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Published monthly by



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

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In U.S. or Canada call toll-free 800-257-7222.

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

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

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

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

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

ON THE COVER:



Ohio's Bill Robinson came out of retirement to buy his neighbor's company, Pertuset Septic Service. Trent Arey removed a Tuf-Tite riser lid during a pumping call as Robinson looks on. (Photo by James DeCamp)



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Jim Kneiszel Editor

Government Infrastructure Spending for Septic Work Is on the Rise

Enhance your customer service by helping financially strapped homeowners identify programs to ease the pain of a septic repair or replacement

By Jim Kneiszel

t's a scenario you may encounter too frequently as you run a septic service route. The customer calls for a pumpout, and a system inspection turns up some devastating results. You discover a failed drainfield, a leaky and root-clogged septic tank or some other issue that calls for a major repair or replacement.

The customer expected a bill for a few hundred dollars, but suddenly you are the bearer of terrible news — they're looking at \$5,000 for a new tank or \$20,000 or more for a new septic system. The homeowners haven't budgeted for this expense — heck, they might not even have enough money to their names to cover the cost.

In many cases, the issues are serious enough that the homeowners can't limp along with a poorly performing septic system while saving the cash for the fix. They are frightened and overwhelmed by the diagnosis, and they look to you for some answers. You probably don't have any good advice for them — local pumping companies cannot be confused with a bank or a credit union. There is no payment plan for your services.

So what to do? Pumpers clearly don't have a responsibility to help customers find a way to fund a major wastewater project. Your job technically starts and ends with a vacuum truck and an excavator to get private systems up and running safely and effectively. However, in the current U.S. economic environment, there is a way to extend your valued customer service beyond the shovel and into the area of finance.

MORE SUPPORT COMING

The past few years — since the onset of the COVID-19 pandemic — have seen an explosion of government assistance for infrastructure projects. And as it happens, infrastructure no longer just means rebuilding highways, airports and government buildings. In fact, the 2022 Bipartisan Infrastructure Law directs \$50 billion to the U.S. Environmental Protection Agency for updating drinking water and wastewater systems.

And that doesn't just mean public treatment plants; a good amount of the funds are being earmarked for private septic systems. The EPA currently provides Clean Water State Revolving Fund grants to all 50 states and Puerto Rico that are used to support low-interest loans for decentralized wastewater systems. The agency says eligible wastewater treatment projects include:

· Upgrade, repair or replacement of existing systems.

Over the years, *Pumper* has covered many instances where our wastewater associations have stepped in and provided components and labor to repair or install systems for homeowners in desperate need.

- Construction/installation of new systems; costs associated with the establishment of a responsible management entity (e.g., permitting fees, legal fees, etc.).
- Septic treatment works and pumper trucks to support the proper maintenance of decentralized systems.

The federal funds do not flow directly to the homeowner. State, regional and local governments create programs that receive these grants and then distribute the money to owners of septic systems. According to the EPA, "states are afforded extensive flexibility in administering their program, including defining project and applicant eligibilities, financing terms and loan forgiveness options for qualified borrowers."

The CWSRF was established in 1987 by amendments to the Clean Water Act. Since then it has promised below-market interest rates, loan forgiveness options and extended-term financing and flexible repayment options. As of 2020, prior to the Infrastructure Law, it had provided more than \$145 billion in financial assistance for water and wastewater projects.

CHECKING THE MAIL

Emerging localized funding programs for septic system upgrades come to my attention almost every day. For example, I just saw a press release from Polk County, Minnesota, announcing a cost-sharing grant program for homeowners with noncompliant septic systems. Through the Minnesota Clean Water Legacy Act, qualifying applicants receive a grant contributing 60% to 80% of septic installation costs up to \$12,000.

Another press release this week announced \$13 million in new funding for septic system upgrades in Barnstable County, Massachusetts, as part of the county's AquiFund program. Financed through the Massachusetts Clean Water

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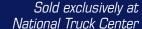
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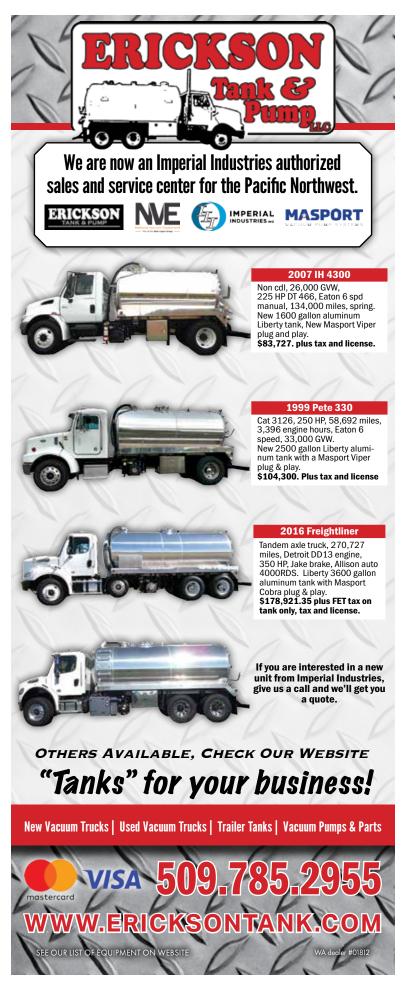












BETWEEN THE LINES

Trust, the program has awarded \$62.4 million in low-interest loans to 4,814 homeowners since 2006.

According to the EPA, the state programs offer low interest rates and long borrowing terms, up to 30 years or the life of a septic system, resulting in payments as low as \$75 per month in some instances. And the programs are allowed to provide loan forgiveness, effectively converting the loans into grants, often based on poverty rates, the borrower's existing debt, community population trends and median household income being lower than the statewide average.

The bottom line to me is that we're in a period when an ever-increasing number of homeowners may qualify for assistance in paying for an unanticipated system repair or replacement. If you want to help your customers deal with the sticker shock, here are a few actions you can take:

Step one:

Go to this helpful list of state septic system programs at the EPA website: epa.gov/septic/state-septic-system-program-contacts. This will give you the contact information for those who administer loan or grant programs in every state. You may also contact the local government regulators you deal with on septic issues, typically a county or municipal environmental health department. Get the program details to share with your customers or simply pass along the contacts so they can call on their own.

Step two:

If you find there are no local or state programs linked to the EPA money, start networking with your legislators and health departments to push for a loan or grant program. Tell these officials about the financial burden a septic system repair or replacement can be for your clients. Many of the folks who have difficulty affording a new system are senior citizens and veterans, vulnerable folks political leaders will want to help out. Impress upon politicians that repairing private septic systems is crucial to protecting clean water supplies and the environment in general. Share with them that many septic systems in your service territory are well past their expected lifespan and fixing them removes a public health threat to the entire community.

Step three:

If loan or grant programs are not a viable option in your customer's situation, work with your state wastewater trade association to find a different solution. Over the years, *Pumper* has covered many instances where our wastewater associations have stepped in and provided components and labor to repair or install systems for homeowners in desperate need. I know of trade associations that are looking to provide more charity systems as a way to give back to organizations that could use a helping hand.

STEPPING UP

I have talked to many pumpers who are touched by the stories of elderly customers or others in difficult financial straits who cannot afford necessary work for their septic systems. Pumpers can feel just as helpless as the homeowner when they cannot offer to provide the service for free. Sometimes pumpers, frankly, *do* eat the cost of a repair in hardship cases because that's the kind of caring folks we have working in this industry.

But it might not have to be this way — especially since so much money has been set aside for wastewater programs. Pumpers who take the step of familiarizing themselves with loan or grant programs — or even go the extra mile and advocate for more assistance options — are doing something good for their customers and their community. **P**







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Chris and Morgan Chandler have worked closely with Lisa and Marco over the years and are extremely excited to take a handshake agreement from 30 years ago and turn it into an official contract today. Both companies hold family values close to their heart. Chandler Equipment is a third generation privately owned manufacturer and distributor that is owned and operated by Chris and Morgan Chandler in Springdale, Arkansas. Our company has always prided ourselves on quality and customer service. Metaltecnica Zanolo products and values are a perfect fit for our company culture, and we are proud to represent their brand.



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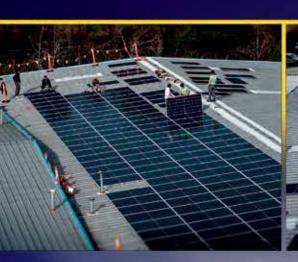
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SAFETY TIPS

Vacuum Truck Operation

In the onsite septic industry, there are many daily hazards that can put employees at risk. Whether it's working in a trench, a confined space or driving an excavator, there are often dangers present. Check out these tips for proper training and safety precautions for vacuum truck operation.

ONLINE DEBATE

Trenches Versus Beds

An online discussion among septic system installers exposed a gap in knowledge: is a bed or a trench better for an onsite system? While many installers favored beds based on experience, new research points to a clear answer based on maximizing oxygen absorption. pumper.com/featured



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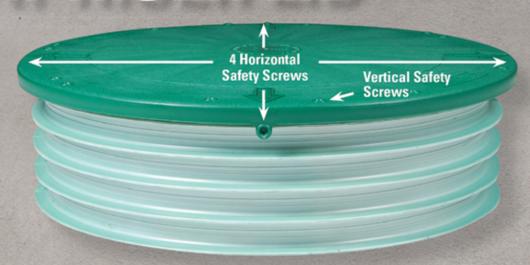


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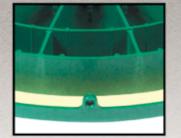
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- · Simple to install
- . May also be used as Outlet Tee with Solids Deflector













Bill Robinson, left, and Trent Arey perform a pumpout for a residential customer.

ost people don't take on an entirely new career upon retirement. But 70-year-old Bill Robinson isn't like most people. Robinson worked as an electrician in Peebles, Ohio, for 46 years, retiring in 2019. He also spent his entire career living next door to Clyde Pertuset, owner of Pertuset Septic Service. "I've known Clyde my whole life," Robinson says.

Shortly after Robinson's retirement, Pertuset approached his neighbor with a proposition. "He said, 'I'd like for you to buy my business.' I said, 'Well I don't know, I just retired; I don't know if I want to do anything."

