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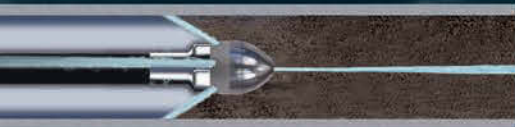
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On the cover: Owner Ronnie Meeks of Meeks Plumbing in Vero Beach, Fla., has been keeping pipes clean and drains flowing on the central Atlantic coast of Florida for 30 years. A broad service menu and diverse customer base have been a big part of the company's success. (Photography by Denise Ritchie)

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Luke Laggis
editor@cleaner.com

Good Work and Good Referrals

TREATING CUSTOMERS FAIRLY WILL HELP YOU BUILD YOUR BUSINESS THE RIGHT WAY

BY LUKE LAGGIS

Tina Brown, owner of Bastrop Tank Wash in Bastrop, La., relies on word-of-mouth referrals. Her company does good work, so satisfied customers translate to a big sales team.

Building and growing a business based on word-of-mouth speaks highly of Bastrop Tank Wash. Of course, word-of-mouth goes both ways – negative impressions can bury a business.

That's why it's important to treat every job as if it's your most important one and to not let potential profits from a single job cloud your long-term perspective. Here's a great example.

My sister was selling her house in Bloomfield Hills, Mich. After accepting an offer, the buyer requested the usual inspections to make sure everything was in good order. Unfortunately, after video inspection of the sewer lateral, the inspector told the buyer the clay pipe was cracked and choked with roots and had to be replaced at a cost of \$10,000.

After much wrangling between buyer, seller and their real estate agents, my sister sought a second opinion. The second contractor reviewed the video and determined the line to be in decent condition and replacement unnecessary.

More wrangling ensued. The buyer was not satisfied and wanted the lateral replaced. Finally, to facilitate the sale and be done with the headaches, my sister agreed to replace the line, but she went with the second contractor who quoted only about \$5,000.

It's important to treat every job as if it's your most important one and to not let potential profits from a single job cloud your long-term perspective.

While the work crew was setting up, the owner of the company televised the line again to make sure they knew its path from the house to the main out in the street. He discovered there were several bends in the pipe that routed it around the side of the house and under the driveway – there had been no previous mention of having to tear up the driveway – on its way to the main. The video showed some very minor cracks and almost no root intrusion.


Armed with even more evidence of the lateral's true condition, the contractor told his crew to stop working. He contacted my sister, assured her there was no need to replace the lateral, and told her he would gladly put it in writing. That ultimately satisfied the buyer.

My sister ended up with a modest bill for the contractor's work that morning but saved thousands over the replacement cost. The contractor lost out on thousands, but he gained respect and the promise of good referrals, which will likely be worth far more than a single lateral replacement job. He understood the big picture: It was wrong to do unnecessary work, and his reputation held far more value than a single job.

That's an ethic and an understanding that all contractors should have, and it's a business practice that can multiply success. Here's hoping all of you can meet that same standard and propel your businesses to greater heights.

Enjoy this month's issue. **c**

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Apprentice plumber Vicente Mendoza, left, and Kyle Meeks operate the Vac-Con truck on a hydroexcavation job. The inclusion of the vacuum truck has provided hydroexcavation capabilities in situations where sewer lines must be uncovered without disturbing other underground utilities. (Photography by Denise Ritchie)

MAKING THE GRADE

FLORIDA CONTRACTOR MIXES SERVICES TO MEET CURRENT DEMAND WHILE CURBING IMPACT OF ECONOMIC DOWNTURN BY MARIAN BOND

Ronnie Meeks, owner of Meeks Plumbing, Inc. of Vero Beach, Fla., was well prepared when he realized things were about to change in the financial environment. He had built his business in this popular vacation community for 30 years, but as the market turned, he was in position to scale back.

At one point, Meeks employed 166. Today the company offers services to a broad range of customers with 19 technicians and 19 service vans, a combination truck, jetties and several excavators. On-site leak detection comprises a growing portion of their daily business.

Contract work has been vital to the success of Meeks Plumbing during a challenging time. They have provided service to municipalities for the past eight years and local school boards for 14 years. The company started out doing strictly new construction and began serving property management companies when they added plumbing services two years later in 1984. These important clients, along with traditional residential and commercial customers, have been a sustaining force for the business, keeping the doors open, phones ringing and the service vans on the road.

In 2003, Meeks saw another opportunity and added septic and grease service to the menu, as this provided another avenue to service the needs of their broad and expanding customer base.

profile

MEEKS PLUMBING, INC., VERO BEACH, FLA.

OWNER:	Ronnie Meeks
YEARS IN BUSINESS:	30
EMPLOYEES:	40
SERVICES:	New construction, plumbing, drain cleaning, hydroexcavation, catch basin service, televising, locating, septic service, grease collection, drainfield replacement
CUSTOMERS:	Residential, municipal, school boards, commercial, real estate property managers
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(continued)

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More recent expansion in 2007 included the purchase of a Vac-Con vacuum truck, which has provided the opportunity to use hydroexcavation in situations where sewer lines must be uncovered without disturbing other utilities.

ATTRACTING BIG CLIENTS

Ronnie Meeks considers the company's contracts with the municipalities of Indian River County and St. Lucie County an essential component of his business. While not a large piece of the puzzle, they have a running purchase order with Indian River, where they basically provide emergency service to fire stations and handle backflow prevention work. They also handle Backflow Certification and repairs, in addition to plumbing problems and catch basin cleaning.

Meeks also has a contract for services with the City of Fort Pierce for backup services. "They often can fix a problem, but when they can't get it fixed themselves, they will call us," Meeks says. "They use us if their machines are down."

Their work with municipalities, school districts, and property management firms and other commercial jobs now represent about 40 percent of their plumbing and drain business. Residential accounts for 35 percent of business, while the vac truck represents another 5 percent. The rest is comprised of septic and grease pumping and new construction.

"With residential customers, and we have a lot of those, we are not in the home on a regular basis. It might be once or even twice a year," Meeks says. "With the other entities we serve we have a lot more interaction. These jobs separate the competition, because you have to have bigger equipment



Kyle Meeks operates the Vac-Con truck on a hydroexcavation job.

"With residential customers, and we have a lot of those, we are not in the home on a regular basis. It might be once or even twice a year. With the other entities we serve we have a lot more interaction. These jobs separate the competition, because you have to have bigger equipment and be more specialized in order to handle the needs. Most plumbing companies do residential service, and don't have the kind of equipment needed."

Ronnie Meeks

and be more specialized in order to handle the needs. Most plumbing companies do residential service, and don't have the kind of equipment needed."

IN THE CLASSROOM/ON THE PROPERTY

Meeks general manager Scott Buday says services for school boards include work at public, charter and private schools. These are large districts, sometimes with 20 or 30 or even 40 schools, and they can run up to 20 acres on a site.

For larger school jobs, they like to visit the property before making a bid. For emergency work that isn't necessary, as they have been working with the school properties for many years and are familiar with the situations.

"We can act pretty quickly and it's easy for us to understand the needs of these customers," Buday says.

At the private Saint Edward's School, in Vero Beach, Meeks Plumbing provides most of the plumbing service work. They also clean storm drains and collect from grease traps.

"We have associations with school boards in Indian River County, St. Lucie County and Martin County," Buday says. "The school districts are always building new schools and tearing down old buildings. But the older buildings

(continued)



Meeks operates a fleet of 19 Dodge Sprinter super extended diesel vans from 2003 to 2008, and owner Ronnie Meeks particularly likes and looks for low mileage vehicles of this vintage as they offer better fuel economy than newer models.

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Buday notes that with the current economy, the school boards want to make necessary and adequate repairs, but they also keep a close eye on how a contractor goes about the work and the charges.

“They scrutinize how you do your billing and your pricing,” Buday says. “They want it spelled out clearly as to costs. They want to take care of the kids in school, but their budgets are greatly reduced.”

He explains that the school districts select three approved vendors they will do business with each year. Bids are submitted, and the district will chose

“A lot of times we can’t work while school is in session. We might have to work late at night. A lot of it is timing more than anything. It depends on lead time – that might be two or three weeks.”

Scott Buday

a number one, a number two, and a number three contractor. Sometimes the number one contractor will have a lower price, but the least equipment and thus the least capability to perform some functions. Number two on the list might have more capability, and the third contractor could offer the widest range of services. The job itself usually determines which contractor gets the call. With emergency calls, districts will also consider past performance, pricing and type of equipment available.

Buday says that there are several things they take into consideration for preparing a special bid for a school district, including required time, materials, location of the school and when they want the work done.

“A lot of times we can’t work while school is in session. We might have to work late at night. A lot of it is timing more than anything. It depends on lead time – that might be two or three weeks.”



Service technician Kevin Brim uses a MyTana LD30 leak detector on a bathroom inspection. He introduces air into the system, and with the water running, listens for changes in sound under the slab.

IF IT LEAKS, CALL MEEKS

“Over the years we have wanted to round out our services to a broad range of customers,” says Ronnie Meeks, owner of Meeks Plumbing, Inc. “Our efforts have been extremely rewarding and we have worked hard.”

Their work with municipalities, school districts, property management firms and other commercial jobs now represent about 40 percent of their plumbing and drain business.

Meeks Plumbing operates on a 5-acre site in Vero Beach with an 11,000-square-foot building, and in 1995 they opened a division in Ocala (140 miles away) on a 2 1/2-acre property. They have a 4,000-square-foot building. At this facility they handle strictly plumbing service and drain cleaning.

Their staff, in addition to the service technicians, includes office and warehouse people, new construction, drainfield and septic pumping personnel, and one mechanic.

The company has evolved since opening in 1982 working in new construction and adding basic plumbing services in 1984. Their slogan, “If it Leaks, Call Meeks,” has suited them well over their 30 years in business.

TAPPING INTO TOURIST TRADE

Work with property management companies rounds out the specialty market for Meeks Plumbing, which has benefitted significantly from the addition of the Vac-Con.

Meeks says this is not conventional or typical plumbing service as these management companies cover everything from major hotels and condominiums to mobile home parks, and properties have to be maintained in excellent condition. The associations keep a close eye on the management companies.

“Very high end – very expensive,” Meeks notes. “Some of the companies represent at least 1,000 units. Some issues we deal with are broken lines, sewer mains, catch basins. This is much more than basic residential service.”

Meeks operates a fleet of 19 Dodge Sprinter super extended diesel vans, from 2003 to 2008. He particularly likes low mileage vehicles of this vintage as they offer better fuel economy than newer models. He says they are all single axle.

The Vac-Con is a 2002 International, and has a positive displacement blower with a 1,300-gallon water tank and an 11-yard debris tank. The water pump is rated at 2,500 psi/80 gpm. Their two pump trucks include a 2004 Peterbilt with a 3,600-gallon tank from Transway Systems, and a 1995 Ford L8000 with a 2,000-gallon steel tank.

(continued)

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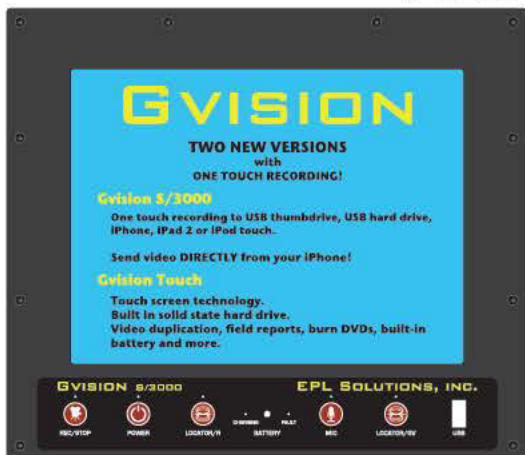
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Apprentice plumber Vicente Mendoza hoses off the ground after a hydroexcavation job.

Two Spartan jettors, a 758 Hydro-Jet and a 717 Electric Mini-Jet, and cameras from General Pipe Cleaners, MyTana, Ratech and RIDGID round out the inspection equipment. For locating they use five MyTana LD30 leak detector units, one RIDGID NaviTrack Scout and one NaviTrack 11.

"We can act pretty quickly and it's easy for us to understand the needs of these customers."

Scott Buday

They also utilize five Bobcat trackhoes, a Bobcat skid-steer loader, a Volvo EC35 mini excavator and a Ford 655C Extend-A-Hoe.

DIG AND DELIVER

Meeks says they keep their excavators active because they fix spot repairs the old fashioned way, as lines are not buried deeply. They can be exposed expeditiously without the need to shore trenches for safety reasons, but when there is the possibility of running into telephone, electric, cable or other lines they turn to hydroexcavation to expose and repair.

Soils tend to be sandy in the areas they serve, but also they find Caprock in some regions, which is similar to limestone. Where they have to deal with Caprock they sometimes have to use a jackhammer, as it is "tedious" to work with, according to Meeks.

He says this rock is primarily in the intercoastal areas, and they usually see softer terrain in other areas. The pipes are typically PVC Schedule 40, concrete, cast iron, old terra-cotta and some Orangeburg. They replace the old pipes with Schedule 40 and SDR 35.

Kyle Meeks, who joined his father's company in 2005, has been the sole operator of the Vac-Con since that technology was added, but always has another helper with him. He says there was a learning curve as far as operating the system, but his skill level has grown right along with the work volume.

The elder Meeks notes that incorporating the Vac-Con was another step in rounding out the services. It allows them to respond quickly and get the job done fast, which is pleasing to both contractor and customer.

