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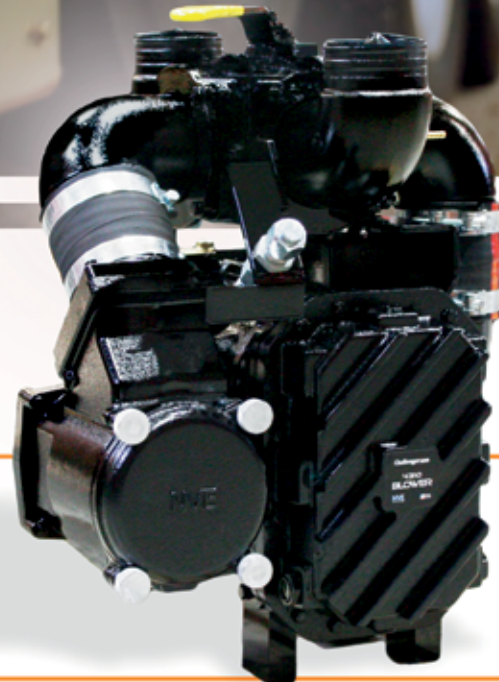
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Global Environmental & Industrial Response has grown quickly since its founding in 2020, providing service to clients throughout Florida and beyond. Luke Castleberry, left, account manager, and Jeff Crissom, Ft. Lauderdale branch superintendent, are shown on a job site with a Guzzler truck in the background. (Photo by Steven Martine)

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

Jim Kneiszel
Editor

I've Heard That One Before

Listen for these four common customer callouts and be prepared to respond to them effectively

By Jim Kneiszel

When you ride in the driver's seat of a pumper truck, you meet a lot of people. And the vast majority of them are great customers. They trust your expertise and judgment when you pop the tank lid. They will listen and heed your advice about proper care of their septic system. They don't balk when they're handed a bill.

But every once in a while, Joe Homeowner will present a "customer service challenge," to put it in charitable terms. Maybe they never wanted to have to call you to fix a frustrating issue with their wastewater system. Perhaps their mindset is always that goods or services are too expensive. It could be that they believe your every suggestion is an opportunity to round up the invoice and they're skeptical.

Most customers defer to your hard-earned knowledge. But some of them believe they know more about wastewater than a trained professional who provides this service every day and has seen every situation that leads to required maintenance or system failure.

These are the customers you need to turn around and get on your side. You are paid to pump, but sometimes — for good or for bad — your job is encouraging an attitude adjustment with argumentative folks. You must put down your hose and become an educator, a psychologist, a trusted adviser. But why should you have to do this?

BITE YOUR TONGUE

At online wastewater forums, I have read the responses of exasperated pumpers who are tired of dealing with difficult customers. They talk of secretly wanting to snap back at the occasional backyard buffoon who wants to supervise the septic service call and chisel away at the bill when it comes time to pay. Oftentimes the pumper, letting off some steam in an online post, says he wants to threaten to return the load he just pumped back into the customer's tank.

Of course, this reaction would be unproductive, to say the least. To not show patience with your customers and answer all of their questions or inane statements about septic systems is to risk hurting the reputation of your company and turn away repeat business. This is the bane of everyone who works in the trades as a service provider, actually.

It can become a frustrating exercise to constantly provide clear explanations of necessary work. But that is part and parcel of quality

➤ It can become a frustrating exercise to constantly provide clear explanations of necessary work. But that is part and parcel of quality customer service — and ensures that septic systems provide trouble-free service over the long haul.

customer service — and what encourages positive Google reviews, neighbors recommending you to neighbors, and ensures that septic systems provide trouble-free service over the long haul.

DIPLOMATIC AND SYMPATHETIC

To help you build more positive relationships with prickly or simply uneducated customers, I have assembled a list of four common statements you hear while standing around an open tank with the homeowner — and how you might respond in a way that brings them around to your way of thinking.

"Why does it cost so much? Another guy said he'd do the job for half that."

Response: Here are my itemized expenses, allowing for a profit that provides a living wage for my crew. If you still think it's too expensive, you're welcome to hire the other guy.

Many homeowners don't understand the many costs you incur to come out and pump their septic tank. They may be surprised to learn the dumping fees you pass along could make up one-third of the total bill for service. They probably don't understand the purchase, fuel and maintenance costs for your vacuum truck and that it takes many service calls per month just to put and keep your truck on the road. The fuel alone to drive to their homes, idle while pumping and driving to the treatment plant could easily reach \$50. Tires, tuneups, breakdowns, rebuilding pumps, replacing hoses, all these erode your profit margin.

Add to those hard equipment costs that you need to carry insurances, stay up to date on your professional licensing, pay utilities and mortgage on your shop, and set aside enough to pay your crew, your office staff and

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cover associated employment taxes. This is physically demanding work that requires training and experience to do correctly, and nobody — including your customers — would want to work for free. A detailed accounting like this should make customers realize your septic service is priced fairly and their money is well spent.

“My dad always said that as long as it’s working, you don’t need to pump it.”

Response: I’m sure your father imparted much great advice to you. But this is incorrect.

Dad meant well, but is he really a decentralized wastewater treatment expert? Likely not. Gently explain to the customer that it’s important to consider who you are taking advice from when it comes to caring for one of the most important and expensive household systems. It amazes me that many people are quick to latch onto the false concept that septic systems do not require any maintenance at all. What other system in your house never requires inspection, repairs or upgrades?

To reinforce the need for periodic inspection and pumping of septic tanks, turn to your county or state’s onsite system regulations and recommendations from noted industry professionals. Tell customers about the general 3-to-5-year rule to have you check that their system is functioning properly and pump the sludge at recommended intervals. Offer to show them the sludge level before and after pumping. Explain the cost of replacing a failed system versus keeping their existing system shipshape. Tell them that, indeed, onsite wastewater treatment can be a bargain when compared to paying a monthly municipal sewer bill.

“We don’t flush wipes/condoms/feminine hygiene products (or you name the foreign object).”

Response: I’ll show you that you do — and here’s why it’s a bad idea.

Pumpers have told me that customers deny using so-called “flushable” wipes, even as they fish giant wads of these woven materials out of the tank for proof. Finding any of these foreign objects in the tank can be an embarrassment to the homeowner in the first place. And it can be upsetting to learn how detrimental wipes can be to the health and maintenance of a septic tank. So the key is to educate and be careful not to make your customers feel stupid when you discover these things.

My opinion is that the wipes crisis our industry faces is partly due to a misinformation campaign by manufacturers of these products. They want to extoll the many virtues of wipes and not worry about the problems they cause to consumers’ plumbing and wastewater systems. Sure, I guess you could argue that wipes are flushable. But more importantly, what happens to the wipes after they are successfully flushed from the toilet? They wreak havoc.

Your message on flushability should be plain and simple. The only things that should enter the septic tank are human wastes and bathroom tissue. Period. Every other product used on or around the toilet goes in the trash bin. Should you encounter a clog of wipes, offer to show the customer what it does to their tanks and your equipment. If you can illustrate the problem, it is less likely to happen in the future and you will be saving both your customer and your service technicians a lot of grief.

“Just do the bare minimum to save me money.”

Response: The bare minimum does not save you money in the long run.

Of course, nobody wants to spend more money than necessary to maintain their septic system. Wastewater treatment is something people take for granted and they take no joy in spending a buck to prevent septic issues — even though they get quite panicky if the system stops working. Understandably, the average consumer would rather buy a new car, go on a European vacation or send their kids to college than replace a septic system. However, if you see maintenance or repair opportunities that will head off a system failure in the future, it’s important to lay that out for the customer.

A good example of work that would not be considered “the bare minimum,” but would be a worthwhile investment is adding a quality riser and lid to bring access to the ground surface. It might be viewed as an upsell by the customer, but explain how a cost like this can save money over the life of the onsite system. Next time you inspect the tank, you won’t have to cause a mess digging up the buried access lid. You will never again have to charge a shovel fee. The riser and lid may bring the system into compliance with changing regulations and it will make it easier to increase the inspection frequency to better gauge tank usage.

Consider other smart upgrades that will extend the useful life of the customer’s system: outlet filters, inspection ports, landscaping to remove the threat of tree roots, new control panels or tank alarms. Do not be afraid to outline these improvements to the most cost-sensitive customers. As a trained professional, your suggestions can save homeowners money and improve system performance. **P**

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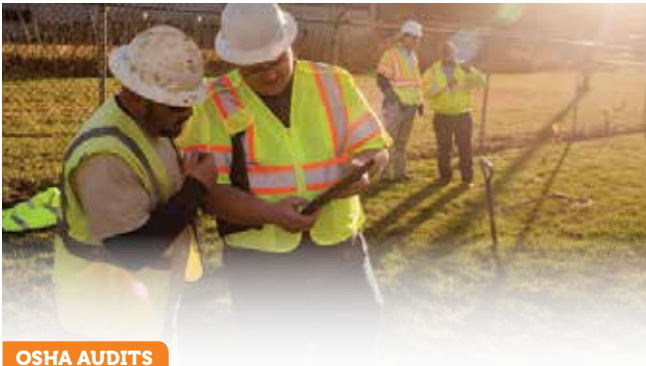
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Keeping Maintenance in Mind

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Vacuum Truck Customization

When a business is hampered by scarce labor, efficiency takes on an even greater importance. That's why Ray Purcell — co-owner of Dumas Pumping Service in Dumas, Texas — customizes his septic service trucks with features both big and small to maximize productivity.

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WE'VE GOT

A Florida company provides a wide variety of environmental and industrial services locally as it develops an international reputation for specialized services

By Peter Kenter



Global Environmental & Industrial Response was launched in Bartow, Florida during the tail end of 2020 with a desire to provide environmental and industrial services to the Florida market. The enterprise has succeeded beyond its founders' expectations, expanding its service footprint globally and growing to a \$24 million company this year.

The company was founded by four majority owners, Todd Stepp, Steve McLaren, Tom Putnum and Chris Sappington. Both Putnum and Sappington are working team members involved in the company's day-to-day operations.

"The owners felt that although the environmental market in the state was adequately served, they could bring a greater focus on service to the industry," says Nick Soucy, director of business development with Global. "But they also believed that the industrial side of the market was underserved and they intended to use that market as the basis to grow the business."

STARTING SMALL

The company launched operations with three employees, a Guzzler industrial vacuum loader and a handful of personal pickup trucks. In the interim years, the company's business office moved to nearby Mulberry, retaining its Bartow home base. Global opened new offices in Tampa in 2021 and Fort Lauderdale in 2023. The company now employs a workforce of 140.

Global's work runs approximately 30% environmental and 70% industrial — in-plant services and agricultural enterprises usually scheduled around plant maintenance breaks. The main service categories offered by the company are hydroblasting and vacuum services; environmental cleanup and waste transportation and disposal; sulfuric acid tower maintenance and neutralization and catalyst screening and handling.

Clients served by Global include utilities, municipalities, mining companies, phosphate and fertilizer plants, chemical plants, food and



Several pickup trucks and a Guzzler truck are on the site of an industrial services job at a waste-to-energy facility completed by the crew at Global Environmental & Industrial Response. (Photos by Steven Martine)

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NICK SOUCY



Global Environmental & Industrial Response, LLC

Mulberry, Florida

beverage plants, pulp and paper mills, manufacturing plants, oil and gas wells and refineries, automotive manufacturers, consultants and engineers.

Guzzlers are used in industrial and vacuum excavation applications for the company.

“We also do a lot of liquid vacuum truck pumping,” Soucy says. “This includes monitoring wells, pumping out chemical tanks, cleaning out petroleum tanks, industrial cleaning and handling, transportation and disposal of hazardous and non-hazardous bulk waste. There’s also line jetting.”

Some of the company’s work involves one-off contracts, but some Global crews service the same industrial plants for their entire work week, 52 weeks per year.

EMERGENCY RESPONSE

The company also offers rapid emergency response for spills, biohazard service, decontamination service, vessel recovery for marine disasters and other environmental emergencies. Many of those emergencies involve in-plant response to

OWNERS: Steve McLaren, Tom Putnum, Chris Sappington, Todd Stepp

FOUNDED: 2020

EMPLOYEES: 140

SERVICES: Industrial vacuum service; environmental services; hydroblasting; waste transportation and disposal; phosphoric acid neutralization; sulfuric acid tower maintenance and neutralization; and catalyst screening and handling.

SERVICE AREA: Florida, continental U.S., Canada, Mexico

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► Pumper PROFILE



Supervisor Harry Castillo and technician Donovan Carley set up a 10,000 psi NLB hydroblast unit during a job at a waste-to-energy facility.

A Guzzler truck was employed to perform hydroblasting. Earl Reid and Marcos Souza, of Global Environmental & Industrial Services, are shown working at the site.

chemical or petrochemical spills, from dry material to liquids and sludges. A smaller number of emergencies involve other spills, such as highway incidents, septic overflow, and even nonhazardous materials that have spilled from overturned trucks, or a damaged industrial bulk bag pierced by a forklift. Emergency staff are on call 24/7 with teams rotated onto the emergency roster in turn.

“It’s unusual for two days to go by without at least one call for emergency spill response,” Soucy says. “We always say that we’re the guys you never want to call, but when you do call, we’ll respond in a hurry.”

Global is frequently contracted for debris and spill removal following storms, with crews ramping up to as many as 80 people. Following a hurricane, for example, the company offers waste and debris cleanup and disposal, gas and chemical spill response, vacuum truck and hydroblasting services to help plants recover from the storm, environmental remediation and sewer drain cleaning.

Global established a mobile command center in 2021 to provide on-site coordination. It’s a 53-foot trailer converted into a mobile office, which is transported by truck to disaster and other sites.

“Following Hurricane Idalia in August 2023, for example, we worked all over the northern part of Florida into south Georgia removing 350 tons of spoiled food from big box stores,” Soucy says. “That contract lasted a full week.”

In another incident in 2023, Global responded to a call from Florida Highway Patrol, when a 120-gallon diesel oil spill shut down traffic on a state highway.

“The oil got all over the asphalt and into the median,” Soucy says. “We cleaned up all the diesel fuel and then did a 6-inch scrape of the soil in the median.”