Robinson politely told his friend he'd consider the career change, but he never got the chance. "A few days later Clyde passed away," Robinson remembers. After the death of his 83-year-old friend, Robinson thought more seriously about buying his business. Robinson's wife was also on board. "My wife told me, 'You better do something because you're not used to sitting around."

Already restless in retirement and now determined to carry on his friend's legacy, Robinson started his second career as the owner of Pertuset Septic Service. But he didn't enter the venture alone.

WELCOME PARTNERS

"I reached out to Bill and said, 'If you need someone to take care of the business side of the operation, I'd like to partner," says Trent Arey, co-owner of Pertuset Septic Service.

Arey and Robinson are family members. Robinson is the uncle, by marriage, of Arey's wife. "I knew Bill pretty well. When I heard he was interested in purchasing the business, I approached him. We decided he'd drive the truck and I'd do the back end of things," Arey says.

Similar to Robinson, Arey was looking to start a second career. However, he didn't have 40 years under his belt. Arey, age 29, had recently graduated from the University of Cincinnati with a bachelor's degree in business operations management. He started his career in government contracting but quickly realized it wasn't for him. He decided to transition into entrepreneurship by buying properties and small businesses.

Pertuset Septic Service was his first investment. They purchased the company under R&A Septic Solutions LLC. Another family member is also involved. Robinson's son Heath Robinson, age 41, is also a partner in the company. However, due to

MY WIFE TOLD ME, 'YOU BETTER DO SOMETHING BECAUSE YOU'RE NOT USED TO SITTING AROUND.'

BILL ROBINSON



Pertuset Septic Service

Peebles, Ohio

OWNERS: Trent Arey, Bill Robinson, Heath Robinson

FOUNDED: 1973 **EMPLOYEES:** 3

SERVICES: Septic pumping, inspection and repair

SERVICE AREA: 60-mile radius

WEBSITE: pertusetsepticservice.com



his full-time career obligations in another industry, he's not involved in daily company operations.

Bill Robinson pulls suction hoses from his vacuum truck pefore providing a residential pumping service in Peebles, Ohio.

Robinson connects a suction hose before

pumping a septic tank in Peebles.

A RESPECTED NAME

Clyde Pertuset founded Pertuset Septic Service in 1973 and ran it for 46 years. He built his business on a legacy of customer service and getting the job done right. So when it was time to let go of his company, he only wanted to hand it over to someone he trusted.

"He said, 'I'd like for you to buy this. I know you're a hustler and you'll take care of it,' " Robinson recalls.

Pertuset knew Robinson had a successful career as an electrician. His hands-on skills, drive, attention to detail and work ethic ensure a successful small business. However, with the passing of his friend, Robinson now feels the added pressure to not only maintain the company's success but carry on its legacy.

"Everybody really liked the previous owner and how he did business. We wanted to continue to do that same thing, provide good, quality customer service and always do a good job," Arey says.

Robinson and Arey knew the value of maintaining the Pertuset name but they made sure they had the blessing from the Pertuset family. "We certainly have the family endorsement and that helps in putting out the public image that we are going to continue to operate things the way Clyde always had," Arey says.

PROVING THEIR WORTH

Arey and Robinson knew the value of the company was much more than it appeared on paper. However, banks don't finance businesses based on a stellar reputation alone. "It's hard to buy a company like that because



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BILL ROBINSON

you don't put a value on it because you don't know what it will do from one year to the next," Robinsons says.

The company's records showed it pumped about 400 to 450 tanks annually. In the last few years, Pertuset had scaled back his business, focusing on repeat customers. The bank also took into account the company's equipment and assets. But it was impossible to prove the company's true worth. Arey estimates the paperwork only showed about half of what the company was truly worth. After the purchase went through, Arey started making



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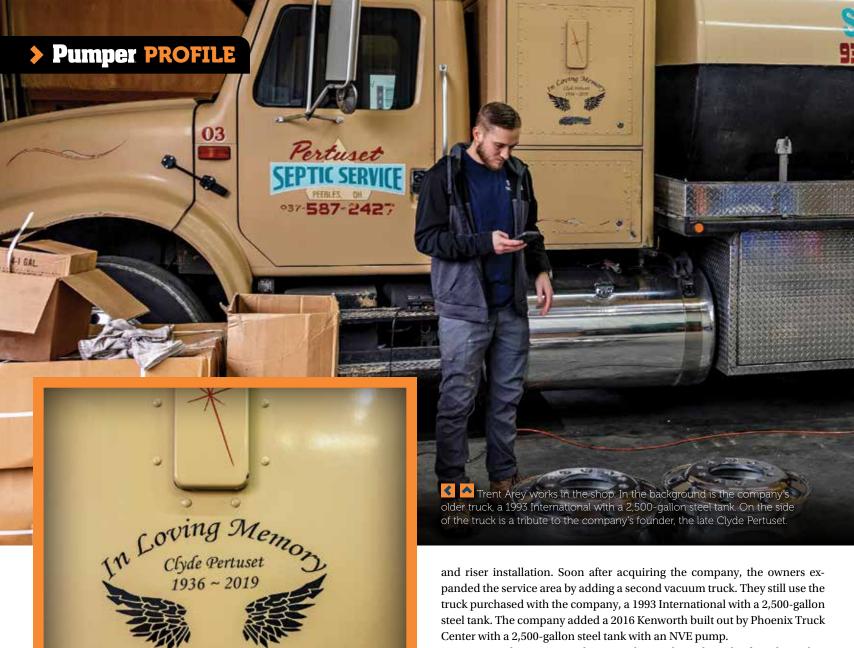
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changes to help strengthen the company's value on paper.

Arey created service contracts with commercial clients. The company maintains a large percentage of Pertuset's original customer base. About 20% are commercial clients and 80% are residential. Most septic systems served are conventional tank and gravity drainfield, while a much smaller percentage utilized mounds or sand filters.

The company implemented service agreements with residential customers. The agreements are entered into a database that tracks clients' information, property address, tank size, service dates and more. This not only boosts the company's value on paper but also helps clients maintain information about their service history and tanks, making future service more efficient.

EXPANSION PLANS

The company serves about a 60-mile radius including Adams, Brand, Pike, Scioto and Highland counties. Under the new management, the service menu was expanded to include aerator replacements, septic inspections

Two trucks meant two drivers. Robinson brought on his friend, another retiree, Mike Beach. "He said, 'I don't like sitting around either.' Customers call us the grumpy old men."

Robinson is hoping to add a third, larger-capacity truck to provide more efficient service. Currently, all the waste must be dumped at the Adams County Treatment Plant. This wastes time and money when they're servicing clients in other counties. "If you pump two tanks and that's 1,500 gallons then you have to bring it back to dump and go back and get the rest. So, that really hurts us a lot," Robinsons says.

Another option would be to acquire another company in the surrounding area. Now that they've purchased one existing company and increased profits they have a better idea of what to look for. There is some competition in the area for pumping. When Arey looked into expanding into portable restrooms or tank installation, he discovered the market was saturated. But there's one area where he sees a growing need and not much competition. Arey is exploring adding hydrojetting capabilities.

"We see a lot of jobs where somebody's leachfield is backed up or not working and we have to refer that work out because a lot of times its clogged up and they need high pressurized water to get it out," Arey says.

Arey priced the jet system, trailer, camera and additional equipment at \$60,000. The company would need to hire another employee to provide the services in addition to minor plumbing work and septic inspections.

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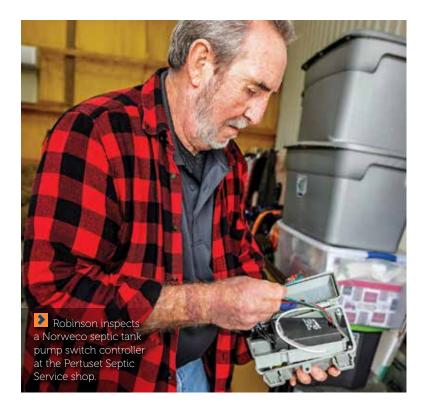












The company currently doesn't own a camera, so purchasing the hydrojet equipment that comes with the camera would also allow them to expand into camera inspections.

MODERN MANAGEMENT

 $\label{prop:prop:prop:modern} Pertuset\ kept\ records\ on\ paper.\ Arey\ modernized\ the\ record keeping\ using\ Service\ Core\ software.$

"I enter the calls directly into ServiceCore," Arey says. "Whenever Bill gets into the truck he looks on his iPad and he can see his schedule for that day and the next couple of days."

Current customer data is uploaded into the system. However, Arey still has thousands of paper records to upload. He's working with ServiceCore to find a way to efficiently upload all the data.

Arey has also expanded the company's marketing efforts to reach a new group of customers. "He's really good at marketing," Robinson says. "We put out our first video. He's always coming up with different ideas."

Arey doesn't have a background in the septic service industry but his social media savvy has led him to source important information. He's joined social media groups that swap knowledge and trade ideas. He also attended the annual WWETT Show in Indianapolis.

THE NEXT 50 YEARS

Pertuset Septic Service celebrated 50 years of business in 2023. Arey and Robinson are going on five years as the business's owners. They attribute their success to Pertuset's strong foundation combined with their modernization efforts.

"We inherited a good company and we've kept it that way," Robinson says. "We treat people fair. We pump their tanks clean; we don't leave anything in them. That was the way Clyde was. Everything he did was neat and he always did the job right."

The company has grown under their leadership. Arey took a look at daily operations to find where he could streamline efforts, save money and identify efficiencies. The business now services about 730 tanks a year. However, their yearly goals aren't tank-based. Their No. 1 goal is to increase net income annually, which they've successfully done every year.



Tips For Buying an Existing Business

Buying an established pumping business has the potential to be a great investment or a major financial fail. If you've never gone through the process, it can be difficult to know what to look for. Trent Arey, co-owner of Pertuset Septic Service, says the numbers tell almost everything you need to know.

"The numbers are what they are, they are black and white," Arey advises. "If they are not there, they are not there. You can't move forward on something that is not provided or won't be a good investment."

