facebook! (PBM)**





**2013 Ford F550**, 2-wheel drive diesel, Satellite portable toilet service truck, 775 waste/400 fresh, DC10 style wash-down pump, Masport vac pump, 2 toilet carrier on rear, good tires and brakes, cold A/C, 169,000 miles, ready to go to work. \$36,900. Located near Toledo, Ohio.  
**Call 419-865-4830. (P10)**



**2013 Ford F450**, auto, diesel engine, new 450-gallon vac tank (300 waste/150 water). Flat bed with lift gate.  
**Call JR @ 720-253-8014, CO. (PBM)**

New 1,600-gallon portable toilet service unit. (Stock# 13762)  
**www.vacuumsalesinc.com (888)VAC-UNIT (822-8648). (PBM)**



**2014 Dodge 3500**, Hemi gas engine, auto, 70,000 miles, 2wd, new aluminum 450-gallon vac tank, 300 waste/250 water, Masport vac pump, Honda engine.  
**Call JR @ 720-253-8014, CO. (PBM)**

2000 International 4700 cab & chassis with a 500 waste/300 freshwater compartment with a Masport HXL4V vacuum pump. (Stock# 0767C) **www.VacuumSalesinc.com (888) VAC-UNIT (822-8648). (PBM)**

## PORTABLE SHOWER TRAILERS



**Portable shower trailer** - 8 stalls, 4 sinks. 33x8 ft. Sold as is - \$5,000 OBO. Pagosa Springs, CO.  
**970-946-3692. (P10)**

## PORTABLE SINKS



**New custom hand-wash trailers** for sale. 11 and 12 station units, top quality, prompt turn around and delivery on all orders. 2 units available immediately.  
**Call Rick @ 330-716-2004. NC (P11)**

## POSITIONS AVAILABLE

Small Septic Tank Company in North Florida. Looking for a couple of good employee's to do all phases of work in septic business. Must have CDL with at least a class B. Must be able to work alone after hire. Company in business from 92. Crestview, Florida. Please call William @ 850-902-9044. (P10)

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

## PUMPS

FOR SALE: Masport pump, Model: #H400W, Year: 2004, Price: \$1,700. Jerry Hobbs 937-604-4771, text first. OH (P10)

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

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## ROLL-OFF TRAILERS

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

## SEPTIC TRUCKS

2006 US Tank 4,000 U.S. gallon C/S vacuum Tank only. (Stock #4000V). **www.vacuumsalesinc.com (888)VAC-UNIT (822-8648) (PBM)**

Pre-owned Keith Huber Dominator, 4,000 U.S. gallon, two compartment, dump type unit, with a Becker 440 vacuum pump package. Mounted on a 1999 Sterling cab & chassis. **www.vacuumsalesinc.com (888)VAC-UNIT (822-8648). (PBM)**

New 4,000 U.S. gallon, aluminum, vacuum-pressure tank mounted on a 2021 Peterbilt 348 cab & chassis with NVE Challenger 887 fan cooled vacuum pump. (Stock #13901). **www.vacuumsalesinc.com (888)VAC-UNIT (822-8648). (PBM)**

1995 Mack CH612 cab & chassis with a Presvac 2,300 U.S. gallon, C/S, vacuum tank and a Wittig RFL100 vacuum pump (coming in August). (Stock # 6224V). **www.vacuumsalesinc.com (888)VAC-UNIT (822-8648) (PBM)**

2021 Mack Granite 64FR tri-axle cab & chassis with a 5,000 U.S. gallon, C/S, vacuum tank and an NVE 4307 blower (coming in August). (Stock #13891). **www.vacuumsalesinc.com (888)VAC-UNIT (822-8648) (PBM)**

2005 International 7500, 570 Int'l eng. tandem, leaf spring suspension. Steel 3,500-gallon pumper, Masport HXL 400 water cooled, (2) 4" intake, 1- rear, 1- driver side front. 6" dump rear. Runs fine. Heated mirrors, A/C and heat work great. 40k rear 11 22.5, 20k front flotation tires. Little rust in hose trays, tank is great. Asking \$25k OBO. Call 240-375-7249, Pete. We're in Maryland. Hoses (4) 30' lengths and misc go w/ truck. (P11)

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**2006 Freightliner M2 106 Business Class**: Pre-emission CAT C7 with 260 HP, 6-speed manual transmission, 215k miles, nNew virgin 11R22.5 tires mounted on aluminum rims, new brakes and drums, new cab paint, frame completely sandblasted and painted. All new 2,500-gallon vacuum body, 400 CFM vacuum pump, 3" inlet, 4" discharge, all stainless steel cam and groove fittings, 120' suction hose, 10' discharge hose, large tool box. Many other options available. \$61,000. Call or text for more info. Price includes delivery. **734-777-0390. (P10)**



