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ON TARGET

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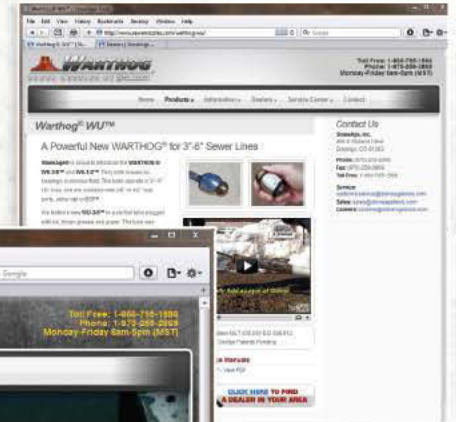
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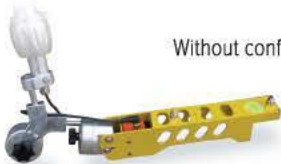
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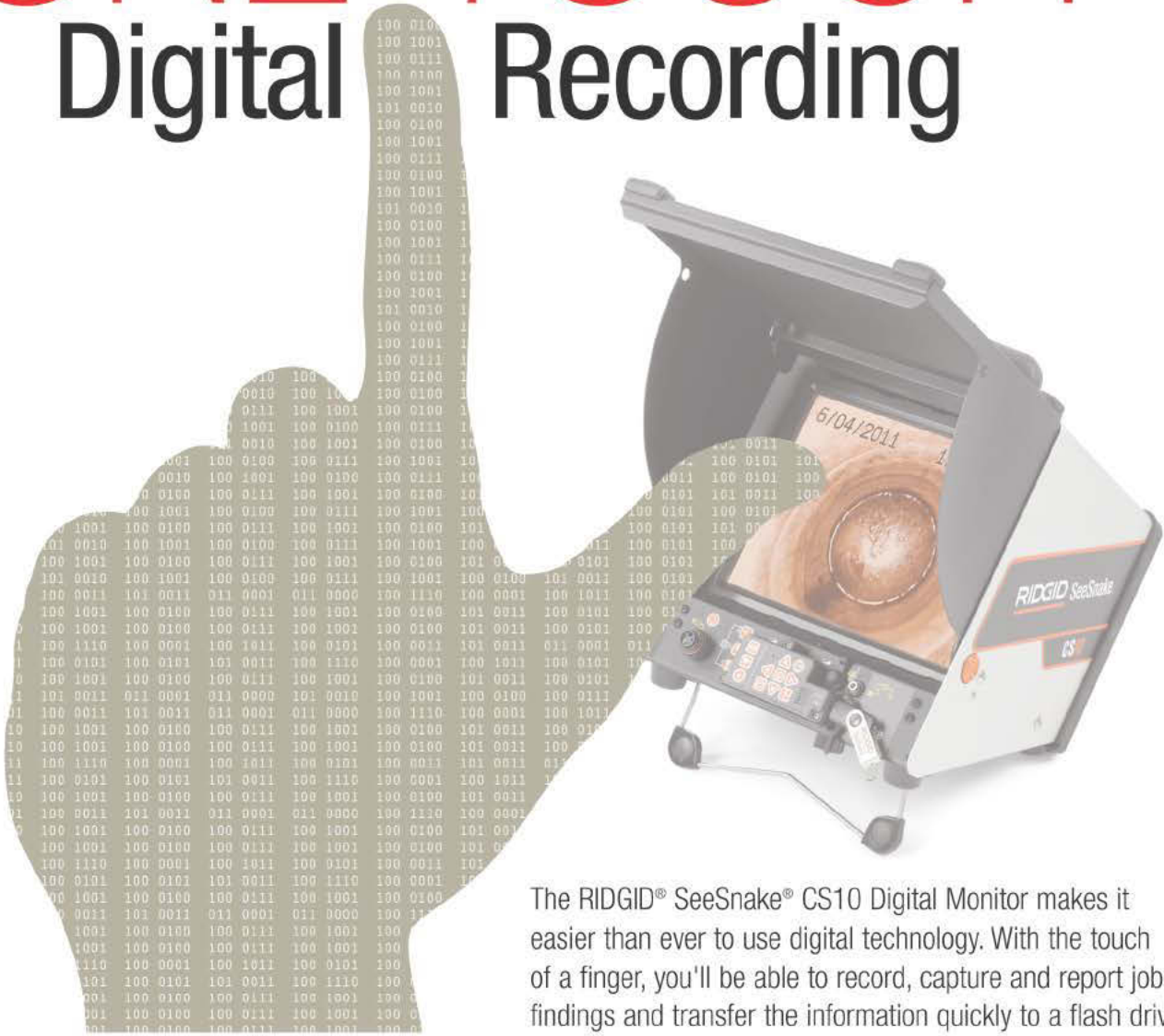


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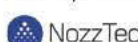
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Building the Family Business Tradition



Luke Laggis
editor@cleaner.com

BY LUKE LAGGIS

Long before big box stores and multinational corporations became the dominant forces in commerce, small – and some not-so-small – family businesses were the lifeblood of most communities. While family businesses have faded from most industries and have become as much a piece of Americana as a part of the present American business landscape, that’s not necessarily so in the drain cleaning business.

Rooter-Man North of Lawrence, Mass., profiled in this issue of *Cleaner*, is a great example of how family businesses are forging ahead. Glenn and Suzanne Daigle started the business in 1982 with two trucks and a rodding machine. Today, they have a fleet of 15 vehicles and the equipment to tackle any job. They grew into a trusted company with a strong reputation, and now their sons, who have been around the business all their lives, are taking over the reins. Neither son was pushed to join – let alone take over – the family business; they grew into it naturally.

Family businesses, and small businesses in general, are something I greatly admire. Entrepreneurship is in my blood, so to speak. My paternal grandfather, who immigrated to this country alone at age 13, eventually owned a billiard hall on a small-town main street. My grandmother (Yia-yia, we called her in Greek) owned and operated a candy shop.

On the maternal side, my grandfather owned and operated the longest running Evinrude outboard motor dealership in Wisconsin. When he started out, the motors were far from commonplace, and he used to walk up and down the town’s main street with a motor over his shoulder, stopping to talk about it with anyone who showed interest. Today, the business is still going strong under the ownership of his son.

My father was also an entrepreneur at heart, and my mother owned a couple businesses of her own, including an antique store she operated for close to 30 years. I stepped in and ran it myself for a few years when she fell ill, and

Stories of successful family businesses like these show up on the pages of this magazine on an almost-monthly basis. They’re a testament to the ties that bind, to the spirit of the American worker and to the nature of this industry, where families can work together to serve their communities and further the next generation.

“It’s very challenging working with your family, but the trust and camaraderie you have with your family is not like anything else,” said Matt Daigle, who takes care of business inside the office while brother Chris focuses on work in the field.

The Daigles’ story highlights the opportunities that come from hard work and the fact the American dream is still alive and well in this industry. I find it easy to connect with these stories, because in the end, it’s all about the people.

I felt a great pride in carrying on that tradition. I know it’s the same pride felt in many other family businesses, like those featured in this issue, where quality and integrity are the foundation of everything.

Accurate Leak and Line is another family business carving out its niche. The Montgomery brothers – Scott, Chad and Josh – founded the company in 2002. They haven’t been around as long as the Daigles, but they’re a great example of how these types of businesses are thriving in this industry, and even moving it forward. In nine years, the brothers have added 20 employees and have grown into a substantial operation with four locations across Texas. Together, the brothers have prospered, and they’ve created an opportunity for the next generation of their family.

Stories of successful family businesses like these show up on the pages of this magazine on an almost-monthly basis. They’re a testament to the ties that bind, to the spirit of the American worker and to the nature of this industry, where families can work together to serve their communities and further the next generation. It may be a different business from those I grew up around, but there’s an underlying bond that in many ways ties all small-business owners together. Once you’ve run your own business, you have great appreciation for the people who do it successfully.

Enjoy the stories on the Daigles and Montgomery brothers, and keep reading to get to know more about the families who work together to make their communities and this industry better. **c**

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Casey Van Cleave, left, and Juan Martinez of Accurate Leak and Line scope a pipe with the RIDGID SeeSnake camera. (Photography by Jim Reisch)

ON TARGET

ACCURATE LEAK AND LINE HAS FOUND SUCCESS IN A BROAD RANGE OF REPAIR AND DIAGNOSTIC SERVICES BY PETER KENTER

Accurate Leak and Line has built a reputation that matches its name, accurately detecting the source of customer drain and waterline problems. Providing full-service repair and rehab services, including epoxy lining for both drain and potable lines, has propelled the business to major expansion in the Texas market.

When Scott Montgomery graduated from Texas A&M University in 1998 with an engineering degree, he joined an engineering firm where he specialized in leak detection.

"I would go out and diagnose subslab leaks, run plumbing diagnostics and perform soil sampling tests, usually for insurance reports," says Montgomery. "I founded Accurate Leak and Line in Dallas in 2002 based entirely on offering leak diagnostic services business-to-business, largely to plumbing companies."

Montgomery partnered in the new venture with his two brothers, Chad and Josh, with all three partners holding Texas Master Plumbing Licenses.

SWITCHING GEARS TO REPAIR

"We switched gears in 2003," says Montgomery. "I realized it was a waste of time concentrating on this specialized diagnostics field alone because there's only so much call for it. Most of the money was in repair and rehab and we weren't doing ourselves any favors by locating leaks for everyone else so they could fix them."

Most buildings in Texas are constructed concrete slab-on-grade with the drain line buried underneath the slab, where expansion and contraction of the clay soils can cause line damage. Location and construction of potable waterlines varies from city to city.

"In the Dallas-Fort Worth area, plumbing runs underneath the slab," says Montgomery. "Why would they put the plumbing under the slab, instead of through a conduit or in a crawlspace? That's a question we often ask ourselves. In

(continued)

profile

ACCURATE LEAK AND LINE, GUN BARREL CITY, TEXAS



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Josh Veach, left, and Scott Montgomery set up the Scorpion Cutter with a RIDGID SeeSnake camera.

The team continues to isolate segments of the system, introducing test balls of various sizes through toilets, traps, cleanouts, drains and roof vents. The fluid leak detector is also used and followed up with an inspection camera to pinpoint leaks in isolated areas.

REPAIR CONTRACTS BOOST BUSINESS VOLUME

Under the diagnostic-and-repair business model, work is split evenly between residential and commercial clients, including apartment buildings, condominiums, shopping centers, and strip malls. Business-to-business diagnostics-only jobs are limited to less than 20 percent of volume.

“We started out offering traditional dig-and-replace repairs,” says Montgomery. “That included tunneling underneath the slab, breaking the slab for isolated repairs or rerouting the plumbing or drain system. But in 2005, we expanded into epoxy drain pipelining, which really pushed the business along. When you tell a customer that you’re either going to have to

“I realized it was a waste of time concentrating on this specialized diagnostics field alone because there’s only so much call for it. Most of the money was in repair and rehab and we weren’t doing ourselves any favors by locating leaks for everyone else so they could fix them.”

Scott Montgomery

Austin, waterlines run under the slab and are made of copper. In Houston, most potable lines are made of galvanized steel and run through the ceiling or attic.”

Traditional problems with commercial copper pipes include copper etching, algae and lead deposits, which often cause pinhole leaks. Galvanized waterlines begin to deteriorate quickly and can be blocked by heavy tuberculation in a matter of years.

“But it may take a long time before you know something is wrong, especially subslab,” says Montgomery. “People are tipped off by higher than usual water bills, repetitive slab leaks, rusty water, low-pressure water and structural damage that lets them know they’ve got a problem.”

In Texas, sanitary systems leak, back up or fail due to aging lines, root intrusion, calcification and ground or foundation movement. The first symptoms of a sanitary line leak include water protrusion from the slab or ground, stoppage or backup of services, foundation movement or cracking, or unexplained odors, but in most cases, customers call the company when the extent of the problem is already significant.

ELECTRONIC LINE DETECTION

Potable waterlines are located using electronic detection. The operation begins with the use of the Detectron Model XL-2 (Pulsar 2000) fluid leak detector to listen for the sound of leaking lines. Once the general area of the leak is narrowed down, technicians use a Pulsar 2000 Line Tracer system that identifies lines by inducing a small electric charge through the pipe across two leads – one at the meter and one farther along. A wand passed across the floor traces line locations. The team then listens for leaks using geophones.

Drain lines are hydrostatically tested using a series of test balls, moved into place and inflated inside the lines by a rigid air hose.

“We first inflate a test ball in the main drain line, then fill the system to the slab level and shut the water off,” says Montgomery. “If the water level starts dropping, we know there’s a problem.”

bust the slab to fix their problem, or do it nondestructively with epoxy, they tend to go with the nondestructive solution.”

(continued)



Josh Veach prepares the Nu Flow Trenchless Lining materials.

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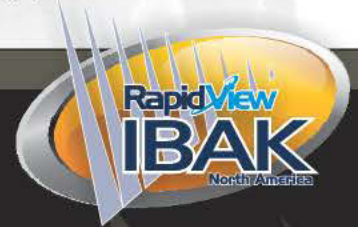
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LEFT: Chad Montgomery, left, and Clayton Vitellaro mix cast-in-place epoxy. RIGHT: Josh Veach, Chad Montgomery, Clayton Vitellaro and Casey Van Cleave roll the epoxy mixture through a Nu Flow sleeve.

The company licensed with Nu Flow Technologies, which supplies them with their epoxy barrier coating system and products. Using the system, the drain line is first cleaned using the proprietary Scorpion Cutter, a high-torque air-driven 28,000 rpm chain cutter that can clear and ream lines of varying diameters.

“Running off high-volume air, the Scorpion Cutter is much more effective and the pipe preparation process achieved much faster than with traditional cutters,” says Montgomery.

The cutter includes a mount for the company’s RIDGID camera inspection system. Once the camera reveals that the cutter has done its job, crews jet the line clean and begin the relining process.

An epoxy-impregnated felt liner is inserted inside the line and held in place by an inflatable bladder, creating an epoxy coating 1/8- to 1/4-inch thick. Accurate Leak and Line has found the repairs equally effective on PVC, concrete, clay and cast-iron drain lines.

EPOXY RELINING SERVICE EXPANDS CLIENTELE

Epoxy repairs soon began to drive at least 75 percent of the company’s business, leading to rapid expansion. Montgomery hired three additional pipelining technicians in 2005 and hired another four in 2009. Along with the additional high-tech employees, the company expanded its excavation and tunneling crews. In 2009, the company also added three locations serving Austin/San Antonio, Houston and Tyler. The company’s corporate office is currently located in Gun Barrel City.

“With offices at each of these locations, we’re able to handle demand over the vast majority of Texas, serving clients as far south as Corpus Christi and north of Dallas-Fort Worth,” says Montgomery.

With the Texas territory expansion, the company recently entered what it saw as an untapped market for a potable water epoxy lining product.

“Although it’s been available for about 20 years, smaller diameter potable pipelining was very rare in the area,” says Montgomery.

The system was developed by the U.S. Navy and patented by Nu Flow, which currently holds distribution rights to the technology.

DEDICATED SERVICE TEAMS

The company now fields dedicated epoxy relining teams at each of its locations, one for potable lines and the other for drains.

“When you tell a customer that you’re either going to have to bust the slab to fix their problem, or do it nondestructively with epoxy, they tend to go with the nondestructive solution.”