"It's having happy customers, and having one service call create multiple service calls. We want to be on top. Our customer service and our reputation – that is what we strive for with all our customers." c

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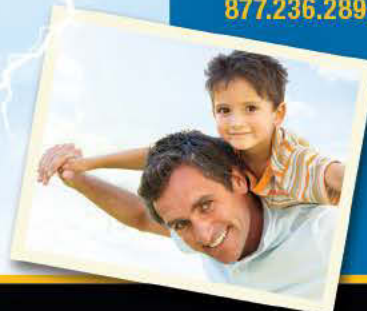
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Emergency Snake Service

DRAIN CLEANER FINDS MORE THAN HE BARGAINED FOR IN STATEN ISLAND TOILET

BY LUKE LAGGIS

Ken Rosenthal has pulled a lot of obstructions from toilets and drain lines in his day, but none of his previous experience could fully prepare him for the emergency call he received in March.

Rosenthal, owner of Response Service Group and 1-800-CLOGGED, got the call around 7 a.m. from the manager of an apartment complex. He has been providing service to the 77-unit complex since 1995.

"So she calls and says, 'We need you down here,'" Rosenthal recounts. "I said, 'What is it now?' She told me they had a snake in a toilet, so I'm thinking, 'You've got to be kidding me.'"

"I've never had to deal with anything like that before. It was pretty exciting, an adrenaline rush let me tell you."

Ken Rosenthal

Rosenthal had never dealt with a snake in a toilet, but drove over to the apartment complex and made contact with the resident whose bathroom was under siege. After a brief rundown on the situation, he went to work.

"I opened the door to the bathroom and sure enough I see the back end – about 12 inches of the snake – sticking out of the flush rim of the toilet bowl," Rosenthal says. "So now I look at the guy, and he's a big guy. He looked like Rick Ross, the rapper. I said to him, 'You're scared of that little snake?' And he says, 'You're just seeing the tail end of him, and he's nasty.'"

During the resident's initial attempt to remove the unwanted guest with a broom, the snake lunged and bit the handle of the broom. At that point the

resident said he knew the snake was for real.

"At this point I had a finger grabber, so I grabbed the end of it and I'm pulling and I'm pulling, and he ain't coming out, so I start pulling a little harder and he starts coming out inch by inch by inch. Well, I got about two feet of him out and I'm like 'When the hell is this snake going to end?'

Then two and a half feet, and it keeps coming.

"So now I'm thinking, 'You know what, I don't know long this thing is and if it's longer than the tool its going to turn back and bite my hand.' So I go to re-grip him and he slithers out; he falls in the toilet and the tool I had wraps up in the toilet paper, and it's one of those rolls that just lets a ton of toilet paper come out on the floor, so the toilet paper's all over the place. Now I'm trying to grab him, I can't see him, and finally I grabbed him and dropped him into a cooler."

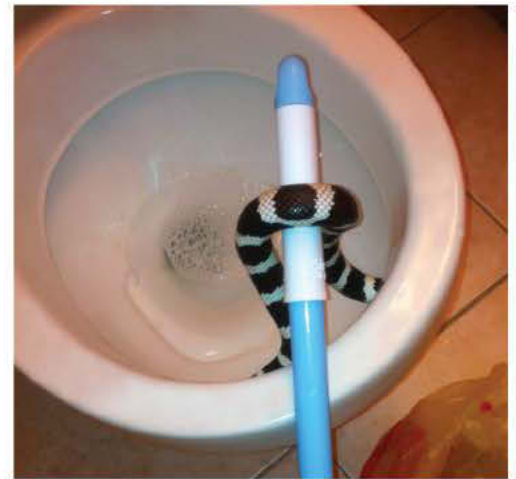
The 4-foot California king snake, a non-poisonous variety, was likely a pet that escaped from another apartment, although no one claimed it. Once it was secure in the cooler, it was taken to an animal rescue center in Manhattan. The snake's reign on the throne ended abruptly, and the attention quickly turned to Rosenthal, who was featured on *Inside Edition* and the front page of the *Staten Island Advance* as well as local television, radio and other media outlets. CNN even picked up the story.

"I've never had to deal with anything like that before," Rosenthal says of the snake. "It was pretty exciting, an adrenaline rush let me tell you."

"The only thing that came close was an iguana my niece had that got into a hot air vent about 8 inches off the floor," he said. "The iguana was loose, she used to let it loose in her room, and it went inside the duct and was missing for a while."

Rosenthal ran his inspection camera into the ductwork and located the reptile at the rear of the house crouched down in the corner.

"We got that one out, too." c




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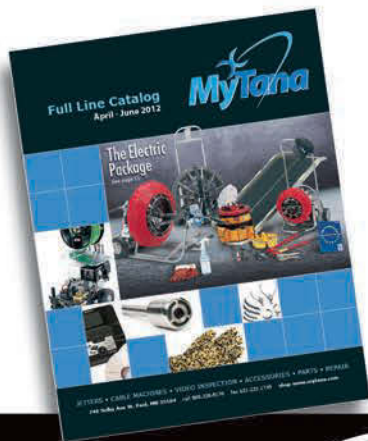
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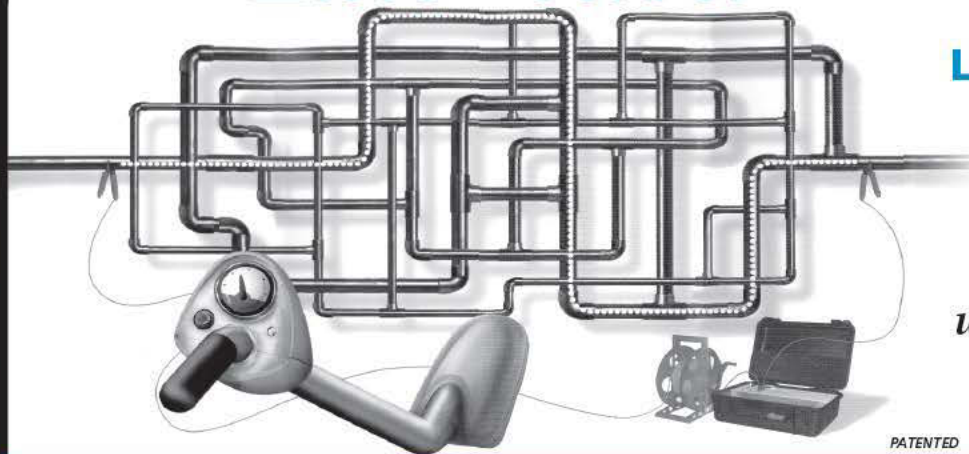
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Avoid the Courtroom

TAKE THESE STEPS TO LAWSUIT-PROOF YOUR BUSINESS AND PREVENT LAWYERS' FEES AND LOST TIME FROM PILING UP

BY FRED S. STEINGOLD

Trials look like fun on TV and in movies. Don't believe it. It's one thing to be an unaffected spectator and quite another to be an active participant in a legal battle.

For one thing, juries are unpredictable. If your business gets sued, it may be socked with a huge verdict. In addition, because of the time, energy and money it takes to defend a case, even if you win you lose.

And plaintiffs often fare as badly as defendants. Either side in a lawsuit can look forward to long sessions in a lawyer's office. Pre-trial discovery – the process that lawyers use to learn about the opponent's case – will gobble up additional hours. And you'll probably need to answer lengthy written questions and be cross-examined at a deposition.

Even if the case gets settled before trial, your bank account will feel the strain. Perhaps worst of all, you'll be surprisingly distracted from your normal business duties. It's smart to stay out of court. True, it's not possible to avoid all lawsuits. But with a bit of planning, your business can come close. Here's a 12-point strategy that can help.

Even if you have a ton of insurance, you shouldn't ignore hazardous conditions. The insurance will pay the injured person's claim – up to the policy limits – but won't compensate you for your time and effort in helping defend against the claim.

1. Watch what you say. If you make negative statements about an employee or customer, you can be sued for libel or slander – or even invasion of privacy or intentional infliction of mental distress. If you badmouth another business, you can be sued for defamation or interference with business relationships. Words have consequences. Before you speak ill of someone, be certain you have facts to back you up – and a good reason for passing along the bad news. When in doubt, clam up.

2. Put it in writing. Business deals often wind up in court because parties proceeded on only a handshake. It's far better to summarize your deal in a written contract or letter so everyone is clear about the terms. This can help even if you and the other party know each other well and trust one another. People who act in good faith can still have poor memories. The task of writing down an agreement forces both people to think through the issues and to resolve differences before they become a problem. Don't assume you and the other person see things the same way.



Fred S. Steingold practices law in Ann Arbor, Mich. He is the author of Legal Guide for Starting and Running a Small Business and The Employer's Legal Handbook, published by Nolo.

3. Do a safety check. Lawsuits by people who have been injured at someone's store, office or workshop are common. Even if you have a ton of insurance, you shouldn't ignore hazardous conditions. The insurance will pay the injured person's claim – up to the policy limits – but won't compensate you for your time and effort in helping defend against the claim. Check periodically for dangers in your workplace. Visitors can slip and fall on a wet floor or trip over a cord. Poor lighting can increase the risk of an injury. Your insurance company can recommend a safety checklist for your business.

4. Read your lease. Make sure all the terms are clear before you sign it. You don't want to litigate with your landlord about whether you can expand your product line or the services you offer. And questions about the rental rate if you renew your lease or who pays for replacing the boiler should be answered in the lease – not in a courtroom.

5. Use care in collecting debts. Laws protecting consumers contain pitfalls for the unwary business. Push too hard for payment from a slow-paying customer and you can wind up as a defendant in a lawsuit. Avoid early morning or late night calls, and don't discuss the debt with the customer's employer. If the debtor has a lawyer, deal through the lawyer. A simple way to steer clear of collection problems is to not extend credit at all, but accept charge cards instead. It costs a bit, but shifts the burden of collection to the charge card company.

6. Think twice before fighting unemployment claims. Most employers hate to see an ex-employee file for unemployment benefits so their first impulse is to fight the claim. Resist that impulse. The unemployment laws strongly favor employees so usually it's a big waste of time to fight the claim. Besides, battling the ex-employee may increase the bitterness of a job loss and nudge the former worker into suing you for wrongful discharge. Use discretion. Fight claims only if you have a very good chance of winning. Even then it may not be worth it.

7. Check out land use regulations. A zoning ordinance tells what kind of business you can conduct at a given location. If you violate the ordinance, the city can take you to court to close you down. There are also private rules known as deed restrictions or conditions, covenants and restrictions. These allow neighboring property owners to take you to court for violations. Make sure your business complies with these public and private regulations.

8. Plan for the business divorce. The breakup of a relationship with a co-owner can be as devastating and costly as the breakup of a marriage. You and the co-owners of your business should have a written agreement saying what happens if you can no longer agree on how to run the business – or if one of you dies or wants to sell out.

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9. **Update your employment practices.** In recent years, some of the most expensive litigation has involved an employee's claims that he or she was unjustly fired. Don't promise job security unless you intend to follow through. And give employees ample notice if their performance is slipping and their jobs are in jeopardy. A firing shouldn't come as a surprise. If you document warnings in an employee's file, you greatly reduce the risk of being sued. To avoid discrimination charges, enforce your rules equally.

10. **Choose your business name carefully.** Check business names in your county and state to make sure another business didn't get there first. If the name has special value or you're planning to do business in more than one state, it pays to have a national name search made. You don't want to have to go to court to defend your business name.

11. **Consider alternative dispute resolution.** Think about putting an arbitration clause in all contracts. Arbitration is usually quicker and less expensive than litigation for resolving business disputes. If you don't have an arbitration clause in a contract, you and the other party can always agree to arbitration after the dispute arises. Mediation, too, can help. Although mediation isn't binding on either party, an experienced mediator can usually settle a dispute.

12. **Get preventive legal advice.** It's less expensive to get legal advice before a problem arises than afterward. Keep your lawyer informed of your business plans and seek advice if you think you're getting into a sensitive area. Educate yourself on legal issues by taking a course at a community college or by checking out a book or two at your local library. Scan the newspaper for trends in business law. c

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HIGH-PRESSURE NOZZLE SYSTEM HELPS LOUISIANA TANK CLEANER
IMPROVE EFFICIENCY AND EMPLOYEE SAFETY

BY KEN WYSOCKY

When Tina Brown talks about her employees at Bastrop Tank Wash Inc. taking a tanker trailer for a “spin,” she’s not referring to a trip around the block. In her world, “spin” means a thorough, high-pressure cleaning – courtesy of a powerful rotating-nozzle system manufactured by Gamajet Cleaning Systems Inc.

Brown purchased three Gamajet machines when she started her business in Bastrop, La., in 2007. The company uses two Gamajet V water-driven nozzles for cleaning and a Gamajet V nozzle, along with a cart-mounted Gamajet VIII, for applying a “pre-solve” (or pre-treatment) liquid chemical for tougher cleaning jobs.

The company, which cleans giant chemical trailer tankers, test-drove the Gamajets by renting them for three or four months before purchasing them. They all proved equal to the task of removing difficult-to-clean chemicals from the inside of tankers, mostly with 7,000-gallon capacities.

“We want to get trucks in and out as fast as possible,” Brown says. “On an average day, we clean anywhere from 14 to 30 tanks a day. The ‘spinners’ perform the bulk of our workload, so they are really important to our operation’s productivity and profitability. It’s far more efficient to let a machine do the majority of the work.”

The tanks carry everything from what Brown calls “lighter” chemicals, such as petroleum distillates, which don’t cling to the tanker walls, to heavier, stickier materials that she says are comparable to model-airplane glue.