**2013 International**, 139,500 miles, under CDL, 2019 1,800-gallon steel LMT vac tank, 2019 Fruitland vac pump, built in 2019 - bad motor. \$37,500. **Call JR @ 720-253-8014. (PBM)**



**2015 Freightliner M2**. Only 54,000 actual miles on Cummins engine. 26K GVWR (under CDL). Brand new 2,100-gallon split tank (2,000 waste/100 fresh). Brand new pump. Brand new PTO. Fully DOT'd. Ready to work. Shipping and financing available. Central Arkansas. Logan 832-928-0985. Caleb 281-914-1192. (P10)

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**1999 International**, CAT power 13-speed vacuum truck, 4,500-gallon, tri-axle hydraulic lift tank, Fruitland RCF 500 vacuum pump, tank is 3 years old - like new, NO RUST. \$52,500. Call for more info **501-259-7997. AR (P10)**



**1995 International**, 278,000 miles, 4,000-gallon tank. \$16,000. Call Steve @ **248-343-3010. (P10)**



**2012 Peterbilt** - 4,000-gallon Imperial tank, Masport pump, 136,000 miles, automatic trans, SeeLevel meter, heated valves. \$85,000. Contact Steve Rogers **570-760-2064. PA (P10)**



**2021 New International** - 4,200-gallon aluminum tank, 370 HP Cummins, auto trans, Gardner Denver vacuum blower, SeeLevel gauge, double frame, 3 stage Jake, 315 steer tires, full locking rear, Hotshift PTO, 7-year tank warranty, bluetooth stereo. \$169,000. Contact Steve Rogers **570-760-2064. PA (P10)**

1996 Navistar 3,600-gallon tandem axle septic truck. New breaks, hubs, drive shaft, break chambers and U-joints this year. Pump, tank, pans and bumpers are four years old. Light use in the last four years. Just over 100,000 miles on the DT 4600 motor, runs great. All tires new but two. **READY TO PUMP.** \$26,000. Call Skip 231-206-0694. MI (P10)



**2000 Sterling, pre-emissions**, CAT7 300 HP, Fuller-Eaton LL8 transmission, 4,000-gal aluminum Longhorn tank, Whiting Vein pump, double framed, tandem axle, Hendrickson spring suspension, daily driver, 367,406 miles. \$30,000. Private sale, 1 owner. Christine **609-758-2700** or email [domillerss@comcast.net](mailto:domillerss@comcast.net) for information & additional pictures. **NJ (P10)**



**1998 Kenworth w/ Cummins engine**, Eaton transmission, air-ride, 2,500-gallon steel tank, NVE 367 Challenger pump, great shape. **\$22,500. 720-253-8014. (PBM)**



**2012 Freightliner M2** with 108,000 miles, Cummins, 280 HP, 2,500-gallon iron vac tank - brand new, pumped 2 tanks, need a bigger truck & hoist. \$73,000. **443-235-5979. DE (P10)**

2012 Freightliner M2112 with new 5,000-gallon carbon steel Dynavac septic tank. Triaxle with 450 HP DD13 with Fuller 10-speed trans, air-ride suspension, Fruitland 500 vacuum pump, excellent condition. KLM Companies 617-909-9044. (PBM)

New 4,000 U.S. gallon, aluminum, vacuum-pressure tank mounted on a 2020 Peterbilt 348 cab & chassis with NVE Challenger 866 fan-cooled vacuum pump. (Stock#13875) **www.vacuumsalesinc.com (888) VAC-UNIT (822-8648).** (PBM)

1993 Freightliner, 544,600 miles, runs good, 3,300-gal NVE pump, 5 years old, good tires- 11R24.5. \$20,000. Shane 928-526-0206. AZ (P10)

Vacant manufacturing facility, 51,000 square feet with high capacity well, with or without pretreatment sewage facility. 2000 Freightliner with 4,100-gallon aluminum tank. 1991 GMC with 2,300-gallon tank. 1979 Articulate John Deere tractor (50 series engine) and 3,300-gallon Balzer tank with injectors. Call 920-290-6452. (PBM)

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



**2007 Mack Granite** tank truck with 6,000-gallon aluminum tank with sight glasses. Primarily used for removing and hauling residential septic waste. (2) 20,000 pound steerable drop axles with NYS Controls, front axle 23,000 pound rated, rear axle 46,000 pound rating, tire size - front: 425/65R 22.5, drive: 12R 22.5, drop: 425/65R22.5. Transmission: 8-speed, split shift with low and high range. (2) - 66-gallon fuel tanks on the truck. Has a positive displacement vacuum pump, with additional air val controls that can be added. Total hours: 4,664. **Miles: 63,095. ASKING \$115,000 OBO. 585-377-1700. NY (P01)**



