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PURSUING REINVENTION

A SECOND-GENERATION OWNER TAKES OVER A
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FULLY
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Mike’s team has taken advantage of NuFlow’s comprehensive training. They’ve completed their initial certification and are already working through advanced training.

“The technical support and family atmosphere at NuFlow are really valuable. Being able to call the team and get a response right away is so helpful. NuFlow is the whole package.”



Mike Lomonaco,
Lomonaco Coast Plumbing
San Clemente, CA



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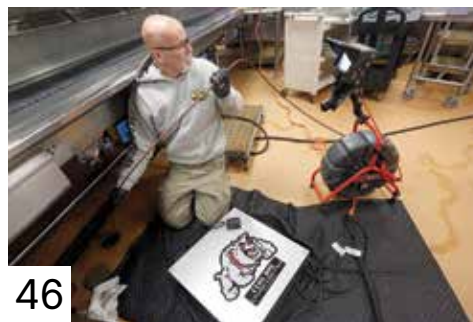
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ON THE COVER // Mike Prencavage Jr. is the second-generation owner of a three-decade-old family business located in Orange County, California. His father started the company, and he took over 11 years ago, buying out his father. Like many companies, Mike's father started out as just himself and a pickup truck. He scaled up a little bit, but over those many years it was no bigger than a two-truck operation. Prencavage came in with a mindset to scale more significantly. "One of my biggest challenges as a second-generation owner was to try to live up to my father's reputation," he says. "He had such a great reputation. I wanted to continue his operation but expand it, keep the same core values but pivot off that and grow the business." (Photography by Ed Carreon)



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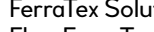


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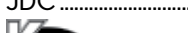
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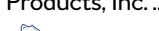
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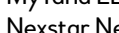


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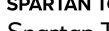
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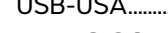
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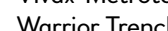
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SAVING LIVES



Email me with comments, questions or opinions at editor@cleaner.com

BACK TO THE BASICS

What is the core knowledge someone needs to get started on a successful trades career?

HOW DID YOU acquire your expertise in this industry? Probably a lot of hands-on experience in the field, maybe as early as working in a family business as a teenager. Or also continuing education through training opportunities offered by industry organizations and manufacturers. Maybe there was a key mentor who imparted a lot of knowledge when you were the brand-new employee at your first company.

At *Cleaner* magazine, we try to be an educational resource as well. Of course, I'm reliant on all of you who have real-world experience

jetting a sewer line or lining a pipe. I have more knowledge about the industry than the average person, but outside of a few ride-alongs, I have no direct field experience. I'm more of a conduit. Providing the means for the actual experts to share stories and information that readers can hopefully get some educational value out of.

One person who often shares his knowledge in *Cleaner*, and another COLE Publishing title *Plumber*, is Anthony Pacilla, a master plumber who works out of Pennsylvania. An article he wrote appears in this month's issue.

Anthony first reached out in 2017, offering a piece he had decided to write about his pride in being a tradesperson hoping to instill the same feeling in others. Anthony had an interest in writing, so that initial article has since turned into many more. His output is impressive. He'll usually send me dozens of articles at a time, which will last me for months between the pages of this magazine and online postings for the websites. I have never once given Anthony an article idea. He's the one on the job every day, and also is himself a representation of the readership I'm trying to reach, so I trust that he'll write about topics that are valuable and worthwhile.

Anthony's article in this issue is about sewer system design and the differences among residential, commercial and industrial systems. When I first read it, I worried if it was too simplistic. That's something I'm always mindful of. Just because some information is new to me doesn't mean it's all that revelatory to you readers. But occasionally I may overcorrect in this department. There is still value in covering the basics sometimes. A strong knowledge base doesn't simply happen. It is acquired over time, and at some point every person in this industry was at the beginning of that learning process. That is the audience that Anthony is aiming for with this piece — those new to the trade.

It got me thinking about similar topics. How do you approach training for the new employee with no past experience who has to start at square one? What are the basic tenets that help someone get started in this profession? Reach out to me at editor@cleaner.com or 715-350-8442 with your thoughts. It's this feedback that helps me ensure I'm providing useful content in the pages of *Cleaner*.

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

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PASS GO

California Drain Cleaner Featured in New Monopoly Version

It's fun to see contractors previously profiled in the magazine pop up in the news. One of *Cleaner's* featured contractors from 2023 recently received a unique distinction — a spot on the game board for a new version of Monopoly. The San Jose version of Monopoly was recently released, highlighting several of the city's locales. For example, prime Monopoly spots like Boardwalk and Park Place have been replaced by San Jose landmarks Winchester Mystery House and Original Joe's. For the game's utility spaces, longtime San Jose business \$15 Sewer & Drain, profiled in the January 2023 issue of *Cleaner*, got the nod. >> cleaner.com/featured

OVERHEARD ONLINE

"Stories should reflect scenarios that customers can see themselves in. You could share an experience about helping a family during the holidays when an unexpected plumbing issue threatened to ruin their celebration. Such stories resonate because they reflect real-life situations that customers can understand and empathize with."

— How to Craft Stories That Resonate With Customers
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CHOOSE WISELY

Selecting a Camera Reel and Monitor

Snaking a camera down a pipe to better understand what's happening inside is essential to quality work. As a result, investing in camera reels and monitors that enable you to see clearly in-pipe and communicate your findings to clients can mean the difference between a loyal or one-time customer. Kyle Schutz, a product specialist for RIDGID, covers various reel and monitor options in this online exclusive. >> cleaner.com/featured



SEEING IS BELIEVING Texas Contractor Claims Inspection Equipment Best Tech Investment

Bulldog Contractors out of Texas was recently featured in the December 2023 issue. In this online exclusive, Bulldog Contractors general manager Jeff Keller discusses why the company's pipeline inspection equipment has been one of its most worthwhile tool investments. "It's invaluable when you can diagnose and accurately locate issues in sewer lines, then show customers right in front of them what's going on," he says. "Seeing is believing. No one argues with you about a diagnosis when they can see the problem for themselves."

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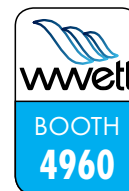
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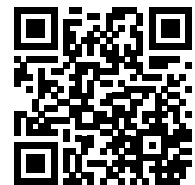

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PURSUING REINVENTION

A SECOND-GENERATION OWNER TAKES OVER A LONGTIME CALIFORNIA PLUMBING FIRM, UPHOLDING HIS FATHER'S STERLING REPUTATION WHILE ALSO INJECTING IT WITH HIS NEW IDEAS // By Giles Lambertson

The Family Plumber in Los Alamitos, California, is, as they say, not your father's plumbing store, not even if you're Mike Prencavage Jr. While he retained the original tenets of the family business after he took the reins 11 years ago from his father, the new generation thoroughly reinvented the company.

"One of my biggest challenges as a second-generation owner was to try to live up to my father's reputation," says Mike Jr., as he is known to other local contractors. "He had such a great reputation. I wanted to continue his operation but expand it, keep the same core values but pivot off that and grow the business."

To facilitate the transition from old to new, Mike Jr., 34, took the love of the trade that he first felt as a teenager and incorporated college-learned business management techniques. It was a winning formula.

The Family Plumber has since grown from a two-truck operation in and around Los Alamitos to a fleet of 22 vans answering calls all across Orange County and southern Los Angeles County. It has outgrown its pure household plumbing identity as well and offers an array of repair and drain and sewer cleaning services.


CUSTOMERS AS FAMILY

Mike Prencavage Sr. was a dissatisfied factory worker in the 1980s and decided to do something about it. Because he was drawn to the plumbing trade, he became an apprentice. Though he originally had no intention of running his own shop, five years later in 1988 he was a journeyman plumber with a C36 contracting license and a business.

In 1990, he redubbed the shop and incorporated it as The Family Plumber.

"My brother had just been born, so family was on his mind and he thought it was fitting," Mike Jr. says.

The company name was also in character with the founder's hopes for the enterprise, which especially targeted residential customers.



Jesus Orantes and Juan Contreras use a Dancutter DC Super Flex cutter on a pipe lining job.



“He was very family-oriented with his customers, building relationships with them,” Mike Jr. recalls. “When he was just getting started, he would go out free of charge to help a family in need with some small plumbing job.”

The company slogan? Just like having a plumber in the family.

EXPANDING SERVICES

The elder Prencavage is retired now and his namesake — who also has his journeyman license and contractor certification — has systematically grown the company, including the residential side of it. The work is not all replacing fixtures and installing water heaters either. A majority of The Family Plumber’s service calls are to clear or repair sewer lines.



The Family Plumber

LOS ALAMITOS, CALIFORNIA

OWNER Mike Prencavage Jr.

FOUNDED 1990

EMPLOYEES 28

SERVICES Residential and light commercial plumbing, new construction/remodeling plumbing, drain cleaning, sewer line repair, pipe bursting, pipe lining, jetting, natural gas line diagnostics/repair, sewer cleanout installation, camera inspection

SERVICE AREA Orange County, California, and much of southern Los Angeles County

WEBSITE thefamilyplumber.com



◀ Mitch Prencavage and Mike Prencavage Jr. address their crew during a staff meeting.

“That’s amazing. It’s compact and you can do a lot more jobs in confined spaces.”

If a pipe, upon inspection, is seen to need more than snaking and clearing away of roots or some other blockage, The Family Plumber crew is equipped to take the next step and fix the pipe itself. Or to replace it. But the first choice is to repair it whenever feasible.