“We can clean the lighter materials in a total of about 30 minutes, while the really bad stuff can take days,” she notes. “Sometimes we have to pre-solve a tank and let it sit overnight before we can clean it.”

The Gamajet machines employ two nozzles that gyrate around and up and down to spray hot water mixed with strong cleaning chemicals in a 360-degree pattern. Crews typically hook up the cleaning nozzles to a pressurized hot-water system, which helps the nozzles generate pressure of 400 psi at 21 gpm. A boiler heats water up to 220 degrees F, she says.

The Gamajet is attached to a rigid pipe that’s hooked up to a water hose. Crews use the pipe to lower the cleaning nozzles down into the tank through either a manhole (typically 24 inches in diameter) or washout holes (usually three to four inches in diameter).

Next, computerized operation allows crew members to punch in specific information about things such

as the kind of chemical cleaner needed, the kind of wash required, the timing of wash and rinse cycles and so forth. A plastic shield that covers the manhole or washout holes prevents the nozzles from falling to the bottom of the tank, and

money machines

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FUNCTION: Cleaning chemical trailer tankers

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RIGHT: Bastrop Tank Wash uses the Gamajet V nozzle for high-pressure cleaning. (Photo courtesy of Gamajet) **FAR RIGHT:** Bastrop technician Gabriel Sylvester uses the Gamajet V nozzle to clean a tank. (Photo courtesy of Bastrop Tank Wash)



Bastrop technician Stormy Bridges climbs onto a tanker trailer with a Gamajet V high-pressure cleaning nozzle. (Photo courtesy of Bastrop Tank Wash)

SHOW US THE MONEY (MACHINE)

Money Machines, a feature in *Cleaner*, reports on innovative work vehicles that help contractors operate more efficiently, satisfy customers and earn more profit. We'd like to know about your Money Machine — be it a service van, camera truck, jetting rig, vacuum unit or any vehicle that really helps drive your business. To nominate your vehicle for a feature in this column, send an email to editor@cleaner.com. Tell us briefly but specifically what features make it a great producer. And send a picture — because appearance counts. We look forward to seeing your Money Machine.

also prevents water and chemicals from spurting up and out of the tank, she explains.

Brown also lauds the Gamajet because it improves safety by reducing the number of times employees must go inside the tanks. In fact, she specifically bought the pre-solve “spinner,” which can be water- or air-driven, to reduce employee in-tank exposure to the stronger chemicals and heavier fluids used by that system.

“Anytime you can minimize the time someone has to spend inside a tank, it’s better,” she notes. “At some point, someone always has to go inside the tank and make sure it’s clean. But the Gamajet greatly reduces the need for confined-space work.”

Wastewater that drains from the tanks passes through a treatment filter before being stored in a 20,000-gallon, aboveground storage tank. There it’s treated chemically until it’s safe to drain it into a city sewer line for treatment at a wastewater facility, she says.

Brown says the Gamajets her company owns provide her with the best marketing program available: word-of-mouth referrals.

“The Gamajets definitely help us obtain new business,” she says. “They ensure that we provide quality service for our customers. If we provide quality service for customers, those over-the-road drivers talk a lot to other drivers, and tell them about our service. Then those drivers, in turn, tell their dispatchers about us.

“We probably have 150 different trucking companies on our books right now,” she adds. “I don’t even do any advertising, so I know that word-of-mouth referrals are most likely generating any new business.”

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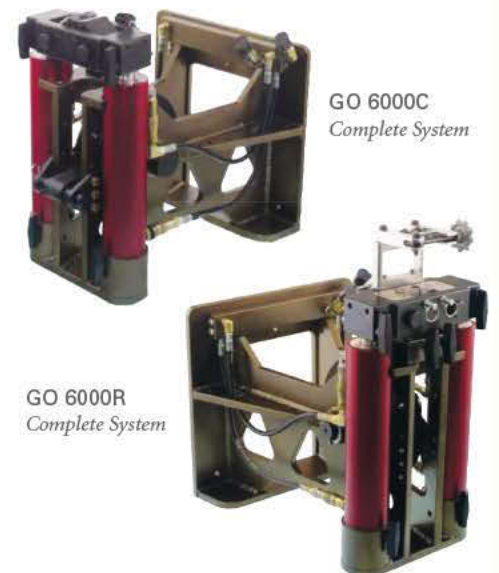
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Get Off the Phone

FEDERAL CELLPHONE BAN FOR COMMERCIAL DRIVERS CARRIES HEFTY FINES, AND STRICTER CDL RULES LIKELY WILL BE ADOPTED AT STATE LEVEL

BY DOUG DAY

Talking on cellphones is being banned for drivers of all commercial vehicles in the United States, all 4 million of them. If the law doesn't apply to you right now, it will within three years, according to Bob Kolvey, safety director for Motor Carrier Compliance & Safety Company.

Effective Jan. 3 this year, it is illegal to operate a mobile phone, in most instances, while operating a commercial vehicle involved in interstate commerce (across state lines). It will eventually apply to all commercial drivers. "All states have three years to adopt this rule," says Kolvey. Many states have already adopted the new regulations or had existing bans. So it is important to know the regulations of your state, and those of any states in which you operate.

The federal crackdown on distracted driving by the U.S. Department of Transportation is supported by the American Trucking Association. "Studies have shown that actions like texting and dialing a phone can greatly increase crash risk," says ATA president and CEO Bill Graves in a news release from the group. "Taking steps to curb these behaviors holds great promise to improve highway safety."

Tim Frank, president of the National Association of Wastewater Transporters, says his group hasn't taken a position on the law, but stresses that people

"When drivers of large trucks, buses and hazardous materials take their eyes off the road for even a few seconds, the outcome can be deadly. I hope that this rule will save lives by helping commercial drivers stay laser-focused on safety at all times while behind the wheel."

Ray LaHood

need to be aware of it. NAWT sponsored an Education Day seminar about the new laws at the Pumper & Cleaner Environmental Expo International in February.

"We may have a whole day or a half day at the next Expo covering such laws," says Frank, recently retired owner of Tim Frank Septic Cleaning Company of Huntsburg, Ohio.

CHECK IT OUT

CDL and commercial vehicle laws vary from state to state. Please consult your state's laws for more specific information. The new cellphone regulations are amendments to the Federal Motor Carrier Safety and Hazardous Materials regulations. They were adopted by two agencies of the U.S. Department of Transportation; the Federal Motor Carrier Safety Administration and the Pipeline and Hazardous Materials Safety Administration. Learn more about distracted driving at www.distraction.gov.

For instance, CDL laws don't just deal with the weight of the vehicle you are driving, they include the combined weight of the truck and equipment being towed or carried, as well.

"We just bought a new jetter and we have to get the pickup driver a CDL to pull it," Frank explains. "Many people don't realize they may not need a license plate for a jetter, but when you hook it to a commercial truck, you may need a CDL license for the driver."

The new cellphone law does not require companies running commercial trucks to have a written policy or training programs, but they are responsible for drivers' conduct. Employers are prohibited from requiring or even allowing drivers to use such handheld phones.

STIFF FINES

The fine for violating the new cellphone regulation is a hefty \$2,750 for the driver and \$11,000 for the employer per violation. Drivers convicted of handheld cellphone violations twice within three years will be disqualified from operating for 60 days, and three convictions in three years will result in a 120-day disqualification. States can also suspend CDL licenses for multiple violations.

The new law only applies to cellphones, and doesn't cover the use of company radios or CB radios. In essence, it bans the use of cellphones, including hands-free devices, if the driver has to push more than one button to make or answer a call.

"If you have something like Bluetooth that answers and hangs up the phone with one button, then you can use it," says Kolvey. "They want you keeping your eyes on the road."

The law also bans reaching for, holding or dialing a phone while driving, unless it is voice-activated dialing with a hands-free device. Push-to-talk phones, which allow use of cellphones like walkie-talkies, are also not allowed because they require pushing a button more than once to operate the phone.

"They want cellphones out of all automobiles, too," notes Kolvey. Though the U.S. DOT doesn't have that power, he expects all states will eventually have similar cellphone bans. The national trucking group also supports such a ban.

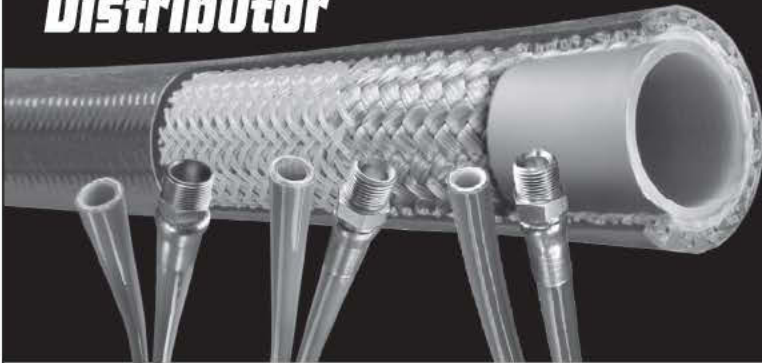
"While the federal government cannot enact such bans for drivers of passenger vehicles," Graves says, "ATA urges all states to follow the lead and take steps to ban these dangerous activities for all drivers."

U.S. Department of Transportation secretary Ray LaHood announced the ban last November. "When drivers of large trucks, buses and hazardous materials take their eyes off the road for even a few seconds, the outcome can be deadly," he says. "I hope that this rule will save lives by helping commercial drivers stay laser-focused on safety at all times while behind the wheel."

The Federal Motor Carrier Safety Administration points out that distracted driver studies have had mixed results, but they do show that commercial drivers

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are three times more likely to be involved in a crash or other safety-related event when reaching for an object, such as a phone, and six times more likely while dialing a handheld phone.

The National Highway Traffic Safety Administration reports that more than 5,400 people died in distracted-driver crashes in 2009, while another half million were injured. It says fatalities related to distracted driving accounted for 16 percent of traffic fatalities in the same year.

MEDICAL CARD CHANGES

Also, changes to the CDL medical card requirements became effective on Jan. 30. Whether they are intrastate or interstate drivers, all CDL holders must self-certify to the state by Jan. 30, 2014.

“Interstate drivers must also submit a copy of their medical card so their state Bureau of Motor Vehicles has it on file,” says Kolvey.

The new regulations require most interstate CDL drivers to submit the medical card for new, renewal, upgrade, duplicate and state-to-state transfer license applications. The U.S. DOT also hopes to have that information available in a federal database.

CDL drivers fall into one of four categories with different requirements:

- Interstate commerce and subject to Part 391 requirements – must provide a federal medical card to your state DMV.
- Interstate commerce and excepted from Part 391 requirements (certain farming and beekeeping activities, school buses, and several others) – do not need a federal medical card (your state may require it, however).
- Intrastate commerce – must have a federal medical card.
- Excepted intrastate commerce – do not need a federal medical card (your state may require it, however).

All CDL licensees should have, or will receive, the proper forms from their state. **c**

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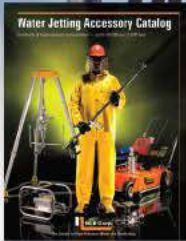
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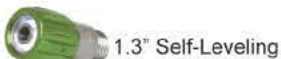
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Jackson Roto-Rooter employees James Gray (left) and Michael Hunt feed the new pipe into the old during a pipe bursting job at a home on Beaumont Street in Pearl, Miss. (Photography by Rick Guy)

STEPPING OUT

MISSISSIPPI CONTRACTOR TAKES BROAD STRIDES IN EXPANDING SERVICES AND FINDS THE RIGHT BALANCE FOR PROFIT AND PERFORMANCE BY MARIAN BOND

Since purchasing a Roto-Rooter franchise in 1982 in Jackson, Miss., Paul Berlin has not hesitated to buy new equipment and jump into new services when presented with the opportunity to advance the scope of his operation.

Berlin demonstrated his willingness to take the plunge into new technology in 1990 when he expanded into pipe bursting. In 2007, he helped his company's bottom line with the addition of CIPP lining. With a current compliment of 12 employees (three in the office, two helpers and seven technicians), Berlin would be happy to see those numbers grow but he feels comfortable with his position in the current economy.

Prior to 2002, he had 14 technicians and 14 service vans, but he believes downsizing while continuing to offer a broad selection of services for his

residential and light commercial customer base has been a plus over the years.

Currently, the company operates on a 6-acre site with a 4,000-square-foot office and warehouse facility. Twenty-five percent of gross revenue comes from these added capabilities, 40 percent from drain cleaning and 35 percent from CCTV and jetting.

Berlin now finds his company ready to respond to most demands at a time where cast iron and PVC systems in the Jackson area are deteriorating due to ground shifting, decaying pipe and stoppages. He has a well-trained crew for general plumbing and drain cleaning, and four of the seven technicians are experienced in jetting, pipe bursting and relining.

PULLING THE CART

Berlin purchased a jetter from US Jetting in 1982 and became one of the first to offer jetting in the Jackson area. The service has provided what Berlin

(continued)

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calls an “up-sale” opportunity, meaning the potential for more work on a job.

“Our man goes out to a residence and finds roots in the line,” Berlin says. “The jetter will go in and clean out the roots, and this makes the customer happy. Having the jetter can add \$100 to the total bill. To be honest, this is a huge benefit to us and it is a benefit for our customer, and today you have to give the customer the full service the jetter provides. You clean the line, and then you offer the other options depending on the conditions. Plus, when we use our new jetter, we increase the guarantee we give our customers.”

