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Welcome HOME!

A son and daughter return to Ohio-based Tidy Tim's to provide enthusiasm and a forward-thinking approach to a successful family business

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ON THE COVER:



So much has happened since Pumper visited Tidy Tim's Inc. of Giliad, Ohio seven years ago, but one thing remains constant: The pumping company is grounded in Hack family values. On the cover, Zach Gossett is shown carrying a Crust Buster tank agitator back to the service truck after use in a septic tank. (Photo by Scott Grau)

COMING IN NOVEMBER

➤ PROFILE: Grease is their game in Missouri

➤ SNAPSHOT: Visiting a Pennsylvania family business

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Published monthly by



COLE Publishing Inc.
PO Box 220
Three Lakes, WI 54562

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Email: info@pumper.com | Website: www.pumper.com

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 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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CONTROLLED CIRCULATION: 20,500 per month. This figure includes all circulation regions (nationwide) and international distribution.

REPRINTS AND BACK ISSUES: Visit www.pumper.com for digital reprint options and pricing. To order back issues, call Holly at 800-257-7222 or email holly.gensler@colepublishing.com.

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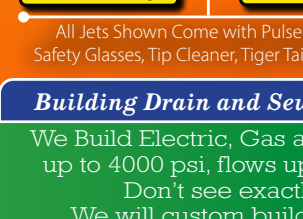
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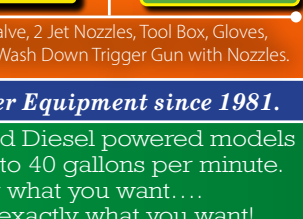
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Contact Jim with your comments, questions and opinions at editor@pumper.com.

Jim Kneiszel
Editor

How Do You Feel About Garbage Disposals?

Claims that kitchen waste doesn't impact septic tank treatment remind me of the promise that wet wipes are "flushable"

By Jim Kneiszel

Are garbage disposals the same as flushable wipes when it comes to deceptive marketing? I'm asking this question after an article promoting the use of garbage disposals with septic systems crossed my desktop recently.

The story reminded me of the wipes manufacturers promising their convenient products are "flushable" but leaving out one important fact: Sure, you can flush them down the toilet, but what happens when the wipes build up in the household plumbing or make their way to the septic tank? All of us know the answer to that — and the disastrous consequences.

Like the universal advice from pumpers and other septic system experts to avoid so-called "flushable" wipes, industry experts have been pretty clear on the question of adding a garbage disposal in houses using septic systems. Let's review the succinct recommendation on the topic from our friends at the Water Resources Center at the University of Minnesota Onsite Sewage Treatment Program. Its website states:

"Do not use a garbage disposal or dispose of vegetables, meat, fat, oil, coffee grounds, and other undigested food products in the septic system. Use composting or garbage service."

Often the message I hear from pumpers is even shorter, if not sweeter: The only things you should flush down the toilet are what comes out of your body and toilet paper.

HEY, IT'S OK

So my eyebrows were raised when an article came to me from the blackbirdnews.com touting the use of an unnamed garbage disposal designed for septic system users. It actually said a garbage disposal offers septic users distinct advantages over simply throwing food waste away.

It stated the undersink grinder "reduces the quantity of food waste that is added to the tank. Instead of throwing away food scraps in the trash, which can quickly accumulate and cause odors, homeowners can grind up their food waste and send it down the drain."

Using this — again unnamed — garbage disposal, breaks down the food waste, reducing the risk of clogs and backups: "When food scraps are ground up and sent down the drain, they are exposed to more surface area, which allows bacteria and other microorganisms to break them down more efficiently. This means that food waste is processed more quickly in the septic tank."

➤ My eyebrows were raised when an article came to me ... touting the use of an unnamed garbage disposal designed for septic system users. It actually said a garbage disposal offers septic users distinct advantages over simply throwing food waste away.

Then the most dubious statement of all: "(A) garbage disposal for septic tanks can also help to reduce the need for septic tank pumping. When too much waste accumulates in the tank, it can become full and require pumping to remove the excess. However, by using a garbage disposal to grind up food waste, homeowners can help to keep the tank from filling up too quickly."

I call fake news.

I told you earlier that the article didn't name the septic-safe garbage disposal. But it did include a hyperlink that takes the reader to the website of the InSinkErator company, the largest manufacturer of garbage disposals — where you are greeted by this message:

TRUTH ABOUT GARBAGE DISPOSALS

"You've probably been told that using a garbage disposal to get rid of food waste is going to upset that delicate [septic] system. The reality is, it won't." Then the company reveals what it calls "the truth about garbage disposals" for septic systems. And it's a real doozy:

"A garbage disposal grinds food waste to easily flow through a home's plumbing and into a septic tank. Once there, food scraps decompose faster than other waste sent into the tank. Because food scraps are 75% to 90% water, they add very little to the solids that settle at the bottom of the tank. Studies show that septic systems attached to a garbage disposal don't require more frequent pumping than those that aren't."

This statement directly contradicts every message I have heard from the top septic system experts and educators over the past 20 years, as well as the experience of pumpers in the field. It's another way this reminds me of the

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“flushable” wipe messaging from those who want to sell consumers wet wipes.

InSinkErator is now selling a garbage disposal, the Evolution Septic Assist, it says is specifically created for use with septic systems. The unit injects what it calls exclusive “Bio-Charge” enzyme treatment when in use, which it claims helps keep septic systems running smoothly. I would be interested to hear if pumpers have any anecdotal experience with this garbage disposal. Please share your stories at editor@pumper.com and I will include them in a future article here.

Whether or to what degree the new disposal reduces the negative impact of added food wastes on septic systems is unclear to me. But I suspect pumpers and our industry experts would say that not using any garbage disposal in the first place remains the better option.

LISTEN TO THE PROS

I will take the word of professionals who maintain septic systems over the company trying to sell garbage disposals. Consider *Pumper’s* longtime friends at Tim Frank Septic Tank Cleaning in Ohio — first Tim, and his son Tom Frank, wife Carol and the family. They are past presidents and members of the National Association of Wastewater Technicians, certified septic system inspectors, and qualified service providers of the Ohio Waste Haulers Association. Here’s what they say in their website blog on caring for septic systems:

“Most garbage disposal manufacturers are quick to tell you that yes, you can use their product with your septic system, but ignore the ugly truth that can be hiding behind that answer. It is not OK. You really shouldn’t be using a garbage disposal with your septic system.”

The Franks go on to explain that using a garbage disposal overloads the human wastes accumulating in the septic tank. “This excess waste will never get a chance to break down in the wet environment,” the Franks go on. “The thing that garbage disposal manufacturers don’t tell you is that you have to pump your tank at least twice as often if you use their product.”

The message the Franks share with consumers is a valuable one. Adding a garbage disposal makes a septic system work harder. It may increase the chance of system failure without more diligent maintenance, and extra pumping over time raises the price for what should be a very efficient and cost-effective treatment system.

PROCEED WISELY

Following the advice of pumping industry leaders, it would seem to make sense for your customers to avoid installing garbage disposals. And experts will say that if a homeowner on septic already has a garbage disposal, use it sparingly and dispose of most kitchen waste in a compost pile, the garbage bin or feed it to the chickens in the backyard.

So, are the companies that market garbage disposals as septic-safe providing disinformation similar to those who promote using “flushable” wipes? You tell me. What has been your experience with garbage disposals and septic system users? Does the general public understand the proper use and limitations of these machines? Or as with the wipes, are they oblivious to the harm these products might be doing to their septic systems? **P**

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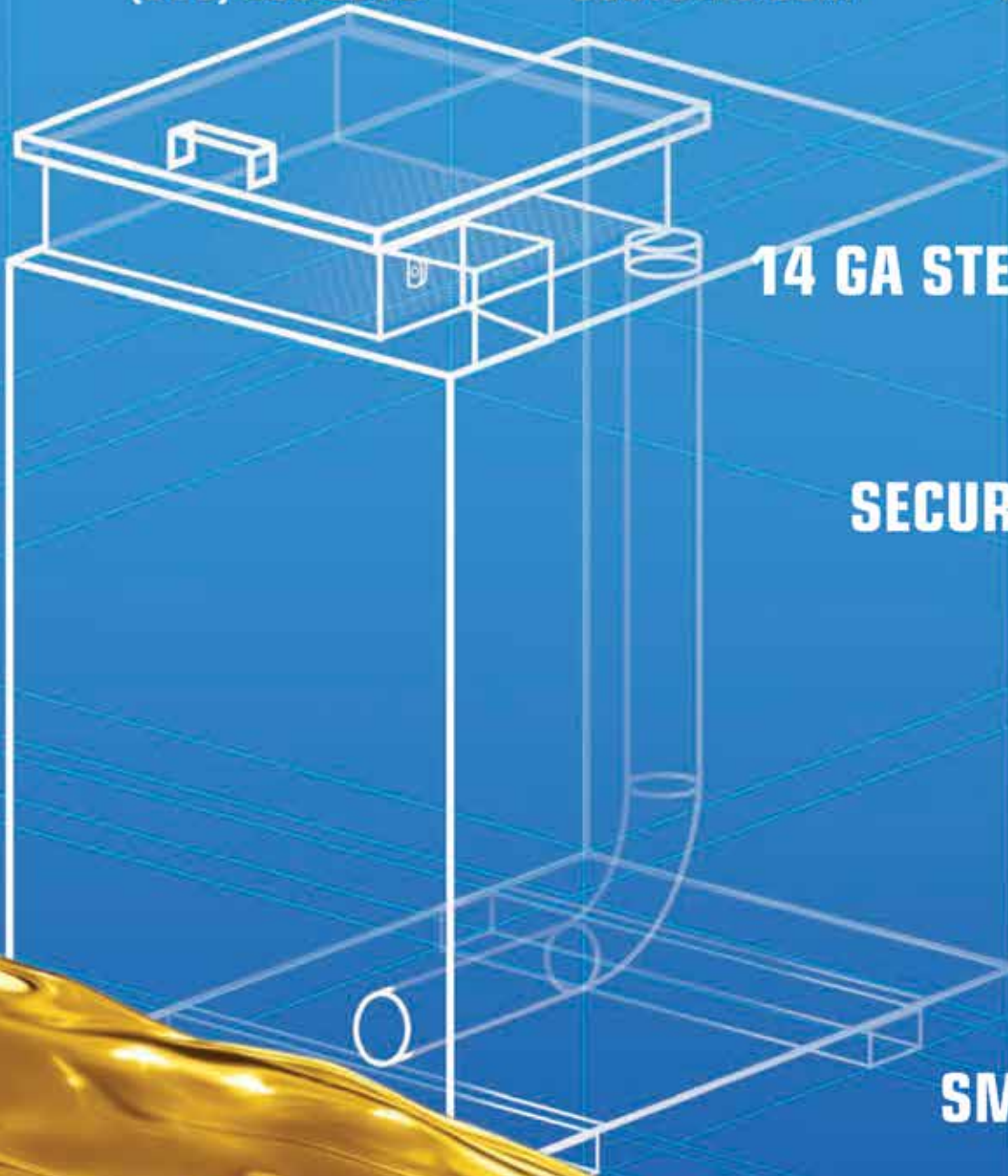
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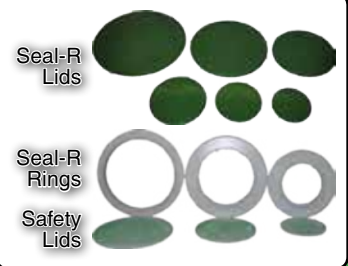
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ENVIRONMENTAL JUSTICE

fixing septic system infrastructure

Everyone deserves to have clean drinking water and a home with proper sanitation, and an appropriate septic system is essential for that goal. That's why the onsite industry needs to fight for attention and tax dollars to address failing septic system infrastructure. pumper.com/featured



“ The goal is to keep a pipe clear, but what velocity in feet per second do we need to maintain a clear pipe? The answer isn't simple. ”

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all employees have a role

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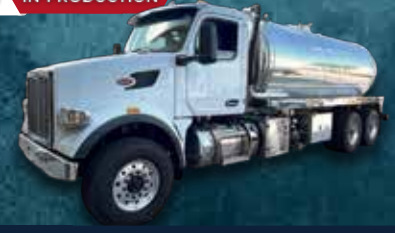


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▼ The family behind Tidy Tim's in Mount Gilead, Ohio, includes Tim and Patty Hack, left, and son and daughter Katie Gossett and Kyle Hack. They are shown with a new Kenworth septic service truck built out by Pik Rite and carrying a National Vacuum Equipment blower. (Photos by Scott Grau)

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Welcome HOME!

A son and daughter return to Ohio-based Tidy Tim's to provide enthusiasm and a forward-thinking approach to a successful family business

By Dee Goerge

“ YOU WON’T FIND YOUNG PEOPLE THAT WORK HARDER THAN THEY DO, AND WITH INTEGRITY. AND WE ARE ALL GOOD AT ORGANIZING, LOOKING AHEAD, ANTICIPATING. ”

TIM HACK

Kyle Hack never wanted to leave Tidy Tim’s Inc., the company his parents, Tim and Patty Hack, founded in 1995 as a side business after purchasing 28 restrooms and a service truck from a portable restroom operator. Kyle’s sister, Katie Gossett, never intended to stay with the business.

But both came back several years ago and are transitioning in as shareholders in the incorporated business with their spouses. It’s a much bigger business than it was 28 years ago, with the addition of septic tank pumping, installation, repair and inspection services and more employees to deal with the growing demand in central Ohio.