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NICK SOUCY

Global offers a dozen vacuum trucks. These include: a 2019 Peterbilt with a 3,000-gallon steel tank and Presvac pump from GapVax; a 2020 Peterbilt with a 3,200-gallon stainless steel tank and Whispair/Presvac pumps, built out by Presvac; a pair of 2020 Peterbilts with 3,600-gallon stainless steel tanks and Ingersoll Rand pumps built out by Keith Huber; a pair of 2020 Peterbilts with 3,600-gallon steel tanks and Ingersoll Rand pumps built out by Keith Huber; a 2016 International jetter with 1,500-gallon steel tank and Whispair pump, built out by Vac-Con; and a



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► Pumper PROFILE



Global Environmental's most recognizable truck is a monster

It's not every day that you can find the logo of an environmental company splashed across a modified 1957 Chevy on 66-inch tires. But sponsorship by Florida's Global Environmental & Industrial Response saw the popular Avenger monster truck sporting Global's green and blue color scheme.

The Avenger, driven by Jim Koehler, serves as the flagship truck for Team Scream Racing of Columbus, Michigan. The truck has made appearances at trade shows and the competition circuit, and even strutted its stuff at the Monster Jam in Orlando.

The Global Avenger proved so popular that 1:64 replica toys were released by toy company Spin Master as part of its official Monster Jam series. A two-truck edition for the 2023 Monster Jam features the Global Avenger squaring off against Grave Digger, one of the flagship trucks of the series.

"We love being able to give out Global Avenger monster truck toys to our top clients," says Nick Soucy, director of business development and proposal with Global. "But being part of a two-pack with Grave Digger, one of the most popular trucks in the circuit, is considered an honor by fans."

▲ Global Environmental & Industrial Services workers Earl Reid, Marcos Souza and Dwayne Jones coordinate on a hydroblasting job in Florida.

◀ Sponsorship of the Avenger Monster Jam car from Team Scream Racing has brought Global Environmental & Industrial Response a lot of name recognition, and these Monster Jam miniatures make great gifts for the company's customers. (Submitted photo)

2021 Peterbilt with 3,200-gallon stainless steel tank and Presvac pump, built out by Presvac.

The current fleet of Guzzlers, built by Guzzler Manufacturing, includes: a pair of 2023 Internationals with 3,000-gallon steel tanks and Guzzler Liquid Ring vacuum systems; and a pair of 2024 Internationals with 3,600-gallon stainless steel tanks and pumps by Guzzler and Ingersoll Rand.

WORKFORCE DEVELOPMENT

Finding top employees to fill company vacancies remains a priority. Global hosts local job fairs and advertises heavily on social media to secure qualified workers.

"At the entry level, we're simply looking for someone who is competent, ready to work and willing to put in long hours," Soucy says. "We're not a bunch of Ph.D.s here. We provide the tutelage and the training so they can be rewarded for safely providing a skilled service."

Soucy also entered the environmental service industry in 2000 at an entry level.

"I walked in not knowing a thing, but I found two solid mentors and asked about anything they were willing to teach me," he recalls. Moving up the ranks at Global similarly requires team members to take the initiative to learn about the scope of work offered by the company and to develop exemplary customer service skills.



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“They need a great work ethic, understand what it is to be on time and achieve benchmarks on projects,” Soucy says. “Issues arise on this type of work, so they need a capacity to troubleshoot and communicate effectively with the customer.”

The company’s safety training program is rigorous, including first aid, CPR, Occupational Safety and Health Administration 30-hour training, hazardous waste operations and emergency response, hazard communication, confined-space entry and aerial lift safety.

Global takes this one step further with a commitment to transparency through third-party compliance service providers ISNetworld and Avetta.

Through portals provided by these services, customers and suppliers are given full online access to the company’s: health, safety, and environmental questionnaires; insurance certificates; OSHA forms; experience modification rate; written health, safety and environmental programs; training information; reports of hours and incidents by month; and cybersecurity information. ISNetworld clients are rated anywhere from a top grade of “A” to “F.” Global currently has an A rating.

“Some of our larger clients need to see this information as a condition of establishing a contract with them,” Soucy says. “But we feel it’s worthwhile to let everyone know that our safety and compliance record is vetted by an outside party.”

The company advertises heavily and maintains a consistent presence at trade shows. One of the company’s more interesting promotions involved sponsorship of a truck in the monster truck circuit.

“The growth we experienced in 2022 was an exciting period for the company,” Soucy says. “Right now, we’re a \$24 million company. We feel as though we’re ready to bust through that next level of growth. But we want to make sure that we don’t expand the scale of the business too rapidly.”

Part of the plan involves solidifying the markets at each of the Florida locations. With environmental work increasing, Global is seeing enough customer requests to support the purchase of at least another pair of vacuum trucks.

“We’re mindful that Florida is our home for environmental services,” Soucy says. “At the same time, we’re working to expand our international brand. Global was never just a name — it’s always represented our ambitions.” **P**



Among its 600 portable restrooms are five trailers that carry two restrooms and a hand-wash station. The units from Satellite Industries are used mostly by highway crews in the Texas Panhandle.

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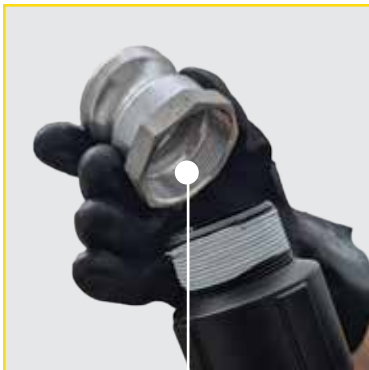
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Sara Heger, Ph.D.
Contributor

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

Should You Add O&M to the Menu of Services?

With crowded subdivisions and more complex onsite systems, routine service and monitoring are a greater need for your septic service customers

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

An onsite wastewater treatment system operation and maintenance service provider is a professional trained in the O&M of onsite wastewater treatment systems. It may involve cleaning of septic tanks, but goes much further into evaluation of both conventional and advanced systems.

More and more regulations are distinguishing this profession as it requires advanced knowledge of the operation, required evaluation and troubleshooting of the wide range of technologies. In addition to regulatory requirements, some funding institutions are requiring a Responsible Management Entity be in place to ensure systems supported by local or federal funds are being properly managed after installation.

O&M is essential to the long-term performance of onsite wastewater treatment technologies. All system components require maintenance. O&M service visits can provide early detection of problems that could result in malfunction of onsite wastewater treatment systems if left uncorrected. Early detection makes it possible to take remedial action before a system becomes a public health hazard, a detriment to the environment or a liability for the homeowner.

Workers take samples from a Nibbler aerobic treatment unit (Aqua Test) at a system serving a state park.



➤ O&M service visits can provide early detection of problems that could result in malfunction of onsite wastewater treatment systems. ... Early detection makes it possible to take remedial action before a system becomes a public health hazard.

The O&M professional may be self-employed or employed by an O&M service company or RME. The O&M professional performs a variety of services for the end user (system owner) that include:

- Assessing the onsite wastewater treatment system to determine operational status.
- Performing routine activities required to keep the system operational.
- Responding to emergencies in a timely manner.
- Collecting and recording information regarding operational status of treatment components and recommending timely maintenance, replacement or pumping of various components as required.
- Monitoring system performance through collection and analysis of effluent samples when appropriate.
- Reporting system operational status and/or system performance to homeowner, regulatory community and others.
- Serving as an informational resource for the homeowner.
- Troubleshooting components not performing as design/prescribed.

One question that arises is how often O&M is needed. The frequency required is related to the complexity of the treatment process, system reliability and the quality and quantity of wastewater loading. However, monitoring frequency is also determined based on public and environmental risk. Maintenance frequency is determined by the risk of failure due to site- and watershed-scale factors as well as by performance requirements.

Monitoring frequency is typically mandated by code or regulation. A



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SEPTIC DETECTIVE

system constructed on a site with a higher risk rating would not be expected to have the same monitoring frequency as a system on a site with a lower risk rating. The system operating permit sometimes requires the homeowner to maintain a current service agreement with a local O&M service provider.

System complexity and the risk to public health and environment are directly related. As system complexity increases, environmental consequences of improper wastewater treatment increase. Generally, the site is assessed for its ability to provide effective wastewater treatment in the soil. Sites with deep, well-drained soils can use a septic tank for pretreatment and a trench distribution system for final treatment and dispersal.

The soil provides most of the treatment, and the system operation is relatively simple. As the depth of available treatment soil on the site decreases, the system requires either additional pretreatment components to reduce the contaminants in the effluent prior to dispersal or a different type of distribution technology. As the depth of well-drained soil decreases even further, the complexity of required pretreatment and distribution technologies increases.

A system directly discharging wastewater to a water body poses the greatest risk. Even though disinfection is generally required, most of the treatment occurs in the pretreatment components. The effluent then leaves the system via saturated flow directly to the surface, without the added treatment from the soil treatment system.

The second highest level of risk is associated with surface distribution.



▲ Brian Koski of Septic Check, adjusts a component on a commercial system (Infiltrator ECOPOD) at the University of Minnesota Cloquet Forestry Center.

The potential for human contact with effluent increases because effluent is applied on the ground surface. Dispersal of wastewater and nutrient uptake still occurs in the soil; this therefore provides some treatment. Soil-based systems have the lowest risk since the effluent is designed to prevent human contact with the effluent.

Development density is another parameter used to establish the relative risk for a site. A site of one acre or less in a subdivision, where all facilities are served by onsite wastewater treatment systems, has a greater risk than one facility on several hundred acres of land. The potential for contaminant loading is greater for the subdivision of small lots compared to single facilities on large tracts of land. The increase in risk of human exposure to wastewater and environmental risks caused by developmental density should lead to an increase in O&M frequency.

System performance is directly affected by the quantity of wastewater being treated relative to the design capacity of the system. Systems perform best if the actual average daily flow is less than 70% of the design capacity. If the actual average daily flow is greater than 70% of design capacity, peak flows likely exceed design capacity. Therefore, the system is operating in a mode where greater attention will be needed, and the number of O&M service visits should be increased. If the load averages more than 70%, the treatment system can be augmented with additional components, such as a flow equalization tank and a timer. This flow equalization tank and timer will assist in limiting the risk of hydraulically overloading the following treatment components. Treatment components used prior to a flow equalization tank must be adequately sized to accept and treat peak flows.

The expansion of the onsite wastewater treatment industry combined with the integration of management has created an opportunity for professionals entering the market. Expanded services are needed due to the increasing use of systems that require routine O&M service visits, the increasing number of systems being placed near one another, and more stringent performance requirements set by regulatory authorities. The demand for services has resulted in a greater number of people entering the profession and a need to standardize the services offered.

In 2005, the Consortium of Institutes for Decentralized Wastewater Treatment developed a manual and training resources for training service providers. The National Onsite Wastewater Recycling Association, in partnership with the Rural Community Assistance Partnership, is currently updating these materials. The end products will be available to anyone interested in providing education regarding and will be available via online training. See nowra.org/education/ for more information. **P**

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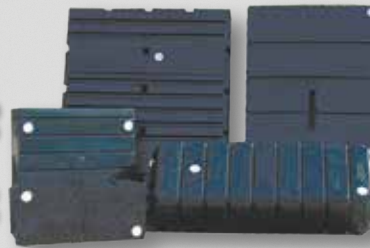
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Your Pumper Is Injured on the Job? Perform an Accident Investigation

A thorough review of workplace incidents will help prevent future accidents and demonstrate your care about the safety of your crew

By Joan Koehne

Nearly all job site injuries and fatalities are preventable. According to John Brengosz, loss control consultant for R&R Insurance in Waukesha, Wisconsin, a good way to prevent workplace accidents is to determine the underlying causes and correct them. This requires a thorough incident investigation by the team at your pumping company.

“Ideally, we would want to prevent somebody from getting injured. But at the very least, we want to learn from an injury so it doesn’t happen again and again,” Brengosz says.

RESPONSE STRATEGY

The Occupational Safety and Health Administration encourages businesses to investigate all incidents that result in injuries, plus close calls in which workers escape injury. Companies are required to notify OSHA within 24 hours when incidents involve an amputation, loss of an eye, or admittance to a hospital.

Conducting a thorough incident investigation requires forethought. Injuries can occur at the most inconvenient times, so companies should prepare an incident-response strategy in advance. Brengosz recommends developing several topic areas and questions based on typical types of injuries suffered on the job. Using this list, you are prepared to gather information, even in hurried or stressful situations.

In addition to this list, companies should also fill out a standard incident investigation form. The form should include the injured employee’s name, time and date of the incident, department, and description of the incident.

“We don’t need to know the [employee’s] birth date, the hire date, or the rate of pay, for it has nothing to do with how this person got hurt,” Brengosz says. “We wasted a whole bunch of time just filling in boxes, and we haven’t even gotten to the investigation.”

QUESTION WITNESSES

Brengosz recommends investigating an incident as soon as possible after medical care is provided, but while events are still fresh in the minds of the people involved. “You have to go out and talk to people and look at the scene as soon as you can,” he says.

In addition to interviewing the worker involved in the incident, investigators should also interview witnesses.



“It’s good to get their unfiltered description of how they were injured in case the story changes two years from now when we’re at a workers’ comp hearing.”
– John Brengosz

“I rarely see any witness statements when reviewing completed investigations,” Brengosz says. “Maybe it’s a case that, ‘We’ve had enough.’ By the time we talk to the injured party, we think we’ve already ‘wasted too much time on this’ and just want it to be done. I understand that. I don’t like it, but I get it.”

A supervisor or lead person should complete the investigation report, not human resources personnel or a safety committee, Brengosz says. “Those [HR and safety] folks can answer questions or help that person do the investigation, but it really should be the supervisory person to take responsibility for the injury and the fix,” Brengosz says.

TALK TO INJURED PARTY

In addition to answering the supervisor’s questions, injured employees should write their own version of the incident as a standalone document. “It’s good to get their unfiltered description of how they were injured in case the story changes two years from now when we’re at a workers’ comp hearing,” Brengosz says.

Realistically, the supervisor’s and employee’s descriptions of the incident should be a close match. “If not, you have to go back to the drawing board, and there’s more work to do,” he says.

Investigations can be tricky if the injured employee or the supervisor broke a safety or operational rule. They won’t necessarily jump in and admit it. “The best way to address that is to have other people reviewing the completed reports,” Brengosz says.