Scott Montgomery

“It requires considerable expertise to get this right,” says Montgomery. “First, the line is cleared of algae or tuberculation using an air-driven sandblasting process. When you have a pipe that’s nearly full with tuberculation, you need to gently cut through the debris and clean out the pipe one section at a time so that the loosened material doesn’t completely block out the line.”

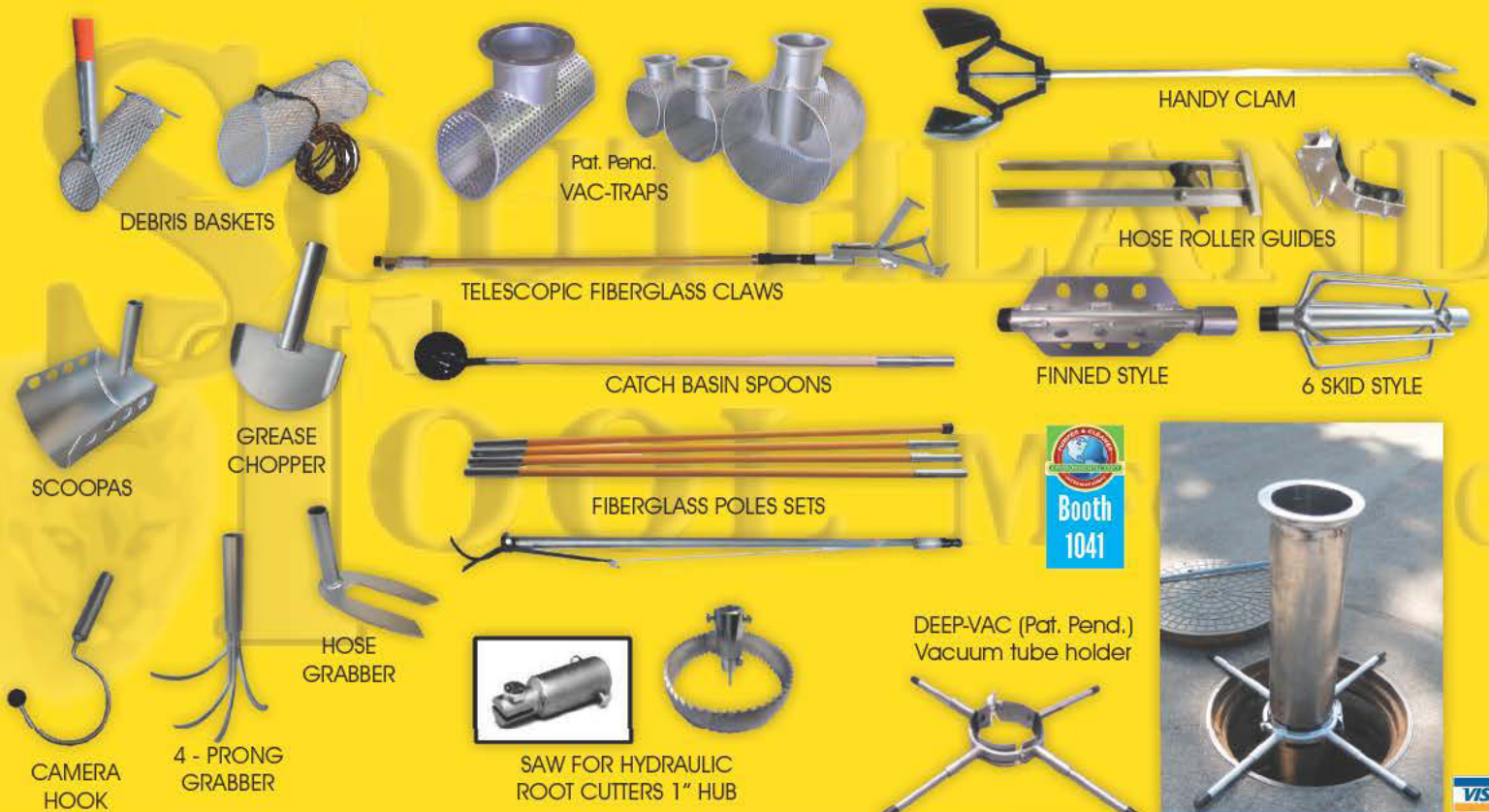
The air is driven through the system at between 375 and 1,600 cfm, depending on the diameter of the pipe and the length of the system.

“Even on condo or apartment buildings with complex curves and 90-degree angles, the abrasive sand is distributed by a complex manifold/valve system to manipulate it where it needs to go,” says Montgomery. “Once we dry the lines, we can coat the entire system at once using the air-driven epoxy coating system. It’s a different system than the one used to reline drains, which may

(continued)



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The Accurate Leak and Line team includes, from left, Tom Elars, Juan Martinez, Casey Van Cleave, Christian (Chris) Green, Scott Montgomery, Clayton Vitellaro, Chad Montgomery and Josh Veach.



require you to isolate and reline one segment at a time."

With a full range of options available to the client, from tunneling underneath the slab, to slab-cracking spot repairs, full-line rerouting or replacement and epoxy relining, Montgomery leaves the final choice of how to deal with the problem to the customer.

"But we're not shy about promoting the use of the epoxy rehabilitation system," says Montgomery. "We point out that even if we fix one leak using traditional repairs, another is likely to follow soon after. With epoxy coating, the treated portion of the system is guaranteed not to leak for 10 years. That's usually the way the customers choose to go, but we'll provide whatever service the client asks for to get the repair contract."

"We point out that even if we fix one leak using traditional repairs, another is likely to follow soon after. With epoxy coating, the treated portion of the system is guaranteed not to leak for 10 years."

Scott Montgomery



Clayton Vitellaro, Casey Van Cleave and Chad Montgomery prepare the Nu Flow casing.

PAY-PER-CLICK PAYS OFF

The company uses some limited advertising, and direct personal solicitations to engage customers, but its website is its greatest marketing tool with more than 50 percent of work generated exclusively from Web hits. The site features Web animations, complete with audio, that explain the company's procedures precisely.

"We have a really good Web designer, Edgar Pitts with Design & Technology Consulting Services in Dallas, and we count on him to keep the site interesting and informative to visitors," says Montgomery.

The company also employs a pay-per-click service that feeds customers to the site. A contracted expert scans automatically generated reports on users to determine which ads have had the most success in driving customers to the company. Montgomery then asks new customers how they heard about the company to determine whether the service is working for them.

"You're charged for a click whether or not you get a customer," says Montgomery. "But even at up to \$5,000 per month in click fees, the service generates enough business to work for us."

Montgomery says he wants to see the company expand geographically over the next five years to more fully supply underserved markets in Texas.

"We've got the technical expertise perfected," says Montgomery. "Now we need to bring that service to more customers." 

more info

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Learning From the Champions

BY TED J. RULSEH

You can learn a great deal about how to win in business from the champions in the world of college sports. The **NCAA Hall of Champions** in Indianapolis shares the experience of top college athletes in some 23 events.

Located just four blocks from the Convention Center at 700 W. Washington St., the Hall of Champions has 25,000 square feet of exhibits, including a display of a 1930s-era gymnasium.

In theater video presentations, young champions share their experiences and thoughts on life as student-athletes. A March Madness theater provides an intimate look inside the men's and women's NCAA basketball tournaments.

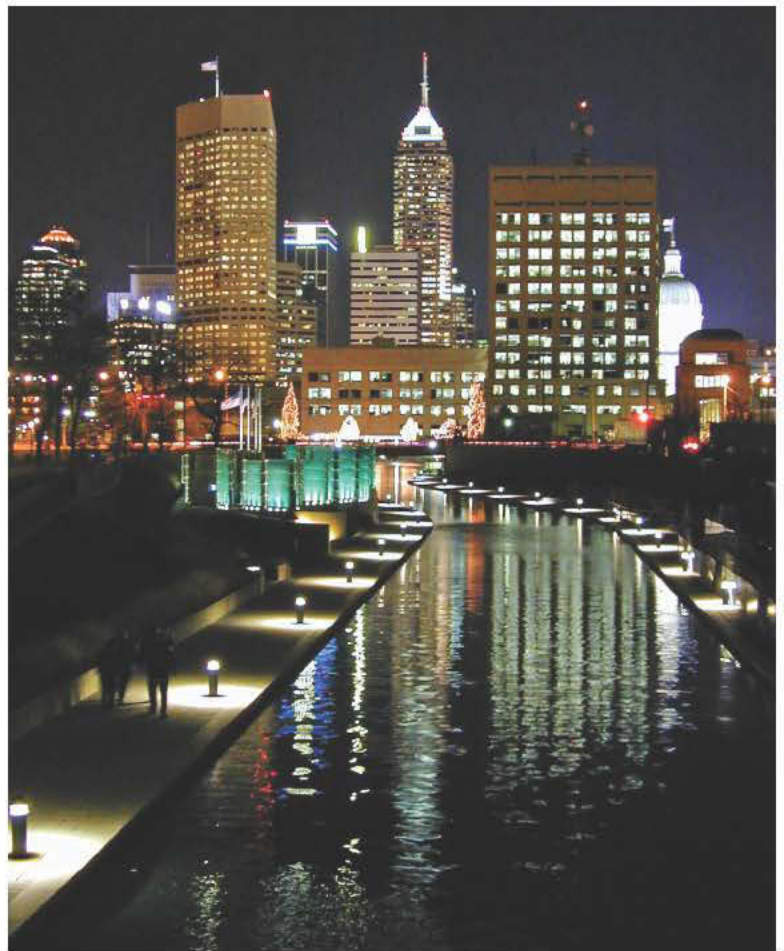
The Hall also gives you firsthand athletic experiences, with activities like a downhill skiing simulator and video games in which you throw real balls at moving targets. Visit www.ncaahallofchampions.com.

SHOPPING

The **Fashion Mall at Keystone** is an upscale shopping center offering 95 specialty shops and restaurants. Just 20 minutes from the Convention Center at 8702 Keystone Crossing, its high-end anchors including Saks Fifth Avenue and Nordstrom. With a host of luxury and specialty retailers, it attracts discriminating shoppers from all over the Midwest. Visit www.simon.com/mall/default.aspx?ID=166.

FINE DINING

Osteria Pronto takes you straight to the heart of Italy. Just a block from the Convention Center at 10 S. West St., this bistro-style restaurant serves dishes inspired by authentic regional Italian cuisine in an inviting environment with fresh fare made from fine locally sourced ingredients. Located inside the new JW Marriott hotel, it offers menus full of Mediterranean flavors at lunch or



dinner, along with a carefully chosen wine list. Dinner entree prices range from \$11 to \$34. Visit www.osteriapronto.com.

CASUAL DINING

Since 1986, **Bazbeaux Pizza** has been an Indianapolis favorite. One of three locations is downtown at 333 Massachusetts Ave., two minutes from the Convention Center. Bazbeaux is a multiyear winner of the *Indianapolis Monthly* magazine People's Choice Award for pizza. It offers innovative pizzas with fresh ingredients and a choice of 52 toppings.

All pizzas are made with a blend of provolone, mozzarella and Pecorino romano cheeses and homemade dough and tomato sauce. You can choose wheat or white crust, thin or thick. Toppings, besides the basics, include Andouille sausage, Mexican sausage, barbecue or Cajun chicken, albacore tuna, crab, shrimp, snow pea pods, roasted red peppers, sun-dried tomatoes, and black bean dip. Salads and sandwiches are also available. Visit www.bazbeaux.com.

ARTS/ENTERTAINMENT

To give the kids a thrill during Expo days, it's worth a 10-minute drive to the **Children's Museum of Indianapolis**, at 3000 N. Meridian St. Billed as the world's largest children's museum, this five-story playground is built for kids of all ages, with nearly 500,000 square feet, more than 120,000 artifacts, 12 permanent exhibits and many temporary exhibits. Some 1.3 million people visited last year.

Highlights include roaring dinosaurs, science experiments, an antique carousel and the five-story Fireworks of Glass. The museum aims to create learning experiences with engaging exhibits and interpretive activities. Visit www.childrensmuseum.org.



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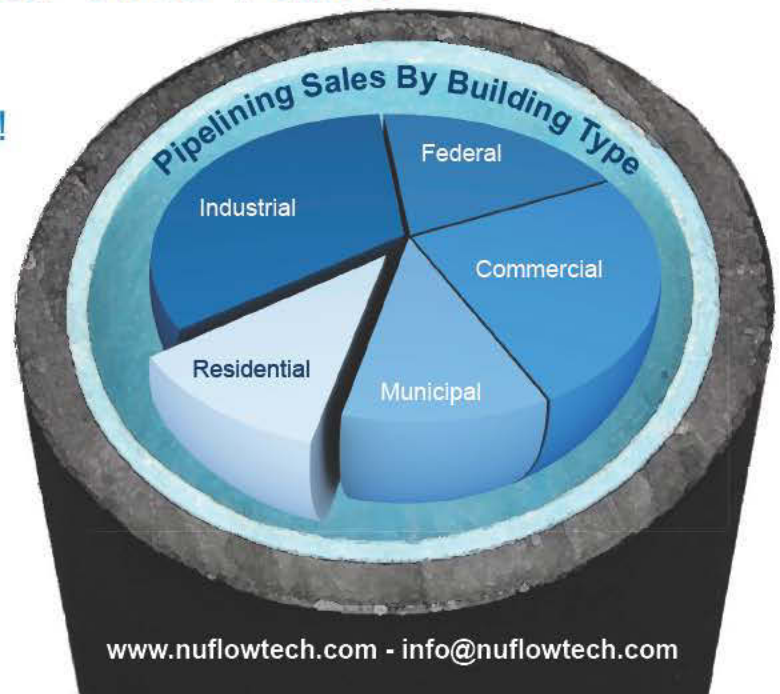
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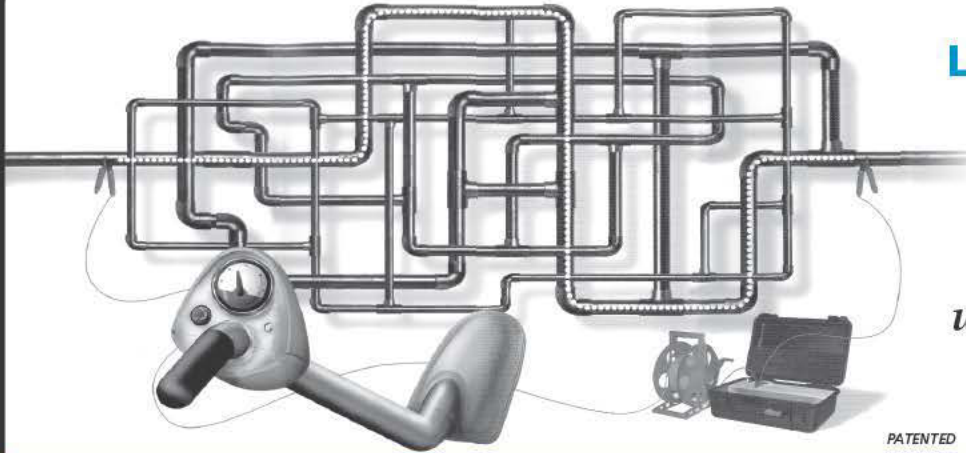
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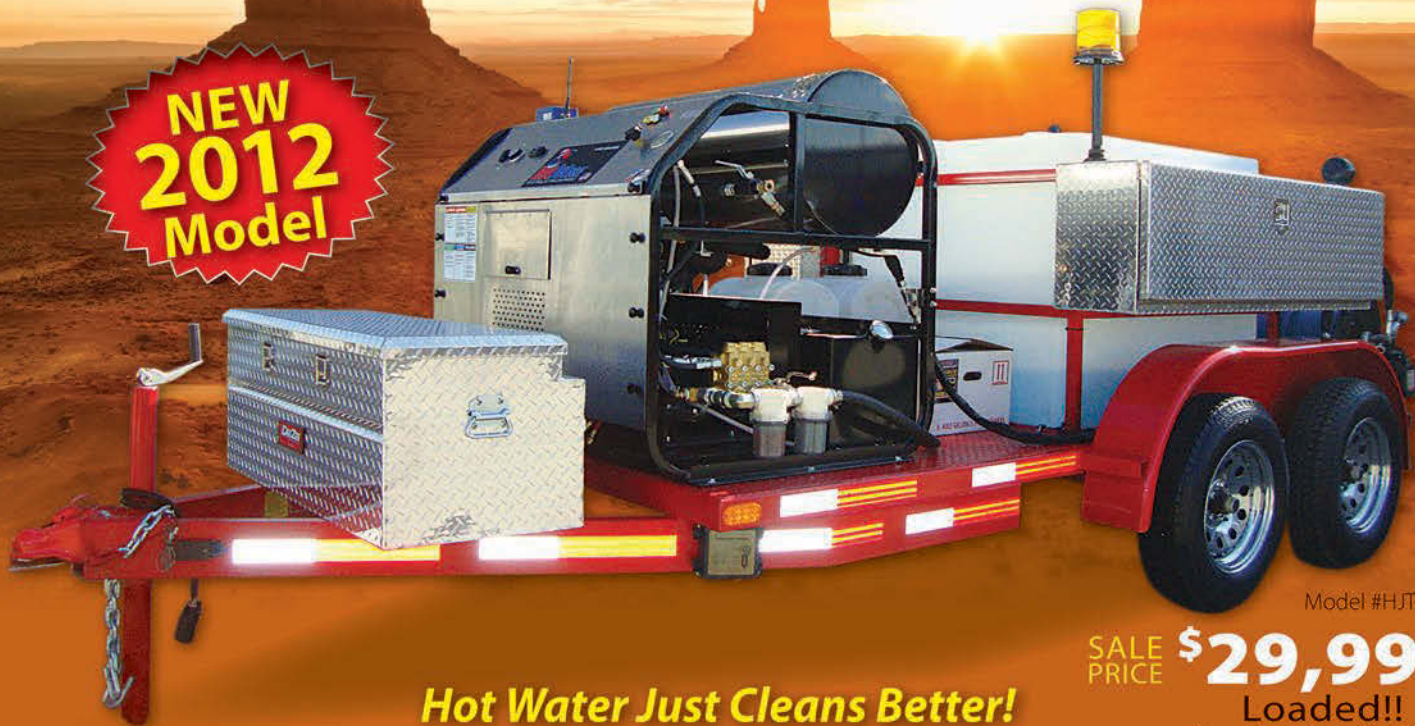
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(continued)