One thing that hasn’t changed is the Hacks’ values and priorities to grow a successful business. But so much has changed in the business structure, size, equipment inventory and marketing during the transition — and since *Pumper* featured Tidy Tim’s a mere seven years ago.

TOGETHER AGAIN

Kyle grew up in the business and drove a vacuum truck as soon as he got his driver’s license. He was eager to continue working for Tidy Tim’s, but after he graduated from high school in 2013, his parents insisted he go to college, where he earned an associate degree in livestock management.

“I could have used his help,” Tim says, admitting he regretted never going to college. “I just wanted Kyle to have that experience — and a backup plan.”

“We had mixed feelings about sending him away [to college],” Patty agrees. “We were anxious for him to get through that and start helping us. Tim and I were to a point where we couldn’t grow without help and we weren’t comfortable hiring people.”

Going to college and working a short time for a dairy farmer made Kyle aware of other options and even more sure that he wanted to work for the family business.

“It was a great experience and I met my wife there,” Kyle



Tidy Tim’s Inc.
Mount Gilead, Ohio

OWNERS: Tim & Patty Hack, Kyle Hack, Katie Gossett
FOUNDED: 1995
EMPLOYEES: 13
SERVICE AREA: 13 counties in central Ohio
SERVICES: Portable sanitation, septic pumping, onsite system installation, repairs and inspection
WEBSITE: www.tidytimesinc.com

says about college. But he never stopped working at Tidy Tim’s, helping on weekends and summers, until he joined full time in 2017.

Meanwhile, his older sister, Katie, loved her job in agricultural communications for a cattle rancher’s association.

“I loved being out talking to people, writing and doing design work,” she says. But when she and her husband Zach had their first child, the 40-minute commute and workday left little time for her at home.

Patty was doing daycare for her grandson and one evening Tim half-joked that Katie should work for Tidy Tim’s. The next day Katie decided it could be a good option.

“Katie was unexpected,” Patty says, but she and Tim were happy when she joined them in 2016.

“They both brought new ideas.”



▲ The Tidy Tim’s crew includes, from left, Kyle Hack, Chelsey Hack, Tim Hack, Zander and Myles Gossett, Patty Hack, Katie Gossett (holding her son Lonnie), Zach Gossett, Ben Sheets, Steve Shipley, Julie Logan, John Kuelling and Derek Barker. The truck is a Kenworth carrying a 4,500-gallon tank, National Vacuum Equipment blower and Omega hose reel built out by Pik Rite.

▼ Technician Derek Barker loads portable restrooms from Satellite Industries and T.S.F. Inc. for delivery.



► Kyle Hack is behind the wheel of the company's newest portable restroom service rig, a 2023 Ford F-550 built out by Best Enterprises and carrying a National Vacuum Equipment pump.

ESTABLISHING ROLES

"When Katie came on board, we still had the phone ringing into our home and were answering the phone until 8 at night," Tim recalls. "When they both came on, we were just so busy, we just hit the ground running."

Katie took over answering phones and started performing tasks that led to her role as office manager.

Tim and Patty were grateful for the help. They'd held back from too much expansion to maintain the service and quality cleaning standards they set for the business. Kyle and Katie shared their work ethic and pride in offering good service.

Like any family that works together they all recognize the importance and challenge of communicating with each other and working out differences.

"Mom is the glue of it all," Kyle says.

Patty is a natural mediator, so whenever something goes wrong or there is conflict, she is the first person her children talk to. She listens and helps them think the issue through, and they often conclude that it wasn't as serious as they thought.

In addition to that role and being the primary child care provider for Katie's three sons, Patty handles accounts payable and is an integral part of the business from her home office.

Katie takes care of marketing, invoices and manages office staff. Julie Logan works on the septic side with scheduling and inspections. Chelsey Hack, Kyle's wife, deals with the portable restroom side of the business, which is Kyle's niche. He drives a service truck and oversees the other drivers.

Katie's husband, Zach, oversees scheduling for septic pumping and installs, as well as inspects systems.

"I do whatever Katie tells me to do," Tim teases. "As owner my role is to oversee everything but I don't need to micromanage, and they come to me with the tougher questions and decisions which I appreciate. I love being in my truck, I love to talk to people and meet with the new install customers. I handle the permitting, and deal with the tank provider and materials for installs.

"I like that we are getting to a point where our roles are more defined," he adds. "We are trying to put ourselves in a position to have more of a life outside of work."

As with any business with multiple owners, there are differences of opinions.

"We have an open line of communication and talk about issues right away so they don't fester," Katie says, adding that Tim has been open to their ideas.

EMPLOYEES ON THE TEAM

Having a core of dependable employees makes success possible. Though there was some turnover with staff last year, Katie emphasizes how much they appreciate the people that make the Tidy Tim's team.



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▲ Tim Hack pumps out a residential septic tank.

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Several employees have been with Tidy Tim's for nearly five years, including Jon Franklin who helps out on the septic side with pumping, repairs and installations. Derek Barker runs a restroom route, trains new route drivers and does quality control on other drivers' routes. Tim Brake also plays a vital role and works on both the portable restroom and the septic side, doing weekend deliveries and pickups as well as septic inspections. Steve Shipley oversees cleaning and repairs of portable restrooms and handles shop maintenance.

The Hacks have adapted new strategies for hiring, starting with the interview process.

"We ask them to ride with one of the guys as part of the interview and we pay them for the day," Kyle says. "So, they [applicants] understand what we do."

Once hired, the Hacks follow up with lots of on-the-job training, and all employees gather for monthly meetings, plus additional meetings in the summer. To keep good workers, sometimes the Hacks transition employees between the septic and portable restroom side of the business to better match the worker's needs and skills.

Tidy Tim's offers benefits that include health insurance and retirement. Plus, workers receive quarterly bonuses if they don't make any major mistakes. That goes for owners as well, Tim says, noting he's had to dock himself a time or two.

EXPANDED FLEET

With more employees, more equipment is needed. Tidy Tim's recently purchased a new septic service truck, a 2023 Kenworth with a 4,500-gallon stainless steel tank, a National Vacuum Equipment blower and hose reel built by Pik Rite. It's the largest tank they've ever had.

"Because of the growth of business on the septic side, the big truck will help us be more efficient to haul two or three pumped tanks with one shot," Tim says.

Initially, the plan was to have the new truck replace a present rig, but because of demand, Tidy Tim's will likely keep both of the older trucks — a 2005 Kenworth



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with a 2,300-gallon steel tank with an NVE pump and jetter built by Transport Truck Sales, Kansas City, Kansas; and a 1993 Mack with a 3,500-gallon steel tank and a Moro pump built by Elliot Machine Works in nearby Galion, Ohio.

Other equipment for the septic side of the business includes a 2003 Dodge Ram service truck, two John Deere excavators (35C and 50) and a John Deere 325 skid-steer, a Superior Signal Smoke Tool, two MyTana cameras, a MyTana locator and a Milwaukee drain cleaning machine.

For the portable restroom part of the business, Tidy Tim's has seven trucks. The newest is a 2023 Ford F-550 with an 800-gallon waste/400-gallon freshwater stainless steel tank with an NVE304 pump built by Best Enterprises. Best Enterprises also built three other trucks with the same pump: a 2018 Dodge Ram 4500 with a 650-gallon waste/250-gallon freshwater steel tank; and two Kenworth trucks (2017 and 2005) with 1,100-gallon waste/400-gallon freshwater stainless steel tanks. The other trucks are a homebuilt 2014 Isuzu with a 700-gallon waste/300-gallon freshwater poly saddle tank and NVE 304 pump; a 2014 Dodge Ram 5500 with a 950-gallon waste/300-gallon freshwater aluminum tank and Masport pump, built by FlowMark; and a 2005 Ford with an 800-gallon waste/300-gallon freshwater steel tank and Masport pump built by Crescent Tank Mfg.

Tidy Tim's has 745 portable restrooms including Satellite special event and construction models and T.S.F. construction units. Their six restroom trailers come from Satellite Suites, JAG Mobile Solutions, NuConcepts and a self-built nonflushing unit. F.M. Manufacturing built a 16-unit hauler and another 10-unit trailer was built in-house.

To accommodate the growth, Tidy Tim's recently moved from its two-bay shop and office trailer into a new 7,000-square-foot shop with five offices, a large breakroom and enough room to house most of their trucks.

TRANSITIONAL CHANGES

Tidy Tim's marketing has changed with Katie's communication skills. She uses social media and works with a website company to continually make changes. "Based on calls and website queries, it's doing well," she says.

The business also uses radio advertising, which reaches throughout Tidy Tim's expanded coverage area and includes a growing population and new homes north of Columbus, resulting in install inquiries. Additional work



Spouses come aboard

Zach Gossett was the first of the younger generation to start working full time for Tidy Tim's. He met his wife Katie at Ohio State University and worked in agronomy sales. In 2015, when Ohio adopted new operation and maintenance regulations for septic systems, his father-in-law Tim Hack wanted to expand services.

"Tim brought me on to be the septic inspector. It was a similar role dealing with people, but instead of selling I was providing a service," Gossett says. "I rode with Tim to learn it and he trained me on everything. As my knowledge grew my roles have changed."

Gossett now shares inspection work with another employee so he can also install systems. And, with a CDL, he pumps tanks when needed. He's been part of the growth of the septic side of the business at Tidy Tim's. Part of that is from his seat on the Ohio Onsite Wastewater Association board, where he learns about new ideas and products.

"I am very efficiency-based — how we can do things better, faster, cheaper. Also, growth focused, of seeing potential customer growth and how to set us up for success in the next year and five to 10 years," Gossett says.

He says that he and Tim don't always agree about ways to do things. But they have a good relationship and respect for each other's opinions.

Becoming part of the family business has been the right choice, Gossett says. "I enjoy being outside and helping customers solve problem and just explaining how a system works. The customer interaction is what drives me the most," he explains.

EASING INTO ROLE

Like Zach, Chelsey Hack met her spouse at college. She knew what she was getting into when she married Kyle Hack. Many of their "dates" between college classes included riding with Kyle to service restrooms. After graduating with a degree in natural resources management and working as a metro park ranger, she continued to help Kyle on second shifts and weekends. In 2019 she started working full time for Tidy Tim's.

"I started from the bottom, washing toilets," she says. And she rode with two different portable restroom route drivers for nearly two years. "Doing a route got me comfortable running all the trucks and then adding the trailer I started hauling and picking up restrooms [for weekend events]."

That experience is useful now that she helps manage the portable restroom side of the business. She schedules 14 service routes a week with Smart Service software that works with QuickBooks and links to drivers' iPads with directions and detailed instructions. Knowing how driving routes work, she can relate to the drivers and troubleshoot problems when customers call.

And, reminiscent of their courtship, she and Kyle often work together transporting restrooms on busy weekends.

"I love the family and we get along great, but there are some growing pains with transitions. We make so many decisions together, which is nice sometimes because we have different perspectives," Chelsey says.



► The latest septic service vacuum truck is a Kenworth featuring a 4,500-gallon stainless steel Pik Rite tank and remote-controlled Omega hose reel carrying 200 feet of hose. Zach Gossett demonstrates use of the hose reel.

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RETURN ENGAGEMENT

Tim Hack shows off the outhouse the company built for the Morrow County Fair outhouse races in the stockyard of Tidy Tim's headquarters. The company has sponsored the races run by high school students for the past five years.



The Tidy Tim's team built this custom mother/infant restroom unit that is employed at special events. Kyle Hack is shown placing a sign for users outside the unit. (Photo by J.D. Pooley)

comes from two businesses Tidy Tim's bought out and response from reminder cards sent out to past septic customers.

Change has come frequently and often since the first *Pumper* profile on Tidy Tim's in 2017. It now has two septic truck routes every day covering a 13-county area. Portable

is still the biggest part of the operation at about 60% of the work. Septic pumping and installation accounts for about 30% with 10% for inspection work.

Tidy Tim's is incorporated and the transition from Tim and Patty's ownership is gradual as their children earn stock in the business. The parents will keep stock in the business for income in their retirement. Everyone is open to growth and new opportunities.

"I'm not ready to take my foot off the gas as long as we don't lose quality," Tim says.

With Intel and distribution center building projects attracting thousands

of people and a housing boom in the region, there will be more installations and service calls. New Ohio regulations require septic maintenance such as switching elbows in distribution boxes and cleaning effluent filters. Plus, there are more mechanical aeration and spray irrigation systems that require annual inspections.

There's also more demand for portable restrooms and Kyle stays proactive, taking turns running routes to maintain quality control and watching for opportunities where to grow that side of the business.

THE ROAD AHEAD

As Tidy Tim's works through transitioning from one generation to the next, the talents of each family member are important. And so is their unified focus.

"You won't find young people that work harder than they do, and with integrity," Tim says about his children and their spouses. "And we are all good at organizing, looking ahead, anticipating. Then it takes just one phone call and there's the stuff you don't plan for and you have to roll with it."

"Twenty-eight years ago, Tim and I never thought this is where we were going to be," Patty adds. "We are happy that we can provide a service to this community. We try to be active and give back."

And that same spirit drives Kyle, Katie and their spouses as they take over Tidy Tim's and an even larger coverage area. **P**



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Jeff Haden
Contributor

Jeff Haden is a contributing editor for Inc.com and a LinkedIn Influencer.

Have You Considered Sponsoring a Local Event to Boost Exposure?

You can tap into the lessons Toyota has learned sponsoring NASCAR and use them on a much smaller scale for your wastewater business

By Jeff Haden

Hoping to gain exposure, build goodwill and connect with a specific audience? (What small business isn't?) Sponsoring a local event might be a great option.