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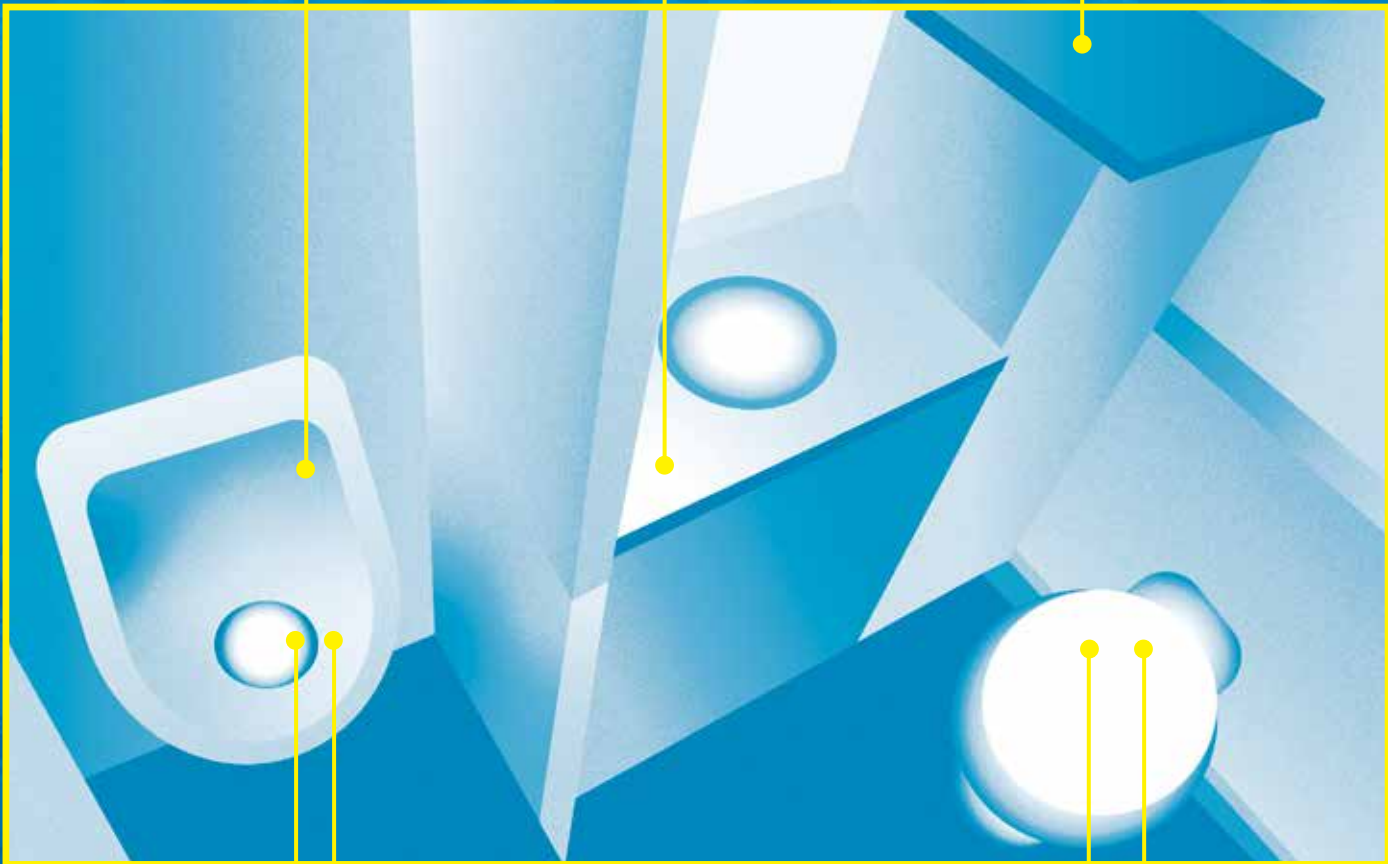
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A TACTFUL APPROACH

Bregosz advises taking a friendly approach when conducting an incident investigation. "It's way more effective if the supervisor can make it a conversation and not an interrogation," he says.

He also suggests recording interviews, as long as the employee agrees to being recorded. A recording allows for a free-flowing conversation. It also creates an audio file that can be reviewed by others in the future. The conversation should begin with the employee describing what occurred. Afterward, the interviewer can ask questions and gather details.

"If you're just talking to them and having a discussion and asking questions, you don't have to spend all this time writing things down and potentially missing important things that they're saying," Bregosz says, referring to the benefits of a recorded interview.

He recommends using a tone of voice and mannerisms that invite employees to open up. "Go in with the attitude of 'We're not doing this to trap you. We're really doing it to find out what happened,'" Bregosz says.

Avoid sarcasm, blame and threats. Instead, investigators can encourage collaboration by asking employees for solutions: What are your ideas to prevent this from happening again? "That gives them a chance to weigh in, too," Bregosz says.

If investigators don't think employees are being completely truthful, Bregosz recommends revisiting the facts. "If the story changes, use tact and try to clear that up," he says.

INVOLVE ALL PARTIES

In addition to filling out reports, investigators should take photos and videos to document the conditions at the work site.

Once the initial investigation concludes, the next step is a management incident review involving a meeting including the injured employee, supervisor, a safety committee rep or human resources rep if the company has these, and a high-ranking manager or owner of the pumping company.

"I'm a huge fan of letting top management see those reports so they know what's going on and also what we're doing to stop the constant repeat of the same injuries," Bregosz says. "I think it's important for people working for your organization to know that you're diving into this stuff and solving it."

After reviewing the incident together, management should discuss what changes and training need to occur. The final step in the investigation process is to learn something from the incident and take corrective action.

"Don't complete these reports, throw them in a file, and never let them see the light of day again," Bregosz says.

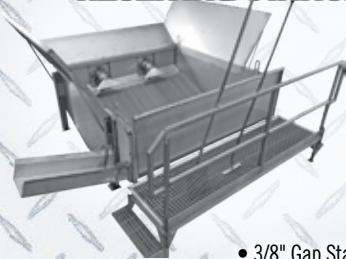
Although it's easy to blame an incident on carelessness or failure to follow a rule, but it's better to determine the underlying causes to prevent further incidents. "It's very common for me to see an organization that has all sorts of injuries related to lifting and material handling. I will ask them, 'Hey, do you do training on material handling, lifting, use of hoists, etc.?' " Bregosz says.

SHOW YOU CARE

Preventing incidents from happening is a key to productivity and job satisfaction. A safe workplace also saves a company money. Accidents can be costly. Bregosz estimates companies paying \$1,000 for a workers' compensation claim actually pay double in other "hidden" costs.

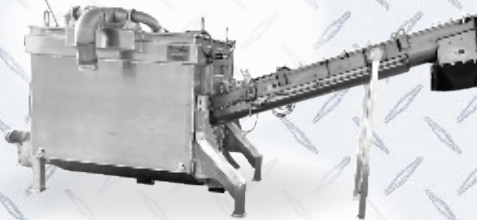
Companies can demonstrate their commitment to health and well-being by maintaining a safe workplace, prioritizing safety training, and thoroughly investigating incidents. **P**

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Patent Pending

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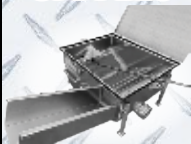


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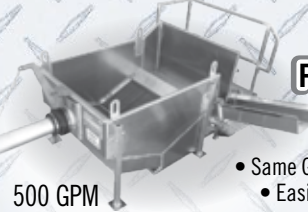
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2024 Vacuum Excavation Directory

Model	Style	Type	Debris Body Capacity (cu. yards)	Debris Door (dimensions)	Debris Door (dump angle)	Water Tank Capacity (gal)	Standard Water Pump (gpm & psi)	Standard Blower (hg & cfm)	Filtration Type
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 <p>GapVax 575 Central Ave. Johnstown, PA 15902 888-442-7829 • 814-535-6766 f: 814-539-3617 www.gapvax.com inquiry@gapvax.com</p>	VHX	Chassis	Hydro	7.5	Full opening	50 degrees	750	13 gpm 3,000 psi	28" hg 4,000 cfm	Wet/dry
	HV55 HydroVax	Chassis	Hydro	12.5	Full Opening	50 degrees	400 - 1,400	5 - 40 gpm 2,000 - 5,800 psi	28" hg 5,250 cfm	Wet/dry
	HV57 Series Air Mover	Chassis	Air	17	Full Opening	50 degrees			28" hg 5,200 cfm	Wet/dry
	MC Series Combo JetVac	Chassis	JetVac	5 - 13	Full Opening	50 degrees	500 - 2,000	80 gpm 2,000 psi	18" hg 4,500 cfm	Wet only


 <p>Guzzler Manufacturing, Inc. 1621 S Illinois St. Streator, IL 61364 815-672-3171 www.guzzler.com sales@guzzler.com</p> <p>See Ad - Page 15</p>	Guzzler Guzzcavator	Chassis	Hydro	16 or 18	3/4 or Full	50 degrees	600 or 1,300	10 or 20 gpm 2,500 psi	27" hg 5,250 cfm	1st Stage: Radial Diversion Wing, 2nd Stage: Cyclone Baghouse Chambers 3rd Stage: Prefilter 4th Stage: Microstrainer Sixty 70" bags provide a 9.94-to-1 air-to-cloth ratio
	Guzzler CLE w/air excavation package	Chassis	Air	18	3/4 or Full	50 degrees			27" hg 5,250 cfm	1st Stage: Radial Diversion Wing, 2nd Stage: Cyclone Baghouse Chambers 3rd Stage: Prefilter 4th Stage: Microstrainer Sixty 70" bags provide a 9.94-to-1 air-to-cloth ratio

 <p>HotJet USA 14773 Heritage Crest Way Riverton, UT 84065 800-624-8186 • 801-545-0777 www.hotjetusa.com sales@powerlineindustries.com</p> <p>See Ad - Page 69</p>	HotJet II Vac 'N Jet	Trailer	Hydro, Jetvac	2.47	48"	110 degrees	330	10 gpm 4,000 psi	650	50 micron - mesh
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Boom Size (ft.)	Degree of Rotation	Offloading Type	Controls Location	Wireless Y/N	Vacuum (CFM/PSI)	Power Source	Compressed Air Flow	Compressed Air Pressure	Accessories Available	Other
22' reach, 15 degrees downward pivot	270	Decant, fully opening tailgate, optional sludge pump	Curbside	Yes	4,000 cfm	Chassis / transfer case driven	200 cfm (optional)		Winterization Lighting Tool Boxes Cabinets	
17' - 25' reach from center of truck	270	Fully open tailgate, decant; optional auger and sludge pump	Driver's side and curbside	Yes	5,300 cfm / 28" hg	Chassis / transfer case driven	200 cfm	200 psi	Winterization Lighting Tool Boxes Racks Cabinets	
Tailgate port-hose; boom optional		Fully opening tailgate; decant; optional auger and sludge pump	Driver's side	Yes	5,200 cfm	Chassis / transfer case driven			Lighting Tool Boxes Racks	
26' reach from center	180	Full opening tailgate; decant; optional sludge pump	Front control box near front hose reel	Yes	4,500 cfm	Chassis / transfer case driven			Winterization Lighting Tool Boxes Racks	
8" diameter	320	Dumping, tilting debris body, optional sludge pump	Curbside	Yes		Chassis			Winterization Lighting Tool Boxes Racks Cabinets	
Optional fixed, extendable, or telescopic boom	320	Dumping, tilting debris body	Curbside	Yes		Chassis			Winterization Lighting Tool Boxes Racks Cabinets	
7'	160	n/a	Drivers side rear	No	650 - 850 cfm	Gas/Diesel	n/a	n/a	Winterization Lighting Tool Boxes	Digger pipe (5') 3" x 12' & 25' hose

2024 Vacuum Excavation Directory

Model	Style	Type	Debris Body Capacity (cu. yards)	Debris Door (dimensions)	Debris Door (dump angle)	Water Tank Capacity (gal)	Standard Water Pump (gpm & psi)	Standard Blower (hg & cfm)	Filtration Type
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 KAISER PREMIER KAISER PREMIER 2550 East Bijou Ave. Fort Morgan, CO 80701 p: 970-542-1975 www.kaiserpremier.com sales@kaiserpremier.com See Ad - Page 11	CV Series	Chassis	Hydro	11-13	96" x 48" half round	19 degree floor	1,800 - 2,250	20 gpm 3,000 psi	28" hg 6,600 cfm	3 stage
	UrbanX	3,000 psi"	Hydro	8	67" diameter	35 degrees	800	10 gpm 3,000 psi	28" hg 2,400 cfm	3 stage


 Presvac Systems 4131 Morris Dr. Burlington, ON L7L 5L5 800-387-7763 • 905-637-2353 f: 905-681-0411 www.presvac.com sales@presvac.com See Ad - Back Cover	Presvac HydroX Mini	Chassis	Hydro	7	Full Diameter Full Opening		800	18 gpm 3,500 psi Adjustable Flow and Pressure	28" hg 2,650 cfm	Cyclone and inlet filter
	Presvac HydroX	Chassis	Hydro	15	78" Full Opening	90 degrees	1,000	18 gpm 3,500 psi Adjustable Flow and Pressure	28" hg 4,000 - 6,400 cfm	Two large cyclones and inlet filter

 RIVAL HYDROVAC Rival Hydrovac Inc. (A division of Summit Truck Equipment Canada LTD) 7690 Edgar Industrial Court Red Deer, AB T4N 3R5 403-347-1400 www.rivalhydrovac.com tim.dell@summitbodies.com See Ad - Page 28	Rival T7	Chassis	Hydro Air Option	7	54" Full Opening Rear Door Two Stage Hoist	40 degrees	800	10 gpm 3,000 psi	27" hg 2,650 cfm	Cyclone and cartridge
	Rival T10	Chassis	Hydro Air Option	10	54" Full Opening Rear Door Two Stage Hoist	40 degrees	1,200	10 gpm 3,000 psi	27" hg 3,850 cfm	Cyclone and cartridge


Boom Size (ft.)	Degree of Rotation	Offloading Type	Controls Location	Wireless Y/N	Vacuum (CFM/PSI)	Power Source	Compressed Air Flow	Compressed Air Pressure	Accessories Available	Other
8" x 26 ft.	340	Fixed, end dump, mechanical assist	Rear, curbside	Yes			200 cfm	200 psi	Winterization Lighting Tool Boxes Cabinets	Air Compressor, air purge, ladder and platform, extreme weather package, 700K BTU boiler, trash pump, towing package, steam package, dual digging package, rear steps, custom dump door porting, extended van bodies
5" x 18 ft.	320	Full opening door, tilt and dump	Rear, curbside	Yes			200 cfm	200 psi	Winterization Lighting Tool Boxes Cabinets	Air compressor, 400K BTU Boiler, air purge, ladder and platform.
6" x 20'	340	45 degree dump and optional pressure off-load	Passenger side	Yes	185 / 150	Hydraulic	125 – 185	100 – 150	Winterization Lighting Tool Boxes Racks Cabinets	Can be built to DOT/TC Code
8" x 25'	340	45 degree dump and optional pressure off-load	Passenger side	Yes	185 / 150	Hydraulic	125 – 185	100 – 150	Winterization Lighting Tool Boxes Racks Cabinets	Can be built to DOT/TC Code
6" x 20'	342	Tilt and pressure off	Curbside	Yes	2,650 cfm	PTO / Hydraulics	200 cfm Optional	200 psi Optional	Winterization Lighting Tool Boxes Racks Cabinets	All Accessories are included Weights displayed on Wireless Remote Back Up Cameras Standard Retractable Railing Atop Truck
8" x 25'	342	Tilt and pressure off	Curbside	Yes	3,850 cfm	Transfer Case or Hydraulics	200 cfm Optional	200 psi Optional	Winterization Lighting Tool Boxes Racks Cabinets	All Accessories are included Weights displayed on Wireless Remote Back Up Cameras Standard Retractable Railing Atop Truck

