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## The FOES of FOG

Metro St. Louis cleaning company continues to wage a war on fats, oils and grease with efficient disposal and recycling strategies

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GREASE TRAP  
SERVICE AND  
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Grease Masters in the St. Louis area has enjoyed double-digit revenue growth every year for the past 13 years. Owner John Remstedt is shown with a new Vac-Con Titan combination truck built on a Freightliner chassis. (Photo by Denny Medley)

## COMING IN DECEMBER

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Contact Jim with your comments, questions and opinions at [editor@pumper.com](mailto:editor@pumper.com).

**Jim Kneiszel**  
Editor

# 7 Questions to Ask Before You Start Pumping Grease

Just like oil and water, septic and grease trap waste don't always mix well in a pumper's business plan

By Jim Kneiszel

**A**dding grease trap service can be an alluring prospect for pumpers eager to grow and expand from traditional residential septic service. It's easy to see dollar signs when you pass several fast food restaurants and convenience stores as you run the daily septic pumping route in your service territory.

But securing new grease trap work is more complicated than driving up to your local McDonald's and pitching your vacuum services to the store manager. Contractors venturing into this area need to do a lot of planning before plunging a hose into that first trap. And hopefully we can help with that effort in this issue of *Pumper*.

This month we focus on grease trap service and disposal, both by spotlighting equipment used for this specialty in our Product Focus feature and through our *Pumper* profile. I'm happy we get to make a return visit to St. Louis-based Grease Masters, which has built a successful specialty in grease trap and related kitchen cleaning services.

I befriended Grease Masters owners John and Pam Remstedt many years ago at the Pumper & Cleaner Expo, before it was called the WWETT Show. You couldn't find a more enthusiastic couple in the pumping industry — and their years of attention to customer service has made Grease Masters a thriving company over the years. We first featured John and Pam in 2010, and they have enjoyed double-digit growth every year since. I encourage you to read our new profile story and am sure you will learn valuable insights into providing grease service.

Like the Remstedts, I have talked to many contractors who run successful grease operations and those looking to add this specialty in the future. I've come away with many tips to share.

Before taking on your first grease trap customer, ask yourself these questions:

## Do you have the right truck?

The most efficient way for pumpers to service grease traps is to have a truck dedicated to collecting that waste stream. Pumpers have told me it can be a time-consuming hassle to schedule the same vacuum truck for both septic and grease trap waste, primarily because treatment plants want to separate the flows.

If you have a truck to use exclusively on a grease route, you should

determine if it has the optimal capacity for the traps you'll clean. If you are serving a suburban or rural area, a large-capacity tank and a bigger rig will probably help your efficiency — pumping multiple large traps between runs to dump.

If you work in a congested urban area, a smaller truck in the sub-2,500-gallon range, will let you maneuver closer to the traps and park easily in city neighborhoods. Portable wheeled drum-style vacuum systems are often handy to reach kitchen traps when hose runs from outside are inconvenient or impossible.

➤ Securing new grease trap work is more complicated than driving up to your local McDonald's and pitching your vacuum services to the store manager. Contractors venturing into this area need to do a lot of planning before plunging a hose into that first trap.

A scent box deodorizer for the truck tank exhaust will also be a bonus as restaurants will want to limit offensive odors wafting into their dining room

## Where will you dump?

Access to convenient and reasonably priced grease disposal varies wildly from region to region. Municipal plants nearing treatment capacity often turn away high-strength wastes like restaurant grease. And if they take it, the per-gallon fees may be surprisingly high. So you might be forced to drive greater distances to find a dumpsite, requiring you to pass along the elevated fuel and time costs on to your kitchen customers.

Before getting started, survey all the area treatment plants to find out if



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they will take grease and, if so, whether capacity will become an issue if this service takes off for you. If there are no good options but demand for the service still exists, do you have a way of storing grease to be transported in bulk loads by a third-party transporter?

### Can you make the numbers work?

The key to adding any new service is making sure it can be a profitable venture. We've discussed the preferred dedicated truck for grease trap service and the need to research disposal costs. You also have a good idea of what your labor costs will be based on the skills and workload of your existing pumping crew. Also, you'll have to dedicate time and marketing dollars to develop the new specialty. Balance all of those costs against the number of potential customers you could land and how much you can reasonably expect to charge them for grease trap service. Remember that you need to generate a reasonable amount of revenue for any service or it's not worth firing up the truck and driving down the road.

### Do you have the right customer base?

By their very nature, septic service companies are usually located either in rural locations or the suburban fringe of cities where municipal sewer service lines end and decentralized wastewater systems take over. The closer your business is to major population centers, the more likely you will have high numbers of the types of businesses requiring grease trap service. Survey

your area both for a concentration of fast-food restaurants, pubs or taverns, or institutional kitchens found at places like jails, hospitals and nursing or assisted living facilities.

Then consider the motivation these businesses would have to hire you and schedule regular cleaning service. It's clear that demand will be driven not only by how busy these restaurants and institutions are, but by the level of regulation they face by local governments and health departments to keep their grease traps clear. Required quarterly service, for example, creates a better environment for your business than, say, if the cleaning intervals are left primarily up to the businesses.

Lastly, if you determine a strong customer base exists, take a look at how many of your competitors are fighting for the grease business. Barriers to entry in providing this service — including the dedicated truck and disposal issues — may discourage neighboring pumpers from offering the service and give you the opportunity to land a greater percentage of the local business.

### Will it impact your septic pumping?

If pumping and maintaining septic systems is your bread-and-butter service offering, you have to ask yourself if getting into grease — though possibly a lucrative endeavor — is a wise move in the long run. If you're trying to expand into grease without adding staff, this may spread your crew too thin to satisfy your loyal septic customers. If grease service takes off and you are not prepared for the additional workload, you could be pushing out septic pumping appointments further on the calendar or find it more difficult to take on emergency work that can be both very profitable and great for building your reputation as a problem-solving company. However, if you are committed to providing quality service in both specialties, make sure you have the staff, training and equipment to handle the work.

### Can you offer associated services?

Companies that build a strong clientele for grease trap work may find they can upsell other services to these loyal customers. Once you get going, are you ready to offer range-hood cleaning, other cleaning or janitorial services or portable sanitation that may be requested? There is also the possibility of making money by recycling collected waste streams like brown grease and cooking oil.

It's a great benefit when you can leverage more work from loyal customers rather than building the business by seeking out new customers. Be sure to take offering associated services into account when you're looking at adding grease trap service.

### Is your crew on board?

On a number of occasions, I have encountered pumpers who prefer cleaning septic tanks to performing grease trap work — a few even balking at the prospect of running a grease route. Usually it has to do with offensive and lingering odors associated with grease trap work and that grease traps can present a greater customer service challenge.

Yes, the general public would probably think septic tanks would be more unpleasant to deal with than restaurant grease traps, but pumpers who have done both have a more nuanced opinion. Most I've talked to prefer dealing with septic tanks. So make sure your technicians are ready, willing and able to take on this new specialty with enthusiasm. **P**



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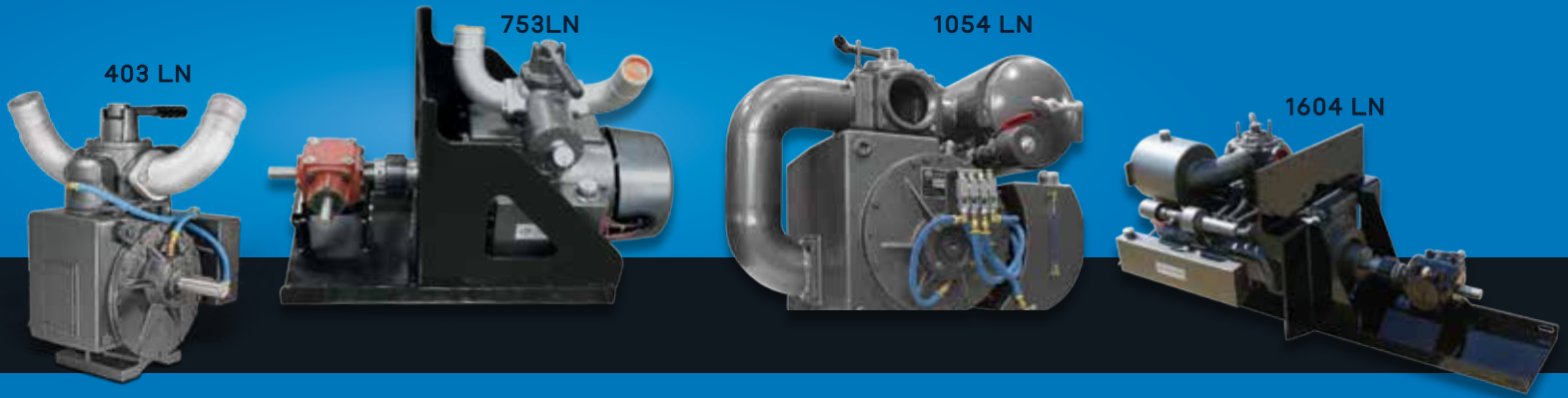
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## TOP TIPS

### locating septic tanks

Finding buried septic tanks can pose issues, especially if there are no records nor any obvious cleanouts to use for locating purposes. This online article offers some suggestions about how to locate buried tanks [pumper.com/featured](#)



## DISASTER RESPONSE

### how to serve customers

As the days and weeks pass following a natural disaster, it comes time to rebuild. FEMA may allocate funding to help people recover, but as a contractor, you'll work directly with those who suffered losses. This can escalate an already stressful situation, so you must begin your approach with a few crucial factors in mind.

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“It is time to rethink the way the nation educates and prepares workers.”

– *Building the Future: How to Attract Gen Z to the Construction and Utilities Industry*

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## SEPTIC TANK BUOYANCY

### keeping tanks underground

Authors Jim Anderson and Dave Gustafson recount a story about an installer class that took a brief field trip to see some gas tanks that had come up through the asphalt at a nearby gas station. It was a lesson to installers in what not to do, as the important measures you take as a system installer or maintainer can prevent the disaster caused by a buoyant septic tank.

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## IMPOSTER SYNDROME

### reframe your mindset

Imposter syndrome is generally defined as the unconscious belief that we aren't as intelligent, capable or competent as people think we are — yet we somehow manage to fool people into thinking otherwise. If you feel like an imposter at work, it might be time to reframe your mindset.

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## Grease Masters LLC

St. Charles, Missouri

**OWNERS:** John and Pam Remstedt

**FOUNDED:** 2006

**EMPLOYEES:** 30

**SERVICE AREA:** Southern Illinois and eastern Missouri

**SERVICES:** Cleaning grease traps/hood vents, used cooking-oil collection, municipal sewer cleaning, restroom trailers



# The FOES of FOG

Metro St. Louis cleaning company continues to wage a war on fats, oils and grease with efficient disposal and recycling strategies

By Ken Wysocky



▲ The heavy-duty side of the Grease Masters fleet includes trucks and equipment from Satellite Industries, Imperial Industries, Advance Pump & Equipment, National Truck Center, Vac-Con, Giant, Roots (a brand owned by Howden Group), Juroop and National Vacuum Equipment.