But not an easy option. While every event provides some sort of experience, the key is to partner with an event that provides an experience people will associate positively with your brand — and hopefully further characterizes and adds depth to your brand.

Then you need to leverage that experience, which requires more than simply slapping your logo onto a banner (even though that kind of awareness marketing does make an impact). You need to engage participants. Provide perks. Provide discounts. Integrate your sponsorship with the event's promotions. Align your sponsorship with the event's goals, and vice versa.

Yep: Not so easy — but when done well, extremely effective.

So where should you start? Don't try to reinvent the wheel. Take a few pages from an already successful playbook.

Perfect example (though decidedly not on the smaller scale of a septic service or portable sanitation company): The Toyota Owners 400 at Richmond Raceway. Toyota has been the title sponsor for the spring NASCAR race at Richmond for more than a decade. Toyota also sponsors the Camping World Truck Series event; as Richmond Raceway President Dennis Bickmeier says, "They take over the track for the weekend."

While sponsoring the race does generate plenty of visibility — the Toyota branding, while tasteful, is basically ubiquitous — lesson one is that for Toyota, the partnership is part of a long-term customer engagement strategy.

FIND YOUR FANS

"When Toyota first got involved in NASCAR," says Paul Doleshal, general manager of motorsports and assets for Toyota North America, "the average NASCAR fan didn't consider buying a Toyota. Purchase consideration, much less purchase intent, was extremely low."

For Toyota, entering the NASCAR world enabled the company to interact with fans in their comfort zone, and use that opportunity to learn about consumer tastes and interests. And to organically become part of the conversation.

"Data shows that while at first you might get a boost from being the shiny new toy," Doleshal says, "What matters more is the authenticity you bring to the sport — and the longevity that shows you're there to make it better: To enhance their weekend. To improve their experience. To show your appreciation. Only then will people pay attention to your message. If you're not there, first and

“ Find new ways to reward your customers. Find new ways to engage with them. Find new ways to collect data, collect information, create new touch points, ... make sure the event is willing to grow and evolve with you. **”**
— Dennis Bickmeier

foremost, to serve the consumer, ... then you shouldn't be there."

That leads to lesson two: Consider using event sponsorship as a reward for current customers, not just as a sales tool.

Over the years Toyota has provided owners — the race is the Toyota Owners 400, after all — with a number of perks. Special entrances for any fan with a Toyota, Lexus or Scion key fob. Private events at the track. Special viewing areas. Tailgate events. Track rides. Free race tickets. Not as a direct incentive for becoming a new customer, but as a "thank you" for being an existing customer.

"It's definitely not just advertising," says Tanner Hulette, vice president of Page Auto Group and president of the Central Atlantic Toyota Dealers Association. "It's more about rewarding Toyota ownership. The five dealers supporting the race get bulk tickets, suite passes, get to choose people from their owner bases to put in the spotlight ... the celebration of ownership is great for the dealerships."

For local dealers, the event sponsorship creates a meaningful way to engage long-term customers. Instead of simply sending postcards or emails to hopefully stay top of mind, the race creates a natural touch point. A natural conversation starter. An organic way to get customers back into the dealership and reinforce the relationship.

Those relationships have paid off. "Brand recognition for our market is exceptional coming out of the race," Hulette says.

Which leads to lesson three. Building long-term customer relationships pays off in increased lifetime customer value, but it also helps generate new customers. Word of mouth matters. Referrals matter. Giving your customers unprompted, organic reasons to talk about their experiences with your brand matters.



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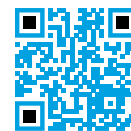
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But that's only if you pay attention to lesson four: See the event as a true partner, not just the vehicle for a marketing effort.

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And that's lesson five: Pick an event that sees you as a partner, not just a business writing a check. And one that is willing to build the relationship over time.

Toyota's success at Richmond Raceway isn't unusual; Federated Auto Parts has been the title sponsor for the fall Richmond Race since 2012.

"A long-term partnership shouldn't be rinse and repeat," Bickmeier says. "Find new ways to reward your customers. Find new ways to engage with them. Find new ways to collect data, collect information, create new touch points ... make sure the event is willing to grow and evolve with you."

And that's the final lesson: Make sure you know what you receive for your investment.

Different events offer different levels of sponsorship. Know exactly what you will receive. If you're looking for exclusivity, either as a title sponsor or as the only sponsor from your particular industry, make sure you will get it.

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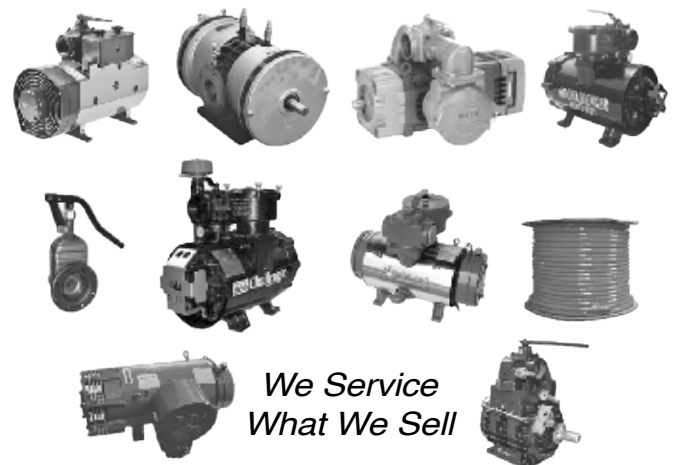
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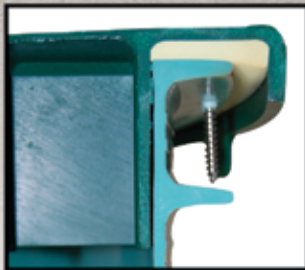
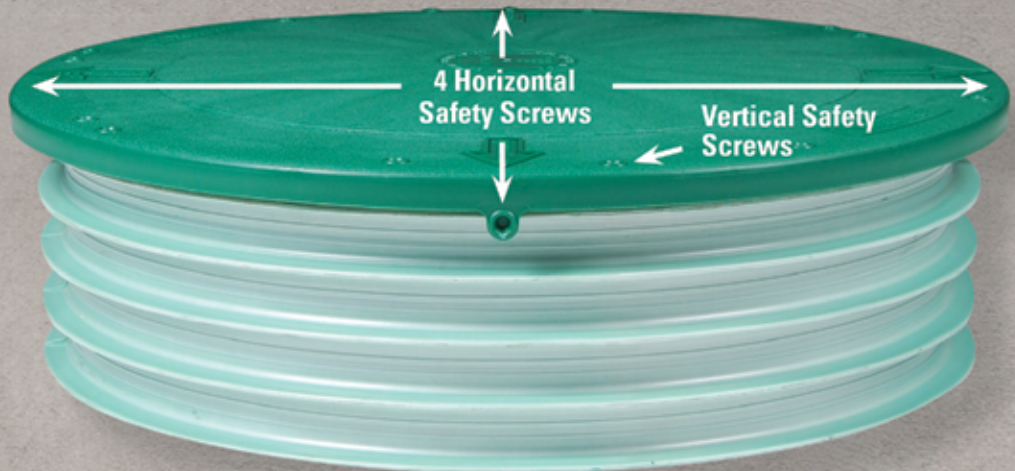
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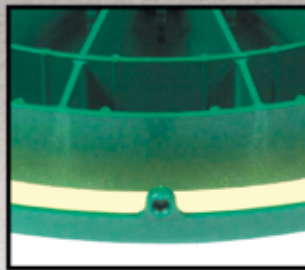
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Sara Heger, Ph.D.
Contributor

Sara Heger, Ph.D., is a researcher and instructor with the Onsite Sewage Treatment Program in the Water Resources Center at the University of Minnesota. She is also a certified septic system designer and service provider. Send questions for Sara to editor@pumper.com

Is It Time to Eliminate Toilet Paper From Septic Systems?

Many countries ban bathroom tissue in the septic tank and utilize the bidet as an alternative to wiping

By Sara Heger, Ph.D. Photos courtesy of Sara Heger

Last winter, I traveled to see a good friend in Mexico. His Pacific coastal village of Trancones, Guerrero, has around 500 year-round residences that rely upon septic systems to treat wastewater. I was there to discuss how homeowners can improve their septic systems and plan for the future. One question came up several times during this trip: “Is it OK to flush my toilet paper?”

Honestly, having lived in the U.S. my entire life I had not really thought much about this issue. I have noticed on my travels to Europe that the use of bidets is common. And during the pandemic — when there was a shortage of toilet paper — more and more American began re-evaluating their hygiene regimen.

A map made by Matt Kitson of mindofahitchhiker.com shows how much of the world (red colors) forbids toilet paper from being flushed. This clearly shows that a majority of the world either does not use toilet paper or does not flush toilet paper, which makes you wonder how flushing toilet paper impacts our septic systems and if we should consider other options. We all know that with small or damaged sewer lines, low-flow toilets, excessive toilet paper can cause blocked lines and plugged effluent baffles. But does it impact the need for pumping or what we are sending out to our advanced pretreatment or soil treatment areas?

All these questions lead to a small lab study at the University of Minnesota where we studied how toilet paper breaks down, and then measured how the tissue impacts typical wastewater parameters. In this study we tested three traditional papers (Scott Comfort, Scott Professional, Pacific Blue) and one bamboo product (Caboo). Traditional toilet paper is derived from tree pulp while bamboo is the largest member of the grass family.



After 30 min.
After three days

We added seven squares (average amount used per flush by an American) to 3 gallons of tap water and mixed it for 30 seconds and let the sample settle for 30 minutes and three days. As noted in the table, seven squares of each brand does not have the same mass therefore as the weight goes down the amount of toilet paper added goes down as well. The photos after 30 minutes look very different with the Caboo settled out, while the other three brands still show large amounts of paper in suspension. After three days they all look very similar with all the toilet paper settled to the bottom. [SFH1]

It is likely in most wastewater treatment plants and septic systems that the toilet paper is settling out into the sludge layer. A 2019 article analyzing sewage sludge from wastewater treatment plants showed an average of 87% cellulose fibers. Toilet paper is contributing to the sludge production in our septic tanks.

Our next question was: Does toilet paper add to the waste strength? To determine the impact, we took samples from the middle layer to avoid solids that had settled. Analysis of the total suspended solids and biochemical oxygen demand were performed. Nitrogen and phosphorus were measured too, but the data are not shown as all results were less than 2 mg/L.

After we saw these results, we wondered how toilet paper would settle and break down in septic tank effluent, so we ran the study again mixing the toilet paper with effluent from a septic tank and analyzed samples after three days. The table compares the various toilet paper brands to regular septic tank effluent.

From the data with water after 30 minutes and three days, Caboo bamboo does have significantly higher levels of TSS, indicating more of the toilet paper was in suspension and not settling the same way as the other brands were. The Pacific Blue has higher BOD levels than the rest at 30 minutes, but this changed after three days, where the Caboo was the highest followed by Scott Comfort, Scott Pro and Pacific Blue.

Brand of Toilet Paper	Weight of Seven Squares (grams)
Caboo	2.3
Scott Comfort	2.1
Scott Pro	2.0
Pacific Blue	1.3

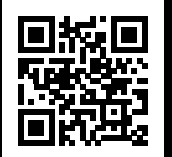


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SEPTIC DETECTIVE

Media	Time	Parameter (mg/L)	Caboo	Scott Comfort	Scott Pro	Pacific Blue	Septic Tank Effluent
Water	30 minutes	TSS	35.5	7.5	3	3	
		BOD	180	210	195	300	
Water	3 days	TSS	42.5	9	6.25	7.5	
		BOD	330	255	165	240	
Septic Tank Effluent	3 days	TSS	62	57	53	53	55
		BOD	240	180	210	210	180

The results with septic tank effluent show the difference is not as significant, with Caboo being the only one significantly higher in TSS and BOD values. This data in general indicates toilet paper is not adding a considerable treatment load to downstream components, but producing more sludge in the system as it is settling out in septic tank. Homes or businesses that use a lot of toilet paper may need more frequent tank cleaning.

INSTALLING BIDETS

Bidets are a French invention that are common in western Europe and grew in popularity in the 1980s in Japan and South Korea when the toilet and bidet were combined into one unit, which also dries and sometimes even has a seat warmer. In the U.S. and Canada there has been an increase in bidet usage since the toilet paper shortage due to the recent pandemic.



There are other reasons why people may consider installing a bidet, including feeling cleaner, health and hygiene benefits and choosing the eco-friendliest option. The only concern with bidets is the potential increase in water usage in arid climates where water shortages are stressing water supplies. If you have a customer who installs a bidet, their need for septic tank pumping may decrease due to decreased sludge production.

The use or amount of toilet paper used in a home or business can cause plumbing and baffle problems. Toilet paper does contribute to sludge production, so facilities with high usage of toilet paper may need tanks cleaned more often than homes with bidets or very low toilet paper usage. In either case, the effluent parameters with and without toilet paper are very similar.

Based on this work, what should my friends in Mexico do?