“We are in the repair business,” Mike Jr. says, “not the complete replacement business. We prefer to repair infrastructure if it’s repairable. That’s our philosophy.”

The company relies on Perma-Liner technologies to repair pipes. If lining a failed pipe is deemed the best solution, a new coated felt tube is pulled into position and cured in place. If the existing pipe isn’t stable enough to support a liner, a TT Technologies pipe bursting system is employed.

“Perma-Liner has been great for us. They have the whole gamut of products,” Mike Jr. says.

About 90% of the time, he adds, a failed pipe is lined by The Family Plumber crews, rather than bursted.

“Here in Southern California, the biggest thing is our sewer systems are extremely old,” says Mike Jr. “A lot of them are cast iron or Orangeburg and are deteriorated. All the underground piping here is aging.”

The Family Plumber responds to plugged pipe calls with vans carrying RIDGID K-60 mechanical drain machines and either US Jetting or Patriot Sewer Equipment jetters, mostly the latter.

“We have five Patriot jetters, ranging from small to mid-sized,” Mike Jr. says, adding that he prefers the Patriot because it’s fully wireless in operation and its dolly carries 300 feet of hose.

“ONE OF MY BIGGEST CHALLENGES AS A SECOND-GENERATION OWNER WAS TO TRY TO LIVE UP TO MY FATHER’S REPUTATION. ... I WANTED TO ... KEEP THE SAME CORE VALUES BUT PIVOT OFF THAT AND GROW THE BUSINESS.”

MIKE PRENCAVAGE JR.

✔ Jesus Orantes prepares to send a RIDGID SeeSnake inspection camera down the line as homeowner Kristoff Przyucki and fellow technician Nick Ruiz look on.



Other tools in the service vans include RIDGID inspection cameras and a full complement of Milwaukee hand tools. Jokes the owner: "With the amount of tools we have with a thunderbolt on it, we should have part ownership of the company."

Also in the equipment lineup is a TT Technologies Grundomat pneumatic boring tool that hammers horizontally through soil for insertion of water, gas and sewer lines.

"We use it all the time for residential properties," Mike Jr. says.

Another quickly growing segment of the business is advanced diagnostics of residential natural gas systems. Those service calls are not driven by old and failing systems, according to Mike Jr., but rather by the state government's concerted effort to discourage gas appliances.

"The electrification of California is the big thing," he says. "They're trying to remove natural gas from homes as much as possible and a lot of people are trying to get gas appliances installed before they're banned. We're getting a tremendous amount of business because of the electrification process."

He adds that the company's gas diagnostic work gives it an edge over competitors.

THE OUTCOMES OF GROWTH

Expanding The Family Plumber over the past decade has not been by fits and starts. Mike Jr. describes it as "steady and comfortable." It has meant moving office personnel into a space three times larger. The office is managed by his business partner and brother, Mitch Prencavage.

Growth also required a much larger, lockable fenced yard for all of the company's service vans and equipment. The vans are Dodge Promaster 2500 high-roof vehicles that Mike Jr. says he switched over to from "gas guzzler" box trucks.

The diversification of offered services has also meant more is demanded of The Family Plumber technicians. In response, Mike Jr. opted to cross-train his crews rather than have some members specialize in plumbing, others in relining pipes, and so on.

"That's something different about us," Mike Jr. says. "I send all my guys to the Plumbing-Heating-Cooling Contractors Association

"I SEND ALL MY GUYS TO THE PLUMBING-HEATING-COOLING CONTRACTORS ASSOCIATION TRADE SCHOOL IN ORANGE COUNTY. I WANT THEM TO LEARN EVERY ASPECT OF THE BUSINESS. ... IT ALLOWS US FLEXIBILITY IN EMERGENCIES TO SEND ANY OF THE CREW MEMBERS TO FIX A PROBLEM, AND IT GROWS THEIR PROFESSIONALISM AND KNOWLEDGE BASE."

MIKE PRENCAVAGE JR.



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▲ Jesus Orantes and Juan Contreras inflate a liner. The Family Plumber uses pipe lining equipment from Perma-Liner Industries.

trade school in Orange County. I want them to learn every aspect of the business. I call it being ambidextrous. It allows us flexibility in emergencies to send any of the crew members to fix a problem, and it grows their professionalism and knowledge base.”

INDUSTRY AND COMMUNITY INVOLVEMENT

Such innovative responses in day-to-day decision-making partly are the fruit of Mike Jr.’s involvement in two industry organizations. One is the more than 30-year-old Nexstar Network, a Minnesota-based, members-owned organization that offers training, coaching and peer relationships to residential service company leaders. Mike Jr. joined the network eight years ago.

“It has been great for expanding our business and in understanding process. In business, it’s all about process,” he says.

The other industry group he has relied upon is the aforementioned PHCC, which also provides networking and training opportunities. Mike Jr. is, in fact, president of PHCC’s Orange, Riverside and San Bernadino counties chapter.

“It has been wonderful for tech training, for expanding our professionalism,” he says. “PHCC has been crucial to our success.”

Mike Jr. says the growth of business activity not only is good for the company’s bottom line, it also benefits individual employees.

“My viewpoint is that expansion betters our employees’ lives,” he says. “I’ve felt that, as the business grows, the

ECONOMIC FORECASTING

These are not the best of times, in the opinion of Mike Prencavage Jr., owner of The Family Plumber in Los Alamitos, California. While he is bullish about the economic future, things have to get better before the economy will realize its promise.

“We’re in an economic downturn right now,” Mike Jr. says. “Service and repair, even the commercial side, is in a slump.”

He is not an economist so much as simply a businessman with a finger on the pulse of economic currents.

“My feeling is that we are going to be in a lower call volume atmosphere at least until the second quarter of this year,” Mike Jr. says.

Besides purely economic issues, he blames public anxiety about global events.

“Clients get concerned,” he says. “They get edgy when it looks like we might go to war. They get more reserved in their spending and try to cut costs by calling on a handyman to fix something instead of a certified plumber. I’m seeing a lot of that.”

Though business volume may ebb and flow, Mike Jr. considers trade industries to be essentially recessionproof.

“The plumbing industry will always be successful,” he says. “There will be some downturns like now, but you have to adjust.”

What kind of adjustments exactly? He recommends that companies practice “soft skills intersection” with clients by giving them as many options as possible so they can make an informed decision.

“We lean on Nexstar for those soft skills,” Mike Jr. says, referring to the members-owned networking and training organization for contractors.

When his father ran The Family Plumber, the senior Prencavage learned something that he subsequently passed along to his son and successor. Don’t lower your price, Mike Jr. was told.

“My dad learned that the hard way in 2008. He thought, ‘I’ll just lower my price to get these jobs.’ He stayed busy, all right, but almost lost the company. So, work with your suppliers, adjust your process, look at your equipment. Always look at those things as opposed to lowering prices. Never touch your pricing.”

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From left, Mike Prencecavage Jr., Mitch Prencecavage, Mike Prencecavage Sr., and Vicky Prencecavage pose in front of the company fleet along with other members of The Family Plumber crew.

employees are happier. Better pay. More time off. Expanding the company is a way to better our employees' lives."

That might sound unusually altruistic, but it perfectly harmonizes with other indicators dating to the attitude of the company founder. Mike Prencecavage Sr. started a continuing practice of delivering food to local police and city hall officials as well as to a local youth center and the chamber of commerce office.

"I'VE FELT THAT, AS THE BUSINESS GROWS, THE EMPLOYEES ARE HAPPIER. BETTER PAY. MORE TIME OFF. EXPANDING THE COMPANY IS A WAY TO BETTER OUR EMPLOYEES' LIVES."

MIKE PRENCAVAGE JR.

The Family Plumber also supports the local Special Olympics chapter and various faith-based organizations, such as Samaritan's Purse and Tijuana, Mexico ministries, through which the senior Prencecavage does "missionary plumbing" in several states. After fires raced through the Hawaiian island of Maui last year, he was there building mobile laundry units for people whose homes had been destroyed.

Mike Jr. says he hires like-minded individuals who share his interest in being involved in the community.

"I want people who are willing to go the extra mile for our customers and the community. Our clients sense that," he says.

THE LONG HAUL

So the expansion of The Family Plumber continues. Mike Jr. has set his growth sights on a north-south plane that would have the company opening a second location next year in or near San Diego.

"My brother Mitch and I are in it for the long haul," he says. "We're fully invested in the company and in our employees. We want to continue to see growth in our employees and in clients without losing the local feel. We are young enough and have the time and drive to grow the business." **c**

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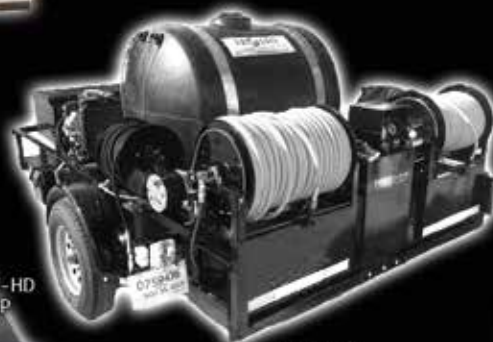
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WITHOUT LIMITS

Rubber-tracked jetting machine allows Iowa contractor to clean lines with difficult access and open up new market niches // By Ken Wysocky

CLEANING SEWERS LINES under hard-to-access property easements used to be a tantalizing but unattainable market niche for Steven Bucklin, co-owner of Absolute Pipe in Newton, Iowa, a small rural town about 30 miles west of Des Moines.

