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PERSPECTIVE
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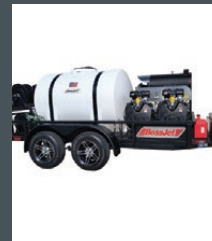
ROLL UP AND GO

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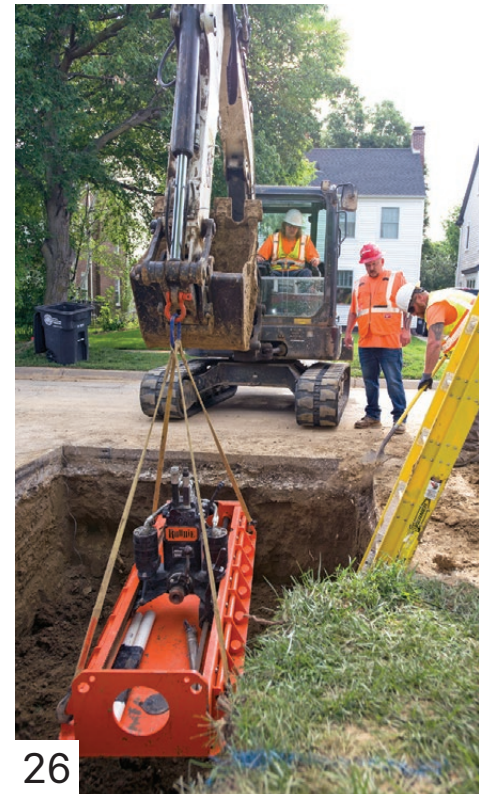
ON THE COVER // Seattle's Brewer Sewer is the epitome of efficiency. Owner Travis Brewer has applied it to the company's pipe lining operations in the form of a custom-built truck equipped to remove all the excess fat on setup and cleanup time surrounding a job. "When the truck pulls up, as soon as the door opens we're ready to roll," Brewer says. "I had efficiency in mind. ... We wanted to solve the big problem we saw in residential lining of setup just taking so long." (Photography by Stephen Brashear)



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Cleaner

FOR DRAIN AND PIPE CLEANING, INSPECTION AND REHABILITATION PROFESSIONALS

Published monthly by COLE Publishing, Inc.
PO Box 220, Three Lakes, WI 54562

In U.S. or Canada call toll-free 800-257-7222
Mon- Fri., 7:30 a.m.-5 p.m. CST

Website: www.cleaner.com | Email: info@cleaner.com | Fax: 715-350-8456

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CONTROLLED CIRCULATION: 20,000 per month. This figure includes both U.S. and international distribution.

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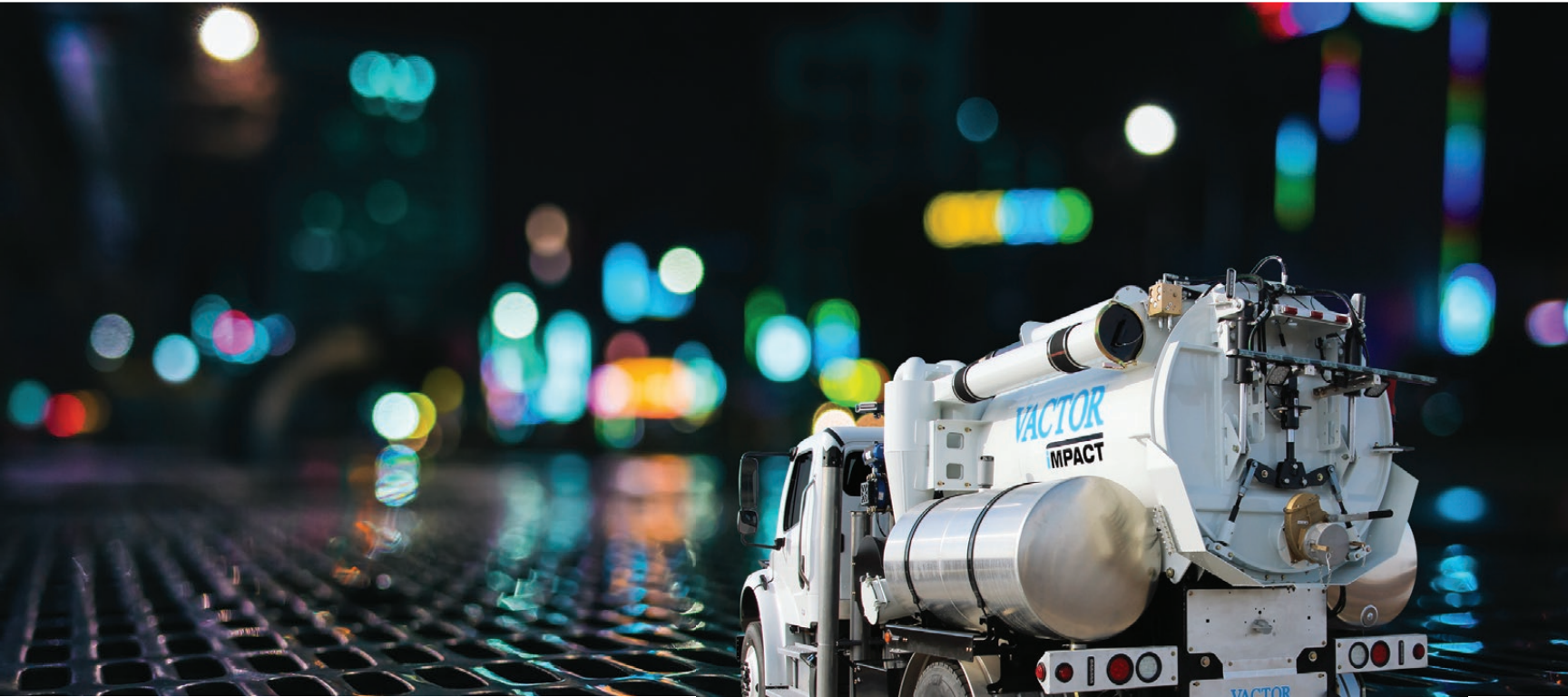
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INTERROGATING THE STATUS QUO

Don't be afraid to think outside the box and search for new solutions if the same old tactics aren't working for you

WHY? That's an important question to ask of anything. And if there isn't a good answer — if, say, the response is, “That's just the way we've always done it,” — well, then perhaps some changes are needed.

