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Old Dog New Tricks

Georgia's Tony Sinopoli started a business
at 55 and keeps chugging along

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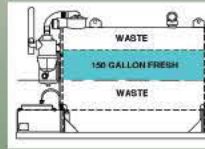
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PRO

PORTABLE RESTROOM OPERATOR

www.promonthly.com



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PROs in the News

EDITOR'S BLOG POSTS SHOW TRENDS THAT LAND RESTROOM CONTRACTORS IN THE MAINSTREAM MEDIA SPOTLIGHT AND HOW THEY CAN BUILD ON THE PUBLICITY

By Jim Kneiszel

Very soon I'll mark three years of blogging about bits and pieces of portable sanitation news at the website companion of PRO magazine, www.promonthly.com. On Jan. 4, 2010, I introduced the blog posts, explaining how I would use the 21st century technology as a complement to the content you get in this magazine every month. It's hard to believe so much time and so many blog headlines have come and gone.

I hope you've found the editor's blogs helpful at keeping you up with breaking news in the industry, highlighting some of the magazine stories we've published, and giving reminders on industry happenings, everything from the Pumper & Cleaner Environmental Expo International to recent changes at the trade association, the Portable Sanitation Association International.

The website and an editor's blog are great mediums for reporting news in a timely manner. When a topic involving portable sanitation hits the news, I can react and report on an issue instantaneously online, something I've done many times over the past few years. Looking back at the blog entries brings out some recurring themes for when portable sanitation makes headlines in the mainstream media. I'd like to point out a few:

Arson is an ongoing problem.

I know many PROs struggle with ongoing vandalism issues - tagging, tip-overs, drill holes on construction units, for example. But something more serious has made the news several times in the recent past: fires.

In one Texas incident, a few dozen units were torched, purportedly by homeless people who gained access to a storage yard through a broken fence. In other cases, a few restrooms here and there were targeted everywhere from the middle of a big city to rural Midwestern construction

sites. In Minnesota, the local chapter of the International Association of Arson Investigators offered a reward to solve restroom arson cases. A fire investigation website sought more information about portable restroom units, and got this response from a PRO:

"Most of our outdoor venues utilize numerous of these units side by side. They actually burned pretty hot and melt all the way down to the wood pallet base," the poster wrote. "I have never heard of anyone getting burned while in the unit as it was ignited. I guess it could be a matter of time."

Are you doing all you can to protect your business from arson? Do you have ideas about security and vandalism in general that can help other PROs stem the tide of damage? Please go to the blog and share your advice.

Yours is seen as a dirty job.

Portable sanitation is a natural industry to highlight in many "Dirty Jobs" news features aired across the country. We've seen a scenario play out several times in recent years: A PRO is called by a local news affiliate to participate in one of a series of Dirty Jobs reports. A reporter rolls up his or her sleeves and learns how to service restrooms at a special event or construction site.

If you are called on to explain what you do in a "Dirty Jobs" feature, consider taking a little good-natured ribbing from a reporter in exchange for getting your name and service capabilities out into the public eye.

These features are an opportunity to poke fun at the type of work you perform, and I'm not excited about reinforcing a stereotype the general public has about our industry. However, I also recognize how media exposure like this gives PROs the chance to highlight the industry's growing professionalism, showing off high-tech restroom trailers and service vehicles. It also provides priceless free advertising for potential customers - event planners, municipal officials and people planning backyard weddings - who will see your company in action.

If you are called on to explain what you do in a "Dirty Jobs" feature, consider taking a little good-natured ribbing from a reporter in exchange for getting your name and service capabilities out into the public eye.

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Many customers cut corners.

In one recent news story, a restroom contractor took flak for not properly servicing units on a pier in Southern California. Unfortunately, the root of the filthy restrooms was a municipal customer who cut services to save money. In this case, the city didn't listen to the PRO who warned that the units needed to be serviced daily or risk becoming over-filled.

In another case, event planners in Rochester, Minn., ignored the advice of a PRO and rented only a few units for a popular Fourth of July celebration. When thousands of visitors overwhelmed the event, the restroom provider bore the brunt of complaints because the company name was on the door. I'll bet this has happened to you.

I hope this is an example the customer can learn from. Skimping on the portable restrooms can transform a popular civic event into a public relations disaster. It's a shame the folks in Rochester couldn't be buzzing about the "rockets' red glare" after Independence Day rather than the woeful restroom facilities.

The public can and does drive improved service.

There's been a slow, but steady drumbeat coming from the public and business owners in towns across America demanding better access to portable sanitation. Evidence is found in Saugerties, N.Y., where visitors put up a fight to get more restrooms set up throughout the downtown during tourist season.

In busy summer tourist towns, public restrooms may be too few and the ones available can be overwhelmed during a few weeks of the year. Rather than small cities spending vast sums for permanent facilities only utilized for a few months, portable restrooms can be a smart choice for user convenience.

Have you approached the small towns you serve to provide restrooms along city streets and in parking lots to ease the demand for bathroom facilities? If you provide such a service, have those placements worked successfully and provided a much-needed revenue boost? Let us know.

SHARE YOUR FEEDBACK

I end every blog post by inviting readers to share their reactions to the items, give their opinions on an important issue, and make suggestions for future posts. I appreciate every response, and want to take a moment to encourage you again to join the discourse.

Blogs are best when there is a two-way discussion.

Other PROs want to know how you feel about news stories or questions about providing clean service or running a small business. And I want to hear from you, too. So please visit my blog and feel free to start a discussion about any one of the posts. I monitor the blogs daily and promise to respond to questions, suggestions or any general feedback. ■



Writer Judy Kneiszel has operated her own small business for 15 years and is familiar with the many rewards and challenges of business ownership. Write to her with questions, comments or topic suggestions at thewordhouse@ameritech.net.



Get Smart With Smartphones

SMALL BUSINESS OWNERS OUTPACE THE GENERAL POPULATION WHEN IT COMES TO PURCHASING SMARTPHONES. BUT YOU NEED TO USE THEM FOR MORE THAN PHONE CALLS FOR THE INVESTMENT TO PAY OFF.

By Judy Kneiszel

Maybe a salesperson talked you into buying a smartphone the last time you qualified for a phone upgrade. Maybe you succumbed to peer pressure because other business owners you know have them. Maybe you even bought several for your staff and got a tidy little tax deduction for the purchase of this new business equipment. But what are you really using smartphones for in your company?

Spending a lot of money on a smartphone and then only using it to make phone calls and play Angry Birds can lead to buyer's remorse. A smartphone should be treated like any other new piece of business equipment. You need to research its potential and take the time to learn how to actually accomplish work-related tasks with it. You must also take the time to train your staff to use their smartphones productively.

USES BIG AND SMALL

Most likely you've heard the expression, "There's an app for that." Well, there's a lot of truth to that when it comes to everyday business tasks and procedures. Here are a few practical uses for a smartphone that your company may not be taking advantage of:

Networking: There are apps that allow you to simply bump your smartphone into someone else's smartphone loaded with the same app and exchange contact information instantly with no typing whatsoever. QR code readers on smartphones also can be used for instant transfer of information from marketing materials to your phone's contact listings. Even manually inputting information as soon as you meet someone beats having a bag full of stray business cards when you return from a tradeshow or networking event. And remember the days when you'd have to check your cumbersome paper day-planner, or worse, call the office to see when you were available for a follow-up meeting with a new client? Now your smartphone calendar is always with you and always in sync with the one "back at the office."

Business presentations: When you are carrying a smartphone and run into a potential client you have the ability to do a slick impromptu sales presentation. All the information you need is at your fingertips, including facts, figures and photos. You also can create an estimate right on the spot and email it from your smartphone.

Receiving money: Create and email invoices directly from your smartphone or go one step further and utilize a mobile payment service that allows you to accept credit card payments anywhere. For a fee, these services provide a credit card reader that attaches to your smartphone. Merchant fees are often lower than with traditional payment processing methods.