“We knew there was easement work out there, but we couldn’t do it,” says Bucklin, who co-owns the company with Rod and Michelle Jenkins. “It was frustrating.”

But that all changed dramatically last summer when the company, which cleans and inspects sewer lines and does trenchless pipeline rehab work throughout Iowa, Illinois, Indiana and Wisconsin, bought a Rhino RH-100 easement reel machine, made by Dyna-Vac Equipment.

The cost? About \$50,000 for a demo model. The result? A profitable new revenue stream.



▲ Steven Bucklin, co-owner of Absolute Pipe, uses the Dyna-Vac Rhino RH-100 jetting machine. Pipe cleaning jobs with difficult access points haven’t been a problem since the company acquired the unit.

“We bought it in July and have been using it pretty much every day,” Bucklin says. “It has more than paid for itself. It’s been a great investment.”

The company typically hooks up the Rhino to its Vactor 2100 combination vacuum truck, equipped with a 10-cubic-yard debris tank, a 1,000-gallon water tank, a Roots blower (a brand owned by Ingersoll Rand Inc.) and a Vactor single-piston water pump (up to 80 gpm at 2,500 psi).

For inspecting pipelines, the company relies on a Rovver X wheeled robotic camera from Envirosight.

RUGGED AND VERSATILE

The rubber-tracked machine features a reel that manually swivels 180 degrees; hydraulically powered hose payout and retrieval with variable speed control; a footage counter; detachable outriggers for stability on uneven terrain; work lights; and a 23 hp gasoline engine. It weighs 2,900 pounds and is about 7 1/2 feet long and 6 feet tall.

ABSOLUTE PIPE

NEWTON, IOWA

OWNERS Steven Bucklin and Rod and Michelle Jenkins

MACHINE Rhino RH-100 easement reel machine from Dyna-Vac Equipment

FUNCTION Carrying jetting hose to places vacuum trucks can’t access

FEATURES Rubber tracks; manual swivel reel that pivots 180 degrees; the standard reel holds 500 feet of 1-inch-diameter hose; hydraulically powered hose payout and retrieval with variable speed control; footage counter; detachable outriggers for stability; work lights; 23 hp gasoline engine; weighs 2,900 pounds; measures about 7 1/2 feet long, 6 feet tall and 46 inches wide, but the tracks can retract, reducing the width to as little as 35 inches.

COST About \$55,000

The unit's standard hose reel can hold up to 600 feet of 1-inch-diameter jetting hose. It comes with 500 feet of 1-inch-diameter, 2,500 psi hose. Bucklin says he opted for an optional 800-foot-capacity hose reel and 800 feet of 1-inch hose.

"That gives us more flexibility to tackle more jobs," he says.

As an example, Bucklin cites an instance where a sewer line was about 190 feet away from the Vactor truck and one of the manholes needed to access and clean about 750 feet of sewer line was almost impossible to reach.

"It was fairly easy to access one manhole, but the second manhole was in a heavily wooded area with a lot of poison ivy," Bucklin says. "So we would've had to drag about another 375 feet of hose to a third manhole in order to clean the line."

But with 800 feet of jetting hose on the truck and the 800 feet of hose on the Rhino, technicians had more than enough hose available to clean the entire run of sewer from just the one accessible manhole.

MASSIVE PROJECT

The company decided to invest in an easement machine after landing a large contract to inspect and clean about 700,000 feet of mostly 10-, 12- and 15-inch sanitary sewer lines in a town in northwest Indiana.

"We're doing a systemwide assessment, inspecting every line in town and cleaning where it's needed," Bucklin says. "About 40,000 feet of the project involves sewer lines in backyards and wooded areas. We've been working on this job for nearly three years, and so far we've cleaned about 200,000 feet of sewer lines."

Historically, the lines had only been cleaned on an emergency basis, so company technicians have found some pipes that were 90% blocked with dirt and debris, Bucklin notes.

USER-FRIENDLY REVENUE BUILDER

The Rhino provides many benefits. It's easy to use, with two joysticks for driving and one for maneuvering the jetter hose.

"You could easily run it after only a day of

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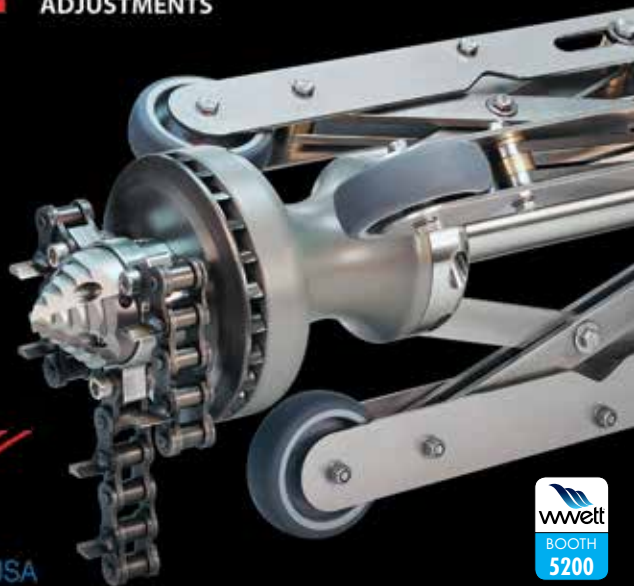
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getting familiar with it," Bucklin says. "It's pretty simple to operate. It's very well-engineered and well-designed."

In addition, the machine helps prevent worker fatigue by literally doing the heavy lifting when it comes to transporting hose that technicians would otherwise have to move manually. And the tracks don't tear up residential lawns the way wheels can, Bucklin says.

Moreover, the machine's rubber tracks retract from their normal 46-inch width down to 35 inches at the push of a button; this allows it to pass through fence gates.

"One city we worked for was pretty certain we wouldn't be able to get through the gates on some residential properties," Bucklin says. "But we were able to get through. It was pretty cool."

The machine has also bolstered the company's revenue by opening up a new market for easement work.

"Now that we can provide easement service, we've had other municipal customers inquire about our services," Bucklin says. "They heard about it through word-of-mouth. The Rhino has been invaluable because without it, we'd be outsourcing easement work to other companies." **c**

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RTD100-200SX	25.0	94.6	2900	200	49.8	32	42	3	128
RTD130-160	32.0	121.1	2300	160	50.5	36	42	3	128
RTD130-200H	34.5	115.0	2900	200	68.0	36	42	3	128
RTD160-130	40.0	151.4	1850	130	50.8	40	42	3	128

SX - 180° Rotated Shaft Configuration
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RTX60	14.0	53.0	4350	300	41.8	25	28	1	72
RTX70	17.0	64.4	3000	200	33.8	30	23	3	72
RTX85	21.0	85.0	2200	200	31.7	30	28	1	72
RTX-HW85.150N*	21.0	85.0	2200	200	31.7	36	23	1	72
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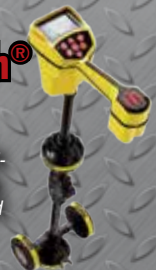
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FULLY INVESTED

▲ Andy Wyderka is president and co-owner of Heiden Plumbing along with his brother, Scott, and sister, Tami Sackett. They bought the company from their father, Ken Wyderka, in 2019.

HEIDEN PLUMBING DOESN'T SHY AWAY FROM INVESTING IN EQUIPMENT AND NEW TECHNOLOGY IN ORDER TO KEEP AN UPWARD GROWTH TRAJECTORY

// By Ken Wysocky

The power of investing in machines and equipment that generate new revenue streams, boost efficiency, enhance customer service and open up new markets is on full display at Heiden Plumbing, a nearly 100-year-old company in Milwaukee, Wisconsin.

Over the decades, the company — established in 1925 — has embraced pipe bursting, pipe lining and pipe coating systems to provide more options for customers and diversify its services. At the same time, the business has also enhanced its drain-cleaning capabilities with machines that work in a wide range of applications.

A trailer-mounted jetter for clearing tree roots in mainlines? Check. Milling machines for descaling cast iron pipes? Yup. Cable drain machines for unclogging drainlines? Got it.

“We 100% believe in investing in advanced technology,” says Andy Wyderka, who’s the president and co-owner of the company with his brother, Scott, and sister, Tami Sackett. They bought the company from their father, Ken Wyderka, in 2019.

“My father believed in the philosophy of nothing ventured, nothing gained,” he says. “He was big on trying new things and taking calculated risks. So we’re always looking for that next niche technology that fits in with our other work.”

That emphasis on keeping up with new technological advancements, as well as diversifying into heating and cooling and other ancillary services, also explains how the company remains successful 50 years after the Wyderka family purchased it.

“Finding those niche markets has been vital to our growth,” Wyderka says.

SPEND MONEY TO MAKE MONEY

Being first to market with new technology also helps by keeping the company ahead of competitors, Wyderka says, pointing to pipe bursting as a prime example. The company bought a PortaBurst pipe bursting system machine from HammerHead Trenchless (a division of The Toro Company) back in 1999.

“We were told we were the first company in Wisconsin to buy one,” Wyderka says. “I don’t

» An old photo shows Heiden Plumbing’s original storefront in Milwaukee. The company, established in 1925, is now run by the third generation of the Wyderka family to be involved in the business.



Heiden Plumbing

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always like to be the first one because you’re kind of the guinea pig and sometimes there are bugs to work out. But being first also opened a lot of doors for different projects and gave us a competitive edge.”





▲ Andy Wyderka says his father believed in trying new things and taking calculated risks, so he and his siblings maintain the same business philosophy today, always looking for the next niche technology that fits in with their other work.