The most recent purchase from US Jetting is a 4018-300 curbside 12-foot box enclosure, mounted on an Isuzu chassis, producing 4,000 psi/18 gpm with a 300-gallon water tank. Their second US Jetting unit is a 4018-300 single-axle trailer with 4,000 psi/18 gpm and a 300-gallon water tank. Each unit has 500 feet of 1/2-inch hose. Berlin also likes the Warthog WS-1/2 nozzle from StoneAge, used with the jetter, which is particularly effective at removing grease and roots.

“Our drain cleaning service man with the combo unit has seen sales rise 35 percent,” says Berlin. “We hope to add a second combo unit in 2012.”

Other equipment includes a mix of seven 2006 Ford and Chevrolet vans, plus a 2011 Nissan commercial van; one Komatsu PC27MR-2 hydraulic excavator; and three MyTana Mini Stand-Alone Complete (MSA-Com) camera units for 1- to 3-inch lines. There are also four SeeSnake Compact cameras, seven SeeSnake NaviTrack Scout locators, and one SeeSnake NaviTrack II locator, all from RIDGID.

EYES ON THE PRIZE

In 1995, Berlin was again ahead of the curve becoming one of the first in the area to include CCTV. Another push for CCTV came about in 2008 with the ability to televise larger lines with the Pearpoint P350 flexitrac system, a portable pan-and-tilt crawler for 6- to 24-inch lines. He also uses a Pearpoint P332 flexiprobe system for 4-inch lines.

“The majority of CCTV is with the 2- and 4-inch lines,” Berlin says. “Anytime we do a drain call and clear the line we offer to televise the line at no charge



Jackson Roto-Rooter employee Alton Drake sets up the US Jetting equipment that is mounted inside an Isuzu van to waterjet a cleanout at a business in south Jackson.

profile

ROTO-ROOTER PLUMBING & DRAIN SERVICE, JACKSON, MISS.

OWNER:	Paul Berlin
ESTABLISHED:	1982
EMPLOYEES:	12
SERVICES:	Drain cleaning, jetting, relining, pipe bursting, plumbing
CUSTOMER BASE:	Residential, commercial



Adding the Pearpoint cameras provided Berlin the capability to inspect larger lines, and although there are not as many opportunities to use this equipment, having a portable system that doesn't require a dedicated van has been

“Having the jetter can add \$100 to the total bill. To be honest, this is a huge benefit to us and it is a benefit for our customer, and today you have to give the customer the full service the jetter provides. You clean the line, and then you offer the other options depending on the conditions. Plus, when we use our new jetter, we increase the guarantee we give our customers.”

Paul Berlin

for the customer. This is where we can show where something is wrong in the line. They can see it on the screen.

“We do have a release form that we ask them to sign, as these cameras can get hung up in a bad line. We let them know through this form that if we have a problem in retrieving the camera they will bear the cost of retrieval. They are made aware of the risk and this obligation. Ninety-five percent of the time they will sign the form. There is no cost for televising the line, but we might find a problem that needs to be addressed.”

an advantage. The Pearpoint cameras have helped the company broaden its customer base by providing the ability to televise lines in apartment complexes and similar structures, manhole lines, as well as small industrial or commercial establishments.

“To be honest, this is not a big portion of business, but we hope to see an increase as the word gets out,” Berlin says.

He says they also use the release form when using these cameras, which again puts the burden of retrieval on the customer.

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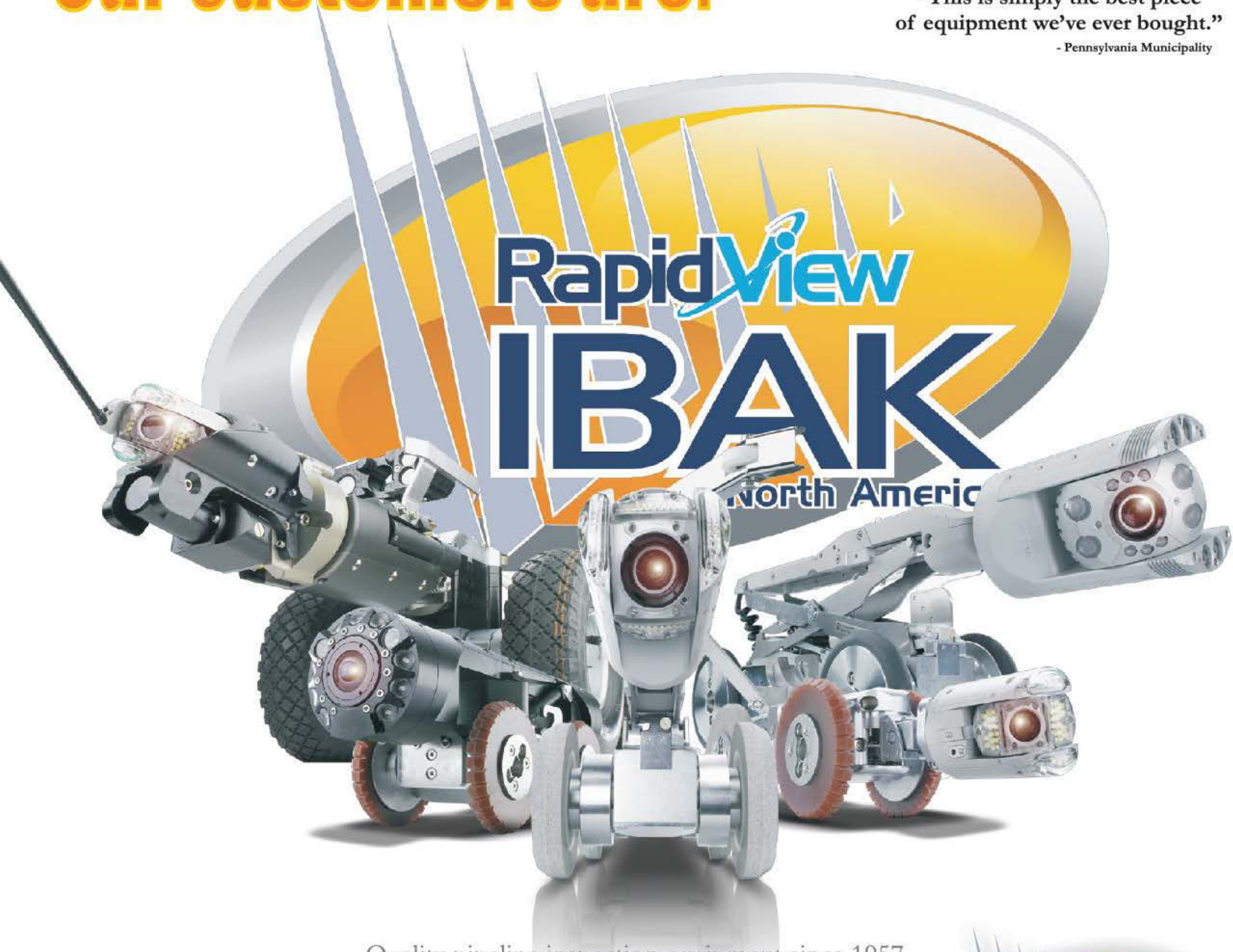
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LEFT: Jackson Roto-Rooter employees Michael Hunt (left) and James Gray lower the base for the TRIC Tools pipe bursting equipment into the trench at a home on Beaumont Street in Pearl, Miss. RIGHT: Hunt uses a Central rack system for heat-joining sections of new pipe.

LEADING THE WAY

When Roto-Rooter of Jackson first offered pipe bursting, customers were astonished that there was a pipe repair option that wouldn't tear up their beautiful yards or destroy their concrete driveways.

"Now we just have two holes in the ground and the landscape or driveway is undisturbed. This has worked very well for us," he says.

Berlin notes that while they have burst lines as long as 500 feet, lines in residential properties typically are only 50 to 100 feet in length.

Berlin originally purchased TRIC Tools' C25, a 30-ton unit that saw extensive use and was eventually replaced with TRIC's upgraded X30. The original purchase included the BC60, used for larger lines. That unit, which TRIC later

"If we see the line has become separated under the slab, we show the customer and they know they have to get this fixed. They have the choice of taking the slab out or going under the house. We shoot the liner from outside of the house back up under the house and when done it is like a brand new pipe. It works great."

Paul Berlin

renamed the X60, is still in service. Both operate off 10,000 psi. Berlin also outfitted a Wells Cargo 12-foot trailer complete with a 20 hp Honda GXV620 engine.

TRIC Tools has always provided Berlin with good service, and he recalls one of the most challenging experiences with a pipe bursting job, and one where TRIC provided some assistance. They were doing a 4-inch line that extended about 400 feet under a plywood factory where there were huge machines on the concrete floor. All went well until they hit concrete that had been poured around the line years before.

"This would have been a mess if we could not get through. Ward Carter [inventor and founder] of TRIC came out to keep us calm and focused and at the third pull we got it through. I don't want to think about what could have happened. It would not have been a pretty picture, but it worked out. In fact every job we have done has worked – gone smoothly."

GROWING STABLE OF SERVICES

Once he had established a high level of comfort with pipe bursting, Berlin saw that some jobs would benefit from the addition of relining, so he turned to Global Pipeline Systems, adding the company's lateral lining system and a custom-built, 18-foot Global Pipeline trailer.

KEEP THE TELEPHONE RINGING

The biggest challenge for contractors these days is getting the word out, keeping the telephone ringing, and providing an array of services. Paul Berlin, owner of Roto-Rooter in Jackson, Miss., is addressing all of these issues, and he notes how things have changed in recent years.

"In the 1990s, we would average 40 to 50 calls a day and our biggest problem was taking care of that business," he says. "Now, when we get 20 or 25 calls it is a great day and I am thankful."

"There are all kinds of ways to advertise, and it's hard to know which way to go in order to increase business. One thing we do is encourage our technicians when on a house call to be sure and ask if there is anything else they can check while there. As they walk through to notice if there are leaks, to offer a home inspection."

He wants the technicians to assume the role of salesman, whereas in the past they might have just taken care of the initial problem for the customer.

Roto-Rooter promotions, local radio, the Yellow Pages and online advertising have all been beneficial. Berlin has also promoted his company with a Roto-Rooter sign on grocery carts. The plaque faces the customer as the cart is pushed through the store, and includes their phone number and the logo. Berlin contracts with several grocery stores for this exposure, and it has proven to be effective.

Berlin says, however, that his technicians who are on the job taking care of customer needs with outstanding service are a very effective tool in bringing about repeat business. That, along with all the other available resources and an array of solutions, will ensure the telephone keeps ringing.



Jackson Roto-Rooter owner Paul Berlin stands outside the south Jackson business with his newest vehicle, a Mississippi-built Nissan NV commercial van. In the background, employees (from left) Eddie Pendleton, Grant Harris and Alton Drake show off the Pearpoint P350 Flexitrac inspection equipment.

Overall, Berlin sums up his view after operating the company for 30 years, adding services and carving out an important niche, by saying there is a lot of opportunity in servicing smaller lines. He believes those who are taking care of lines out in the street, the bigger stuff, are in an entirely different ball game, and anyone in the business, or new to the business, should not confuse the two. For this company, they know their market, they know their skills, they value their customer base, and they are at a comfort level in terms of their products and their profession. **c**

“Most often we use relining for under a slab, and this has been good for us,” Berlin says. “Again, our customers were unaware of this technology. We had to educate them as to how it works. We have a DVD that we will show. And it’s not for every job, but a customer would much prefer to have a pipe relined than to see the concrete floor in their house busted up. Again, the cost is not that much greater and there is not the tearing up of the floor.

“If we see the line has become separated under the slab, we show the customer and they know they have to get this fixed. They have the choice of taking the slab out or going under the house. We shoot the liner from outside the house back up under the house and when done it is like a brand-new pipe. It works great. We have had training and service from Global.”

For every job, there is an understanding within the contract that if something happens beyond their control, and they have to dig, the customer will bear some responsibility for additional charges, but that has never happened. Berlin says they have had some challenges, but these systems have proven entirely reliable.

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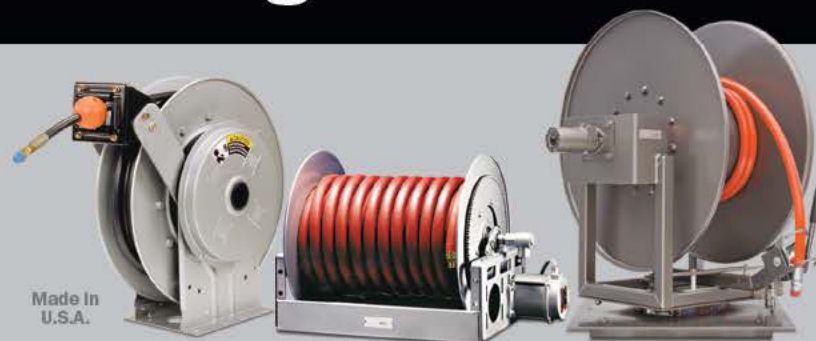
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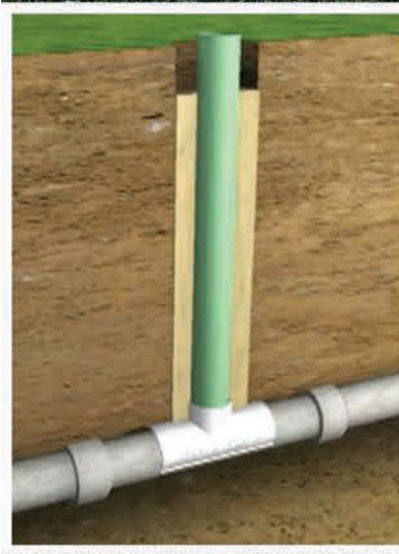
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Gravity vs. Vacuum

MAINTENANCE NEEDS VARY BETWEEN SEWER LINES BUT BOTH HAVE THEIR ADVANTAGES

BY PETER KENTER

Gravity and vacuum sewer systems both aim to achieve the same goals; they just use different methods to transport wastewater. How do maintenance requirements compare for the two systems?