One of this month's featured contractors made me think of this concept of “Why?” Of the importance of interrogating the reason behind something and not accepting the status quo simply for the sake of accepting it.

Travis Brewer, owner of Brewer Sewer in the Seattle area, is a person who asks, “Why?” And because of that he has an impressive custom-built lining truck that has significantly improved the productivity and efficiency of his company's pipe rehab operations. Brewer Sewer's bottom line is better because Brewer looked at existing lining setups and didn't accept that those were the only options available to him. He instead decided to come up with an alternative. Something that would work better for his company.

The core design principle of Brewer's lining truck is that everything is on retractable reels. Rather than pull up to a job and have a ton of equipment and material to unload first before even beginning to prep a liner, the Brewer Sewer two-person lining crew is ready to go in minutes. Everything simply pulls right off the truck.

“When the truck pulls up, as soon as the door opens we're ready to roll,” Brewer says. “I had efficiency in mind. That was a huge driver in this. We wanted to solve the big problem we saw in residential lining of setup just taking so long. ... I can't believe people don't invest in building more efficient trucks. Some people are still rolling equipment out of the back of a van.”

You can read up on all the details of the Brewer Sewer lining truck in the profile story in this issue.

History is filled with people who asked, “Why?” Remember when basketball was a game where players shot with their feet firmly planted to the ground? It seems ridiculous now to think of that version of it. But that was how the game was played for four decades before the jump shot emerged in the 1940s. Kenny Sailors is widely credited with its development, perfecting it as a teenager in order to be able to shoot over his older brother. Kenny said — and I'm paraphrasing — “This is dumb. I can't get a shot off. Why do we do it like this again? Why don't I kind of jump and shoot? Yeah, that's way better.”

Jeff Galloway is another person who comes to mind because as I'm writing this, I just read the news that he passed away. For those not familiar with Galloway, he was a major figure in the sport of running. An Olympian in 1972, his biggest claim to fame was through his training methods. He created the popular run-walk-run approach to training for and completing a marathon. Basically, by mixing in regular, short walking intervals, you'll be less fatigued and faster overall than if you attempt to only run. For decades now, it has helped amateur runners finish marathons more effectively. It's not the most obvious conclusion. How can walking be faster than running? It required Galloway to examine the common training practices of his time and ask, “Why? Is there a better way?”

My hope is that you can do the same wherever you need to in your life and career. What's something that's not working for you? Why do you continue with the same old approach if it's not working? Is there a better way?

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



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A DEEP CLEAN

Thorough cleaning is necessary in order to successfully line a pipe, and high-powered nozzles and chain cutters do the work quickly and efficiently // By Ethan Elliott

P IPE LINING CONTINUES to grow as a go-to solution for renewing aging sewer lines without the disruption of open-cut excavation. By installing a new liner inside an existing pipe, crews can restore structural integrity, seal leaks and extend service life while keeping streets, sidewalks and landscapes largely untouched.

But the success of that liner depends on what happens first. Liners are installed by inverting or pulling them into the host pipe and holding them tightly against the pipe wall with air or water pressure, while steam, hot water or UV light is used to cure the resin and form a new structural pipe within the existing one. However, blockages in the pipe formed by tree roots, hardened mineral scale, grease buildup, silt and debris can interfere with this process. If a liner is installed over these obstructions, it cannot fully contact the host pipe, which can lead to wrinkles, voids, weak spots or areas where the liner never properly bonds or cures. Over time, those defects can become failure points.

That is why pipe cleaning is not just a preliminary step — it directly affects the integrity of the finished liner. Fortunately, the right combination of nozzles and cutters allows crews to remove even the most stubborn buildup, allowing the liner to work properly once it is installed.

“The inside of the pipe must be spotless for the liner to work

properly,” says Dan Story, a trainer and operations manager at nozzle manufacturer KEG Technologies. “In industry terms, this condition is described as being ‘gun-barrel clean.’ Just as a firearm barrel must be meticulously cleaned to function reliably, the pipe interior must meet the same standard to ensure proper liner adhesion and long-term performance.”

COMMON LINING TECHNIQUES

Over the past several decades, contractors have adopted a variety of lining technologies, each suited to different pipe conditions, diameters and access constraints.

Cured-in-place pipe lining is the most widely used method for sewer rehabilitation. In this approach, a flexible liner saturated with



» KEG Technologies' Aqua Power 700 is demonstrated. With a controlled-speed rotational nozzle like the Aqua Power 700, cleaning is faster and more efficient because of the consistent contact with the jets.

- » Resolving the worst cases in large pipe requires the use of special heavy-duty chain cutters that can remove even a “wall of roots.”
- » To clean a sewer line thoroughly prior to lining, specialized jetting nozzles like the KEG Technologies Aqua Power 700 are operated in conjunction with a vacuum truck.

a thermosetting resin is inserted into the host pipe.

Once positioned, internal pressure forces the liner tightly against the pipe wall, and the resin is cured to form a rigid, continuous pipe. Because the liner relies on chemical curing, surface condition plays a direct role in performance.



Fiberglass-reinforced liners are a variation of CIPP designed for applications where higher stiffness and load-bearing capacity are required, including stormwater and drainage systems. These liners incorporate glass fiber reinforcement within the resin system, resulting in a finished pipe with greater structural integrity.

From a chemical standpoint, the curing performance of lining materials such as fiberglass resin can be compromised by factors including dirt, debris, roots or grease residue within the pipe, as well as an incorrect resin-to-chemical mixture.

A dirty pipe doesn't only block physical contact. It can also interfere with the resin's chemistry. When resin mixes with various residues in the pipe, it may not wet-out properly, meaning it can't work the way it's designed to. In those areas, the resin can cure weakly, unevenly or not at all.