Keeping track of inventory: Inventory apps keep track of supplies in real time, reducing the chances of being caught short because no one took time to enter information at the office.

Saving money: There are apps to tell you which service station has the lowest fuel price and how far it is from where you are. If the cheapest one isn't too far out of your way, this could save you a few pennies. Deal-of-the-day websites like Groupon and LivingSocial also have smartphone apps that can be useful when you're looking to save on lunch.

Keeping track of spending: There are apps to help you track business travel expenses on the road. You'll cut down on paper clutter on the trip and reduce the time spent trying to recall expenditures once you get back to the office. You can use a scanner app or your phone's camera to capture an electronic copy of receipts rather stuffing them all in your wallet.

Make the journey smoother: Map the most efficient route with a smartphone GPS app and use your phone to log your mileage and fuel purchases too. You also can get useful live information sent to the device

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Be more social: Use your smartphone camera to take photos or videos on the jobsite and post them immediately on social networking sites.

Explain a breakdown: Don't waste time driving around until you can find someone to fix or replace broken equipment. Take a picture of it, and send the picture asking, "Hey, do you have one of these in stock?" Or, "Can you tell me how to fix this?" You could have an answer in seconds.

Do it yourself... better: If you like to fix things yourself, snap sequential pictures with your smartphone as you take something apart. Viewing the pictures in reverse order will help you get things back together.

Change course: If you arrive on a work site to find the lay of the land is not as the client described, a few quick pictures sent to the client could explain why you can't locate restrooms where you said you would. And you may, thanks to the pictures, quickly determine a mutually agreeable alternate site.

An emailed photo from your smartphone also might convince a vendor to reship if you receive supplies that are damaged or poorly packaged.

If you like to fix things yourself, snap sequential pictures with your smartphone as you take something apart. Viewing the pictures in reverse order will help you get things back together.

OTHER HANDY APPS

Once you start exploring, you'll find lots of apps that make owning a smartphone smart for your business. There are flashlight apps and bubble level apps, which can mean fewer tools to lug around. There also are apps to provide emergency first aid information, which could prove useful if someone is hurt on the job. There are apps that track the maintenance of multiple vehicles, logging repairs and fuel economy. There are apps to convert weights and measurements, translate languages and track packages from major shipping companies ... and that's just to name a few.

LOSING IT

Of course, owning a smartphone puts you at risk for losing that smartphone or having it stolen. But, there are apps for that too. Most smartphones can be password protected by the owner and this should be done on any phone that holds information about your business.

Remote location, which works primarily through GPS, can help you narrow down where a phone is and help you determine if it's simply lost or if it may have been stolen. For example, if your phone is traced to 123 Main St. and you were at a meeting at that address earlier in the day, chances are you inadvertently left it behind. If it's in a part of town you've never been to, it may have been stolen.

Software and services with the ability to remotely lock or wipe your phone are a good investment. These services can give you the option to display a customized on-screen message with return/reward information, but if getting your phone back is unlikely, you can wipe its data clean with a remote command.

All data on your smartphone should be backed up regularly to a computer, or stored on a cloud so wiping it remotely won't result in the loss of much information. It will, however, prevent someone else from accessing that information. ■

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Old Dog NEW TRICKS

Forget the rocking chair. Georgia's Tony Sinopoli started a new restroom business at age 55 and continues to run routes and please customers 15 years later. **By Ken Wysocky**



Technician Robert Harmon pauses to sign the service record on a unit he's just cleaned at a construction site on Georgia's Tybee Island. (Photos by Jim Kneiszel)

At 55, when many folks start to scan their 401(k) retirement accounts more often, Tony Sinopoli bucked convention and started his own portable sanitation business. Now 70 years old and as active as ever – and despite some hardships created by the stagnant economy – he has no regrets about the decision to become a late-blooming entrepreneur as the owner of Tony's Jons Inc. in Savannah, Ga.

"Sure, it was scary to open up my own business at 55," Sinopoli says of his decision in 1998 to leave a job managing a portable restroom business in Savannah after 25 years. "The hardest part was I went from making good money to virtually nothing ... For about a year and a half, we lived off my wife Athena's salary. We've definitely seen good times and bad times, but overall, it's worked out well enough ... I put my two girls through private school and college, and Athena was able to go back to college and get an education degree.

"I'm no spring chicken now, that's for sure," he adds. "But I really enjoy what I do. The day I can't get out of bed and go do it is the time to hang it up."

To hear Sinopoli talk, that's not going to happen soon. He still runs service routes Monday through Wednesday, and spends the remainder of each week delivering restrooms and "tending to business – trying to drum up new customers," he says.

STARTING FROM SCRATCH

In a way, it's not much different than when he struck out on his own. At the time, he sent out a letter to everyone he knew in the industry, asking them for a chance to provide service if their current contractor wasn't performing well. He says he never tried to start a price war or steal customers, preferring to let great service sway potential clients.

Sinopoli started out with a major handicap: The publication deadline for the local telephone book had already passed by the time he decided to start Tony's Jons, so he went a year without a phone book listing. As such,

(continued)

Tony's Jons Inc., Savannah, Ga.

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Specialties: Portable sanitation

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George Keith moves a Poly-Portables Inc. hand-wash station in the Tony's Jons yard.



the letter – and providing great service and obtaining word-of-mouth referrals – were the key to establishing a viable client base.

“That’s the way I built my business,” he recalls. “My granddaddy always told me your word goes a long way. If you tell someone you’re going to do something, you’ve got to go out and do it and do it right.”

Sinopoli also says he welcomes competition, pointing out that it keeps businesses on their figurative toes. “If you have a monopoly, you tend to think you can do what you want to do,” he says. “But with competition, you know that if you don’t do your job, there’s someone else who will.”

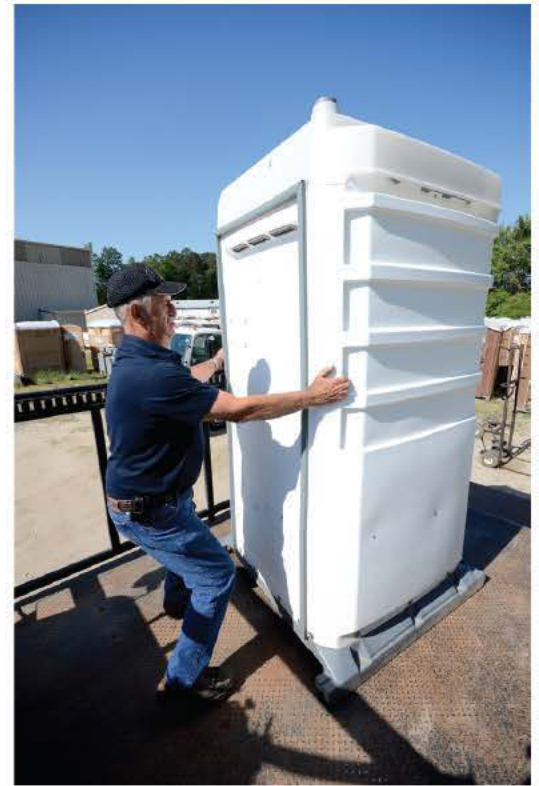
PREFERS COMPACT TRUCKS

Today, Sinopoli’s equipment inventory reflects the success of his marketing efforts. He owns about 1,400 restrooms, mostly made by PolyJohn Inc., with some made by Satellite Industries Inc. and PolyPortables Inc. That number includes 14 deluxe PolyJohn units with sinks and flush toilets.

For service vehicles, Sinopoli relies on five Isuzu NQR cab-over trucks with 850-gallon waste/350-gallon freshwater aluminum tanks, outfitted either by Keith Huber Inc. or Satellite Industries, with pumps manufactured by Masport Inc. He also owns one Chevrolet W3500 flatbed delivery truck, which can carry up to six restrooms; and one Isuzu NRR with an aluminum 300-gallon waste/200-gallon freshwater tank, built by Satellite Industries. The truck also can carry four restrooms.