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Christopher Daigle guides the Aries camera into a manhole for inspection.
(Photography by Derek Willmot)



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LEFT: Jason Langlais, left, and Christopher Daigle pull the Aries camera out of a manhole after inspection. RIGHT: Jason Langlais operates the Aries camera inspection equipment from inside the CCTV truck.



Christopher and Matt Daigle grew up in the business. Between the two of them they know just about every aspect of its operation and are ready to build on what their parents started.

The challenges are bigger than ever.

“There’s a lot more to take care of—a lot more bills, a lot more customers,” Glenn Daigle says. But the younger generation is rising to the new demands. “They just sort of grew into it.”

MECHANIC AND WELDER

Glenn Daigle was working as a truck mechanic and welder when he and Suzanne decided they wanted to buy a franchise business of their own. They were 27 years old.

profile

DAIGLE ENTERPRISES INC., DBA ROOTER-MAN NORTH

LOCATION:	Lawrence, Mass.
OWNERS:	Glenn and Suzanne Daigle
FOUNDED:	1982
SPECIALTIES:	Drain and sewer cleaning, inspection, trenchless pipelining
EMPLOYEES:	10
ANNUAL REVENUE:	More than \$1 million
WEBSITE:	www.rootermanorth.com



The Daigles wanted the independence of being their own bosses and the opportunity to make a good living. They’d considered various other types of businesses, like cleaning services, but a drain cleaning service was appealing because it allowed Glenn to make use of his mechanic’s training and knowledge.

After looking at various other drain cleaning franchises, they chose Rooter-Man. Although the Massachusetts-based company was founded in 1970, it only began franchising in 1981. The Daigles bought their franchise in 1982, just the fourth in the Rooter-Man system.

“My goal was to have all the particular tools – everything that you would need for anything you would run into. I now have most equipment and spares to minimize rentals and subcontractors, which gives us more of an edge to ensure quality workmanship.”

Glenn Daigle

KNOWING THE TERRITORY

The Daigles kept the business focused on the communities of northeastern Massachusetts and southeastern New Hampshire, all within about a 20-mile radius of their home base, Lawrence, located about 30 miles north of Boston. In addition to residential customers, they do a lot of work with hospitals, shopping centers and municipalities. Rooter-Man North offers the full complement of sewer and related services: unclogging sinks, tubs and toilets; inspecting and cleaning sewers, laterals, catch basins and grease traps; pumping septic and holding tanks; locating pipes; and thawing frozen pipes. More recently, the Daigles have expanded the scope of the business to include trenchless pipelining, using the Nu Flow Technologies product line.

“We started out with a vacuum truck, a pickup truck with drain cleaning tools, and a rodding machine,” Glenn Daigle recalls.

The fleet has grown since then.

“My goal was to have all the particular tools – everything that you would need for anything you would run into. I now have most equipment and spares to minimize rentals and subcontractors, which gives us more of an edge to ensure quality workmanship.”

(continued)

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PHCC MEMBER



Mark Murphy gets equipment out of his work truck to prepare for a job. Rooter-Man's trucks are stocked with a wide array of parts and equipment to help employees stay more prepared.

COMPETITION GETS TOUGHER

Drain and sewer cleaning used to be a recession-proof business. After all, those aren't luxuries, and people's plumbing goes bad whatever might be happening to the economy.

But in the current economy, it's been a little more complicated, says Glenn Daigle, owner of Rooter-Man North in Lawrence, Mass.

"Through the years it's been a very good business to be in with any economy," he says.

The difference now is that the current slowdown has increased competition. Plumbers who have mainly focused on construction or remodeling are seeing that work dwindle, Daigle says. As a consequence, they're buying drain cleaning equipment and expanding into that area to try to stay afloat themselves.

"Everybody has a snake, everybody has a pump truck, everybody has a jetter," Daigle says.

That leaves no other choice but to find new business niches, as Rooter-Man North has in the area of trenchless pipe rehabilitation.

"You have to look for other things," Daigle says.

"I'm very hands-on. I liked to go out and do the work instead of just staying back in the shop. I liked going out, being able to solve people's problems."

Chris Daigle

The business owns two 4,000-gallon pumpers, a 2002 Volvo and a 2005 International. There are two jet/vac trucks, a SafeVac and an Aquatech (Hi-Vac Corp.), a pair of GMC cleaning trucks (a 1987 GMC Brigadier and a 2000 GMC used for cleaning), and a half-dozen vans, all Ford, ranging from 1999 to 2008 model years. A truck-mounted Aries camera and six UEMSI cameras provide inspection support. For rodding and jetting, the business relies on a 1996 trailer rodder, a 1996 Sewer Equipment Co. of America trailer jetter, and a 2003 O'Brien (Hi-Vac Corp.) trailer jetter. Snaking equipment from Cobra Technologies and General Pipe Cleaners rounds out the inventory.

THE NEXT GENERATION

The transition to the next generation wasn't made overnight – and it was never something that the elder Daigles forced. The prospect of Chris and Matt moving into the driver's seat "was there all the time," Glenn Daigle says. "But you can't push them." Instead, he continues, "We sat down several times through the years and always touched base with them."

With a father's pride, the elder Daigle calls both Matt and Chris "great kids," but adds that they're as different as night and day.

Christopher, 30, is focused on the work in the field, having seen it firsthand since he was a young boy.

Glenn Daigle remembers buying his first pump truck.

"As soon as he was safe to come out on the job and be responsible, at 14 or 15, he was there. He never looked back and never complained. He was happy being on the job."

It's the only job Chris has ever had, even though he's had offers elsewhere.

"I'm very hands-on," Chris Daigle says. "I liked to go out and do the work instead of just staying back in the shop. I liked going out, being able to solve people's problems."

And growing up in the business has made it easier, he says – helping him earn the respect he needed in his management role.

Like his brother, Matt Daigle, 28, has worked for his parents part time in college and has been full time since. Yet there was nothing automatic about his joining the business. When he first enrolled at the University of Massachusetts in Lowell, where Chris had gone as well, he had "no idea" what he would choose as a major or as a professional pursuit. Over time, however, he settled on a management major like his brother and came around to the idea of joining the family business – attracted, he says, by "the stability and working together with my family."

INSIDE MAN

Matt's role focuses on the office, where he's taken on tasks such as setting up the computer system and keeping an eye on office efficiency. It's a much more comfortable setting for him than being out on the road.

"Matt has always been Mr. Clean – more of the office-type person," Glenn Daigle says.

(continued)

Jason Langlais visually inspects a manhole before sending an inspection camera down.



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The Rooter-Man North team includes, from left, Jason Langlais, Mark Murphy, Mike Preneveau, Dave Tiney, Glenn Daigle, Jeff Marsland, Suzanne Daigle, Chris Daigle, Sarah Mamis and Matt Daigle.

When the business built and moved into a new building on the property in 2010, Matt Daigle managed the transition. The principal challenge was to set up a free-flowing office space that could run smoothly with all the different employees working in it and ensure that everyone had a comfortable work environment.

"The trust in your family is much different than if you were to work in a larger office or a different style of company. It's very challenging working with your family. But the trust and camaraderie you have with your family is not like anything else."

Matt Daigle

His college studies had exposed him to major companies and the way they were run, along with subjects such as business ethics. Working in the family business has been especially appealing because it's been relatively free of the sort of workplace politics that draw complaints from so many workers.

"The trust in your family is much different than if you were to work in a larger office or a different style of company," he says. "It's very challenging working with your family. But the trust and camaraderie you have with your family is not like anything else."

The brothers get along in part because each respects the other's territory.

"We try not to step on each other's toes," says Chris Daigle, "and we do a pretty good job of it so far."

Both sons matured on the job.

"They had to gain the respect of the people who work here," Glenn Daigle says. And over time, "I could see their personalities changing," he continues. "They were taking on the responsibility."

And now Daigle, who is 57, says he's ready to slow down.

FORMULA FOR SUCCESS

The Daigle formula for success is a simple one: "Be there when people need you, and do the best that you can when you do it," Glenn Daigle says. "Have the proper equipment to do the job and people that can do the job. And stay focused on what you're doing; getting bigger is not always better."

His advice for grooming a family member as your business successor is similarly straightforward. "Take time for them," he says. "Work with them. Give them some slack – don't be their bosses, be their friends."

And if they aren't sure they're interested, accept that.

"They have to want it. Work with them so that they know you're helping them, but don't force them."

That doesn't mean they get any special breaks just because their parents own the business, though, Daigle says.

"We tell them all the time: You can't be special. You have to pull the load just like (the other employees). I can't favor you more than them."

Indeed, to be a good boss he adds, "a lot of times you have to work harder than the other people."

BUILDING FOR TOMORROW

The Daigles started the business on a 2-acre lot where they lived. In 1987, they moved the business to a new property they bought from a contractor. They expanded the existing building on that site twice, until it was 5,000 square feet. Two years ago, the Daigles built a second 5,000-square-foot building big enough to store about half of their 15-vehicle fleet on the same lot. It also houses offices, a conference room and a break room. Eight skylights allow the facility to be lit mainly by sunlight during the day, and waste oil heats it, saving on fuel costs.

The new building was a significant milestone in the growth of the business and marked a transition as well.

"It took us 25 years to do it," Glenn Daigle says. "Now we've accomplished it, and the kids have taken over."

With luck and more of the hard work that got them this far, they'll have an opportunity to do it again – perhaps 25 or 30 years down the road. **c**

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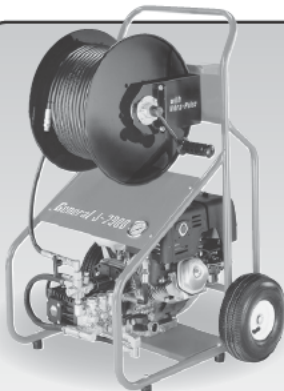
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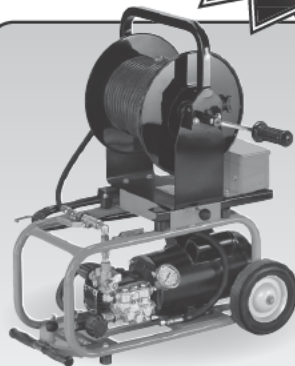
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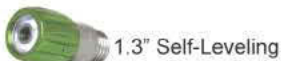
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A Fair Shake

ENGINEERED VIBRATION TECHNOLOGY MAKES ITS WAY INTO THE SEWER CLEANING MARKET

BY PETER KENTER

Vibration technology, which is designed to loosen stubborn loads in the industrial loader market, is now being promoted as an effective tool for sewer trucks and catch basin cleaners. In the wake of re-engineered vibration modules offered specifically to the Vactor Manufacturing truck lineup, the company is actively promoting their use outside of the industrial-only market.

The technology is particularly effective at helping to dump dry loads, thick sludges, catch basin debris and hydroexcavated material from vehicle tanks without operator assistance. The vibration units are being built by Cougar Vibration, a Division of Martin Engineering, a long-time Vactor supplier.

“We’ve offered engineered vibration technology as an option for several years, but on an order-only basis for sewer cleaners — we weren’t heavily promoting it,” says Ben Schmitt, sales application engineer with Vactor.

“We’ve had perhaps a dozen orders over the past five or six years in that sector. Vibration technology has no affect on pure liquid loads. However, with the economic challenges faced by a lot of operators, they’re trying to get the most out of their equipment investment by expanding the range they’re expecting

from their machines. We’re seeing a lot of operators multitasking by going into the hydroexcavation market, which has them dealing with large numbers of dry loads that they may not be accustomed to dealing with. They’re also venturing into new territory that may see operators willing to take on contracts involving drier loads that simply are not as easy to offload as what they’re used to.”

VIBRATION AIDS FLOW

A small but powerful vibrator motor mounted underneath the debris hopper or tank provides the vibration, which aids the flow of semi-solid and solid materials. The units are rigidly mounted on steel channels underneath the tanks and hoppers, so the vibration is carried throughout the load and can be distributed over the entire unit.

“Cougar patented the first truck vibrators in the 1960s, and vibration technology and material flow have been the sole focus of our company since then,” says David Ruggio, technical support manager with Cougar Vibration. “Whether it’s a vacuum tank, dump body, chute or a stationary hopper, the principles and application of vibration to induce material flow are the same. All



The Cougar vibrators reduce offloading and cleanup time, and also help workers avoid the temptation to intervene in an effort to extract the hopper’s entire contents. (Photo courtesy of Vactor Manufacturing)

rotary-type vibrators operate on the same principle of an off-center rotating mass — or simply, a wheel out of balance. It might be easier to think of the vibrator as mechanically reducing the coefficient of friction between the material and the tank wall.”