Chemical-related liner failures usually present as one of several symptoms. The liner may remain tacky or soft, deform under normal flow conditions, crack prematurely, shrink away from the host pipe or develop blisters or bubbles caused by trapped gases during curing.

Spiral-wound lining systems use a different approach, relying on mechanical assembly rather than resin curing. In these systems, a continuous PVC profile is fed into the pipe and spirally wound to form a new liner inside the existing pipe. The liner is installed at a reduced diameter and then mechanically expanded until it presses against the interior wall. Because the liner is formed mechanically, this method is generally more tolerant of minor surface irregularities, although significant protrusions or obstructions still need to be removed to allow proper expansion and alignment.

NOZZLES AND CHAIN CUTTERS

According to Story, when relining failures occur, they can typically be traced to one of two causes: Debris that remained in the pipe at the time of installation or improper curing of the lining material.



“WHEN CREWS LEAVE A PIPE TRULY ‘GUN-BARREL CLEAN,’ THEY ARE CREATING THE CONDITIONS THAT WILL ALLOW THE LINER TO CURE, BOND, EXPAND AND PERFORM EXACTLY THE WAY IT WAS ENGINEERED.”

DAN STORY

To clean a sewer line thoroughly prior to lining, specialized jetting nozzles are operated in conjunction with a vacuum truck. The process combines high-pressure water and continuous debris removal to restore the pipe interior to a condition suitable for liner installation.

High-pressure water from the truck is delivered through a hose to the nozzle inside the pipe. The nozzle directs multiple water jets outward and backward. The rear-facing jets provide thrust, pulling the nozzle through the line, while the forward and radial jets scour the pipe wall. This action loosens grease, scale, sediment, roots and other deposits adhered to the interior surface.

As the nozzle advances, dislodged material is flushed downstream toward the access point. The vacuum truck simultaneously removes this slurry of water and debris.

When properly executed, this jetting-and-vacuum process leaves the pipe interior uniformly clean, free of loose material and ready for inspection and lining.

However, the level of cleaning is only as good as the nozzle at the end of the hose, says Story. There are tiers of nozzles which are rated for water efficiency — Tier 1 (about 30% efficient), Tier 2 (50%-60% efficient) or Tier 3 (75%-98% efficient).

In the case of KEG's Tier 3 nozzles, Story says the high-performance fluid mechanics design leaves little room for power losses and excessive turbulence.

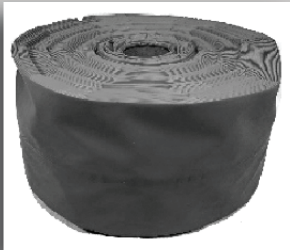
“In many cases, using a high-efficiency Tier 3 nozzle will provide significantly more cleaning force, at a greater distance, with less water,” he says.

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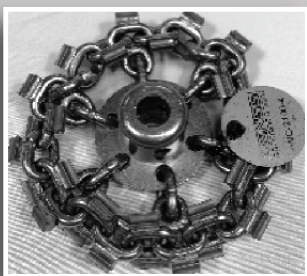
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TECH PERSPECTIVE

When the objective is to aggressively scour the pipe wall prior to installing a liner, Story says a controlled-rotation nozzle is typically the most effective option.

“Controlled rotation refers to intentionally slowing the rotation and spin of the nozzle head or body,” he says. “By reducing rotational speed, the nozzle maintains contact with the pipe surface for a longer duration, which increases cleaning effectiveness.”

KEG’s controlled-speed rotational nozzle, the Aqua Power 700, is designed for general pipeline cleaning and grease removal applications. By consistently running at 650 rpm, cleaning is faster and more efficient because of the consistent contact with the jets.

Although the skillful use of high-powered or controlled nozzles can sometimes dislodge partial obstructions in smaller pipes, tree root intrusions must be completely removed to avoid compromising relining operations. Resolving the worst cases in large pipe requires the use of special heavy-duty chain cutters that can remove even a “wall of roots.”

For the toughest blockages, Story says KEG’s chain cutter nozzles utilize the power of high-efficiency nozzle water pressure to provide sufficient torque to cut through a thick root mass. When high-pressure water enters the chain cutter nozzle chamber, it is directed to spin the cutting chains at high velocity with enough torque to avoid seizing.

SET FOR SUCCESS

In pipe lining, success is decided long before the liner ever enters the pipe. No matter how advanced the lining system is, it cannot overcome a pipe that is coated in roots, grease, scale or debris. High-performance nozzles, controlled rotation and heavy-duty chain cutters make lining work possible.

“When crews leave a pipe truly ‘gun-barrel clean,’ they are creating the conditions that will allow the liner to cure, bond, expand and perform exactly the way it was engineered,” Story says. **c**

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ABOUT THE AUTHOR

Ethan Elliott is a Torrance, California-based technical writer that specializes in industrial technologies.



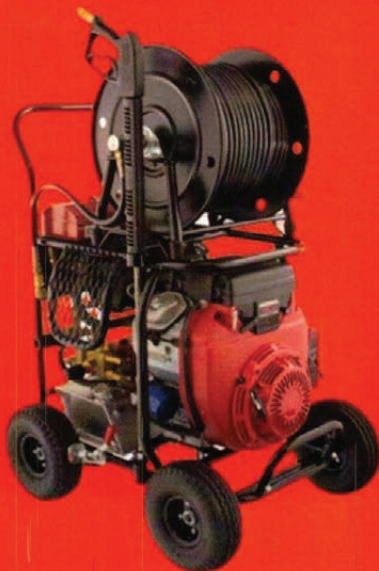
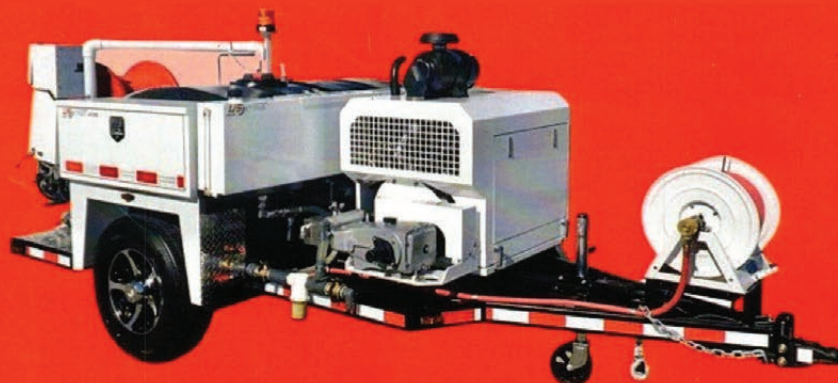
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ROLL UP AND GO