“I bought it because it allows me to deliver units and hand-wash stations and service restrooms, too, with just one truck,” Sinopoli explains.

Sinopoli favors smaller, more maneuverable cab-over trucks because his drivers frequently contend with tight quarters at industrial plants and



Tony Sinopoli loads a PolyJohn Fleet unit onto his Isuzu flatbed service truck outfitted with a tank from Satellite Industries. The white flushing units are popular with wedding and special event customers.

“If you have a monopoly, you tend to think you can do what you want to do. But with competition, you know that if you don’t do your job, there’s someone else who will.”

TONY SINOPOLI

factories. Sometimes the tradeoff is more frequent trips to disposal facilities, but he mitigates that by routing trucks as efficiently as possible.

“The exception to that is holding tanks,” he says. “If we pump out three holding tanks, we have to go dump. But in those cases, we try to work it out so the drivers aren’t that far from a disposal site.”

(continued)

Getting to know you

Networking with colleagues has made an already satisfying experience of running a portable sanitation business even more meaningful for Tony Sinopoli. The owner of Tony’s Jons in Savannah, Ga., has forged a 20-year friendship with another PRO, and the two have routinely shared insights and business-building ideas along the way.

Sinopoli met Mark Knight, the owner of Bill’s Service Co. in Knox, Pa., at the Pumper & Cleaner Environmental Expo International. They hit it off immediately and meet every time they both attend the trade show. They’ve even visited each other’s homes.

“We’re really good friends, even though I’m old enough to be his daddy,” Sinopoli says. “We talk to each other every other month or so to stay in touch.

There’s really value in not only having a good friend, but knowing someone who does the same thing you do.”

Sinopoli’s experience underscores the benefits of industry networking, particularly with colleagues where there is no potential for competition. When PROs don’t compete with each other for work, they’re encouraged to share tips and advice. This type of networking also demonstrates the value of attending industry events that allow people to meet, make friends and exchange ideas.

“We meet a lot of people at the Pumper show, and sometimes at night, you find out more in terms of different ideas,” Sinopoli says. “That’s what happens when a bunch of men and women get together and have a good time, talking about what you do and how you do it. It’s not that the seminars aren’t good, but (the social gatherings) provide a whole other level of information sharing.”



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Residential construction is surprisingly busy in popular oceanfront areas like Georgia's Tybee Island, where technician Robert Harmon is stopping to service a unit using his Tugger vacuum truck from Keith Huber.

KEEPIN' IT CLEAN

A lot has changed in the industry since Sinopoli started his career 40 years ago. But one thing remains constant: Providing customers with sanitary restrooms leads to repeat business and word-of-mouth referrals.

"You must provide sanitary units," he emphasizes. "The guys who work for me take pride in what they do. The only thing you have to sell in the portable-restroom industry is service. Anybody can go into business and put brand-new restrooms out there. But if you don't service them, they aren't worth a flip."

To kill germs, Sinopoli started using bleach in his scrub water years ago, based on information from his two daughters, who both are nurses. That willingness to listen to others goes a long way toward improving his business, he adds.

"I still learn something new every day," he says. "You've always got to leave yourself open to new ideas. Don't have a closed mind and think your way is the only way."



The company's business volume currently breaks down to about 30 percent special events and 70 percent construction placements. The company's revenue is down dramatically, due primarily to the nationwide downturn in the housing industry that began in late 2008. At its peak several years ago, Sinopoli had eight employees, and every driver had 25 to 30 restrooms to service on Friday routes. Now he has three employees, and a grand total of 14 restrooms to service on Fridays.



Driver George Keith (left) uses a Mingo Mover from Deal Assoc. while Tony Sinopoli looks on.

"It's been rough," he says. "We had a little nest egg that's wiped out. But I go by faith. The good Lord looks after babies and fools, and I'm no baby. I take things one day at a time."

"Is it more challenging to do this job at age 70? Yes. I snap, crackle and pop when I get out of bed. But I still enjoy the job. There's nothing better than when someone calls to order another restroom because we provided great service. That's very satisfying."

TONY SINOPOLI

MAKING A COMEBACK

Sinopoli used several strategies to compensate for the decline in business. At first, he cut back on hours, then eventually had to start the painful exercise of laying off employees. He also cut expenses wherever he could without sacrificing service. For example, his drivers used to wear uniforms, but now they don't, and he reduced the size of his telephone-book ads. He also re-examined routes to make sure service trucks run as efficiently as possible to reduce fuel expenses.

"But we're making it - things are picking up," he says. "At least my doors are open for business, because there's plenty that aren't. We never skimp on service or chemicals - just try to cut corners wherever we can and save every dollar we can. The drivers work with me ... they understand what's going on."

Sinopoli also says that to retain business, he makes a point of frequently meeting in person with jobsite supervisors and foremen, because they're the ones who know and remember what vendors do - not necessarily the owners of the companies.

NO QUIT IN HIM

For now, retirement isn't on Sinopoli's radar. He thoroughly enjoys his job, and loves meeting with clients every week. And the hardworking crew, including right-hand man Willie Reynolds, always help get the job done.

And Sinopoli is anticipating an economic rebound that will enable the company to bring back amenities such as uniforms for drivers, which he feels are just as important to creating a professional image as clean, well-maintained trucks.

In short, as long as his health remains good, Sinopoli is more than content to keep plugging along.

"Is it more challenging to do this job at age 70? Yes," he says with a chuckle. "I snap, crackle and pop when I get out of bed. But I still enjoy the job. There's nothing better than when someone calls to order another restroom because we provided great service. That's very satisfying." ■

MORE INFO

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By Ed Wodalski

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FOUNDOPS

The handheld mobile display from FoundOPS enables Mac or PC users to track client information and service history and create recurring service schedules. Drivers can be dispatched by dragging and dropping jobs, or by allowing the routing algorithm to determine the most efficient route. Job information and updates can be sent to smartphones or tablets in the field, along with turn-by-turn directions to the site and customer information. The device also records service reports and tracks route progress and GPS location. Completed jobs are automatically invoiced in QuickBooks. The entire system is securely hosted in Microsoft Cloud. **765/688-0006; www.foundops.com.**



RITAM TECHNOLOGIES

The inventory control mobile app from Ritam Technologies, makers of Summit software products, is designed for the portable sanitation industry and related services. The app can scan inventory barcodes for delivery, pickup and service of units in the field, and automatically display and attach customer site information for units being serviced or picked up. It automatically tags the scan with GPS coordinates for use with mapping and route planning tools at the office and periodically sends accumulated information for dynamic tracking and proof of service as it occurs. The app is available for Android smartphones and will be available for iPhones. It is included with the Summit Premium edition and can be added to Summit Rental or Route Management System, Pro or Deluxe editions. **800/662-8471; www.ritam.com.**



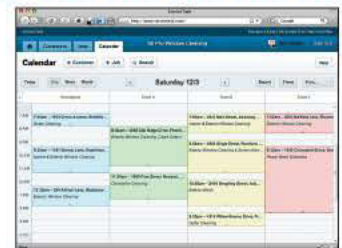
ROUTEOPTIX

The integrated mapping function of the management software program from RouteOptix utilizes the latest version of Microsoft MapPoint 2013 that allows for an interactive visual interface while entering customer data, optimizing routes or dispatching calls. Other new features include integration to QuickBooks Merchant Service, the ability to print checks for grease customers, journal entries by region, select/store multiple email address and batch email invoices. GPS functions, including two-way text messaging, fuel card integration, construction and traffic alerts, driver ID, driver assignment and Skype integration are available. **866/926-7849; www.routeoptix.com.**



SERVICETASK

Web-based management software from ServiceTask is designed for managing customers, dispatching crews and scheduling jobs. An overview screen enables users to view a summarized list of all jobs for the day and recent activity in a live feed. The customer dashboard tracks details and contact information with custom tagging, notes and email reminders. The calendar view allows for drag-and-drop scheduling by day, week or month. Schedules can be printed, emailed or synced to an external calendar for access by crewmembers. The software includes RouteTask, which imports jobs for the day and automatically plans the most efficient route. It also integrates with QuickBooks for automatic invoicing and customer tracking. The software is available for Mac, iPad, Android tablet or PC. All data is backed up and SSL-encrypted. **888/536-8275; www.servicetask.com.**



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THE LIQUID WASTE INDUSTRY'S BIGGEST SHOW WILL RETURN TO THE HOOSIER STATE IN 2013 BY LUKE LAGGIS

The Pumper & Cleaner Environmental Expo International will return to Indianapolis Feb. 25-28, 2013, bringing back everything that made the 2012 Expo a huge success along with some new features to help attendees get even more out of their time.