Furthermore, investing in equipment and systems decreased the company's dependence on subcontractors.

"We still hire subs for certain things here and there," Wyderka says. "But overall, owning your own equipment gives you more control over projects than waiting for subs to be available, plus you have more control over job quality and costs. When we get to a job site, we can facilitate the work from start to finish."

Ironically enough, Wyderka says the company periodically gets hired as a subcontractor by other companies that lack the array of equipment Heiden Plumbing owns.

However, the company does hire subcontractors for hydroexcavating work because two of Wyderka's siblings, Steve Wyderka and Kim Wehse, own Wisconsin Utility Exposure, based in suburban Milwaukee. The primary focus of that company, established in 1999, is locating underground utility lines, Wyderka says.

"It gives us another tool in our tool bag, even if we don't own the equipment," he says. "It's a big benefit for us to have this relationship. My family is very entrepreneurial and we all work together toward a common goal — another reason for our longevity."

EVERYTHING IN ITS PLACE

Few things crimp profit margins faster than technicians making unnecessary trips to supply houses for parts. To minimize windshield time for technicians — as well as keep tighter control of parts and materials inventory — Heiden Plumbing in Milwaukee has a mini warehouse run by a full-time operational manager, Kevin Oswalt.

The warehouse occupies about 6,000 square feet of a roughly 12,000-square-foot facility the company owns on the south side of the city. It houses everything from small fittings to water heaters. Having the parts on hand also improves technicians' productivity, says company co-owner Andy Wyderka.

"Instead of sending guys out to supply houses, where there's downtime for any number of reasons, we have a runner that delivers parts from our internal stock," explains Wyderka. "Keeping technicians on the job and not behind the wheel is very beneficial."

Wyderka says he is a big believer in being organized, which boosts efficiency and productivity. That philosophy is reflected in the company's service vehicles, equipped with storage systems made by Adrian Steel, and the shop warehouse, where parts are categorized in bar-coded bins.

Oswalt is responsible for tracking inventory, purchasing parts and materials and stocking them.

"Keeping track of the materials and parts you purchase, as well as pricing for them, is a full-time job when a company gets to a certain size," Wyderka says. "It's a huge investment to hire someone and get everything set up, labeled and organized, but it pays dividends."

How? It saves money when things are organized, whether they're in a warehouse or inside a technician's truck.

"If you can find something quicker, it saves money right to the bottom line," Wyderka says. "If you waste time looking for things, versus just grab it and go, you're throwing money out the window."

To maximize technicians' efficiency, Wyderka says he conducts random truck inspections about once a month to be sure trucks are well-organized and well-stocked. Wyderka also takes time to educate technicians about the costs associated with picking up parts for a job, then not returning them if they don't get used. Technicians who routinely forget to return unused parts can easily lose track of them on their trucks, which costs the company money when it buys more parts that actually are available on technicians' trucks, Wyderka explains.

"You need to educate technicians about the true cost of things," he says.

A CENTURY OF SERVICE

Al Heiden established Heiden Plumbing back in 1925. Andy Wyderka's grandfather, Stan Wyderka, and his father worked at the company, which Ken Wyderka purchased in 1974.

Andy Wyderka became a full-time employee in 1994 after graduating from high school a year earlier and attending a community college for a year, essentially to play soccer.

"I was a really good soccer player, but not a very good student," he explains. "So I realized that college wasn't for me at the time. So I asked my father if I could work for him. I started out as a laborer and discovered that tools just felt good in my hands. I was never pushed into it — it just felt right. So I took the opportunity and ran with it."

In the 1970s, the company slowly shifted to more commercial and residential service and repair work as the market for industrial plumbing waned a bit. In the 1990s, the business added forced-air heating and air conditioning to its services.

"It complemented the hydronic heating work the company had already done for decades," Wyderka says. "It allowed us to give people more options and become more of a one-stop shop for customers. It also made sense because we could leverage our existing customer base. If you're already in people's homes doing plumbing, you need to stop and think about what else you can do for them."

EQUIPPED TO WORK

Heiden Plumbing runs 11 service vehicles, mostly Ford Transits and one Ford F-450 walk-in step van equipped with a body made by Utilimaster (a brand owned by the Shyft Group). The Ford step van is used primarily for underground water and sewer work.

The company also owns RIDGID SeeSnake pipeline inspection cameras and RIDGID K-7500 cable drum machines for cleaning 3- to 6-inch-diameter drainlines, RIDGID K-7500 cable drum machines for cleaning 3/4- to 4-inch drainlines, and RIDGID K-45 handheld drain machines for sink and tub drains.

"I couldn't imagine doing plumbing and not doing drain cleaning," Wyderka says, noting that the low-flow, water-saving toilets that are so prevalent today make drains more

"MY FATHER BELIEVED IN THE PHILOSOPHY OF NOTHING VENTURED, NOTHING GAINED. ... WE'RE ALWAYS LOOKING FOR THAT NEXT NICHE TECHNOLOGY THAT FITS IN WITH OUR OTHER WORK."

ANDY WYDERKA



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prone to clogging. "Drain cleaning allows us to complete entire jobs instead of having to call in someone else and then wait for them to arrive. In today's world, you have to be a one-stop shop. Plus drain cleaning provides a very good revenue stream."

The company broadened its drain cleaning capabilities when it invested roughly \$35,000 in a trailer-mounted jetter from Harben (a subsidiary of Flowplant Group Ltd.). The machine, which features a 350-gallon water tank and a Harben water pump (4,000 psi at 18 gpm) opened up a new market for cleaning sewer mainlines, Wyderka says.

The company also owns Mini and Maxi Miller drain machines from Picote Solutions, plus Picote's pipe coating system; a

HammerHead Portaburst PB30 pipe bursting machine; a pipe lining system from Perma-Liner Industries; two pneumatic piercing tools, a Grundomat from TT Technologies and a Mole from HammerHead; trailer-mounted air compressors built by Ingersoll Rand; and power tools from Milwaukee Tool and Bosch.

For excavation work, such as replacing sewer or water lines, the company relies on Caterpillar excavators, a Bobcat skid-steer, a Mack dump truck with a 10-cubic-yard dump body manufactured by Crysteel Manufacturing and two GMC mini-dump trucks with 2-cubic-yard dump bodies made by Knapheide Manufacturing Co.

Heiden Plumbing also relies on a Ready Fleet GPS system from Ready Wireless, which is used to track service vehicles for more efficient dispatching.

"It wasn't about playing Big Brother and tracking where technicians are," Wyderka explains. "It was all about the ability to know where each truck is so if a job pops up, we can bounce someone there more efficiently. It started as an add-on service from our cellphone provider and turned into a great productivity tool."

THE VALUE OF TRENCHLESS TECHNOLOGY

The company continued its emphasis on investments in new technology when it purchased a Perma-Liner pipe lining system in

"OWNING YOUR OWN EQUIPMENT GIVES YOU MORE CONTROL OVER PROJECTS THAN WAITING FOR SUBS TO BE AVAILABLE, PLUS YOU HAVE MORE CONTROL OVER JOB QUALITY AND COSTS. WHEN WE GET TO A JOB SITE, WE CAN FACILITATE THE WORK FROM START TO FINISH."

ANDY WYDERKA

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» Heiden Plumbing's ownership today includes, from left, Andy Wyderka, along with his sister Tami Sackett and brother Scott.

2010. The system, which uses felt liners that are hot-water cured, provides Heiden Plumbing with yet another option for customers with drainline issues.

To illustrate the value, Wyderka cites a job the company did at a home in 2018 in Milwaukee.

The homeowners had spent roughly \$100,000 on a massive landscaping project that included a large pond with koi fish. Unfortunately, a sewer line that ran under the garden at a depth of about 12 feet needed repair.

"When we told the homeowner what the problem was, I thought she was going to fall over," Wyderka recalls. "It was a very expensive landscaping project that had been completed about 11 months earlier."

Furthermore, the sewer line came out the back of the house, then

took two 90-degree turns before running out to the mainline, located under a street. But Heiden Plumbing was able to line the pipe without disturbing the landscaping. The result? One very happy customer.

"In situations like that, trenchless technology comes in very handy," Wyderka says.



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« Andy Wyderka sorts through inventory to get trucks restocked before the start of the workday. Heiden Plumbing maintains a well-stocked warehouse run by a full-time operational manager, housing everything from small fittings to water heaters.

“I love solving customer problems and working with my hands,” he says. “And you get a real sense of accomplishment when a project is done. Running the business creates a totally different dynamic compared to being in the field, which I really miss. I’d love to turn off my cellphone and go back in the field — that’s what I enjoy the most. But I also get a lot of satisfaction out of watching our younger employees become tradesmen. That’s where I get the most enjoyment now.”

Looking ahead, Wyderka says the company plans to maintain its pattern of slow, controlled expansion, aiming for 3 to 5% revenue growth annually. The only thing that might hinder those plans is the inability to hire enough qualified technicians to fulfill the additional labor needs.

“Growing fast doesn’t mean you’re making more profit,” Wyderka points out. “We like to grow slowly so we can provide a good end product and maintain great customer service.”

Slow and steady growth also enables the company to preserve the legacy built by his father, he adds.

“What he accomplished is remarkable and we take great pride in keeping that legacy alive,” he says.

Is another 100 years in business in the works?