The small size of the units, however, is no indicator of potential output. A vibrator generating 1,000 pounds of force could be engineered to the same physical size as a unit generating 3,200 pounds of force — it’s the mass of the rotating wheel inside the vibrator that determines the vibration force output available. The output of the vibrator is selected according to the cubic yard capacity of the tank or dump body and the weight, consistency and moisture content of the material it may be carrying, whether it’s catch basin debris, sludge, sand, mud, rock or industrial products.

VIBRATION TARGETS SOLIDS AND SLUDGE

“Vibration units are used less frequently in sewer-only applications,” says Brett Hart, product manager with Vactor. “When sewers are cleaned, the water in the load is often returned to the sewer by decanting, but the solids and sludge remain. Dewatered sewage or sludge can have a tendency to compact in truck tanks, making it difficult to dump. If pressurized body washout-jets are not utilized due to the nature of the dumping location or environment, vibration can assist the offloading of material by disturbing the surface to which the sludge is sticking. The vibrator will break the surface tension between the material and the hopper wall, breaking up that packed material and allowing gravity to take over and slide the material out.”

But operators with an eye for cost-efficiency are finding that they may opt to select vibration-only technology for specific applications, depending on their range of requirements.

“Vibration technology has no effect on pure liquid loads. However, with the economic challenges faced by a lot of operators, they’re trying to get the most out of their equipment investment by expanding the range they’re expecting from their machines.”

Ben Schmitt

“Typically, sewer cleaners are equipped with a high-pressure water capability that usually flushes away a slurry material that may not break free on its own,” notes Schmitt. “But operators are now being given the option of deciding between equipping their units with a debris body flushout or a vibrator unit, which could be better suited to their needs if they were typically offloading drier material.”

The vibration units may also prove effective for contractors operating the Vactor combination cleaner line, particularly if they’ve ordered a hydroexcavation kit to augment their equipment. Operators opting for vacuum-only units used as catch basin cleaners may also benefit from the vibration units, because of the relative dryness of these loads, which tend to compact significantly under vacuum pressure.

“The vacuum-only catch basin machines offer a small jet gun to wet things down and help with offloading, but a vibrator may actually do a better job of assisting operators in loosening those compacted materials,” says Schmitt.

ELIMINATING OPERATOR ASSISTANCE

Hart notes that the vibrator can add another measure of operator safety to the Vactor units, since any temptation to provide human assistance in emptying loads, a dangerous temptation for operators on a tight schedule, is eliminated.

“All vacuum loaders must be enclosed to work ... they can’t be open-top dump trucks,” he says. “The debris hoppers on Vactor hydroexcavators and vacuum loaders are activated by a dump mechanism that rises to a 50-degree

angle for offloading, but often some of the contents stubbornly resist emptying. Without the vibrator, a worker may be tempted to climb into the unit or under the raised load to use hand tools to finish the job. This places the worker in an unsafe condition, which should always be avoided. The vibrator option allows the operator to flip a switch when the tank is raised and break the surface tension, quickly evacuating the material.”

A Vactor partner for two decades, Cougar is the exclusive supplier of the vibrator units for all Vactor models. Hart says the quality of the product and vendor support were the key factors in the decision.

“Vactor demands quality components and values good working relationships with vendors,” he says.

Ruggio says that open lines of communication are critical to developing such products for niche markets.

“The excellent communication between the two companies has been key to our mutual success,” he says. “It helps us better understand the specific applications and match the vibrator to the job, including the sewer and catch basin market.”

ENGINEERING OUT REDUNDANT COMPONENTS

That relationship was critical to Vactor’s request to re-engineer the vibration units to eliminate any parts not critical to their operation on the Vactor line.

“We eliminated a mounting plate and some wiring that is normally already supplied with the Vactor units,” says Ruggio. “Because Vactor does its own mounting and wiring, we eliminated those parts and brought the cost per unit down.”

Vactor estimates the cost per unit savings realized by the re-engineering at about \$40 per truck, one of the key factors in promoting the technology in the company’s current sewer truck line-up.

“Over time, that savings across the product line will be significant,” Hart says.

Each of Vactor’s industrial trucks are being fitted with a vibrator mounting plate, whether ordered with a vibrator or not, so a retrofit is reduced to an easy bolt-on installation. Sewer trucks require the mounting plate to be added, also a simple operation. The 12V electrical vibrator units have become standard equipment on all Vactor industrial vacuum loaders.

Vactor has specified four different Cougar Vibration vibrator models for various applications across its product line. The vibrators are available in electric models, or a hydraulic model specifically designed for intensive industrial applications.


The heavy-duty electric-powered units include the DC-3200. Suited for large spreaders and vacuum trucks, it delivers 4,000 vibration cycles per minute (vpm) with 3,200 pounds of force, while drawing 85 amps using the 12V model and 62 amps using the 24V model.

HYDRAULICS FOR CONTINUOUS OPERATION

The Cougar HA4-3300, a variable-speed hydraulic vibrator with adjustable eccentrics to control vibration, is designed for heavy industrial users. The motor is capable of a maximum output of 4,500 vpm with 3,278 pounds of force, and is designed for minimal power consumption and low maintenance.

“The hydraulic vibrator offers a longer duty cycle which is critical if it’s used heavily,” notes Hart. “That’s not usually the case for sewer and catch basin cleaners. The electric models will burn up if used for long periods of continuous duty, due to the amperage draw, while hydraulic units won’t. But electric vibration models are probably going to be sufficient for most sewer, catch basin and hydroexcavation applications.”

Hart says the company expects that the vibration units will likely increase both operator productivity and safety.

“Promoting an increase in the efficiency of material flow while eliminating operator intervention is a win-win,” he says. 

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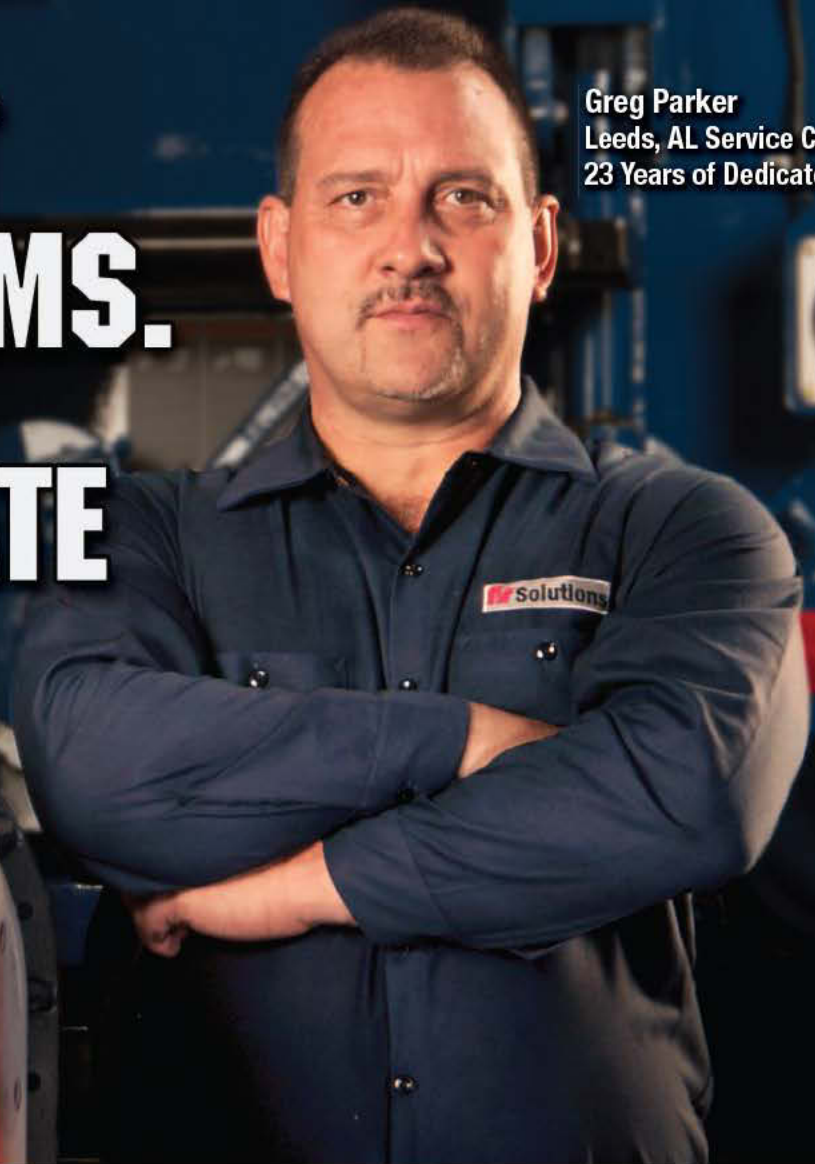


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Southern Sections Collection Systems Committee

- 8 a.m. Rust into Gold
- 9:30 a.m. Maintaining Collection System Easements
- 11 a.m. Sanitary Sewer Overflows: What To Do When It Is Flowing Down the Street
- 1:30 p.m. Finding Success and Growth in the Pipeline Cleaning Business
- 3 p.m. Evaluating and Optimizing the Efficiency of a Combination Truck
- 4:30 p.m. CCTV Inspection Essentials

NOWRA

National Onsite Wastewater Recycling Association

- 8 a.m. Aerobic or Anaerobic - Which One Is Better?
- 9:30 a.m. Mound Systems – Not Just for Wisconsin!
- 11 a.m. Dead Bacteria - How Overuse of Cleaners and Household Products KILL
- 1:30 p.m. Onsite Electrical
- 3 p.m. Managing Commercial Wastewater Treatments
- 4:30 p.m. Choosing the Right Float to Control Your Pump

NAWT

National Association of Wastewater Transporters

- 8 a.m. What I Need to Know About Trucking Safety
- 9:30 a.m. Setting the Dose, Establishing the Pump Delivery Rate & Relative Control Sensor Adjustment
- 11 a.m. Certification and Septic System Inspections
- 1:30 p.m. Is There Value in Processing My Own Sludge?
- 3 p.m. Maintenance Frequency Standards and Requirements
- 4:30 p.m. Working with Small Communities: System Management

NEHA

National Environmental Health Association

- 8 a.m. Promoting Competence: What's in It for Me?
- 9:30 a.m. Septic Tank Science
- 11 a.m. Advanced Treatment - What Does That Mean?
- 1:30 p.m. Successfully Dosing Pipe Networks
- 3 p.m. Pump Replacement
- 4:30 p.m. The State of the Industry: The Forecast, The Strategy, The Tools

NASSCO

National Association of Sewer Service Companies

- 8 a.m. Sewer Ops and CMOM - Leveraging the CMOM Process for Operational Benefit
- 9:30 a.m. Larry Keist - Developments in Water Main Linings
- 11 a.m. Culvert Rehabilitation: Have It Your Way
- 1:30 p.m. Manhole Lining: The Secret to a Successful Installation
- 3 p.m. Inspection of Pipelines Under Full Flow Conditions
- 4:30 p.m. Sewer and Industrial Equipment Rental - What are the Options?

BUSINESS TRACK

General Business - Scott Hunter

- 8 a.m. Keeping Employees and Customers Happy - Part 1
- 9:30 a.m. Keeping Employees and Customers Happy - Part 2
- 11 a.m. Keeping Employees and Customers Happy - Part 3
- 3 p.m. How to be Successful and Profitable in Any Economy - Part 1
- 4:30 p.m. How to be Successful and Profitable in Any Economy - Part 2

WJTA

WaterJet Technology Association

- 8 a.m. Accessorizing Your Vacuum Unit
- 9:30 a.m. Good Craftsmen Have Heavy Toolboxes
- 11 a.m. Waterjet Technology: Applications and Equipment

PSAI

Portable Sanitation Association International

- 1:30 p.m. Cost Analysis: Delivery, Removal, Moves and Tip-Overs - Part 1
- 3 p.m. Cost Analysis: Delivery, Removal, Moves and Tip-Overs - Part 2

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- 8 a.m. Social Media: Friend or Foe?
- 9:30 a.m. Taking it to the Web, Infinity and Beyond!



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Tuesday Sessions

February 28, 2012

MUNICIPAL TRACK

- 8 a.m.** Inspecting and Locating Laterals
Edward A. "Digger" Diggs - CUES, Inc.
- 9:30 a.m.** Get Quality Results From Your Inspection Management Program!
Rod Thornhill, Cori Criss - Infrastructure Technologies
- 11 a.m.** Using Chemical Grouts to Protect Mainlines, Laterals, Manholes and Lift Stations
Daniel Magill - Avanti International

SEWER AND DRAIN TRACK

- 8 a.m.** Contractors Need to Improve Jetting Sales
Nick Woodhead, Ken Bryson - US Jetting
- 9:30 a.m.** Lift Station Backup Pumping
Majid Tavakoli - Thompson Pump
- 11 a.m.** Optical Advancements Improve Range and Clarity of Pipeline Zoom Inspection
Richard Lindner - EnviroSight

BUSINESS TRACK

- 8 a.m.** Market Like the Green Bay Packers
Jerard Nighorn - Lenzyme, Inc.
- 9:30 a.m.** Training is the Key to Unclogging a Messy Business
William Raymond - Nexstar Network
- 11 a.m.** How to Make Profits That Drop Straight to the Bottom Line
Jenny Alday - One Biotechnology

PORTABLE RESTROOM TRACK

- 8 a.m.** How Your Portable Toilet Company Can Save Money By Saying "No"
Joel Smith - Clear Computing
- 9:30 a.m.** New Emission Standards for Service Trucks
John Olson - Satellite Industries
- 11 a.m.** New Portable Restroom Products
David Roncadori - J&J Chemical Co.

LIQUID WASTE TRACK

- 8 a.m.** What You Should Know About ATUs and How to Evaluate and Service Them
Doug Dent - Ecological Labs
- 9:30 a.m.** From the Kitchen to the Grease Trap to the Landfill
Dennis Brunetti - FloTrend
- 11 a.m.** The Evolution of Effluent Filters
Theo Terry - Bear Onsite

Wednesday Sessions

February 29, 2012

PIPE RELINING TRACK

- 8 a.m.** Advances in Monitoring Technology Help Ensure Proper Liner Cure
Jake Wells - Pipeline Renewal Technologies
- 9:30 a.m.** UV Cured Fiberglass Pressure Liner
Richard Montemarano - LightStream
- 11 a.m.** New Braunfels Utilities Performs Manhole-to-Manhole Lining in-House
Travis Bohm - Perma-Liner Industries

INSTALLER TRACK

- 8 a.m.** Installation and Operation of Float Switches
Brett Willong - SJE-Rhombus
- 9:30 a.m.** STEPPing Up
Dennis Hallahan P.E. - Infiltrator Systems

BUSINESS TRACK

- 8 a.m.** Septic, Sewer & Portable Business Valuation Basics
Jeff Bruss - COLE Publishing
- 9:30 a.m.** Inexpensive Marketing, Promotion & Advertising Ideas for Septic, Sewer & Portable Companies
Jeff Bruss - COLE Publishing
- 11 a.m.** Making the Most of Mobile Marketing
Jeff Bruss - COLE Publishing

GAS, OIL AND MINING TRACK

- 8 a.m.** Vacuum Equipment in the Marcellus Shale Region
Mark Nixon - MORO USA
- 9:30 a.m.** How to Vacuum More Efficiently with a Positive Displacement Blower
Jeff Peterson - Hixon, Inc., a division of Ingersoll Rand
- 11 a.m.** Why Choose Hydroexcavation? Opportunities in the Oil and Gas Exploration Industry
Neil McLean - Hydro Excavation Consulting Unlimited

INDUSTRY SAFETY TRACK

- 8 a.m.** Cross Bores, Deadly but Preventable - Your Actions Can Save Your Life
Mark Bruce - Can Clay
- 9:30 a.m.** Is the Air in Your Manhole or Confined Space Safe to Breathe?
Ed Fitzgerald - Jack Doherty Companies
- 11 a.m.** OSHA: Introduction to Soil Analysis
Gary Hooks



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A BULLDOG JETTER ENDS THE WAITING GAME FOR A NEW YORK CONTRACTOR

BY KEN WYSOCKY

Waiting for backup help on large drain line clogs used to make Frank Grandinetti feel like a V-8 engine running on seven cylinders: underpowered and inefficient.