2024 Vacuum Excavation Directory

Model	Style	Type	Debris Body Capacity (cu. yards)	Debris Door (dimensions)	Debris Door (dump angle)	Water Tank Capacity (gal)	Standard Water Pump (gpm & psi)	Standard Blower (hg & cfm)	Filtration Type
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 Super Products® Super Products LLC 130 Boxhorn Dr. Mukwonago, WI 53149 800-837-9711 • 262-784-7100 www.superproducts.com info@superproducts.com	Mud Dog 1600 Vacuum Excavator	Chassis	Hydro, Air Option	16	Full Opening Rear	Ejector + 90 Tilt	2,000	18 gpm 3,000 psi	28" hg 5,800 cfm	Cyclone and cartridge
	Mud Dog 1200 Vacuum Excavator	Chassis	Hydro, Air Option	12	Full Opening Rear	Ejector + 90 Tilt	1,500	18 gpm 3,000 psi	28" hg 5,800 cfm	Cyclone and cartridge
	Mud Dog 700 Vacuum Excavator	Chassis	Hydro, Air Option	7	Full Opening Rear	50	600	11 gpm 3,000 psi	18" hg 3,100 cfm or 27" hg 3,700 cfm	Cyclone and cartridge


Transway Systems Inc. 314 Lake Ave. N Hamilton, ON L8E 3A2 800-263-4508 • 905-578-1000 f: 905-561-9176 www.transwaysystems.com sales@transwaysystems.com See Ad - Page 5	Terra-Vex HV50	Chassis	Hydro & Air	12	Hydraulic Full Open Rear Door	50 degrees	1,000	10 gpm 3,000 psi	27" hg 5,000 cfm	Cyclone with washable poly filter
	Terra-Vex HV64	Chassis	Hydro & Air	12	Hydraulic Full Open Rear Door	50 degrees	1,000	10 gpm 3,600 psi	27" hg 6,400 cfm	Cyclone with washable poly filter


 TRUVAC TRUVAC 1621 S Illinois St. Streator, IL 61364 815-672-3171 www.truvac.com sales@truvac.com See Ad - Page 21	TRXX	Trailer	Hydro	2.48 or 3.96	3/4	50 degrees	200 or 400	5 gpm 3,000 psi	15" hg 1,000 cfm	5 micron final filter
	Paradigm	Chassis	Air & Hydro	3.34	3/4	50 degrees	300 Air only: 100	8 gpm 2,500 psi	15" hg 2,400 cfm	Dual cyclone and 5 micron polyester final filter
	FLXX	Chassis	Hydro	10	3/4	50 degrees	800	10 gpm 3,000 psi	16" hg 3,200 cfm	Dual cyclone and 5 micron polyester final filter
	HXX	Chassis	Hydro	12 or 15	3/4	50 degrees	1,200	10 or 20 gpm 3,000 psi	18" hg/4,970 cfm 28" hg/5,200 cfm 28" hg/ 6,176 cfm	Single or dual cyclone and 5 micron polyester final filter
	APXX	Chassis	Hydro	12 or 14	3/4	50 degrees	1,200	10 gpm 3,000 psi	27" hg 5,250 cfm	Dual cyclone and 5 micron polyester final filter

Boom Size (ft.)	Degree of Rotation	Offloading Type	Controls Location	Wireless Y/N	Vacuum (CFM/PSI)	Power Source	Compressed Air Flow	Compressed Air Pressure	Accessories Available	Other
8" x 19 - 27'	330	Eject unloading	Dog House	Yes	28" hg 5,800 cfm	Truck engine PTO / transfer case	185 cfm	100 - 175 psi	Winterization Lighting Tool Boxes	Walk-in cabinet 700k BTU heater
8" x 19 - 27'	330	Eject unloading	Dog House	Yes	28" hg 5,800 cfm	Truck engine PTO / transfer case	185 cfm	100 - 175 psi	Winterization Lighting Tool Boxes	Walk-in cabinet 700k BTU heater
8" x 18'	270	Dump unloading	Cabinet	Yes	18" hg 3,100 cfm or 27" hg 3,700 cfm	Truck engine PTO / transfer case	185 cfm	100 - 175 psi	Winterization Lighting Tool Boxes	
8" x 26'	320	Telescopic hoist and optional pressure off	Curbside	Yes		Transfer case	180 cfm	150 psi	Winterization Lighting Tool Boxes Racks Cabinets Roll Up Doors	Full insulated enclosure for blower and water system, transfer case drive
8" x 26'	320	Telescopic hoist and optional pressure off	Curbside	Yes		Transfer case	180 cfm	150 psi	Winterization Lighting Tool Boxes Racks Cabinets Roll Up Doors	Full insulated enclosure for blower and water system, transfer case drive
4" diameter 16.25'	170	Dumping, tilting debris body	Curbside	Yes		Aux			Winterization Lighting Tool Boxes Racks Cabinets	
6" diameter 17'	195	Dumping, tilting debris body	Curbside	Yes	185 cfm/150 psi or 300 cfm/250 psi	Chassis			Winterization Lighting Tool Boxes Racks Cabinets	
6" diameter 22'	340	Dumping, tilting debris body	Curbside	Yes	185 cfm/150 psi	Chassis			Winterization Lighting Tool Boxes Racks Cabinets	Air Excavation Package, Hydraulic Tool Package, Cold Weather Package with Water Heater
8" diameter 22'	320	Dumping, tilting debris body	Curbside	Yes	185 cfm/150 psi or 300 cfm/250 psi	Chassis			Winterization Lighting Tool Boxes Racks Cabinets	Air Excavation Package, Hydraulic Tool Package, Cold Weather Package with Water Heater
8" diameter 24.5'	320	Dumping, tilting debris body	Curbside	Yes	185 cfm/150 psi or 300 cfm/250 psi	Chassis			Winterization Lighting Tool Boxes Racks Cabinets	Air Excavation Package, Hydraulic Tool Package, Cold Weather Package with Water Heater

2024 Vacuum Excavation Directory

Model	Style	Type	Debris Body Capacity (cu. yards)	Debris Door (dimensions)	Debris Door (dump angle)	Water Tank Capacity (gal)	Standard Water Pump (gpm & psi)	Standard Blower (hg & cfm)	Filtration Type
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 <p>Vac-Con, Inc. 969 Hall Park Rd. Green Cove Springs, FL 32043 904-284-4200 www.vac-con.com info@vac-con.com</p> <p>See Ad - Page 27</p>	Mudslinger MS800	Trailer	Hydro	4		55 degree dump angle	325	4 @ 4,000	16" hg 990 cfm or 1,190 cfm	Dry filter package
	Mudslinger MST800	Chassis	Hydro	4		55 degree dump angle	325	4 @ 4,000	16" hg 990 cfm or 1,190 cfm	Dry filter package
	Mudslinger MXT	Chassis	Hydro	3 - 16		50 degree dump angle	800 - 1,300	11 @ 2,200	200" H2O 8,000 cfm	Single stage separator
	X-Cavator CXT	Chassis	Hydro	9, 11 and 12	Flat-style rear door	50 degree dump angle	800 - 1,300	20 @ 4,000	200" H2O 8,000 cfm	Dual cyclone
	X-Cavator EXT	Chassis	Hydro	12		50 degree dump angle	1,500	20 @ 4,000	28" hg 6,176 cfm	Cyclone separator; 26" pleated cartridge final filter

 <p>Vactor Manufacturing 1621 S Illinois St. Streator, IL 61364 815-672-3171 www.vactor.com sales@vactor.com</p> <p>See Ad - Page 9</p>	2100i	Chassis	Hydro	5 - 15	Hydraulically operated	50 degree dump angle	1,000 - 1,500	60 - 100 @ 2,000 - 3,000	18" hg 3,500 cfm	Centrifugal separators / micro strainer
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Pumper

Boom Size (ft.)	Degree of Rotation	Offloading Type	Controls Location	Wireless Y/N	Vacuum (CFM/PSI)	Power Source	Compressed Air Flow	Compressed Air Pressure	Accessories Available	Other
9' boom with 16' x 4" boom hose	270	Full open hydraulic dump door and hydraulic dump hoist	Passenger side	Yes	990 or 1,190	49, 74 or 114 hp Kubota diesel engine			Winterization Lighting Tool Boxes Racks	
9' boom with 16' x 4" boom hose	270	Full open hydraulic dump door and hydraulic dump hoist	Passenger side	Yes	990 or 1,190	49, 74 or 114 hp Kubota diesel engine			Winterization Lighting Tool Boxes Racks	
6' boom with 8" vacuum intake hose	270	Full open rear door	Passenger side	Yes		Hydrostatic Drive; Vac-Con 3-stage fan; PD blowers available			Winterization Lighting Tool Boxes Racks	
10' boom with 8" vacuum intake hose	270	Hydraulically-driven scissor lift	Passenger side - centrally located	Yes	5,775 cfm	Hydrostatic Drive; PD blowers or 3-stage fan			Winterization Lighting Tool Boxes Racks Cabinets	
7' boom with 26' reach	310 horizontally, +45/-22 vertically	Hydraulic scissor lift	Passenger side	Yes		Transfer case; PD Blower			Winterization Lighting Tool Boxes Racks Cabinets	Operator enclosure, heat or AC climate controls

10' telescopic	180	Dump	In-cab / Front hose reel / Mid-ship	Yes	18 hg	Roots / PD Blower	3,500 cfm		Winterization Lighting Tool Boxes Racks Cabinets	
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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 businesstrainingworks.com.

Why Customers Dump You and How to Keep Them Engaged

Don't assume long-term loyalty from your septic system customers. Follow these tips to keep them calling back.

By Kate Zabriskie

Do any of these sound familiar?

The lawn service had to go. I used them for over 15 years, and by the last season, my lawn looked terrible. The spring seeding didn't take, nutsedge and wiregrass consumed half the yard, and they just kept spraying chemicals. I wish somebody had just told me the yard needed grub killer, more topsoil and organic material. I would have done it. In fact, I did — with somebody else.

We lost him after 20 years. At the time, I could only describe myself as stunned. I didn't see it coming. In hindsight, I guess I should have, but I didn't. He's now with a new financial adviser who is no better than we are at advising. She lured him away by making him feel important. We blew it. Simple as that.

We offer great deals to new customers. I've got introductory prices, pilot prices and other discounts I can use. Where things get sticky is retention. Unless a customer leaves, I don't have a lot of flexibility. This place chases them and then begs them to stay when they threaten to leave. No wonder customers aren't happy when I take their calls.

People responsible for providing customer service know great customers are not a dime a dozen. Yet, every single day, businesses lose people they'd like to keep. What's going on? While the root cause could be anything, usually, these defections stem from a few key mistakes.

Mistake One: A business assumes longevity equals happiness in the relationship. The truth is more complicated, however. There are a lot of "blah" service marriages out there. Just because someone has stuck around for a long time, that does not mean he or she is committed to the service or the service provider. If another business says it can do better, a breakup may be imminent.

Mitigation Move: There's a reason people celebrate anniversaries. Do you have an annual check-in meeting with your customers? If not, consider piloting this process with a select group. The purpose of the meeting isn't to sell. Rather, it's to say thank you, ask questions, and more importantly, listen. Smart businesses find creative ways to make check-in meetings work: an energy company offers an annual energy audit to homeowners at no cost, a bank branch schedules time to go over a customer's accounts, listen to his financial goals and review new products, or a power-washing company proactively

➤ Give your existing customers your best service, best advice and best deals. Doing so may hurt your wallet in the short term, but in the long run, it's the right thing to do and a strategy that will build trust and loyalty.

performs an annual spring cleaning assessment and estimate for cleaning. No matter what business you're in, you can probably find a meaningful way to connect. For example, are you in the pizza-selling business? Great. How about a thank-you card at the end of the year? John, 32 pies in 52 weeks! We thank you and look forward to serving you in the coming year. Enclosed, please find a dough-for-dough gift card. It's our way of saying thanks for choosing us as your pizza partner.

Mistake Two: A business doesn't think like its customers or have their best interest at heart. Anyone who has ever left a business and then received email invitations to come back at a better rate understands this error. If you could have given me phone service for \$14.99 a month, why didn't you say so when I was paying \$34.99? Get away and goodbye.

Mitigation Move: Give your existing customers your best service, best advice and best deals. Doing so may hurt your wallet in the short term, but in the long run, it's the right thing to do and a strategy that will build trust and loyalty.

Mistake Three: A business hires people who focus on themselves. For example, your regular food server tells you too much about her life and her problems. At first, you were glad she made conversation. Now you dread hearing about the train wreck that is her situation — especially when you don't ask. Lately, you'd like to talk about you or just eat in peace.

Mitigation Move: Live by a customer-first philosophy. The customer is the most important person in the room, not you. No matter how friendly customers



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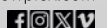
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are, avoid mistaking conviviality for someone's desire to focus on you. To put it in math terms, try to do no more than 30% of the talking. Instead, spend your time asking good questions and listening to the answers.

Mistake Four: A business follows a feast-or-famine contact model. For instance, a real estate agent who sold a customer a house five years ago gets in touch for the first time in a long time now that he's learned the customer might be moving. He calls, he texts, he emails, and it's too late. The customer has signed on with an agent she met at her book club.

Mitigation Move: Create a contact schedule that makes sense for the kind of business you're in. Also, look at many industries as you create your plan. For example, your hairdresser may have a technique or two you borrow to use in your sales role in a completely different industry. You don't want to be a pest, and, at the same time, you don't want to be passed over the next time someone needs the types of products and services you provide.