“I hope so,” Wyderka says. “But time will tell.” **c**

“I COULDN’T IMAGINE DOING PLUMBING AND NOT DOING DRAIN CLEANING. DRAIN CLEANING ALLOWS US TO COMPLETE ENTIRE JOBS INSTEAD OF HAVING TO CALL IN SOMEONE ELSE AND THEN WAIT FOR THEM TO ARRIVE. IN TODAY’S WORLD, YOU HAVE TO BE A ONE-STOP SHOP.”

ANDY WYDERKA

STEADY GROWTH

Looking back, Wyderka says he has no regrets about leaving college to work for his father and entrenching himself in the plumbing and drain cleaning industry.

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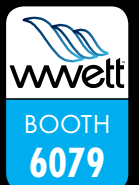
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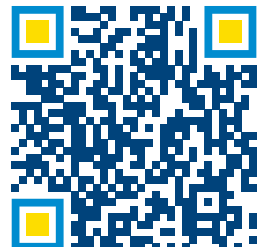


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Joan Koehne

TAX TIME TIPS

The pandemic-related Employee Retention Tax Credit, and other federal programs, may be worth looking at leading up to filing time // By Joan Koehne

THE COVID-19 PANDEMIC disrupted business operations like nothing we've experienced in the modern era.

As providers of essential services, some companies like septic pumpers remained on the job, but the demand for peripheral services perhaps declined. The business slowdown led to reduced hours, employee layoffs and less revenue. Pandemic relief programs, like the Employee Retention Tax Credit, helped cover some of the losses. This past fall, the ERTC generated renewed attention, and not all of it favorable.

A LITTLE BACKGROUND

The ERTC is a refundable tax credit designed for businesses that suffered losses during the height of the pandemic in 2020 and 2021. This tax-relief program is incredibly complex, but employers who meet the eligibility requirements can recoup thousands of dollars per employee.

"The numbers get pretty big, pretty fast," says Peter Haukebo, a tax attorney at Frost Law in Maryland. Haukebo has been practicing law for 12 years and currently serves as chair of the Maryland State Bar Association Taxation Section.

"THE NUMBERS GET PRETTY BIG, PRETTY FAST. IN A PERFECT SCENARIO, SOMEONE CAN GET UP TO \$26,000 PER EMPLOYEE."

PETER HAUKEBO

"In a perfect scenario, someone can get up to \$26,000 per employee," Haukebo says.

But the "perfect scenario" is elusive for the average employer because it requires fastidious recordkeeping and a keen understanding of employment tax law. Taking shortcuts can get employers into big trouble, as can filing fraudulent claims.

Aggressive marketing campaigns targeted U.S. businesses in the summer and fall of 2023, using predatory tactics to pressure employers to apply for the ERTC. Inundated with bad claims, the IRS stopped processing ERTC claims in September and didn't plan to start again until January 2024, at the earliest. During the moratorium, the IRS pursued fraudulent claims and added more safeguards to prevent future abuse. But for employers with legitimate claims, applying for the tax credit is still worth the effort.

"I've seen credits of a couple thousand dollars to millions of dollars," Haukebo says.

DETERMINING ELIGIBILITY

Eligibility is based on two factors: being an eligible employer and paying qualified wages.

"You really have to start with, 'Why am I eligible?' There are three ways," Haukebo says.

The first way to qualify is based on a decline in gross receipts in 2020 or the first three quarters of 2021. Specifically, employers are eligible if gross receipts dropped 50% in a pandemic calendar quarter compared with the same calendar quarter in 2019.

"You remain eligible until gross receipts pop up to 80% of what they were in 2019," Haukebo says.

The gross receipts comparison is the most straightforward of the three eligibility requirements.

"That's the most black-and-white eligibility," Haukebo says. "As long as you're booking your receipts to the correct calendar quarter according to your method of accounting, there's not much argument there. The next test is very difficult, and Congress has made this very easy to do incorrectly and very hard to do correctly."

The second way to qualify for the ERTC is to show that the company experienced a full or partial suspension of business operations due to a governmental order limiting commerce, travel, or group meetings in response to the pandemic. The test is whether the portion of the business that closed was more than nominal. Nominal means 10% or more of total gross receipts or total hours worked came

from that shuttered part of the business in 2019. Related to this test is the nominal effect analysis. Employers can qualify for the ERRC if the restrictions had more than a nominal — 10% again — effect on the ability to provide goods and services.

“It’s a 10% test, but now it’s a test of ability, and this is where the stuff goes off the rails,” Haukebo says. “Because how do I test ability? What are the metrics? What are the key performance indicators?”

A professional tax preparer can help employers determine if they’re eligible under this requirement, but it may not be so cut and dried, Haukebo says.

“It may be challenging to go back and find that data and confirm those numbers,” he says.

The third way to qualify for the ERTC is as a recovery startup business that opened after Feb. 15, 2020, and generated less than \$1 million in annual gross receipts.

“Even that has some devil-in-the-details,” Haukebo says. “This is all built on existing tax laws, so that really gets into the qualified wage analysis.”

MAKING A CLAIM

Employers who meet the eligibility requirements can claim the credit on IRS Tax Form 941X. In the realm of tax forms, the 941X is short — only five pages — without a worksheet showing any computations. Despite this simplicity, Haukebo recommends working with a professional tax preparer to submit an ERTC claim.

The tax preparer should provide employers with several documents: copies of the governmental orders with language highlighted that relates to the employer’s specific claim; a work paper that lists each employee in each quarter who earned a qualified wage; payroll costs for purposes of Paycheck Protection Program loan forgiveness, if applicable; and a work paper showing how the preparer calculated any permissible health care expenses.

“There’s a ton of work done off of any government form,” Haukebo says.

Once the 941X form is complete, it is mailed to the IRS to be hand-processed. There are no digital interfaces or E-filing systems for the ERTC, and the IRS mails paper checks to employers with

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successful claims. Because of the manual nature of these claims, errors sometimes occur.

"To give you an example, we had a client who was eligible for \$160,000, and whoever keyed this in didn't put a decimal," Haukebo says.

Instead of \$160,000, the IRS was ready to issue a check for \$16 million. Frost Law called the IRS to report the error before the check was cut.

FILING A BAD CLAIM

IRS slip-ups are one thing, but filing a bad claim is another. A substantial number of recent ERTC claims are, at best, incorrect, and at worst, fraudulent. Some businesses will face penalties and interest payments stemming from bad claims pushed by promoters. In October 2023, the IRS announced an ERTC withdrawal process for employers who have "a come-to-Jesus-moment and say, 'I actually wasn't eligible,'" Haukebo says.

The withdrawal process is designed for employers who were misled by ERTC marketers and fell victim to scams. The withdrawn claims will be treated as if they were never filed and will not be subject to penalties or interest.

However, not every employer gets off the hook so easily. If the IRS processed the claim and an IRS audit reveals the employer was ineligible for the ERTC, the employer must return the tax award and pay any penalties and interest. These costs don't include fees paid to the aggressive ERTC promoters, some who took a 25% contingency fee.

OTHER TAX CREDITS TO CONSIDER

Haukebo encourages employers to check into other available tax credits as well. For example, employers who install solar panels at their facilities may qualify for solar energy tax credits.

Additionally, the work opportunity tax credit is worth \$2,400 to \$9,600 per employee. Employers can claim this credit if they hire from certain groups like veterans, the recently incarcerated, and people on public benefits. In addition to the federal tax credits, every state offers various tax credits, also.

Applying for tax credits like the ERTC can be a complicated process, but the rewards can be great. Tax credits reduce a tax bill dollar-for-dollar, giving employers more money to operate and grow their business. By working with a certified tax preparer, employers can take advantage of beneficial tax-saving opportunities that contribute to the bottom line. **c**

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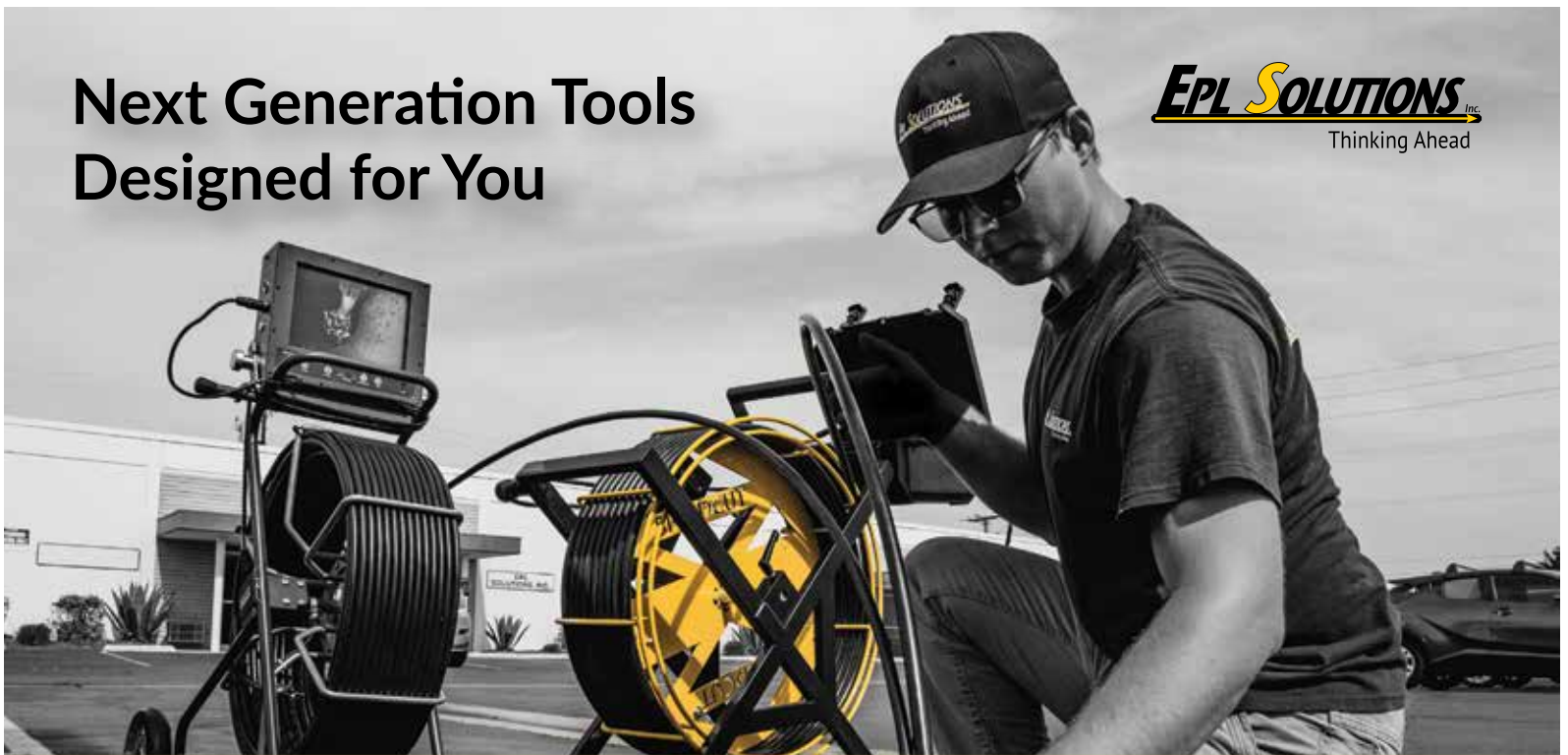