“They each have their advantages,” says Larry Moyer, wastewater superintendent with Bay County Utility Services in Bay County, Fla., and a 30-year wastewater veteran. “It’s like asking whether you prefer a ratchet wrench over an open-end wrench. They’re just different kinds of tools to get the job done.”

Bay County Utility Services has its headquarters in Panama City on the coast of the Florida Panhandle. It employs 76 people of which 29 work in the wastewater division.

“The utility is unique in that it serves the cities of Springfield, Parker, Calloway and Bay County through a joint venture, which includes lift stations, force mains, and an advanced wastewater treatment plant,” says Moyer.

Additionally, Bay County maintains its own retail system in unincorporated Bay County including the former town of Cedar Grove, which unincorporated in 2008, and two wholesale customers – Tyndall Air Force Base and the City of Mexico Beach. All told, the county’s gravity system includes 32 miles of lines and the vacuum system, installed in Cedar Grove, includes almost 14 miles.

“When you choose a vacuum system, it’s for a specific reason, either because it costs less to install, or because the geology is such that it precludes using gravity, such as a high water table and relatively flat ground,” notes Moyer. “If you talk to my maintenance people, they prefer to work on gravity systems over vacuum, just because the gravity system is traditionally well understood and fairly simple. But all of our people are skilled and perfectly capable of maintaining both types of systems – it’s the relative newness of the

technology which takes some time to gain acceptance as opposed to a system some of them have been maintaining for over 30 years.”

VACUUM IS A CLOSED SYSTEM

A vacuum system is a closed system served by vacuum pumps, which are used to move the wastewater through lines made of PVC to a vacuum station.

“In a gravity sewer, air vents that are not fully functioning will slow down the system but it will usually still work. In a vacuum system, it will not function at all without proper venting in the building. It needs enough air behind the wastewater to get it to move under a vacuum.”

Larry Moyer



Collections technicians perform maintenance at a vacuum station. (Photos courtesy of Bay County Utility Services)

In a vacuum system, the house lateral uses traditional gravity flow to transport wastewater to what's called a sump or valve pit. Up to four homes can be served by a single pit, although the Cedar Grove system typically uses two homes to a pit. When the sump collects 10 gallons of wastewater, a valve opens and the liquid is transported by vacuum to the main at about 15 feet per second. The mains are laid down in a stair-step or saw tooth fashion to help optimize vacuum pressure in the system, while the vacuum pumps, located at the vacuum station, cycle on and off to maintain a constant level of vacuum in the system.

The system requires no lift stations. The wastewater is transported directly to the vacuum station, which consists of vacuum pumps, a vacuum reservoir tank, a wastewater collection tank, two wastewater pumps – a lead pump and a lag pump – and electrical controls.

Wastewater is pumped from the collection tank to the wastewater treatment plant via force main.

A series of fluid level and pressure sensors regulate the operation of the system, which is powered by electricity. Emergency backup generators must be installed to allow the vacuum station to function during a power outage. As long as the vacuum station has power, the vacuum pits will function, since they don't require power to operate, only vacuum from the station.

"However, vacuum stations require more power to run than lift stations, since they contain both vacuum and wastewater pumps," says Moyer.

The Cedar Grove system is served by two vacuum stations.

"The simplicity of the gravity system on the homeowner side means that there are no mechanical devices between the homeowner and the sewer main," says Moyer. "With vacuum you have a vacuum pit and a sensor which monitors the amount of wastewater in the pit and a valve which opens and shuts. The valves and sensors don't require a lot of maintenance, but they do need periodic service to function correctly. Bay County performs both routine service on this equipment and service by request if the homeowner is experiencing problems at their home."

The vacuum system requires no manholes at any point along the line. However, each valve pit has a small metal lid that's removed if servicing is required. The fact that the pits sit in the right-of-way and serve multiple customers is a bonus, says Moyer, because it allows easy access and there is only one pit for every two homes that must be maintained.



A vacuum pit and a sensor monitor the amount of wastewater in the pit and a valve opens and closes based on that information. The valves and sensors don't require a lot of maintenance, but they do need periodic service to function correctly.

Utility staff members use common tools to service the pits. The only specialized tool required is a vacuum test station used to quality test any valve rebuilds.

VENTING IS ESSENTIAL

Homeowners, however, need to be aware that proper venting in the home is critical to make the vacuum system work correctly.

"In a gravity sewer, air vents that are not fully functioning will slow down the system but it will usually still work," Moyer says. "In a vacuum system, it will not function at all without proper venting in the building. It needs enough air behind the wastewater to get it to move under a vacuum."

The tops of the pits must also remain slightly above ground level. Occasionally homeowners change landscaping around the pits, building up the earth around them. That subjects the pits to flooding unlike a gravity system, which is sealed below ground.

Moyer notes that the vendor of the vacuum system has acted proactively on feedback to improve the quality of the equipment over the years.

"For example, the older pits had a separate bottom and were made of a fiberglass material," he says. "When the vacuum placed a negative pressure on the tank, the bottom flexed and the fiberglass sometimes failed – although this has not happened very often. The newer pits are made of HDPE and the bottom and side is molded together so that problem has been eliminated."

Both the gravity and vacuum systems in Bay County are relatively new and are mostly constructed of PVC, so neither is difficult to maintain.

Typical of most domestic sewer systems, the Bay County system experiences grease buildup from time to time. While that may require sewer jetting in the gravity-fed system, Moyer notes that the vacuum lines are self-cleaning.

VACUUM LEAKS EASIER TO DETECT

While PVC gravity lines may occasionally develop problems and leak, Moyer says that the vacuum leaks are usually easier to detect. A vacuum pump regularly cycles on and off throughout the day. However, when air is entering the system through a damaged line, the pump runs for an abnormal length of time attempting to re-establish a vacuum.

"You can look at the run-time meters on the vacuum pumps and see there is a problem in the system and then troubleshoot to find the general location of the leak," he says. "When you get close, you can sometimes hear a loud whistling



The wastewater is transported directly to the vacuum station, which consists of vacuum pumps, a vacuum reservoir tank, a wastewater collection tank, two wastewater pumps – a lead pump and a lag pump – and electrical controls.

noise close to the leak. It might also be sucking sand in through the leak, but that's better than having wastewater leaking into the soil."

Maintenance of lift stations and vacuum stations also differs.

"Grease may build up in gravity lift stations," says Moyer. "We may need to manually cycle the pumps to remove it, or manually skim the station and remove it in drums. In the vacuum stations, the grease does not seem to be a problem, although, we do see accumulations of sand in the wastewater collection tank which needs to be periodically cleaned out."

The lift station pumps associated with the gravity system are pulled and serviced on a regular basis.

Vacuum pump filters and oil are changed annually. Moyer notes that the vacuum pumps have very close tolerances and must be maintained properly to keep them functioning correctly. "You cannot allow liquid – sewage – to get into them," he says. "The vacuum stations also have more equipment to maintain overall."

Moyer notes that the utility prefers a traditional gravity system due to overall lower operation and maintenance costs, but as new homes are built, each system is evaluated on its merits.

"New gravity lift stations and new vacuum stations would cost about the same amount to build," he says. "The most important part of the gravity system is the lift station, so we try to put all the homes that can possibly be serviced on a single lift station. For a vacuum system, we're likewise putting as many homes on the system as can be serviced by a vacuum station."

The Bay County area depends heavily on the economic benefits of tourism and recreational users who favor the local beaches. Oyster and shrimp fishers likewise depend on clean coastal waters for their livelihood.

"We don't want any spills in either our gravity or our vacuum system," says Moyer. "Proper maintenance of both types of systems prevents that from happening." c

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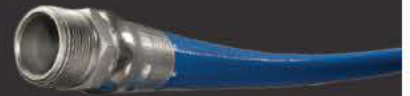
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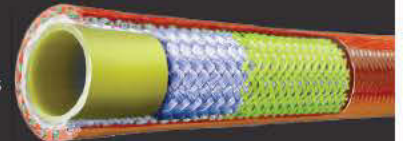
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Gunning for Success

NEW CONTINUOUS CURED-IN-PLACE LINING PROCESS HELPS A CONTRACTOR PREVENT A NATIONAL CATASTROPHE IN MEXICO

BY SCOTTIE DAYTON

Ruptures in a 24-inch force main flooded homes in Guadalupe and jeopardized production at the 235,000 barrel-per-day PEMEX oil refinery in Cadereyta Jiménez, Nuevo León, Mexico. The facility, which owns the pipe, uses recycled effluent from the Monterrey Wastewater Treatment Plant for cooling and other processes.

The force main, one of four, is the most important feeder to the treatment plant. The City of Monterrey issued a state of emergency and requested bids to rehabilitate the sewer. ACE DuraFlo de Mexico (ADF) in Monterrey, received the contract.

"If the liner blew inside the bladder, I'd be living in Africa now. We couldn't excavate in the river and our failure would cause a national disaster."

Eduardo Ortegon

"We use Perma-Liner cured-in-place products and have a refrigerated truck, but we had never shot 24-inch liners," says co-owner and project manager Eduardo Ortegon. "PEMEX said that it would be a national catastrophe if the refinery ran out of water because the pipe wasn't back in service on time."

With so much at risk, Perma-Liner president Jerry D'Hulster arrived to assist the first shoot and colleague Jim Gould remained for the duration. ADF crews faced working in high-traffic areas, crossing the 400-foot-wide Santa Catarina River, and accessing the pipe on a cycle of five out of 14 days. The project was completed on schedule.

HIRED GUN

Laid in 1984, the 5,000 feet of pipe from the pump station to the treatment plant had no manholes and multiple 45- and 90-degree bends. Homes were built over the main as Guadalupe expanded.

"Since we had to excavate access pits, we bought the trailer-mounted Top Gun F-24 manhole-to-manhole continuous CIPP lining system, two Viper compact steam units with 1-inch hoses, and the manifold to control steam and air pressure," says Ortegon.

tough job

PROJECT: Rehabilitate force main supplying water to oil refinery and stop SSOs

CUSTOMER: PEMEX Cadereyta Refinery, Nuevo León, Mexico

CONTRACTOR: ACE DuraFlo de Mexico, Monterrey

EQUIPMENT: Top Gun continuous lining system, Perma-Liner
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RESULTS: Water source restored and SSOs ended



Workers from ACE DuraFlo de Mexico in Santa Catarina, Nuevo León, Mexico, hand-feed a 24-inch liner over the tower roller and into the diaphragm bladder of the Top Gun continuous lining system. (Photo courtesy of ACE DuraFlo de Mexico)



Workers from ACE DuraFlo de Mexico labor to hand-feed the liner onto the tower roller and into the Top Gun diaphragm bladder. (Photo courtesy of ACE DuraFlo de Mexico)

The refinery needed nine days to fill water storage tanks totaling 103 million gallons. ADF used the time to excavate and shore a dozen 6- by 10-foot-wide pits 7 to 11 feet deep. Most excavations were in high-traffic streets. “Even though we closed the block, it still involved lots of traffic control,” says Ortegon.

The overflows had given residents a negative attitude toward PEMEX, making public relations important. “Our human resources manager talked to people almost daily,” says Ortegon. “He also handed out information on the project’s benefits or left door hangers.”

“It was stressful. I had to look away for a second, heard a boom, and the liner was out the other end just that fast.”

Eduardo Ortegon

MONDAY THROUGH FRIDAY

Access to the main began around 8 p.m. on a Monday when the lift station operator closed the valves. From a pit near the river, ADF dewatered the pipe by pumping sewage to the treatment plant. The process took eight to 12 hours.

After the main was dewatered, the crew removed a 6-foot section in three or more pits, welded flanges to the ends of the exposed pipe, and sealed the mouths of the unaffected pipe to ensure the work area was watertight. When a shutdown began, they worked almost around the clock until early Saturday morning when the sewer went live.

The main had minor tuberculation and joints attacked by hydrogen sulfide. Crews cleaned it with a truck-mount jetter from Aquatech (Hi-Vac Corp.).

Then a worker downstream tied a rope to the jetter and the upstream person pulled it back to attach a Guzzler vacuum hose. “We pulled the hose through to suck up all the water and launched our CUES camera behind it,” says Ortegon.

ADF began by shooting liners in both directions from a central pit. Workers laid steel vehicle ramps lengthwise over the opening, then positioned the Top Gun trailer in line with them. A push of a button then activated the wheels to move the trailer forward.


“The inversion unit was on the far side of the host pipe, enabling us to put a 45- to 60-degree bend in the liner by using a strap or pushing it by hand,” says Ortegon. “This positioned the liner so it went straight into the pipe.”

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Workers from ACE DuraFlo de Mexico position the Top Gun trailer in line with the steel vehicle ramps over the access pit. A push of a button then activates the wheels to move the trailer forward. (Photos courtesy of Perma-Liner)

were transported to the job site as needed. Eight to 10 workers labored to uncrate the liner and hand-feed it onto the tower roller, then down into the gun's diaphragm bladder.

Once they clamped the liner to the gun's inversion head, a 1,000 cfm air compressor held pressure on the bladder at 15 and 20 psi, but it required less than 5 psi to send the liner rolling through the pipe. Curing took around 75 minutes with one worker controlling the steam and air pressure and another with a walkie-talkie at the exit pit to relay temperatures from a thermocouple. "We located the wire about a foot inside the host pipe and on the bottom of the liner," says Ortegon.