Arey says to examine the company's net income. Use that number to model your income projections. What do you need to make, in how many years, for the investment to be a success?

Beyond the company's net income, take a careful look at the infrastructure you're buying. How old is the truck/equipment? Will it need to be replaced in the near future? Does the truck have good maintenance records? How has the customer's data been stored? Are the financial records up to date and accurate? These are all important questions to answer.

Arey advises people to look for potential pitfalls. A lot of this information may require outside searching. You shouldn't rely on the business to provide all the answers. For example, are the company's services priced competitively? If not, will raising prices drive away existing customers? How do people perceive the company? If you're purchasing a company without a stellar reputation, you may have to invest a lot of money into rebranding and marketing. Be sure to take these costs into account.

Arey says most pumping companies come with some challenges to overcome. But that doesn't mean you should shy away from taking the leap. With the right deal, buying an existing company can be the best way to become a business owner or expand your operations. "If it seems like a good deal, then it's a thumbs up," he says.

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The company keeps the pair busy yet Robinson has no regrets about spending his retired years working full time. "I just like to work," Robinson says. "As far as coming home and sitting on the couch, I can't do that."

Robinson plans to work until the very end. "I think I'll retire when I'm dead," he says. Like his friend Pertuset, he plans to leave the company in good hands.

"It's a friends and family business, that's the way it's always been and will be," Robinson says.



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5 Tips to Get Customers to Open Your Emails

Quick and consistent written communication remains an important service tool. But how do you get them to read your messages?

By Lisa Apolinski

ot so surprising statistic according to online career networking site Zippia: nearly 350 billion emails are sent worldwide every day. But here is a stunning statistic — the average email open rate is only 18%. Less than two out of every 10 emails sent are ever opened. Yikes!

Many businesses are hoping to crack the email code to get more of their emails read. After all, emails remain one of the fastest and budget-friendly ways to connect with prospects and customers. When emails are sent to current customers, how can you increase the chances that your digital correspondence will be read? Follow these 5 tips for better digital customer communication:

Tip 1: Follow up both consistently and in short order. The No. 1 complaint regarding emails, besides spam practices, is that businesses only follow up on items that directly affect them (such as requesting payment). When businesses focus only on the financial transaction, they move into a commoditized conversation. If your business wants to increase trust and improve communications, be consistent with how often and how clearly email follow-ups will occur. Set a higher expectation for client communication and follow through on that expectation to immediately impact the email exchange.

Tip 2: Over communicate to manage digital expectations. Nothing can be more frustrating than not fully understanding the expectations for customer service, and this includes what is communicated when. If the fastest time you can be expected to email back a client is 48 hours, simply be sure to state this so the customer understands when you will report back (even if the report back is to explain that you are still working on the issue). With this focus on overcommunication, clients will feel in-the-know and will have a working understanding of what to expect and when.

Tip 3: Communicate what you have agreed to. When you have concluded a meeting or even an email exchange, take a few minutes to reiterate what each of you have agreed to complete and when the items are expected to be completed. This not only keeps a simple list of action items, it also can help a customer by having an opportunity to address any misunderstanding or further questions. And action items in writing can be referred to if any issues come up down the line.

Tip 4: Communicate what you have completed. Just because you have completed a task does not mean your customer knows it. When action items you have agreed to have been completed, take 30 seconds to send a quick email to let the customer know the item is now complete. This removes the guessing game for your customer and provides a quick update so the movement in the

If something was agreed to and cannot be completed, how will you work with the customer to come to a resolution? The reason for the miss is not the focus here – the action that will be taken to get back on track is.

process is documented. This also helps establish trust between your business and the customer since you are making sure items have been completed and you are providing a little more peace of mind.

Tip 5: Acknowledge what was missed and an action plan to address. If something in the action item list gets missed or a completion date moves, be sure to communicate that to the customer. But this goes beyond a "sorry for the inconvenience" to how your organization will address the slip so the action item gets completed. What is the plan to get back on schedule and move forward? If something was agreed to and cannot be completed, how will you work with the customer to come to a resolution? The reason for the miss is not the focus here — the action that will be taken to get back on track is.

ONE MORE THING ...

One additional piece of advice — use technology to help keep up with communication. There are several ways to use technology to improve digital communications. Set reminders for activities that are due to customers. Have an initial automatic email go out to manage digital expectations on response times. Create a template to help you share action items in a clear fashion. Technology is there to help lessen the digital load.

Focusing on better digital client communications can have an immediate impact on how customers view your business and your integrity. Remember that there are two people in this email exchange, and both want to be heard and understood.

Even if missteps happen, commit each workday to following these tips and making the focus on communication with the customer. When that focus is clear, the customer will see your business showing up in a whole new way. And that will drive strong customer engagement and a business relationship that will last.

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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

What's Different About Rest Area Septic System Maintenance?

A new study expands on the qualities of septage at 25 highway stops that experience heavy use, no FOG and large tankage

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

new study from the University of Minnesota evaluated 25 highway rest areas as their septic tanks were being maintained during a normal maintenance visit. The water use at rest areas and travel information centers is known to vary from typical residential usage, since it is produced almost entirely by toilet-flushing and hand-washing.

Flow estimates for most of these systems was based on a study conducted by the Minnesota Department of Transportation, which collected data at rest areas for design of water supply and sewage treatment. They found on average that with water-conserving devices people used 2.8 gallons, while devices that do not conserve water used 4.5 gallons. Since that study was done, all the rest areas plumbing fixtures have been upgraded to utilize low-or ultra-low-flow toilets.

Little research exists regarding the characteristics of the septage removed from septic tanks that are predominant source is toilet flushing. This septage would be like other facilities that commonly lack graywater, including businesses, churches, office buildings, convenience stores, etc. The goal was to determine if or how this septage is different from domestic septage.

The usage in gallons per day varied dramatically across the sites with daily flows ranging from 400 to over 8,000 gallons. The septic tank capacity also varied from site to site with the minimum capacity of 3,800 and the maximum at 18,000 gallons. Most of the systems are below-grade trench or bed systems although a few sites have mound systems. A few of the newer systems included pretreatment with an aerobic treatment unit or textile filter for reduction in organics and nitrogen.



The Goose Creek Rest Area in Harris, Minnesota, was one of the locations where septage was tested.

➤ If the system was regularly maintained, the second tank did not always need pumping. When the system had gone more than one year, it was common that all the septic tanks needed maintenance.

SIMILAR BOD AND COD

Biochemical oxygen demand, chemical oxygen demand, phosphorus, total Kjeldahl nitrogen, ammonia, and total suspended solids concentrations and pH values were measured from septage samples taken from the septic tanks at 25 sites. Arsenic, cadmium, chromium, copper, lead, molybdenum, nickel, oil and grease, selenium, mercury and zinc concentrations were measured at half of these sites and mercury concentrations at 13. Furthermore, samples from five sites were tested for a selection of per- and polyuoroalkyl substances.

When available, measurements of scum and sludge depth, total septage volume in the tank at the time of sampling, and qualitative observations are also provided. Our report details the methods used to collect and analyze septage samples and provides a summary of the data.

The results in this study were compared to the range of septage characteristics from the U.S. Environmental Protection Agency reference document: EPA Guide to Septage Treatment and Disposal from 1994. The mean value was the center value of all the data and the max value was the maximum at all sites.

- Mean BOD and COD concentrations were found to be similar to other septage, with the exception of a few sites having relatively high BOD concentrations. All values were below the maximum range. These with very high BOD levels had gone two years without septic tank cleaning, well beyond the goal of annual cleaning.
- TSS mean concentration was slightly higher than normal domestic sewage but still within range.
- Mean TKN (ammonia and organic nitrogen) concentrations are similar to other septage with a max value higher than normal septage, likely due



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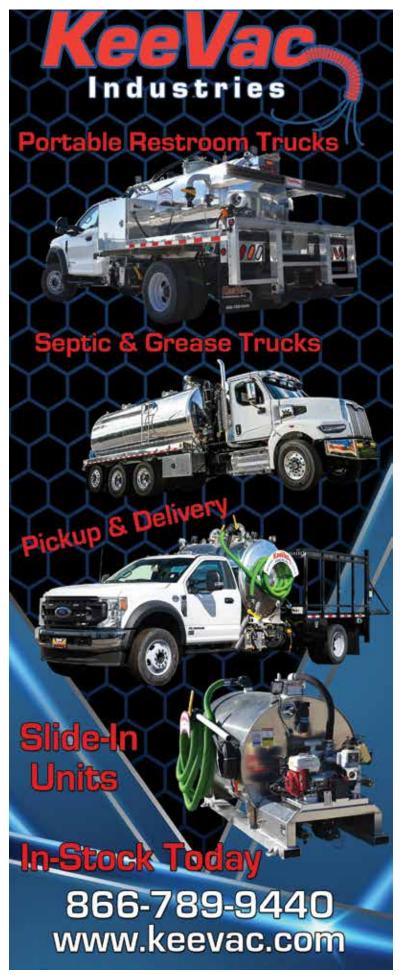






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to the predominance of toilet flushing and/or lack of maintenance.

- Mean ammonia concentrations are similar to domestic sewage with a max value higher than normal septage, likely due to the predominance of toilet flushing and/or lack of maintenance.
- Phosphorus and oil and grease concentrations are lower than in other septage, likely due to the lack of cleaners and kitchen waste.
- The septage was generally acidic but not significantly more than other septage.
- Copper and zinc were detected at all sites, while nickel was detected at
 half of the sites. Other tested metals were not detected at most sites. No
 especially high metals concentrations were detected at any site.
- One site had groundwater that has known PFAS contamination. This was
 the only site where concentrations were found to be higher compared
 to a study done of WWTP influent (MPCA PFCs in MN's Ambient
 Environment: 2008 Progress Report). Two other sites had detection of
 PFAS, while the two remaining sites had no PFAS detected.

SHORT PUMPING INTERVALS

Information collected about solids accumulation and tank conditions suggests that, in systems with multiple septic tanks in series, the first tank needed pumping every six months to one year. But if the system was regularly maintained, the second tank did not always need pumping. When the system had gone more than one year, it was common that all the septic tanks needed maintenance.