A FINAL THOUGHT

With a little effort, you can avoid new mistakes. And over time, you can mitigate any bad choices you've made previously. Great customers are great customers, and they're going to be somebody's customers. Why not make decisions that will make you the provider of choice? **P**

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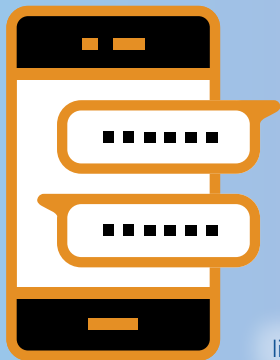
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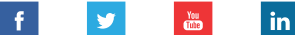
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Vacuum Excavation and Industrial Jet/Vac Services

By Craig Mandli

BLOWERS



JUROP HELIX

HELIX blowers incorporate the third generation of **JUROP** helical tri-lobes with air injection porting designs and internal paths to decrease noise and heat. They eliminate the requirement to enclose the blower in a noise abatement box. The frame rail-mounted **HELIX 300** system delivers 1,089 cfm and 15 psi at 1,400 rpm input.

The industrial-duty integrated gearbox eliminates drive-coupling failures, according to the maker. The system includes electronic optical gearbox oil level sensors and an integrated thermostat providing safety for the system and team. www.jurop.it

National Vacuum Equipment Challenger 4310

The **Challenger 4310** from **National Vacuum Equipment** is a quiet, environmentally friendly machine that offers a ballast cooling and porting design to allow for continuous pumping at full vacuum without overheating. It is capable of airflow to 940 cfm at 4,500 rpm with no oil mess. It is a tri-lobe design with precision machining, and includes a ballast port manifold that cools the blower through air injection. It provides a range of airflow options, with performance available to accommodate needed power. It includes 4-inch hose connections with barbed adjustable porting for intake and exhaust. An integrated final filter provides easy access for cleaning. The blower also includes a four-way pressure/vacuum changeover valve. **800-253-5500**; www.natvac.com



COMMUNICATION EQUIPMENT



ProCom Headsets ATLAS PRO

The **ATLAS PRO** from **ProCom Headsets** is an all-in-one industrial-grade communication headset designed to withstand tough working environments and provide seamless, safe communication with everyone on the job. Crews who already utilize two-way radio systems can integrate their existing system into the headset

to expand communication throughout the entire job site. The lightweight headset offers more than 13 hours of battery life. It uses ACS high-level encrypted talk channels to ensure interference will not be an issue and all conversations will be private. It is open-mic, enabling the crew to minimize pressing buttons. **727-692-8700**; www.procomheadsets.com

GROUND COVER MAT

BAM! Ground Protection Mats

BAM! Ground Protection Mats are made from four-season, durable high-vis green high molecular weight polyethylene material with a built-in UV protector to guard against fading and cracking. The mats are 3/8-inch thick and rated at 160,000 pounds with pressure ratings of 373 pounds per square inch, and 53,700 pounds per square foot. They have a temperature rating of -103 degrees F to 258 degrees F. The 4-by-8-foot sheets weigh 56 pounds and come with eight large hand holes for easy handling, even with gloves. A dual-sided tread pattern provides safe traction for equipment and pedestrians. Mats don't absorb moisture and chemicals and can be hosed off. **262-877-4700**; www.bamgroundpro.com



HOSE REELS



COXREELS V-100 Series

The **COXREELS V-100 Series** product line has been expanded with the new 1 1/4-inch vacuum hose reel V-112-735 without hose and the V-112H-735 with hose. The new model has a smaller frame size featuring 12-inch-diameter discs instead of the original 17-inch-diameter discs and is designed for use with 35 feet of 1 1/4-inch vacuum hose. The outlet connecting to the hose remains 1 1/2 inches and the 1 1/4-inch hose comes equipped with 1 1/2-inch slip cuffs on both ends for maximum flow. The new swivel design allows connection of multiple hose sizes by using the inside and the outside of the housing, but a greater gradual taper has increased the amount of compatible inlet hose cuffs. **800-269-7335**; www.coxreels.com

Hannay Reels VAC Series

The **Hannay VAC Series** is a heavy-duty, single-wrap reel engineered to store large-diameter vacuum and suction hose up to 4 inches. With a narrow footprint, this storage reel can be mounted alongside the tank or between the cab and tank, providing access from either side of the vehicle. Available in either manual or power rewind, this reel provides effortless and fast unwind and rewind operation of the hose while preventing kinks and damage from dragging. **877-467-3357**; www.hannay.com



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HYDROEXCAVATION TOOLS



Dynablast HV590FLS-12VRED

The **HV590FLS-12VRED** hydrovac water heater from **Dynablast** produces 590,000 Btus with an output temperature of 175 degrees F at 7 gpm. An optional electronic 12-volt thermostat can hold a more precise water temperature. The unit is suitable for colder climates and improves digging in clay-filled areas, according to the maker. It enables fuel savings of 3/4 gph and a weight reduction of 250 pounds over the current 690,000 Btu model. It comes with extract transform load certification for safety, which also includes certification on the coil for higher efficiency and heat transfer, stain-

less steel target plate for increased coil life and serviceability with momentary override control. **905-867-4642; www.dynablast.ca**



Easy-Kleen Pressure Systems hot-water heaters

Oil-fired hot-water heaters from **Easy-Kleen Pressure Systems** are

install-ready for vacuum and hydrovac trucks. These rugged, heavy-gauge frames offer durability even in severe road and weather conditions, according to the maker. A full range of heater options is available including dry steam, redundancy packages, schedule 80 and 160 stainless steel or A53 boiler pipe, and fine-tuned temperature and flow control systems. Their coils are manufactured in-house. (Canadian Registration Number boiler approved coils now available). These heaters can be mounted in a cabinet or supplied as a completed cabinet unit. **800-315-5533; www.easykleen.com**



Pressure Lift HydraBore

The **HydraBore** equipment attachment from **Pressure Lift** fits on the end of any vacuum hose used for hydroexcavation. Place the stinger on the far end of the tool, then hook the HydraBore to the end of the snorkel. Connect the air supply and high pressure water supply systems, turning

the air on first, then the water supply, open the vacuum system and begin hydroexcavating. Contractors no longer need additional manpower holding a lance-powered high-pressure water supply. It also removes the need to wear a rain suit to remain clean as the user begins every job from several feet away using the lanyard or from the safety of the side of the rig at the other controls. Once hydroexcavation begins, the user can control the boom in an up-and-down motion, then when the HydraBore becomes submerged, can excavate faster and go deeper than before, reducing wear and tear on vacuum equipment. **866-504-6596; www.pressurelift.com**



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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**

TRUVAC DigRight Technology

TRUVAC's DigRight Technology offers a sophisticated variable water flow pump, designed to precisely tailor the water flow to the specific requirements of the nozzle in use. The pump operates within strictly defined parameters for optimal performance without risk of damage to the nozzle, surrounding utilities or the pump mechanism, according to the maker. Should water pressure inadvertently exceed predetermined boundaries, a relief valve activates for safety. The system permits programming of three distinct pressure upper limits, which operators can modify on the fly with a handheld wireless controller, eliminating concerns over accidental limit breaches. It safeguards against the accidental disruption of underground utilities and ensures operator safety. The automation of water flow adjustments according to nozzle size is designed to provide smoother and more effective hydroexcavation. **815-672-3171; www.truvac.com**



HYDROEXCAVATION UNITS



Ditch Witch Warlock W12

The **Warlock W12** from **Ditch Witch** is a PTO-driven vacuum excavator with dual 600-gallon saddle tanks and a 12-cubic-yard debris tank.

It is available with a 5,000 cfm blower and 27 inches Hg of vacuum power. **580-336-4402; www.ditchwitch.com**

GapVax VHX Series

The **GapVax VHX Series** hydrovac is designed for optimal weight distribution, improved safety features and improved performance. The debris body is 7.5 cubic yards, offering a 15,000-pound payload. It has a profile of 12 feet, 2 inches) for all-around hydroexcavation projects. The vacuum system with single mode wet/dry filtration is quiet, reliable and simple, according to the maker. It includes a 4,000-cfm positive displacement blower, 600 hp transfer case with air-shift engagement and ultra-quiet air injection, and discharge silencers. This filtration design includes a top-loading debris tank, 14-inch stainless steel float-ball



shut-off, efficient centrifugal cyclone separators and long-lasting filter bags. It is equipped with a 12 gpm, 3,000 psi water system with optional 200 cfm air compressor system. A full-tilting debris body, more than 45-degree dump angle and full-opening tailgate promote fast unloading and easy cleanout. The 8-inch telescoping VHX boom offers a 22-foot reach with 15-degree downward pivot. **888-442-7829; www.gapvax.com**



Guzzler Guzzcavator

The **Guzzler Guzzcavator** combines the capabilities of an industrial vacuum loader and a hydroexcavator. The multipurpose machine boasts powerful hydroexcavation with extended

operation time, a multiflow water system for precise control, and a telescoping boom for greater reach. It's easy to operate and maintain, according to the maker. **815-672-3171; www.guzzler.com**

CASE STUDY



Recycler combination unit used in a large diameter pipe

Problem: Due to a need for increased capacity, a Southwestern municipality was in the planning stages of replacing a 52-year-old, 568-foot, 36-inch trunk line that fed the city wastewater treatment plant. The city had been unable to clean this pipe with traditional methods due to heavy contamination of debris and grease.

Solution: The **Kaiser Premier AquaStar** was utilized on this line to demonstrate the recycler's productivity to run without running out of cleaning water. The AquaStar worked the line nonstop for 5 hours utilizing a step-clean method every 50 feet, successfully cleaning 450 feet of the pipe. The recycler processed over 22,000 gallons of recycled fluid for cleaning with only a single 700-gallon freshwater fill-up. The end of day offload was approximately 8 yards of decanted, compacted material from the bottom of the pipe. As an unforeseen benefit, every time the floor cleaner nozzle broke into new material there would be a release of hydrogen sulfide gas. This began a revelation by the municipality that the \$750,000 spent annually on product for chemical mitigation of hydrogen sulfide could be reduced.

Result: The municipality was able to clean this difficult pipe instead of the costly replacement of the trunk line and reduce the cost and use of chemicals. **970-542-1975; www.kaiserpremier.com**



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The **HotJet USA Vac'n Jet Series** of vacuum trailer jettors are compact and engineered to haul equipment and the spoils load, perform hydroexcavation, and clean valve boxes, storm

drains and drain/sewer lines. They feature hot and/or cold water operation with a choice of engines ranging from 23 to 70 hp and gas or diesel. They are equipped with premium triplex pumps, a 500-gallon spoils tank, up to 440-gallon water tanks, Gardner/Denver vac/blowers, a 4-ton hydraulic dump and a dual filter centri-clean filter system. They can also be custom engineered to meet specifications. **800-624-8186; www.hotjetusa.com**

**Rival Hydrovac T7
Tandem and T10**

The **T7 Tandem** from **Rival Hydrovac** was designed primarily to be loaded with debris and drive within legislated road limits carrying most types of debris. The unit comes standard with a scale that reads real-time weights in the cab and on the wireless remote. The **T10** is built with the same features and operating system, but with larger capacities and components. It is for both utility and industrial work and is available in three chassis layouts to meet weight restrictions in a given area. An air compressor option allows for excavating with air when required, while a truck-mounted coring system allows for removal of hard surfaces prior to nondestructive excavating. **403-550-7997; www.rivalhydrovac.com**



**Super Products
Mud Dog 700**

Mud Dog 700 vacuum excavators from **Super Products** are designed to meet the challenges of compact, urban projects as well as large-scale excavation projects. They offer a compact footprint while maximizing payload and maintain-

ing the power and precision that larger units offer. The unit features a 7-yard debris body and 600-gallon water tank. It comes standard as a dump body with an electric vibrator offering a 50-degree dump angle with the capability of dumping into a 48-inch container. Additionally, it is equipped with a rear-mounted, extendable, 8-inch-diameter boom that reaches 18 feet, has 270-degree rotation and pivots 10 degrees downward, which minimizes job site restoration and eliminates traffic congestion near roads. **800-837-9711; www.superproducts.com**

Transway Systems Hydrovac

Transway Systems builds customized **Hydrovac** units to meet specific requirements. Integrating a high-volume water pump and a flushing system into the unit enables it to excavate and dig as well as flush and clean affected sewer pipes. It produces 80 gpm of flow and 2,500 psi of pressure flowing through a

1-inch thermoplastic hose equipped with a specialty flushing nozzle to flush away compacted sediment and debris, leaving clean pipes with no blockages or buildups. **800-263-4508; www.transwaysystems.com**



Vac-Con X-Cavator

The **X-Cavator** hydrovac from **Vac-Con** includes a cold-weather enclosure for the water systems and control panel as well as an interior area for operator seating and workspace. Unit filtration is based on the Titan combination machine, with a single-cyclone design and final cartridge-style filter. The redesigned boom is lightweight and flexible, rotating 310 degrees around the unit and moving plus 45 degrees and minus 22 degrees vertically. The durable rubber hose material can withstand harsh environments, according to the maker, and has a reach of 26 feet. **904-284-4200; www.vac-con.com**

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**Imperial Industries
TMV4000a**

The **TMV4000a** from **Imperial Industries** is designed for efficiency and operator comfort, according to the maker. The tank package can be installed on a variety of chassis brands (International, Freightliner, Peterbilt, Kenworth) along with vacuum pump and blower options from NVE and Masport. This setup comes standard with a vacuum pump or blower of the end user's choice, aluminum toolbox, work lights and sight glasses. Options include heated jackets, level indicators, front intakes, backup cameras, Omega hose reels, jettors, water tanks, pintle plates and hitches. **800-558-2945; www.imperialind.com**



JET/VAC COMBO UNIT



**Vactor 2100i
catch basin**

The **Vactor 2100i** catch basin provides the advantages of the traditional 2100i, but with an improved air-routing system that provides an efficient airflow path for both the single-stage and dual-stage fan or a positive-displacement blower configuration for maximum productivity. Ergonomic controls make it easy to operate and maintain. A hydroexcavation package can be selected. Water system and water heater options are available to enhance the hydroexcavation performance. Features include IntuiTouch one-touch controls, a Jet Rodder water pump, a high-strength aluminum water tank, a quieter engine design and high ground clearance. Options include water heaters and cold-weather features. **815-672-3171; www.vactor.com**

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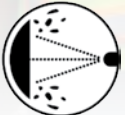
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deep cooling ribs allows greater heat transfer from the vacuum chamber. Aluminum fans and shrouding work like a heat exchanger. Multiple manifold and drive options are available for truck, trailer or stationary applications. **800-387-7763; www.presvac.com**

Wallenstein Vacuum 753 Series

The **753 Series** vacuum pump from **Wallenstein Vacuum** is designed for long service life, incorporating wide vanes that allow up to an inch of wear. It provides 422 cfm airflow at 1,200 rpm and vacuum levels up to 28 inches Hg. Options include air-, liquid- or dual-cooling systems where air injection is combined with liquid cooling. A pump-flushing port is included on the top valve for convenient maintenance. The quick-access housing end plate allows for easy internal inspection with no bearings to pull. Oil lubrication is via a mechanical piston pump driven by shaft rotation or available with a sight-feed valve oil regulator system using vacuum/pressure to draw oil with no moving parts. **800-801-6663; www.wallenstein.com**



Presvac Systems PV750

The **Presvac Systems PV750** rotary vane pump is designed for continuous full-vacuum operation in extreme conditions. It offers 400 cfm at free air, 350 cfm at 15 inches Hg, a maximum vacuum of 27 inches Hg and maximum pressure of 35 psi. Dual fans and twin ballast ports are designed to efficiently cool the pump. The solid housing with



ballast ports are designed to efficiently cool the pump. The solid housing with

Westmoor Conde PowerPaks

Westmoor Conde PowerPaks are pre-assembled gasoline or diesel-powered vacuum pump units. They are easy to install, according to the maker, and include a heavy-duty steel base with aluminum diamond plate trim and belt guard. Rigid assembly is designed to minimize vibration and maximize power.