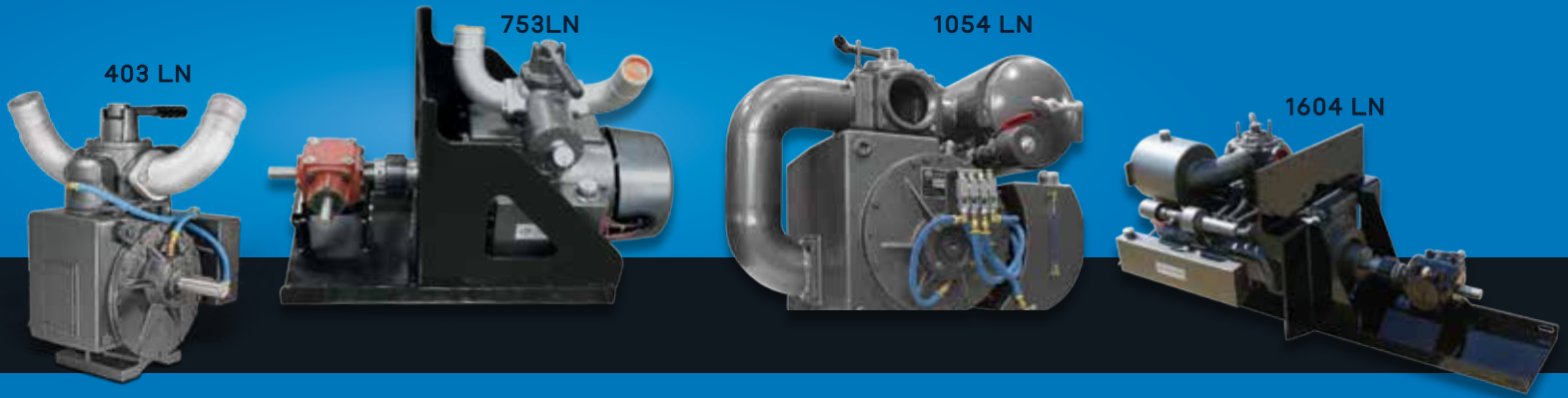
There are two challenges in Mexico related to this topic — the first is that many septic tanks are smaller than those in the U.S. and the second is proper disposal of septage is often not done and when it is done correctly it is expensive. Therefore being conservative in the amount of toilet paper you use, not flushing the toilet paper, or using a bidet are all good options to reduce the frequency of tank pumping. **P**

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Joanna Panaszewicz, coordinator for the Lake Erie Watershed Protection Alliance

Spreading the Word About Septic System Maintenance

Three counties in New York’s Lake Erie region band together to promote pumping and onsite inspections

By David Steinkraus

On the eastern end of Lake Erie three counties have combined to improve water quality by educating people about septic systems.

Work began with a website (erie.gov/septicmart/) to collect in one place information about how septic systems work and how to maintain them.

“We’ve realized in conversation that a lot of folks don’t necessarily know how their septic system works, or don’t pay attention to it, and don’t know that it needs maintenance,” says Joanna Panaszewicz, coordinator for the Lake Erie Watershed Protection Alliance. The alliance is a combined effort of Erie, Cattaraugus, and Chautauqua counties, and outreach is funded for one year by a community grant from the New York State Pollution Prevention Institute.

The website makes two points for people, she notes: First, proper system maintenance can save money for homeowners by reducing the need for costly replacements, and second, proper maintenance can help improve water quality in the lake.

HEAD OFF ALGAE BLOOMS

The alliance was formed in 2009 in response to flooding, Panaszewicz says. The counties realized looking at a broad area beyond their borders was necessary to address some problems.

Septic education work began not in response to problems but in the hope of avoiding them. There haven’t been any algae blooms on the eastern end of the lake, Panaszewicz says, “but some inland lakes in New York State, have been experiencing harmful algal bloom issues. So it’s not quite here yet, but we know there’s potential.”

Last year the U.S. Geological Survey released a study of phosphorus contributed to the Great Lakes by selected tributary rivers. The Maumee River in Ohio, which flows through Toledo on the western end of the lake, contributed the greatest volume. That’s because its watershed is very large, she says. In terms of flow-weighted mean concentration (measured as total phosphorus per square kilometer of drainage area), the most polluting stream was Cattaraugus Creek, which borders Chautauqua, Cattaraugus and Erie counties and flows into the lake.

“This project is a good example of how government and business can work together with similar goals. Pumpers are obviously looking to increase their business, and this is an example of where that service is important for water quality.”

– Joanna Panaszewicz

Septic tanks are one potential source of that pollutant, Panaszewicz says. The Erie County Health Department estimates there are 47,000 septic systems in Erie County alone.

“We’re developing a watershed management plan for the Lake Erie and Niagara River watershed here in western New York State, and so we’re trying to look at what are all those potential sources of contamination and how do we address those,” she says.

Erie County borders the lake and includes the city of Buffalo. Chautauqua County is immediately south on the shore, and Cattaraugus County is inland but is part of the Lake Erie watershed.

PUMPING REBATES

“On top of creating that website, we’re also doing workshops. Because of COVID we weren’t sure exactly how it was going to go, so we’ve been doing a mix of virtual and in-person,” she says. The webinar was recorded and is available on the alliance website.

When the alliance contacted pumpers about the workshops, she says, some of them offered door prizes. One pumper who services only aerobic systems, which are not common in the area, offered a free inspection, she says. Everyone who attends a workshop and has a pumpout following it receives a \$30 rebate, she says. “So the hope is this incentivizes acting upon

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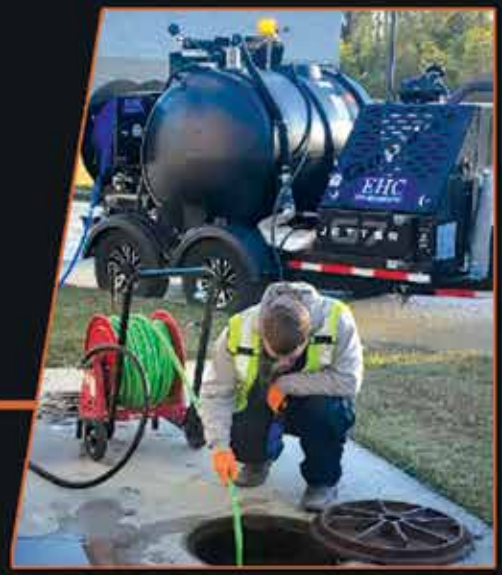
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what they've learned in these workshops."

The county has an ordinance requiring an onsite system inspection at the time of sale, Panasiewicz says. There are about 1,500 sales annually, yet the rule doesn't always work.

"A lot of these older homes, they may pass to a family member and not go through a property transfer. That's where there may not be any inspections on record, and that's a concern for us," Panasiewicz says. Older properties, especially seasonal cottages, may not receive necessary maintenance, she adds, and the pandemic meant some people schooled their children at home and worked from home, and used their septic systems much more than usual.

There is hope that the outreach program will continue after the grant expires. Education and the website will continue, and perhaps the counties will be able to hold an annual septic system workshop, she says.

Panasiewicz has a degree in biology and has been working on water quality issues in Erie County for about 12 of her 14 years there. Before her water quality work she dealt with pollution prevention for businesses and hotels, which included looking at energy use and controlling waste.

"This project is a good example of how government and business can work together with similar goals," Panasiewicz says. "Pumpers are obviously looking to increase their business, and this is an example of where that service is important for water quality." **P**



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By Craig Mandli

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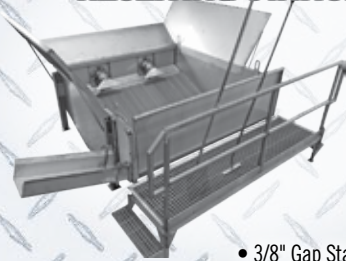
works in combination with the pump kit. **866-873-7796; www.armal.biz**

Century Chemical Toi-De-Fresh

The **Toi-De-Fresh** line of portable sanitation products from **Century Chemical** is available in Super Concentrated and Premixed formulas in both formaldehyde and nonformaldehyde variations. A variety of in-stock fragrances are available, in addition to standard offerings such as grape, piña colada and

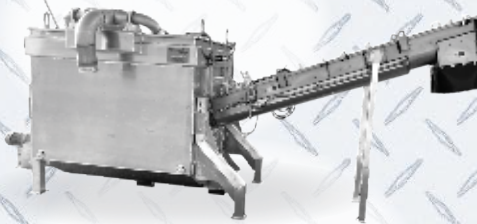


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- Screens That Really Work
- No Moving Parts
- Gravity Offload @ 500 GPM
- NEW 4' Trash Extension Puts Trash Directly Into Dumpster

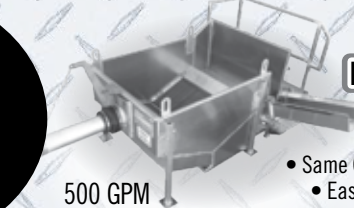
Patented Dual Screen Design

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vanilla. The recently reformulated 2-ounce baby powder fragrance toss-in packet provides strength, longevity and odor control. The items can be paired with Super Mask masking agent and the company's line of all-purpose cleaners and citrus degreasers. **800-348-3505; www.centurychemical.com**



Johnny's Choice Toss-Ins

Johnny's Choice Toss-Ins are a pre-measured portion packet of dry deodorant in a water-soluble pouch for use in portable restrooms. The portion packs make it easy and convenient to provide service without a mess. They can control foul odors in portable restrooms in all seasons. They have a nonstaining royal blue color to hide waste and a fruity floral scent. They also help break down toilet paper and waste, which helps pumpouts. They are available in three sizes. **888-729-6478; www.johnnyschoice.com**

LunarGlo LunarVent

LunarVent solar ventilation fans from **LunarGlo** utilize the same high-efficiency solar cells used in LunarGlo solar lighting units. Its ventilation fan can move air at more than 40 cfm during daylight hours, providing a complete restroom air exchange in less than two minutes on average. When mounted to a standard 4-inch vent stack and used in conjunction with a scented wafer placed near the fresh air inlet, the fan rapidly removes unpleasant odors, helping create a safer, more hygienic atmosphere in portable restrooms. **574-294-2624; www.lunarglo.com**



PAPER PRODUCTS/ACCESSORIES



Satellite Consumables Line

The **Consumables Line** from **Satellite Industries** includes a wide selection of paper products, including toilet paper and paper towels. From economical to premium, the papers offer optimal softness, strength and absorbency, according to Satellite. For toilet paper, choose from one- or two-ply with a variety of sizes to accommodate all spindle and paper holder styles. For paper towels, there are one-at-a-time single-fold, multi-fold and universal-core rolls. **800-883-1123; www.satelliteindustries.com**

PORTABLE RESTROOMS

J&J Portable Sanitation Products Echo

The **Echo** portable restroom from **J&J Portable Sanitation Products** is designed to withstand constant use and abuse. It is easy to clean and maintain, and it includes a domed floor with drains in front of the tank top for easy cleaning and no puddling. It includes an easy-to-clean deep-sump holding tank and a hover handle. The sides and roof have handgrips for easy moving. **800-345-3303; www.jjportable.com**



T blustar RapidLoo Star

RapidLoo STAR portable restrooms from **T blustar** are engineered to meet the needs of operators servicing special events and especially construction sites. The STAR model uses 16 latches to assemble one restroom. Panels are fabricated using rotomolding technology to provide durable HDPE plastic components that are resistant to extreme weather conditions, according to the maker. They feature rounded corners to decrease friction on the ground during handling and to allow an easy tilt during the loading process. They also include double door springs, an easy-slide door handle and exterior grab handles on each panel for easy hauling. When assembled, they measure 86.6 inches tall, 43 inches wide and 43 inches deep. The restroom comes in eight colors, and because the restroom breaks down into individual components, the pieces are interchangeable. This allows for side wall color changes or easy replacement of single panels in cases of damage. **404-482-0736; www.tblustar.com**

T.S.F. Tuff Jon III

The **Tuff Jon III** from **T.S.F.** has molded wall vents, a sky heater, lifting brackets and a 16-gallon hand-wash station with foot pedal pump. Designed for easy cleaning, the one-piece polyethylene unit is available in nine colors and has a 70-gallon holding tank. Options include towel holder and soap dispenser. **800-843-9286; www.tuff-jon.com**



PORTABLE RESTROOM MOVER



Deal Assoc. Super Mongo Mover

The **Super Mongo Mover** hand truck from **Deal Assoc.** easily tips back and carries portable restrooms and full-size ADA handicap units. The restroom is picked up from the bottom like a forklift so there is no stress on the unit. Its forks are removable and do not fold. This allows the unit to stand upright without falling over, making it easier to push under a restroom. There are no hinges at ground level to get jammed with rocks and dirt. Everything that touches the upper restroom is anodized aluminum to prevent rust stains on the restrooms. It is available with a variety of wheel options. **866-599-3325; www.dealassoc.com**

PORTABLE SINK

PolyJohn Bravo!