In general, there were no concerning or unexpected differences between the septage from these service visits. This useful information should assure those land-applying septage or taking it to a wastewater treatment plant that septage from facilities where the primary use is toilet-flushing are not significantly different in terms of waste strength.

For a full copy of the report see septic.umn.edu/research



Unidentified septic service workers use a Crust Buster tank agitator during a pumpout at a Minnesota rest stop.





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There's Onsite Opportunity in Stretching Urban Water Supplies

Design and installation of black- and graywater reuse systems marks a new frontier for installers

By David Steinkraus

ith their big-pipe centralized water services, urban areas have historically provided limited opportunities for onsite professionals. That was then, as they say. Expanding populations and warmer temperatures driven by climate change are forcing a new emphasis on water reuse in urban areas, and onsite water recycling systems are popping up there, too.

Some urban recycling systems are extremely complicated, some are simple, and there is a need for qualified onsite operators, says a report published by the Pacific Institute in Oakland, California. The report is titled Guide for Developing Onsite Water Systems to Support Regional Water Resilience.

"Pacific Institute has a long history of working on urban efficiency and reuse, predominantly in California and the western U.S., although we're doing more national and global work," says Cora Snyder, one of three people who wrote the report. She is a senior researcher at the institute, holds a bachelor's degree in environmental studies and a master's degree in environmental science and management, and her job is to work with companies, governments and nonprofit organizations to advance water sustainability.

"This project really started in Silicon Valley, looking at a lot of the large tech campus developments. Several of those have these onsite systems," she says.

A few recycling systems serve tall buildings on confined city lots, she says. "I think where it makes the most sense to do this kind of onsite system is at a larger property that has outdoor landscaping that requires irrigation."

NEW DEVELOPMENTS

"Office campuses make a lot of sense because you have a lot of nonpotable water demand. You've got the outdoor irrigation. You've got cooling. You've got flushing. Up to 90% of a building's water demands can be met with onsite reuse," she says.

Projects cited in the report were for nonpotable use. Potable reuse was beyond the scope of the report, Snyder says.

I think companies are looking ahead and anticipating rising water costs, but right now water is relatively cheap. So it can be difficult to make the financial case for investment in these systems.

- Cora Snyder

Some startup companies are offering solutions for urban onsite recycling, Snyder says. "For the most part this is tried and true water recycling technology that has existed for decades," she says. "I do think the scaling down – how you make it cost-effective at a smaller scale than a municipal water recycling plant – is a question."

Some of the urban systems recycle blackwater, she says. A system at the Google campus in Mountain View, California, uses both natural wetland filtration and reverse osmosis to reuse graywater, she says.

The institute report didn't include a cost-benefit analysis, but the authors did look at what drives reuse investments. "I would say there are long-term financial benefits," Snyder says. "I think most of these companies are doing their own internal analyses, and they're not going to make the investment if it doesn't make financial sense."

Other factors push onsite recycling, she adds: corporate sustainability goals; public perception, especially in California where a long drought makes people watch how carefully businesses use water; and in Silicon Valley the culture of innovation, the willingness to try new things and curiosity to see how far technologies can be pushed.

In the San Francisco Bay area there is also a "green premium," she says, making real estate more valuable if it has certifications for environmental sustainability.



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PLC also greatly appreciates our customers' overwhelming approvals and support of its Power Booster™ and HydraBore® products and will continue to offer said discounts to all its customers as long as our costs remain low. Given the fluctuating market, it would behoove everyone to take advantage of this opportunity to purchase our products at the price point we are offering.











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PUMPER **NEWS**

MULTIPLE BENEFITS

A number of projects are highlighted in the report. "What we were really looking for was different elements of onsite systems that we could highlight," Snyder says.

For example, she says, one in New York City had a heat-recovery element. The Google project includes publicly accessible outdoor space. Another used a public-private partnership.

Personally, Snyder says, she liked a couple of projects. In San Francisco the Exploratorium — a science museum that emphasizes hands-on experiences to teach science concepts — wraps its onsite recycling project into its education. She likes the New York City project for two reasons. First, it's a high-rise residential development, and reuse is less common in those.

"Then the heat-recovery element was important because these systems are energy-intensive, and that demonstrated a way to use other resources coming out of an onsite system that could help offset that energy requirement. I like that multibenefit approach."

The New York City project is at the Solaire, a luxury apartment building near the southern tip of Manhattan and the city's financial district. Its onsite system treats 25,000 gpd used for flushing toilets, irrigating landscaping, and making up cooling tower water lost to evaporation, says the Pacific Institute report.

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FACTORY BUILT-TO-ORDER

Recycling cuts the building's potable water demand from the city water system by 50%. Heat extracted from the wastewater is used to preheat water heading into the building's hot water system. The website for the building says wastewater is filtered through seven layers of media, including activated carbon, that remove particles down to 10 microns. The website also says this onsite system was the first in the nation to be built inside a multifamily residential building.

CHALLENGES

One current challenge to doing these projects is permitting and regulation, she says.

"Because this is just emerging, and every system is a little different, there's not really a standardized approach yet," Snyder says. That's the goal of rules now being developed by the state of California, she adds. Rules already issued by the state say permitting for recycling systems will be done by local authorities using state standards, she says.

Another challenge is finding qualified people to operate and maintain these systems, Snyder says. The National Blue Ribbon Commission for Onsite Non-potable Water Systems (part of the U.S. Water Alliance) is doing some workforce development for this, she adds.

Another barrier is the cost of water.

"I think companies are looking ahead and anticipating rising water costs, but right now water is relatively cheap," Snyder says, "so it can be difficult to make the financial case for investment in these systems, even though companies are looking at drought conditions, looking at increasing water scarcity conditions, and feeling like this is the right thing to do."

Two key ideas about onsite recycling resonate with the general public, she says. One is circularity, the notion of reusing a resource many times. The other is decentralized resource use, like solar panels on house roofs.

"Folks can have resources like energy and water that they can produce at their own sites, whether it's an office building, or a household, or a campus development," she says.

CONTINUING NEED

California had a very wet winter that dumped many feet of snow and rain and nearly eliminated the state's three-year drought.

"I will say every time we have a wet winter there is a little bit of collective amnesia about the water scarcity challenges we face, but I do see increasing recognition that we know one wet year is not going to solve the problem," Snyder says.

Given the need for alternative water sources, and with climate change a particular concern in the western United States, it's likely both onsite and large-scale water recycling will increase, Snyder says.

Increased use of onsite treatment may also affect the relationship between the onsite and municipal treatment communities, she says.

"For water utilities, these kinds of systems can present a challenge because it requires a new way of thinking. Generally speaking, for the last 100 years or so, we've been building, designing, operating water systems that are centralized and linear. They're big water infrastructure systems that get water to one place, you use it once, and then you discharge it. Onsite water reuse totally disrupts that model, but it's a model that needs disrupting given what we're seeing with increasing water challenges."



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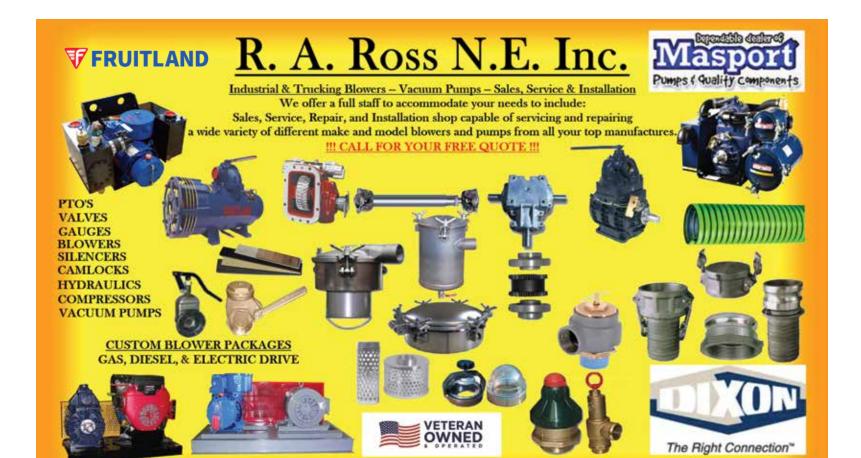


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Courtesy Is Never Outdated — and Other Advice From Industry Veteran

Oregon's Pat McVay wants to link wastewater professionals, homeowners and Realtors for effective septic systems on more challenging sites

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 the Oregon Onsite Wastewater Association.



Pat and Patty McVay

Name and title or job description: Pat Mc-Vay, president/owner

Business name and location: Sporthaven Inc., Brookings, Oregon

Services we offer: Septic installations, excavation services

Age: 68

Years in the indus-

try: Sporthaven was started in 1958 by my father, Archie McVay, a dairy farmer, at the mouth of the Chetco River. It was primarily to develop a port facility for the fishing and timber industries. It was a family affair, dredging the mouth of the river, con-

structing docks for lumber shipping, and receiving fish and crab from the commercial fishermen. The company evolved from that to land and homesite development in 1974. That is when I began installing septic systems on sites my dad, my brother Rocky and I were developing for residential homes.

Association involvement: I believe I have been involved with the Oregon Onsite Wastewater Association since its beginning in 1994, serving on the board as the "Industry at Large" person for the last seven years. I have also served on the Curry County planning commission and the Oregon Department of Environmental Quality external advisory committee, which both provided valuable insight and knowledge of the industry.

Benefits of belonging to the association: Prior to becoming involved with the association, septic installation was just a necessary portion of getting that homesite job. I have gained a deeper knowledge of, and exposure to, other industry professionals that share a common interest and goal. This relationship keeps me up to date on regulations and rule changes to the newest technology.

Biggest issue facing your association right now: Something that concerns me is the DIY installers/developers and startup excavators who are not familiar with what a septic system is or how much real estate is required. A septic tank is not "a septic system." I don't like coming in behind a bad excavation and being the bearer of bad news that takes a site from a standard system to hopefully an alternative treatment system, and the homeowner has to begin adjusting his "dream homesite" to what we can make work.