"Once a year there is a gathering of the best in the industry," says Bob Kendall, co-founder of COLE Publishing and president of COLE Inc. "The best manufacturers, dealers and suppliers meet with the best pumpers, cleaners and service contractors. This gathering provides unequalled opportunity to see, learn, grow and develop their businesses."

Education Day will kick off the 2013 Pumper & Cleaner Expo, providing an opportunity to acquire the strategies and technical know-how to push your business or utility forward. Topics cover everything from *Pump Choices and Settings* to *The Science and Engineering of Onsite Wastewater Treatment*. Pumpers, cleaners and other wastewater professionals will have the opportunity to learn from the industry's top experts, gaining insight on best practices and strategies for growth and success. Education Day also facilitates free dialogue among your peers, so you can seek and share advice and experiences that competitors might otherwise keep to themselves. It's a day dedicated to helping you expand your knowledge base and improve your craft.

"The best manufacturers, dealers and suppliers meet with the best pumpers, cleaners and service contractors. This gathering provides unequalled opportunity to see, learn, grow and develop their businesses."

BOB KENDALL

The learning opportunities won't end when the final session lets out on Monday afternoon. Educational seminars also are slated for Tuesday and Wednesday, and Roundtable Discussions will be held Thursday morning. In fact, this year's Expo features one of the most expansive lineups of educational opportunities in the event's 33-year history.

Attendees will learn about new tools, technologies and methods for solving specific problems; fine-tune your knowledge of basic in-the-

field practices, and learn business leadership skills that transform your performance and profit. Expo education courses count toward continuing education credits in many states. Check out the Expo website (www.pumpershow.com) for specific information on your state.

Of course, it's not all about the classroom. The massive display of tools, trucks and technology helps contractors stay on the cutting edge of equipment advances. The Pumper & Cleaner Expo is the only place where you meet all the major manufacturers, kick the tires on the latest equipment, and network with the people who know this industry best.

A record 92 percent of attendees at the 2012 Expo said they would be coming back in 2013, so you can be assured of gathering with the best people in the industry.

"There's no better place to network with others who understand your business," Kendall says. "The free exchange of knowledge and experience is priceless. There's no better place to learn how to become more profitable."

Last year, 501 exhibitors filled more than 550,000 square feet on the show floor, and the response is already up from new companies interested in the 2013 Expo. The list of exhibitors is continually updated on the Expo website, which you can also use to preview the educational sessions, study the interactive floor plan, plan your itinerary and search for hotel rooms. Three new hotels near the airport will provide convenient accommodations for those with early or late flights.

Indy also has plenty to offer outside the Expo hall, including a range of museums, entertainment venues and shopping opportunities, and there are hundreds of restaurants within a short walking distance of the Convention Center. Find your favorite spot to meet up with clients, colleagues and friends, and find out what "Hoosier hospitality" is all about.

While planning your itinerary, be sure to keep Tuesday night open for the Industry Appreciation Party and Craig Morgan concert at the JW Marriott Hotel, connected to the Convention Center. It promises to be a great night.

In fact, the Expo promises four great days. If you haven't been to the Expo, jump onto the website and take a look at everything it can offer you and your business. It's easy to plan the trip, and you'll walk away with a better perspective on your business and the entire industry.

See you in Indy. ■

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“Can’t afford to miss it!”

Duane Shelar loves talking to “strangers” – the top-flight pros he meets at the Pumper & Cleaner Expo. “If you’re not going to the Expo, you’re missing the whole point of learning about the industry,” he says. “At a very low cost, you stay on top of things. It’s wonderful to do the roundtable discussions and learn from others’ experience. I had more fun at this show than any other!”

Join your industry in Indianapolis!

EDUCATION DAY SEMINARS

MONDAY
FEBRUARY 25TH

NAWT

National Association of Wastewater Technicians

- 8 a.m. Introduction to Pressure Distribution
- 9:30 a.m. Designing Systems, Boundaries and Barriers from a Soils Perspective
- 11 a.m. Pump Choices and Settings: Decisions for Proper Operation
- 1:30 p.m. Operation and Maintenance of Pressure Distribution Laterals
- 3 p.m. Installing with Management in Mind: How to Get the Most out of Your System
- 4:30 p.m. Design and Maintenance of Grease Interceptors

NEHA

National Environmental Health Association

- 8 a.m. What Makes a Professional in Onsite Wastewater Systems?
- 9:30 a.m. Part One: The Science and Engineering of Onsite Wastewater Treatment
- 11 a.m. Part Two: The Science and Engineering of Onsite Wastewater Treatment
- 1:30 p.m. Education and Training: Professionalization of the Practitioners
- 3 p.m. Management Models: Management and Becoming a Management Entity
- 4:30 p.m. The Future of the Onsite Wastewater Industry: How to Make it Work for You!

SSCSC

Southern Section Collection Systems Committee

- 8 a.m. Seven Powerful Tools for CCTV Inspection Perfection
- 9:30 a.m. Easements – A Collection System Maintenance Nightmare
- 11 a.m. Nozzle Science – The Next Generation of Tier 3 Nozzles and Beyond
- 1:30 p.m. Pass or Fail – Is Your Company Going To Make It? How to Ensure Success
- 3 p.m. Social Media and Web-Based Promotion: Is it Right for Your Business?
- 4:30 p.m. Pipeline Relining and Rehabilitation Solutions

NASSCO

National Association of Sewer Service Companies

- 8 a.m. Ultraviolet Manhole Rehabilitation
- 9:30 a.m. Convey Your Stormwater and Plug Your Holes!
- 11 a.m. Jet Up! Sewer and Storm Water Cleaning
- 1:30 p.m. Rethinking Collection Maintenance with Sewer Line Rapid Assessment Tool or SL-RAT
- 3 p.m. Case Study of Cleaning Large Diameter Sanitary Sewers and Siphons
- 4:30 p.m. Pipeline Assessment Certification Program (PACP) 2013 Update Workshop

NOWRA

National Onsite Wastewater Recycling Association

- 8 a.m. Time Dosing ... Why? How? And How Much?
- 9:30 a.m. Loading Rates – How Much Can the Soil Take?
- 11 a.m. Troubleshooting Pumps, Floats and Panels
- 1:30 p.m. The Dirty Dozen – Toxins That Kill Septics
- 3 p.m. How Installers Can Use the Poor Economy to Increase Profits
- 4:30 p.m. Are Seepage Pits Really Bad?
- 8 a.m. Designing Drip Dispersal Systems
- 9:30 a.m. Soil Erosion Control During and After Septic System Installation
- 11 a.m. Decentralized Wastewater Collection System Maintenance

NOWRA Room 2

SCOTT HUNTER

Business Coach

- 8 a.m. - 5:30 p.m. | 2013 - Your Best Year Ever

WJTA/IMCA

WaterJet Technology Association

- 8 a.m. Safety and Efficiency – You Don't Have to Choose!
- 9:30 a.m. Selecting the Best Jetting Tip Doesn't Have to Be Scary
- 11 a.m. Hydroexcavation – The Non-Destructive Solution

PHIL STEIN

Vacuum System Information

- 1:30 p.m. | Understanding the Power: Physics of Vacuum and How it Works

NEXSTAR

Independent Residential Service Contractors Association

- 1:30 p.m. | The Art and Science of Business Management
- 3 p.m. | The Business of Contracting