The two-station **PolyJohn Bravo!** portable sink is designed for easy transport and fits inside most portable restrooms. Built-in handles and tie-down rings make it easy to set up the station at any location. With its 22-gallon freshwater capacity and 24-gallon graywater capacity, it can be used up to 350 times before refilling. Two 30-ounce soap dispensers and two paper towel dispensers are built in. The hands-free foot pump and warm-water heating feature make hand-washing comfortable and convenient. The unit is built with a handy siphon port for easy pump out. Drain plugs and lockable fill caps are also included. **800-292-1305; www.polyjohn.com**





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RESTROOM/Shower TRAILERS



A Restroom Trailer Company (ART Co.) 1203-W-W

The **1203-W-W** restroom trailer from **A Restroom Trailer Company (ART Co.)** is designed for fast and easy setup with a sleek, streamlined appearance, according to the maker. The 12-by-8-foot three-station unit is equipped with

fold-down steps and pipe-mount leveling jacks. It is available in seven interior finishes and exterior color combinations to match existing fleet colors. It includes a 460-gallon waste tank, 105-gallon freshwater tank, a heavy-duty steel frame, integral trailer skirting, a 2 5/16-inch trailer hitch, heavy-duty tongue jack, custom cabinetry and countertops, LED lighting and ducted heat and air conditioning. Upgrade options include a stereo system, winterization packages and hot water heater. **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 to accommodate large numbers of users with comfort and cleanliness. The trailers are easy to set up and service and are user-friendly, according to the maker. Shower trailers are available in many 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 standalone, 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**

DRE Custom Trailers four-station trailer



DRE Custom Trailers offers a 12-foot, four-station restroom trailer with steel frame construction and a smooth-side aluminum exterior skin. It has a 7,000-pound suspension

and aluminum wheels, with a one-piece fiberglass roof, adjustable-height hitch and a 110/12-volt converter system. Its control panel controls the power unit, radio, lights, water pumps and AC. It is designed for very low floor height, with one-step entry, LED lights throughout, power vents, a backup water pump and easy access to the mechanical room. It comes with a 275-gallon waste tank and 150-gallon freshwater tank. Options include a cold-weather package and interior murals. **704-633-6098; www.drecustomtrailers.com**



Lang Specialty Trailers Two-Station Restroom Trailer with Two Exterior Hand-wash Stations

The 12.5-foot **Two-Station Restroom Trailer with Two Exterior Hand-washing Stations** from **Lang Specialty Trailers** is suitable for site service companies because it allows four users simultaneously inside the restrooms and using the exterior hand-wash stations. The trailer has two full-size restroom stalls that can be set up as a men's stall with both a flushing toilet and a waterless urinal and a women's stall with a flushing toilet, or as unisex stalls. Each room also has a full vanity with mirror and metered faucet, stainless steel sink and paper towel dispensers. On the rear of the trailer are two hand-wash stations with mirror, metered faucets, stainless steel sink and two paper towel dispensers. **724-972-6590; www.langrestroomtrailers.com**

companies because it allows four users simultaneously inside the restrooms and using the exterior hand-wash stations. The trailer has two full-size restroom stalls that can be set up as a men's stall with both a flushing toilet and a waterless urinal and a women's stall with a flushing toilet, or as unisex stalls. Each room also has a full vanity with mirror and metered faucet, stainless steel sink and paper towel dispensers. On the rear of the trailer are two hand-wash stations with mirror, metered faucets, stainless steel sink and two paper towel dispensers. **724-972-6590; www.langrestroomtrailers.com**

NuConcepts-Very Impressive Portables Majestic



The **Majestic** solar-powered and self-contained restroom trailer from **NuConcepts-Very Impressive Portables** is available in two- or four-unit configurations, and common sealed roto-cast holding tanks help make servicing easy. Using high-grade, computer numerical control-cut fiberglass panels and wood-free-floor construction, the luxury restroom trailer is built for ease of maintenance and durability, according to the maker. It has arched doorways, curved countertops, flushing porcelain toilets, brushed aluminum ceilings, recessed LED ceiling lighting, beveled glass mirror and plank flooring in each spacious, private restroom. **800-334-1065; www.nuconcepts.com**



Optimus Industries OI-3

The **OI-3** restroom trailer from **Optimus Industries** sets up quickly utilizing different stabilizer options, and has easy set-up steps stored inside wide entry doors with large grab handles. It has a durable, spacious and easy-to-clean interior with fiberglass walls, solid-

surface countertops and composite trim and cabinets. The unit is outfitted with quality commercial fixtures, according to the maker. The interior features are finished with transit-grade flooring for durability. The exterior features seamless fiberglass with a composite backer that will not rot, warp or degrade and is easy to repair. It also includes vacant/occupied indicators. It sits on a 7,000-pound torsion axle with 16-inch aluminum wheels and radial tires. **574-226-0691; www.oirestrooms.com**

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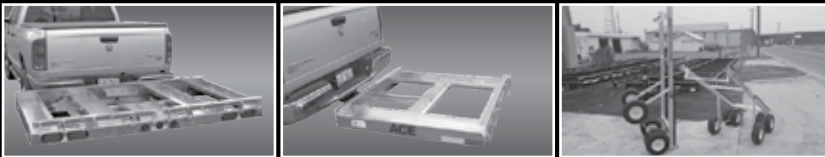
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Rich Specialty Trailers FS414

The **FS414** four-station restroom trailer from **Rich Specialty Trailers** has been upgraded with additional countertop space without compromising user space. A convenient trash container location has been added inside each room. It includes a durable fiberglass composite roof. An all-aluminum side wall frame structure is protected by a Class-A, seamless, gel-coated fiberglass exterior. Entrance to each private stall room is through a heavy-duty, mitered, 4-inch

aluminum post and fiberglass entrance door with full-length piano swing. For easy cleanup, all interior walls are mar-resistant and washable. Additional features include sealed, water-repellent flooring, heavy-duty fiberglass walls, and available Amish-crafted hardwood cabinets with hardwood trim package. The trailer sits over a large co-poly waste tank, which rests in a standard oversized steel chassis to maximize capacity for long-term use. **260-593-2279; www.richrestrooms.com**

SERVICE VEHICLES

Crescent Tank vacuum tank

The **Crescent Tank** vacuum tank is flat inside and out. It carries 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 cfm, unnecessary structural fatigue is eliminated. It is fabricated from 1/4-inch 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. Fresh water 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** is designed with efficiency and operator comfort in mind, according to the maker. The ergonomically designed workstation can be operated from the driver's side of the vehicle. It has more than 60 cubic feet of storage space for supplies. The unit can be modified to carry up to six restrooms. The unit pairs well with Isuzu's N-Series chassis as well as Hino, Ford, Ram, GM or International chassis. The modular design allows for easy replacement of components if repair is needed. **800-927-8750; www.fmitrucks.com**

The ergonomically designed workstation can be operated from the driver's side of the vehicle. It has more than 60 cubic feet of storage space for supplies. The unit can be modified to carry up to six restrooms. The unit pairs well with Isuzu's N-Series chassis as well as Hino, Ford, Ram, GM or International chassis. The modular design allows for easy replacement of components if repair is needed. **800-927-8750; www.fmitrucks.com**

Imperial Industries Flatvac

The 1,000-gallon stainless steel **Flatvac** from **Imperial Industries** can carry up to six portable restrooms. The baffled, internally divided tank carries 700 gallons



of waste and 300 gallons of freshwater. The unit offers dual-side bucket fill, dual Hannay hose reels with 50 feet of hose, a Pumptec X-5 washdown pump, Masport HXL4 plug-and-play vacuum pump system, Thieman liftgate, and a 3-inch stainless steel boom with 30 feet of 2-inch intake hose and a suction nozzle. **800-558-2945; www.imperialind.com**



KeeVac Industries KV999

The **KV999** from **KeeVac Industries** carries a 999-gallon 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 pumps. Each unit 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 400-gallon waste compartment and internal 250-gallon freshwater compartment for even weight distribution, flatbed and liftgate. The truck has 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 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**



PortaLogix service truck

The mid-size **PortaLogix** service truck accommodates waste, water and up to six standard-size restrooms. It utilizes a transverse tank that doubles as the truck bed. It can carry 800 gallons of wastewater, 350 gallons of freshwater. It features dual-side service allowing operators to access water drop points on all four corners of the bed. It is available in two- and four-wheel drive. The service trucks can be driven without a CDL. **585-484-7009; www.portalogix.com**



Robinson Vacuum Tanks PR1200A

The **PR1200A** truck from **Robinson Vacuum Tanks** carries a 900-gallon waste/300-gallon freshwater aluminum portable restroom service tank. This model has standard 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. Chassis options include choice of 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**





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Contact: Lisa Nicoll: cpow@cpow.net

NAWT O&M 2 by CPOW

December 6-7, 2023

Location: Virtual Online Course

Contact: Lisa Nicoll: cpow@cpow.net



ATTENTION:

IMPORTANT DATE: Date Change on the Hapchuck Scholarship Application

The Hapchuck Scholarship application submission date has changed for the 2024 scholarship. Due to the 2024 date of the WWETT show moving to January 24th-27th, applications **must be submitted by November 1st, 2023.**

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PRODUCT FOCUS

SLIDE-IN UNIT



Slide In Queen FD-995-2C-SE

The FD-995-2C-SE from Slide In Queen offers the versatility and dependability of larger portable restroom systems, according to the maker. This flanged and dished tank is built for both on- and off-road service. It comes with a pumping

system and optional power-twin washdown pump. With a smaller footprint than larger tanks, slide-in units can service hard-to-reach locations. Each is made from all aluminum, steel or stainless steel. Units come fully equipped with pump, motor, tigertail suction hose and washdown hose with spray nozzle. 833-475-4334; www.slideinqueen.com

TRANSPORT TRAILERS

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



McKee Technologies - Explorer Trailers Transporter

The Transporter from McKee Technologies - Explorer Trailers

has easy-to-adjust carrier slats that box in any size restroom skid. Multiple-size skids can be configured securely in the same load, providing safe, flexible transportation for many styles of portable restrooms. Models range from 8 to 48 feet, accommodating up to 24 units. All include fully independent suspension axles designed to eliminate side-to-side shock transfer. An optional front wind deflector protects units from road spray, stones and wind loading. Hot-dip galvanizing is available for corrosion protection. 866-457-5425; www.explorertrailers.com P



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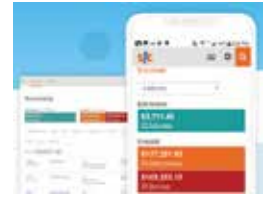
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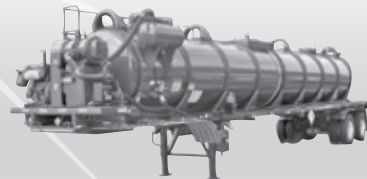
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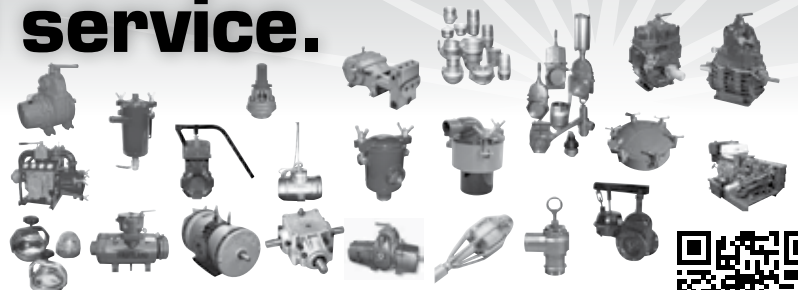
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code. The app (available on iPhone and Android) is used to scan the QR code and record important information related to the portable restrooms, including GPS coordinates, service dates and service history, delivery/pickup dates and customer information. Data gathered can be customized to specific company needs. Information gathered is sent to the Slates online dashboard where data can be viewed and tracked. Data and map views can be created to show unit location, units in stock, unit condition and servicing dates. **515-758-5463; www.slatepages.com**

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CASE STUDY



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Problem: When Containers Inc. in Pensacola, Florida, was acquired through a merger, they inherited web-based

software from a sister company for managing the portable restroom and rolloff businesses.

Solution: After a year of struggles, according to Cheryl Robins, office manager, "We had enough and reached out to **Ritam Technologies** for their Summit Rental System. We had successfully used it in the pre-merger company and very much wanted to return to the stability of a program that simply works and doesn't cause headaches." Robins opted to start the Summit software data entry from scratch. This provided accuracy and quickly familiarized staff with the new Summit version. Containers Inc. now has scheduling, single-click route optimizing and multiroute map views, billing, auto emailing of invoices, auto credit card processing, customer accounting, reporting, and a mobile app for technicians to take their routes with them, including email and text notifications to customers.

Result: A year after the switch, Robins is very pleased with the results and support from Ritam. **800-662-8471; www.ritam.com**

CASE STUDY



Using QR codes for dumpster pickup and swap services

Problem: Bindrop Waste Services serves the roll-off trash container needs for commercial and residential customers in the New Jersey area. The company uses online shopping cart software for new container rentals. When the containers are onsite, standard pickup or swap requests are made over the phone or by email. The support team often has to follow up with the customer to confirm details, such as location or consent to charge on the account. This takes time and occupies phone lines from taking new orders.

Solution: The company used QR code technology from **AirVote** to optimize the process of sending standard service requests from container locations. Each unit has two associated QR codes displayed on a large decal placed on the container: one for pickups and the other for swaps. When onsite customers scan the QR code, the system pre-fills the request with the available information from the customer's device, such as the name, phone number, and GPS location. The customer fills in the required information and can send additional notes and pictures. The completed request is sent to the company along with the associated unit ID.

Result: The support team gets needed information to service the customer. It saves time and keeps the lines open for sales. Additionally, QR codes displayed on site are a visual reminder for customers to request swap/pickup service. It reduces the number of last-minute urgent requests. **425-314-3334; www.air-vote.com**

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Regulations Needed in Nova Scotia for Influx of Onsite Inspectors

The COVID pandemic prompted numerous opportunistic contractors with push cameras but no training or qualifications

Compiled by Betty Dageforde



In 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 Waste Water Nova Scotia.**

Name and title or job description: Darrell MacKenzie, president and general manager

Business name and location: MacKenzie Environmental, Alma, Nova Scotia, Canada.

Services we offer: Septic tank pumping, portable sanitation, hydroexcavation, industrial and commercial pumping, high-pressure washing, dust control for roads and bulk water hauling.

Age: 56

Years in the industry: My grandfather James Robert MacKenzie formed the company in 1964. I started traveling with him when I was about five or six years old and I've been doing it ever since. My father Charles Robert MacKenzie took over from him and then I took over in 1993.

Association involvement: I've been with Waste Water Nova Scotia since 2006. I've been on the board of directors since 2006 and serve as one of two provincial representatives for pumpers, portable restroom operators and cleaners.