Our crew includes: In 48 years of operation, we have employed over three dozen young men, including sons and nephews, and some not-so-young men. Only three left at my request. I was told that summer employment with Sporthaven was the best incentive to stay in college. My best operators started as groundmen and ditch line technicians. I have been extremely fortunate to have employed respectful, eager-to-learn, hardworking individuals. The constant in our company is my office manager, payroll clerk, safety officer, head flagger and the foundation of my support team — Patty, my wife of 46 years.

The job I'll never forget: We built a system at the Salmon Run Golf Course consisting of a 3,000-gallon trap tank, a 2,000-gallon septic tank and a 1,500-gallon dosing tank pumping up to a 10-line Orenco Hydrosplitter to equalize 1,200 feet of an Infiltrator drainfield system. Tanks were from Willamette Graystone, pumps and controls from Orenco Systems.

My favorite piece of equipment: The industry has come a long way from steel tanks, 4-inch ADS "squiggly pipe," washed drain rock and drainfield paper. Our first systems were installed with a CASE 450 track hoe which we soon traded in for the speed and mobility of a rubber-tired CASE 580B backhoe.

With that upgrade I began trenching for Coos-Curry Electric Co-Op, a relationship which spanned 45-plus years. It filled out my workload and paid the bills between development projects and land sales. I would begin early, trenching as much footage before the power crew showed up in the afternoons to string the new, improved underground cable affectionately





SNAPSHOT

called "lifetime wire." Little did I know that 15 years later we would be trenching and installing four-inch conduit to replace that same wire when our acidic soils compromised its longevity.

In 2004, we took a leap of faith and purchased a used 7X11 Vermeer horizontal drill, which allowed us to install conduit under roadways, eliminating nearly 90% of cleanup from open trenching. This gamble really paid off during the downturn of the housing market in 2008 when we were putting in underground conduits for the electric co-op.

Along the way we have run the wheels off of one Caterpillar and six CASE backhoes, three excavators, six dump trucks, and three Vermeer directional drills. But I'd say my favorite piece of equipment, my go-to-machine, is a CASE 580-M Extendahoe with four-wheel drive and four-in-one bucket, probably due more to our CASE

dealer that has taken care of us for over 40-plus years, Central Equipment in Medford, Oregon.

The craziest customer situation encountered: There was a site along the Winchuck River where a single gal was having trouble with her



- Installation of sand filter in a local development, with Pat McVay operating a Caterpillar 416C backhoe and Jay Hopkins assisting. A CASE 450 dozer is shown in the background.
- An Orenco Systems AdvanTex AX-RT unit being installed by Kevin Cain (left) and Johnes Winn.



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plumbing backing up and flooding her shower. The local pumping company asked for assistance to locate the septic tank. Once we found it and removed the concrete lid, we discovered a huge ball of wipes. Stuck in the inlet pipe was the wipe wrapper that read: "Septic safe/flushable," so she had flushed the wrapper too.

Best piece of small business advice I've heard: After school, I worked for a man who operated a preventive maintenance shop, everything from welding to painting. We often discussed business. His nuggets of wisdom included the "do" theory — Find something no one else wants to do and do it better than anyone else. He taught me it's important to answer the phone and return calls, even if you can't do the job or don't have time for it. Courtesy is never outdated.

If I wasn't working in the wastewater industry, I would like to: My last systems were installed in 2022, so that's a span of 48 years and I'm thinking it's time to climb out of the ditch, let the younger generation take a turn, and watch my cows eat grass.

Crystal ball time – This is my outlook for the wastewater industry: I envision in the years to come that one of our biggest issues will be educating those new to the industry and the public on the effects of poorly installed, failed and compromised sites. Sites are becoming more and more challenging, requiring all parties to be on board to ensure the best outcome. I would like to see more unity with the regulators, industry professionals, homeowners and Realtors. Homeowners and Realtors need to learn what is realistic to expect from a site and the system that serves it.









Winston-Salem, North Carolina



iedmont Disposal added a green 2023 Freightliner M2-106 carrying a 1,000-gallon waste/500-gallon freshwater steel tank and Masport HXL 75 pump built out by Integrity Tank. The truck is powered by a 330 hp Detroit DD8 7.7-liter, 6-cylinder engine tied to a 3500 RDS Allison automatic transmission. The truck features a 20-inch topside opening, three 5-inch sight glasses, dropdown workstations, dual service intake, bedliner in the hose trays, tank and work areas and an exterior PTO switch. Interior features include electronic speedometer, incab PTO switch, world tuner radio with Bluetooth and cloth upholstery. Graphics were provided by Image360. The truck is used for portable restroom service.

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We look forward to hearing from you!







Septage Disposal Management

By Craig Mandli



DEWATERING EQUIPMENT

BDP Industries 3DP Belt Press

The **3DP Belt Press** from **BDP Industries** is a modern belt press with recent improvements designed for increased odor control and solids containment. New features include odor hoods, mist reducing showers, piped away

filtrate and increased automation. The increased containment of material has led to an even more efficient machine while also becoming more operator-friendly. **518-695-6851**; www.bdpindustries.com

Bright Technologies, Division of Sebright Products, 0.6-meter skid-mounted belt filter press

The compact 0.6-meter skid-mounted belt filter press from **Bright Tech**



nologies, 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 suitable for small applications or when a processor has outgrown dewatering containers. 800-253-0532; www.sebrightproducts.com



Fournier Rotary Press

The **Fournier Rotary Press** is automated and requires minimal supervision. The variable-speed flocculator diminishes polymer usage, resulting in cost reduction and improved cake

dryness. Low rotation speed reduces wear and tear. It does not require any wash water during operation. Modular design accommodates growing needs by adding extra dewatering channels in the future to increase production without any added footprint or change in process design. 800-463-6328; www.fournierdewatering.com

In the Round Dewatering horizontal drum

The horizontal biosolids dewatering system from **In the Round Dewatering** provides the flexibility of dewatering at different



locations and transporting dewatered solids to any unloading location. Open the door, raise the hoist and material comes out. The unit has a 12-inch auger permanently secured to the floor of the drum. The unloading process begins when the hydraulic power pack is connected to the hydraulic motor that turns the auger, then the drum rotates in the opposite direction, allowing the material to slide into the auger and have a controlled rate of discharge. The drum rotates one turn every two hours overnight, then material is liquid-free in the morning. The unit has a power flex nozzle that is inserted after the drum has been emptied to wash the entire drum in 30 minutes. The unit is constructed of a stainless steel drum sitting on heavy-duty roller bearings on a powder-coated frame and lined with PVC filter tiles. 317-563-2072; www.itrdewatering.com



RNV Hydrovac2

The RNV Hydrovac2 can be placed on an RNV-approved 6-cubic-foot steel construction-grade wheelbarrow to create a portable hydrovac. It can vacuum down vertically to 12 feet to convey effluent sludge, sand and small aggregate. It can be combined with a pressure washer or air spade for another excavation solution. The unit

weighs 42 pounds, requires a 120-volt AC, 15-amp power outlet and will run on a 2,200-watt generator or inverter. **607-786-2139; www.rnvac.com**

DEWATERING/BYPASS PUMPS

Boerger BLUEline

Boerger BLUEline rotary lobe pumps are a selfpriming, valveless, positive displacement pump used for conveying viscous and abrasive materials. They are resistant to wear and provide pulsation-free operation. Operation is fully reversible,



with dry-run capability and flow rates up to 7,000 gpm. They are constructed with maintenance-in-place design, allowing for all wetted parts to be easily replaced through the front cover without removing pipe or drive systems. The pump conveys biosolids (primary, waste activated sludge, return activated sludge, digested, thickened, etc.), grease, sewage, scum, lime slurry, alum sludge, permeate and polymers. **612-435-7300; www.boerger.com**



Crane Pumps & Systems envie3

The **envie3** air-filled motor series dry pit submersible pump from **Crane Pumps & Systems** can run in wet applications and in dry pits. These pumps outfit Barnes' and Deming's nonclog and chopper wet ends with a premium effi-

cient/IE3 motor that can run in both vertical and horizontal configurations. The closed-loop glycol cooling system allows for easy maintenance and installation in demanding applications. For easy serviceability, the horizontal installation options include a cart system, which creates a back pullout option as well as a fixed bracket configuration. Install horizontally for a smaller footprint. Vertical installation configurations include a metal and concrete stand that allow for 360-degree rotation for adapting to existing piping, including tangential discharge pumps. 937-214-9008; www.cranepumps.com



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> PRODUCT FOCUS



Franklin Electric Little Giant WE Series

The Little Giant WE Series is built with a Franklin Electric submersible motor, designed to provide maximum durability and years of reliable service. It consists of a high-head filtered effluent pump powered by a 1/2 hp submersible motor and includes a removable built-in check valve. The quality top bearing and stainless steel upthrust washer provide durability and reliability, according to the maker. 800-437-6897; www.littlegiant.com

GRIT HANDLING

Park Process GritCat

The **GritCat** from **Park Process** is a dewatering container designed to process waste streams containing gritty, sandy solids or any type of non-deformable solids. Its filter media is permanently installed over porous support panels in the container and is reusable and cleanable. A variety of



types of filter media are available, including stainless steel wire mesh, polyester woven material, nylon mesh and polypropylene monofilament. The product is simple to operate and maintain, according to the maker. Units are built as roll-off containers, self-dumping hoppers or front loaders. **855-511-7275**; www.parkprocess.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

Pik Rite self-contained roll-off unit

Pik Rite self-contained roll-off units are fully operational at the



pumping site without a chassis. The heavy-duty front platform holds the user's choice of pump and a Kohler 25 hp electric-start engine. The tank is set up with a level indicator, rear-sight eyes, 36-inch top opening, 20-inch rear opening,

3-inch intake with an internal 3-inch standpipe, and a 4-inch discharge. The low-profile, 12-inch primary shut-off is paired with a 10-gallon secondary shut-off. Spray-on protective liner protects hoses and promotes durability. Work lights and a safety beacon are mounted on the rear tank head, and a ladder is mounted on the side. Polished aluminum hose trays and custom paint finish are standard. Other customizable options are available. **800-326-9763**; www.pikrite.com



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. 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. Units are blasted prior to painting and the shell is powder coated. **256-840-8031**; www.pinnaclemfg.net

SCREENS/STRAINERS/SCREENING SYSTEMS

HUBER Technology RotaShield

The **RotaShield** coarse material separator from **HUBER Technology** provides protection for septage receiving and hauler dump stations. It incorporates a rotating perforated drum and wash bar to receive loads from septic tanks and portable rest-



room waste. The nonclog drum is designed to handle large foreign material often found in portable restroom waste. With high throughput capabilities (400, 700 and 1,000 gpm), waste haulers can unload faster and with less complications. In addition to the receiving wash drum, the systems are equipped with a quick cam lock connection, inlet flowmeter, computer access, monitoring and billing software and options for further treatment of separated material.