➤ Owner John Remstedt in his office.

**D**uring the last decade or so, a lot of things have changed at Grease Masters. But two important things have remained constant for the multi-million dollar-a-year company located in suburban St. Louis: An unerring focus on service diversity and annual double-digit growth for the last 13 years — even during the pandemic and without expanding the company's service area.

What's the company's secret sauce for growth?

"We're pretty good at what we do," says John Remstedt of the St. Charles-based company, which cleans grease traps, collects and sells used cooking oil, cleans sewers and even rents portable restroom trailers. He co-owns the company with his wife, Pam. The couple and their business were featured in *Pumper* in 2010, and their success prompted a profile update.

"I know that sounds super basic, but we're at the point where we don't do any advertising anymore, except for our website, because our word-of-mouth referrals are so strong," he says.

Of course, there's more to it than that. Here are some other principles to which Remstedt firmly adheres: Don't ever underestimate the power of great customer service. Don't say no to customers. Bundle multiple services for customers, which allows for price discounts. And don't be afraid to raise prices high enough to cover overhead costs, he says.

"If I can't do something that customers need, I'll at least offer to serve as a general contractor for them and hire contractors that can do the job," says Remstedt, age 59, explaining his never-say-no philosophy.

"Bundling of services also is critical because it allows us to discount our services to restaurant chains," he explains further. "If we can clean a kitchen exhaust hood and a grease trap at the same time, we can discount the grease trap service because we don't have to send a separate truck to do that.

"And if someone adds cooking-oil collection, we can discount the hood cleaning and further and also discount the grease trap cleaning," Remstedt adds. "Providing so many services makes it convenient for many of our customers and convenience is key."

## FIRING CUSTOMERS

As for pricing services, Remstedt says he periodically increases rates, most recently during the pandemic to cover the rising costs of labor, fuel and insurance.

"Sometimes customers stick with us and sometimes they don't," he notes. "And if they don't want to stay with us because of pricing, they're probably not the kind of customers we want, anyway.

"We've followed a philosophy for the last two or three years of 'firing' bad customers," Remstedt continues. "We don't have any problem doing that.

"We want customers who understand the value of what they're getting. ... We always explain to customers that we're in the business to make money because that's how we can afford to buy and maintain good equipment and pay good employees a competitive wage and keep them on board."

In addition, the company's revenues have grown because some competitors have retired, the company picked up some national restaurant accounts and new restaurants keep moving into the company's service territory. Moreover, frequent turnover among restaurant managers tends to keep Grease Masters as their vendor of choice when they move to new jobs, he says.

"If you do a good job, they'll take you with them wherever they go," he says.



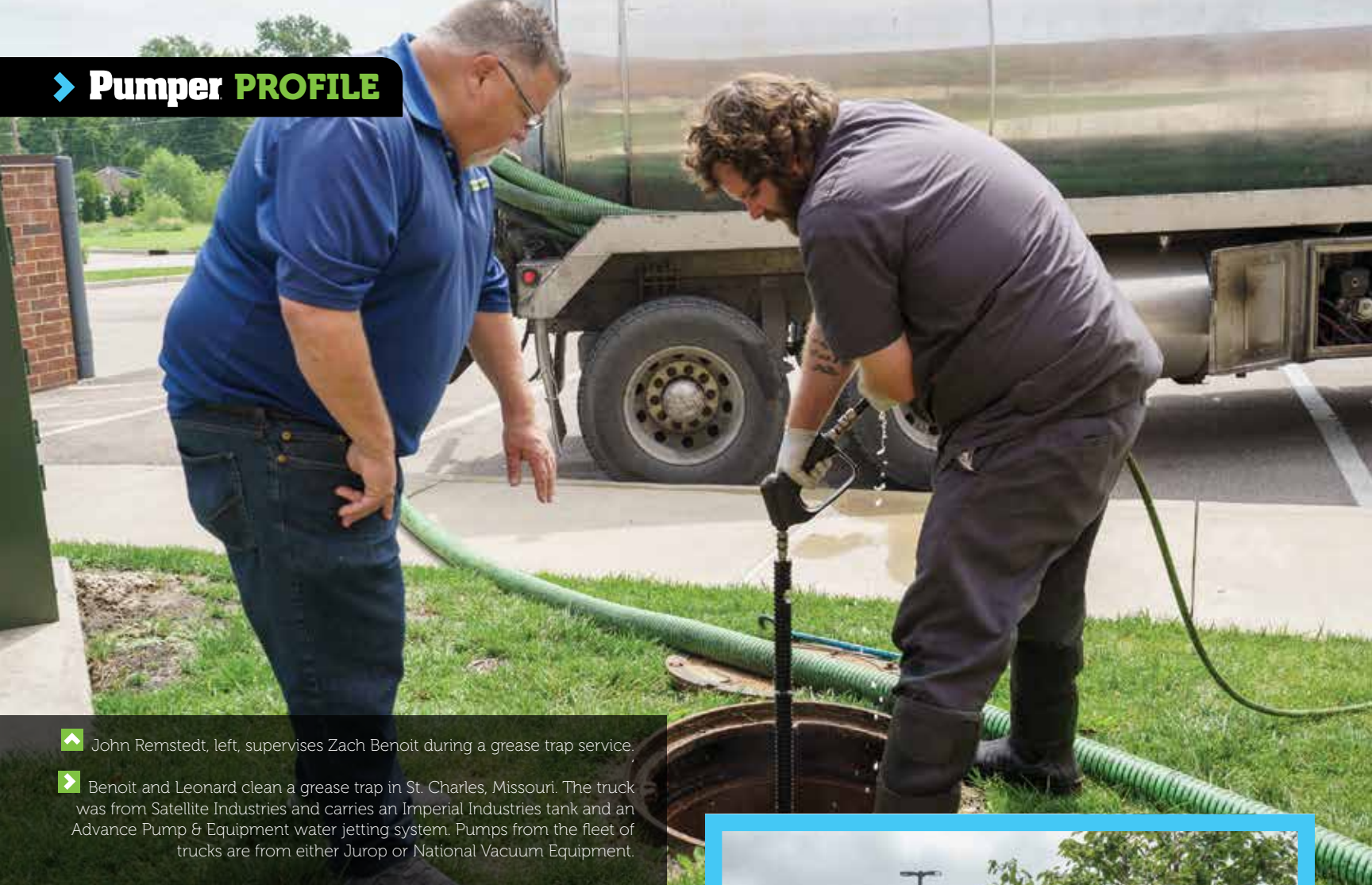
“ I EXPECT TO KEEP PUSHING FORWARD. IF YOU SLOW DOWN AND BECOME STAGNANT, SOMEONE ELSE WILL COME IN AND TAKE OVER AND I CAN'T HAVE THAT. MY PRIDE WON'T ALLOW THAT. ”

JOHN REMSTEDT



➤ In the Grease Masters office, Operations Manager Todd Rogers fills the calendar as John Remstedt looks on.

## ▶ Pumper PROFILE



▶ John Remstedt, left, supervises Zach Benoit during a grease trap service.

▶ Benoit and Leonard clean a grease trap in St. Charles, Missouri. The truck was from Satellite Industries and carries an Imperial Industries tank and an Advance Pump & Equipment water jetting system. Pumps from the fleet of trucks are from either Jurup or National Vacuum Equipment.

### MEASURES OF SUCCESS

The company employs more than twice as many employees as it did when *Pumper* took a snapshot of Grease Masters in 2010 — 30 now versus 15 then. The company also owns a larger fleet of service vehicles and equipment and added services like cleaning sewer lines, tanks and lift stations for area municipalities (including a five-year contract to clean sewer lines and provide emergency sewer services for the Metropolitan St. Louis Sewer District). It also now pumps out commercial septic tanks and offers portable restroom trailer service, Remstedt says.

Furthermore, the company has more than doubled the amount of business accounts, to more than 3,000 from around 1,300, and de-emphasized its range hood cleaning service.

“Hoods have taken a backseat to other services,” he says. “The labor shortage plays a big part of that.”

At the same time, collecting and selling used cooking oil from restaurants — a service Grease Masters started in 2010 — will account for about 20% of the company’s revenue by the end of this year, Remstedt estimates. The company processes the oil to remove impurities, then sells it to a business that makes biodiesel fuel.

“The price we get for the oil fluctuates because it’s a commodity,” he explains. “Three years ago, we sold it for 22 cents a pound. Last year it went up to 72 cents per pound. It bounces up and down and we don’t know how much we’re going to get until we send in a load.”

Doesn’t that affect cash flow? “No, because we base our pricing on \$0.22 per pound,” he says.





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## ► Pumper PROFILE



▲ A Satellite Suites restroom trailer from Grease Masters is set up at an outdoor amphitheater.

▶ Matt Remstedt inspects the interior of a Satellite Suites restroom trailer set up for a special event.



### THE RIGHT MACHINES

To service grease traps, Grease Masters relies on two 250-gallon vacuum trailers made by Dyna-Vac Equipment, each equipped with a Masport pump. For customers with less accessible traps, the company uses three 55-gallon wheeled Dyna-Lite mini-vac pumping systems, also made by Dyna-Vac, plus two Conde ProVac portable vacuum units from Westmoor Ltd. The company also uses Crust Busters tank agitators.

The company also runs a Ram 5500 built out by Dyna-Vac for cleaning grease traps and sewers. It features a 700-gallon waste/300-gallon freshwater tank and a water pump (3,000 psi at 12 gpm) from General Pump and a Masport vacuum pump. It also carries a Conde ProVac unit. The company also owns about 100 oil-collection bins made by Wastequip, ranging from 100- to 300-gallon capacities.

Grease Masters also invested in three Peterbilt trucks to clean grease traps, collect used cooking oil and clean commercial septic tanks and portable restrooms. Each unit from Satellite Industries carries a 4,000-gallon aluminum Imperial Industries tank, a 150-gallon water tank and a waterjetting system from Advance Pump & Equipment (5 gpm at 3,000 psi). The trucks feature pumps from Jurop and National Vacuum Equipment.

To collect used cooking oil, the company also owns a 2005 Mack equipped with a 4,000-gallon steel debris tank built by National Truck Center. It carries a full-tilt bed, a 150-gallon water tank, a waterjetting system made by Advance

Pump & Equipment (4-1/2 gpm at 3,000 psi) and a Jurop/Chandler pump.

The company also relies on two other trucks for cleaning sewers. One is a 2015 Isuzu NPR with a Hackney box body and a water jetter from US Jetting, featuring two 100-gallon water tanks and a hydraulically driven pump (10 gpm at 3,100 psi); the other is a Nissan NVE van.

The company also relies on a 2023 Vac-Con Titan LHAP combination sewer-cleaning truck with a hydroexcavation package. It features a Freightliner chassis, a 10-cubic-yard debris tank, a 1,200-gallon water tank, a Giant Industries water pump (60 gpm at 3,000 psi) and a Roots blower (a brand owned by the Howden Group). It also owns a Vac-Con PD4216 hydroexcavation truck built on a 2016 Freightliner chassis with a 10-cubic-yard debris tank, a 1,000-gallon water tank and a Roots blower. The rig is used for municipal treatment plant cleaning and exposing utility lines for contractors.