Benefits of belonging to the association: The association helps keep everybody on the same page and keeps the training up to snuff, which also helps protect customers. And, importantly, we work really well with the government. There's been great cooperation and it's very easy to get stuff done. We have our differences, of course, but it's worked out and there are never any major issues.

Biggest issue facing your association right now: Because of the real estate boom here during COVID, when people were moving out of the cities and working remotely, anyone could go out and buy a push camera and do septic system inspections with no training or qualifications. That situation is at the forefront of what the association is concerned with right now. WWNS is trying to come up with some guidelines for people practicing this type of work. Our hope is to eventually have the government regulate the inspections.

Our crew includes: We have administrative manager Tanya Smith, administrative assistant Karen Marshall, accounts receivable and payable manager Doreen Rector, and operators Travis MacKenzie (my son), Shawn MacKenzie (my brother), D.J. Worth and Blake Kontuck.

Typical day on the job: I'm usually in the office by 4:30 or 5 a.m. I catch up on paperwork and get things organized for the day. I do all the bidding for the contracts and tenders. I look at jobs, perform maintenance on vehicles, and even get in the truck and go do the work myself if we're busy.

The job I'll never forget: There are a lot of them. The most recent one was when Hurricane Fiona came through here in September 2022 — the worst hurricane to ever hit Canada, I think. The area had no power for over two weeks. We had seven trucks going nonstop during those two weeks to keep the sewage lift stations pumped down to prevent overflowing. There was a lot of damage in the province and eight months later people are still repairing their homes and waiting to get their roofs fixed.

My favorite piece of equipment: We have a Vactor 2100 combo unit which we use for sewer flushing and hydroexcavation. It's a real versatile piece of equipment for us. We have a new one ordered but delivery has been delayed due to difficulty of getting parts and the lack of welders.

Most challenging site I've worked on: There was a motor vehicle accident here in 2010 involving a half-ton pickup and an oil truck hauling waste oil. The load of oil went into a river. We spent three months with six or seven vacuum trucks collecting the oil. I had to set up

a tank farm to hold the oil and water we collected to wait for transport to be shipped away. It was a long three months to organize things and keep everybody working without getting overly tired.

Oops, I wish I could take this one back: There had been a small fish plant here. When the owners went bankrupt they just walked out and left the fish and lobsters. We were contacted to go in and vacuum it out, clean it up and wash it down. But I didn't realize how long it had been from the time the owners walked away from it and when we got that contract. When we got in there, we quickly realized



▶ Darrell MacKenzie stands in front of a 2014 Western Star Vactor 2100 combo unit. (Photo courtesy of Darrell MacKenzie)

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SNAPSHOT

it was full of dead fish and lobsters. The smell, the maggots, the rotten fish, rats — it was quite an experience. It took us about three days.

The craziest question I've been asked by a customer: I went to pump out a tank for an older gentleman. He had a very beautiful property with a perfect lawn. He met me at the truck and asked me if I wouldn't mind walking lightly across his grass so I wouldn't leave any footprints. I told him I'd do my best. Obviously I left footprints and hose marks but he didn't say anything.

If I could change one industry regulation, it would be: Other than the unregulated camera situation, things are really good right now.

Best piece of small business advice I've heard: It's not so much what I've heard but my thing has always been, "failure is not an option." You do what you have to do to make things work and get through the day. You take the good times with the bad.

If I wasn't working in the wastewater industry, I would: This is all I've ever done so there's nothing else I'd want to do. And since I've worked from daylight to dark for years, I've never even really gotten into any hobbies. To me, this isn't work, this is just where I go every day to do stuff.

Crystal ball time – This is my outlook for the wastewater industry: Down the road, there will be more regulations for things that come up. There will be more ATU technology with the advanced treatment units for smaller lots and other places. We've got a good working relationship with the government that I don't see changing. So, it's a good outlook for Nova Scotia. **P**



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Massachusetts Limits Scope of Onsite Rules Update

By David Steinkraus

Over the summer, Massachusetts officials updated onsite rules to address nitrogen pollution, but the new rules are more limited than originally proposed.

In 2022, when officials first suggested changing the rules, widespread public opposition caused the state to hold several public hearings and extend its deadline for public comments. The proposed changes would have allowed the state Department of Environmental Quality to designate nitrogen-sensitive areas along the entire Massachusetts coast and on its islands. Onsite system owners in designated areas would have faced a tight deadline to upgrade their systems to include nitrogen-reducing technology. The updated rules focus only on Cape Cod.

Municipalities in designated nitrogen-sensitive areas will have two years to acquire a watershed permit that will last 20 years and allow them to apply a range of nitrogen pollution remedies such as municipal sewer connections and advanced onsite systems, news reports said. If a municipality does not acquire a permit, its residents will be required to upgrade onsite systems on their own.

The proposed rules set a five-year time limit for homeowners to improve systems in the absence of a watershed permit. In the updated rules, the five-year clock doesn't start until the end of the two-year window for a watershed permit application.

Democratic State Sen. Julian Cyr, who represents Cape Cod and the islands of Nantucket and Martha's Vineyard, said he expects most municipalities will apply for the permits. Earlier this year he said most communities already meet the permit requirement because of their work on comprehensive watershed management plans. The final onsite rules streamline transformation of those comprehensive watershed plans into the new watershed permits.

According to information compiled by the Association to Preserve Cape Cod, about 90% of bays along the cape had unacceptable levels of nitrogen in 2022 compared to 68% of bays in 2019.

In a related action, town of Dartmouth residents approved the potential expenditure of \$200,000 for legal counsel that may be needed to represent the town in conjunction with the state's new onsite rules. If the money is not spent within a year, it will return to the town's general fund.

Because of the cost of nitrogen-reducing systems, Dartmouth citizens and their government were vocal in opposing the proposed rules. Dartmouth is not

included in the final rules. In a statement the Department of Environmental Quality said communities on the state's southern coast, such as Dartmouth, have not had the same time as Cape Cod communities to plan for nutrient reduction. The department said it intends to assist communities outside the cape with nutrient pollution planning.

The budget proposed by Democratic Gov. Maura Healey calls for tax rebates of up to \$12,000 for homeowners who upgrade their onsite systems.

Florida

Officials in Martin County put a 60-day delay on a new sewer system for two communities now served by onsite systems. The decision came after residents voiced concerns about the cost of hooking up to municipal sewer.

As part of its goal to eliminate septic tanks within 10 years, the county specified 1,000 homes in Port Salerno and New Monrovia must connect to a future municipal sewer system. After completion of the system in 2025, residents would have one year to connect at a cost of about \$12,000, reported WPTV of West Palm Beach. If that cost were spread over 20 years of payments added to tax bills, each homeowner would pay about \$15,000.

County commissioners delayed the system to find out what other state and federal funds might be available. Commissioners said each \$1,000 of reduction in connection cost assessment for a homeowner requires \$1 million from other sources. Grants would cover about half of the system's \$24.3 million cost.

Martin County lies between Lake Okeechobee and the Atlantic Ocean.

Washington State

The state is distributing \$313 million in grants and loans for clean water projects, including onsite work. The Regional Onsite Sewage System Loan Program will receive more than \$15 million to assist homeowners with onsite repairs or upgrades. This is a continuing project of the state Ecology and Health departments, and the nonprofit third-party lender Craft3.

Thirty-seven nonpoint pollution projects will receive \$43.9 million. Projects include stabilizing stream banks in the Hangman Creek watershed near Spokane and establishing a watershed conservation fund in Jefferson County, which covers part of the Olympic Peninsula.

Money for these projects comes from the state and the Bipartisan Infrastructure Law signed by President Joe Biden in 2021.

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RULES & REGS

Oklahoma

A judge sentenced the owner of an onsite installation company to life in prison without parole for killing his employee and burying his body beneath a septic tank.

When Brent Mack went missing in September 2021, Daniel Triplett, of Guthrie, Oklahoma, told police he had fired Mack, paid him \$1,000 in severance, and dropped him off at a laundromat. Using a search warrant, investigators looked at a list of recent installations by Triplett and focused on the job done on the day Mack went missing.

Surveillance video showed Triplett and Mack working at the job site. Mack climbed down into a septic tank hole but never appeared in the video again, and although the video showed two people arriving at the site, only one was seen leaving.

Investigators dug up the tank and beneath it found a body and a wallet containing Mack's ID. They said Triplett shot Mack in the back and used a backhoe to bury him. **P**

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SJE Rhombus SJE VerticalMaster 3 Plus pump switch

The SJE VerticalMaster 3 Plus mechanically-activated pump switch from SJE Rhombus is designed for direct control of pumps up to 1/2 hp at 120 volts AC and 1 hp at 230 volts AC in nonpotable water and sewage applications. The vertical design makes this a perfect fit for limited space applications, including small sump chambers, laundry trays and effluent, as well as in large tanks. SJE Rhombus has incorporated many features from the original version, as well as some new features, including redesigned compact float housing for improved buoyancy, increased contact force, and an easily adjustable plastic clip. A cable entry design helps prevent moisture ingress, and it has been; life cycle tested to over 1 million cycles. **218-847-1317; www.sjrhombus.com**



Geoflow WaterflowECO drip tubing line

Geoflow's WaterflowECO subsurface drip irrigation tubing for wastewater and nonpotable water applications was developed to provide a more complete line of products for the wastewater

market. WaterflowECO is made in the U.S. and has 0.67-inch tubing which incorporates Geoshield, an antimicrobial lining that stops bio slime build-up. It is purple tubing with flat emitters, which are available in flow rates of 0.4, 0.6 and 1.0 gph. **800-828-3388; www.geoflow.com**

Nexar Fleets fleet management solution

Dash cam retailer Nexar launched Nexar Fleets, a fleet management solution designed for small business use, offering a simple, easy to install solution. Nexar Fleets' new geofencing feature is an integral part of its AI-powered fleet dash cam monitoring-and-tracking solution. The geofencing feature allows setup of virtual boundaries for fleets. This technology enables real-time alerts when a vehicle enters or exits a specified area, enhancing security and control over fleet operations. Nexar Fleets also constantly monitors vehicle performance to discern fuel usage patterns and take steps to boost fuel efficiency. **646-983-0703; www.getnexar.com**



LIVE MICROBES AND ENZYMES CUT THROUGH THE FOG

FOG can cause real problems for municipalities, homeowners, businesses and property managers. The contaminants stick to pipe walls, restricting the water flow to the point of causing blockages and backups. RootX offers what it describes as a reliable and easy-to-use treatment that offers a preventive maintenance solution – GREASE-X Biozyme.



The mixture of live microbes contained in GREASE-X BIOZYME, along with the enzymes they secrete, are designed to digest FOG and other organic matter as it enters and flows through the collection system. The microbes adhere to collection system lines and lift station, grease trap and septic tank walls. They reproduce and form colonies that continue to consume floating waste and accumulated FOG. The wall coating also acts as a lubricant to help reduce backups. The byproducts of microbial digestion are natural, environmentally safe substances made of carbon dioxide and water.

GREASE-X Biozyme “comes in a granule that activates the microbial from hibernation when put into water,” says Dan Lawrence, western region sales manager for RootX. “This allows its shelf life to be substantially longer than other products that come in a liquid form and must be used within 90 days to prevent the microbes from dying off.”

The concentrated microbial ecosystem contains specialized natural microorganisms selected for maximum efficiency in the biodegradation of organic contaminants in wastewater systems, according to Lawrence. Because it utilizes natural microorganisms, it is harmless to humans, plants and animals, he says.

“In most cases, the environment of the sewer system receives many harsh chemicals that will kill the existing microbes, making the addition of enzymes fruitless,” says Lawrence. “GREASE-X Biozyme is not a drain opener or a chemical that will harm the pipes or a wastewater treatment plant.”

GREASE-X Biozyme is supplied in 2-pound jars and 5-gallon pails. It is typically left with the homeowner to pour a few scoops in warm water and poured down their drains once a day for five days as part of the inoculation period, then once a week after that to maintain a system. **800-844-4974; www.rootx.com P**

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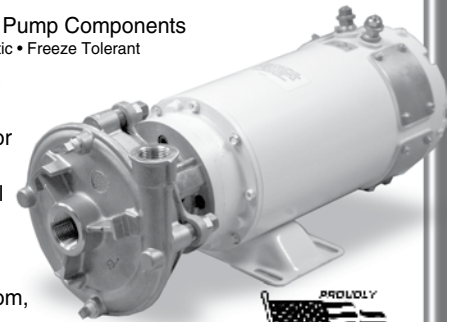
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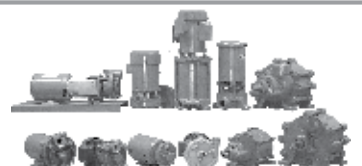
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Robert Kuhn added a green and white 2011 Mack Granite GU713 with a 4,650-gallon steel tank and National Vacuum Equipment Challenger 607 pump built out by Imperial Industries and repainted by Kuhn. The truck formerly served the oil field industry. The truck is powered by a 505 hp MP8 engine tied to a 10-speed Eaton transmission. The truck features 4-inch inlet and 6-inch dump valves, sight glasses, 200-feet of hose, chrome visor, stack and horns, diamond plate hose guards, full air-ride cab and seats, and Bluetooth stereo. The color honors Rhineland's mythical Hodag mascot and graphics were provided by Golden Graphics. Kuhn is the driver. The truck is used for residential septic, campgrounds and pit vaults. **P**

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Franklin Electric names new global water VP, celebrates HQ anniversary

Donald Kenney, vice president and president, global water, will be retiring after nearly 32 years with Franklin Electric. Kenney led Franklin Electric's Global Water growth strategy over the past decade. Taking over the position is Greg Levine, who joined Franklin Electric in July from Nidec Corp., where he served as president of the motion control and drives business for the past six years. Before working at Nidec, Levine held senior engineering roles at Emerson for 15 years.