704-949-1010; www.huber-technology.com



SAVECO North America BEAST

Designed for septage receiving and other high-solids applications, the **SAVECO North America BEAST** can be a solution for a facility's high strength organic waste receiving program. It incorporates a dual-drive screening system that al-

lows for independent operation of the screen and transport auger. This design allows the drum speed and auger speed to be controlled independently, allowing for shorter unload times, as well as higher capture efficiency. A sloped inlet and U-shaped flushing header keeps the screen inlet area free of sedimentation and debris buildup. The drum is supported from the top with an oversized slewing ring bearing, which also features an auto-lube system, decreasing routine maintenance requirements and downtime. It doesn't require ancillary equipment such as rock traps or grinders, providing high performance and low lifecycle costs, according to the maker. 815-636-8306; www.savecowaterna.com







ScreencO Systems Trash Master 600 Auto Screen

The **Trash Master 600 Auto Screen** receiving station from **ScreencO Systems** uses gravity to separate trash from the flow stream

through a 6-inch inlet with dual fan spreaders, offloading trucks with a single 6- or two 4-inch cam inlets at a rate of up to 800 gpm. It includes an aluminum hopper with 8-inch outlet cam and 3/8-inch gaped 1/4-inch stainless steel bar screen. Its stainless steel U-channel is lined with Titanium UHMW with a high-strength alloy steel 11 1/2-inch shaftless screw conveyor. The U-channel has slotted drain holes and a center channel bar screen to promote cleaner, dryer trash. Custom-built cleaning tools are included. A hopper spray bar with 1 gpm nozzles keep the unit clean and free of buildup. The lower cover has two built-in nozzles for cleaning trash. It has a 3 hp Nord drive with variable frequency drive control, 220 single-phase power for plug-and-play functionality, adjustable legs, fork skids, and a OSHA-compliant catwalk. **208-790-8770**; www.screencosystems.com



PRODUCT **NEWS**



ALUMINUM TANK LAUNCH ADDS VERSATILITY TO VACUUM TRUCK LINEUP

Septic service companies in the market for an aluminum tank can now look to National Truck Center, which recently announced its new product line. The 43-year-old company, which previously outfitted its new and used trucks with steel tanks, contracted longtime partner U.S. Tanks Industry to produce aluminum slide-in units, portable sanitation tanks and standard vacuum tanks.

Michael Vera, president of National Truck Center, stated that the product launch was inspired by customers seeking an aluminum tank option to enhance the existing steel tank line.

"Considering many factors, along with the rising demand for aluminum tanks in various industries, U.S. Tanks saw an opportunity to [align] with market trends and customer preferences," Vera says. "U.S. Tanks can position itself as a leader in providing innovative and high-quality aluminum tank solutions to meet the evolving needs of their customers."

The new tanks utilize 1/4-inch 5054 polished aluminum and are equipped with removable hose trays and full-head anti-surge baffles.

"A truck fitted with an aluminum tank offers clients a combination of lightweight construction, corrosion resistance, ease of maintenance, customization options and environmental sustainability ... for reliably transporting and handling liquid waste in septic pumping operations," Vera says.

With both slide-in and vacuum tank options and capacities ranging from 300 to 5,000 gallons, pumpers have options for a range of applications. Customers can choose from prebuilt trucks on Freightliner, Mack, Peterbilt, Hino, Kenworth and International chassis with a variety of specifications, or opt for a custom-built truck to meet specific needs.

The decision to expand into the aluminum tank market has paid off so far, according to Vera.

"The reception from customers regarding the new aluminum tank division has been overwhelmingly positive, indicating a strong market demand and customer satisfaction." 305-691-8416; www.ustanksindustry.com

Superior Signal 5E FLEX battery-powered smoke blower

Superior Signal's 5E FLEX battery-powered smoke blower is designed for smoke-testing building plumbing and laterals to quickly find faults, odors, leaks and inflow. The 5E FLEX is



compatible with leading 18- to 20-volt tool batteries utilizing a high-quality power adapter. The 5E FLEX smoke blower integrates with existing electric toolsets or can run off any 12- to 24-volt DC power source. Smoke-testing is a cost-effective solution ideal for hard-to-find faults in commercial, residential and municipal facilities. While the 5E blower is popular for a variety of plumbing applications, it is also particularly useful in testing sewer laterals, showing where a fault or leak may occur on private property. Made in the USA, the 5E FLEX comes with an 8-foot industrial grade hose. Used with 1A or 2B Superior smoke candles, it creates 4,000 or 8,000 cubic feet of smoke respectively. Superior Smoke candles are also sold in convenient SealPac cans that extend shelf life. **732-251-0800**; www.superiorsignal.com/pflex

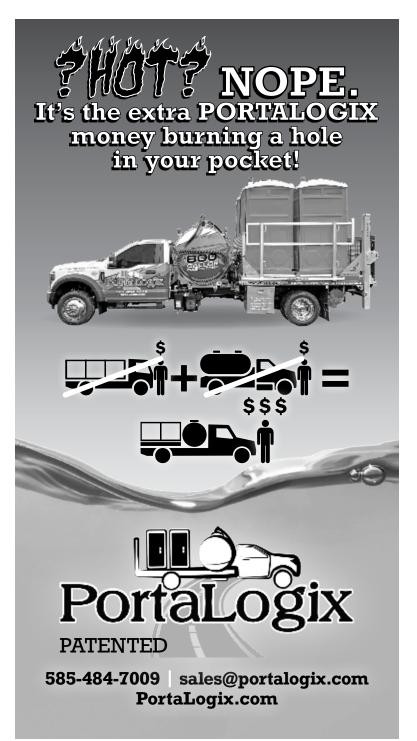
AirVote field asset tracking software

AirVote's latest release helps companies track the locations of their field assets along with their real-time performance, now in a single map view. Applicable to many industries, the solution offers the most benefits to portable toilet operators serving large events. Combined with the asset view on the same map, the data becomes a useful tool for the portable restroom and luxury restroom trailer operators to share with their existing and potential event organizers. Founded in 2019, AirVote is a location-specific real-time contactless customer feedback platform. Customers provide instant service feedback by scanning QR Smileys with their smartphones. All feedback is associated with its precise location for the quick action and accurate analytics. **425-314-3334; www.air-vote.com**

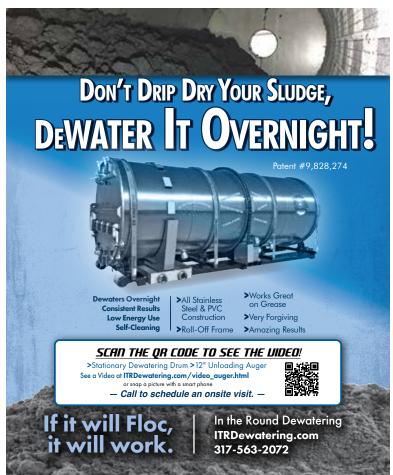


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RULES & REGS

Septic System Overuse Discussed in Wilmington, New York

By Betty Dageforde

hanges to Wilmington, New York's land use code regarding short-term rentals are being considered, reported the *Lake Placid News*.

Section 3J requires a building owner to include a septic inspection report in their application for an STR permit and subsequent renewals. Permits currently expire after two years. The proposed change would shorten the permit length to one year.

The proposed change came out of concerns about the number of occupants commonly found in short-term rentals. Bedrooms are often overcrowded and living rooms are used for sleeping. This results in more people using the septic system than it was designed for, which is based on the number of bedrooms.

The issue is in preliminary stages of the process, and the STR 12-member citizens committee is seeking input from City Council and the public.

Indiana

Two bills limiting inspections on residential septic systems have passed in Indiana's House of Representatives and will go before the senate later in the year, as reported by the *Indiana Capital Chronicle*.

Under House Bill 1352, septic system inspections are allowed after installation only if required by the manufacturer, requested by the owner, or if a complaint is filed with the Indiana Department of Health.

House Bill 1329 prevents a government entity from requiring inspections upon sale of a property. The author of the bill, Rep. Jim Pressel, R-Rolling Prairie, believes it's the homeowner's responsibility, not the government's, to maintain and inspect their septic system, while David Bottorff, executive director of the Association of Indiana Counties, argues it's important for the public to know that septic systems are working correctly.

Critics worry fewer inspections would increase the number of failing systems. The Indiana Department of Health estimates 200,000, or about one-fourth of septic systems in the state, are in conditions ranging from inadequate to failure, possibly creating risks to humans and the environment.

Minnesota

Residents in Polk County, Minnesota who have noncompliant septic systems can now apply for funds from a cost-share program to help finance repairs or the cost of replacement, reported KROX-Radio. The county has received a grant from the Minnesota Clean Water Legacy Act for this purpose.

Funds are limited, so preference will be given based on income status, condition of the septic system, and proximity to surface water. In addition, funds are only for primary residences, not second homes, rentals or new construction. Funds will cover up to 80% of installation costs up to a maximum of \$12,000.

New York

After discovery in 2020 of a potentially harmful algal bloom in Lake George in the Adirondack region of New York, the Lake George Park Commission began a two-year planning process and in 2023 a septic inspection program was put into place, allowing the Commission to inspect the 2,458 properties in a designated area nearest the lake every five years in a rotating schedule of approximately 500 properties each year.

The first year's data, which covered 332 properties, has now been released and indicates more than 50% of the septic systems need attention, reported the *Post-Star*. This breaks out as 16% need simple repairs, 15% are substandard or undersized, and 23% need to be replaced.