They are available with either vacuum only or vacuum/pressure pumps. A range of cfm options matches the PowerPak to the tank size and application. Units are powered by Honda GX Commercial Series gasoline engines or Hatz industrial air-cooled diesel engines. Units can be transferred to another tank system when needed. **800-367-0972; www.westmoorltd.co**

WATER PUMP

Cat Pumps Model 7CP6165CSG1

The **Cat Pumps Model 7CP6165CSG1** offers a compact footprint, longevity and performance rating of 8 gpm at 3,500 psi, according to the maker. It converts to a jetting pump by adding a pulsator assembly, which eliminates the danger of deadheading the pump, prolonging the life of the seals and reducing unplanned downtime. A convenient handle allows for a quick changeover from cleaning to jetting modes. It uses an industrial-duty gearbox that attaches directly to 1- or 1 1/8-inch 3,265 rpm gas engines. Its gearbox features hardened steel helical gears for smooth, quiet operation. The sealed housing provides independent gear lubrication. **763-780-5440; www.catpumps.com P**



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Use Common Sense on Land Application Rules and Weight Restrictions

A Canadian wastewater professional says spreading and load transport limits should be based on actual weather conditions, not arbitrary calendar dates

Compiled by Betty Dageforde | Photo courtesy of Joe Henry



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 Ontario Association of Sewage Industry Services.**



Joe Henry, of Kingfish Pumping Inc., Carleton Place, Ontario, Canada

Name and title: Joe Henry, owner

Business name and location: Kingfish Pumping Inc., Carleton Place, Ontario.

Services we offer: Pumping septic and holding tanks and completing small repairs, such as installing risers and changing filters.

Age: 44

Years in the industry: I was in Switzerland for about seven years, but when I moved back to Canada in 2008, I took over the business from my father. He had bought it in the 1990s from the original owner. The company's been around a long time, but we honestly don't know when it was actually started.

Association involvement: I've

been a member of the Ontario Association of Sewage Industry Services since I took over the business, and my father was a member before that. I served on the board of directors for about 10 years and just stepped down last February.

Benefits of belonging to the association: The big thing is learning about the new regulations and laws dealing with our industry. Another is networking and learning from other people, just chatting in an informal way with people who maybe aren't your competitors. And what's becoming especially important of late is training and certification as rules and regulations change. We have a conference once a year and occasionally regional meetings.

Biggest issue facing your association right now: The big concern is the rules and regulations for disposal. A number of years

ago Ontario wanted to ban landspreading but the problem is there are just not enough treatment plants. So, it's still allowed but the rules and regulations change every so often. OASIS and the Ministry of the Environment have done a good job of communicating over the last number of years on this issue. Usually the Ministry sends a few officials to our annual meeting and they do a presentation on what's new and have a question-and-answer session.

Another issue for the association is making sure members get involved as it benefits everyone, helps create a community atmosphere and gives more weight to the industry's voice.

Our crew includes: My sister, Becky Henry, works in the office. And Greg Scott works out in the field with me.

Typical day on the job: It depends on the time of year because it's very seasonal. Our busy time is spring to about November. I'm usually on the go by around 7 or 8 a.m., working in the field. If it's a busy day, I am in the truck all day. Normally I look after installing risers if scheduled. On slower days I do some book work or call customers who have questions. Winters are slow, but that's OK. Greg keeps going but not 40 hours a week. I'm in the office more, or fixing the truck. Or I'll go out and make maple syrup and run the office from the sugar shack. That's also when my wife and I might visit her family in Switzerland.

The job I'll never forget: We did a job where, as far as I could tell, the tank had never been pumped and had backed up. It was so solid you could see where the water ran across the top of the solids and out the other side. You could stand on it. It took me over an hour to pump it. I didn't have water on the truck because I didn't know what I was running into. I couldn't backwash anything. It was basically like sucking earth.

My favorite piece of equipment: My phone. It allows me to run the office from anywhere. Since I took over from my parents, I moved almost everything online, although we do have an office and Becky does her work from there.

Most challenging site I've worked on: We occasionally run into the situation where a customer has built something over their tank, like a deck or, in one case, a house. People know the tanks are there, they just figure all you have to do is throw a hose in them. But we've gotten wiser now and just tell people no, more often than not. We can't work properly or be sure we really got the tank pumped out right. We used to do it and you'd literally have to crawl under the deck on your belly. After



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SNAPSHOT

throwing my back out a few times trying to lift the old cement lids, I said enough of that.

Oops, this didn't work out as planned: In 2011 I bought a truck I wish I hadn't. The engine was fine but we've had nothing but problems with the emissions equipment. The filter keeps getting plugged up. The first five years it ran great but since then it's been a money pit. I've been told all the trucks from that year were not very good. The technology from then just wasn't good, but it seems to be better now. That truck is going to disappear this year.

The craziest question or comment from a customer: We hear the one that everyone hears — "You never need to pump a tank if it's working."

If I could change one industry regulation, it would be: One is the half-load weight restrictions we have. From March to May you can only take half loads on your truck to protect the roads. Emergency vehicles are exempt and I'd like to see septic trucks in that category. It's a service people need and you can't postpone emergency pumpouts. And you're already over the half-load limit with one holding tank. The other regulation I'd like to change is on landspreading. It's only allowed from May until fall but I'd like to see it be based on actual weather and field conditions, not arbitrary dates.

Best piece of small business advice I've heard: It's OK to fire a customer. Some just aren't worth it.

If I wasn't working in the wastewater industry, I would: I enjoy traveling and history. I'm a curious person and like doing different things all the time. I've had all kinds of jobs since I was a teenager. Prior to taking over from my father, I worked in purchasing and on prototyping projects in the medical device industry. Learning something new is my big thing.

Crystal ball time – This is my outlook for the wastewater industry: The big issue is finding good employees. I don't think that's going to get easier. I have a feeling a lot of the smaller businesses will get replaced by bigger companies, especially as it gets harder to find people in the younger generation to take over. And also, with all the regulations, it's tough for small businesses to stay on top of everything. **P**

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Burlington, Massachusetts

Owner Wayne Barne added a white 2024 Kenworth T880 built out by TSI Tank Services and carrying a 5,500-gallon aluminum tank and National Vacuum Equipment 4310 blower. The truck is powered by a 485 hp engine tied to an Allison Automatic 4500 RDS transmission. The cab carries blue accents and a vinyl American flag on the side of the polished tank, provided by 428 Graphics. The rig features hose hooks, LED lighting, four 5-inch sight glasses, multiple manways, stainless steel sun visor, Garnet SeeLevel Annihilator and heated valves. The interior features CB radio, navigation, leather, air-ride, heated seats, interior LED lighting and power windows. The truck is used for septic and grease-trap pumping and Barne is the driver. **P**

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Colorado Grapples Over Onsite System Regulations for Vacation Rental Units

By Joan Koehne

Colorado legislation offering regulatory exemptions to a potentially large number of recreational, short-term rental properties passed the state Senate but failed in the House of Representatives.

The current law authorizes county commissioners to set fees and terms for issuing and revoking licenses for short-term lodging units. The short-term lodging regulations include onsite wastewater treatment system permits or variances. The proposed bill would have allowed exceptions to their authority for recreation properties in unincorporated areas of the county that don't receive municipal gas, water or sanitary sewer services.

The *Crested Butte News* reported that county commissioners, including Gunnison County Commissioner Liz Smith, expressed concern over the proposed bill. Smith contended that the regulatory exemption would create a loophole, so any structure associated with recreation wouldn't necessarily need to comply with building codes or health and safety standards.

New York

Democratic Gov. Kathy Hochul signed an amendment into law allowing Suffolk County, New York, to increase its sales tax rate by one-eighth of a cent, reported *Riverhead LOCAL*. Before the increase takes effect, Suffolk County residents must approve it; a referendum is slated for the Nov. 5 general election. If approved, half of the new funding will finance individual septic system projects while the other half will finance wastewater treatment facilities.

The sales tax initiative is an upshot of the Suffolk County Subwatersheds Wastewater Plan adopted in 2020. The plan recommends using sewer systems where it's feasible and replacing septic systems and cesspools with innovative/alternative onsite wastewater treatment systems.

Also in the state, property owners with aging or substandard septic systems near the waterfront may be eligible for funds to replace their systems. New York State's Environmental Facilities Corporation opened Round 4 of the State Septic System Replacement Fund Program, reported the *Daily Sentinel*.

Property owners can receive up to 50% of the cost to design and install a new septic system, not to exceed \$10,000. To be eligible for funding, the property must be located within 250 feet of one of the 18 lakes or tributaries included on a Priority Waterbody List. Property owners can view the list and apply for funding at the Lewis County Planning and Community Development website.

Michigan

A new funding program will provide low-interest financing to Michigan homeowners looking to replace failing or near-failing septic systems. A state-issued news release reports that the Septic Replacement Loan Program offers loans up to \$50,000 to qualified homeowners.

The Michigan Department of Environment, Great Lakes and Energy partnered with the nonprofit bank, Michigan Saves, for this statewide program. The State of Michigan allocated \$35 million to EGLE's Onsite Wastewater Management Unit to develop and implement the Septic Replacement Loan Program.

Tier One of the program offers income-based financing of up to \$30,000 per project. Tier Two offers market-based financing of up to \$50,000 per project. Terms, loan amounts, and rates vary. Eligibility requirements and other information are available at the Michigan Saves website.

North Carolina

The Haywood Waterways Association was one of nine grant recipients selected by the Pigeon River Fund of The Community Foundation of Western North Carolina, reported the *Mountain Xpress* of Asheville, North Carolina. The waterways association received a \$9,150 grant for its wastewater management program. HWA will use the funding to educate residents in Haywood County about septic tank maintenance and help them repair failing septic systems.

CFWNC awarded nine grants totaling \$223,686 to environmental groups in Buncombe, Haywood and Madison counties.

Rhode Island

Residents in the city of Cranston and the town of Scituate now have access to no-interest loans to repair or replace failing septic systems and cesspools. The *Providence Business News* reported that the Rhode Island Infrastructure Bank approved \$800,000 in loans for the two municipalities — \$500,000 for Cranston and \$300,000 for Scituate. In turn, the municipalities will offer no-interest loans to qualifying homeowners for septic replacement.

Pennsylvania

Supervisors in Penn Township, 25 miles east of Pittsburgh, are cracking down on residents who fail to have their septic tanks inspected and pumped



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every three years. *Lancaster Online* reported that violators prosecuted for noncompliance will be required to pay legal fees of \$350.

Indiana

Randolph County Commissioners granted initial approval to a revised onsite wastewater systems ordinance, reported the *News Gazette* of Winchester, Indiana. The ordinance requires approval on its second and third reading before taking effect.

The current ordinance hadn't been revised in the past 20 years, and county sanitarian Eric Devon said the ordinance didn't align with state standards. Devon said the most significant change in the proposed ordinance involves the definition of a bedroom. A bedroom will be defined as any room of 40 square feet or more that also has a closet and a point of egress. Whether homeowners use these rooms as bedrooms is irrelevant in determining the size of the septic system required for the property.

Minnesota

Homeowners in Stearns County, Minnesota, can apply for funding to replace, repair or upgrade their noncompliant septic systems, the *Tri-County News* reported. The Minnesota Clean Water Fund makes money available through the Stearns County Environmental Services Department. To be eligible for grant or loan funding for a noncompliant system, applicants must own and live in a single-family home or duplex where the work will be done. Grant applicants are subject to income limits, but loan applicants are not. More information and applications can be found on the Stearns County website.

Alabama

The Organized Community Action Program and the Black Belt Unincorporated Wastewater Program have formed a new partnership to help low-income families pay for septic maintenance, reported *The Lowndes Signal*. OCAP's donation to BBUWP will assist about 40 households in Lowndes County, Alabama, pay their \$20 monthly maintenance fee.

Isaiah Scott, planner for OCAP's service area, said the donation helps those who can't afford the fee.

"I have clients in their 80s and 90s. They just don't have the funding. But I also have younger people [who pay], but I have received money orders and checks that have bounced. This local organization has stepped up to the plate," he said.

OCAP is subsidizing the fees for a year. **P**

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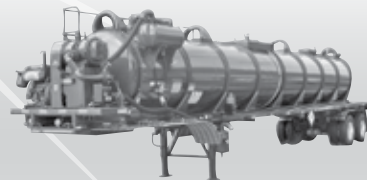
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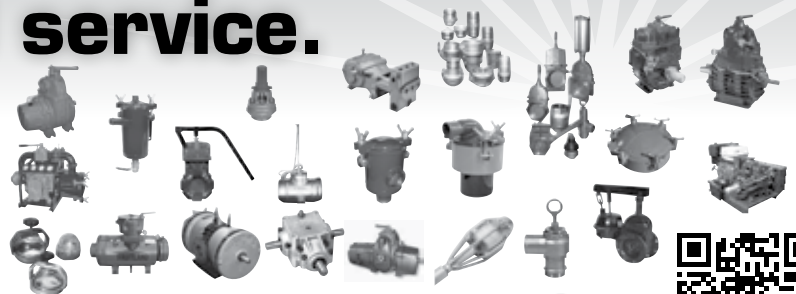
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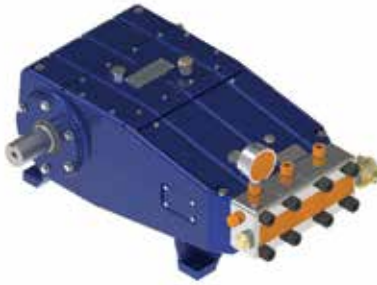
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SPOTLIGHT
By Tim Dobbins



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"It combines the great sound quality and range performance of the proven DR10 system with the comfortable fit, noise isolation and flip-up microphone muting technology of the SmartBoom PRO headset," says Debbie Hamby, vice president of marketing for CrewPlex.