### MORE TOOLS

To clean drainlines, Grease Masters owns machines made by Spartan Tool, RIDGID, Electric Eel Manufacturing, General Pipe Cleaners and Valor units made by DCD; and RIDGID SeeSnake pipeline-inspection camera systems.

Rounding out the fleet are two International 24-foot box trucks primarily used to clean hoods. Each truck features a 600-gallon steel slide-in tank made by Dyna-Vac, a 200-gallon water tank, a Masport vacuum pump and a hot-water jetting system made by Hotsy (3,000 psi at 8 gpm).

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In 2022, the company invested in a portable restroom trailer from Satellite Suites when a customer needed long-term restroom rentals for a local concert amphitheater. This year the company bought a second trailer; it also will be used at the concert venue as well as other special events, such as NASCAR races and weddings, Remstedt says.

“We plan to buy three more in the next two years, along with a restroom-service vacuum truck,” he explains. “It’s my retirement exit strategy because it can be a one-man operation.

“When the time comes to say goodbye to Grease Masters, the restroom trailer should be paid for – at least that’s the plan, anyway,” Remstedt continues. “I’m not going to retire and sit around or play golf. I want to stay busy.”

## SUCCESSION PLANNING

Speaking of the future, Remstedt says he’s trying to figure out how to slowly transition away from the business, which could involve selling it to his son, Brandon, age 40.

“He’s been with us since the beginning, so he knows the business as well as I do,” he explains. “Brandon pretty much runs the day-to-day operations, while I step back and look at more of the big-picture stuff — deal with equipment, lawyers, bankers and regulators.”

As for growth, Remstedt isn’t interested in tapping on the brakes and slowing down.

“Standing pat is not my style,” he says. “I want to keep growing the used cooking oil side of the business and continue to grow the municipal side.

“So I expect to keep pushing forward,” Remstedt continues. “If you slow down and become stagnant, someone else will come in and take over and I can’t have that. My pride won’t allow that.

“You can’t be an entrepreneur and throttle back and play things safe,” he concludes. “That’s not what entrepreneurs do.” **P**

✔ Zach Benoit connects a suction hose during a kitchen grease trap service call.



## Software aids efficiency

Managing annual double-digit revenue growth can quickly turn into a major headache for driven entrepreneurs like John Remstedt. But the co-owner of Grease Masters found a cure: Smart Service field service software (My Service Depot).

Smart Service, which integrates with QuickBooks accounting software from Intuit, offers a wide range of features, including scheduling, dispatching, routing and workforce tracking. And technicians can use Smart Service’s iFleet field-service app to quickly and easily access work schedules, customer contact information and service records — and even take pictures, generate estimates and collect payments, Remstedt notes.

“Managing our growth was difficult,” he says. “We needed something in addition to just QuickBooks. Now our technicians have all the information they need for each service call right at their fingertips, which means they don’t have to call our office staff, which is trying to take care of other things.

“It has basically made our technicians relatively self-sufficient.”

Smart Service proved to be game-changing technology for Remstedt and his wife, Pam. The company primarily uses it for routing, dispatching, scheduling and collecting payments.

“Smart Service is a big-time manpower saver,” he explains. “Having the right information accessible to technicians saves you time and money every day. And the ability to upload photos from jobs to customer accounts is invaluable.”

For example, technicians who clean range hoods take before-and-after photos to prove the work was performed, he says.

“The industry is a little shaky because a lot of guys don’t do what they say they did,” Remstedt explains. “Some customers require us to take photos, but we do it for all of our customers.”

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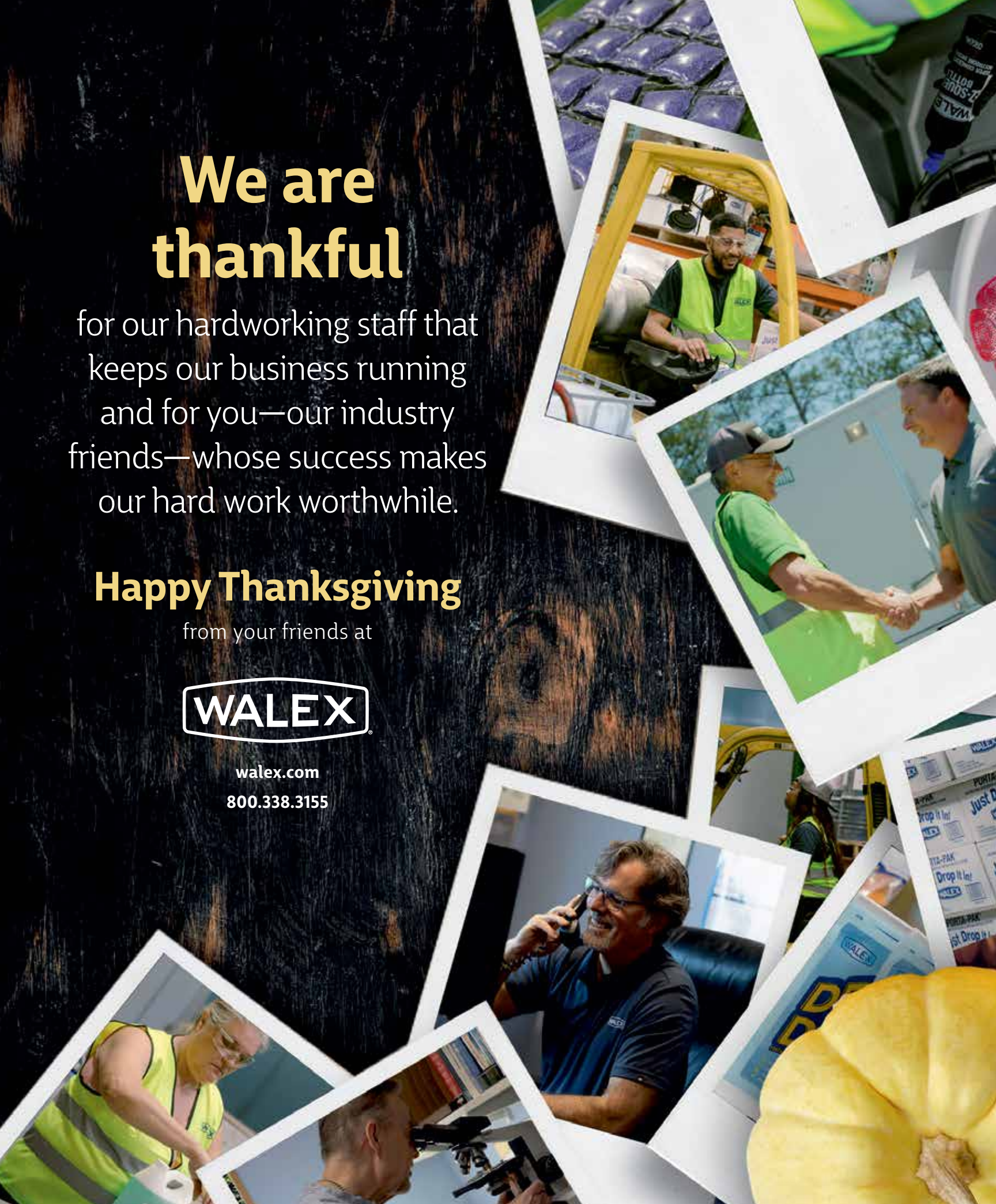
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Sara Heger, Ph.D.  
Contributor

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](mailto:editor@pumper.com)

# Working Around Sewage – What Vaccinations Should You Have?

Talk to your health care adviser about the heightened risk pumpers have for contracting several infectious diseases

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

**W**orkers who handle human waste or sewage are at an increased risk of becoming ill from waterborne diseases. Pathogenic bacteria have the potential to cause diseases such as *Salmonella*, *shigellosis*, typhoid fever, cholera, paratyphoid, bacillary dysentery and anthrax. Viruses can cause polio and infectious hepatitis. Internal parasites can cause amoebic dysentery, *Ascaris* (giant ringworm) and *giardiasis*.

Exposure can occur through the skin, eyes, or mouth; through open cuts or scrapes; or with contact from splashing or back splashing of liquid from any of the open elements of a tank or treatment component. To reduce this risk and protect against illness, care should be taken when working around wastewater and the correct personal protective equipment worn. But you should also consult with your doctor to determine which of the following vaccinations is appropriate for you, your employees and your family members.

According to the U.S. Centers for Disease Control, employers should develop vaccination recommendations for workers exposed to sewage or human waste in consultation with local health authorities. Below are vaccinations to consider:

➤ According to the U.S. Centers for Disease Control, employers should develop vaccination recommendations for workers exposed to sewage or human waste in consultation with local health authorities.

**1. TETANUS** is an infection caused by *Clostridium tetani* bacteria. When entering your body, this bacterium releases a toxin that causes painful muscle contractions. It is sometimes referred to as lockjaw as it causes a person's neck and jaw to lock making it hard to open the mouth or swallow. Tetanus does not spread from person to person or through wastewater. The bacteria are usually found in soil, dust and manure, and enter the body through breaks in the skin — usually cuts or puncture wounds caused by contaminated objects. Tetanus

vaccinations typically start when you are a baby with boosters throughout your life. Once you are an adult the recommendation is to get a follow-up shot every 10 years.

**2. HEPATITIS** means inflammation of the liver and when the liver is inflamed or damaged, its function can be affected. Three types of hepatitis that can be caused by a virus:

Hepatitis A is usually a short-term infection and does not become chronic. In recent years there have been multiple outbreaks and the number of people infected has been increasing in the United States. Hepatitis A can affect anyone and the virus is found in the stool and blood of those who are infected.

Hepatitis B and Hepatitis C can also begin as short-term, acute infections, but in some people, the virus remains in the body, resulting in chronic disease and long-term liver problems. The viruses can cause lifelong infection, cirrhosis (scarring) of the liver, liver cancer, liver failure, and death. Hepatitis B is spread when blood, semen or other body fluids — even in microscopic amounts — from an infected person enters the body of someone who is not infected. Hepatitis C is spread through contact with blood from an infected person.

There are two types of hepatitis vaccinations. The first type, the single-dose hepatitis A vaccine, is given as two shots, 6 months apart, and both shots are needed for long-term protection against hepatitis A. The other type is a combination vaccine that protects people against both hepatitis A and hepatitis B. The combination vaccine can be given to anyone 18 years of age and older and is given as three shots over 6 months. All three shots are needed for long-term protection for both hepatitis A and hepatitis B.



⬆️ Septic service professionals frequently encounter wastewater splashing and other contact with disease-causing pathogens. Discuss the need for preventive vaccinations with your doctor and crew.



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**3. POLIO** is a disabling and potentially deadly disease caused by the poliovirus. The virus spreads from person to person and can infect the spinal cord, causing paralysis. It is present in the stool and throat of infected people. Most adults in the United States were vaccinated as children and are therefore likely to be protected from getting polio. There are areas of the U.S. with low polio vaccination coverage; a case was reported in 2022 in New York, so there is still the risk of getting polio if you are not vaccinated.