PSAI

Portable Sanitation Association International

- 4:30 p.m. | GAP: Good Agricultural Practices



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FEBRUARY 25-28, 2013

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TUESDAY TRACKS

FEBRUARY 26TH, 2013

TRANSPORTATION AND LAND APPLICATION

- 8 a.m. Driver Compliance and Certification: How to Meet DOT Requirements
- 9:30 a.m. Staying in Compliance with 503 Regulations for Land Application
- 11 a.m. Land Application: Case Study of a Long-Term Operation

INDUSTRY SAFETY

- 8 a.m. One Piece Nozzles Enhance Performance and Safety
- 9:30 a.m. Confined Space Entry Permit and Equipment Review
- 11 a.m. Utility Line Locating

SSCSC

- 8 a.m. Making Emergency Response Your Business
- 9:30 a.m. How to Protect and Maintain Sewer Hose From Mini Jetters to Combination Units
- 11 a.m. How to be Successful in the Cleaning/CCTV Business

GENERAL BUSINESS

- 8 a.m. New Untapped Techniques to Capture Today's Customers
- 9:30 a.m. 10 Steps to Marketing Success
- 11 a.m. Cloud Computing for Small Business and the Field Service Industry

SEWER COLLECTION & REHABILITATION

- 8 a.m. Chemical Grouts and Grouting Methods
- 9:30 a.m. Watch Your Assets – Remote Monitoring Can Save You Big Bucks
- 11 a.m. Lateral Connection Rehabilitation: Biggest Bang for the Rehabilitation Buck

SPANISH/ESPAÑOL

- 9:30 a.m. Floods in Mexico City
- 11 a.m. How to Overcome the Difficulties of Doing Business in South America

WEDNESDAY TRACKS

FEBRUARY 27TH, 2013

SEWER COLLECTION & REHABILITATION

- 8 a.m. Cash for Compliance: The New Boom in Home Sewer Replacement
- 9:30 a.m. Trenchless Point Repairs, a Low Cost Permanent Solution
- 11 a.m. Penn State University Performs Manhole-to-Manhole Lining In-House

GAS, OIL & MINING

- 8 a.m. How to Decide What Dewatering Option is Best for You
- 9:30 a.m. Blower 101: The Basic Operation of the Positive Displacement Blower
- 11 a.m. Principles and Equipment of Hydro-Pneumatic Vacuum Excavation

GENERAL BUSINESS

- 8 a.m. Save Money – Move Your Business to the Cloud
- 9:30 a.m. Morally Bankrupt
- 11 a.m. Measuring Success Matters: Your Ads, Your Agents, Your Technicians

MUNICIPAL

- 8 a.m. Benefits of Digital Side Scanning Inspection Camera Systems
- 9:30 a.m. Application for Sewer and Storm Nozzles
- 11 a.m. Grinder Pumps & Application

PORTABLE LIQUID WASTE

- 8 a.m. A View from the Receiving End: Regulatory Challenges in FOG Programs
- 11 a.m. Now You Smell Me, Now You Don't: Deodorants

NEW TECHNOLOGY

- 9:30 a.m. New Technology for Locating Sewer Line Leaks
- 11 a.m. Solve Decentralized System Malfunction Issues and Site Challenges

ADVANCED INSTALLER COURSE

- 8 a.m. - 5 p.m. Presenters: Jim Anderson and Dave Gustafson
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NETWORKING & ENTERTAINMENT

Network with your peers over a 25¢ tap beer and enjoy a private concert just for Pumper & Cleaner Expo attendees! The Tuesday Night Industry Appreciation Party is a must attend Expo event and it's included when you pre-register before January 25th, 2013!

Tuesday, February 26th

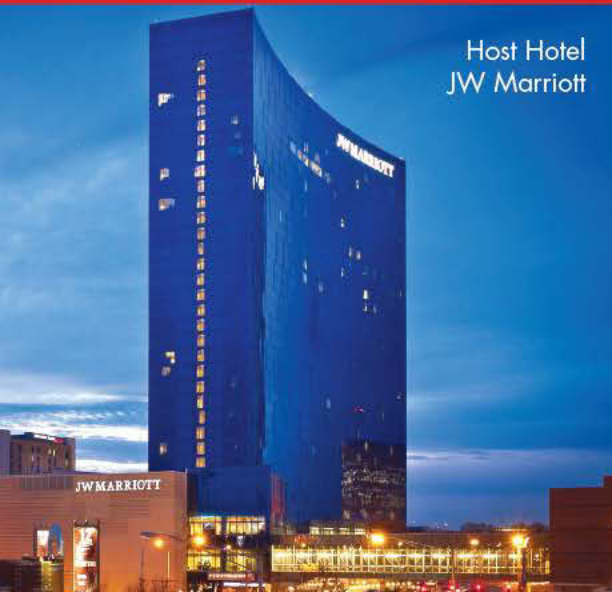
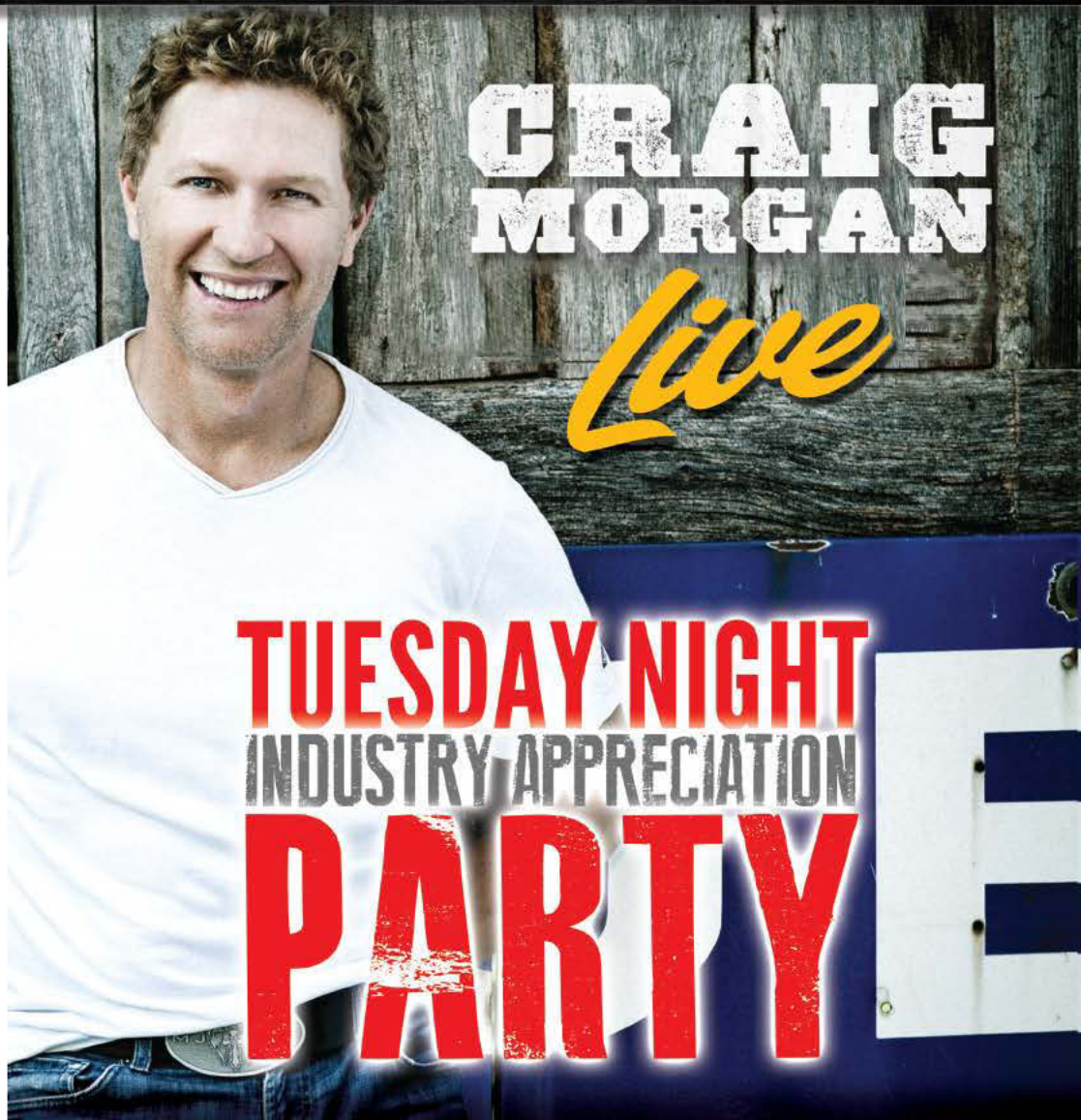
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25¢ Tap Beer: 5 - 7 p.m.