Franklin Electric also celebrated the 10th anniversary of its global corporate headquarters in Fort Wayne, Indiana.

CEO Gregg Sengstack addressed employees. Completed in 2013, the 120,000-square-foot complex is located on 102 acres. The building is powered by more than 70 Franklin Electric products. Outside, a cooling pond provides geothermal heating and cooling. The company was granted LEED Silver certification through the U.S. Green Building Council.



Donald Kenney



Greg Levine

Vanair expanding operations in Indiana

Michigan City, Indiana-based Vanair announced plans to expand its facilities and create additional employment opportunities in the region. Construction of a new facility is expected to generate 75 new jobs. This is Vanair's third expansion in 15 years to accommodate the addition of staff. **P**



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2002 Gap Vax HG56 Stainless Steel Tank body in exceptional condition. Low miles and hours with 450 HP Cummins power and wireless remote for Boom and Hose reel with Jet rodder 80 GPM pump Hibon 8702 27" 5300 CFM Blower ready to work. One a kind machine. KLM Companies 617-909-9044 (PBM)

2007 VACTRON FM350DT-G 350 Gallon tank FLOWMASTER gate turner EX MUNICIPAL-ITY valve maintenance hydrant turner YANMAR diesel 1030 hrs. Serviced READY TO GO! \$29,000.00 Plus Texas TT&L Call Ken 210-260-1702 buckettrucksales.com for other items, jetter, rodders & used utility equipment. (P10)

JETTERS – TRAILER

1995 Shamrock Pipe Tools/Sereco SPT650 Trailer mounted sewer jet-40gpm@2,000 psi Stock# 7313C www.vacuumsalesinc.com (888)VAC-UNIT (822-8648) (PBM)

2023 US Jetting 4018-300 jet trailer. Stock# 14107. (888)VAC-UNIT (822-8648) www.vsi rentalsilc.com. (PBM)



The HotJetII® is a best-selling hot-and cold-water drainline cleaner featuring a 35hp Vanguard engine by Toyota and delivering 10gpm @ 4,000psi that cleans drains up to 300' and 12" in diameter. The HotJet II® is American made using nonproprietary parts for affordability and ease in serviceability making its return on investment truly impressive. Prices subject to change. Financing available. Contact us for current pricing and availability **800-624-8186; sales@hotjetusa.com; www.hotjetusa.com (PBM)**

1999 Harben 4016-300 Jet Trailer (Stock #200SC) (888)VAC-UNIT (822-8648) www.vsi rentalsilc.com. (PBM)

JETTERS – TRUCK



2000 SRECO Jet truck built on GMC 7500 series chassis. Cat 3126 engine with an Eaton manual 6 speed transmission. It has a Myers D-series pump rated at 65 gpm. It has 1200 gallon water tank capacity and a 600' jet hose reel It is a well maintained fully functional jet truck. **Price: \$7000 If interested - call Tom at: 262-695-2340 (P11)**



1997 SRECO jet truck built on a 1997 GMC 7500 series chassis. Cat 3116 engine with an Eaton 6 speed manual transmission. It has a Myers D-Series water pump rated at 65 gpm. It has a 1200-gallon water tank capacity and a 600' jet hose reel. It is a well maintained and fully functional jet truck. **Price: \$5000 If interested - call Tom at: 262-695-2340 (P11)**

JET VACS

2023 Freightliner 114SD cab & chassis with a Vacall AJV1215 Combination Jet/Vac – 12 cubic yard debris & 1,500-gallon water – Roots 824 blower with General 87 GPM @ 2,000 PSI water pump (coming in October) Stock# 14079 www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648). (PBM)

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FREE!!!! 100+ Olympia Fiberglass units! Most need doors placed back on with piano hinges. Call 806-331-2745 Near Amarillo TX. (P11)

Looking for good used Portable Restrooms, single and ADA. Preferably in the west coast. Call 209-810-0191. (P10)



50 PolyJohn Polylift Hi Rise units. All in perfect, rentable condition with everything working. This unit retails for \$1,440 new. Buy our used ones for \$300. Customer is responsible for shipping or pick-up in New York. **Call 800-634-2085. (P10)**



75 Berry colored Satellite Taurus portable toilets for sale. Includes flush kit, sink, soap dispenser and paper towel holder. These are event quality toilets in good rentable condition. \$350 per unit. Customer is responsible for shipping or pick up in N.Y. **1-800-634-2085. (P10)**

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100 brown and tan Satellite Tuffway portable toilets for sale. All units are in rentable condition. \$175 each. Customer is responsible for delivery or pick-up in N.Y. **1-800-634-2085. (P10)**



75 orange and grey Satellite Hi-Tech units. We have sold over 1,000 of these units this year. This is the strongest portable toilet ever built. \$150 each. Customer is responsible for delivery or pick-up in N.Y. **1-800-634-2085. (P10)**



50 Five Peaks portable toilets for sale. Includes flush kit, sink, soap dispenser, and paper towel holder. These are event quality toilets in good rentable condition. \$500 per unit. Customer is responsible for shipping or pick-up in N.Y. **1-800-634-2085. (P10)**

PORTABLE RESTROOM TANKS



Call-A-Head is upgrading its fleet. We have six more of the thirteen tanks we are selling left!!! Best Enterprises stainless steel tank with skirting and pump ready to mount. 700 waste, 350 water with a Conde SDS series pump. These will sell fast at just **\$19,500.00. Call 1-800-634-2085. N.Y. (P11)**

PORTABLE RESTROOM TRUCKS

2017 FORD F550 Automatic 6.7 DIESEL 170K miles. Cressent tank 750 waste/300 clean. \$55k. Email or call for pictures, Miles INFO@EXPRESSPORTABLE.COM 786-488-4276 (P10)

2015 Isuzu NRR, 1500 1100/400 alum tank, masport xl4 pump, dc 10 wash-down, cat pressure washer, dual side service, 198,000 miles, frame needs to be replated, needs cross member, truck well maintained, all records. \$15,000.00, pics available, 815-877-9770, e-mail portajohn@portajohn1.com (P10)



2004 Freightliner business class M2 with MBE-900 Mercedes-Benz motor, Allison 2400 auto Transmission 325000.0 miles. Tires are at 90% inspected and ready to work Hydraulic Udor pressure washer w/conde vacuum pump 1500 gal Polished Stainless Steel tank made by Best Enterprise 1100 waste 400 fresh water Stainless Steel toilet carrier 2" sight glasses on waste tank 2 storage bins **Asking price \$36,500** Mark.urentit@gmail.com **214-876-7372 Mark (P10)**



2015 F-550 4X4 with an aluminum (lined) Flowmark 400 fresh/1100 black tank. Dual service hoses. Truck has 224k miles. **\$45,000. Call 435-896-9580 for more details. (P10)**



2019 Chevy 5500 Duramax with 160,000 miles 4X4 with a Amthol aluminum tank 1200 gallon 800/400, large storage boxes, two unit rack on the back. **\$84,000.00 Call 757-513-5106 (P10)**



2024 Ford F-550 4WD 330HP Diesel/ Auto Trans. Has Lane assist, Adaptive cruise control, Back up camera on LED screen, chrome package etc... 1250 Gallon Aluminum tank with 350 gallons of fresh water and a Masport HXL75 Engine Driven pump 230 CFM - Call Jonathan @ 501-388-9565 or email Jonathan.Ironvac@gmail.com **for new made to order units and stock units of all sizes. (P10)**



2014 Ram 5500. 1,000-gal waste/400 fresh. Aluminum tank w/ Masport pumps. **Call 720-436-3910 for more info. (PBM)**

New Imperial 1300 U.S. gallon, portable toilet service unit mounted on a 2023 Ford F550 cab and chassis with a Masport HXL4 pump package. Stock #14123. www.VacuumSalesInc.com (888) VAC-UNIT (822-8648). (PBM)



2017 Hino, J08E-VC, diesel, 208k, auto trans, under cdl, AC, cruise, Amthor flat tank and lift gate , 800/400, 10 pot capacity, Masport HXL75 vac pump, DC10 water pump and hose reel, very clean great running truck. Finance and delivery available, **\$42,000.00 Hulls Truck Bodies LLC 740-820-5338 (PBM)**

2024 Peterbilt 548 cab & chassis with 4,000 gallon, Aluminum tank & NVE 887 pump package, Stock #14089. www.VacuumSalesInc.com (888) VAC-UNIT (822-8648). (PBM)

If you are using an
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2024 Peterbilt 536 cab & chassis with 2,150-gallon, two compartments (1,600 waste – 550 water) with an NVE B250 blower package, a DC10 washdown pump, dual service, strobe package, toilet carrier and backup camera. Stock# 14095.
www.VacuumSalesInc.com
(888) VAC-UNIT (822-8648). (PBM)

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Septic Installers and Pumpers needed! ASAP! In sunny Orlando, FL. Experience required (3+ years). Insurable CDL required for Pumper. Relocation reimbursement available. Experienced, professional team to work with, newer equipment. Professionals only. Lapinservices.com Call Chris. 321-436-0150. (P12)

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Fruitland 500 lufh 338 cfm with secondary and bracket.
720-436-3910 (PBM)

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

SEPTIC TRUCKS



2007 Mack Truck Model 700CV700
 Tank with 198,000 miles. Tank size is 3,500 gallons. Reach seller at 734-358-4325 or **richard@homeinspectionannarbor.com. Price: \$60,000. (P12)**



1995 international 9400 m11 Cummins 9spd 905k miles inframe at 700k . New shocks/air bags brakes and drums . Fruitland 500 pump 3000 gallon tank.
\$80,000 asking price. 214-457-2795 Terry (P10)



Turnkey, 4000 Gallon Septic Pump
 Truck ready to move. Ready to work. \$95,000.00 Drives very well under fully loaded conditions. Included, 200' of 3" hoses (25' Hoses) with hose bumps to protect the quick disconnect couplings. Manhole Hook, Ground Probe & Shovels. Under belly tool boxes for storage. Truck is located in Manassas, VA ready for Test Drive. **Call or text 703-789-2899 or email ricky@freedomplumbers.com for details. (P10)**



2024 Mack MD6/7 - 6.7L Cummins with an Allison 2500. Made for pumping with an Air ride suspension, Diff Locks, 26k or 33k GVWR, chrome package etc... 2000-2500 Gallon Aluminum tank with an NVE B500 Blower (470 CFM) - Call Jonathan @ 501-388-9565 or email **Jonathan.Ironvac@gmail.com for new made to order units and stock units of all sizes. (P10)**



2024 Peterbilt 548 - L9 Cummins with an Allison 3000. Made for pumping with an Air ride suspension, Diff Locks, 66k GVWR, chrome package etc... 4400 Gallon Aluminum tank with a Jurop DL180 Blower (630 CFM) - Call Jonathan @ 501-388-9565 or email **Jonathan.Ironvac@gmail.com for new made to order units and stock units of all sizes. (P10)**



- A Masterpiece of Power and Efficiency
 Step into the future of septic service with our brand-new 2022 Ford F750 Septic Pump Truck. Sporting a mere 1,900 miles on its odometer, this truck is practically untouched and ready to deliver the needed performance, whether expanding your business or kickstarting a new venture. Powering this beauty is a 6.7 Powerstroke Diesel Turbo Clean Certified engine, known for its reliability, fuel efficiency, and superior power. The F750 also boasts dual fuel tanks, ensuring you're always ready to take on those longer routes without interruption. The 2,200-gallon polished aluminum IV tank, designed for maximum efficiency and longevity, has a 5-year warranty. It features a 20" top manway, 3" primary, and a 21" rear manway, as well as full-length hose trays and brass lever valves for both the 3" rear inlet and 4" rear discharge. For maximum visibility, and the tank is equipped with (3) 5" rear sight glasses. Moreover, DOT lights, hose hooks on the rear head, and a ladder on the tank showcase the thoughtfulness put into the design for increased functionality and safety. The Masport Viper PNP hydraulic-driven pump, with a powerful 360 CFM, is mounted on the tank and comes with a 2-year manufacturing warranty, promising seamless operation and peace of mind. The truck also has mud flaps installed and a 6-inch LED work light mounted to the back, wired to a switch in the cab for easy access. The truck's exterior is a pristine white, complemented by a sleek gray interior. The cabin is designed for comfort and convenience, with air conditioning, AM/FM Radio, Bluetooth connectivity, power steering, and power windows. Additional features include dual airbags for safety, steel wheels for durability, and a tilt steering wheel for optimal driving comfort. The hose trays are bed lined for an extra layer of protection, ensuring this truck is built to last. In short, this 2022 Ford F750 Septic Pump Truck is more than just a vehicle – it promises unparalleled service, power, and efficiency. Invest in this truck and prepare to transform your septic services today. **\$149,999 OBO. Noel: 901-474-4388 (P10)**

2003 Peterbilt 330 cab & chasis with an Andert 3,500 U.S. gallon, C/C, vacuum tank & Fruitland RCF500 vacuum pump. Stock # 2635 **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648). (PBM)**



2007 Peterbilt 330 Septic Pumper Truck. 2037 steel tank, automatic transmission, Challenger pump, clean inside & out. Needs new hoses but all fittings etc. stable. Transmission recently replaced. Nice small pumper truck for those tight spots or for someone just getting started. **\$52,000. Call 859-353-7110 or email maureen@rjcompanies.com for more information. (P10)**