Dave Wick, executive director of the Commission, told the *Post-Star* that the design life for most septic systems is 30 to 40 years, while many of the systems in Lake George Park are 50 years old or older. The problem is not that septage is leaking into the lake, but rather nutrients such as phosphorus and nitrogen from the filtration process end up in the water causing algae growth. In septic systems that have exceeded their design life, the soil is no longer able to take up all of the phosphorus and nitrogen it needs to, Wick said.

Systems must be brought into compliance before the next inspection cycle. Homeowners may apply for grant money to help with 50% of the cost of repairs, up to \$10,000.

New York

Greene County legislators in New York have authorized participation in Round 4 of the New York State Septic System Repair Program, reported *The Mountain Eagle*. Eligible residents may apply for grants for up to 50% of the cost of replacing a system.

A goal of the grant program is to protect and improve the quality of water resources by helping homeowners replace failing septic systems near those resources. The Department of Environmental Conservation has a priority list of bodies of water in Greene County.



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Texas

The Bastrop, Texas, city council has approved changes to the city code reducing the minimum lot size to install a septic tank from one acre to half an acre, reported *BNN Breaking*. The amendment is in response to increasing population density that many urban areas are experiencing across the country.

Washington

Clark Regional Wastewater District in Vancouver, Washington, has been expanding its public sewer system and is making its way through the 40 neighborhoods not currently on the system.

The Sunset Strip neighborhood was the most recent. Homeowners there now have the option of decommissioning their septic tanks and connecting to the sewer, reported *The Columbian*.

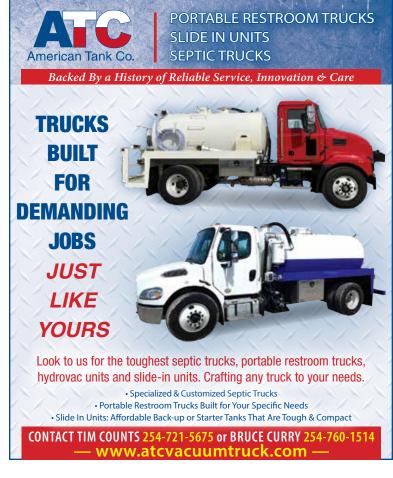
As part of the Septic Elimination Program, eligible homeowners are given help with the process. They pay a \$13,000 connection fee instead of the normal \$30,000. The monthly service fee is \$45.

Many septic systems in the area are 30 to 50 years old, causing a concern for potential health risks.

India

The Indian government's Ministry of Science and Technology announced that septic-cleaning robots are being introduced in India in an effort to better manage municipal solid waste, reported *Republic World*. The device, called Homosep Atom, was developed by Solinas, a startup company, working through the Indian Institute of Technology-Madras in its business incubator program.

The robots are equipped with artificial intelligence. They have been used in 16 cities to date, cleaning septic tanks and sewers. Functions include blade cleaning, solid waste desilting, suction and storage. Authorities believe the units provide improved safety for sanitation workers and an efficient cleaning process.







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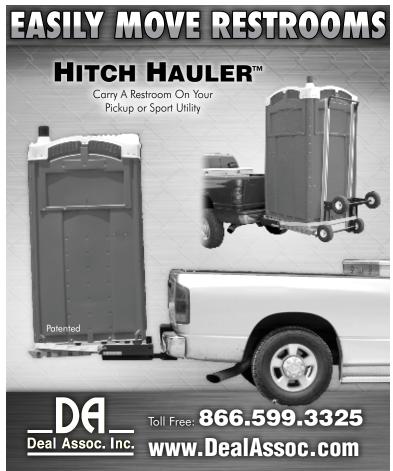
GapVax and Can-Ex Technologies form alliance

GapVax and Can-Ex Technologies have entered a partnership, designating GapVax as the sole U.S. distributor of ZIPCAM 360. The alliance allows Can-Ex Technologies to establish itself in the American market. By adding the ZIPCAM 360 to its line of combination trucks, trailers and jetters, GapVax now offers customers a comprehensive sewer cleaning and inspection solution.

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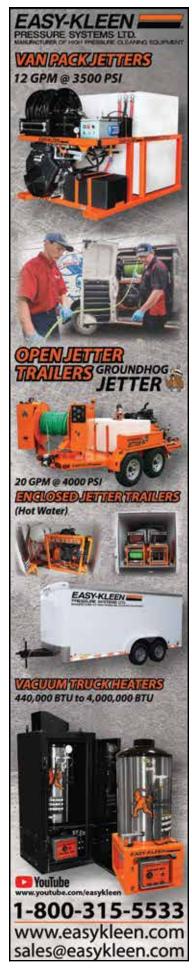
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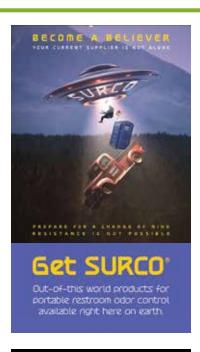




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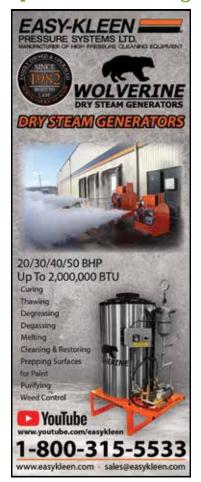






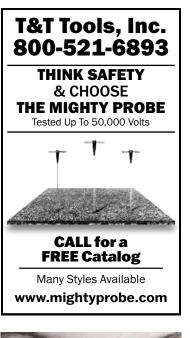
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2017 Hino, J08E-VC, diesel, 208k, auto trans, under cdl, AC, cruise, Amthor flat tank and lift gate, 800/400, 10 pot capacity, Masport HXL75 vac pump, DC10 water pump and hose reel, very clean great running truck. Finance and delivery available, \$42,000.00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



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

PORTABLE SHOWER TRAILERS



2016 Jag (8) head shower trailer, four ladies and four mens, both sides have a common area with a vanity and two sinks. Self contained with a 300 gallon water tank and pump system, two on demand hot water heaters. Heat, A/C and Dakota package. Call 866-883-9538 M-F. (P06)

POSITIONS AVAILABLE

Steve's Septic Service, a local family owned business in McKinleyville, CA, is seeking a full time equipment operator. Benefits include health and dental insurance paid 100% by Employer, cell phone reimbursement, retirement contribution, vacation, and paid holidays. Must be able to pass a DOT required drug test. Must have a clean driving record, and have a valid Class A license. Wage is depending on experience. Please send a resume to info@stevesseptic (P06)

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1993 RD 688. 356,000 mi. 8 speed, newer brakes, clutch, steer tires, new jurop r260 pump, 4,000-gal capacity \$30,000. Truck is ready to work! 330-351-1244. othseptic@gmail. com (P06)

MACK 1998 class 8 septic truck. Priced lower than the 3400 gallon Indiana tank and Massport pump alone. 427 muscle hp. E-7/8 engine. Good rubber. Job site ready. 13-speed Allison trans. Engine brake. Cold start video available with pics. Ad also in May Pumper. diff. lock. Located in Bremerton WA. \$21,995. Call or text Greg 360-689-3119 (P06)



2006 Sterling, 460hp Mercedes. 412k.
10spd trans, Cold AC, engine brake,
cruise, 18k front, 40 rears, double frame,
4,200-gal aluminum tank and NVE 887
vacuum pump, pto driven Jetter, 200'hose
reel, very clean rust free southern truck.
\$39,000.00 Hull's Truck Bodies LLC
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Blower Pump(500 CFM), & 36x24x24
Aluminum Tool Box 6.7 Cummins (300HP)
2500 RDS Allison 33k GVWR Lock Differentials Air Breaks & Suspension Phone:
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2009 Peterbilt 340, Paccar engine, Automatic transmission, 246,000 miles, 4,000-gallon Dragon stainless tank, National pump. \$90,000. 806-548-0420 (P06)



2013 Freightliner M2. Cummins Engine. Water Capacity 3,500-gallons. GVWR 58,000. Mileage 260,572, 1FVHCYCY-8EHFN9161. 561-701-2378 (P06)

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2007 IHC. 2,500-Gallon Tank Capacity. New engine. New Clutch. **\$25,000.00 0B0. 585-356-2759 (P06)**



2003 Kenworth T600, C12 Cat, 10 spd. 4,000-gallon vacuum tank (I am unsure of age of tank), jurrop pump, 2-4inch vac valves, 1-6inch dump valve. All hoses and fittings go with the truck, she is turn key ready to start a business or add to an existing business. I have a lot of pictures and some videos of it running and operating I can send. I am selling a ready to go truck not just a tank. \$60,000.00 0B0. Located in Minot ND 701-720-5880 (P06)



2019 Freightliner M2, 6.7 Cummins Engine, 2500 RDS Allison Transmission, NEW 2100-gallon Steel tank, NEW Battioni Balllast 11000, Call Hayden Evans 501-388-9464 (P06)

3,000-gallon tank in good condition. Has a 3in vein vacuum pump excellent condition. 1993 Cab over Freightliner new front tires. Runs good. Contact Kenneth Edwards. 661-340-9528 (P06)

2011 International TranStar 8600 Pump Truck, 3000 Gallon Thompson tank & in excellent condition ready to work. 117,441 miles, CA TRUCK. \$55,000 OBO CALL JOE 760-703-0714 OR vyspoo1316@gmail. com (P06)

Coming in May! 2024 Peterbilt 548 cab & chassis with 4,000 gallon, Aluminum tank & NVE 887 pump package Stock #14150. www.VacuumSalesinc.com, (888) VAC-UNIT (822-8648). (PBM)

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2009 Peterbuilt with a Cummins 410hp motor. Eaton Fuller 10spd transmission. 3,600 gallon waste aluminum tank, with a fruit land pump. 6" discharge with 4" loading valve. Everything works as it should, new tires and brakes. Tank and rims are all freshly polished and truck is very clean. All hoses do come with the truck as well as any surplus maintenance items (oil filters, fuel filters).