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Take Him Home, Country Roads

SMALL, FAMILY-RUN PORTABLE RESTROOM BUSINESS ALLOWS AN OHIO PRO TO MAKE A LIVING IN ECONOMICALLY SCARRED APPALACHIA

By Betty Dageforde

Despite having a degree in mining engineering, Todd Zuspan was forced to look for other options when the West Virginia coal mine he was working for closed. An opportunity came along, and the 23-year-old took all his money, made a leap of faith and in 1993 bought a portable restroom business in Pomeroy, Ohio, later partnering with his father, Frank Zuspan.

They soon expanded into trash hauling, which became so successful that in 1999 Waste Management offered to buy the trash division. At the same time, they made Zuspan a job offer he couldn't refuse. So, while his dad continued to operate the portable restroom business, Todd began a new career. "I did everything," he says. "Mechanic, truck driver, management, the guy on the back of the truck throwing the trash into the truck."

Ten years later when Zuspan was laid off due to the recession he got back in the game and bought the restroom business from his dad, who was ready to retire. Again he took all his money, bought four acres in an industrial park in McArthur, Ohio, constructed a building, added septic pumping service, and gave it the name A2Z Sanitation.

Today he has one employee, Mike Riffle, about 180 PolyJohn Enterprises PJN3s and two service vehicles – a 1996 International with a 900-gallon waste/300-gallon freshwater steel tank built out by Prime Industries and a 1998 International put together by the Zuspans and a local welder, with a 1,500-gallon steel tank from LMT and a 200-gallon freshwater plastic tank from Kentucky Tank. Both vehicles have Battioni pumps.



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The A2Z Sanitation family includes (back row, from left) daughter Brittany Haislop, co-owner and Todd's wife Julie Zuspan, owner Todd Zuspan, and (front row) sons Brett Haislop and Jake Zuspan. (Photos By Tom McManis)



EXPLORE FIVE ISSUES THAT AFFECT TODD'S PORTABLE SANITATION BUSINESS:

FAMILY DYNAMICS

Zuspan has always involved his family in the business, including his children. Brittany, 19, goes to college but helps with deliveries in the summers and knows her way around a service truck. Jake, 18, is eager to venture out in the world, but is familiar with all aspects of the business and helps out in the meantime. And Brett, 15, "does anything and everything," Zuspan says, "but he especially likes doing special events because he gets to go see things." Zuspan's wife, Julie, holds down a part-time job with the county health department but still spends a lot of time on the business, filling in any gaps that arise – office work, riding in the truck, running errands. "She does everything, and I'm not lying," Zuspan says. Working with family is enjoyable, he adds. "I just want them to grow up to be better at everything than I was."

CUSTOMER DIVERSITY

One of Zuspan's customers is located in the middle of the Ohio River. Three portable restrooms sit on an O-Kan Marine Repair anchored service barge. Once a week Zuspan drives his vacuum truck onto the barge via a connecting ramp. Another customer – the dynamite factory – is in a large compound that Zuspan describes as being nearly as secure as a prison. Anyone entering must have security clearance and be escorted to each

(continued)




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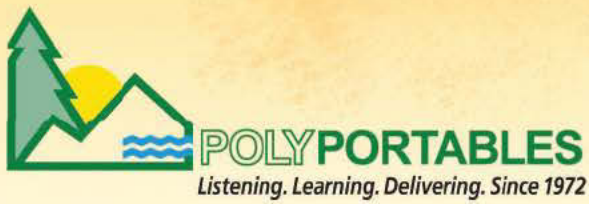
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* We often see older units in action. However, this was one unit that could be given the day off for a photo shoot.



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Todd Zuspan prepares to clean a restroom placed on a barge in the Ohio River in Gallipolis, Ohio.

location. Test buildings – which are not plumbed and therefore need portable restrooms – are widely scattered to avoid a chain reaction disaster in the event of an accident. One of the biggest events for the Zuspans is the Meigs County Fair, looking forward to its 150th anniversary in 2013. The company provides restrooms and RV pumping services. This is such an important event for the company that Julie Zuspan takes a vacation from her county job to help.

DIFFICULT DISPOSAL

Although several counties in the area have new sewer plants, they will not take outside waste, even from septic systems pumped out in those counties. “They say they’re not set up for it,” Zuspan says. That leaves him with two options. One is the small plant in McArthur. But the most practical is a new facility in Chillicothe, 40 miles away. “It affects everything – drive time, wear and tear on the truck, fuel mileage,” he says. It’s a system he feels is a hardship on him and unfair to the counties that do take the waste. “If you go to a county and pump a septic tank or clean a toilet, you should be able to dump in the same county,” he says.

“IT’S TOUGH TO GET CUSTOMERS, BUT THE ONES I’VE GOT HAVE BEEN VERY LOYAL. WE SUPPORT ONE ANOTHER, AND THAT’S THE WAY WE GET THROUGH ... MY OUTLOOK ON LIFE IS YOU GIVE THEM A GOOD SERVICE AND THEY’LL STICK WITH YOU THROUGH THICK AND THIN.”

Todd Zuspan



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Tom Zuspan gets ready to service a bank of PolyJohn Enterprises restrooms at a special event.

I CAN DRIVE FOR MILES AND MILES

McArthur is in Vinton County - the poorest county in Ohio, Zuspan says. "It's tough to get customers, but the ones I've got have been very loyal. We support one another, and that's the way we get through." Those customers include the county airport, the high school, Austin Powder, the Wild Turkey Festival and convenience store owner Rick Hensler. To get enough customers to pay the bills, Zuspan has to service six other counties. That eats into his time and fuel budget. "You just have to manage it properly," he says. "When a toilet needs delivering, you deliver it right now. But if it needs to be picked up, you wait until you're near it." He sometimes adds fuel surcharges and has raised prices modestly. "You try not to gouge them, but my outlook on life is you give them a good service and they'll stick with you through thick and thin."

FRIENDLY COMPETITION

To further increase business, Zuspan discovered he comes out ahead if he works with his competition rather than against them. "I try to work with the bigger ones because I'm so small." He gets referrals from Rent-A-John in Columbus, Ohio, for work outside the large company's service territory, and works with Portable Restroom Trailers in Charlotte, N.C., to pump and clean the trailers they rent out anywhere within two hours of him. He and Ron Brooker of Ron's Porta Jons, 75 miles away in Marietta, Ohio, share trucks and portable restrooms, and do out-of-area trades. It's worked out very well for him and is a win-win for everyone, he says. ■

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Fees & Deadbeats

PROS SHARE THEIR THOUGHTS ON PRICING AND HANDLING CUSTOMERS WHO WON'T PAY WHEN THE BILL ARRIVES

QUESTION: What do other companies charge for monthly rentals? We charge \$85/month for regular people and \$80/month for construction companies. Weekend rentals are usually the same price as monthly. We may lose some business that way but we can't do this stuff for free, and people are usually willing to pay that. I'm pretty sure the companies near us charge about that and they may charge less for weekend/one day rentals.

I want to make our customers feel like they are getting good service for the money, but we are trying to make a profit.

ANSWERS: I've added a fuel surcharge to my regular rates, now we are at \$97. Weekend rates are \$130 up to \$230. I'd love to charge that per week, but

with some of our regional companies charging \$50 for the same service, it just isn't going to happen.