EFFICIENCY IS TOP OF MIND AT BREWER SEWER WHERE A NEW LINING TRUCK SETUP HAS SIGNIFICANTLY STREAMLINED OPERATIONS // By Kyle Rogers

» Travis Brewer founded Brewer Sewer in 2019 after spending nearly a decade working for other contractors. (Photography by Stephen Brashear)



Many contractors talk of seeking efficiency. Actually executing that vision is another matter. But Seattle's Brewer Sewer is indeed that epitome of efficiency. Owner Travis Brewer has applied it to the company's pipe lining operations in the form of a custom-built truck equipped to remove all the excess fat on setup and cleanup time surrounding a job.

"When the truck pulls up, as soon as the door opens we're ready to roll," Brewer says. "I had efficiency in mind. That was a huge driver in this. We wanted to solve the big problem we saw in residential lining of setup just taking so long."

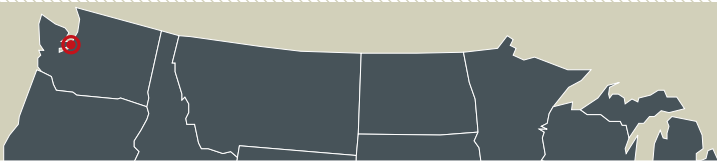
It's an example of the approach Brewer has taken throughout his business. Always thinking about forward progress, a better way of doing things. Not satisfied with the status quo. And all in service to a straightforward goal.

"The long-term plan is just to build and scale a successful trenchless company from Seattle to Tacoma," Brewer says.

OPPORTUNITY KNOCKS

Originally from Kodiak, Alaska, Brewer's family moved to the Seattle area when he was a teenager. He got his start in the wastewater industry in his early 20s working in the field for other companies, doing mainline water and sewer work.

After about eight years being an employee, Brewer decided to branch out on his own and started Brewer Sewer in 2019.



Brewer Sewer

SEATTLE, WASHINGTON

OWNER Travis Brewer

FOUNDED 2019

EMPLOYEES 12

SERVICES CIPP lining, drain cleaning, jetting, inspection, excavation and pipe bursting

SERVICE AREA About 20-mile radius around Seattle stretching to Tacoma

WEBSITE brewersewer.com

“I saw opportunity,” Brewer says. “I was working with a guy who offered pipe bursting. He was a small operation and didn’t want to grow, to be anything more than just a couple-man shop. So I started Brewer Sewer.”

The company began with a focus on excavation work and pipe bursting. Lining work was subcontracted out initially before eventually being brought in-house.

“The first four years, we had slow, steady growth with just a small crew of about five,” Brewer says. “It’s only in these past two or three years that we’ve invested heavily into trenchless — equipment and training. For 2025, our sales were up a little over 40% from the previous year. I think a lot of that can be attributed to efficiency and just speeding up the whole lining process.”

Brewer Sewer has also started investing more in its marketing and branding. The company recently hired its 12th employee. While it still does offer pipe bursting, lining has become Brewer Sewer’s predominant service. It makes up about 50% of Brewer Sewer’s revenue. The rest comes from drain cleaning, jetting, inspection, excavation and pipe bursting.

“We’re growing fast now,” Brewer says. “We want our brand to be positioned as the go-to trenchless solution in Seattle.”

A BETTER WAY

When Brewer Sewer first got into pipe lining, its primary experience to fall back on was through observing the company it had been subcontracting lining work out to.

“We saw how they ran their operation,” Brewer says.

But he quickly realized that there was a lot more efficiency to gain. He noticed how so many lining setups required considerable time on the front end unloading equipment just to be able to get to the actual lining of the pipe. Not to mention the reverse at the end of a job — cleanup and reloading everything back onto the trailer or truck.

“Our first truck was similar,” Brewer says. “We had to roll everything out, and I just saw so much room for improvement and efficiency. We see guys still to this day having to unload

entire trailers with all these hoses, their air dryers, their compressor on wheels. We wanted to bring efficiency to a lining truck.”

About three years ago, Brewer Sewer started developing ideas for the design of such a truck.

“I had the idea that if you put everything on hose reels, you could literally just open a roll-up door, push a button to fire up the generator and be ready to go,” Brewer says.



« Dayvion Haley jets a drainline.



In mid-2025, the truck made its debut and Brewer says it has worked just as envisioned, reducing the time-consuming setup and breakdown time on lining jobs so that his crew can shoot as many as four liners a day instead of only one.

“I’m pretty sure we’re one of the only ones in the country with a setup like this,” Brewer says. “This truck can drive to any residential area and do any lining, descaling, robotic reinstating, jetting — it can do all this in one truck.”

“Everything pulls right off the side. Every hose is on reels. They’re all electric, retractable. You push one button and it pulls all the hose back in. The jetter is undermounted beneath the truck with controls on the outside. There are no coiled-up extension cords inside, no coiled-up air hoses. Nothing has to come off this truck to

shoot a liner or to hydrojet. You don’t have all this clutter all over the homeowner’s lawn. We don’t unload anything. We just pull hose off the truck. Because of that, our setup time drops drastically. It’s minutes, not hours. It’s less labor for the guys. Obviously faster turnaround means more jobs.

“We built the truck because disorganization was slowing production. We wanted one truck that could handle everything. Carry material, all the curing equipment, reinstatement tooling and power and water to everything.”

STREAMLINING

Brewer Sewer runs HammerHead Trenchless’ Bluelight CIPP system out of the truck.

“We bought that about a year ago, and it has brought a ton of efficiency to us,” Brewer says. “We also use HammerHead’s consumables.”