After both ends of the liner reached 200 degrees F, the manifold operator shut off the steam and applied air at 5 psi for about an hour to cool the liner. As the liner neared ambient temperature, workers cut away the protruding material at both ends.

ADF inspected the liner, then used a crane to replace the removed pipe sections with carbon steel pipe twice as thick as the original. In one instance, crews poured a reinforced concrete manhole.

ELEVATED HEART RATE

ADF shot 13 liners during four sewer shutdowns. The longest runs were 550 feet and the shortest was 155 feet. Ortegon saved the most difficult shot – a 410-foot run under the river – for last.

"That section had one 90-degree and two 45-degree bends," says Ortegon. "The depth of the pipe went from 20 to 40 feet as it passed under the river, then rose again. It took 15 hours just to clean."

Shooting the liner went smoothly until it hung up on the right-angle bend halfway under the river. Gould increased the air inversion pressure incrementally, hoping to nudge the liner around the corner.

"If the liner blew inside the bladder, I'd be living in Africa now," says Ortegon. "We couldn't excavate in the river and our failure would cause a national disaster."

With the gauge reading 35 psi – seven times the normal pressure – the liner gave no signs of wanting to budge. "It was stressful," says Ortegon. "I had to look away for a second, heard a boom, and the liner was out the other end just that fast." The project restored the refinery's major source of water and ended sewer overflows in Guadalupe. **c**

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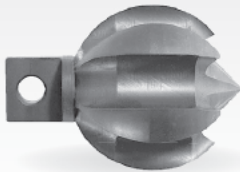
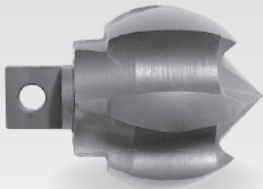
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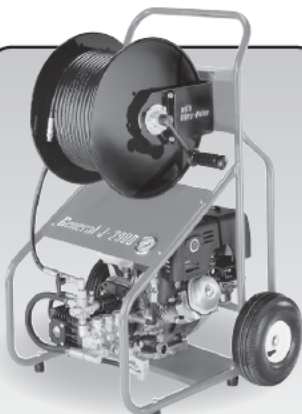
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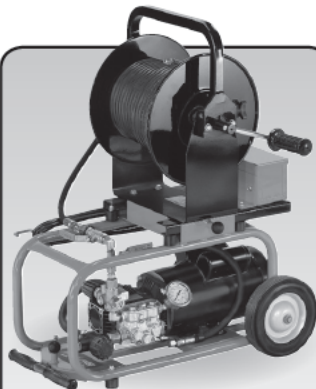
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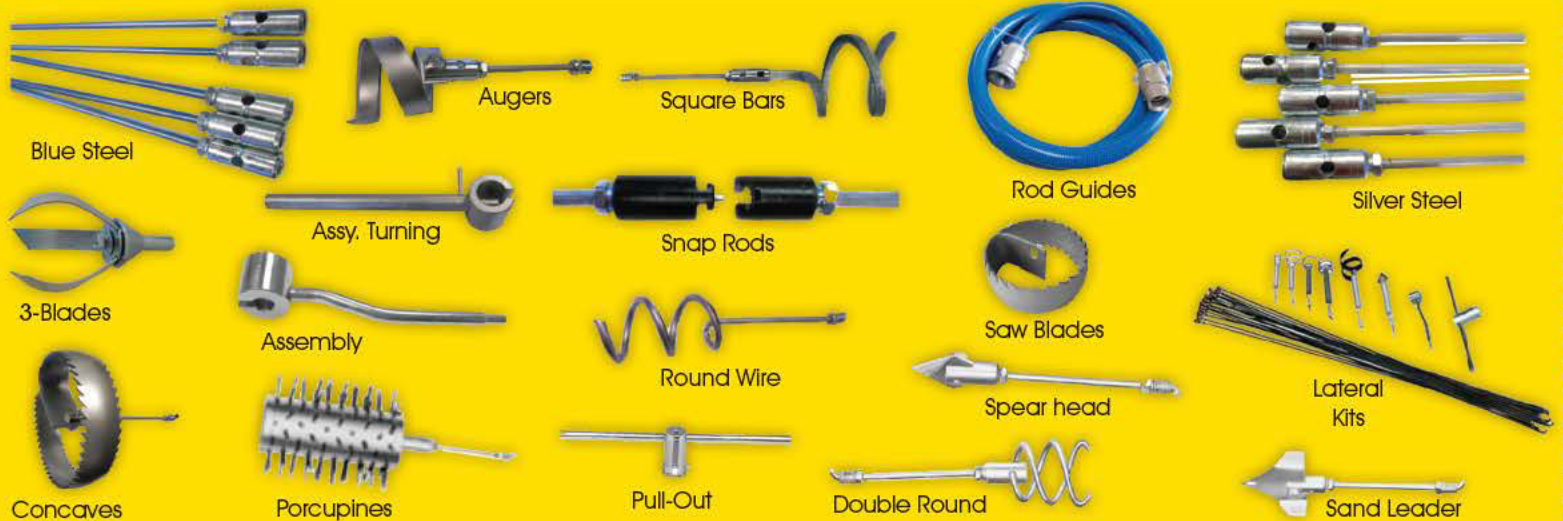
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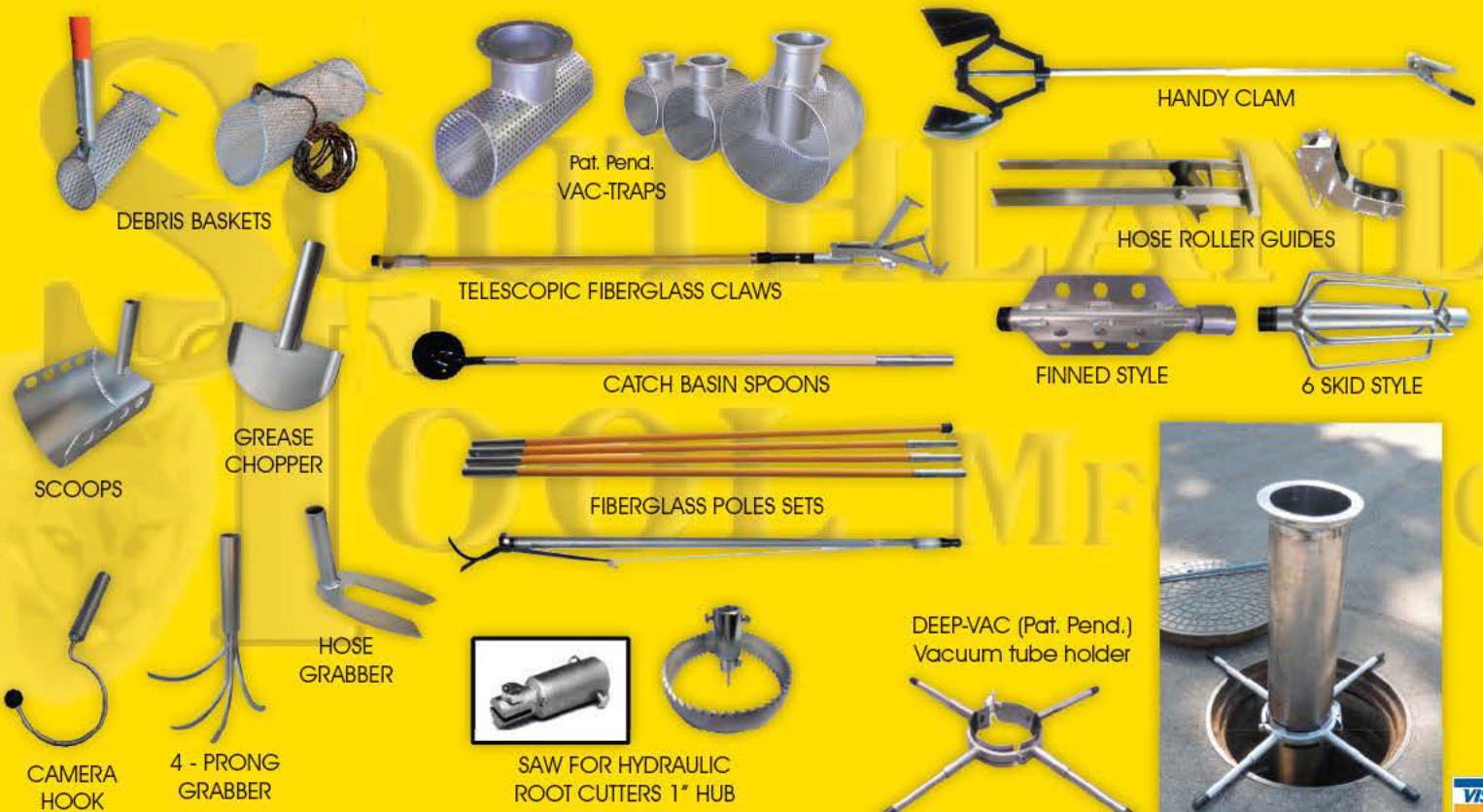
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Your Best Bet to Collect?



Judy Kneisel

CHOOSING BETWEEN A COLLECTION ATTORNEY AND COLLECTION AGENCY WHEN CUSTOMERS DON'T PAY

BY JUDY KNEISEL

If you have a customer with significant outstanding invoices, and you've done all you can do as far as calling, sending letters and trying to arrange personal meetings to arrange a payment solution, your next step may be to involve a debt recovery professional.

There are two options when it comes to hiring debt recovery assistance: a debt collection agency or a lawyer who specializes in debt collection. And there are several factors to consider when choosing the option that will best serve your business.

WHEN TO HIRE A PROFESSIONAL

The first consideration is the amount the delinquent customer owes. Hiring a collection professional for a minimal debt is impractical. But you have to decide what a practical cut-off amount is for your company ... \$100? \$500? \$1,000? Also consider how important it is to your business to have this particular customer pay back the debt. If it's someone you never plan to do business with again, hire a collection professional as soon as possible. If it's a long-term customer you'd like to retain in the future, you may want to continue trying to work out payment arrangements with them privately.

A good rule of thumb is to get serious about collections when an invoice is 90 days delinquent (120 days after it's sent out). But the number of days isn't the only indicator that you aren't getting paid. Aside from missing payments, there are other warning signs a customer is not planning to pay. These include:

- Relocating without submitting a change of address with the postal service
- Refusing to respond to your phone calls, bills or final notice letters
- Denying that he or she owes you money
- Disputing the quality of service provided in an attempt to justify refusal to pay

If your debtor shows any of these signs, you may not want to wait past 30 days to hire a collection professional. Time is of the essence because, in general, after three months you can expect to collect only about 75 cents of every dollar owed. After six months the amount drops to about half. After a year you're lucky to get a quarter of the delinquent amount.

THE COLLECTION AGENCY ROUTE

Collection agencies essentially do the same things you do when a customer is delinquent – make calls and send letters – however, they have the time, personnel, equipment and technology to do it efficiently and effectively.

When it comes to technology, make sure the collection agency you hire employs skip tracing. This means if your debtor moved without leaving a forwarding address and has disconnected the telephone, the collection agency can access databases to locate them.

Also make sure the agency you are considering is licensed in the states where the debtor is located. You don't want your debt illegally collected through an unlicensed agency.

Finally, verify the collection agency has errors and omissions insurance. This protects you and the collection agency if a debtor sues over tactics used to collect on behalf of your business.

The cost of hiring a collection agency varies, depending on the amount of business you bring them as well as the amount of debt in question. Most agencies keep 25 to 30 percent of the amount they collect, but it can go as high as 50 percent.

THE COLLECTION ATTORNEY OPTION

The main difference between a collection agency and a debt collection attorney is that the latter can ultimately take your delinquent customer to court. If the debt is large enough to sue over and you are willing to go the distance and take the delinquent client to court, hiring a collection attorney from the beginning makes sense.

A collection attorney may charge an hourly fee, retain about one-third of the amount recovered, or both. Some attorneys have a set minimum fee, or require the debt be of a minimum amount. Court-related fees and any other charges related to a lawsuit will be your responsibility. Considering this, if you're not willing to take your customers to court over a past-due account, then there's probably no reason to hire a debt collection attorney.

MORE ABOUT COSTS

Before you hire either a collection agency or collection attorney, ask firms you are considering to provide a client list. It may be a benefit to you if they have other clients in industries similar to yours. Meet the owner or manager of the collection agency, or the partner in the law firm before you decide. Consider their success rate, any upfront or hourly fees and the percentage of collections they retain.

If an agency's success rate is 70 percent, meaning they collect 70 percent of every dollar they go after, plus they retain 20 percent of any amount they collect, and you hire them to help collect a \$20,000 debt, they'll retain \$2,800 (\$20,000 x 70% = \$14,000 x 20% = \$2,800). In other words, probably the

MAKE SURE THE COLLECTION AGENCY YOU HIRE EMPLOYS SKIP TRACING.

This means if your debtor moved without leaving a forwarding address and has disconnected the telephone, the collection agency can access databases to locate them.

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most you can expect to recover of a \$20,000 debt you put in this agency's hands is \$11,200.