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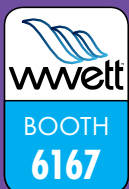
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Anthony Pacilla

SEWER SYSTEM DESIGN 101

A look at the specifics and differences among residential, commercial and industrial sewer systems for those new to the drain cleaning trade // By Anthony Pacilla

A **S SERVICE TECHNICIAN**, having a thorough understanding of the different sewer system designs encountered in residential, commercial and industrial settings is crucial for providing effective and efficient service.

Each system has its unique requirements and complexities, and comprehending the various components and functional characteristics will not only facilitate troubleshooting and maintenance but also ensure optimal performance.

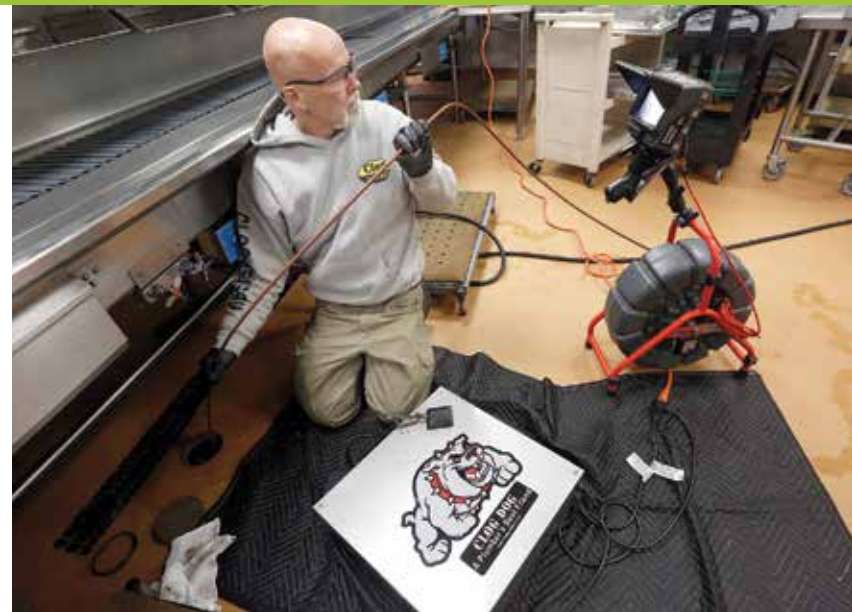
Here's a look at the specifics of residential, commercial and industrial sewer system designs, providing service technicians new to the industry with an understanding of each and highlighting why this knowledge is essential.

RESIDENTIAL SEWER SYSTEM DESIGN

Residential sewer systems are typically designed to handle the wastewater generated by single-family homes or small apartments. The key components include drainpipes, vent pipes, cleanouts, traps and a septic tank or connection to a municipal sewer system.

Drainpipes collect wastewater from sinks, showers, bathtubs and toilets and transport it toward the main sewer line or septic tank. They are commonly made from materials like PVC or cast iron. Technicians should be familiar with these different materials and their properties in order to identify potential issues such as corrosion or blockages.

Vent pipes play a crucial role in maintaining equal air pressure in the system, preventing water traps from being siphoned or emitting



⚡ Grease traps play a critical role in commercial kitchen settings, where a significant volume of FOG is generated. Regular maintenance and cleaning is essential, so service technicians should be well-versed in grease trap sizing, installation and maintenance requirements.

unpleasant odors. They allow fresh air to enter the system, facilitating the flow of wastewater. It is important for technicians to check that vent pipes are properly installed and correctly sized to ensure adequate performance.

Cleanouts provide service technicians with easy access points for inspection, cleaning and maintenance. They are designed with removable caps or plugs to allow for swift access to the sewer line.

Technicians should be knowledgeable about the locations of cleanouts within residential properties and any specific protocols for accessing them.

Traps are plumbing devices that utilize water seals to prevent sewer gases from entering the living space. They are installed beneath sinks, showers and other fixtures. Technicians should understand the different types of traps, such as P-traps and S-traps, and how to size and install them correctly to ensure their effectiveness.

VENT PIPES IN COMMERCIAL SYSTEMS MUST BE ADEQUATELY DESIGNED TO MAINTAIN PROPER AIR PRESSURE THROUGHOUT THE SYSTEM. TECHNICIANS SHOULD BE AWARE OF THE DIFFERENT VENTING STRATEGIES, SUCH AS COMBINING MULTIPLE FIXTURES INTO COMMON VENTS OR EMPLOYING SEPARATE VENTS FOR EACH FIXTURE.

For residential properties not connected to a municipal sewer system, a septic tank is employed to collect and treat wastewater. It is crucial for service technicians to comprehend the operational aspects and maintenance requirements of septic tanks. This includes understanding the septic tank's capacity, knowing when it needs to be pumped and being able to troubleshoot common issues such as backups or drainfield problems.

COMMERCIAL SEWER SYSTEM DESIGN

Commercial properties encompass a wide range of establishments, including office buildings, restaurants, hospitals, shopping centers and hotels. The sewer system designs in these settings are usually more complex than residential systems, due to higher wastewater volumes and additional fixture connections.

Commercial sewer systems often require larger drainpipes and more extensive networks to accommodate the increased flow. Service technicians should be knowledgeable about the various pipe materials and sizes used in commercial settings, such as PVC, cast iron or corrosion-resistant materials like stainless steel or copper. Understanding the appropriate pipe size and slope is crucial to prevent clogs and backups.

Vent pipes in commercial systems must be adequately designed to maintain proper air pressure throughout the system. Technicians should be aware of the different venting strategies, such as combining multiple fixtures into common vents or employing separate vents for each fixture.

Grease traps play a critical role in commercial kitchen settings, where a significant volume of fats, oils and grease is generated. These traps capture FOG and prevent it from blocking drainpipes or polluting the sewer system. Regular maintenance and cleaning of grease traps are essential to their proper functioning, and service technicians should be well-versed in their sizing, installation and maintenance requirements.

In addition, commercial properties often have more complex plumbing configurations, with multiple floors, interconnected plumbing systems, and specialized fixtures like floor drains and



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handwashing stations. Technicians should be familiar with these various configurations to effectively diagnose and resolve issues.

INDUSTRIAL SEWER SYSTEM DESIGN

Industrial sewer systems are designed to handle the substantial wastewater volumes and potential contaminants generated by manufacturing plants, construction sites and other industrial facilities. Service technicians working in these environments require a deeper understanding of the unique challenges posed by heavy-duty applications.

Industrial sewer systems often involve extensive planning and compliance with strict environmental regulations to ensure the proper treatment and disposal of wastewater. Advanced wastewater treatment facilities may be integrated into industrial systems, with various treatment stages to eliminate pollutants and harmful substances before discharge. These stages



Industrial settings often involve extensive planning and compliance with strict environmental regulations to ensure the proper treatment and disposal of wastewater. Technicians should familiarize themselves with the specific regulations and requirements pertaining to their region.

commonly include sedimentation, filtration, chemical processes and even biological treatment.

Technicians should familiarize themselves with the specific regulations and requirements for industrial wastewater treatment in their region. This knowledge will enable them to assess the compliance of the system and provide appropriate maintenance and oversight.

In addition to the complexities of the treatment facilities, industrial sewer systems may also feature heavy-duty infrastructure, including large-diameter pipes, specialized equipment and complex networks. Technicians need to be equipped with an understanding of these design features to effectively troubleshoot issues and conduct necessary repairs.

READY FOR SUCCESS

Service technicians hold a vital role in maintaining the functionality and efficiency of sewer systems in residential, commercial and industrial settings. An in-depth understanding of the distinctive components and operational aspects of these systems allows technicians to diagnose problems accurately, perform routine maintenance and offer other preventive suggestions to clients.