**4. TYPHOID FEVER** is an illness caused by the bacterium *Salmonella typhi*. It infects your small intestines (gut) and causes high fever, stomach pain and other symptoms. The harmful bacteria is found in the stool of infected people and if food or drink has been contaminated with feces. Typhoid fever is most common in rural areas of developing countries where there isn't modern sanitation therefore vaccination is not commonly recommended in the U.S. but is recommended if you are traveling to countries that have typhoid fever outbreaks such as southern Asia and parts of Africa, the Caribbean, Central and South America, and the Middle East.

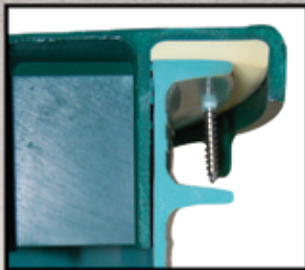
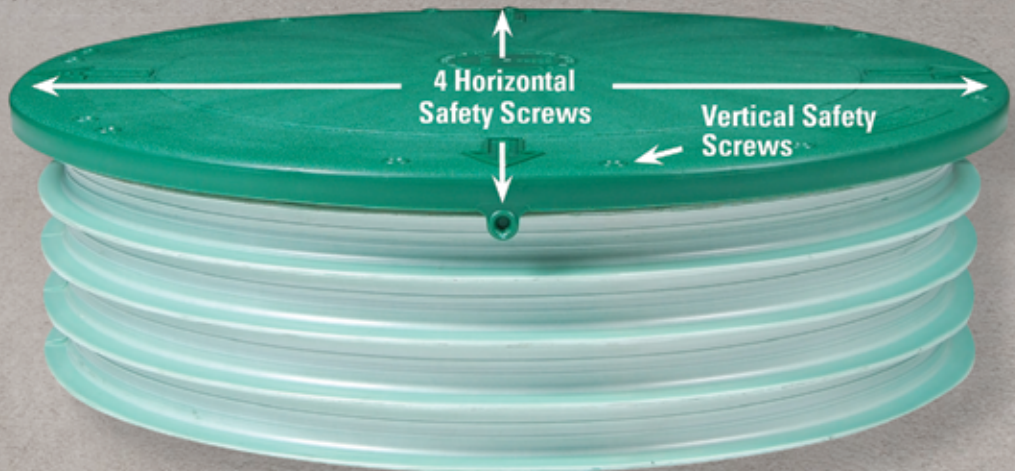
The next time you visit your doctor, check on the status of your vaccinations and discuss if you could benefit from getting further vaccinations based on your contact with wastewater as a pumping professional. Encourage your employees to do the same to reduce the likelihood of getting a job-related illness. **P**

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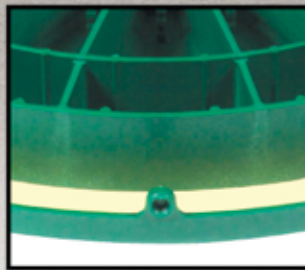
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**Kate Zabriskie**  
Contributor

Kate Zabriskie is president of Business Training Works Inc., a Maryland-based talent development firm. Reach her at [www.businesstrainingworks.com](http://www.businesstrainingworks.com).

# 7 Steps To Get Your Employees Moving

Follow this solid human resources advice and your team will quickly be firing on all cylinders

By Kate Zabriskie

“*They’re here, but they’re not here. My staff isn’t committed, and it’s obvious to me and our customers. We’re in trouble.*”

“*To say that initiative is lacking is an understatement. My staff doesn’t think beyond the basics. If they hit a wall, they stop. The idea of looking for a window never crosses their minds. Frustrating!*”

“*Maybe it’s them. Maybe it’s me. Our team just goes through the motions. I wish there were a magic formula to get people focused and motivated.*”

**W**hile there isn’t an instant solution for increasing enthusiasm, focus and initiative, there are steps any owner or manager of a small business can take to orchestrate success.

## **Step One: Communicate the direction.**

It’s hard for people to reach a destination if they don’t know what it is. Whether you call it mission, purpose or something else, employees need to have a solid understanding of the organization’s why, the team’s why, and their why. Leaders who promote engagement regularly connect day-to-day tasks and expectations with the bigger picture.

Work on creating clear lines of sight. For instance, “Debbie, we’re here to service members. Everything we do should help our members get the most from our conferences. As the registration clerk, it’s important for you to accurately register members and send their confirmation documents within two days of receiving a request. Our goal is timeliness and accuracy.”

## **Step Two: Delegate responsibility and authority.**

Once people know the direction, good leaders give them responsibility and the tools they need to execute the plan. Will everything be done exactly as the leader would do it if he or she were to take on the task? Doubtful. However, great leaders know when to step in and when to stand back and let others own their work.

“John, your job is to manage customer returns. While I have guidelines for you to follow, you can decide and then let me know how you will organize your work.”

## **Step Three: Recognize good work and the importance of others.**

No matter their role or level in an organization, people like to be appreciated and recognized. Whether someone is a vice president or a temporary worker, leaders who engage their teams communicate the idea that everyone has an important role. Take the time to articulate how others contribute. “Eric, you are the face of the office. When people visit us, you are the person who sets the tone. Thank you for taking pride in the appearance of the reception area and screening visitors in a friendly way that doesn’t feel like an interrogation. You’re nailing it.”

➤ Will everything be done exactly as the leader would do it if he or she were to take on the task? Doubtful. However, great leaders know when to step in and when to stand back and let others own their work.

## **Step Four: Support stumbles.**

Slips, trips and falls will happen when people solved problems, and leaders who engage their teams to the full capacity have the good sense to support the stumbles employees will inevitably encounter. In other words, it’s about having the maturity to get beyond blame and focus on what to do differently in the future. Do you assume the best? Do you steer clear of throwing others under the bus? Do you treat errors as learning opportunities? If not, you’ve got some room to improve. “Eric, the event did not go as you had hoped, and now is the time to learn from the experience. In hindsight, what could have been done differently?”





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**Step Five: Instill a sense of calm and certainty.**

Without a clear course, employees spend a lot of time worrying and focusing on what-ifs that may never happen. But with a sense of certainty, people's shock absorbers function at maximum capacity. A leader with a plan reduces fear, uncertainty and stress. The plan can be short-term and it can change, as long as it's there and communicated. Do you do all you should do to keep people in the loop? "Folks, we're in a period of transition. We have several companies interested in acquiring us. Nothing has been decided and for the next two months, we're going to operate as usual. When I get information to share, I will share what I know. Until then, if you have questions, ask"

**Step Six: Promote a level playing field.**

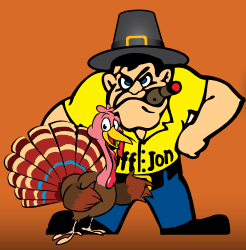
Fairness trumps favoritism every time, and people will stick with a leader through some horrible circumstances when that person is a straight shooter and doesn't favor some over others. Stay mindful of what's fair, and think about how your team will perceive your actions.

**Step Seven: Address problems.**

Engaged teams don't like mediocrity, and the people at the top have high standards for everyone. When problems occur, leaders who engage confront them head on. If you have conversations you've put off, now is the time to reset and communicate what's expected.

**RESULTS WILL COME**

Leaders who engage don't do so by accident or without work. If you want to jump-start or refocus your team, start with these seven steps. With some deliberate effort on your part, you should start seeing results. **P**



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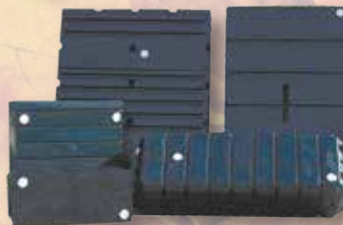
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# The Pros and Cons of Working With Home Warranty Companies

Taking on home warranty work can be a good way to build a customer base, but there are some challenges to keep in mind as well

By Joan Koehne

**H**omeowners often learn the hard way that unexpected home repairs can cost thousands of dollars. Aging septic systems are susceptible to breakdowns. Pumps fail. Tanks crack and roots intrude. Drainfield lines unexpectedly reach the end of their life span.

Many families don't have extra cash on hand to make costly repairs. That's why some homeowners purchase home warranty service contracts. With a home warranty coverage plan, they can protect portions of their systems at minimal cost. Home warranty contracts allow homeowners to protect their home, which is often their biggest investment. Additionally, they gain peace of mind, knowing they won't be solely liable for huge repair or replacement bills.

From a contractor's perspective, home warranty work opens up new opportunities. Contractors can increase their work volume without the added expense of advertising and client acquisition costs. These businesses can benefit from an influx of new customers, each with the potential to become repeat customers if the contractor handles the job right. Year-round service calls and referrals provide a consistent flow of work, keeping employees busy and money rolling in.

## THE INTERMEDIARY

But before jumping headfirst into home warranty work, contractors should carefully evaluate which companies to work with and develop procedures to streamline services and protect their reputation.

Daniel LaGarce, CEO of Budget Heating, Cooling and Plumbing in the St. Louis area, attributes about 30% of gross sales to warranty work. Budget doesn't pump septic tanks, but the company performs drain cleaning and repairs and replaces alarms, lift stations and other septic system components.

LaGarce says one of the biggest challenges associated with home warranty work is finding your company as the intermediary between the customer and the warranty company.

"You're allowing a billion-dollar company to make decisions for the end-user, the consumer. Now, you're stuck in the middle," LaGarce says. "Through experience, we developed our own systems to balance the two sides out."

For any contractor who does home warranty work, LaGarce recommends brand protection and brand monitoring services. Positive and negative reviews influence consumer shopping decisions for all types of products and services, and contractors could find themselves the target of a bad review for something out of their control.

"Even with our company, the negative reviews we have are almost always home warranty, and they're upset about some sort of non-coverage," LaGarce says. "The negative reviews are based on decisions we didn't make."

Some homeowners do not take the time to fully familiarize themselves with their home warranty policy. When certain repairs or replacements are not covered, it comes as a shock. They're upset, they don't think they should have to pay anything, and they just assume that the contractor is an extension of the warranty company. So the customer leaves the contractor a negative review. Because of this risk to his company's reputation, LaGarce chooses to partner with only specific home warranty companies.

"The companies we deal with have a 95% coverage rate, and only 5% of claims aren't covered," he says. "For the 5% that aren't

covered, it's typically because the policy is less than a month old so the problem is a pre-existing issue, or there's a design problem or missing part. Sometimes the homeowner disassembles something in the system trying to fix it themselves. This type of claim is automatically denied because the system has been tampered with."

“Consumers really need to do their research because there's bad [home warranty] companies out there. There are companies that we've had dealings with that look for any reason to deny the claim.”

– Daniel LaGarce

## DO THE RESEARCH

LaGarce has been performing warranty work for 23 years, nine

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years with a previous employer and 14 years at Budget Heating, Cooling and Plumbing. Over the years, LaGarce has had the opportunity to provide feedback to home warranty companies that welcome contractor input. Other companies aren't as receptive or easy to work with, he says.

"Consumers really need to do their research because there's bad [home warranty] companies out there," LaGarce says. "There are companies that we've had dealings with that look for any reason to deny the claim."