So the owner of Grand Jude Plumbing Inc. in Tonawanda, N.Y., decided to invest in some horsepower of his own — a Bulldog 7018D sewer jetter from John Bean Sprayers (owned by Durand-Wayland Inc.). That put an end to a frustrating waiting game that at times left him unable to quickly service customers in dire straits.

For more than 10 years, Grandinetti says he paid \$18,000 to \$20,000 a year to subcontract jetting work to a local operator. But too often, the jetter was unavailable when he needed it most.

“In my business, I don’t like to keep people waiting, and customers aren’t happy about waiting,” he explains. “When we respond to a clogged drain line in a condominium complex, for example, the people who live there don’t stop using water, so where does it go? In the basement. Every minute counts. One day I got fed up with waiting and started looking for a jetter.”

Grandinetti says the bulk of his business comes from commercial and municipal work, mostly cleaning sanitary and storm sewer lines that range from four inches to 10 or 12 inches in diameter. He says he looked at about 30 different sewer jetter models before settling on the trailer-mounted Bulldog.

The unit generates 18 gpm at 4,000 psi and features two 350-gallon polyethylene water tanks, 600 feet of 1/2-inch-diameter hose, a hydraulically driven and swiveling hose reel, an antifreeze circulation system, remote-control operation, and a 2 1/2-inch water-fill system with air gaps that allow for quick hydrant filling.

“A 100-gallon tank just won’t cut it for us. We need a lot of water because we service a lot of customers. And when you run out of water in the middle of a job, then you’ve got real problems.”

Frank Grandinetti

The dual water tanks were particularly attractive to Grandinetti because they eliminate time-consuming and productivity-killing stops for water refills.

“We just fill it up at night or in the morning, and we rarely have to fill it again all day,” he notes. “A 100-gallon tank just won’t cut it for us. We need a lot of water because we service a lot of customers. And when you run out of water in the middle of a job, then you’ve got real problems.”

Grandinetti also wanted a longer-than-normal hose because it provides his crews with the flexibility to adapt to different situations.

“The majority of the time, we don’t need a lot of hose because we can get right up to a manhole and work from there,” he says. “But on some sewer cleaning jobs, we might need to go out 600 feet. We went out to one job where



The remote-control operation of the Bulldog sewer jetter from John Bean Sprayers offers Grand Jude Plumbing a productivity and profitability enhancer: Fewer workers are required on job sites, which allows owner Frank Grandinetti to allocate manpower more efficiently. (Photos courtesy of John Bean Sprayers)

money machines

OWNER:	Grand Jude Plumbing Inc., Tonawanda, N.Y.
MACHINE:	John Bean Sprayers trailer-mounted Bulldog 7018D sewer jetter 800/241-2308 www.durand-wayland.com
FUNCTION:	Cleans heat-exchanger tubes in petrochemical and other industries
COST:	\$50,000

the manholes were almost 500 feet apart.”

The remote-control operation offers Grandinetti another productivity and profitability enhancer: Fewer workers are required on job sites, which allows him to allocate manpower more efficiently.

“I only need two guys on a machine instead of three, and we don’t need someone standing by the machine to operate it,” he notes. “That frees up one guy to go work on another job site — and make more money to pay bills.”

Grandinetti also outfitted the rig with a flashing arrow warning light for road safety, and dual rear spotlights because his crews often work at night. He also lauds the antifreeze circulation system, which allows crews to work in frigid weather.



Grandinetti outfitted his rig with a flashing arrow warning light for road safety, and dual rear spotlights because his crews often work at night.

"Overall, the Bulldog is very valuable to me because I can provide much quicker service than I did two years ago," Grandinetti says. "I don't keep customers waiting, which is a big plus for me. Plus I can charge customers less because there's no middleman to pay, so they benefit that way, too."

"The machine basically pays for itself in two years," he adds, noting he no longer has to pay to subcontract jetting work. "Everything I was told the machine can do, it does."

Ironically enough, Grandinetti says he now gets occasional calls from friendly competitors who need a jetter on the job. Running on all cylinders definitely has its advantages. **C**

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Jim Voudy and John Mahana of H&H Co. use a McElroy 314 machine to fuse 40-foot sticks of 8-inch SDR-17 HDPE pipe. (Photos courtesy of RODDIE Inc.)



Perfect Storm

A TUNNELING MACHINE ENABLES REPLACEMENT OF 200 FEET OF STORM SEWER WHERE EROSION THREATENED A HOME

BY SCOTTIE DAYTON

For years, a storm sewer in Holiday Lake Estates in Morgan Hill, Calif., backed up, flooding a road and the driveway at the end of it. Discharge from the outfall into Anderson Reservoir eroded the steep bank of the homeowner's lakeside property, placing the yard and house in jeopardy.

An inspection revealed that the 8-inch reinforced concrete storm sewer had 3-inch offsets and 10-inch-deep bellies. Pipe bursting and lining systems would not work because they followed the host pipe without correcting the problems. Open cutting would be difficult and deep.

Access, the homeowners' association, called Rod Herrick, a previous service provider and owner of H&H Co. in San Martin, Calif. He used a UB-40 tunneling machine from RODDIE in San Martin to install a new storm sewer paralleling the old pipe and maintaining the same 0.30 percent grade.

DETAILED SURVEY AND PLANNING

The pipe's condition was due to 40 years of ground movement and root intrusion.

"That area is always sliding toward the reservoir," says Herrick. "If developers tried building there today, they probably could not get permits."

Herrick televised the pipe using a GatorCam3+ from Radiodetection and discovered that it fell 7 inches over 200 feet.

"Our challenge was to achieve that even percent of fall with 8-inch SDR17 HDPE pipe," he says.

tough job

PROJECT: Replace a storm sewer prone to backups with offsets and bellies

CUSTOMER: Access, Holiday Lake Estates, Morgan Hill, Calif.

CONTRACTOR: H&H Co., San Martin, Calif.

EQUIPMENT: UB-40 tunneling machine, RODDIE Inc., San Martin 408/224-7777
www.roddeunderground.com

RESULTS: Backups eliminated and pipe replaced

Locating utilities and marking their elevations was the toughest part of the job and took two days. Herrick also mapped trees and pavement sections, using a tape measure and drafting board to plot the tunneling route before entering the final coordinates into a computer.

Meanwhile, John Mahana used a TBO15 Takeuchi mini excavator to dig a 7-foot-diameter, 6-foot-deep shaft at the catch basin, then set the 2,600-pound tunneling machine in the hole.



John Mahana of H&H Co. uses a forward-reverse joystick to retract the dual hydraulic rams on the UB-40 tunneling machine, as the hand of Jim Voudy prepares to lower another 3-foot-long hollow pilot tube.

Johnny Mahana of H&H Co. unloads the McElroy 314 pipe fusing machine.



“We didn’t need an entry pit because the storm sewer daylighted in the bank of the reservoir,” says Herrick.

To prevent the shaft walls from collapsing and to form a thrust block for the UB-40, Mahana and Jim Voudu lowered a round corrugated steel liner into the excavation, then poured two-sack slurry in the annular space. (The mix was soft enough to be hand-excavated later if necessary.) Mahana then set the height, grade and direction using jacking screws that secured the unit to the liner.

IN THE CROSS HAIRS

The tunneling machine first jacked 3-foot-long hollow pilot tubes along the programmed route to exit near the outfall. The guidance system used a camera on a surveyor’s level focused on an LED target visible inside the lead tube. Mahana mounted the level on an independent adjustable support, setting it to the required height, grade and direction.

The camera sent the image of the target to a monitor. Using the image and a joystick to steer the slanted tip of the lead tube, Mahana maintained the target in the level’s cross hairs, which represented the desired line and grade. He made approximately one course correction per foot.

“The pilot tube is accurate to 1/8 inch for 200 feet,” says Herrick.

A forward-reverse joystick advanced or retracted the machine’s dual hydraulic rams. After Mahana loaded the lead tube, 40 tons of thrust pushed it through a flexible seal in the liner and into the soil.

“The soil displaced easily, so we didn’t need a boring auger,” says Herrick. Mahana repeated the jacking process until the pilot tube reached its destination.

THAT SHE GOES!

As boring neared completion, workers fused the 40-foot sticks of HDPE pipe and attached the pulling head.

“The ideal place to do it was along the shore, but there was no room,” says

Herrick. “We had to work on the road, but the last block or so dropped steeply to the shore.”

Realizing that gravity would pull the 700-pound length of pipe down the hill once the descent began, Mahana tethered the pulling head to the excavator with a cable before pushing the pipe on its way. Voudu, driving a Bobcat skid-steer loader on tracks, helped guide it to the waterfront.

“We had some rollers under it, but most of the time it skidded on the asphalt,” says Herrick. “The pipe walls are almost one-half inch thick, so they weren’t hurt.”

As the second hundred feet of pipe edged over the hill, the pipe took off. Mahana supplied braking action to control the descent as Voudu tried to hold it on course. Inertia carried the pipe the last 40 feet across the beach and into the water, as the area was inaccessible to machinery.

The pipe filled almost with water before reaching neutral buoyancy, and floated with just the crown exposed close to the outfall.

“Any time you can float a pipe, it’s easier to pull in,” says Herrick. “The water runs out during installation.”

REVERSE PROCEDURE

With the pipe in place, Mahana removed the pilot tube from the ram and attached the pulling head. The machine pulled the pipe through the tunnel at three minutes per foot. As the tube sections emerged, Mahana disconnected them and handed them up to Voudu.

The 10-day job concluded with decommissioning the old storm sewer, connecting the new pipe to the catch basin, and tying in the other two storm drain lines. The crew also added rock under the outfall to disperse the discharge and stop erosion.

“We saved the association about \$30,000 over open cutting,” says Herrick. “But the neat thing is when the ground moves again, the HDPE pipe will flex without cracking or offsetting.” c

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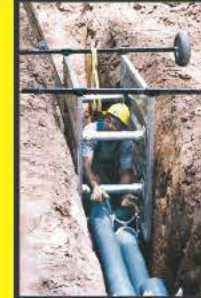
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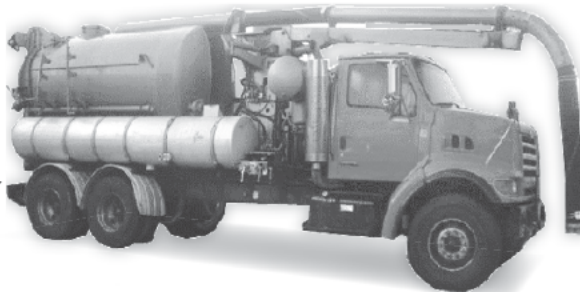


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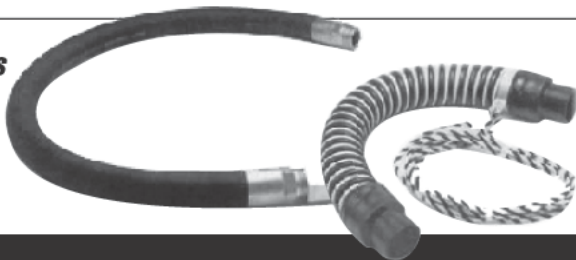


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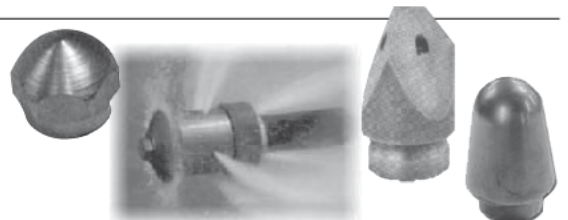


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Your Two Credit Identities

PERSONAL AND BUSINESS CREDIT SCORES AND REPORTS ARE SEPARATE, BUT LENDERS LOOK AT BOTH WHEN DETERMINING YOUR BUSINESS CREDIT WORTHINESS

BY ERIK GUNN



Erik Gunn is a business writer in Racine, Wis. Readers may direct inquiries to him by contacting this publication at 800/257-7222 or emailing editor@cleanser.com.

Four years ago, Joe started his own business. He incorporated it, ran it carefully, paid his bills on time and steadily made a modest but solid profit. The company's credit profile and credit scores were top-ranked.

Then the day came when he needed a new piece of equipment. Lacking the resources to pay cash, he sought financing from his local bank. Joe got the loan – but at an interest rate notably higher than the bank's best. Why?

Two years before starting his business, Joe had been laid off. In the process, he had run up his personal credit card and then missed a couple payments. Over the years he had slowly managed to bring the balance down, but that bad patch still stained his personal credit profile and dinged points off his credit score. And that hurt his ability to get credit for his business.

PERSONAL AND BUSINESS

Joe is not a real person, but his situation is very real indeed. When it comes to evaluating how sound your business really is, your company's credit scores and profiles aren't the only thing a lender or other creditor looks at. Your personal data will be part of the evaluation, too.

You've seen your personal credit report and credit score recently if you've applied for a home mortgage or car loan. But anyone who owns a business actually has two credit profiles and two sets of credit scores: one business and one personal. The two are separate, but if your business is going to grow, both must be healthy.

"Don't apply for credit unnecessarily. Only apply for what you need. You won't hurt yourself that way."

Barry Paperno

Your business credit report helps determine how much interest you'll pay on a business loan, how much it will cost you to buy a surety bond to guarantee your work, and how much you'll pay in premiums for business insurance.

But your business credit profile isn't all that matters, says Barry Paperno, consumer operations manager for FICO, also known as the Fair Isaac Corp. When you go to a bank to borrow money for the company, for instance, "chances are very good that they are going to look at your personal credit report and your score," says Paperno.

REPORTS AND SCORES

Credit reports and credit scores aren't the same thing. The *report* is "just the facts, ma'am," as Sgt. Joe Friday might put it. It's a listing, based on what lenders have voluntarily reported to the nation's three credit bureaus, of all your past and present debts and related data.

It includes what you still owe, your payment record, and whether you have

any stumbles like bankruptcy, loan defaults, court judgments or tax liens.

"They're not analytical in and of themselves," Paperno explains.

But credit scores are: Whoever creates the score plugs all the data about your borrowing into a formula that yields a number.

"It's a risk analysis of the information on that report," Paperno says. "It tells a prospective lender what kind of risk they would be taking by lending to you based on the information in your credit report."

FICO is one of the leading credit score companies, but there are others, each using its own proprietary formula. FICO happens to be the preferred scoring firm for 90 of the 100 biggest banks and for the top 25 car lenders and credit card companies. FICO scores are used in underwriting 75 percent of all home mortgages, Paperno says.