To avoid any surprises, get rates in writing up front. It's not always wise to base your decision on which firm comes in with the lowest rates, however. There is an argument to be made that the agency that keeps a higher percentage of any debt they recover will be the more motivated to bring in cash. ☐

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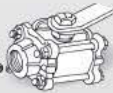
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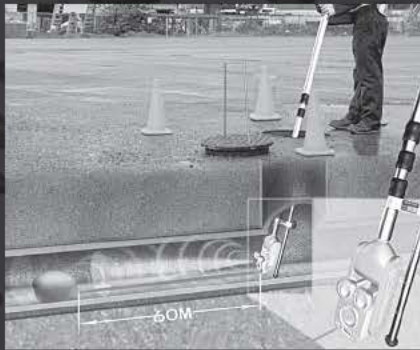
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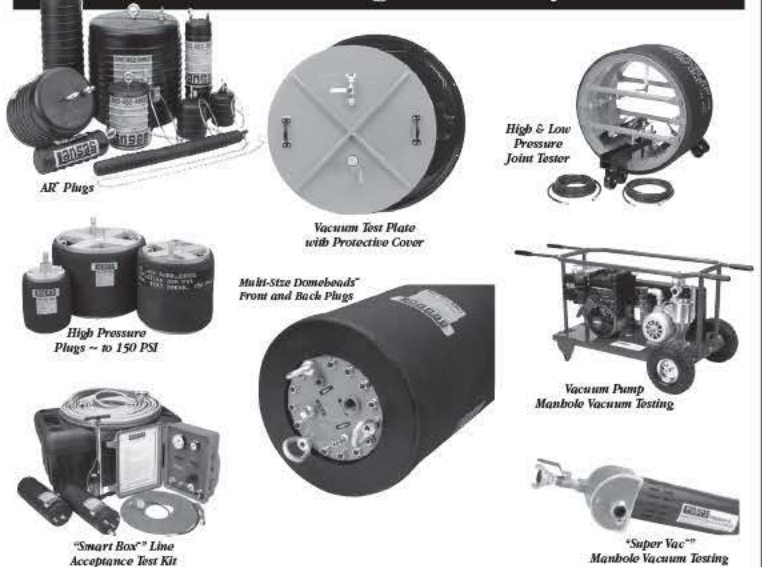
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Max Flow trailer-mounted jetters from Amazing Machinery are available with a single jetter hose for large lines or dual jetter hose for large and small lines. The single-hose system operates with 1/2-inch hose while the dual jetter operates with 3/8- to 1/2-inch hose. All models are equipped with a rear-mounted 12V electric jetter hose reel. The jetters include curbside-mounted jetting controls, water fill tube and fender-mounted toolbox, heavy-duty trailer, compact design, and large water supply tank. 800/504-7435; www.amazingmachinery.com.

2. DIAMOND CUTTER

The Diamond Tap Cutter from Cloverleaf Tool cuts cast iron and clay pipe taps in 6-, 8-, 10-, 12-, 15- and 18-inch sewer lines. All cutters are available from stock. The 15- and 18-inch units are special order. 800/365-6583; www.cloverleaftool.com.

3. ROTATING NOZZLE

The Rotodrill nozzle from Enz USA features a rotating front jet for improved cutting performance. The nozzle clears blocked and frozen pipes and moves heavy debris. It has high-quality propulsion and can be used in hydro-excavation by plugging the thrust jets. The nozzle is available in 1/2-, 3/4- and 1-inch systems. 877/369-8721; www.enzusainc.com.

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The Gamajet VIII offers a fast and safe, 12-minute solution to cleaning wet wells, lift stations and manholes. Municipalities and contractors can lower the unit into any vessel for a quick and easy, hands-free cleaning. The process includes connecting the unit to a hose, connecting the hose to a hydrant, pump or jetter, lowering the unit in the vessel, and turning on the pump. The unit is dynamically balanced and will remain in the center of the vessel while blasting grease and residue from the surface, creating pumpable slurry. 610/408-9940; www.gamajet.com.

5. COMBO UNIT

The MC Advanced Series combo unit from GapVax includes a monitoring system allowing the operator to observe and troubleshoot the entire system. The display screen (one inside cab/one outside) controls hydraulics, blower and water pump operations with a complete complement of gauges. All body functions, boom and hose reel functions, vacuum break, throttle, area and safety lighting are wirelessly controlled. The job card feature allows the user to keep track of blower and water pump hours and logs time on each job.

The unit has a 3/16-inch ASTM A572 Grade 50 Exten steel, 5- to 12-cubic-yard (stainless steel also available) debris body, and stainless steel water tank with 2,000-gallon capacity. Vacuum options range from 3,500 to 5,000 cfm with up to 27 inches Hg. The heavy-duty, double-acting single-lift cylinder provides a stable 50-degree dump angle. The boom is an 8-foot front-mounted, telescopic design with dual-lift cylinders, reaching 26 feet with a 270-degree rotation. 888/442-7829; www.gapvax.com.

6. TRAILER JETTER

The Typhoon trailer jet from General Pipe Cleaners is designed for blockages in big lines and long runs. The unit delivers 12 gpm at 2,500 psi to clean grease sediment and debris. A 200-gallon holding tank carries enough water to handle remote applications where access to water is limited.

Two hose reels (a jet hose reel with 400 feet of 1/2-inch capacity featuring variable-speed electric rewind, and a water supply hose reel carrying 150 feet of 3/4-inch hose) are mounted at the rear of the unit next to the pressure gauge and output valve. Engine controls, including an hour meter, are mounted within easy reach in the lockable toolbox with slide action doors just below the reels. The jetter includes electric brakes, safety strobe light, three safety cones with holder, rear fold-down stabilizer jacks, retractable hose guide arm, and antifreeze system. A 24 hp Honda engine with electric start powers the triplex pump with Vibra-pulse to help slide the nozzle around tight bends and propel the hose down long lines. 800/245-6200; www.drainbrain.com/jets.

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9. JETTING UNITS

The Aquatech F-Series combination jetting and vacuuming units from Hi-Vac Corporation are designed to provide high-quality utilization and efficiency for cleaning storm and sanitary sewers, catch basins, lift stations, wet

wells and treatment plants in municipal and industrial applications. The units feature a top, front-loading cylindrical debris tank engineered for use with a positive displacement blower. This style tank provides high-quality strength, durability and longevity.

A true telescopic, top-loading, self-supporting boom with 180-degree hydraulic boom rotation and flexible joint protector prevents kinks, splits and tears. Internal air vac valve allows users to develop maximum vacuum in the debris tank and stop vacuum at boom inlet for safety. A chassis engine powers all components. 800/752-2400; www.aquatechinc.com.

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Jetstream of Houston offers a wide range of advanced protective clothing and gear for ultra high-pressure (UHP) applications from the TST Sweden product line. Products are designed for ease of use, increasing the likelihood that the operator will wear the clothing. Because the gear can be put on or removed quickly and easily, there is less downtime on the job. The protective clothing features ultra-high performance, high-molecular weight polyethylene Dyneema fiber. 800/231-8192; www.waterblast.com.

11. SPINNING NOZZLES

Spinning nozzles from NozzTeq are available in 1/2-, 3/4-, 1- and 1 1/4-inch sizes with two kinds of sleds. The 3/4- and 1-inch are one in the same. The spinners are made of stainless steel and brass and require no oil or daily maintenance. The nozzles require no rebuild kits, only washing at the end of the day. The nozzles can clean sewer or stormwater pipes from 2 to 18 inches. Two stainless steel sleds are available for the largest spinners. 866/620-5915; www.nozzteq.com.

12. DRAIN RESTORATION

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inches in diameter and larger custom sizes, while accommodating multiple 45- and 90-degree elbows. The Scorpion Cutter is used to clean out the pipe of existing roots and buildup. Once cleaned, the pipe is lined with the structural liner. The liner can also be used as a preventive measure. 800/834-9597; www.nuflowtech.com.

13. GROUNDING REELS

Static discharge reels from Reelcraft are used to ground equipment operating in hazardous atmospheres. When properly clamped to ground, the reels dissipate static electrical buildup, reducing the chances of sparking and the potential for explosion. The reels are available to 3/32-inch O.D. steel aircraft cable or 1/8-inch O.D. nylon-covered cable. Reels are supplied with a 100-amp universal jaw-type grounding clamp. They are factory lubricated for life and require no additional lubrication. 800/444-3134; www.reelcraft.com.

14. TURBOJET NOZZLE

The RR3000 Root Ranger nozzle from RIDGID offers a single rear-facing turbojet. It blasts a concentrated stream of water that shears root obstructions from the drain wall. The nozzle can clean lines up to 8 inches. 800/769-7743; www.ridgid.com.

15. HYBRID JETTER

The Model 740 Hydro-Jetter from Spartan features 4,000 psi of jetting power at 12 gpm flow on a wide track chassis towable by any vehicle. The unit is available in a gas-powered configuration or in a hybrid version that runs on liquid propane (LP) fuel. The jetter comes with 350 feet of hose and a 40 hp electric-start engine. 800/435-3866; www.spartantool.com.

16. VACUUM TRUCK

The Durasucker vacuum truck from Super Products is DOT 412-approved for hauling hazardous waste on highways. The truck features a full-opening rear hatch, and a hydraulic hoist tilts the tank up to 50 degrees for easy and fast unloading. It can produce vacuum and pressure discharge. For pressure discharge, contractors use a 6-inch-diameter, air-operated, self-closing discharge valve. Vacuum is achieved through a 4-inch port. Both use conventional couplings.

The unit features a 3,200-gallon, carbon-steel tank with an outside diameter of 72 inches; an external rotary float gauge with a 9-inch stainless steel float ball; an air-engaged, heavy-duty PTO pump drive with a hydraulic pump; primary and secondary shutoff valves; hose hooks, trays and fenders; LED DOT lighting; one rear-mounted LED floodlight; and a bumper with heavy-duty under-ride protection and a split for hose pass-through. A Fruitland RCF500 rotary vane pump generates maximum vacuum power of 27 inches Hg, pressure of 35 psi and 350 cfm. It also offers automatic lubrication; a four-way valve for vacuum and pressure; and an oil-catch muffler with drain valve. 800/837-9711; www.superproductscorp.com.

17. HIGH-PERFORMANCE CUTTERS

Turbo chain cutters from USB – Sewer Equipment Corporation are made of tempered stainless steel and offer continuously adjustable guide skids. The chain retainer is driven by a high-performance turbine to remove roots, grease and mineral deposits from 4- to 48-inch sewer lines. With an optimized 3D hydromechanics design in conjunction with ceramic nozzle inserts, the cutters use recycled or clean water. They can also be used as barrel cutters with diamond bits for smooth removal of protruding laterals. Heavy mineral deposits can also be removed with carbide bits attached to the specialized chain. 866/408-2814; www.usbsec.com.

18. COMBO SEWER CLEANER

The Vacall AJV P series combination sewer cleaner from Gradall Industries Inc. provides high-quality jetting action and vacuum power to open clogged sewer lines and perform needed maintenance. All models use positive displacement blower systems and feature a hose reel in the front with an optional axial pivot. The vacuum and jetting systems are powered by the chassis engine, rather than a second engine.

An AllSmartFlow CAN bus control system with programmable LCD display monitors water flow, engine performance and vacuum functions. A fully proportional pendant allows operators to control boom and reel movements away from the chassis, using wired or wireless capabilities. Options include decant valves, cold-water circulation system, backup hose reel hydraulics, and blowers and water pumps, including an 85 gpm/2,000 psi water pump with 30-minute run-dry guarantee. Debris tanks with choice of 6-, 8-, 10- and 12-yard capacities and water tanks with choice of 1,000-, 1,200- and 1,500-gallon capacities. 800/382-8302; www.vacallindustries.com.



19

19. LONG OPERATION

The HXX Hydroexcavator from Vactor Manufacturing offers a safe, easy-to-use alternative for uncovering buried utilities, precision and slot trenching, potholing, water valve box repair and locating existing fiber optic lines, cables and other utilities. It also handles waterline repair, directional drilling, sign and pole installation, and other large-volume excavation.

The unit provides up to seven hours of continuous operation with onboard water. Lower water flow results in less operator fatigue and a clean, precise digging process. Other features include a 12-cubic-yard debris tank, 1,200-gallon superlinear XL polyethylene insulated water tank, and 320-degree rotating boom. Heated pump and cabinets and built-in boiler enable the unit to work on frozen ground in subzero temperatures. 800/672-3171; www.vactor.com. c

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Baron cleaned the line in 68 minutes. 866/795-1586; www.sewernozzles.com.

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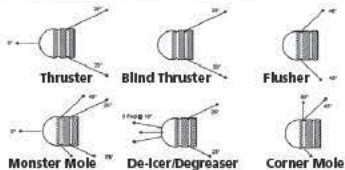
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Inspection system offers crawler and pushrod flexibility

BY ED WODALSKI

The P350 flexitrac crawler inspection system from Pearpoint/SPX features the transportability of a pushrod system with the functionality and performance of a crawler. The weatherproof modular unit, including command module, drum and crawler, has an operating range of 14 to 122 degrees F to meet the requirements of most inspection environments.

"It's designed to be a very rugged, weatherproof unit," says Ronald Brewer, national sales manager. "Our crawlers are IP68 rated and can operate even fully submersed."

The brass and stainless steel non-steerable P354 crawler (12 pounds, 9.2 by 3.2 by 2.7 inches) can inspect 4- to 12-inch manholes and pipes, while the steerable P356 crawler (31.5 pounds, 13.6 by 5 by 3.3 inches) can inspect pipes from 6 to 24 inches in diameter. Powered by 50-watt (P354) and dual 50-watt (P356) motors, the crawlers are available with quick-release wheels and hard or soft tires, as well as grit finish for inspection in PVC pipes. Wheels can be changed in the field by removing one screw and are available in 2-, 3-, 4- and 6-inch sizes.

The crawler system is available in six packages that range from the basic control module, drum and smaller crawler to the platinum package that includes both crawlers, full set of wheels, Plumbers pushrod camera and locator.