Oftentimes, consumers purchase home warranty contracts when they sell their homes. These contracts ensure the new buyer won't pester them if something breaks down right after closing. In most cases, the seller's home warranty can transfer to the buyer. Home warranty contracts range from basic to elaborate, covering one or several systems in a home. The septic contracts generally cover mainline stoppages that can be cleared through an existing access or cleaned out without excavation.

"If we're busting up concrete and digging up floors, there's limitations on policies, and we have to talk to the homeowner," LaGarce says.

In addition, home warranties typically cover operational failures of the ejector/lift pump and failures of the septic system electrical wiring, lines and tank due to normal wear and tear. Many service contracts aren't effective until 30 days after their purchase, so pre-existing issues are not covered. Other noncovered services involve drainfields, leach beds, aerator systems and electrical supply lines, upgrading the system to a municipal sewage system, and septic tank pumping. Normal wear-and-tear is the key to understanding covered versus noncovered services.

"Let's say a child flushes a Hot Wheels car — and yes, you'd be surprised by the things we actually pull out — and it causes an obstruction. That's not a normal product that should go through the septic system," LaGarce says. "Those types of items would not be covered by a warranty company."

To help customers understand their policies, Budget Heating, Cooling and Plumbing devotes a page on its website to home warranty.

"Anybody who's going to be in the home warranty trade needs to have a clear understanding of how the policies work. Not only that, they need to have a way of communicating to the homeowner what's covered and not covered," LaGarce says.

## GETTING PAID

When a claim is only partially covered, the homeowner becomes responsible for a share of the repair cost. In these situations, Budget uses a formal contract listing a breakdown of the work to be performed and the cost associated with these repairs.

"We will not even put them on the schedule until that e-signature form has been returned to us," LaGarce says.

To make it easier for cash-strapped customers, Budget offers financing programs to help cover out-of-pocket expenses.

LaGarce encourages business owners to do some research and talk with other contractors before signing on with a warranty company. Online forums, professional organizations and industry groups like Service Nation Alliance can provide information.

"Find some contractors who do your type of work and ask about the pros and cons of working with [a home warranty company]. We all know which ones are good and which ones are bad," he says.

## BUILD CUSTOMER BASE

Home warranty work helps contractors build their customer base — not all at once but over time.

"Home warranty is not a sprint," LaGarce says. "You can't just go in there thinking you're going to get all this work. It's a marathon. You're going to build a customer base year after year."

About 70% of home warranty customers renew their annual contracts. The 30% who don't renew might just turn into retail sales, assuming the contractor handled the job right. Budget has 100,000 names in its customer base, due in part to home warranty work.

Home warranty partnerships are attractive to contractors looking for steady work and a foot in the door with new customers. Yet, home warranty opportunities can have drawbacks. Some home warranty companies may be slow to pay contractors. Additionally, contractors might find themselves in an uncomfortable position when the customer expects more than the warranty company is offering.

For these reasons, contractors should do their homework before partnering with a home warranty company. They should research warranty companies carefully and develop policies and practices to successfully integrate warranty work into their business model. **P**

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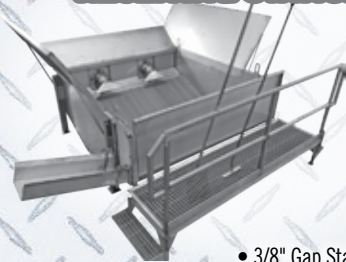

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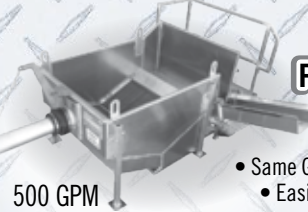
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**2013 Hino 338**, JOE8 260 HP, Allison AUTO, 33# GVW, New 2500 gallon steel vac tank, **NEW** Masport Viper pump.

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**2018 Peterbilt 330**, Paccar 300 HP, NON CDL, Allison Auto, **NEW** 1800 steel vac tank, **NEW** Masport Viper plug and play 350 CFM

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# Grease Trap Service and Disposal

By Craig Mandli

## BACTERIA/CHEMICALS - GREASE



### Cape Cod Biochemical BIO-REM E-D

**BIO-REM E-D** from **Cape Cod Biochemical** is a powdered bacteria/enzyme waste digester. It is an industrial-strength product for use in grease traps and problem sewer and drainlines. It contains several strains of enzyme-producing

microorganisms formulated to break down grease and the other sewage that causes blockages, backups and odors. It provides immediately available enzymes plus live bacteria for continued solids digestion and odor control, according to the maker. It provides organisms to break down the fatty acids produced by primary digestion, with its fermentation factor stimulating bacteria already present, the company states. It requires no special equipment, as applications can be mixed manually. It will not damage plumbing, as it contains no caustics or acids. It is also nonhazardous, containing no pathogens, chlorinated benzenes, or U.S. EPA priority pollutants. **800-343-8007; www.septiconline.com**

### Century Chemical Bio-Snake Blocks

**Bio-Snake Blocks** from **Century Chemical** are an environmentally friendly, easy-to-use grease trap and drain treatment product that decreases grease buildup by 96%, according to the maker. Hanging a block in the grease trap continues release of new bacteria over time and will cause an immediate reduction in grease buildup and a reduction in odor. They also reduce effluent biochemical oxygen demand levels by up to 80%. **800-348-3505; www.centurychemical.com**



### Culleoka Company GTOR

**Grease, Tar & Odor Releasing Agent (GTOR)** from **Culleoka Company** is an emulsifier of both grease and water, so it breaks down the structures of grease turning it into a liquid. The product uses natural terpenes and soys designed to blend with food-based grease, petro- and oil-based solids, which begins the releasing process. Then, enzymes continue to break down the solids over an extended period of time throughout the entire pipe. The product can act as a solution to slow drains and blockages, or as a preventive maintenance measure. It is available in 24-ounce or 5-gallon containers. **855-777-6246; www.culleokacompany.com**

### J & J Portable Sanitation Products Evergreen

**Evergreen** grease trap treatment from **J & J Portable Sanitation Products** is formulated for continuous application to grease traps, specifically to address institutional kitchens and restaurants. It also performs when applied during downtime. It contains selected bacterial strains, enzymes and growth-promoting factors to breakdown oils, grease and waste. It will also break up caked grease in neglected traps, according to the maker. **800-345-3303; www.jjchem.com**



### Jet Inc. BIO JET 7 Plus



**BIO JET 7 Plus** from **Jet Inc.** is a nonhazardous and nontoxic bacterial aid designed to degrade FOG, fatty acids and lignin while lowering BOD, COD and nitrates. When added to a system, bacteria attack grease and organic materials, converting them to liquid and then to carbon dioxide and water. Continuous use reduces odor, maintenance and emergency blockages, according to the maker. **800-321-6960; www.jetincorp.com**

### Oatey Hercules Cesspool Cleaner

**Hercules Cesspool Cleaner** from **Oatey** helps guard against accumulation of grease and organic matter in cesspools and septic tanks. It works by removing grease and sludge from baffles, pump floats, distribution boxes and lateral lines. Additionally, it helps restore a pump system within a few hours of adding it, and will not harm concrete, concrete block, cinder block or metal tanks, according to the maker. It can be used in emergencies to temporarily eliminate back-ups and overflows. Additionally, it is safe to use on plastic, clay or cast iron sewer lines. **800-321-9532; www.oatey.com**



### RootX Grease-X



**Grease-X** bioenzyme from **RootX** uses natural microorganisms designed to break down and digest all types of FOG that collect in sewer systems. The mixtures of live microbes, along with the enzymes they secrete, are suited to digesting FOG and other organic matter as it enters and flows through the sewer lines, according to the maker. The microbes adhere to the sewer line walls.

In digesting organic waste, they reproduce and form colonies that continue to consume accumulated FOG. It is safe to use and won't hurt any type of pipes or the people installing them, and it can be used on garbage disposals, floor drain or grease traps. Regular application can help prevent the buildup of FOG. **800-844-4974; www.rootx.com**

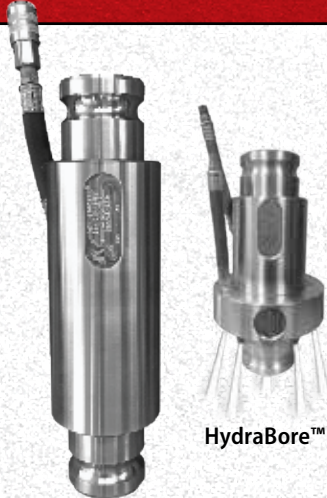
### Walex Products Bio-Active Grease Trap Treatment

**Bio-Active Grease Trap Treatment** from **Walex Products** includes a select combination of natural soil bacteria in spore form or in stabilized vegetative states. The formula has aerobic as well as anaerobic bacterial species. It also contains pure enzymes,



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which ensure rapid initial action, as bacteria usually require a few days to activate and adjust to the new environment. Once established, the bacteria will carry out the work effectively to completion. The formula is buffered and fortified with various micronutrients. **800-338-3155; www.walex.com**

## GREASE HANDLING EQUIPMENT



### Bright Technologies 0.6-meter skid-mounted belt filter press

The compact 0.6-meter skid-mounted belt filter press from **Bright Technologies, Division of Sebright Products**, has stainless steel frame and roller construction as well as radius wedge zone and wing roller for sludge dewatering. Components include a sludge pump, polymer system and washwater booster pump. Options include a sludge flowmeter, air compressor and discharge conveyors. With a compact, walk-around skid design, it can be utilized in as little as a 10-by-20-foot floor area. The Boerger rotary lobe sludge pump has a maintain-in-place design. Cake solids of up to 35% can be achieved. Rates of 25 to 50 gpm make it ideal for small applications or when a processor has outgrown dewatering containers. **800-253-0532; www.sebrightproducts.com**

### Imperial Industries grease units

Aluminum and steel grease units from **Imperial Industries** are built to complement a wide selection of the latest truck chassis. The standard 700-gallon tank allows for low clearance near the common access points for parking ramp and shopping mall interceptors, often requiring only 50 feet of hose. Operator convenience extends to the choice of blower, where a positive displacement model replaces the more common vane pump, helping prevent triggering smoke alarms. **800-558-2945; www.imperialind.com**



### In the Round Dewatering horizontal drum

The horizontal biosolids dewatering system from **In the Round Dewatering** features a stainless steel drum with perforated plastic tile lining. The drum is mounted on a roll-off frame for easy transport and unloading. Trays contain discharge water. An 18,000- to 25,000-gallon batch is mixed with polymer before being filtered in the rotating drum, which is driven by a 1/2 hp variable-speed electric motor with a heavy-duty chain and sprocket. Turning eliminates crusting and wet pockets to produce uniform, consistent results. The dewatered material dumps easily, and the drum is self-cleaning. **317-563-2072; www.itrdewatering.com**

### Westmoor Conde ProVac

The **Conde ProVac** preassembled industrial liquid waste pumping system from **Westmoor** is designed to promote efficient grease trap service. The unit is quiet and lightweight and pumps at 120 gpm. Flip a switch to start the

unit in vacuum mode for pumping. A built-in exhaust deodorizer is designed to keep odor at a minimum. Flip the switch to pressure mode for offloading. It can be used to service locations not suited for large vacuum truck hoses, including indoor or remote difficult-to-access jobs. **800-367-0972; www.westmoorltd.com**