2000 Freightliner FL70, 2,300-gallon tank, 320 cfm pump, tag pump and pto about 8 years old, truck runs and pumps good, needs new tires but ready to work. **\$15,000. Tom - 330-205-4051. (P10)**



2024 Peterbilt 548 - L9 Cummins with an Allison 3000. Made for pumping with an Air ride suspension, Diff Locks, 66k GVWR, chrome package etc... 4400 Gallon Carbon Steel tank with a Jetter Package and Jurop DL180 Blower (630 CFM) - Call Jonathan @ 501-388-9565 or email **Jonathan.Ironvac@gmail.com for new made to order units and stock units of all sizes. (P10)**



2005 Peterbilt, C7 Cat, Allison auto, 32k miles, AC, cruise, airbrakes, 1750 gal stainless steel tank (350/1000/400), Gardner Denver blower, new tires and paint, aluminum wheels. Very clean and ready to work. Finance and delivery available, **\$55,000.00 Hulls Truck Bodies LLC 740-820-5338 (P10)**



2024 Mack MD6/7 - 6.7L Cummins with an Allison 2500. Made for pumping with an Air ride suspension, Diff Locks, 26k or 33k GVWR, chrome package etc... 2000-2500 Gallon Carbon Steel tank with a Jurop R260/DL180 (363 CFM-621 CFM) - Call Jonathan @ 501-388-9565 or email Jonathan.Ironvac@gmail.com for new made to order units and stock units of all sizes. (P10)



1992 International CAT 3406 B 13 Speed, air bag suspension, new head gasket, new shocks and airbags, new valves on tank, **good tires & brakes, alcoa wheels. \$32,000 (P10)**



1989 Kenworth, CAT 3406B 18 speed, padded beam walk suspension, new valves on tank, air dryer, and compressor, new 18 speed transmission with new shafts and clutch, **3200 gallon tank. Call 360-831-1088. \$30,000 (P10)**



2008 MACK GRANITE GU 713 septic vacuum pump truck. 3500 gallon Andert tank with a Wittig 500 cfm vacuum pump. The unit behind the cab contains a 250-gallon holding tank, for possible water jetting. Jetter is not included. Truck has a mp7 engine with 10 speed T310 transmission. Full double frame, 18,000 front 44,000 rear. 223,000 original miles. Truck is in perfect running condition. **\$69,000. 203-232-1800, or email mmogyoros@sbcglobal.net (P10)**



MACK RD690S ROLL OFF, WITH MACK 300 hp., 7 speed mack trans., 44000 rears, 20000 front axle, and air drop tag axle. Set u wlaux. Hydraulics to operate vacuum on 4000 gal. Badger septic roll off tank.comes with 30 c.y dumpster to haul solid waste. **ONE TRUCK DOES IT ALL!. BOUGHT NEW, NOW RETIRED, SELLING OFF INVENTORY, CALL ME 386-804-8008 ASKING \$33,000.00 (P10)**



2010 Kenworth Tri-axle T-800. Cummins isx 525 hp with Allison Automatic. Has a 5500 gal. Aluminum tank. 819 CFM Nve blower. Truck is equipped with Auto greaser since new. Truck has been fleet maintained. Lots of major repairs done including but not limited to- In chassis rebuild 50k ago, full suspension rebushing, turbo and exhaust filter, brakes and truck has new tires all around. Truck is a beast and works well. Truck has 387k on it. Asking price \$140,000. **Please email any questions kenmalojr@yahoo.com or call/text 508-826-0122 (P10)**



2005 Volvo Vnl, 5000 gallon tank, sea level gauge system, new transmission pto and gear box last November, egr delete with performance tune by heavy diesel tuners in Tennessee, tires less than 2 years still have great tread, ready to work with hoses and all! **\$42,500 OBO. Ken 803-403-4105 (P10)**

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White 2005 Freightliner M2. Auto transmission-Allison. Mercedes diesel 6 250hp with blower. Cab air conditioning and heater. Air ride cab. 1120 tires, new in 2022. New brakes and drums last year in 2022. 375,000 miles. Newer tank, no rust, inside steel tank in good shape. Two ports in rear of tank loading and unloading. 3,800-gallon septic. Air ride bags in rear. 200ft of suction hoses. Vacuum pump national vacuum equipment. It uses 4" hoses from pump to tank for more vacuum pulling power. Truck parked in TN. **SELLING PRICE \$65,000. Call Roland 630-529-1037. (P10)**

2006 Peterbilt 335 C7 Caterpillar pre-emission, 9 speed Eaton. Mileage-208,000. 2500 gallon steel tank, Jurop PN84 pump. 120' of 3 inch hose. \$60,000. Martin Septic Service Inc, 941-204-7558 cguffey@martinseptic.com (P11)

1992 International 2554 cab & chassis with a Keith Huber, Dominator 3,300 U.S. gallon, C/S, Full open rear door, dump unit with a Wittig LPK100 vacuum pump Stock # 1298C **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648). (PBM)**

1997 Ford with Cosco 3,200-gallon DOT certified dump and door liquid vacuum truck. Cat engine with Moro M9 vacuum pump. Runs and pumps excellent. \$24,500. KLM Companies 617-909-9044 (PBM)



2004 International, DT 530, 240k miles, with 4800 gallon aluminum tank-(4400 gal. Sewer /400 gal fresh water) 10 speed Eaton fuller, digital sea level gauge w/ 10 gpm PTO jetter - Great truck, runs daily asking **120k OBO. 713-992-0916 text best. (P10)**



2012 International WorkStar Maxx-Force. 197,118 miles. Engine replaced at 169,000 miles in January 2021. NVE 866 Challenger pump. 10-speed manual transmission. 3,500-gal aluminum tank. Truck is work ready. **\$80,000 OBO Call 706-798-8080. (P10)**

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1997 Peterbilt 378 cab & chassis with a Presvac 3,000 U.S. gallon, C/S, vacuum tank & Masport HXL15WV water cooled pump. (Stock #6625C). **www.vacuumsalesinc.com (888)VAC-UNIT (822-8648). (PBM)**



2012 T800 Kenworth, manual transmission, 400HP, NVE 866 pump package, 5,200-gallon aluminum tank. **\$65,000 OBO. 401-437-8942. (PBM)**

Pre-Owned 2,500 U.S.-gallon, carbon steel, vacuum tank. **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648). (PBM)**

Pre owned 3,600 U.S. gallon, Aluminum vacuum tank; with a Presvac PV750 vacuum-pressure pump installed on a 2004 Peterbilt 330 cab and chassis. Stock #1693 **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648). (PBM)**

New 4,000 U.S. gallon, aluminum, vacuum-pressure tank mounted on a 2023 Peterbilt 548 cab & chassis with NVE 4307 Blower Package. (Stock #14006). **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648). (PBM)**



2007 Mack Granite, 8LL, 225,000 miles, Masport pump package, 4400-gallon steel tank. Turn Key. **\$58,000 OBO. (866) 720-4999. (PBM)**



2014 Freightliner Cascadia Vacuum Tank truck (white). 3,300-gallon New Tank (red). New NVE 360 cfm pump. Clean Interior. Good Cold A/C. Air Ride/Air Brakes (jake brake). DD15 Engine. 60% Rubber on tires. Mileage: 457,286. **Price: \$70,000. 1-800-721-2774 (PBM)**

2005 Keith Huber Dominator, 4,000 U.S. gallon, dump type unit, with a Wittig RFL100 hydraulic driven vacuum pump. Stock# 0045V. **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648). (PBM)**

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New 4,000 U.S. gallon, aluminum, vacuum tank. Mounted on a 2023 Freightliner M2-106 cab and chassis w/ a NVE Challenger 887 vacuum pressure pump package. Stock# 14056 **(888)VAC-UNIT (822-8648)** www.vsi rentalsllc.com. (PBM)

Pre-owned 1984 Mack R686ST cab and chassis with a 3,000 U.S. gallon, carbon steel, vacuum tank unit. (Stock # 6115C). www.vacuumsalesinc.com **(888)VAC-UNIT (822-8648)** (PBM)

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Dynamic Repairs - Inspection Camera Repairs: 48-hr. turn-around time. General Wire, Ratch, Ridgid, Hathorn, Electric Eel, Gator Cams, Insight Vision, Vision Intruders. Quality service on all brands. Rental equipment available. For more info. call Jack at 973-478-0893. Lodi, New Jersey. www.dynamicrepairs.biz (PBM)

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Slide In Queen has tanks READY TO SHIP. 300-1500 gallons. Ready to work, units for your portable restroom, septic, or grease business. **Contact us today 833-4-SLIDEIN (475-4334).** (P11)



NEW aluminum slide-in tanks. 2 available. 600-gallon (400/200) 450-gallon (300/150). Honda motors, Masport pumps. **Call JR @ 720-436-3910 or Mike @ 720-478-4796, CO (PBM)**



550-gallon steel slide in, 100-gallon poly water tank. Masport HXL-3V vacuum pump w/9-HP Honda engine. 30' of 2" waste hose, 50' garden hose on hose reel. Toico water pump, 3" discharge. 7,000-lb GVWR tandem axle trailer. **\$22,000. Call Jamie 800-558-2945, salesinfo@imperialind.com. (PBM)**

TANKS

Pre-owned 2,500 U.S. gallon, carbon steel, vacuum tank. Stock# 0668V www.vacuumsalesinc.com **(888)VAC-UNIT (822-8648).** (PBM)

Pre-owned 3,600 U.S. gallon, carbon steel, vacuum tank. Stock# 3600V www.vacuumsalesinc.com **(888)VAC-UNIT (822-8648).** (PBM)



Any size tank can be custom built. Slide-in tanks in all sizes. Plug and Play vacuum pumps are also available. **Call Rodney Lane 270-832-3793 for pricing. (PBM)**

Tanks in stock and available for immediate purchase. Prices start at \$16,000 for a 2500-gallon tank. Complete and ready to place on your truck. Call J Eagle Tanks 1-800-721-2774 (PBM)



Complete Steel Vacuum Tanks available 800-5,000-gallon. All prices are not the same. We deliver anywhere. **J Eagle Tanks 800-721-2774 www.Jeagletanks.com (PBM)**

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Tanks in stock, ready to ship out or let us install it for you. Restroom, septic, grease in stock with mounting kits. **Call 888-6VACTANK today! (PBM)**

TANK TRAILER



This is a fifth-wheel type 1973 Heil stainless steel 5,800-gallon tank trailer. This trailer is perfect for yard storage use only. Can be pulled empty to your yard. I can not deliver. If you are a portable toilet company this would be perfect since there are 4 three inch ports on the top for multiple off loading. (see photo for example). Hoses are not included. Tires are still good and all hold air. This is an open tank with no baffles or divider walls. There is one 4 inch valve on the back to empty the tank. Inside is washed out and ready for use. These are listed on ebay for more photos. \$5,500 or best offer. Located in northeast New Jersey. Contact 201-376-2058, **I also have an insulated yard use only stainless trailer that is 4,500-gallons for \$4,500 or best offer. (P10)**

TOOLS

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

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TOYS

Septic pumper and vacuum die-cast toy trucks in your choice of colors and logos. Several cabs available. Call 603-899-6842, write to Granite State Collectibles, 89 Kimball RD, Ridge, NH 03064; or www.granitestatecollectibles.com. (PBM)

TRAILERS



Selling my 2016 JAG 3 room shower trailer. It was originally purchased for a glamping property but they never got the permits approved. It sat for 5 years before I purchased it. Lightly used, everything is functional and ready to go, runs off city water but has space for a fresh water tank if needed. Has water heater, AC, stereo. Selling because I don't have much demand for showers, my business is almost exclusively restrooms only. It's a good trailer for the right person, JAG's are well built. **\$33k. Located in Thousand Oaks California. Cell is 707.367.0071 (P10)**

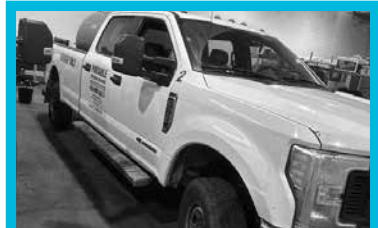
TRAILERS-VACUUM TANKER

1989 Petrosteel 5,500 gallon, carbon steel, Vacuum tank trailer. Stock# 1146C www.vacuumsalesinc.com **(888)VAC-UNIT (822-8648)** (PBM)



In stock, 6000- and 6300-gallon aluminum single-compartment Imperial vacuum trailers. **Call Cory 800-558-2945 Ext. 426 (PBM)**

TRUCKS (DUMP, SEPTIC, MISC.)



2017 Ford f350 4x4 6.7 Power stroke diesel 166k miles well maintained Aluminum tank 150 fresh 300 waste **\$40,000.00 If interested call 410-800-8823 (P10)**

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2024 Peterbilt 389 565 Cummins Engine, Reg Cab, 18 Speed Transmission (Standard), GVWR 66k + Steerable Drop Axle 20k, Steel Bumper, Deep Tapered Chrome, & More. We Can Build You A New 5000/5500 Gallon Steel Or Aluminum Tank. **Phone: (501-388-0052)**
Email: Ironvac.zach@septictrucks.com (P10)



2011 Ford F350 extended cab, 4x4, auto, 6.7 power stroke, new aluminum tank, 300 waste, 150 fresh Honda 5.5 aux engine, RV wash down system, Brand new hoses. HXL 2 Masport pump. **720-436-3910 (PBM)**

TRUCKS (DUMP, SEPTIC, MISC.)



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