CrewPlex also focused on making the headset capable of withstanding harsh conditions, knowing that operators need reliable communication in all environments. It is IP54-rated for water and dust resistance.

"The CrewPlex All-In-One is an excellent addition to any stormwater, wastewater and/or underground infrastructure maintenance crew that requires a reliable, great sounding comms system," Hamby says. "It has excellent wireless coverage that delivers a strong performance even in the toughest and loudest work environments."

According to Hamby, operators are happy with the ease of use and clear communications. "Workers need to be able to put on the headset and go to work without experiencing a learning curve," Hamby says.

The headset's design features an OLED display and supports up to 10 full-duplex users, including unlimited listen-only and shared users. The headset utilizes Li-poly field replaceable batteries that provide up to 14 hours of life in the dual-ear and seven hours for the single-ear model.

CrewPlex designed a drop-in charger for the headset for efficiency. "The entire headset can be placed on the charger without having to remove the battery or plug in a cord," Hamby says. The charger holds up to six headsets and users can charge up to six additional batteries simultaneously. A USB-C port can also be used for charging.

CrewPlex took weight into consideration, knowing that long days with a heavy headset on is less than desirable. Single-ear models with battery weigh 9.7 ounces and the dual-ear model with battery installed weigh 13.8 ounces.

DR10 All-in-One headsets can be added to networks of existing DR10 and MR10 systems from CrewPlex, so those using other CrewPlex products can integrate seamlessly. And when headsets are not in use, they collapse for easy storage and transportation. **334-321-1400; www.crewplex.com P**

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



2013 Super Products Camel with ejector plate. Myers 80-20 water pump, roots 824 pd blower, hydro excavator attachment. On a 2013 International Workstar Max Force 10 with 118,271 miles and 9,955 hours. **Email tsmvac@yahoo.com. \$85,000 OBO. Aliquippa, PA (P10)**

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PARTS & COMPONENTS



Clear the Main Line with ease. JnA Main Line Vac. Just hook the line vac to your hose, insert the incoming mainline pipe and watch the line come clean. Works on 3" & 4" pipe. Free shipping in the US. \$149.99. **Order at jnamainlinevac.com. 919-559-9344. (PBM)**

PIPELINE REHABILITATION



Rush Steam Unit Gen II*** available for quick delivery. 4,200,000 BTU diesel fired heater with 1/1/2" helical / economizer heat exchanger. Fully automated burner control system. 240-gallon fuel storage tank (canadian certified) 750-gallon copolymer polyethylene water storage tank. CAT triplex boiler feed pump. 1-1/2" SA-106 grade B manifold system to include; steam distribution valves, ASME certified boiler relief valve, ASME certified steam/water separator, steam trap with automatic purge valve. 700 cfm 1/r boiler with air cooler with sound-attenuated enclosure, large toolboxes mounted around unit, led work lights mounted around unit for night operation, rear enclosure with aluminum roll up doors. JD Brule Equipment, 1375 Barfield Road, Greely Ontario K4P 1A1 - **Adam Russell - 613-293-1965 - adam@jdrule.com. (P09)**

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FOR SALE: 2024 Aries Grout System, available for quick delivery. "I and I" reduction in municipal infrastructure refers to efforts to reduce Inflow and Infiltration in sewer systems. Inflow (I) is the water that enters the system from sources like rainwater or runoff, and Infiltration (I) is water that seeps into pipes through cracks, joints, or other openings. Reducing I and I is important because it can overload wastewater treatment plants and increase the risk of sewer overflows. Municipalities often implement various strategies to reduce I and I, such as repairing damaged pipes, maintaining sewer infrastructure, and implementing stormwater management practices to minimize excess water entering the system. These efforts help improve the efficiency and reliability of sewage systems and reduce the environmental and financial costs associated with excessive I and I. Contact JD Brule sales team for more info. Production available and delivery as early as July 2024. **Adam Russell - 613-293-1965 - adam@jdrule.com. Ottawa, ON (P09)**

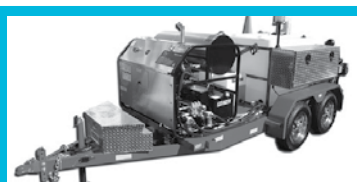


For Sale: Rush Steam Unit Generation II, available for quick delivery. 4,200,000 BTU diesel fired heater with 1/1/2" helical / economizer heat exchanger. Fully automated burner control system. 240-gallon fuel storage tank (canadian certified), 750-gallon copolymer polyethylene water storage tank. CAT triplex boiler feed pump. 1-1/2" SA-106 grade B manifold system to include; Steam distribution valves, ASME certified boiler relief valve, ASME certified steam/water separator, steam trap with automatic purge valve. 700 cfm 1/r boiler with air cooler with sound-attenuated enclosure, large tool boxes mounted around unit, LED work lights mounted around unit for night operation, rear enclosure with aluminum roll up doors. **JD Brule Equipment, Greely, Ontario. Adam Russell - 613-293-1965 - adam@jdrule.com. (P09)**

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

JETTERS - TRAILER

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



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

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PORTABLE RESTROOM TRAILERS



I have 4 Haulmark restroom trailers available. The 3 bigger ones are 2004. Smaller unit is 2014. I bought these to broaden my business but don't have the time. My loss, your gain. \$40,000. Located Lake City, MI. **Contact Troy Hutchinson for further questions 231-878-2339. (P09)**



2015 JAG Mobile Solutions 8-Stall Restroom Trailer. Women's side has 4 stalls, men's side has one stall and three urinals. **Asking \$48,000. Contact Casey for more info 707-367-0071. CA (P09)**



ACSI (9) station restroom trailer, (5) ladies stalls, vanity with two sinks and a mirror, mens has (2) stalls, (2) urinals and vanity with two sinks and a mirror. A/C and heat, rubberized floor. \$32,000. Call 845-883-7880. NY (P09)

PORTABLE RESTROOM TRUCKS

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

New Imperial 1,300 U.S. gallon, portable toilet service unit mounted on a 2024 Ford F550 cab and chassis with a Masport HXL4 pump package. (Read to go) Stock #14186 - 14189. www.vacuumsalesinc.com, (888) VAC-UNIT (822-8648) (PBM) **www.vsirentalslc.com. (PBM)**

Used service trucks for sale. Owner retired, need to sell aluminum service trucks. 2009 GMC 1,100/400, 336,256 miles, Duramax. 2008 Sterling Cummins 950/350, 474,734 miles. Also have an additional aluminum service module on Chevy 5500 series 1,100/400 truck non operating vehicle, on good tires good for parts. All have fold down 2 unit gate, all are Progress tanks. Accepting reasonable offers. Text Glenn 618-767-4316. Will send pics or video as needed. Southern IL, 8 minutes from STL. (P09)



2013 F550, V10, 265k, 4x4, auto, AC, cruise, 750-gal tank (600/150), Jurop vac pump, runs and drives great, ready to use. \$14,500. 740-820-5338. OH (P09)



2021 Ford F600, 30,000 miles, Satellite MD, 1,250-gallon tank (850 waste/400 water). Truck is in really good condition. Good tires. Regular maintenance. \$105,000. Call Rob 313-585-4093. MI (P09)



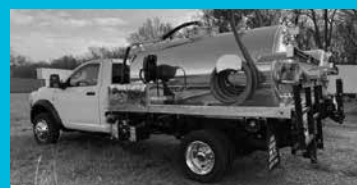
2013 Ford F750 portable restroom service and delivery truck, 6.7 diesel, 177k miles, auto trans, cold A/C, Crescent body with liftgate, holds 8 standard units, 1,000 waste/350 fresh capacity. Truck starts and runs great, new vacuum pump, 6 portable restrooms in picture included. Asking \$30,000 OBO. Please Call Keith at 706-296-3468. Truck's in North GA. (P11)



2018 Chevy 3500HD with brand new 450-gallon slide-in (300/150). Fabian 720-436-3910. (PBM)



2015 Ram diesel, auto, Satellite 650 waste/300 fresh tank, two unit carrier, \$37,000 OBO. 2013 Ram 5500 diesel, Satellite 650 waste/300 fresh tank, two unit carrier, \$33,000 OBO. Call 845-883-7880. NY (P09)



2024 Ram 5500, 4x4 and 4x2 available and ready to go. Also 2024 Ford F-550, 4x2, gas burner available and ready to go. Please call Rodney Lane 270-832-3793 for more information. (PBM)



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

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

PUMPS - VACUUM

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RENTAL EQUIPMENT

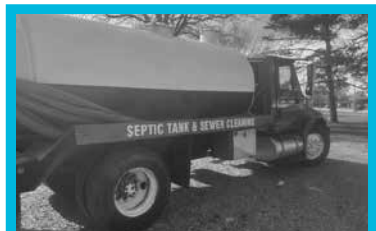
2024 Tremcar Vacuum Trailer: Stainless steel 6,000-gallon, DOT certified double conical with air-ride suspension. Aluminum wheels all positions, full hose trays, OSHA walkways and railings. Vacuum pump option either hydraulic or self-contained. KLM Rentals Inc. 617-909-9044 (PBM)

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

SEPTIC TRUCKS



2006 IHC 7600. 4,000-gallon tank with hoist, needs some TLC. \$25,000 OBO. **For more information call 585-356-2759. NY (P09)**



2002 International 4300 pump truck, 161,000 miles. DT466, Allison auto w/ PTO, 2,300-gallon steel tank, Jurop pump, 4" discharge, dual 3" intake. Rebuilt trans, engine at 130,000. Front intake will need repaired. Norwalk, Ohio. Asking \$25,000. 419-541-0877. (P09)



2018 International 4300, Cummins engine, 180k miles, Alison automatic transmission, Automatic PTO. Brand new 2,500-gallon tank, 48' aluminum toolbox, brand new Chandler VAC B1100 Spartan pump, 393 CFM, new tires and new aluminum rims. Alan 786-908-5436. FL (P09)



2005 Mack CV713 pump truck with 4,000-gallon capacity. Also have a 2007 available for sale as well.
561-752-4800 or Duallsewerndrain@gmail.com. (P09)



2011 International TranStar 8600 pump truck, 3,000-gallon Thompson tank, 10-speed manual transmission, Jake brake and storage locker & in excellent condition, ready to work. 117,441 miles, CA truck. **\$49,000 OBO. Call Joe 760-703-0714 or ando.trucking@gmail.com. (P09)**



2007 Sterling LT9500 chassis, set back axle-tandem axle, MBE 4,000-450 HP @ 1900rpm, pre-emission, Easton-Fuller transmission, 3,500-gallon Progressive tank, 3-stage hoist, Battioni WPT600 WP pump, tank unit built by Advance Pump, almost 300,000 miles. **\$50,000. Contact Mark at 330-856-3129. OH (P09)**



Selling our 2011 International model 7500, 10-speed Eaton Fuller, NVE vac pump, 4,200-gallon aluminum vac tank, jetter pump, 380k miles, new turbo, ready to work. **\$59,900. Can deliver anywhere for the fee, serious buyers only please. Call 608-558-0870. (P09)**



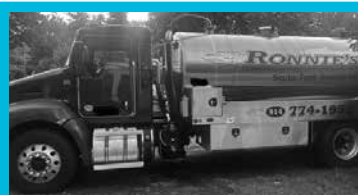
2002 GMC 7500, 2,500-gal, fan420 pump (1yr old), CAT 3126, 6-speed manual, 253k miles, cold AC, this is a daily driver we have a new truck showing up any day. Has electric/hitch receiver for trailer. 2 toolboxes and cage space. **\$35,000. Call 540-525-4505. VA (P09)**



2025 International HV607 SBA (L9 Cummins, 3000 Allison auto), 4,200-gallon steel or aluminum tank, Masport MB1000 blower(532 CFM). **Call Ray @ 501-593-7447. AR (P09)**



1997 Volvo. 3,600-gallon steel tank with hoist. Masport pump. 3" intake & 6" dump heated valves. **\$28,000 OBO. Minneapolis, MN. Peter 612-559-3456. MN (P09)**



2018 Kenworth T370, 350 horsepower, 2,500-gallon stainless steel Best Enterprise Tank and Masport liquid cooled pump. 125,000 miles. Owner operated only. **Price: \$115,000. Contact Ronnie at 914-774-1952. NY (P09)**

New 4,000 U.S. gallon, aluminum vacuum tank. Mounted on a 2024 Kenworth T480 cab and chassis with an NVE 4307 blower package. Stock #14146. www.vacuum-salesinc.com. (888)VAC-UNIT (822-8648) (PBM) www.vacuumsalesinc.com (888)VAC-UNIT (822-8648) (PBM)



2012 Peterbilt 348, 297,000 miles, 8 liter 350hp PX-8 engine, 20,000 front/40,000 rears, locking differentials, Allison 3000RDS automatic, aluminum Wheels. 4,000-gallon aluminum tank, 1/4" barrel, 5/16" heads, double plate bottom, 20" manways, 6" discharge, 4" intake. Masport HXL400WV vacuum pump. **Asking \$87,500. Call 518-527-2178 or 518-584-1048, ask for Charles. NY (P09)**



2000 International 920SER, 180,455 miles, 7,682 hours, Myers water pump, Roots blower replaced in 2018, CAT C-12, 10-speed manual, turnkey ready for work. **\$45,000 OBO. 866-720-4999. (PBM)**



2007 Mack CV713, 9-speed septic truck with vane pump. 4,000-gal tank. **\$52,000. DuAllSewerNDrain@gmail.com or 561-752-4800. FL (P09)**



2005 Sterling Acterra with Mercedes Benz engine. 2,000-gallon tank. MORO AC4 vacuum pump. **182k miles. \$42,999. 806-762-1066. (P09)**

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2025 Peterbilt 548, L9 Cummins, 3500 RDS Allison, 66k GVWR, 4,000-gallon aluminum tank, Masport Cobra (532CFM). **Call Hayden Evans 501-388-9464 or email hayden.ironvac@gmail.com. AR (P09)**



2012 Kenworth T270, PX-7 280 hp Paccar, Allison automatic, 2,500-gallon tank and new pump in 2022, 376,300 miles. **\$59,250. Samuel Austin 828-242-3258. NC (P09)**