Whether it involves identifying issues in residential drainpipes, ensuring proper grease trap functioning in commercial establishments, or maintaining compliance with environmental regulations in industrial facilities, service technicians armed with comprehensive knowledge of the range of sewer system designs are well-equipped to excel in their roles. **c**

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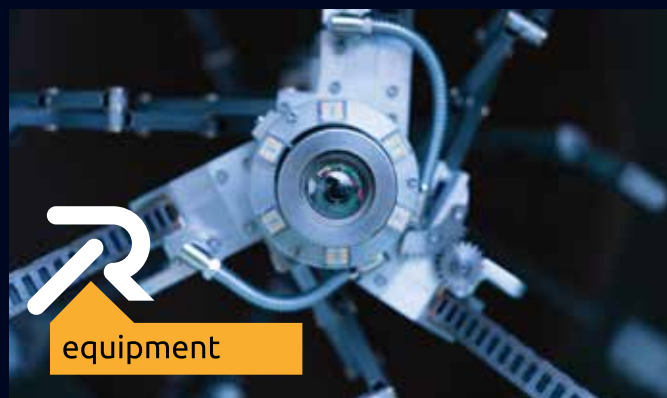
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ABOUT THE AUTHOR

Anthony Pacilla is a registered master plumber for McVehil Plumbing in Washington, Pennsylvania. He has over two decades of experience in the plumbing, drain cleaning and HVAC trades, and has a bachelor's in business and economics from Thiel College.




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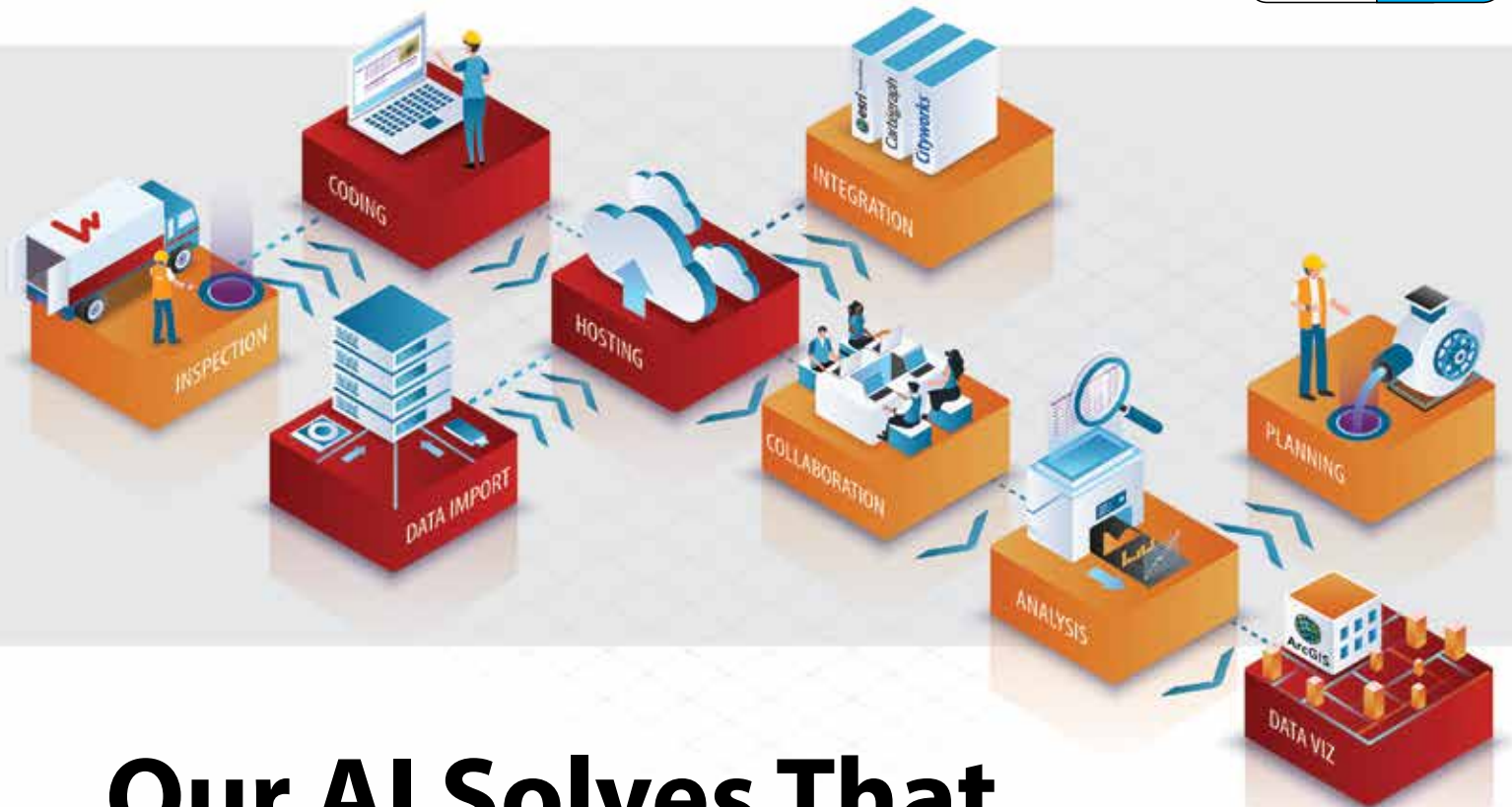


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FIELD AND OFFICE TECHNOLOGY

By Craig Mandli

» BUSINESS SOFTWARE

1 // I WATER INFRAMAP CLOUD

infraMAP Cloud from **iWater** is a real-time mobile GIS solution that allows seamless data collection and updates to a utility's asset management program. It integrates pumps, lift stations, manholes and sewer mains to valves, hydrants, leaks and meters, bringing together field crews, management, GIS and engineering into a commercial off-the-shelf product. Key features include red-lining, reporting, work orders, asset inspection forms and work history records. It connects the office with your field crews and delivers the data they need when they need it. **949-768-4549; www.iwater.org**

2 // MY SERVICE DEPOT SMART SERVICE

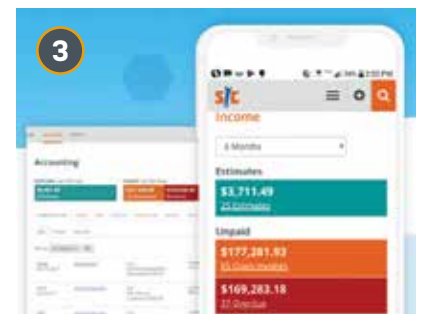
Smart Service from **My Service Depot** is a software system that functions as a direct add-on to QuickBooks. It adds scheduling, dispatching, invoicing and customer management to QuickBooks Pro, Premier, Enterprise and Online. This allows users to schedule and dispatch work to their customers using their preferred QuickBooks platform. It empowers drain cleaning businesses to streamline their operations and eliminate waste. When a customer calls, an office dispatcher will create a job in the scheduler, filling in notes and assigning it to a field technician. This sends an electronic work order to the technician's phone or tablet. When that technician arrives at the customer's location, they'll build up the work order, collect a customer signature, collect payment and send the completed paperwork back to the office. **888-518-0818; www.smartservice.com**

3 // SERVICECORE SOFTWARE

ServiceCore Software offers waste or roll-off businesses with a tool designed to cut wasted time, manage jobs, optimize routes, track inventory and provide automated billing. **888-691-1333; www.servicecore.com**

4 // SUCCESSWARE

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» GPS

6 // DPL TELEMATICS ASSETCOMMAND BASE

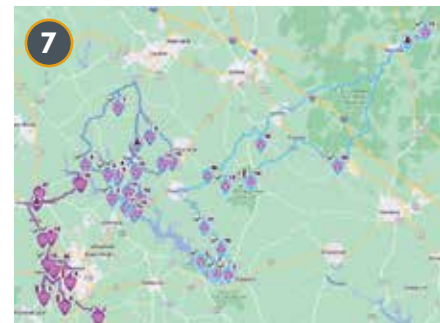
AssetCommand Base from **DPL Telematics** is designed to increase driver safety and productivity while decreasing the costs and risk of vehicle accidents and theft. Managers can remotely shut down their machines, wirelessly locate them anytime via GPS, collect odometer/run-time readings, track service intervals and receive real-time alerts for speeding or potentially dangerous driving. Driver ID options include iButton or RFID badges to restrict access to authorized drivers and correctly log each driver's activity. Users can also receive alerts for loss of power and boundary or curfew violations to curb unauthorized use. It is palm-sized, has no external antenna and contains an internal backup battery to continue operating the unit if disconnected. Customers are allowed to deactivate and reactivate anytime without penalty. **800-897-8093; www.dpltel.com**



» ROUTING

7 // RITAM TECHNOLOGIES SUMMIT SMART MAPPING

Ritam Technologies offers **Smart Mapping** in its Summit route management and rental system software. Previously, maps displayed optimized routes for efficiency and route assignments. Summit now allows the user to display a route or single address on the map and then drag any pin to a new position, while the program updates its references automatically. In addition, for any location pin, the user can assign a new route and day instantly. The dynamic route monitoring screen allows the user to see technicians' current locations and the status of each job on each color-coded route as unvisited, arrived, completed, issue or incomplete. **800-662-8471; www.ritam.com**



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FIELD AND OFFICE TECHNOLOGY

// By Craig Mandli

SOFTWARE HELPS REFINE UPGRADE OF AGING SEWER INFRASTRUCTURE



PROBLEM / Arlington County, Virginia, faced the challenge of managing a vast network of aging sanitary sewer infrastructure spanning 465 miles. Annual relining goals were ambitious, requiring a seamless workflow to streamline inspections and rehabilitation efforts. Prior to software integration, data collection was incomplete and lacked effective communication among stakeholders. The complexity of managing a variety of rehab scenarios also posed a challenge.