## GREASE TREATMENT



### BioMicrobics LIXOR

**LIXOR** from **BioMicrobics** is a nonclogging, Venturi-type aeration device that supplies air in a variety of wastewater applications. Equipped with an aboveground, regenerative blower — the system's only moving part — a continuous large volume of air is piped down to submerged devices. The velocity of air and water increases substantially inside the venturi chamber, creating a vacuum that pulls in surrounding liquid and breaks the incoming air stream into smaller size bubbles. The result is a turbulent plume of water and bubbles that travel up through the water, transferring oxygen for biological activity and creating horizontal and vertical mixing patterns. Each submerged aeration system is designed to achieve reliable aeration and mixing performance efficiencies. Individual or multiple units may be used in many ways to help achieve desired treatment goals. **800-753-3278; www.biomicrobics.com**

## ROLL-OFF CONTAINERS

### AQUA-Zyme Disposal Systems ADS

The **ADS** 30-yard open-top roll-off dewatering unit from **AQUA-Zyme Disposal Systems** can be filled with 22,000 to 25,000 gallons of biosolids at 1% to 2% solids in about two hours. After draining for 24 hours, the unit can be picked up using a standard-capacity roll-off truck and transported for solids disposal. Sludge volume can be reduced by 80% with reductions to 98% in BOD, COD, FOG and TSS. Effluent is clear, the unit has few moving parts, and the size of filter media can be selected according to job requirements. Standard equipment includes a roll-over tarp system; side, floor and center screens; 1/4-inch floor plate; 7-gauge side plates; four door-binder ratchets; eight drain ports; two inlet ports; and a long-handle scraper. Units are also available in a 15-yard size. **979-245-5656; www.aqua-zyme.com**



### Park Process SludgeKing II

The **SludgeKing II** roll-off dewatering container from **Park Process** incorporates an engineered design that eliminates trapped water in the bottom of the filter cake. The second center wall filter increases filter area by 33% producing drier cakes in less time. The plastic floor panels that cover the floor space between wall filters and center wall filters serve three purposes. They hold down the bottom of the filter elements, help eliminate standing water and aid in filter cake dumping. The inlet manifold is split into three inlets, each with a ball valve, allowing incoming flow to be distributed evenly into the three compartments formed by the two center-wall filters. **855-511-7275; www.parkprocess.com**

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**Pik Rite** self-contained roll-off units are fully operational at the pumping site without a chassis.



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## Pinnacle roll tarp sludge container

Roll tarp sludge containers from **Pinnacle** come standard in 20-, 25-, 30- and 40-cubic-yard capacities. The radius-bottom containers have 1/4-inch floors and 3/16-inch sidewalls. All

containers are water-tested to the top of the container for 30 to 45 minutes and come standard with a side-roll tarp. Custom sizes, dewatering baskets and other modifications are available. All are blasted prior to painting and the shell is powder coated. **256-840-8031; www.pinnaclelmg.net**

### SCREENS/STRAINERS/SCREENING EQUIPMENT

## Screenco Systems Trash Master 400 Auto Screen

The **Trash Master 400 Auto Screen** from **Screenco Systems** uses gravity to separate trash from the flow stream through a 4-inch inlet with a fan spreader to power-offload vacuum trucks. It has an aluminum hopper with a 6-inch outlet cam and 3/8-inch gapped 1/4-inch bar screen that meets U.S. Environmental Protection Agency 503 regulations. A stainless steel U-channel with ultra-high molecular weight polyethylene-lined titanium provides years of wear, with a high-strength alloy steel 8 1/2-inch shaftless screw that moves trash to a waste container. The stainless steel U-channel has slotted drain holes and a center channel bar screen for cleaner and drier trash. A custom-built stainless steel bar rake is included for easy maintenance. A front spray bar with a 1 gpm nozzle keeps the unit clean and free of buildup. A 2 hp NORD gear reduction drive with Lenze variable-frequency drive control accomplishes a variable-speed screw from 6 to 30 rpms. **208-790-8770; www.screencosystems.com**



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## CASE STUDY



## Product consumes odor-causing bacteria at meat plant

**Problem:** Wisconsin's Wayne's Jerky works with meat and has blood and organics escape down its sink drains. The drains were sluggish and had foul odors coming from the P-trap.

**Solution:** **Lenzyme Trap-Clear** specified their Bio product be used at one packet per week. The product is designed to keep the

system flowing properly, consume any organics and out-compete bad bacteria causing the odors.

**Result:** After six months of use, odors were gone and sinks were operating properly. The manufacturer continues to use Trap-Clear with no backups, and P-traps remain clean with no odors. **800-223-3083; www.lenzyme.com**



### SEPTIC TANK AGITATOR

## Crust Busters agitator

The handheld power agitator from **Crust Busters** has an 80-inch shaft and two- or three-blade propeller designed to mix a 1,000-gallon septic tank in five minutes. Options include 2-, 4-, 6- and 9-foot extensions and a short three-blade shaft that adapts to the two-blade unit. **763-878-2296; www.crustbusters.com**

### SLUDGE SAMPLING EQUIPMENT



## Sim/Tech Filter TruCore

The **TruCore** from **Sim/Tech Filter** is a large-diameter, accurate, user-friendly sludge sampler designed for sludge common to septic tanks. It allows samples to be taken quickly without creating excessive turbulence, as there are no restrictions caused by valves, stoppers or flaps. With a 1 3/8-inch I.D., the capacity per foot is almost 10 ounces. The straight-through design allows sample to be effortlessly returned to the tank. The unit is made of a polycarbonate sampling tube (marked every foot) and PVC fittings. It comes as a single-piece, 8-foot unit or as two 4-foot units that slip together. Custom sizes and configurations are also available. A simple and customizable extension kit is available for deeply buried tanks. **888-999-3290; www.simtechfilter.com P**

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# Treat Customers Right and Enjoy Success For Generations

“If this industry is truly about protecting the environment, why do we have to wait so long to put in technology that allows us to clean things up to the clean-water standards?”

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 Pennsylvania Land Improvement Contractors of America.**

**Name and title or job description:** Dan Micsky, supervisor

**Business name and location:** Micsky Excavating and Septic Systems, Greenville, Pennsylvania

**Services we offer:** Septic design, installation and servicing for everything from standard in-ground leach beds to trenches, sand mounds, at-grade beds, spray systems, drip irrigation, aerobic systems. Also excavation services for residential customers.

**Age:** 57

**Years in the industry:** My dad and uncle started in the plumbing business in the 1960s. In 1964 my father started L.V. Micsky Excavating. They did what they had to do to survive — put in driveways, foundations, utility work, septic systems, land clearing. When regulations became more stringent for onsite systems, it opened the door for specializing in septic systems to the point that we are now almost exclusively an onsite systems business. I joke that I’ve been in business since I was born. I heard about it around the dinner table and have worked since I could pick up a shovel. By 1988, I was a full-time employee of my dad.

**Association involvement:** Our company has been a member of the Pennsylvania Land Improvement Contractors of America since 1985. I stepped up as an active member in 2003 and have served as vice president, president, and am currently chairman of the board. I’m also chairman of the onsite waste committee at the national level (LICA). My father has also served as vice president, president and chairman of the board. And my wife Joanie Micsky is currently the executive director.

**Benefits of belonging to the association:** The exchange of information among contractors is one of the biggest benefits. We are a diverse group across the country and the rules for each state are different. Although the process for handling onsite waste is pretty much the same biologically, there are different approaches to setting up and laying out systems and we share that information. Another benefit is that it gives us a voice at the legislative level. And there are financial benefits, as well, such

as discounts on insurance plans and various products, help with legacy planning and time-tracking tools.

**Biggest issue facing your association right now:** With modern technology, younger contractors tend to go to Google for everything. They don’t join associations. As a result, they don’t get the social interaction and discussions with fellow contractors that could help them resolve issues. It’s also a challenge to get members to attend classes and meetings. But we have found that if we can get them to come to the annual convention and see all that is offered over the course of two days, they continue to attend year after year and become more engaged in the association. We allow new members to attend their first convention free of charge as an added incentive to join PALICA.

**Our crew includes:** My father, Lawrence Micsky, just turned 86 and is still the No. 1 decision-maker. His brother, Paul Micsky, used to be one of the best machine operators in the country but at 81 now jumps in a ditch



Front row, from left, Rick Miklos, Cole Micsky and Brian Smith; back row, Joe Micsky, Paul Micsky, Dan Micsky, Lawrence Micsky and Coltin Hoover.



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Contact: Kailey @ 817-678-6603

### Operation and Maintenance Training

#### NAWT O&M 1 by CPOW

November 8-9, 2023

Location: Virtual Online Course

Contact: Lisa Nicoll: [cpow@cpow.net](mailto:cpow@cpow.net)

#### NAWT O&M 2 by CPOW

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and works as a laborer. My brother Joe Micsky does most of the design and pricing of jobs and runs the service and maintenance programs. Brian Smith leads the installation crew and is a great operator and forward thinker for seeing and fixing problems that arise in the field. Rick Miklos came to us as a laborer and has developed into an asset in all aspects of the business. Joe's son Cole Micsky is studying business management at college but does service calls around his schedule and is growing into the business from the ground up. We hired Coltin Hoover, 17, in 2022 to help me out as a pumper and service assistant and he's taken to it quite well. Our secretary/office manager is Joe's wife Dedra Micsky who fields calls, schedules pumping work and does the bookkeeping. If a customer is having an emergency, she'll let us know right away and we try to get them serviced the same day.

**Typical day on the job:** I wake up at 5:30 a.m. and get to the office by 7:45 a.m. I look at the calls that came in and put the schedule together (which often gets changed as emergency calls come in). Coltin and I typically pump four to six systems a day. I try to be done by 5 p.m. but there are days I may not get home until 7:30 or 8 p.m.

**The job I'll never forget:** We spent two years working with an engineer developing a septic system for a tavern/restaurant. The state said it needed to be a 30,000 gpd system because of the size of the building. We were able to get it down to 8,000 gallons based on comparative businesses and similar flows. It was memorable because of the size and what we learned in working through the design process.

**My favorite piece of equipment:** My pump truck — a 2007 International 7600 with a 3,100-gallon Amthor International steel tank and a Battioni 720 pump. I've done things with that truck it was never designed to do, like sucking out sewer lines when I didn't have a snake, or vacuuming lateral lines.

**Most challenging site I've worked on:** That would be the tavern project — it was the wettest site I'd ever seen. It became a discharge system because there was less than 10 inches of permeable soil, which made it unsuitable for any conventional onsite system. We used our track truck (Morooka 1500) to haul materials to place the sand and gravel in the alternating sand filters and ended up ripping the track off of it because it tore in half. We were able to wire it back together to finish the job and then had to buy new tracks.