Selling our 2018 Freightliner M2 vac truck, many new updates, 6.7 litre Cummins diesel, Eaton 7-speed automatic transmission, new rims, tires like new, new Masport pump setup, very solid 2,500-gallon vac tank little use, 120-gallon high pressure water system, very nice unit, ice cold A/C, air-ride, air dump, etc. Located in Monroe, WI. 100% rust free, ready to work. Can deliver anywhere for the fee, serious buyers only. **\$69,900. Please call 608-558-0870. (P09)**



2014 Peterbilt Day Cab, Cummins engine. The truck is loaded with accessories and is in good condition. Mileage 298,000, 18-speed. Has a newer aluminum tanker built by Imperial in 2018, vacuum 866 Challenger like new. Hydraulic driven with a 6-inch discharge. Tank capacity is 6,800-gallons. **\$168,000. Call Scott at 715-828-3592. WI (P09)**

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1998 Freightliner FLD 120, aprox 200k miles on 12.7 series 60 detroit, runs perfect, 10-speed Rockwell transmission, locking diff, air-ride suspension, Challenger 607 pump, 4,000-gal aluminum tank with separate fresh water tank on bottom so it could also be set up to do sewer jetting, aluminum rims, aluminum hose trays, comes with approx 200' of hose, ice cold A/C, hot heat, always maintained and serviced. \$45,000 takes truck. \$125,000 takes business, truck and phone number and basic service tools. Truck located in Suffolk County, NY. **Over 10 years of 5 star residential septic and cesspool service.** Call 631-255-5201 or email greatsouthbayenvironmental@gmail.com. (P09)



2016 Kenworth T370 pump truck. 3,600-gallon aluminum tank with Masport 400cfm pump. Automatic transmission 188,000 miles. 1 owner. This pump runs and operates great. **\$140,000. Located in Nampa, Idaho. Call or text 208-919-4469.** (P09)



2005 International 4400, Amthor 2,500-gallon aluminum tank with a Wittig 100 vacuum pump, 257k miles. **Asking \$53,000. Call 484-764-6351. PA (P10)**



2011 Peterbilt 389, 13-speed, 211k original miles, Pacar, deleted (still have on the components to go with the truck) pushing 650 hp, 4,400-gallon aluminum tanker w/ Sea Level gauge and 4310 NVE blower vacuum pump. Excellent truck, very clean, one owner truck before me. Ready to go. **\$160,000 OBO. 713-992-0916 (best text) (P09)**



2014 Freightliner Cascadia 125 pumper truck with NEW 3,400-gallon tank, new PN84 Jurup pump, new PTO, 12-speed Allison transmission, DD13 motor, power windows, jake brake, cold air, radio, air-ride, 90% rubber on tires, 450,000 miles. **\$60,000 FIRM. Delivery available. 800-721-2774. (PBM)**

Pre Owned, 5,800 U.S. Gallon carbon steel vacuum tank trailer. Stock# 5010C www.vacuumsalesinc.com (888)VAC-UNIT (822-8648) (PBM)



2000 Freightliner. 5,000-gallon pump truck FL122 with jetter **\$27,500. Runs great 561-302-7195. FL (P09)**



2015 Peterbilt model 348, 3,600-gallon tank, automatic transmission. 210,955 miles. **\$105,000. Thomas Burrets - 830-964-2365, burrets@aerobicservices.com (P10)**

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1997 Ford L9000, 979,516 miles, Wittig pump package, 4,000-gallon steel tank. **\$35,000 OBO. 866-720-4999, jerry@tankservicesinc.com (PBM)**

Coming in September! 2024 Peterbilt 548 cab & chassis with 4,000 gallon, Aluminum tank & NVE 887 pump package Stock #14181. www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648). (PBM)



2002 Mack, 4,000-gallon steel tank, 700k miles, 10-speed manual, good running condition. **\$50,000 OBO. 866-720-4999, jerry@tankservicesinc.com (PBM)**

1997 Ford with Cosco 3,200-gallon DOT certified dump and door liquid vacuum truck. Cummins engine with Moro M9 vacuum pump. Runs and pumps excellent. \$21,500. KLM Companies 617-909-9044 (PBM)



2007 Peterbilt, 485,000 miles, 4,500-gallon steel tank, NVE pump package, **\$60,000.00 OBO. 866-720-4999 (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 CL700, 8l transmission, 338,419 miles Transway pump, front lift tank, runs great. Asking **\$54,000 OBO. 866-720-4999. OBO (866) 720-4999. (PBM)**



2023 Mack, 425HP, Allison auto, 20/20/46, NVE 887 pump package, 5,500-gallon steel tank, many extras truck is new not used. **\$350,000.00 OBO. 866-720-4999. (PBM)**

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



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

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

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



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

TRUCKS (DUMP, SEPTIC, MISC.)



2018 International DuraStar 4300, Cummins 6.7L I6 turbo, 16,174 miles, automatic, GVW 25,999, septic 2,000-gallon, WARRANTY AVAILABLE. **Call 407-605-5511. orangetrucksales.com. FL (P09)**



2006 Peterbilt 335 vacuum truck with 16,492 miles after engine overhaul in May 2016. Ready for work immediately. Caterpillar C7 330HP engine, Allison automatic transmission, Vac-Con Sewer Jetter/Vacuum Combo, Model: VPD4212LHAD, Roots 827 blower, 10' Telescopic boom, front mounted telescopic/articulating hose reel, Hydro-Static driven blower, 1,300-gallon fresh water tank, 12 cubic yard debris body, high pump design, GVWR 60,000. Engine serviced at 15,760 miles and DOT inspection completed February 2024. **\$85,000. Please email cole.kaspar@SJLouis.com or call 320-253-9291 if interested and for more information! MN (P09)**



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

TV INSPECTION



ARIES CCTV TRUCKS - JD Brule Equipment in Ottawa, Ontario has multiple New ARIES CCTV Trucks immediately available for sale. MAINLINE AND LATERAL CAMERAS Innovative cameras capture quality video for accurate inspections. Capture high quality images in mainlines 6" or larger and laterals 3" or larger with our double and low-maintenance cameras. Built to withstand challenging pipe conditions and designed to maximize productivity - **Financing Available! 613-656-6663. ADAM@JDBRULE.COM. (P10)**

IBAK Mainline pipeline inspection system with Orpheus & Orion pan & tilt camera, T66 & T76 tractors, BS3.5 controls, 1,000-foot cable, mounted in a 2023 Mercedes Benz 3500 Sprinter Van with cargo van conversion. Stock #066R. www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648). (PBM)

IBAK Mainline pipeline inspection system with Orion & Nano pan & tilt cameras, T66 & T76 tractors, BS7 control unit, 1,000-foot cable, LISY lateral launch mounted in a 14' commercial FRP conversion box van with power retractable rear canopy & wall heater, mounted on a 2023 Ford E450. Stock #063R. www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648). (PBM)

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JD Brule Equipment in Ottawa, Ontario has multiple New ARIES CCTV Trucks immediately available for sale. Aries products are designed to maximize your productivity and withstand the rigors of inspecting and rehabbing mainline and lateral pipes. From innovative cameras to powerful tractors and fully-integrated inspection and rehabilitation systems, Aries gives you the technology and support you need.

VEHICLE MOUNTED SYSTEMS Inspection and rehabilitation vehicles provide a professional working platform. Aries outfits your choice of vehicle with equipment to meet your specific needs. Choose from standard or customized layouts and a variety of electronics and operator options. Built for operator comfort, safety and high productivity.

ARIES VEHICLES FEATURE: • Ample work and storage space and high-tech control room • High-quality materials and workmanship for durability and long life • Variety of vehicle types, including high cube trucks, cargo vans, trailers and ATV enclosures

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TRANSPORTERS Our powerful transporters easily navigate harsh pipe conditions. Aries transporters are built to withstand the rigors of sewer inspections and ensure long life. Combining power and balance, our tractors easily traverse challenging pipes 6" or larger. Our range of models, Large Line Kits and optional wheel size ensure you get the right tractor for any combination of distance, condition, and pipe size.

MAINLINE AND LATERAL CAMERAS Innovative cameras capture quality video for accurate inspections. Capture high quality images in mainlines 6" or larger and laterals 3" or larger with our double and low-maintenance cameras. Built to withstand challenging pipe conditions and designed to maximize productivity -

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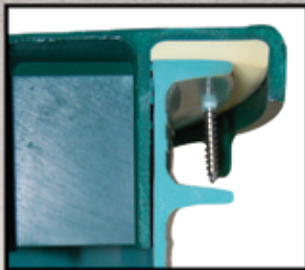
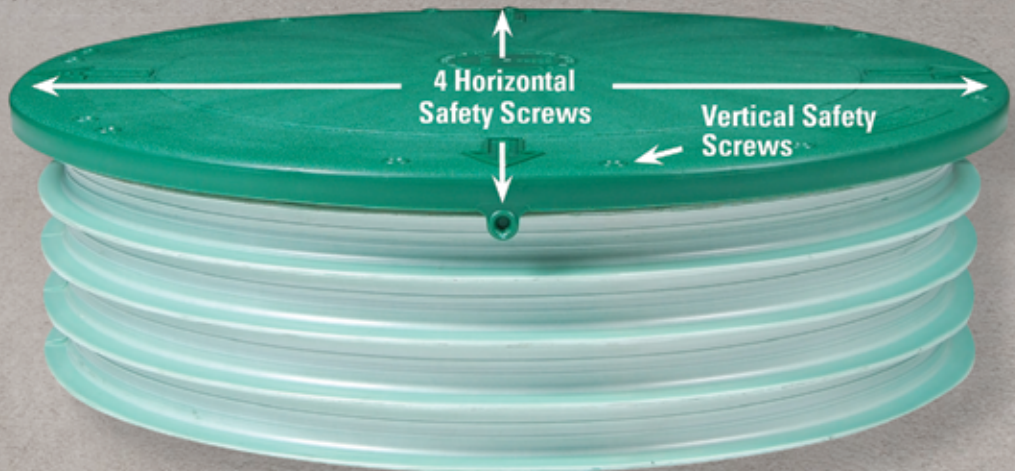
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24" HEAVY DUTY MULTI-PURPOSE FLAT RISER LID

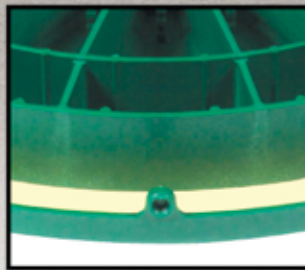
Fits most commercially available:

- Risers
- IPEX PVC Ribbed Pipe
- Corrugated Pipe

LID MAY BE USED WITH OR WITHOUT CONCRETE CENTER



Secured by 6 Vertical and 4 Horizontal Safety Screws. Screws Included.



Foamed-in Permanent Polyurethane Gasket.



Holds up to 70 lbs of Concrete for Added Safety.



Water-TITE™ Joint Vertical and Horizontal Safety Screws

4" Effluent Filter and 4" T-Baffle™

86 ft. of 1/16" filtration area.

Increases time between filter cleaning.



NSF
 800 GPD
 ANSISF
 Standard 46

EF-4 Combo
 Includes Filter,
 Housing and
 Bushing
 4" Sch. 40 &
 SDR-35

NSF
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TB-4 Housing
 18"/carton
 Gas/Solids Deflector

EF-4 Combo 18



NSF
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 Standard 46

TB-4-18 Housing
 12"/carton

4" Effluent Filter EF-4

One-piece effluent filter fits in 4" Sanitary Tee.

- Injection molded PolyPro
- Simple to install - Easy to clean

4" Sanitary Inlet/Outlet T-Baffle™

Injection molded T-Baffle
 Fits 4" Sch. 40 and SDR-35 pipe
 Simple to install

- May also be used as Inlet & Outlet Tee

6" Effluent Filter and 6" T-Baffle™

244 ft. of 1/16" filtration area.

Increases time between filter cleaning.



NSF
 1500 GPD
 ANSISF
 Standard 46

EF-6 Combo
 Includes Filter,
 Housing and Bushing
 4" Sch. 40 &
 SDR-35

NSF
 COMPONENT
 ANSISF
 Standard 46

TB-6 Housing

Gas/Solids
 Deflector

6" Effluent Filter EF-6

One-piece effluent filter fits in 6" T-Baffle™.

- Injection molded PolyPro
- Simple to install
- Easy to clean

6" Sanitary T-Baffle™

Injection molded T-Baffle™
 Injection molded
 Fits 4" Sch. 40 and SDR-35 pipe
 Simple to install
 May also be used as Outlet Tee with Solids Deflector

Save the Date!

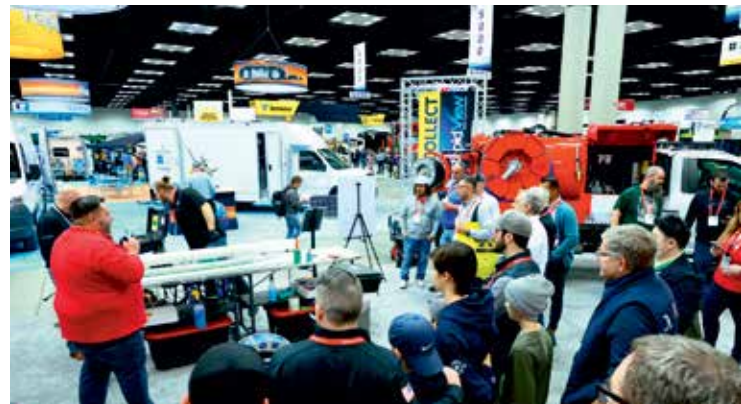
CONFERENCE: February 17-20

EXPO HALL: February 18-20

Indiana Convention Center




The logo for WWETT 25 features a stylized blue wave graphic above the text "wwett™ 25". The "w" and "e" are lowercase, while "t" and "25" are uppercase. The "25" is significantly larger than the other text.





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M2**

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4310 Blower, Allison Automatic Transmission,
Cummins L9 350HP Engine*



2024

**INTERNATIONAL
MV607**

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Vacuum Pump, Cummins L9 300HP Engine,
33,000 GVWR*



2024

MACK MD6

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- > 3800 CFM, 28" HG
- > Fruitland RCF500 Pressure Off Pump
- > 5 GPM / 2000 PSI Water Pump



Liquidvac

- > 3500 US Gallon Carbon Steel Tank
- > Fruitland RCF1200 Vacuum Pump
- > 716 CFM @ Free Air
- > 500 CFM @ 15" HG
- > Max Pressure 15 PSI
- > 5 GPM / 3000 PSI Water Pump



Powervac Mini – Trailer

- > 7800 US Gallons
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- > 940 CFM @ Free Air
- > 600 CFM @ 15" HG
- > Max Pressure 8 PSI
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