A Vanair air compressor is hard mounted on the truck. Hose reels are made by Reelcraft Industries. A wet-out table is hard mounted in the truck. With the Bluelight system, liner has to be wetted out inside, away from sunlight. Interior cabinetry is made by Cabinets by Hayley out of Canada. Shelving was custom fabricated from local metal shops. A JETTERS NORTHWEST Brute jetter was

“NOTHING HAS TO COME OFF THIS TRUCK TO SHOOT A LINER OR TO HYDROJET.... WE DON'T UNLOAD ANYTHING. WE JUST PULL HOSE OFF THE TRUCK. BECAUSE OF THAT, OUR SETUP TIME DROPS DRASTICALLY. IT'S MINUTES, NOT HOURS.”

TRAVIS BREWER

welded onto a skid and mounted under the truck. An Isuzu NPR truck was chosen for its ability to navigate tight quarters, ideal for Brewer Sewer's Seattle service area.

"In Seattle, parking is challenging in a lot of these residential areas, so a trailer would've been difficult," Brewer says. "It was not an option for us. If we towed a trailer, we would literally have to get a permit for every lining job just to put up a 'No Parking' sign. With this truck being made in Japan, it's for tight quarters, a small street. We definitely utilize that ability.

"Those rollup doors go up and we have access to all air, power and water. The guys go out and get a measurement with a camera, then cut the liner. This truck even has air conditioning in it. They can run A/C while wetting out liners inside the truck. Then we take the inverter, roll

« Jerry Nelson and Dayvion Haley run a RIDGID SeeSnake camera into a sewer line.

» Aldo Morales and Miguel Perez-Sanchez monitor the curing of a liner using the HammerHead Bluelight system.



that out of the truck. Unroll our air hose off the hose reel. Invert our liners. The Bluelight curing is fired up with power off the truck. We can usually be in and out anywhere from 1 to 3 hours."

That's a far cry from the all-day process it used to take Brewer Sewer to shoot a single liner, back when it had all its equipment just piled into the back of a truck and was employing a hot water curing process.



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“We’d have to unload everything, get everything set up. We had hoses scattered, power cords scattered all over people’s yards,” Brewer says. “And because we would have to cure with hot water and cool off with cold water, that whole process by itself would be four or five hours. Then obviously unloading the truck would take an hour and loading everything back into the truck, and when we’d get back to the shop we’d have to spend an hour just cleaning up the truck. We’d get one liner a day, but it was tough to



▲ Aldo Morales and Miguel Perez-Sanchez prepare a HammerHead Bluelight system for a liner installation.

◀ Perez-Sanchez wheels a HammerHead inversion drum onto the tailgate lift of the company’s custom-built lining truck.

“THIS IS OUR TEMPLATE. WE CAN CLONE THIS TRUCK FOR ADDITIONAL LINING CREWS.”

TRAVIS BREWER

get two. Now, at the end of the day, you’re taking out a couple bags of garbage and wiping down the cabinets, but that’s about it.”

The truck goes out daily with a crew of two doing as many as four liners a day. Brewer says the truck is running so efficiently that he believes the one crew can handle even more work than it’s doing right now. In time, when the need is there, Brewer sees building out another lining truck primed for efficiency.

“This is our template,” Brewer says. “We can clone this truck for additional lining crews. We just don’t know when yet. We don’t know when it will be needed.

“This truck has the potential to go out and do \$2-4 million of work in a year and with the margins it produces, I can’t believe

TIME-SAVING TOOLS

In Seattle, all downspouts are tied into the sewer lines. It’s something that used to be a problem for Brewer Sewer on its pipe rehab jobs.

“It’s something we have that I don’t think a lot of other cities in the country have with their drainage,” says owner Travis Brewer.

That setup meant digging three or four excavations on every job to reinstate all downspout connections for a house. But the APEX Dancutter has proven to be a key solution for that issue.

“We’ve been able to lean onto our Dancutter big time,” Brewer says. “Now when we line over all these downspout connections, instead of digging four holes, we’re digging one and using the Dancutter to robotically reinstate all these laterals rather than excavating. A job that used to take us four or five days is taking us two or three. That’s increased our efficiency tremendously.”

Brewer Sewer uses APEX for all its reinstatement tools. Other key equipment includes a TRIC Tools pipe bursting machine, Picote flexshaft machines, RIDGID inspection cameras and drain cleaning machines, JETTERS NORTHWEST Brute jettors and HammerHead Trenchless lining equipment.

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TRAVIS BREWER

people don’t invest in building more efficient trucks. Some people are still rolling equipment out of the back of a van.”

A GOOD TEAMMATE

In addition to significant investments in equipment, Brewer has also been focused in recent years on investing in his people.

“We’re to the point now where we’re looking for unicorn technicians. These guys are hard to find,” Brewer says. “So we’re looking at building internal talent. Investing more in people and training. I noticed that growth really kicked in when we started investing in our guys and not just our equipment.”

Every Wednesday, Brewer Sewer does a two-hour morning training.



Dayvion Haley prepares to use a unit from JETTERS NORTHWEST, Brewer Sewer’s manufacturer of choice for jetting equipment.

“I’m building a company, but I’m also working on building teammates. In order to do that, I need to be the best teammate,” Brewer says. “It’s a lot of hands-on training. Shooting liners at the shop, going over jetting protocols. Just going over processes. It varies week to week.”

Brewer leads the training himself rather than seeking third-



The Brewer Sewer crew includes (left to right) Aldo Morales, Ruben Vega, Emmanuel Perez-Sanchez, Dayvion Haley, Miguel Perez-Sanchez, Travis Brewer, Jerry Nelson and John Allen.

party assistance. Outside trainings are something he says he'd be interested in for the future, but right now the company is still a size where he's capable of handling it.

"Especially with me coming from the field," Brewer says. "I wasn't in sales, I wasn't a manager. I was a tech. I have a lot of knowledge. I was one of the top sewer guys in our area. No question companies wanted to hire me. So now a part of my job is to teach my guys what I know."