**2018 International 4300**, new 2,500-gallon steel tank, new Moro pump, less than 110,000 miles. \$75,000. **Call Alan 786-908-5436. (P10)**



**2012 Freightliner M2**, under CDL, 180k miles, ISB (285HP), Allison automatic, new 1,800-gallon U.S. tank, new Juroop PN-58 vacuum pump (230CFM). \$64,000. **305-691-8407. (P10)**



**1991 GMC Kodiak**, 2,300-gallon tank, 427 with 5/2-speed, air brakes, Moro M10 pump, recent tune-up, recent pump rebuild. 155,000 miles. \$19,500. **Call Kelly 608-835-7767. (PBM)**



**2007 International 4300**, under CDL with Allison auto trans. Low-mile truck. New tank pump and PTO. 2005 Freightliner M2, 33k gvw with Allison auto trans. New tank pump and pto. Low mile truck. **Caleb 281-914-1192. Low, low prices. AR (P10)**



**1992 Kenworth C500**, Pres-Vac 4,000-gallon tanker. N14E 350 hp (61000) on complete overhaul/18sp/46k rears (8k) on rear overhaul. 20k steer/20k steerable tag. \$25,000 OBO. **716-864-4043 or foxcon1@aol.com. NY (P10)**

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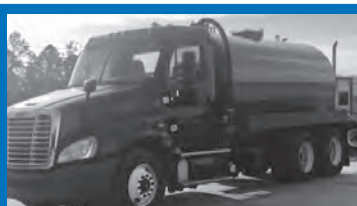
**1999 Freightliner FL60.** 181,411 miles, Conde pump with a total tank size of 1,250-gallons (500 fresh/500 black water). Front tires are at 90% or better. Vehicle has had regular maintenance done. Asking \$16,000 OBO.  
**360-460-1307. WA (P10)**



**2019 Peterbilt 389.** 565 HP Cummins. NVE 4307 blower. All heated valves. Stainless hose trays. Polished trim. 123k miles. 5,000-gallon steel tank. Sea Level indicator. Owners truck. \$199,000. Extra lighting. Located in Georgia. **706-252-4743. (P10)**



**2013 International 4300,** 174k miles, DT-466 (270 HP) Allison automatic, new 2,500-gallon U.S. tank, new Jurop PN-84 vacuum pump (317CFM), **\$58,000.**  
**305-691-8407. (P10)**



**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. \$60,000. Red and black, excellent find with all the new parts and accessories. **800-721-2774. (PBM)**



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**2012 Peterbilt 348 septic truck,** 67,000 miles, Allison automatic transmission, new 4,000-gallon steel tank with heated collars, new NVE 866 pump, new tires, 4 site gauges – digital SeaLevel indicator. \$97,500.  
**262-232-5963. (P10)**

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2003 GMC 5500, 6.6 Duramax, 750-gallon sewer tank/350-gallon fresh water. \$10,000. 251-714-6900. AL (P11)

3,200-gallon tank, 2006, 260 HP, ISC Cummins engine, mileage - 380,000, NVE vacuum pump, 120' vacuum hoses, job ready. \$45,000. David Knight 662-386-4716 or [david@knightenvironmental.com](mailto:david@knightenvironmental.com). (P10)



**2007 International 4300 truck,** 2,000/400-gal, Masport HXL75 pump, new tires - \$38,500 OBO. 2006 International 4300 truck, 1,500/400 - \$27,500 OBO. 2002 F550 truck, 600/300 - \$12,500 OBO. Approx 40 used Portalets. Call or text **Joe @ 859-391-7880 or susieq015@yahoo.com. KY (P10)**

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**2002 Aquatech Vac Truck, B-10** Model. 234,000 miles, 83,000 hours. Excellent condition. Asking \$55,000. St. Paris, Ohio. Contact **Roger 937-239-8277. (P10)**

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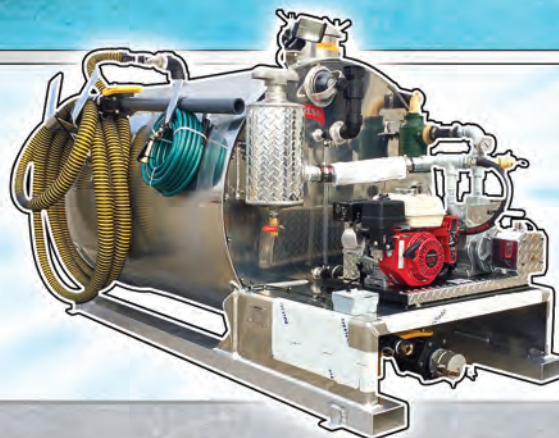
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