**The craziest question I've been asked by a customer:** "Why do I need to pump my septic tank when I went 40 years without any issues?" I explain to people how a septic tank works and why they need to pump it every two to five years, depending on usage. Generally, they seem to understand what I'm saying. I compare pumping a tank to changing the oil in your car — you've got to get rid of the old oil and the sludge. I think one of the most important aspects of this job is educating the public, which I end up doing nearly every day.

**If I could change one industry regulation, it would be:** The biggest obstacle in Pennsylvania is the bureaucracy to get permits. We used to be able to dig soil profiles, do a perc test to size the system and design the system, all within two weeks. Today, we wait months for permitting. If this industry is truly about protecting the environment, why do we have to wait so long to put in technology that allows us to clean things up to the clean water standards?

**Best piece of small business advice I've heard:** Ever since I was little I've seen my dad do extra things for customers that I knew he wasn't going to charge for. One day I asked him why he did that because he couldn't make money if he didn't charge people, and I've never forgotten what he said. "It isn't always about the money. People don't forget the small things you do for them, especially in a small town. I do it so there will still be a business for you to run in 50 years." And here we are, 50 years later, and I'm glad my dad is still around to see that I believe in and live by those words, as well.

**If I wasn't working in the wastewater industry, I would:** Be a soil scientist. I like predicting how soils are going to work and then seeing that play out.

**Crystal ball time — This is my outlook for the wastewater industry:** It appears the federal and state governments have realized the onsite and wastewater industry is here to stay — that big pipes aren't going to go to every corner of the country. They consider it "infrastructure" and are now considering funding onsite systems as well as municipal systems. Technology has evolved exponentially over the years and continues to do so. If you're willing to evolve with it you will be very successful and have a thriving business. I predict maintenance agreements will become a nationwide trend required by local municipalities to ensure systems are functioning properly and being replaced/repaired as needed. **P**



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# New North Carolina Law Pushes Onsite Technologies

By David Steinkraus

**L**egislators have signed a new set of rules to keep pace with one of the nation's fastest growing states.

North Carolina Gov. Roy Cooper has signed HB 627 and 628, which implements regulations for onsite work and amends the statutes governing onsite wastewater. There are provisions for setbacks and for second dwellings on the same property, but the biggest change is about permits and new technologies.

Under the new law, any professional engineer may approve the use of any pretreatment technology, even if it hasn't been approved by the state, as long as the engineer's report includes specifications for the technology and the manufacturer's approval for use in conditions at the site.

North Carolina has not been quick to approve new onsite technologies, said Doug Lassiter, executive director and lobbyist for the North Carolina Septic Tank Association. "With those delays, we might get the third or fourth generation of a technology approved." Limited installations made it difficult for manufacturers to gather the performance data they need to have a technology approved, he said. This provision also means engineers assume both the responsibility and liability for their work, he added.

In addition to allowing authorizations from professional engineers, the new rules and laws allow limited approvals from an "authorized onsite wastewater evaluator." This person must be a licensed soil scientist with five years of experience in onsite wastewater and may design systems that the law does not require a professional engineer to design. Authorized evaluators are certified by the North Carolina Onsite Wastewater Contractors and Inspectors Certification Board, Lassiter said, adding that all installers and time-of-sale inspectors must also be certified by the board.

This new law will help alleviate the state's backlog of onsite permits, Lassiter said.

North Carolina has been a fast-growing state for years. Its population increased 12.2% from 2010 to 2022, according to the U.S. Census Bureau. *U.S. News & World Report* ranks the state 14th overall in growth, with job growth of 1.2% versus 0.2% nationally, and with migrants comprising 0.8% of the state population versus 0.1% nationally.

All those people need housing, and 40% of the state's single-family homes use onsite systems, Lassiter said. Staff shortages in all government offices slowed the issuing of permits, he said. For large systems that require approval by state engineers, he added, the wait for a permit could last years.

This was the fourth attempt to modernize onsite rules, Lassiter said. This time around, he said, a broad-based advisory committee that included industry representatives came to an agreement with help from onsite people at the state Health Department.

The state Commission for Public Health must still undertake a formal rule-making process. Until the commission adopts permanent rules, temporary rules must follow the legislation. Lassiter said he doesn't expect any difficulty during rule making.

A comprehensive review of the legislation and its impact is planned for the association's 34th annual convention in January 2024.

## Minnesota

The state Court of Appeals sided with a group of Amish people in the latest chapter of a multiyear dispute about using septic tanks to handle graywater. A three-judge panel of the court has ruled that the government could not order the Amish to use septic tanks for graywater because there was no justification for ignoring their religious beliefs, news reports said.

Starting in 2018, members of the Schwarzenruber community in Filmore County — in southeastern Minnesota on the Iowa border — were told to install septic systems to handle graywater from their homes. That graywater could contain human pathogens and put the health of others at risk, the county asserted. The Amish said using septic tanks would violate their religious beliefs. They use outhouses for human waste, a practice allowed under Minnesota law.

In making its ruling, the state court applied a recent standard from the U.S. Supreme Court. In 2021, the state appeals court ruled in favor of the county's order for septic tanks, and the Minnesota Supreme Court declined to review the case. The Amish appealed to the U.S. Supreme Court, which voided the state court decision. It said the state and county had to show a compelling interest to override religious beliefs, sending the matter back to Minnesota for further action. Writing for the U.S. Supreme Court, Justice Neil Gorsuch noted that other groups are exempt from Minnesota's graywater rule. Owners of hunting cabins and campers, for example, may dump graywater directly on the soil if the water is carried by hand.

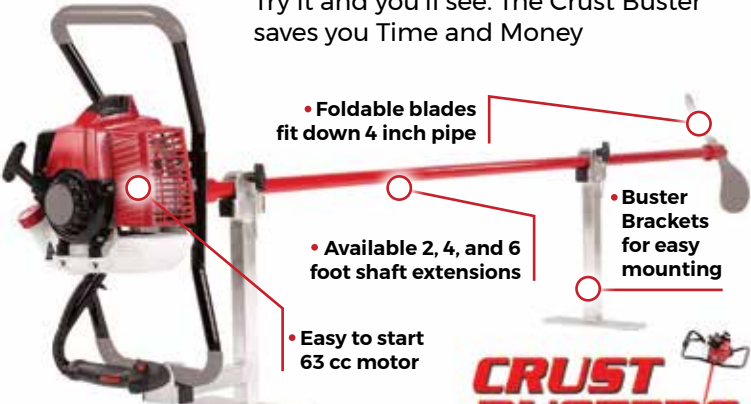
The publication *Minnesota Lawyer* quoted attorney Brian Lipford, of Southern Minnesota Legal Services, as saying he hopes the state will now decide to work with the Amish. Brett Corson, attorney for Filmore County, told Minnesota

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## RULES & REGS

Lawyer that the county had not yet decided how to proceed. "The Amish are our friends and neighbors. We always want to work with them," he said.

### Michigan

Torch Lake Township passed a time-of-sale law requiring inspections of onsite systems before a property may be sold. The township occupies an isthmus between the water bodies Torch Lake and Lake Michigan.

If there is no record of a septic permit for a property, the ordinance requires a one-time baseline inspection within three years after the owner is notified by the township. In addition, all properties within 500 feet of the ordinary high-water mark of Lake Michigan, and of the water's edge of an inland body of water, must have an onsite inspection within three years of being notified by the township, says the ordinance.

### South Carolina

Greenville County is considering limiting onsite systems as a way to control growth.

"We're at a crossroads in Greenville County," said Ennis Fant, chairman of the county's planning and development committee, according to the *Greenville Journal*. "What we can't do is what we've been doing."

His committee recommended an ordinance banning cluster systems. The state defines those as systems with a capacity of more than 1,500 gpd.

Fant said such a limit will help protect the region's waterways and the health of all the people downstream. Greenville County is in the northwestern part of the state in the Appalachian foothills.

According to the U.S. Census Bureau, from 2010 to 2022 the county's population increased 21.4%, to 547,950.

### Virginia

People in parts of Middlesex, Mathews and Gloucester counties are eligible for grants to help repair, inspect or replace onsite systems to protect water quality in the Piankatank River.

Grant money comes from the state Department of Environmental Quality and is administered by the Middle Peninsula Planning District Commission, said a press release from the commission. Property owners may apply for reimbursement of up to 50% of the cost of a pumpout; for the inspection, maintenance and replacement of a conventional system; or for the replacement of an alternative system.

The three counties are on the edge of Chesapeake Bay and occupy a peninsula between the Rappahannock and York Rivers.

### Rhode Island

North Kingstown and Glocester will receive \$915,000 for wastewater upgrades. Money comes from the U.S. Environmental Protection Agency. Glocester will receive \$465,000 for the installation of innovative onsite upgrades, reported the *Providence Business News*. North Kingstown will receive \$450,000 to improve onsite systems and provide financial assistance in coastal neighborhoods.

### New York

At a work session, the Town Board on Shelter Island agreed to increase grants for the installation of nitrogen-reducing onsite systems. Town supervisors at the meeting said increased installation costs merited an increase in grants to \$12,000. Previous recipients had grants of \$6,000, said the *Shelter Island Reporter*. Money for the grants comes from the transfer tax paid by buyers of properties on the island. Shelter Island is on the eastern end of Long Island. **P**

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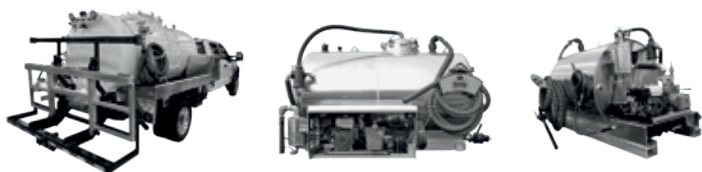
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**B**rad and Wally Ramsay added a Coca-Cola Red 2023 Western Star 47X carrying a 3,963-gallon steel tank and National Vacuum Equipment 4310 blower built out by Transway Systems. The truck is powered by a 375 hp Cummins L9 engine mated to a six-speed Allison automatic transmission. Exterior features include stainless steel tank racks, a Garnet SeeLevel digital gauge, heated valves and dual toolboxes. The cab wears heated and ventilated leather seats and a premium interior package. Hutchinson Signs provided graphics. Peter Mair and Ben McIlmoyle drive this and a twin rig, both used for commercial and residential septic and holding tank pumping. **P**

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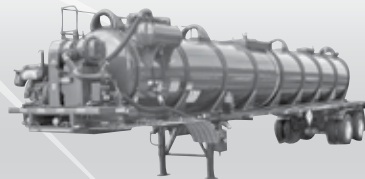
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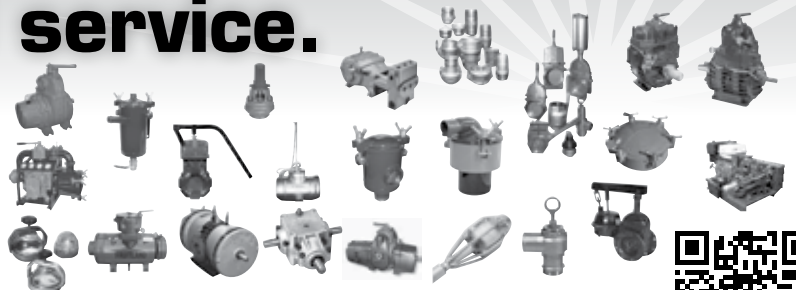
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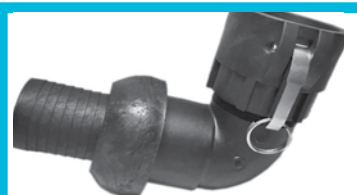
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1997 Ford with Cusco 3,200-gallon DOT certified dump and door liquid vacuum truck. Cat engine with Moro M9 vacuum pump. Runs and pumps excellent. \$24,500. KLM Companies 617-909-9044 (PBM)