Digital control features include ultra-bright LED 8-inch industrial grade TFT screen with anti-reflective protection, splash-proof keyboard, real-time digital zoom and picture navigation, and one-touch control for video or photo capture. The USB 2.0 port (video/audio in/out, Ethernet, Bluetooth) enables files to be transferred to a PC or laptop for editing with FlexiSight software (reports can be converted to Microsoft Word format). Developed for continuous operation and easy maintenance, the main modular

components are fully interchangeable.

A re-termination field repair kit enables cable repairs to be made using a single set of Allen or hex key wrenches for reduced downtime.

Stainless steel camera choices include forward view (1.3 pounds, 2.4 inches long and 2.7 inches in diameter), pan and tilt (4 pounds and 5.3 by 2.7 inches) or pan and tilt (6.4 pounds, 6.2 by 3.5 inches) with 10X optical zoom.

Drum options include manual (39.7 to 64 pounds, depending on cable length; 17.5 by 10.6 by 22.4 inches) or powered (130 to 154 pounds, 24.9 by 16.2 by 29.1 inches). Accessories include pendant controller, grab tool for quick and safe deployment and retrieval, elevator and light head (850 lm).

The control unit is fully compatible with the P340 flexiprobe pushrod system, enabling users to switch from crawler to pushrod inspection. Crawlers are rated IP68 to 330 feet with inclinometers and multi-frequency sondes. Cable lengths range from 330 to 825 feet.

The P350 command module weighs 12 pounds and measures 14 by 14 by 8 inches. Light in weight compared to a mainline system, the entire system fits in the trunk of a car or can be mounted in a van or truck and wheeled on site.

"We call the flexitrac P350 our mini mainline," Brewer says. "Rather than a box vehicle, it can fit into an SUV, for example. And that can save tons of money on gas. We can even fit it into an ATV for inspection in very remote areas." 800/688-8094; www.pearpoint.com.



REED DEBURR, CHAMFER TOOL

The DEBI deburr and chamfer tool from Reed Manufacturing Co. creates a smooth, chamfered pipe end so solvent spreads evenly as the pipe is joined. The tool is made for deburring 1/2-, 3/4- and 1-inch PVC, CPVC, ABS and PP pipe calibrated in iron pipe size and copper tube size. The tool has a knurled grip for slip resistance and sharpenable blade. 800/666-3691; www.reedmfco.com.



GENERAL PIPE WATERJET DRAIN CLEANER

The JM-3080 Jet-Set waterjet drain cleaning machine from General Pipe Cleaners clears grease stoppages as well as lines clogged with sand, sludge and ice. The machine has a removable 300-foot capacity hose reel and jetter



that generates 3,000 psi at 8 gpm. Vibra-pulse on demand helps the hose slide down long runs and around bends. Features include 20 hp, electric-start Honda engine with 2:1 gear reducer that drives the pump and 12-gallon buffer tank that protects the jet if the water supply can't match pump demand. The unit is mounted on a tubular frame with four pneumatic tires and wheel brake. Safety features include thermal relief valve, backflow check valve and inlet filter. Toolbox, spray wand and chemical injector are included. 800/245-6200; www.drainbrain.com.

RMT SAFETY CAMERA SYSTEM

The TRACK-VISION safety camera system from RMT Equipment Inc. has a 115-degree field of view in any direction to eliminate blind spots to the front, rear and sides. The system has a shockproof 7-inch, high-resolution LCD monitor for clarity even in low light. Each monitor enables the operator to view up to four cameras. 450/622-0682; www.track-vision.com.



MCELROY PIPE FUSION DATALOGGER 4

The DataLogger 4 pipe fusion tool from McElroy Manufacturing Inc. records and documents key parameters of the pipe fusion process, ensuring proper procedures have been followed prior to installation. The device consists of a handheld computer for recording and navigating data, as well as a data-collection unit that records fusion pressure over time. Features include a visual go/no-go interpretation of the graphs presented and 0 to 3,000 psi pressure range. 918/836-8611; www.mcelroy.com.



EXTECH WIRELESS VIDEO RECEIVER

The BRD10 wireless USB video receiver from Extech Instruments enables Extech boroscopes to work like a wireless webcam for real-time inspection video streaming with Web-based services like Skype, WebEx and UStream. The receiver weighs less than an ounce and is about the size of a USB memory stick. Software enables users to control video parameters, including brightness, contrast, hue, saturation, frame rate and output size. It is compatible with Windows XP, Vista and Windows 7 operating systems. 603/324-7801; www.extech.com.



ZISTOS CONFINED SPACE POLE CAMERA

The IA-WSZ-A14 self-illuminating and submersible zoom camera from Zistos Corp. has a 14-foot extension pole that can remotely pan the camera 180 degrees. Made to inspect difficult-to-reach or dangerous areas, such as vaults, dry wells, manholes and other confined spaces, video is displayed on the LCD monitor above ground. The system is packaged in a foam-fitted hard case. 631/434-1370; www.zistos.com.



ELECTRIC EEL ECAM INSPECTION SYSTEM

The eCAM ACE pipeline inspection camera system from Electric Eel Mfg. includes 200 feet of Kevlar braided pushrod for use in 3- to 10-inch-diameter lines. Features include stainless steel-housed 1.68-inch color camera with scratch-resistant sapphire lens, 512 Hz transmitter, 5.4-inch LCD monitor with anti-glare shield and video output jack. The portable, powder-coated steel reel and frame have a secure locking reel brake. The unit measures 24 inches tall and 18 inches wide and weighs 39 pounds. 800/833-1212; www.electriceel.com.



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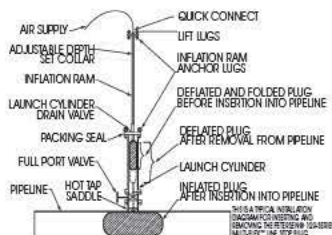
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2003 STERLING LT7500 VACTOR, Cummins ISC Diesel Engine, 9 Spd. Standard Trans., A/B, Vactor 2115-15 Combo Sewer Cleaner, 15 Yd. Debris Tank, 1500 Gallon Water Tank, Dresser Blower, Hydrostatic Drive, 80 Gal. AT 2500 PSI. Lot #3217082



\$59,500

2000 INTL 2554 Combo Sewer Truck, Int'l Dt530E Diesel, Allison 3060 Auto Trans., A/B, Vac-Con V350 OSHA Combo Sewer Cleaner, 3 Fans, 5 Yd. Debris Tank, 6 Ft. Tele Boom, Cummins Rear Diesel, 69,331 Miles. Lot #3016447



\$42,500

1998 INTL Combo Sewer Truck, Int'l DT466 Diesel Engine, Allison Auto Trans., A/B, Vactor 2103-16 Combo Sewer Cleaner, Hydrostatic Drive, 4 Ft. Tele Boom, 500 Gal Water Tank, Multiflow 35 GPM Water Pump. Lot #3116974



\$82,500

2002 VOLVO VACTOR, VOLVO D7-275 Diesel Engine, ALISON MD-356 Auto Trans., A/B, A/C, Vactor 2110-15 Combo Sewer Cleaner, 10 Yd. Debris Tank, 1000 Gal. Water Tank, 1000 Gal. Water Tanks, Hydrostatic Drive Lot #3217046

STONEAGE EXPANDS DEALER MODEL

StoneAge Inc. expanded its dealer model, offering products for sale only through its distribution network. The tools division includes waterblast tools and mechanized systems, Wärthog sewer cleaning tools and SpinCat downhole cleaning tools.

SCHIER RELEASES 2012 CATALOG

The 2012 Schier Products catalog offers equipment for the interception of grease, oil, solids and chemicals. It also provides detailed code digests and sizing guidelines. Copies are available at www.schierproducts.com/literature.html.

IVIS INC. JOINS NORDPIPE GROUP

IVIS Inc., Edmonton, Alberta, became the fifth installation partner for NORDPIPE, a trenchless technology for the rehabilitation of water mains. IVIS provides inspection, cleaning, rehabilitation, excavation and underground utilities locating.

FOOTAGE AWARDED QUALITY STANDARD

Footage Tools Inc. was awarded the ISO 9001:2008 and AS9100 Rev C quality standard.

PRECISION LIFT RECEIVES PRODUCT AWARD

Precision Lift System received the Industry Choice Award in the Demolition and Repair Tools and Materials category of the World of Concrete's Most Innovative Product competition. Precision Lift is a compact slab lifting system.



VAC-CON MANUFACTURES 6,000TH UNIT

Vac-Con Inc. manufactured its 6,000th unit, a custom built, dual-blower XX-Cavator, completed in March. The machine was built for Multi-Construction Services of Gotmley, Ontario, and is the fourth of its kind.

DRAINABLES DIRECT 2012 CATALOG

Drainables Direct released its 2012 product catalog. In addition to drain cables, the catalog contains information on cable accessories, including blades, holders, gloves, jetter hoses and nozzles. c



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- June 22-23, 2012 - Waco, TX
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- August 27-28, 2012 - Casa Grande, AZ
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Operation & Maintenance Training Certification:

- September 12-13, 2012 - Mill Valley, California
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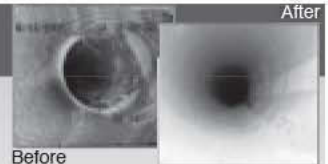
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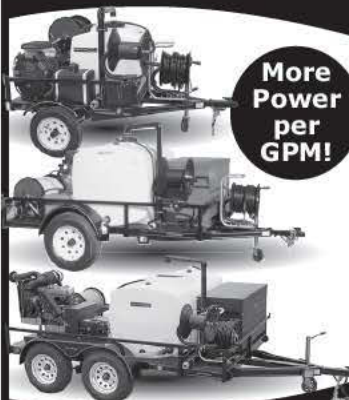
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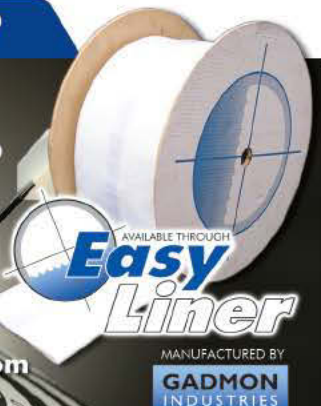
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2009 Ford E450 Hi-Cube diesel, 35k miles, Onan 7.5, generator, Cobra equipped: CDL9000 data logger, 1,000' cable, Mainline crawler, PTZ camera, ready to go to work. Available immediately. Call 800-443-3761. (C06)

Aries Lets II: Camera and tractor, includes control launcher and 2 cables, used on 1 job, setup can be converted to Cues camera as well. \$8,500. 813-489-3108, FL. (C06)

2011 Cues, steerable Pipe Ranger with Oz II camera, k2 system, electric power lift, mounted in 2006 Freightliner/Mercedes Sprinter demonstrator diesel, 55,000 miles, 22 gpm, POSM software, on-board inverter power system. Truck is immaculate. \$105,000. Call 813-489-3108, FL. (C07)

2007 Cues, Chevy 3500 high cube: Steerable Pipe Ranger tractor with power lift, Oz II camera with Laser Profiler and micrometer, 1,200' lf of cable replaced within last year, pole camera, granite software (pacp/macp module), Ready to work. \$85,000. Call 813-489-3108. (C07)

RST TV System: It includes a mainline cable reel and controller motor, tractor, and an Omni 2 camera. All equipment is in working condition. \$7,500. Pictures at www.empire-equip.com. 714-639-8352. (CPBM)

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TV INSPECTION

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

2005 Aries CCTV van, pan and tilt camera, 2 tractors (wheel and track) oversize tire kit, 1300LF single conductor steel braided cable, Wincan software, mounted on 95 E350 box truck. \$16,500. 813-489-3108, FL. (C06)

2008 Ford E-150 HD with 2005 Cyclops equipment (VN-004), color, pan, tilt, zoom over 700 ft. cable. Nice van 73k, 5.4 gas, automatic, AC, with rear heat and AC. Just sent unit to Cyclops factory in Texas for updates and service. Ready to make money for you. Nice compact unit. See more at: <http://www.truckpaper.com/listingsdetail/detail.aspx?OHLID=2650751&dlr=1&pcid=2000801049> (stock #08-01). \$39,500. 719-338-3767 (more ocv vans from \$24,950. (C06P05)

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)

VACUUM LOADERS

1998 Sterling cab & chassis with a Cusco Mastervac 3800 wet & dry industrial loader. (Stock #5088C) www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648). (CBM)

POWERVAC 3800, 3,250 gallons, 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). (CBM)

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). (CBM)

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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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FOR SALE: NLB 20, 250, 20k @ 20 gpm, 4,700 hours, Cummins equipment: \$45,000. NLB 40, 250, 40k @ 10 gpm, 1,100 hours, Cummins equipment: \$70,000. Tommy 256-762-4392. (C07)

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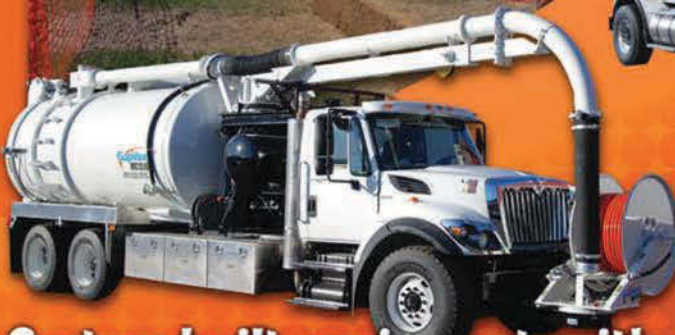


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