Maybe my math isn't correct, but here is how I look at it: Charging \$80 per month comes to \$20 per week. I don't know how far you're going after that \$20 but let's just say the chemical, paper and diesel cost you \$5, and let's say you are able to get that toilet cleaned for \$10 total. That only leaves \$10. After you prorate tire usage, insurance and every other bill, who do you have out of that \$10? Now I don't care if you've got one or 1,000 units, that doesn't resemble anything I would consider making money!

I charge \$125 minimum to deliver and set up a unit and \$95 per week minimum to clean them. These prices are within a 10-mile radius of my shop plus \$2 per mile if it's farther. I don't solicit rentals and let all customers know my price up front and that I'm the most expensive in the area, but all stay rented, and I turn rentals over to other companies daily.

If you feel a rate increase is needed, you can't be afraid to go up. You have to sustain your business. Everyone is increasing prices where necessary.

We offer a premium service for our portable toilets. We steam clean them, pressure wash them on route, use more enzymes, seat covers, etc., and we're only able to get customers at the lower end of the scale (\$70-\$90). I have a friend who gets at least \$90. However, I do charge for fuel, late fees and have a four-week billing cycle.

We provide weekly, not monthly service, therefore if you're charging monthly (30 days) you're essentially giving your customers four free weeks. The worst part of it is they don't even realize the discount they're getting, so you're unlikely to sway them away from a company that uses four-week billing.

Late fees are also great, keeping my customers paying on time and increasing revenue. I used to have many customers who wouldn't pay their bill on a monthly basis. With late fees I only get 2-3 customers who get so far behind that I cancel service, down from 15-20.

How far in arrears do you let them get before you suspend service? Do you stop servicing the unit and wait for them to call? Do you simply pick it up and cut your losses? Do you call them and tell them you will not service their unit until payment is made?

Two billing cycles (three months) is my max, I post bill because I don't want the extra hassle of refund checks. Here's exactly what we do:

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A deadbeat client isn't your friend. He's your foe. Not only didn't you get your rental fees but you've paid out to service their toilet. You'd have been better off not having them as a customer!

property in someone else's hands after all). On the second month we send a warning letter. On the third month, we will cut service without a payment, send them a letter notification with their invoice. We also charge late fees for every month they missed. There really is no excuse because our customers can pre-pay if they want to.

A deadbeat client isn't your friend. He's your foe. Not only didn't you get your rental fees but you've paid out to service their toilet. You'd have been better off not having them as a customer! Last year to date I lost around \$20,000 in revenue due to deadbeats. This year I've lost \$5,000, and I've also increased accrual revenue by 25 percent. We're a medium size company so that's quite an achievement.

I take care of the problem one way or the other. Take a customer who runs behind and double their bill. When or if they complain, explain that they have put themselves on the late payment plan. You win either way, but it's their choice.

I have a grease trap customer who started with me paying by check every month. They wanted to start sending a check, but they came later and later. Years later I only get a check two or three times per year, but I now charge \$975 per month. This is my extreme case, but I do have several customers paying double and a few paying triple. The few customers I lose, well, you really haven't lost anything. ■

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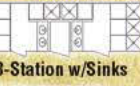
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By Ed Wodalski

Slide-in or bolt-on vacuum tanks serve several valuable purposes in the portable sanitation industry. They offer a good option for a first pumping system for a small startup business. The compact units offer a reliable backup vacuum option for busy times when contractors wish they had a second truck. They can be used to work in tight spaces, such as festivals and campgrounds.

Whatever your need for a compact, lightweight pumping system, here is a sampling of slide-in units manufactured for the portable sanitation industry:

BEST ENTERPRISES

Made from 304 stainless steel, slide-in units from Best Enterprises are available in 300-gallon waste/125-gallon freshwater and 400-gallon waste/200-gallon freshwater as well as a variety of custom sizes. Units include hoses, vacuum



pump and motor, water pump and motor, primary and secondary overflow protection, water dump, hooks, 3-inch dump valve and 10 feet of dump hose with all fittings ready for installation. **800/288-2378; www.bestenterprises.net.**

IMPERIAL INDUSTRIES

Self-contained slide-in units from Imperial Industries are available in a variety of capacities and designs, with 100- to 1,000-gallon capacities in steel, aluminum or stainless steel. Standard units are available in 300-, 450- and 500-gallon sizes with optional Masport HXL3V/ Honda 9 hp or Conde SDS6/ Honda 9 hp electric-start gasoline engine pump packages. **800/558-2945; www.imperialind.com.**



PIK RITE INC.

Standard slide-in units from Pik Rite Inc. are available in 300- and 450-gallon sizes for portable restroom and grease trap cleaning. Units are available in steel or aluminum, with or without freshwater compartments. Various vacuum pump and engine options are available. Features include 30 feet of 2-inch fill hose with poly ball valve and PVC nozzle, 3-inch discharge with poly ball valve, wash down systems and quality paint. **800/326-9763; www.pikrite.com.**



POLYPORTABLES INC.

Self-contained vacuum tanks from PolyPortables Inc. include electric push-start engines, vacuum/pressure pump, waste and freshwater hoses, fittings and accessories. Designed for smaller service routes, tight spaces and a tight budget, tanks mount into the bed of a pickup, flatbed chassis or flatbed trailer. Multiple waste and freshwater storage configurations are available. **800/241-7951; www.polyportables.com. ■**



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Bob Carlson is author of Pumper 101: The Complete Guide to Owning and Operating a Vacuum Truck and has spent many years building and repairing trucks for the portable sanitation industry. Send questions for Carlson to truckcorner@promonthly.com.



Get Ready for Winter

MOTHER NATURE IS GETTING READY TO DISH OUT SOME OF THE WORST WORKING CONDITIONS OF THE YEAR. MAKE SURE YOUR FLEET OF TRUCKS IS READY TO HANDLE A COLD SNAP OR BLIZZARD.

By Bob Carlson

Every year we receive quite a few letters as winter approaches asking how to prepare our trucks. It's always a good topic for a refresher, so let's get started. We never know whether it will be the warmest winter on record or the coldest. You need to be prepared for the worst so your vacuum trucks can keep making profits no matter the weather. So, ultimately, the question is how do we winterize our trucks?

If you live in a northern region, or even approaching the Mid-South, where freezing temperatures can be an infrequent issue, you need to pay close attention to winterization techniques. A number of components on your trucks will be affected by cold, freezing weather. Let's take a look at them and make sure we've got them covered.

Radiator

The radiator is an obvious place to start. We're going to need some antifreeze to keep the power systems from freezing. The expected low winter temperatures in your area will dictate the antifreeze-water mix that will protect your radiator or - worse yet - your engine block from catastrophic freezing damage due to expansion. In some cases, you'll use 100 percent antifreeze. Follow directions carefully to minimize problems. If you want to end your day of winter pumping in a hurry, try waking up to a frozen radiator.

Tires

Snow and/or ice are the greatest compromise to inadequate tires holding the road. If you expect the worst conditions, you'll need to switch to winter or snow tires. And if your state allows it and it's customary to use them, keep a set of tire chains in one of the on-board tool boxes. More importantly, know how to put them on your tires. I spent one of the most frustrating days of my life trying to figure out how to install chains in the middle of a snowstorm.

Remember, on older trucks, if you should begin to slide on a snow- or

ice-covered road, don't slam on the brakes. You'll only lose control. Pump the brakes and you'll have a better chance of maintaining control. The newer trucks have anti-lock brakes.

Check the air pressure frequently. When it's cold outside, a driver tends to stay in the cab where it's warm. Take a chilly moment and make sure the tires you're riding on have the appropriate tire pressure and that you have the right type of tires on the truck.

There's nothing like trying to open a valve to get the job started and it won't move. If you have heated valves or need heated valves, now is the time to get them in place and operational.