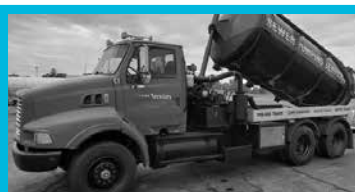
**2024 Peterbilt 567**, MX13 Engine, 4500 RDS Allison, 66k GVWR, 4400 Gallon Carbon Steel tank, **NVE 4310 Blower, Hayden Evans 501-388-9464 (P11)**



**Stock Peterbilt 548** has Cummins/Allison with a 4200 Gallon Carbon steel/Aluminum tank and a Jurop DL180 Blower. We have two in stock with more being made right now - Call before they are gone **501-388-9565 or email Jonathan.IronVac@gmail.com (P11)**



**2020 Peterbilt 348. Price: \$157,900.** Tank size is 4,000 gallons. The truck has NVE blower pump. 51,000 miles. Allison automatic transmission. Has Alcoa wheels. Class 8. Air ride suspension. The truck is used everyday. SeeLevel Annihilator Gage, Model 806Bi. **Contact Information: johnmuskett17@gmail.com (P11)**



**Selling our 99 Sterling LT9500**, C-12 Cat, 10-speed, 3,500-gallon tank, 18,000 lb front, 46,000 lb rears, Hendrickson RT/RTE series springs over walking beam, tank on hoist with full opening rear hatch, 2020 top engine complete rebuild, 2022 vac pump rebuild, 2023 new tranny and clutch, newer tires all around, 95% rust free solid truck, runs excellent, NVE challenger vac pump, ready to work, can deliver anywhere for the fee.. **Serious buyers only please. \$46,900. Call 608-558-0870. (P11)**



**2024 Peterbilt 548** - L9 Cummins/Allison 3000, in stock and made for pumping with an air-ride suspension, diff locks, 66k GVWR, chrome package etc... 4,200-gallon carbon steel tank with a Jurop DL180 Blower (630 CFM) - **Call Jonathan @ 501-388-9565 or email Jonathan.Ironvac@gmail.com. (P11)**



**2024 Mack MD6/7** - 6.7L Cummins/Allison 2500, in stock and made for pumping with an air ride suspension, diff locks, 26k or 33k GVWR, chrome package etc... 1800-2500 gallon carbon steel tank with your choice of pump - Call Jonathan @ 501-388-9565 or email **Jonathan.Ironvac@gmail.com for new made to order units and stock units of all sizes. (P11)**



**2016 Freightliner Cascadia**, Cummins ISX 450hp, automatic, 455k miles, NEW 3,500-gallon vacuum tank, NEW NVE607 380 CFM vacuum pump, aluminum rims, truck serviced, DOT inspected, can be delivered. **\$105,000. Phoenix Truck Center 404-844-8968 or 678-371-4782. (PBM)**



**2006 Sterling with a 450 Hp Mercedes** motor paired with a 10spd transmission. Truck has 250k miles. 5000 gallon aluminum tank with newer 4" NVE 866 520cfm pump. All new virgin tires and brakes. Truck is on the road and used daily. Selling due to new truck coming soon. **\$50,000 obo. Call 845-674-7790. More pics and videos upon request (P11)**

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**1990 Freightliner**, brand new long block N14 Cummins diesel engine have invoices to prove, rebuilt manual transmission have invoices to prove, tires are 60%, brakes are 60% has a 20,000lb pusher The tank is a 4600 gallon 1999 model, Hoist works perfectly, good primary and secondary, 2014 Jurup vacuum pump, several manholes on top, rear bumper also has toolboxes, glad hands on the back for your trailer, 6 inch lever gate valve, 4 inch lever gate valve, 36 inch manhole on the back of the tank, all good lights. Have over \$22,000 worth of invoices done on the truck. **Asking \$45,500 more pics on the website <https://www.anytimevactrucks.com/listings/1990-freightliner/> (P11)**



**Up for grabs I have a 2008 international with a DT 466**, engine with an Allison automatic transmission, 4400 gallon aluminum tank definitely an eye catcher, pump works very good. Masport vane pump. Power washer inside of the toolbox with 200 foot of band new hose on reel with 100 gal water holding tank. It was our daily driver until we replaced it with another truck, and I just hate seeing it sitting as not being used as often as it should great truck would be comfortable taking it anywhere. asking price **\$80,000 clean title. Call or text 316-641-1200 (P11)**



**99 Volvo, M11 Cummins**, 23k miles, 8LL trans, Jake, AC, cruise, double frame, locking rears, 18k front, 40k rears, 20k lift, Keith Huber 3000 gal tank, hoist, full open rear door, vibrator, Moro liquid Cooled vac pump with 4" intake. Very clean Florida truck with no rust. Finance and delivery available, **\$35,000.00 Hulls Truck Bodies LLC 740-820-5338 (P11)**



**2000 Volvo Presvac pumper truck** Auto Trans A/C and ONLY 12417 miles on truck 3000 gal 18 inch vacuum pump. truck was municipal owned. Truck runs and drives and is in great shape. \$99,500.00 OBO contact Dave Bruder **1-260-433-0893 or dbruder@brownequipment.net for more information. (P11)**



**1998 Freightliner 3500** gallon Cummins engine Eaton fuller transmission hoses come with it call **812-989-3751 comes with supper single tires \$35,000 (P11)**



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**2024 International MV607**, 6.7 Cummins (300HP), 2500 RDS Allison, 2500 Gallon Polished aluminum Tank, JURUP R260 Pump (363CFM) **Call Hayden Evans- 501-388-9464 (P11)**



**2008 Freightliner Day cab.** Like new custom PTO powered vacuum pump. Extremely well-maintained tractor with zero issues or leaks. 4,200-gallon tanker trailer, great condition inside and out. Only ever used for non-potable water. New rubber all around, huge bonus in itself! DOT Certified. **\$54,000 OBO! Call or Text 719-666-2553 (P11)**



**2005 Sterling pumper truck** specifics in pics. 3600 Gal tank Jurup LC 420 pump, pump is around 3 years old. Truck is being used until sale. Manual transmission 10 speed. Selling due to upgrade. Detroit motor. Has been serviced and kept up well. Tires have about 50% tread life left. **Call or text 912-572-3373, 22k. (P11)**



**2019 FORD F350 DIESEL** with Honda/ Conde pump. Aluminum Progress tank 540/260 800 gallon total. Milage 106,332. **\$22,500. Call 504-464-4436 (P11)**



**2002 Peterbilt, 257k miles**, Allison Auto trans, 26k gvw, under cdl, AC, cruise, Newer 1700 gal tank and New Jurup PN84 vac pump, new paint and alum wheels. Extremely clean southern truck. Finance and delivery available, **\$35,000.00 Hulls Truck Bodies, LLC 740-820-5338 (P11)**



**2006 Kenworth pump truck**, Cummins ISC315 motor, Allison automatic transmission (new in 2021), 2,800 Presvac aluminum tank, Jurup pump, 236k miles. **Asking \$55,000. Call Addison 804-814-3041. VA (P11)**



**2005 Mack Granite**, 375h.p Mack, 4000 series Allison auto, 512k miles, Jake, AC, cruise, 20k front, 44 rears, steerable lift, double frame, 4,500-gal stainless steel tank with hoist and vibratory, Presvac vacuum pump, new paint, tires and alum wheels. Sharp truck, finance and delivery available, **\$79,000. Hulls Truck Bodies LLC 740-820-5338. (P11)**

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

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**2009 International, 200k miles,** automatic, Maxforce, with 2,100-gallon tank/300 fresh water aluminum tank, PTO jetter, Jurup vacuum pump. Truck runs excellent- downsizing company. **\$55,000 OBO. 713-992-0916. (P11)**



**2013 Western Star 4700 series.** 322,974 miles, air-ride, power windows, air conditioning, Cummins L9. Eaton 10-speed trans 20,000 pound front axel. 40,000 pound tandem. 3,600-gallon aluminum tank. Masport HXL400W vane pump. **\$80,000. Mike Byrd, River Septic 928-667-0021. (P11)**



**2006 International 8600,** 4,000-gallon 2 comp tank, NVE 860 vacuum pump, new tires, brakes, both rear ends, entire suspension, clutch, new ISX 400 hp from Cummins has 100k miles, no leaks, etc... Truck is ready to work. New hoses included. **Nice pre-emissioned truck. \$60,000. 580-207-0980. (P12)**



**2001 Mack 4,000-gallon pump truck.** Rebuilt Mack E7 350 (by ReMack) and Eaton 13-speed with 211,000 miles. Masport H400 completely rebuilt in June. Air-ride. Heated valves & mirrors. New in last 6 months: Steer tires, rear axle tires, suction valve, hoses from primary to secondary and secondary to pump, pump oil and flush tanks, sight glasses, suspension leveling valve. Comes with 140-feet of suction hose & 12 ft 4" dump hose. **\$30,000 OBO. Email ruralseptic-service@gmail.com or call Scott @ 802-689-9774. (P11)**



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

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)**



**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. (P11)**

2002 International 4300 Pump Truck DT466 engine 2,500-gal. Steel tank. High miles, very good mechanical cond. NVE 607 Challenger pump, low hours. 2 new tool boxes. New Michelin front tires. Stored indoors. Jump in and go to work, good winter truck. \$18,355. 608-369-2458. Wisconsin. (P11)

1992 International 2554 cab & chasis 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)**



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



**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. **\$65,000 OBO Call 706-798-8080. (P11)**

1997 Peterbilt 378 cab & chasis 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)**

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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 chasis. 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 & chasis with NVE 4307 Blower Package. (Stock #14006). **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648). (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)**

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2005 Keith Huber Dominator, 4,000 U.S. gallon, dump type unit, with a Wittig RFL100 hydraulic driven vacuum pump. Stock# 004SV. **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648). (PBM)**

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Pre-owned 1984 Mack R686ST cab and chasis 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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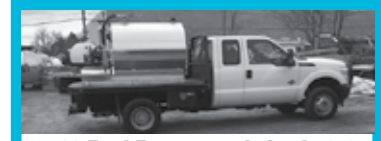
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**2006 Mack pump truck.** Model Granite CV713 400 HP Mack motor, Mack Maxitorque 8 SPEED transmission, power steering, Mack suspension, Mack rear end, dual 75 gallon fuel tanks. Aluminum wheels. 4500 GALLON Aluminum vacuum tank NVE Challenger 866 pump rebuilt Sept 2022 Great shape. Runs great. 209,428 MILES! **\$87,500.00 Contact Rachelle @ 508-429-9016 (P11)**



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