GETTING YOUR REPORTS

Even though your personal and business financial data are separate – and the information in one isn't included in the other – lenders, insurers and others are likely to look at both to decide how to charge you for their services. That's why it's a must to stay abreast of your personal and business credit profiles and scores and to keep in mind how they can affect each other.

Personal consumer credit reports are compiled by three firms: Experian, Equifax, and TransUnion. Experian and Equifax also compile business credit reports, while another firm, Dun & Bradstreet, reports only on business.

The federal Fair Credit Reporting Act requires the three consumer firms to give you a free copy of your personal credit report once a year. You can get yours by going to www.annualcreditreport.com, by calling 877/322-8228, or by downloading an Annual Credit Report Request Form from www.annualcreditreport.com/cra/order. Mail the form to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. Business reports aren't covered by the FCRA.

A caution: *Don't bother* with similarly named services such as FreeCreditReport.com, no matter how catchy their TV jingles are. The Better Business Bureau has a long list of complaints in which consumers allege they were unwittingly charged for credit monitoring services they didn't know they were buying or thought they had canceled during a "free trial period."

Either your business or your personal report can have errors, so review the report carefully. If you see an error, report it in writing to the credit bureau. Also, dispute it in writing with the creditor providing the erroneous information.

IMPROVING YOUR PROFILE

Once you have your personal and business reports and your scores and have made sure they're accurate, you'll want to do whatever you can to make them stronger. For that, the rules are pretty straightforward.

"Whether it's your business account or your personal account, paying on



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time is going to be the most important thing," says Paperno.

Second, keep your personal and business debt level as low as possible. You shouldn't be afraid of sensible business debt that can help your operation expand, but avoid needless debt so that when you really do need to borrow, you'll do so at a better rate. Low debt and a record of on-time payments account for about 65 percent of your FICO score.

One other piece of advice: "Don't apply for credit unnecessarily," Paperno says. Too many credit applications – whether you end up getting credit or not – will ding your credit score. "Only apply for what you need," Paperno says. "You won't hurt yourself that way."

Follow these simple steps and when the time comes for you to get a loan or bond, or to negotiate a new insurance premium, you're likely to get all the credit you're due. c

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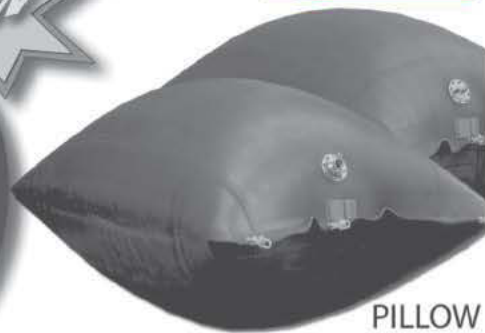
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Rockin' Rodney

RED-HOT COUNTRY SINGER AND AUTHENTIC AMERICAN SUCCESS STORY RODNEY ATKINS WILL "CUT LOOSE AND HAVE FUN" AT THE PUMPER & CLEANER EXPO

BY JIM KNEISZEL

Rodney Atkins rose from a hardscrabble beginning as a sickly orphan to the heights of country music stardom, producing back-to-back *Billboard* top country songs for 2006 and 2007 and continuing to churn out popular anthems of real life and love.

Atkins' compelling American success story continues with his next musical challenge: Entertaining the throngs at the 2012 Pumper & Cleaner Environmental Expo International. Atkins will bring a bushel basket of heartfelt hits when he arrives on the stage on Tuesday, Feb. 28, at the grand ballroom of the JW Marriott Hotel in Indianapolis.

Atkins' 7 p.m. performance will follow the ever-popular Industry Appreciation Party – with its festive atmosphere and 25-cent tap beers – which begins at 5 p.m. The evening of fun caps off the opening day of the Expo exhibits at the adjacent Indiana Convention Center in downtown Indy. The Industry Appreciation Party and Atkins' live performance are included with full Expo registration.

Atkins is well-known for a string of top 10 hits that started in 2003 with "Honesty (Write Me a List)" from his first album entitled *Honesty*. A familiar voice on country radio for almost a decade, Atkins struck gold in 2006 and 2007, when his singles, "If You're Going Through Hell (Before the Devil Even Knows)" and "Watching You," hit No. 1 and were named the top country songs of the year by *Billboard* magazine.

RAGS TO RICHES

While country music fans can hum along with Atkins' many hits, they might not be so familiar with his inspiring personal story.

After being born in Knoxville, Tenn., in March



"Sometimes you just want to cut loose and have fun, and you have to do something unexpected ... You just have to kind of roll with it. That's how I try to be on stage."

Rodney Atkins

1969, he was put up for adoption and was twice returned to the Holston Methodist Home for Children by prospective parents who couldn't deal with his numerous illnesses. Though his ailments worsened, Margaret and Allan Atkins, from Cumberland Gap, Tenn., adopted the boy.

With his dedicated adoptive parents, Atkins thrived and became interested in music during high school. After school, he eventually signed a recording contract, but didn't release his first album until *Honesty*. The string of hits has never stopped, with the album *If You're Going Through Hell* gaining platinum status and producing additional No. 1 hits in "These Are My People" and "Cleaning This Gun (Come On In Boy)."

Atkins followed with his third album, *It's America*, featuring a single of the same title as well as "15 Minutes" and "Chasin' Girls" all heading up the charts. In 2010, Atkins hit with "Farmer's

Daughter," and he's currently touring with the lead-off single of his fourth album, the title cut "Take a Back Road," which hit No. 1 just a few months ago.

While he's built a solid career in Nashville, Atkins is proud of the family he's built, including his wife, Tammy Jo, and his son, Elijah. Along the way, he's found it important to give back to others. He is a spokesperson for the National Council for Adoption and often returns to the orphanage that helped him find a loving family. In 2011, Atkins headlined the Nashville Give Back Concert to support tornado-ravaged communities through the American Red Cross.

A HELPING HAND

"It is important for us to give to all of those in need. As an artist, I have performed in just about every town that has been hit by the many storms and I feel that this concert is a great way to reach



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out and help as many people as we can," he told the Nashville Convention & Visitors Bureau, which helped promote the relief effort. "We wanted to ... call people to action to continue to support the American Red Cross Disaster Relief Fund in any way that they can."

While Atkins is devoted to family and causes he finds important, he hasn't taken his foot off the accelerator, musically, either. According to his website, Atkins has sold four million singles in the past five years, and the sales have been going viral for "Take a Back Road." He credits the easy, heartfelt lyrics and laid-back, identifiable message of the song.

"'Farmer's Daughter' was one of the craziest download songs we had. It was peaking at 15,000 to 16,000 a week," Atkins says. "And now 'Back Road' is knocking on 40,000 a week. That was a validation for me to follow my heart ... It's one of those songs that, the first time I heard it I thought, 'Boy, that feels good.' And then it's catchy and something you want to just crank it up. But then, the more you hear it, you realize it's not just a ditty; it's about ... getting right with your soul, coming down to earth."

"Back Road" is about discovery ... both literally – exploring the beauty found in your backyard

countryside, and symbolically – the simple joys of family and life. The emotional tune and the album in general present a winning formula for the thoughtful Atkins.

"I've had some success with my songs, and you've got to sit back and ask yourself, 'Why did these songs connect?' With a lot of songs, the approach is about how perfect things are, or how messed up things are – It's one or the other," he explains. "But for me, real life is there are ups and downs, and if you can, get both sides of that in a song."

And he's taken a reality check when it comes to love songs, too. Atkins says he was never interested in recording conventional love songs until he found several tunes that scratch beneath the surface of complex relationships. He includes several of these on the latest album. And they're songs hardworking family business owners who attend the Pumper & Cleaner Expo can surely relate to.

"Love is not all blue skies and no bills," he says. "It's gutters leaking and the cat messed in the fireplace. It's not convenient at all, and you've got to make time for it – that's the toughest part of it."

A TREAT ON STAGE

Love songs, simple slice-of-life songs, or just

about anything Atkins performs, he promises an energetic live show. He likes to change up the set list night after night to keep the audience and band in tune and engaged. Expo attendees can expect an edgy and fun time with Atkins and his band.

"Sometimes you just want to cut loose and have fun, and you have to do something unexpected ... You just have to kind of roll with it," Atkins explains. "That's how I try to be on stage, and the shows get better the more spontaneous they are, the less the band knows what's going to happen."

"I'm low-key, but I get excited on stage. I think that if I didn't have that outlet of playing live, I'd be frustrated a lot," he says. "Music was definitely my savior. It's a way of saying things that, hopefully, because it's in the form of music, will stay around awhile." ☐



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Recording Injuries First Step in Prevention

OSHA IS WORKING WITH EMPLOYERS TO CONTINUE THE TREND OF SAFER WORKPLACES

BY TED J. RULSEH

Over the past three decades, occupational injuries and illnesses in the United States have declined by 42 percent, even though employment has more than doubled, according to the Occupational Health and Safety Administration. Still, every year, nearly five million workers experience an occupational injury or illness on the job. More than half of these are serious enough that the person misses some time at work.

OSHA is working with employers and employees to move toward zero injuries and illnesses in workplaces. The administration encourages employees to properly record all incidents.

When a worker is killed on the job or three or more workers are hospitalized by an accident, the employer must report to OSHA within eight hours. Fatal heart attacks also must be reported. Employers can call the nearest OSHA office to provide the information, or may call 800/321-OSHA (6742).

Employers who cannot reach a health care facility within a reasonable amount of time must be prepared to provide first aid to workers who experience

injuries or illnesses. OSHA requires adequate first aid supplies to be readily available and that someone be adequately trained to render first aid.

The agency also encourages employers to acquire automated external defibrillators (AEDs) – medical devices designed to revive victims of sudden cardiac arrest. The devices analyze a victim's heart rhythm and deliver an electric shock to restore heart rhythm to normal.

When it comes to injuries and illnesses, the best defense is a good offense – a proactive safety and health management system that focuses on finding and fixing hazards before they can lead to problems.

Battery-operated AEDs are compact, lightweight, portable, safe and easy to use. Having them onsite can save precious time and improve survival odds because they can be used before emergency medical service personnel arrive.

Most employers in high hazard industries are required to keep records of injuries and illnesses. An annual summary must be posted in the workplace from Feb. 1 to April 30. Details on recordkeeping requirements and forms are available from www.osha.gov.


The website also offers training to help employers complete the forms. Those with 10 or fewer employees are exempt from injury and illness recordkeeping unless selected by OSHA or the Bureau of Labor Statistics to take part in mandatory data collection.

A hallmark of an effective safety and health management system is a commitment to investigate every incident that results in a worker injury or illness, as well as near misses. By immediately following up, employers can identify root causes and take corrective steps to prevent future problems.

When it comes to injuries and illnesses, the best defense is a good offense – a proactive safety and health management system that focuses on finding and fixing hazards before they can lead to problems. OSHA offers various services, such as consultation and compliance assistance programs, to help employers establish safety and health management systems.

OSHA's Consultation Program, for example, is a free service to help smaller employers identify and fix hazards in their workplaces. OSHA also has compliance assistance specialists available in each area office to help employers and employees comply with OSHA requirements.

OSHA's Safety and Health Management eTool – interactive software on the agency website – helps users build their own safety system based on responses to a series of questions. Employers and employees can also consult the OSHA Handbook for Small Businesses and "Safety and Health Program Management Guidelines." All these resources are available at www.osha.gov.

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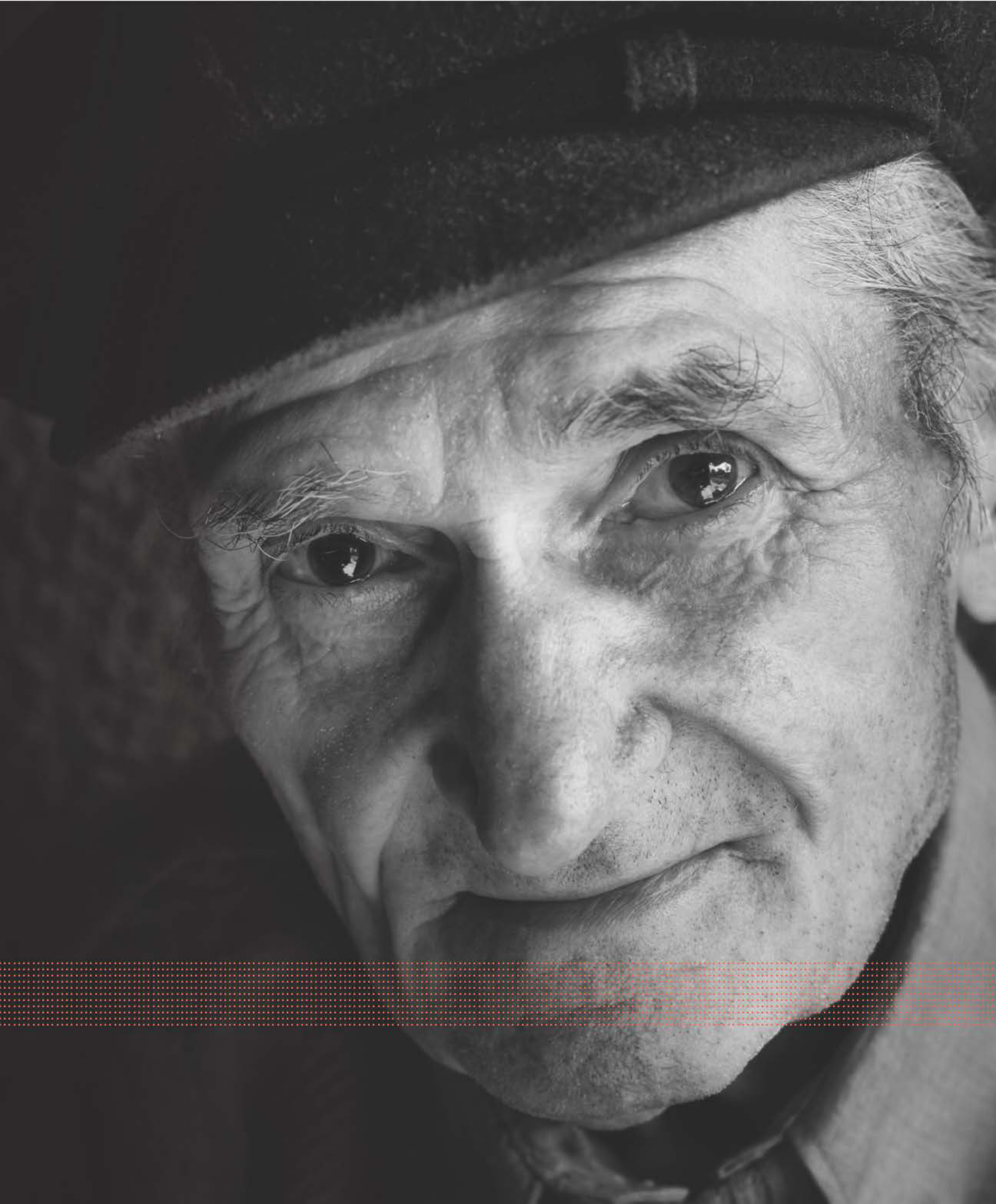
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Walking a Fine Line

THERE'S A TIME TO NETWORK AND A TIME TO BE OF SERVICE. A KEY TO "GIVING BACK" EFFECTIVELY IS KNOWING AND OBSERVING THE DIFFERENCE.



Ted Rulseh

BY TED J. RULSEH

An old saying advises not to mix business and pleasure. There are two other things not to mix: Networking and community service.