Valves

Ball valves and knife gate valves can freeze in cold weather. There's nothing like trying to open a valve to get the job started and it won't move. If you have heated valves or need heated valves, now is the time to get them in place and operational. There are several different types and brands of heated valves. They are often connected through the electrical system of the truck. Before the weather turns on you, make sure these valves are working properly. Don't forget and don't put it off.

Cab heater

Your job will be much more tolerable if the heater in the cab is in good working condition. It's tough enough working in chilly, frozen weather, so warm up the cab. Don't forget your gloves and the appropriate footwear to make the workday more tolerable.

BE CAREFUL OUT THERE

Even as winter shifts to spring and summer, it shouldn't take long to become accustomed to the changes you need to make in the operation of your truck. Weather can change dramatically and quickly, and you need to be ready to deal with the worst conditions and keep working.

As I have said more than once, the more you understand the parts and the operation of your truck, the better off you'll be in the long run. We're talking about a truck with a longer life and a bottom line that keeps getting stronger and stronger. If it's your truck, you'll be taking home more money, and if you're working for someone else, management will notice where the profit is coming from. That could well lead to a pay raise and a pat on the back. ■

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Others reach for it.



Buckle your helmet.



February 25-28, 2013
www.pumpershow.com

Dekker Vacuum acquires HullVac Pump

Vacuum equipment manufacturer and supplier Dekker Vacuum Technologies acquired HullVac Pump Corp. of Ivyland, Pa. Operations for HullVac, provider of rotary piston and vane pumps, will move to Dekker's corporate facilities in Michigan City, Ind.

Polar Service relocates in Minnesota

Polar Service Centers moved to a new location in Rosemount, Minn., with eight service bays, 3,800 square feet for parts inventory and parking for 75 trailers. Polar Service Centers provide sales, parts, repairs, inspections and other services for all makes of tank bodies and trailers.

Imperial Industries hosts WLWCA training sessions



Imperial Industries held training sessions for the Summer Conference of the Wisconsin Liquid Waste Carriers Association (WLWCA) in August. Groups of 12-15 guests rotated among six training sites throughout the day. The event was sponsored by Imperial Industries, V & H Inc., Mid-State Truck, V & H Automotive and National Vacuum Equipment. ■

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2000 Peterbilt 365 tri-axle with new 4,000 gal. septic tank, roll off combination, NEW Moro vacuum pump, 435 hp, Detroit 75k Galbreath hoist, excellent condition. KLM Companies, 617-909-9044. (PBM)

2007 Peterbilt 335: C-7 Eaton 10-spd., 3,800 gallon aluminum tank, 160,000 miles, NVE 506 pump. \$80,000/OBO. 303-295-0077. (P11)

2006 Freightliner M2, 33k GVW, 6-spd., manual transmission, air ride suspension, 250 hp CAT, new 2,500 gallon vacuum tank, complete with manways, sight glasses, 400 cfm vacuum pump, aluminum tool box, L.E.D. light package, rubberized hose trays and much more. \$46,000. Call Dave at 734-731-5256 for a complete spec sheet and pictures. (P11)



2004 International 4300: DT 466, auto transmission, 33,000 GVW, A/C, cruise, new 2,500 gallon tank with 5-year warranty, Juro R260 vacuum pump with 1-year warranty, paint, and all accessories. \$42,500. Easy financing available.
Phone: 740-988-7878 OH (P11)

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SEPTIC TRUCKS

2003 International 4300, DT466, auto transmission, 1,100/400 SS tank, wet kit, Condé vac, 235 miles. \$38,000. **1997 Mack CL,** quad, 350 hp, 5,700 gallon tank, Fuller 10-spd., Wally 753LN pump, heated valves. \$48,000. Call 262-483-6380, WI. (P01)



2007 GMC 7500: 1,500 waste/450 fresh tanks, can be used as septic or pump truck, 77,323 miles. \$55,000
Contact Rodney Lane
270-832-3793 (P11)



2012 Western Star, Glider 4900-FA: Tri, quad-axle vacuum tanker, series 60, Detroit 500 hp, 1,650 lbs., 18-spd. trans., TufTrac suspension, 4:30 ratio, 24.5 tires, 20k front, 46k rears, 5,000 gallon steel vac tank, (2) 6" valves, alum. hose trays, Juro water-cooled pump, new truck. Only \$148,000
717-738-1066 PA (P11)

1988 International 2654: 58,000 original miles, L-10 Cummins, jake, A/C, 8LL modified to 13-spd., locking differential full double frame, 18k front, 20k rear plus 12k pusher, Masport 350 (water-cooled), Erickson tank stretched to 2,750 gallons, 100 gallon fresh, DC-10 pump, accu-level. \$20,000. 707-937-0496, ricca@mcn.org, CA. (P11)

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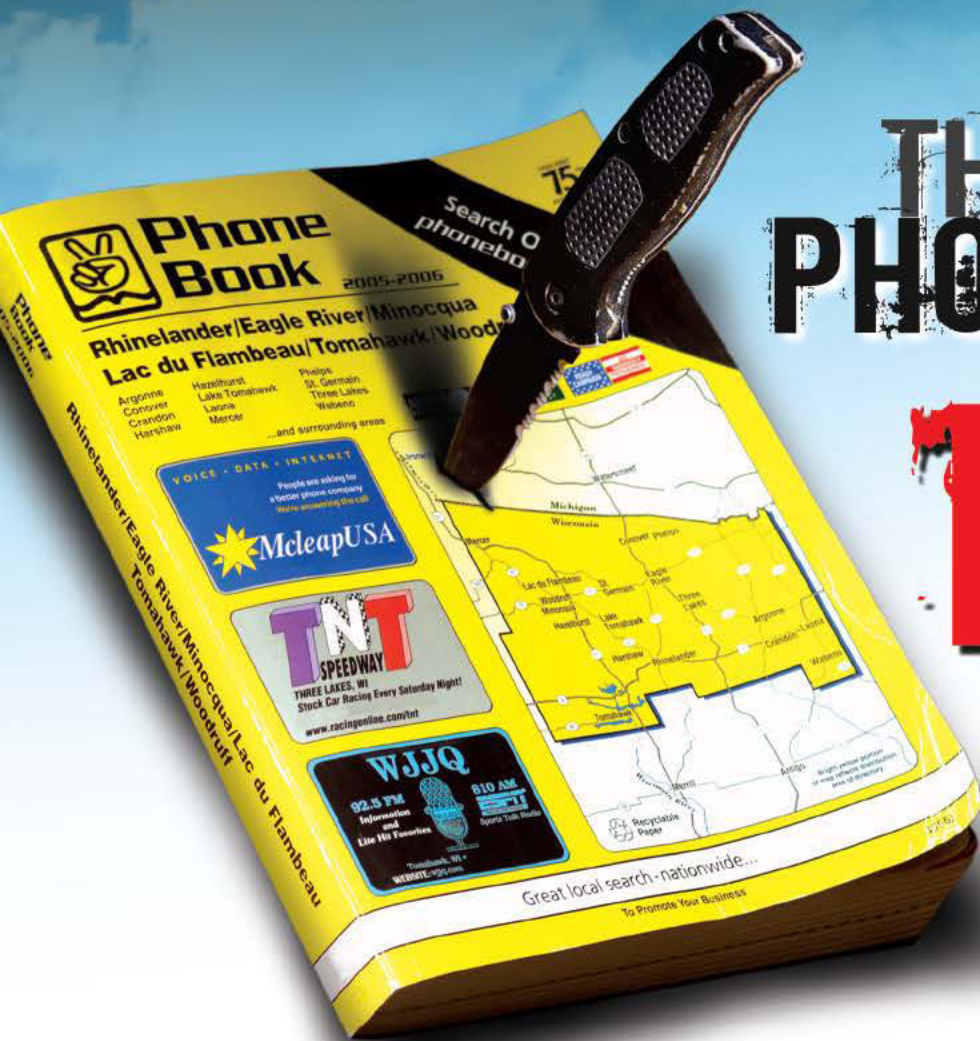
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