SOLUTION / To address these challenges, Arlington County integrated Esri, Cartegraph and **ITpipes** software to create a refined workflow process. With the integration of ITpipes, it could seamlessly transfer data among GIS, asset management and pipe inspection systems. This enabled Arlington County to efficiently track and manage its pipe assets, ensuring that the rehabilitation efforts were prioritized and executed effectively.

RESULT / The implementation of the integrated software solution significantly enhanced Arlington County's sanitary sewer rehabilitation process. By streamlining workflow, it eliminated duplicate inspection efforts and improved data accessibility. This transformation allowed Arlington County to shift from a reactive approach to a predictive one, enabling more effective decision-making and better resource allocation. "We're not only able to work efficiently but we can also now budget and plan efficiently," says Jeremy Hassan, chief operating engineer of Arlington County Sewer and Streets bureau. "With the data we collect in ITpipes and the costs from Cartegraph, we can estimate the money needed, looking forward to multiple years." 877-487-4737; www.itpipes.com



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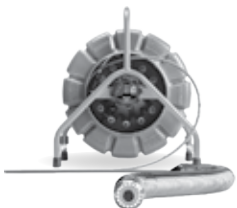


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PRODUCT SPOTLIGHT

DIESEL-POWERED TRAILER JETTER BRINGS INCREASED POWER

By Craig Mandli

On jetting jobs, more power means improved cleaning quality and time management. With that in mind, HotJet USA recently announced a new Turbo Diesel Trailer Jetter (20 gpm at 4,000 psi) powered by a Yanmar diesel engine. The jetter features 59 hp in a compact, affordable package – offering over 10% more power than traditional 18 gpm units.

The Yanmar-powered units are Tier 4 compliant, are super fuel efficient and use an XL Radiator. The diesel engines are water cooled for maximum efficiency and are easily maintained by a network of service centers nationwide.

“The smooth harmonics of these engines promote not only a long life for the engines themselves but also bring out the best performance and durability of all of the components that make up the HotJet USA Turbo Diesel Jetters,” says Morris “Mo” Morgan, owner/operations manager for HotJet USA. “Yanmar has strict requirements for its products, sending out its own representatives to test them for compatibility with the equipment they are used in.”

The jettors can be mounted on 5-by-12 to 5-by-16-foot decks with a choice of single or tandem axle. Trailers are powder coated with an axle rating of 1 x 7,000-pound (single) or 2 x 3,500-pound (tandem). These units can also be mounted inside of enclosed trailers. They feature a low-noise muffler, low engine oil/high temperature auto shutdown system, 330-gallon water tank (upgradeable to 660 gallons), a NEMA 4-rated control panel, a run-dry capable UDOR Penta pump, and a solid-state remote control.



“When we teamed up their motor with the UDOR five-cylinder pump, it blew us away,” Morgan says. “The five-cylinder’s performance and ease of service far outpaces the three-cylinder currently being used in the market.”

They are available in cold or hot/cold operation and will clean drainlines from 2 to 24 inches, which makes them ideal for residential, commercial and industrial applications. A relief valve system allows the unit to run with an option of 500 feet of 1/2-inch hose or 300 feet of 3/8-inch hose. Both reels are hydraulically powered.

“Veterans in the industry — those who’ve been at it two or three decades — have been singing its praises,” Morgan says. “The faster cleaning jobs have increased revenue and have left customers very impressed. They’re calling this machine a beast.” **800-624-8186; www.hotjetusa.com**

1 // AQUAJET REVOJET 270 HIGH-PRESSURE PUMP

Aquajet introduces the Revojet 270 high-pressure pump. The Revojet is highly mobile and takes up less space, excelling in smaller-scale hydrodemolition projects. It’s designed to pair with Aquajet’s most compact hydrodemolition robots, the Aqua Cutter 410 and the Ergo system, for applications such as small parking garage renovation and industrial cleaning. The Revojet also has a mode that flushes the hoses without any nozzle mounted, along with rpm-hold delay for hand lancing that minimizes delay when the high-pressure trigger is activated. Operators can easily set parameters on the graphic color display with instructions available in multiple languages. Users can see information in real time or view history of items such as the alarm list and trip meters of fuel consumption. The system also automatically tracks service schedules to minimize downtime. **463-835-0801; www.aquajet.se**



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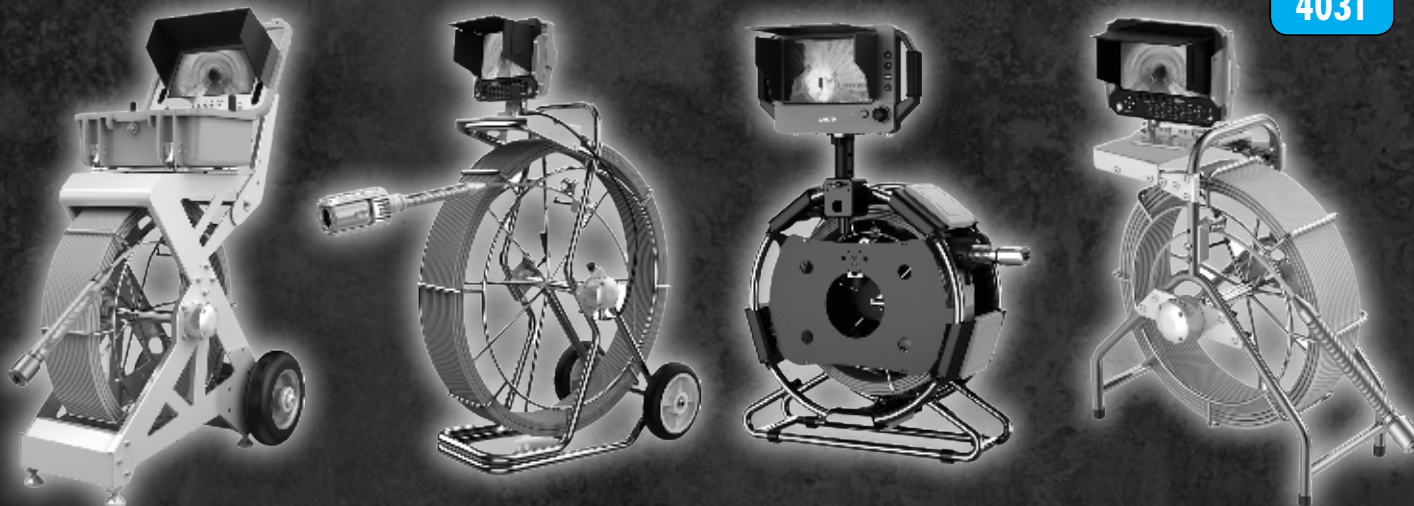
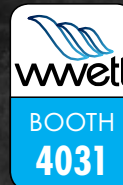
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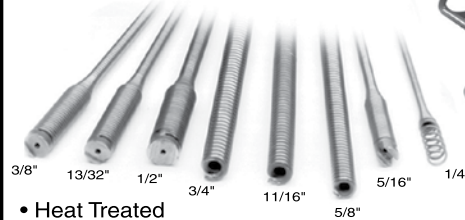
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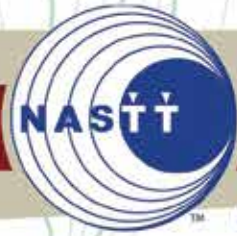
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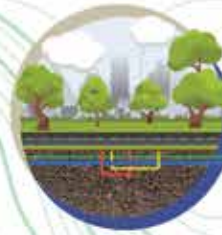




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INDUSTRY NEWS

Source One Environmental welcomes two regional sales managers

Source One Environmental has added two professionals, Matt Miranda and Roberto Moran, to its team as regional sales managers. A seasoned expert in CIPP and drain cleaning, Miranda brings over 15 years' experience and formal Nexstar sales training. With a decade of experience in the trenchless industry, Moran has in-depth knowledge of trenchless products and installation techniques.



Matt Miranda



Roberto Moran



Logiball marks 40th anniversary

Logiball is celebrating its 40th anniversary in 2023. The past four decades have been spent innovating and providing unique and custom solutions for test and seal packers, reinforced multi-size plugs, carrier packers for sectional liners, lateral cleaning equipment, and specialized tools for the rehabilitation and maintenance of collections systems. The team at Logiball thanks its loyal customers who have provided the opportunity to grow along with the industry.

Avanti International celebrates 45th anniversary

Texas-based Avanti International is marking a milestone in 2023, as the injection grout manufacturer celebrates its 45th anniversary. Pioneered by David Magill in 1978, Avanti started with only one product — AV-100 chemical grout — which was primarily used to seal leaking sewer lines. Today, Avanti's products include a comprehensive line of acrylamide, acrylics, U.S. Grout Ultrafine cements, polyurethanes, epoxies, pump accessories and more. **c**

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2017 Vacall AJV1215 Freightliner 108SD 22,000mi, Cummins 370HP, 3500hr, Allison Auto, 12-yard, 1,500-gallon, 87 GPM @ 2000 PSI General pump, Roots 824 18" blower, 850 PSI washdown gun, 2000 PSI hydro excavation kit, tank flush out, galvanized debris body, 715 GPM rear trash pump, 600' 1" sewer hose, wired/wireless remote. Ready to go to work.

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