Now, you may ask: Isn't it partly to make business contacts that we join a service club or get on a charity's board of directors? Well, yes, partly. But the real reason to join such an organization is to serve the community.

You can always spot the person in a service group who really is there to network. He or she is the one aggressively handing out business cards on any pretext, too eagerly volunteering for the high-profile projects and elbowing his or her way into the newspaper publicity pictures.

A good rule of thumb is: If you want to network, join organizations and attend functions that truly are for that purpose. A chamber of commerce, for example, is a service group but also by charter a place for businesspeople to get together and make professional connections. Many chambers sponsor events specifically for networking.

JUST GIVING BACK

On the flip side, if you want to serve, then serve purely. A communications agency I once worked for encouraged its people to get involved in service organizations and professional groups. I joined a public relations society and soon learned the expectation was that I return from meetings with leads for new business.

I wasn't comfortable hawking my company at these events. I felt compelled to sit at the dinner table next to someone from a potential client company, rather than next to someone with whom I had shared a pleasant chat during cocktail hour, or anyone else. I preferred simply to enjoy what I could learn from my peers and to share things they might learn from me.

Of course, since my company had paid for my membership, I was obligated to do as directed, and so tried to sit with "the right people" and gather calling cards. The trouble was that most of my fellow society members weren't there primarily to network and were somewhat chilly toward any

conversation that made them feel I might be qualifying them as prospects. Or at least so it seemed at the time.

I eventually discovered (as a wise mentor had once suggested) that the best way to make business connections in such a setting was not to pursue

A good rule of thumb is: If you want to network, join organizations and attend functions that truly are for that purpose.

If you want to serve, then serve purely.

them, rather to simply give to the organization and expect nothing in return but the intrinsic satisfaction that goes with being of service.

In other words, the point of being in the organization was to help the organization and its members and to grow professionally. If a potential client took notice and it led to a business relationship, fine, but that was purely incidental. A nice surprise, and that's all.

HOW DO YOU SERVE?

In an organization of service-minded people, a self-promoter stands out, and not in a flattering way. Promoting yourself in a setting like that can do your business more harm than good. In general, the more close-knit the community, the more true this is.

For example, in a club like Rotary or Kiwanis, members generally are there much more to serve the community than to advance themselves. Many have been members for years. The friendships and business connections within the group are well formed. A new member clearly interested in himself or herself first will have trouble fitting in.

It's liberating to discover the difference between networking and service. Belonging to a community organization can provide pleasant and highly rewarding interludes during busy weeks at work. If you adopt a service mindset, you can take off your business hat for those hours at lunchtime, in the evening, or on a weekend and know the

simple satisfaction of helping someone else or bettering your hometown.

WAYS TO BENEFIT

You can learn and hone new skills by volunteering to serve on committees or hold offices

somewhat outside your area of expertise. You'll associate with people in businesses far different from your own, and from them learn tips on how to make your own business run better.

A Rotary club I once belonged to launched an annual indoor Christmas tree sale at a mall that had a few vacant shop spaces. The first year, it was poorly organized. Members who volunteered to work the sale arrived to find no instructions; they had no idea what to do, what kinds of trees were kept where, if they could accept checks, and so on. Customer service was chaotic.

The next year, the sale chairman was a local bank branch manager. Before the sale began, he took time at one of our weekly meetings to spell out all the procedures. Volunteers arriving for work received a sheet of what he called "failure-proof" instructions. Wow! I learned an incredible amount just by observing this man, and I could go back and apply that to my own work. So it's not just through making contacts that involvement in a service group can help your business.

What do your volunteer endeavors look like? If they include networking, that's great – it's valuable and necessary. Just be sure to network in the appropriate places. And if not already doing so, consider getting involved in something truly service-oriented. You may find the respect you enjoy and the satisfaction you feel as a result will be well worth it – even if it never leads to a dime's worth of new business. **c**

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TABLET KIT

The Leak Detective tablet kit from Bright Dyes includes two dye tablets and instruction booklet. It allows users to find sources of water loss. The tablets are NSF certified food grade with detailed usage instructions on the package. The instruction booklet shows usage of leak detective tablets with other waste saving ideas. Custom message and imprinting is available at additional cost. 800/394-0678; www.brightdyes.com.



CORDLESS CAMERA

The EasyCAM II inspection camera can be repaired by the user, eliminating maintenance and downtime. The smaller titanium camera head is steerable for a better turning radius. Other features include an on-screen digital footage counter and onboard DVR/LCD monitor. The camera is now cordless and works up to 12 hours before recharging. 239/260-2056; www.easycamllc.com.



TRANSPORTER WHEELS

The Cua Claws transporter wheels were developed to increase camera footage in slippery PVC pipes. The wheels come in 2.5-inch, 4-inch-narrow, 4-inch-wide, and 5.5-inch-wide sizes and are made of stamped 16-gauge steel. They are furnace-brazed to attach a coating of 16-grit carbide chips for traction. Attaching the carbide extends wheel life. The wheels fit most cameras with no modifications necessary. They are predrilled for specific applications. 714/697-8697; www.cuaclaws.com.



SAPPHIRE LENS CAMERA

The eCAM ACE pipeline inspection camera system from Electric Eel Mfg. is made for inspecting sewer and drain lines, septic tanks, service laterals and more. The system has a stainless steel-housed 1.68-inch-diameter color camera with sapphire lens, 20-LED light ring, high-resolution CCD element and flexible camera spring that can navigate 3-inch P-traps. A 1.23-inch-diameter color camera for inspecting 1 1/2- to 4-inch lines and negotiating 2-inch plastic P-traps and 1 1/2-inch 90-degree bends is available.



Other features include automatic iris adjusting lighting, impact-resistant polycarbonate light ring cover, 512 Hz sonde, 5.4-inch LCD monitor with AR film for optimal viewing in sunlight and anti-glare monitor shield. The system has a video output jack, powder-coated steel frame and 125-foot Kevlar braided 1/2-inch-diameter pushrod. 800/833-1212; www.electriceel.com.

ALL-INCLUSIVE PUSH CAMERA

The CUES Mini-Push 20/20 is a portable, color video inspection system with a built-in battery power supply, battery charger and self-leveling camera with built-in sonde. It is used to view and record 2-inch and larger pipes and can operate with existing CUES PS2, PS3 and self-upright cameras. The 6.4-inch color LCD monitor is adjustable with a fold-down position for protection during transport and includes a sun shield for viewing in sunlight.



The lightweight system includes wheels for easy portability and a balanced footprint for stability. An optional DV-1 Touch mobile digital video recorder is available for one-button digital recording. 800/327-7791; www.cuesinc.com.

EXTENDED-RANGE CRAWLER



The Rover X steerable 6-wheel-drive camera crawler from Envirosight provides extended crawl range (up to 1,650 feet) in a simplified three-piece system with a touch-screen control pendant. The pendant captures days' worth of MPEG video and JPEG still images and lets users upload observations directly to WinCan software. Twin multifunction joysticks simplify operation and macros automate everyday inspection routines.

The pendant accepts USB media and connects via Rover-Link for remote diagnostics and firmware updates.

The system includes a detachable remote-operated camera lift, three on-board cameras (forward pan/tilt/zoom, cable view and elevated rear view), an integrated sensor package (sonde, dual lasers, inclination and roll) and concurrent control for all system functions. The reel uses 0.03 lb-ft with 1,000-pound break strength cable, and continuously monitors cable tension to minimize drag on the crawler. 973/252-6700; www.envirosight.com.

PORTABLE TV INSPECTION

The AS340 portable pipe inspection TV system from Cyclops Electronics inspects pipes from 1 to 3 inches and other inaccessible places. The system comes with a 3/4-inch camera head, 410,000 pixel CCD and 50 feet of cable. It has an all-in-one design (SD recorder built-in) with a small carrying case. The built-in LCD monitor provides real-time video and the footage counter keeps track of problem locations. 830/249-9756; www.cycloptv.com.



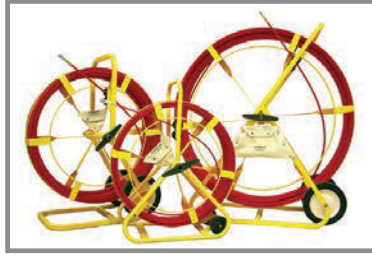
COMPATIBLE CAMERA

The **CHD-C12** camera from **Forbest Products** inspects pipe as small as 1 inch. The camera head is 1/2 inch in diameter and 2 1/2 inches long. With a flexible spring behind the camera head, the unit can get through most pipe curves. The stainless steel body is painted black and attachable to 100- or 130-foot push cable. The camera/reel is compatible with all color control stations from Forbest. **650/757-4786; www.forbestusa.net.**



DETECTABLE RODDERS

Duct Hunter detectable rodders from **Jameson** use heavy-duty frames and feature a copper wire in the rod to trace or map underground conduit or pipe without digging a trench. The user connects a signal transmitter to the unit to energize it with an alternating current of specific frequency. When the energized rod is pushed into an underground pipe, the signal radiates outward through the soil to the surface. A signal receiver is then used to detect the frequency applied to the unit by the transmitter. The rodders trace underground conduit, including waterlines and sewer laterals, without digging. The entire buried utility pipe can be traced and marked continuously from above ground. **800/222-6400; www.jamesonllc.com.**



SIMPLE LEAK LOCATION

The **Gen-Ear LE** from **General Pipe Cleaners** is a simplified water leak locator with strong sound amplification. The compact amplifier fits in the palm of your hand and provides noise-free amplification with built-in preset audio filters. The noise cancellation feature on the high-performance headphones blocks out interference from surrounding ambient noise. The system pinpoints leaks in residential and commercial lines, under concrete slabs, in walls, swimming pools and hot tubs. **800/245-6200; www.drainbrain.com.**



SMOKE GENERATOR

The **Power Smoker 2** from **Hurco Technologies** allows users to test new plumbing installations and identify leaks before final inspections. The system is safe for indoor use, as all exhaust goes through the plumbing and out the roof vent. The LiquiSmoke used in the smoker is forced through the plumbing and out from the leak. **800/888-1436; www.gethurco.com.**

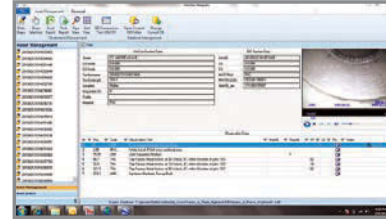


MANHOLE SMOKER

The **Turbo-Fog MH-75** manhole smoke blower from **Kingscote Chemicals Inc.** uses leak-proof liquid smoke cartridges to generate uninterrupted white smoke, eliminating the need for additional smoke



bombs or pump sprayers. The self-contained unit generates up to 7,500 cfm. Made of powder-coated 11-gauge steel, the smoke blower is available with a Briggs & Stratton or Honda engine. **800/394-0678; www.turbo-fog.com.**



GIS MAPPING MODULE

The **WinCan GIS** module for WinCan V8 pipe inspection and asset management software from **Pipeline Analytics** helps manage water, stormwater and sewer infrastructure using GIS data. Users simply click-and-drag or query a map to create entire WinCan projects with prepopulated section data; automatically create linked map elements from observations; dispatch inspection and repair crews; and augment GIS data with more infrastructure detail.

Users can filter, report, browse media, track progress and create work orders through one intuitive map interface and geo-located observations in a GIS business process. The GIS module supports feature extraction (plotting observations into a GIS as point features with links to videos and photos), revision detection (highlighting differences between GIS and WinCan data), creating reports and export data into Excel software, creating pipe-specific repair strategies using observation data, and mission planning (using the GIS to create subsets of data for pipes to be inspected). **877/626-8386; www.pipelineanalytics.com.**

FREQUENCY FINDER

The **LineFinder LF2200** from **Prototek Corp.** locates any frequency sonde or transmitter box between 16 Hz and 100 kHz using a frequency-sniffing feature. Preset support of 16 Hz (steel, ductile iron, cast iron and nonmetallic), 512 Hz (cast iron or nonmetallic), and 8 kHz (nonmetallic only) sondes. The unit traces underground metallic lines at four built-in industry standard frequencies using an external transmitter box; other frequencies can be sniffed as well. It locates underground power at 50 or 60 Hz.

Power frequency and scaling in English and Metric units are user selectable. A series of LCD screens (with automatic backlight compensation) guides the user through steps to locate both sondes and lines with position and depth. Locating is enhanced by handle vibration and LED feedback at key locating points, in addition to on-screen imagery. The locator uses six AA alkaline batteries. **800/541-9123; www.prototek.net.**



SUBSURFACE LOCATOR



The **Pulsar 2000 Line Tracer** locates subsurface metallic lines, lines in walls and in ceilings, and does not require an earth ground. It also locates irrigation solenoid valves. To trace a hot waterline from a water heater to the kitchen sink, users would connect to the hot waterline and energize and trace only the hot waterline. The unit is a directional-type tracer. **214/388-8838; www.pulsar2000.com.**

HIGH-RESOLUTION CAMERA

The high-resolution **ORION 2.5** camera system from **RapidView IBAK North America** offers pan, tilt and zoom with a wide-angle view. It can rotate automatically around pipe joints and provides a picture



that is always right side up. The low-light camera technology allows users to inspect pipes over 60 inches. The camera can be used on a pushrod, mainline tractor or as a launch camera. It is pressurized to provide a diagnostic warning in case of pressure loss during operations. The onboard laser system measures defects, diameter and pipe deformation. 800/656-4225; www.rapidview.com.

PORTABLE INSPECTION

The Plumber's Inspection **PC-Xi** portable system from **Ratech Electronics** inspects pipes and drains as small as 2 inches. The lightweight system incorporates all recording capabilities using a portable laptop computer. The removable laptop is mounted on a swivel stand on the cable reel.

Users can record MPEG video and JPEG photos to the laptop hard drive, USB port, flash drive, or the built-in DVD recorder. Custom software allows final reporting of inspections. An on-screen display overlay system includes electronic distance counter, time, date and eight pages of memory. The system comes standard with high-intensity LEDs, condenser microphone, AC/DC capability, variable light intensity control, 1.375-inch self-leveling color camera with scratch-resistant sapphire lens, and 200-foot Gel-Rod cable. 800/461-9200; www.ratech-electronics.com.



MICRO GAS DETECTOR

The **micro CD-100** combustible gas detector from **RIDGID** offers adjustable sensitivity with a range from 0 to 6,400 ppm (methane). Alerts include visual, audible or vibration with Tri-Mode detection based on the environment. The unit also features a 16-inch flexible detection probe and sensor that automatically calibrates. 800/769-7743; www.ridgid.com.



TOUCH-SCREEN INSPECTION

All operating controls for the **PROvision Touch** inspection system from **Spartan Tool** appear directly on screen. With the system's daylight visibility, an operator can see images clearly even in bright sunlight. The system features a self-leveling camera head, 512 Hz beacon and fully daylight-visible 15-inch screen. All video is recorded to a thumb drive. Telestration allows users to draw directly on the screen to show a customer a problem. The system also includes an on-screen keyboard. 800/435-3866; www.spartantool.com.



SMOKE BLOWER

The **Model 20** smoke blower from **Superior Signal Company** is engineered for smoke testing of sewer lines to detect sources of inflow and other faults. Used with the classic smoke candles, the blower produces visible smoke at a longer distance. The smoke candle produces a volume of 40,000 cubic feet of smoke in three minutes, with the option of joining candles together to create larger volumes of smoke for a longer time.