Besides training, Brewer says he also wants to be sure that he's taking care of his employees in other ways, like providing them the best in equipment and tools.

"One of my problems when I was an employee was that having bad equipment was miserable. That's one thing that bothered me the most," Brewer says. "I've sought to solve that for my guys. It's important for me to have clean vans, top-of-the-line equipment. My guys don't go without anything. If they need something, we're going to take care of it."

It's for attracting new talent as well.

"That's just what is required," Brewer says. "Top talent is not going to some company that stores all their lining stuff on the back of a Chevy Express van. Our lining truck is still fairly new. When guys see us around town, they're starting to notice us. Why

wouldn't you want to step out of a crummy van and work out of this half-million-dollar truck?" **c**

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PRICING PRECISION

Employing a job order costing model provides valuable data that can improve your business's financial management // By Anthony Pacilla

EFFICIENT COST MANAGEMENT is crucial for businesses to stay competitive and maintain profitability. Implementing a robust costing system like job order costing can provide valuable insights into the true cost of each job, aiding in pricing decisions, resource allocation and overall financial control.

UNDERSTANDING JOB ORDER COSTING

Job order costing is a cost accounting system used to allocate costs to individual products or services. It is particularly relevant in the drain cleaning business where each job typically requires a unique set of resources and varies in complexity. Companies utilize job order costing to determine the exact costs associated with each specific job or project, aiding in accurate pricing and cost management.

To implement job order costing effectively, it is crucial to have a clear understanding of its key components.

Direct material costs: Direct material costs encompass the expenses incurred from the materials used during the drain cleaning process. This may include chemicals, cleaning agents, sewer rods and other supplies required for a specific job. Properly tracking and recording these costs are essential for calculating the overall material cost associated with each job accurately. Businesses can maintain an inventory of materials and consistently update the cost of each item to ensure accurate calculation.

Direct labor costs: Direct labor costs refer to the wages and benefits of employees directly involved in the job. Measuring the time and effort dedicated to each job accurately helps calculate the labor costs incurred, aiding in future resource planning and team management. Time-tracking tools or systems can greatly assist in accurately capturing this information. It is important to consider employee wages, benefits, overtime and any additional labor-related expenses when calculating direct labor costs.

Overhead costs: Overhead costs are indirect expenses that cannot be directly assigned to specific jobs, but are necessary for the overall operation of the business. Examples of overhead costs

in drain cleaning may include administrative salaries, equipment maintenance, utilities and insurance. Allocating overhead costs to each job requires careful understanding and estimation. Different methods can be employed to assign these costs, such as using predetermined overhead rates based on relevant factors like labor hours or machine hours. Tracking and allocating overhead costs accurately contribute to a more comprehensive understanding of the overall cost of each job.

Job order cost sheet: A job order cost sheet serves as a comprehensive record that accumulates the costs associated with each job. The sheet includes direct material costs, direct labor costs, overhead costs and any other relevant expenses. This essential document helps in tracking and analyzing the costs incurred during the process of a job. A well-designed job order cost sheet should capture all the relevant cost information for accurate analysis and decision-making. It could include sections for the job name, date, direct material costs, direct labor costs, overhead costs and a summary of total costs for the specific job.

BENEFITS AND APPLICATIONS

Implementing a job order costing system can bring numerous benefits to drain cleaning businesses.

Accurate pricing decisions: The accurate determination of prices is crucial for any business. Job order costing provides a clear understanding of the costs associated with each specific job, enabling businesses to make accurate pricing decisions. By analyzing the cost sheet, organizations can determine the appropriate price based on both direct and indirect costs incurred. This helps ensure that prices are competitive, reflective of the true cost of the service and able to help achieve desired profit margins. Additionally, by understanding the true cost of each job, businesses can avoid underpricing and potentially losing money on jobs.

Resource allocation and efficiency: With detailed cost records, businesses can accurately allocate resources based on historical data. This helps in optimizing resource utilization, increasing

JOB ORDER COSTING PROVIDES A CLEAR UNDERSTANDING OF THE COSTS ASSOCIATED WITH EACH SPECIFIC JOB, ENABLING BUSINESSES TO MAKE ACCURATE PRICING DECISIONS.

efficiency and reducing waste. By analyzing the time and resources spent on each job, companies can identify areas where productivity can be improved, leading to better utilization of both labor and materials. Job order costing enables businesses to identify the most resource-intensive jobs and explore strategies to streamline operations and reduce costs.

Profitability analysis: Job order costing allows organizations to evaluate the profitability of each job separately. By comparing the costs associated with a particular job against the revenue generated, businesses can identify the most profitable jobs and focus their efforts accordingly. This analysis of profitability on a

per-job basis helps in identifying the most lucrative contracts or clients as well as highlighting any unprofitable ventures that need attention or restructuring. Managers can study the profit margins associated with different jobs and make informed decisions on resource allocation and pricing.

Cost control and budgeting: Job order costing provides businesses with an accurate account of costs, enabling better cost control and budgeting. By identifying areas of high expenditure or inefficiencies, drain cleaning companies can take corrective actions to maintain financial stability. Frequent analysis of job order cost sheets allows for a proactive approach toward cost control measures, such as renegotiating supplier contracts, eliminating unnecessary expenses or implementing process improvements. This, in turn, ensures that projects stay within budget and financial goals are met.

Enhanced decision-making: With a job order costing system, businesses can make informed decisions based on reliable cost information. This includes determining whether to accept or decline



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certain jobs, investing in new equipment or technology, expanding service offerings or hiring additional staff. The availability of accurate cost data on a per-job basis provides a solid foundation for effective decision-making, reducing the likelihood of making ill-informed choices that may have negative financial repercussions. Businesses can evaluate the profitability and resource requirements of potential jobs, enabling them to prioritize projects that align with their strategic objectives and financial aspirations.

A MODEL FOR SUCCESS

By implementing a job order costing system, drain cleaning companies can enhance profitability, optimize resource utilization, improve decision-making processes and ensure long-term success in the industry. With accurate cost information readily available — and continually analyzing that cost data — businesses can strengthen their position in the market and maintain a sustainable advantage over competitors through effective cost control and financial management. **c**

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 and HVAC trades, and has a bachelor's in business and economics from Thiel College.