PRICE: 68k obo Ready for work! Call 517-546-2268 (P06)



1995 Ford f800 truck 8.3L Cummins 8LL trans 14k front 40k rears Decent rubber 205000 miles Truck runs, drives, stops. 3,000-gallon Pressvac steel tank. New valves Demag Wittig pump Very strong/ in good shape. \$21,950. Please call for more photos 508-660-1300 (P06)



Selling this 2003 immaculate Volvo vacuum truck, Volvo diesel with a 10 speed, only 41,000 original miles..very clean, double frame, no rust, 3000 gallon tank on a hoist with full opening rear hatch, tires very good, drive it home or I can haul it for a fee.. needs vac pump and hydraulic levers, truck is located in Southern, WI..asking 39,900..serious buyers only please call 608-558-0870. (P06)



2001 Mack CL700, 8ll transmission, 338,419 miles Transway pump, front lift tank, runs great asking \$59,900.00 0B0 (866) 720-4999. (PBM)



2002 International 8100 Tractor with N.V.E. Vacuum Pump. Moveable 5th Wheel, DT530-270,000 Miles, 275Hp, Eaton-Fuller 9-Speed, N.V.E., 607 Pro, Liquid Cooled (Continuous Duty), 380 C.F.M., P.T.O. Driven. NO RUST ON CAB OR CHASSIS, NO D.E.F., New Fuel Tanks, NEW rear Tires (not re-caps) G.V.W. 30,000 POUNDS. I hauled a 4,000-Gallon single axle vacuum trailer with it. Very Maneuverable! Cheap Registration, NO Federal HEAVY ROAD TAX with a tractor trailer unit. Better for light Bridges. Call with questions. 978-473-4510 (P06)



2014 348 Peterbilt. 4,000-gallon Imperial tank. Masport Pump (new vanes). \$110,000. Email reid@a-1evans.com (701) 340-7780 (P06)



2024 Peterbilt 548, 4,200-gallon carbon steel tank, NVE 4310 Blower, custom add-ons available, give call Hayden Evans 501-388-9464 and email at hayden. ironvac@gmail.com (P06)

2018 Chevrolet 4500 cab & chassis with a 600 U.S. Gallon, aluminum tank with Masport pump and a Rear flatbed with lift gate. Stock# 8446V

www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648). (PBM)

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

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)



2001 Mack, E7 400 h.p, 230k miles, 8LL trans, jake, cruise, double frame, 18 front, 44 rears, 20k lift axle, camelback suspension, 4200 gal tank and Masport 400 vac pump, runs great, in good condition. \$27,000.00 Hull's Truck Bodies LLC 740-820-5338 (P06)



(2) Trucks For Sale! #1). 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. New rubber
all around, huge bonus in itself! DOT
Certified. \$49,000 OBO! #2.) 1998 Mack,
4,000-gallon, brand new less than 60
hours on challenger pump, \$48,000
OBO!... Call or Text 719-237-9945.
(P06)

\$750 1988 Ford 8000. Seized 3200 gallon tank Big block 350 Cummings 13-speed Allison transmission. Can be hauled by Goodfellas on trailer. Call for video Greg: 360-689-3119 Bremerton, Washington (P06)

Coming in May! 2024 Peterbilt 548 cab & chassis with 4,000 gallon, Aluminum tank & NVE 887 pump package Stock #14150. www.VacuumSalesinc.com, (888) VAC-UNIT (822-8648). (PBM



2014 Freightliner Cascadia 125 Truck. New 2500-gallon tank, Jurop pump, Detroit DD15 motor, automatic transmission, Cold air, Air ride, 60% rubber on tires, 450,000 miles, \$65,000. 800-721-2774 (PBM)

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003 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)

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2004 Freightliner M2 Pump Truck.
1400-gallon New Tank and Pump, new
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Air Ride, Automatic Transmission 2500
Allison, C7 CAT Motor, Radio, 65% Rubber
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Firm. 800-721-2774 (PBM)

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



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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)

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2021 International CV 515 4 X 4.

New 600 waste/200 fresh slide in tank.
25,000 miles. Still under warranty.

Reese hitch carrier for 2 portable units.
\$90,000.00 Please call Rodney Lane
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2005 Mack Vision - 4100 gallon tanker with inter grated pto vacuum and pressure wash system. Good Working Condition. Stickshift/Diesel -349,629 miles. Asking PRICE \$60,000 - Contact Jorge 305-332-9949 (P06)



2005 Sterling LT7500. 2002715 miles and 5915hrs. CAT C7 diesel engine mated to an Allison 3000RDS. 80GPM -2500psi, 1500 gallon water 15yr debris body. 824018 blower, stainless micro strainer, cold weather recirculator, 600' of 1" hose. \$65,000. Call Steve 248-345-5960 (P08)



2000 Freightliner FL70 Jet Truck. \$9,999 Mercedes 900 with 187,432 miles. 6-speed Manual. 1FV6H6AA6Y-HF90254. Call Steve at 248-345-5960 (P08)



2010 Freightliner M2 Pumper truck. \$25,000. 225,956 miles. 2000 Gallon tank. 8 speed manual trans. **Call Steve at 248-345-5960 (P08)**



2008 International 7600 1HTWYS-BT68J696975, with a CAT C13 and 10 speed manual . 1200 gallon tank, 3500psi, 12yrd debris body, tool package, 940,000 BTU burner, Hibon 8702 27" blower. **\$130,000 Call Steve at 248-345-5960 (P08)**



2017 Freightliner M2. Cummins 6.7 ISB. 79k miles, 26' stake body. 6 speed manual transmission, large aluminum lift gate. Truck is in perfect condition, and has been fleet maintained for its entire life. asking \$60,000. Please contact Jeff at 609-902-5093 or at Jeff. Yasinski@DandWAlternativeEnergy. com (P06)

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2008 F450. Diesel engine automatic with a brand new tank. 4x4. 600-gallon 400/200 **Fabien:720 436 3910 (PBM)**



93 Ford F800 32,000 miles. 2,000 gallon tank. cdl truck **Fabian 720 436 3910. (PBM)**



2021 International CV 515 4 X 4.

New 600 waste/200 fresh slide in tank.
25,000 miles. Still under warranty.

Reese hitch carrier for 2 portable units.

\$90,000.00 Please call Rodney Lane
270-832-3793 (PBM)



2009 Hino Diesel 268. New Allison transmission. 2 year warranty 1500/ waste500/water. Masport Dc10 wash down 2 unit carrier. Fabian 720-436-3910 (PBM)



2019 MV607 Int. Cummins, Allison, 155, 500 miles, 500/1500 aluminum tank. TSI Tank Services, Inc.

866-720-4999 (PBM)

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2024 Freightliner 108SD with 4,000-gallon steel tank. Cummins Motor 58,000 GVW 20,000 lift. \$207,000.00 Plus FET Tax. Call Rodney Lane 270-832-3793 (PBM)



1993 f800 32,000 miles 8.3 Cummin auto 2000 gallon Thompson tank with piston pump model J none certified hazmat tank. Fabian 720-436-3910 (PBM)

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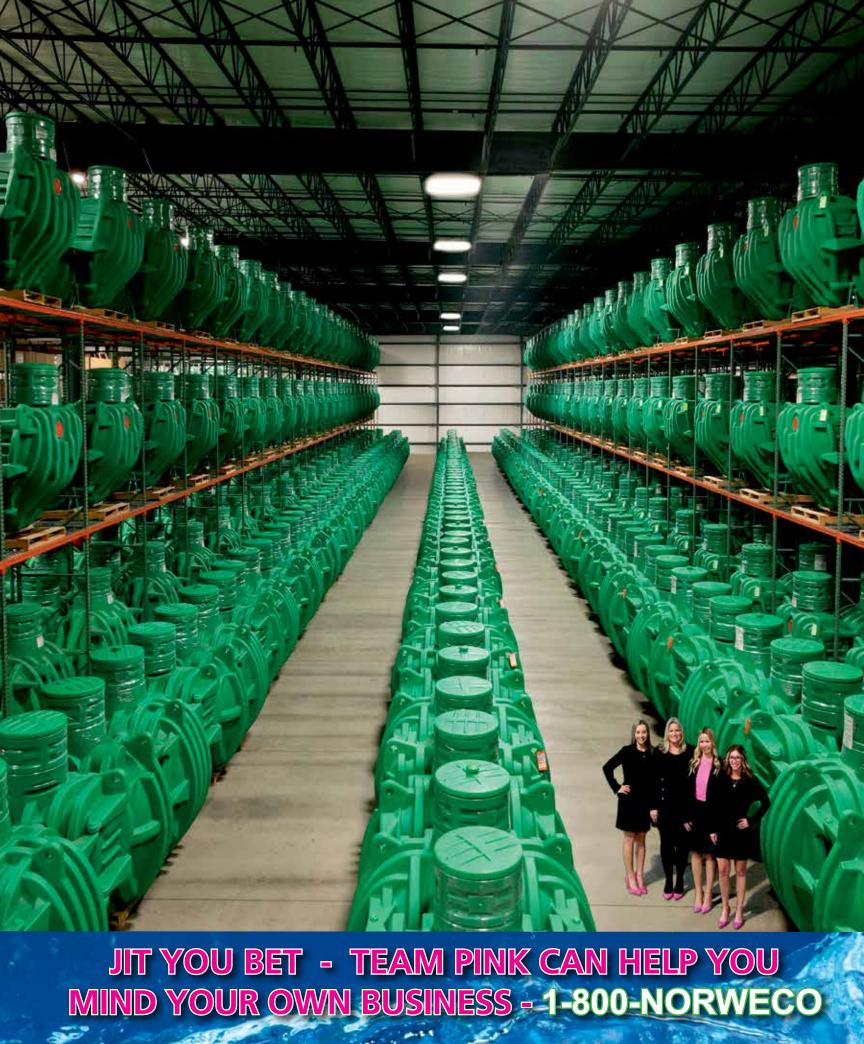
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2024 PETE 567

5000-Gallon Aluminum Vacuum Tank, NVE 4310 Blower, Cummins X-15 500HP Engine



2024 INTERNATIONAL MV607

2500-Gallon Aluminum Vacuum Tank, NVE607 Vacuum Pump, Cummins L9 300HP Engine, 33,000 GVWR



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