The smoke blower can be configured with the fluid system to offer a liquid-based alternative for mainline sewer inspection, featuring an insulated heating chamber with stainless steel injector to maximize dry smoke



output, and producing high-quality liquid-based smoke. 800/945-8378; www.superiorsignal.com.

MINI PUSHROD

The **Snake Eye** mini pushrod camera system from **TV Ferret** features a stainless steel frame and low-friction multiconductor push cable. The system comes standard with a 10.4-inch color LCD monitor, DVR, footage counter and built-in microphone housed in a hard portable case. The mobile push camera comes with its own self-charging power source, allowing it to operate when no electrical power source is available. The unit comes with a self-leveling head and variable LED lights. A sonde for locating is optional. 518/399-2211; www.tvferret.com.



MINI CAMERA

The **EagleCam** color mini camera inspection system from **UEMSI** for 2-inch and larger pipes includes a lightweight, briefcase-style power control unit with a 10.4-inch LCD monitor, 200 feet of video push cable on a steel powder-painted portable reel and a CM-1 color camera head. The system works on AC or DC and has video in and out RCA connections. The multiconductor push cable includes water-blocking gel to prevent water infiltration. Options include the Pro Eye self-leveling color camera head, the Tracker II inline locator system and a variety of skids. 800/666-0766; www.uemsi.com.



SONDE LOCATOR

The **vLocCam** sonde and camera locator from **Vivax-Metrotech** is a lightweight, durable locator with a new faster dual-core processor, color display, and USB interface. The compass feature points the user in the direction of the sonde or camera below ground and eliminates guesswork about false peaks or ghost signals. Push-button depth displays the depth of cover in feet and inches. The receiver comes standard with frequencies of 8 kHz, 33 kHz, 512 kHz and 640 kHz. The frequency range provides versatility for locating metallic and nonmetallic pipes, drains and ducts. The sondes come in different sizes rated to depths from 12 to 20 feet. The receiver is equipped with two passive locate modes of power and radio that detect the presence of power lines, CATV, telephone and some metallic pipes that radiate 64 Hz and VLF signal. 800/446-3392; www.vivax-metrotech.com.



DUAL CAMERA HEADS

The **VIS 340 Plus** inspection camera system from **Wohler USA** features dual camera heads. It comes with a 1 1/2-inch, 360-degree-pan and 180-degree-tilt camera head, and a 1-inch straight camera head. Both camera heads are waterproof and come with brilliant LED lights. The system has a TFT color monitor and can maneuver 90-degree bends. The digital distance measurement feature pinpoints the exact location of trouble spots. Users can record, save and replay inspections. The camera set comes in a tough, self-contained carrying case. 978/750-9876; www.wohlerusa.com. c



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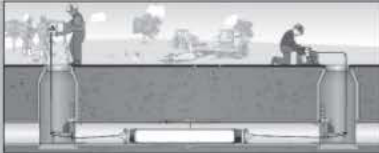
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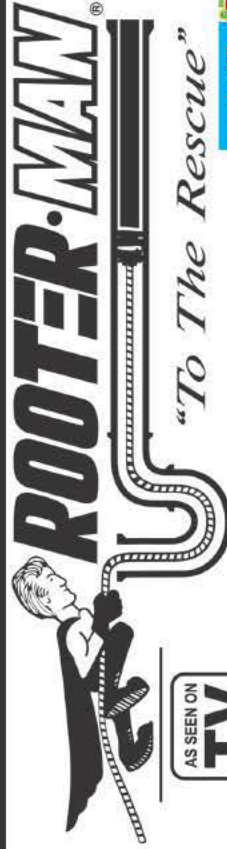
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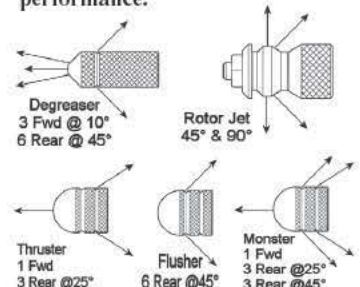


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Lateral Launcher with Rear-Viewing Camera Performs Mainline, Lateral Inspections

BY ED WODALSKI

The self-propelled Lamp II lateral and mainline probe with rear-viewing camera from CUES is designed to perform lateral and mainline inspections in one pass.

"There are a lot of situations where you cannot access the lateral because there's no cleanout at the home or the business, so the conventional push system will not work," says Paul Stenzler, CUES sales VP. "You have to achieve access from the mainline."

Able to travel up to 1,500 feet, the inspection system is designed for use in 6- to 24-inch mainlines and 3- to 8-inch laterals. The front-mounted mainline camera offers 10:1 digital zoom and 40:1 optical digital zoom. Capable of simultaneous pan, tilt and zoom, the front-mounted color camera features automatic centering. Its mounting assembly articulates to facilitate invert entry. The lateral camera with internal sonde also includes a built-in auto-upright feature that keeps the image stabilized at all times.

A rear-view camera option helps simplify the retrieval process and adds precision to lateral inspections.

"The operator can now achieve a high-resolution view to the front or



rear of the launcher," Stenzler says. "When you stop to launch, the zoom camera is looking back, monitoring the lateral camera insertion. The rear-view camera significantly simplifies the retrieval process."

The lateral camera is available with 120-150 feet of fiberglass or 80-100 feet of stainless steel push cable and can negotiate 45- and 90-degree bends. The lateral camera also can be quickly removed, enabling the inspection system to be used as a mainline transporter with front-mounted pan, tilt and zoom camera only.

"It's extremely durable and very compact," Stenzler says of the unit, which includes four sets of single-point, quick-removal wheels. Optional high-traction, steel-based wheels are available for PVC and grease-filled pipes. 800/327-7791; www.cuesinc.com; Expo booth 8066.

RIDGID DIGITAL MONITOR

The SeeSnake nanoReel N85S industrial inspection camera system from RIDGID is made for ultrasmall diameter lines, ranging from 3/4 to 2 inches. The 9 1/2-pound system can make tight turns and push up to 85 feet of cable to inspect boiler tubes, supply lines and sprinkler systems. The drum cartridge can be removed from the housing assembly and exchanged with optional drums to fit specific applications. The inspection system can be used with all SeeSnake monitors and recorder options as well as the microEXPLORER digital inspection camera. 800/769-7743; www.ridgid.com; Expo booth 8000.



ABCO INDUSTRIES DEWATERING TRUCK



The self-contained mobile dewatering truck from ABCO Industries Ltd. conditions incoming municipal and industrial sludge with a polymer, while the onboard filter system separates solids and liquids. Solids are stored in a holding tank on the truck and the liquid filtrate is returned for on-site treatment. Solids can be disposed of at an approved composting or land-application area. Options include a high-pressure jetting system for tank cleanout. 866/634-8821; www.abco.ca; Expo booth 2140.

CUSCO OMNIVAC VACUUM TRUCK

The Omnivac series of vacuum trucks from Wastequip's Cusco features a complete baghouse and air cannon pulsation cleaning

system. Other features include a secondary system that uses an air-cooled 360 cfm vacuum pump. It also provides a smaller, more efficient source of vacuum for applications that do not require the full 1,400 cfm capability or where blower operations are restricted. The unit has five operating modes: 1,400 cfm wet mode in both vacuum and pressure, 1,400 cfm dry mode in vacuum and 360 cfm industrial mode in both pressure and vacuum. 877/468-9278; www.wastequip.com; Expo booth 2025.



JETTER DEPOT FLAT NOZZLE



The 1-inch, heavy-duty Piave flat nozzle from Jetter Depot, American distributor for Nuova Contec nozzles, is designed for cleaning 12- to 40-inch floor pipe. The 45-pound nozzle has six rear ceramic jets at 10-, 20- and 30-degree angles for removing sand, sludge, and debris. The nozzles, also available in 1/2-inch size, feature a rotary swivel for balance inside the pipe.

678/549-2621; www.jetterdepot.com; Expo booth 136. e

FS SOLUTIONS ADDS ONLINE COURSES

FS Solutions added two advanced online training courses to help customers increase job safety, operation efficiency and regulatory compliance. The courses, Estimating the Vacuum Job and Maximizing the Power of Waterjetting Through Tip and Hose Selection, target experienced professionals seeking training beyond the fundamentals. The online courses include tests that each individual must pass with a grade of at least 80 percent to receive certification.

GENERAL PIPE CLEANERS REDESIGNS WEBSITE

General Pipe Cleaners' redesigned website, www.drainbrain.com, provides quick access and details on drain cleaning machines, high-pressure waterjets, video pipe inspection and location systems, water leak locators, pipe freeze kits, pipe thawing machines, cables and cutters.

SPARTAN TOOL HIRES TERRITORY MANAGER

Spartan Tool LLC named Patrick Stillmunks territory manager, responsible for sales, service and customer support in Texas and portions of Louisiana and Arkansas. Stillmunks brings 16 years experience as a licensed plumber and septic service technician to his position.



FARLEY RECEIVES CETA LIFETIME ACHIEVEMENT AWARD

Bob Farley, founder and co-owner of Farley's Inc., received the Cleaning Equipment Trade Association (CETA) Lifetime Achievement Award at the group's annual meeting. Based in Siloam Spring, Ark., Farley's manufactures replacement coils, tanks and high-pressure washers. Founded in 1979, the company supplies products to approximately 1,650 customers in the United States and Canada.

GEOTREE TECHNOLOGIES PARTNERS WITH IRP

GeoTree Technologies Inc., an infrastructure repair material company, partnered with trenchless contractor IRP to produce IRP EcoCast, an eco-friendly, geopolymer liner repair system.

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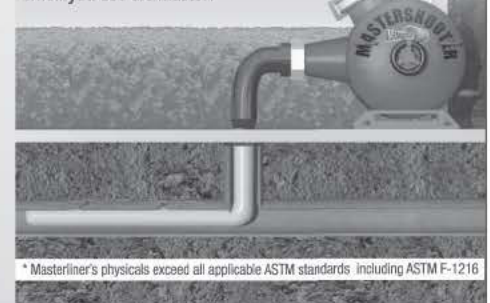
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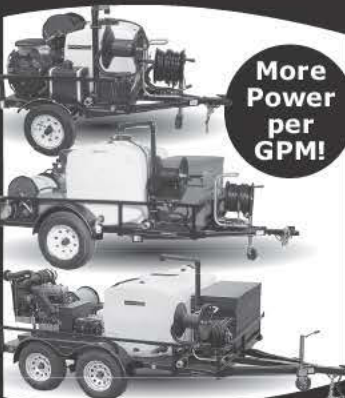
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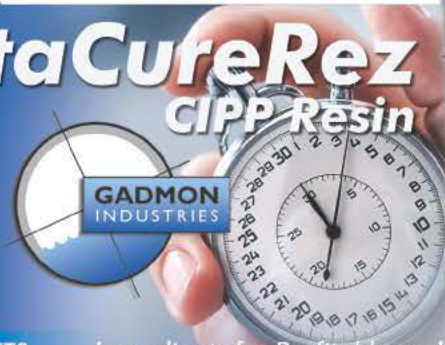
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Cues Pro Scout system with 200' of push cable, PSII camera, 9" color monitor with PCU. MP 20/20 with PSIII camera, 100 feet of push cable, mainline translator module and interface cable for operation with a standard multi-conductor truck. Both for \$3,800. More info email awilson@prolateralsc.com SC. (C01)

Pearpoint complete mainline inspection system. 1994 Featherlight trailer, A/C, heat, 7,500 watt generator. 1,200 feet of cable is less than 1 year old, most other components are less than 7 years old. \$30,000 complete, \$25,000 minus trailer and generator. 715-694-2457. WI. (C02)

Cues Power Trac Camera transporter (obsolete unit) for parts, cash paid, dial 814-255-3522 and leave message or email excavator@floodcity.net. (C01)

1998 Cues Mainline TV System: GMC Savanna 3500, Cues w/Pro-Data on-screen titler, Honda generator, Sony combo DVD/VHS, 1,700' of M/C cable, pan & tilt camera w/shorty transporter. \$39,500. 608-835-7767. WI. (CBM)

TV Ferret: complete used, pan & tilt system, 600 foot cable, 6" crawler. More turn-key systems. Starting at \$20,000. www.tvferret.com. 518-399-2211. (CBM)

New Cyclops Electronics Value-Pack IV Standard P&T Color Camera. Heavy duty transporter, all-in-one controller for camera, lights, reel and transporter, 15" LCD monitor, DVD rec/player, keyboard data system with on-screen footage, motorized reel with 500' TV/tow cable. All for only \$32,700. Call 830-249-9756 and talk to the guys that build 'em. (CM01)

2008 Aries Pathfinder Saturn system. Great condition. Includes: two(2) pathfinder crawlers, four(4) pan/tilt camera heads, three(3) 1,000' rolls of cable, motorized cable reel. Too much to list. Call John 813-299-0033, jmiller@epofc.com. FL. (C01)

TV INSPECTION

The Clark County Water Reclamation District is seeking vendors capable of supplying *Supervision* SVC100 pan/tilt/zoom camera with SV140 crawler, SVC100 pan/tilt/zoom camera shall include: laser diodes, 4X optical zoom plus 4X digital zoom, 1 lux light sensitivity. Other features include: iris, focus, shutter and gain controls. SV140 crawler 6" - 24" pipe shall include: automatic lift, rear view camera, inclinometer, 512 Hz Sonde, 6 small rubber wheels and 4 large rubber wheels. Response to this request should be addressed to Jean Hutton via email: jhutton@cleanwaterteam.com or by phone at 702-668-8097. NV. (CM01)

Used and rebuilt camera kits in stock. RIDGID, General, Ratech, Electric Eel, Gator Cam Digital. 800-257-7209. (C01)

VACUUM EQUIPMENT



1992 Ford L9000: 3,600-gallon tank, Moro M9 pump, Cummins L10, 13 speed, READY to work. Great truck for wash bay cleaning, full opening rear door, hoisted unit, with material vibrator. Priced to sell\$9,500.00
913-631-5201 C01

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POWERVAC 3800, 3,250 U.S. gallon, carbon steel vacuum tanker with a Hibon PD blower, 3800 SCFM with vacuum to 27" mercury. Dump type; DOT 407/412 regulations installed on a 2009 Sterling tri-axle. (Stock #4931) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (CM01)

1999 Sterling cab & chassis with a Cusco Turbovac 3800 industrial loader with a jetting system. (Stock #3163C) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (CM01)

1999 International with a Guzzler Ace 27" HG wet/dry industrial vacuum tank loader. **Demo/Rental unit.** (Stock #7390) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (CM01)

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WANTED: We buy sewer trucks. Any year, any condition. Results immediately. 915-239-2266 or mmachinerymexico@gmail.com. (CBM)

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40,000 psi Sapphire Nozzles, UHP hoses & replacement parts. Excellent quality & prices. 772-286-1218, info@alljetting.com, www.alljetting.com. (CBM)

Gardner Denver TF-450 VSDT 52 gpm max, 10K max. **Gardner Denver T-450 w/Jet-stream** fluid end transmission, 12K max, 40.91 gpm max. **THE-500UH** 50K bare shaft pump. **Wheatley 165** 20K @ 17 gpm, **Wheatley 125** 10K @ 20 gpm, **Wheatley P-313** 10K @ 8.4 gpm, **Aqua-Dyne C 450-DS** 20K @ 33 gpm, **Allis-Chalmers** 10x8x22, 700 hp. Boatman Ind. 713-641-6006. View @ www.boatmanind.com. (CPBM)

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