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THE GREATER GOOD

NEBRASKA OUTFIT MAINTAINS CORE CUSTOMER SERVICE PRINCIPLES WHILE EXPANDING FROM HOME SERVICES TO MUNICIPAL INFRASTRUCTURE // By Todd Razor



SOME WORKERS RELISH THE PHYSICAL NATURE OF THE JOB. THEY LIKE TO GET AFTER IT. BUT THAT'S ONLY PART OF THE EQUATION FOR A SUCCESSFUL JOB, AS SEEN WITH BURTON A/C HEATING PLUMBING & MORE.

“Guys just like to dig,” says Jim Sloup, the company’s plumbing supervisor. “But we have to make sure they are thinking about documenting everything, too. That’s a big piece of it.”

For Burton, that balance — between boots-in-the-dirt work and disciplined, detail-driven processes — is exactly what’s propelling the Omaha, Nebraska, company into its next era. What started in 1989 as a plumbing, HVAC and excavation outfit has expanded into trenchless services, electrical work and now municipal-scale water infrastructure projects.

Backed by Clarion Home Services Group, Burton is no longer just one of Omaha’s go-to providers for homeowners in need of plumbing help, it’s also taking on a pivotal role in replacing lead service lines across the city. That means deploying high-tech boring equipment, expanding its workforce and weaving precision documentation into every job, all while keeping its trademark “customer-first” culture intact.

It’s a big leap, but not a surprising one. Burton has built its reputation on thorough root-cause analysis, clear communication

◀ Burton employees Javier Villafuerte, Shabah Abubakar and Logan Pontis work to replace lead service lines at a residential job site in Omaha, Nebraska. The company is part of a long-term contract to replace lead service lines in the area. (Photography by Matt Ryerson)

» Brent Taylor and Logan Pontis monitor boring equipment from Roddie being placed into a pit for a directional drilling job.



“GUYS JUST LIKE TO DIG. BUT WE HAVE TO MAKE SURE THEY ARE THINKING ABOUT DOCUMENTING EVERYTHING, TOO. THAT’S A BIG PIECE OF IT.”

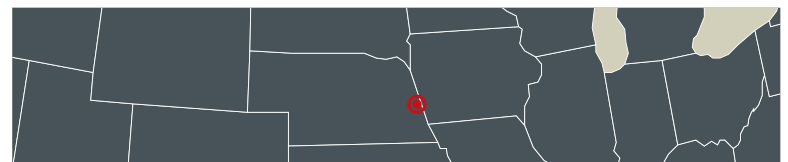
JIM SLOUP

and an approach that digs deeper — literally and figuratively — to solve problems at their source. Now, that philosophy is being put to the test on one of Nebraska’s most important public health initiatives: getting the lead out, house by house, line by line.

BULKING UP

Previously owned by Mark Evans, who has helmed Burton since the mid-1990s and purchased it in 2023, the company today operates under Clarion Home Services Group, a multi-brand platform acquired by LightBay Capital in 2021.

Clarion oversees multiple companies, managing 16 across the United States, and is primarily concentrated in the Midwest



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and Colorado. The group is known for bulking up established residential HVAC, plumbing and electrical service shops with bona fide reputations.

They provide corporate infrastructure, at the same time maintaining the unique identities of each company in its brand portfolio. Evans remains on board and serves as



« Connor Goecke uses a Bobcat E60 to move a Roddie Pit Shot horizontal drill into place as Josh May and Logan Pontis look on.

president, continuing to provide guidance and strategically evaluate opportunities.

ENERGIZING THE BUSINESS MODEL

The transition to Clarion enabled several advantages, energizing Burton's business model — enhanced systems for marketing, recruiting, administrative, IT and operational support.

Plumbing and field supervisor Jim Sloup says being customer-focused and service-oriented, combined with pride taken in their work, has helped Burton stand out as an area provider. From always crisp uniforms to clear, direct communication, customer service remains priority No. 1.

They treat every customer like a neighbor, he says, and every suburb as their own.

The company has garnered 19 consecutive *Omaha Magazine* "Best of Omaha" placements and boasts over 6,800 reviews on Google. Now they've implemented a 24/7 virtual call center that handles appointments for all Clarion outfits, like Burton and a nearby sibling company, Lincoln, Nebraska-based Star City Heating & Cooling.

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“Our service is based on demand and level of emergency,” says Michael Cholewa, a Clarion regional manager. “Even our after-hours people who answer calls work for Clarion. One value that adds is that it’s less disruptive to the business. It’s our people who are answering the phones.”



MORE THAN A TEMPORARY FIX

One thing at Burton that’s never changed is an emphasis on plumbing and root cause analysis. When responding to traditional service calls, whether that’s a dripping faucet or toilets running intermittently, technicians look to assess the overall system — from water pressure irregularities to concerns with age or scale buildup in water heaters. Whatever the system, their zeal is for identifying and resolving any underlying concerns.

Cholewa says the company has approximately 45 fully stocked service vehicles of various sizes and models across different departments. A consultative approach is taken on every call, regardless of which service line. The tactics are methodical and require discipline, accounting for the company’s flat-rate plumbing work with guaran-

teed up-front pricing and a two-year parts and labor warranty.

Technicians are trained to cover all the angles, not only just apply temporary fixes, by identifying potential future problems and providing that information to customers. Recommendations to homeowners and occupants are tailored based on inquiries about lifestyles for a more holistic solution.

▲ Burton maintains a fleet of approximately 45 fully stocked service vehicles of various sizes and models across different departments.

NEW MUNICIPAL GIG

The core competencies Burton’s teams have built up over the past three decades in residential plumbing, HVAC and electrical applications are being leveraged into a catalyst for handling more complex infrastructure projects.

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» Brad Patterson uses a Bobcat E60, with a plate compactor attachment, while backfilling a trench at a residential job in Omaha.



The new piece of work they picked up is a big one and crews are taking it to the next level. The company is among only a handful of contractors who won independent bids, partnering with Metropolitan Utilities District in Omaha, spearheading a lead water service line replacement initiative.

That program kicked off in 2024, with the public utility stating the initial program cost will be covered through a loan from the Drinking Water State Revolving Fund and grants.

Nebraska's Lead Service Line Cash Fund was created in 2023 for utilities like M.U.D. tasked with removing and

replacing lead service lines, identified as a source of public health concern for people including children and younger adults.

In March 2025, a report from the state confirmed that all \$8 million allocated to M.U.D. to fund the program was under contract.

Burton's piece of work started in April 2025. Omaha is the state's only metro-class city and contains half of the state's inventory of residences with such waterlines. Getting the lead out and all the new copper in could require more than a decade.

Burton has reinforced crews responsible for maintaining the company's core plumbing, HVAC and remodeling services while dedicated teams specializing in municipal infrastructure and line replacement are assigned to the M.U.D. project. They are getting into the advanced excavation, boring and installation techniques.

GROWING TEAM

Burton is growing. They've recently hired six people and now employ a team of about 15 — over 10% of its total staff — dedicated specifically to the M.U.D. work. Systems have been installed to effectively manage all areas, carefully

« Mark Bostick checks water pressure for code compliance after replacing a water service valve and pressure regulator at a customer's home in northwest Omaha.



EQUIPMENT RUNDOWN

There's a major focus at Clarion on equipment utilization, alongside fresh investment in training, employee development and knowledge sharing and newly implemented machine technologies.

Burton has invested in two Bobcat E35 excavators, two Bobcat E60 excavators and two new Mack dump trucks.

For boring, the company acquired a Roddie X4 Pit Shot horizontal directional drill with 1,100 pounds of rotational pullback. With a drill range of 400 feet, the unit is designed for utility work, capable of installing pipes with diameters of 1 to 6 inches, and engineered for handling on-grade sewer laterals, waterlines and conduits.

"We got a [Pit Shot] at the beginning of the project, like the first day," says Jim Sloup, the company's plumbing supervisor. "We had that company come down and train us on the equipment and the machine. Where to locate it in the ground."

The X4's drill range is up to 400 feet. Burton's HDD package includes a monitor for the operator and Underground Dynamics locator to ensure accurate drill guidance. With custom housing, guidance systems from Subsite, Radio-detection and Digital Control Inc. may also be compatible, according to the drill manufacturer.

"We replace water service from the main all the way into the house. We commonly do that anyway," Sloup says. "Our excavation crew runs a soft copper line underground into the house approximately 5 feet deep. That has been awesome to have and pull back our copper."

Crews select the appropriate excavation equipment and boring tech for creating underground pathways based on distance, required precision and obstacles. The company also invested in a heavy but more compact piece of pneumatic ground piercing equipment, commonly known in the field as a "mole" or "missile."

Says Sloup, "There are situations where [the mole] might just be faster if we are going under a street, when it's a short, easy straight shot. Across a normal two-lane residential road, it only takes about 15 minutes to go across. If there are situations where we don't have to be super precise, we can use that piece of equipment."

"IT'S A LARGE, MULTIPLE BIG JOB EFFORT TO REPLACE ALL THESE SERVICES. IT REQUIRES LOTS OF COORDINATION, SCHEDULING EQUIPMENT, ENSURING ALL MATERIALS ARE AVAILABLE ..."

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» Some of Burton's 100-person team pose in front of company headquarters in Omaha.



"IF YOU ARE GOING TO TAKE CARE OF THE CUSTOMER CORRECTLY AND DO THE RIGHT THING, YOU WILL GO IN AND INVESTIGATE A BIT MORE TO FIND OUT THE 'WHY' AND HOW IT IMPACTS THE REST OF THEIR PLUMBING."

STEVE DOUTHIT

balancing plumbing and HVAC technician assignments and scheduled infrastructure work.

"It's a large, multiple big job effort to replace all these services," Sloup says. "It requires lots of coordination, scheduling equipment, ensuring all materials are available, group chats on the phone, and talking to people throughout the day. We have an internal excavation coordinator behind the scenes for scheduling and coordinating, to make sure we keep moving smoothly."

Equipment can be redeployed on the fly and bounce back and forth between houses depending on which crew needs it and when, he adds. An urgency-level tiered response system for effectively prioritizing line replacement and emergency service calls was established for the initiative.

CAREFUL DOCUMENTATION

EPA guidance on service line material identification recommends photographic documentation to verify lead versus nonlead pipe during initial inventories and ongoing updates. Sloup says there is new documentation guidelines associated with the Lead and Copper Rule Revisions program and Drinking Water State Revolving Fund assistance agreements, as well as steps Burton is taking to ensure strict compliance with these reporting requirements.

"There are a number of pictures and documentation you have to do, which is challenging. An excavation manager is involved," he says. "We've increased our crew quite a bit. Every week we are getting better. It's a cool project. It's a learning curve. When we bring our copper in, we have to show copper at the water main hooked up, copper at the stop box hooked up. The plumber makes the connection to existing waterlines in the home."

CORRECT CUSTOMER SERVICE

Even after a partial lead line replacement, short-term spikes in tap-water lead levels are more common. As a result, homeowners increasingly ask about water quality and point-of-use treatment.

National data suggests Americans are investing in systems like

water softeners and filtration systems. A 2023 survey by Aquasana, for instance, reportedly found water filtration in American homes had reached over 90%, a 25% rise since 2020.

M.U.D. not only recommends but also provides certified Brita filters to customers for the stabilization period following each service line swap. When a Burton technician enters a home to connect new copper service lines, it is not atypical to strike up a conversation and uncover additional plumbing needs.

For the Burton team, doing the right thing means starting a conversation and always presenting more than a single fix, covering all immediate and forward thinking options from necessary repairs to substantial upgrades and renovations. It's never only about getting to the one repair or replacement that solves today's problem, it's about digging just a bit deeper and potentially staving off an issue later.

"We have learned over the years, if you go fix the one thing that is actually hurting the customer, if you see something that is causing a health or safety concern and don't bring it up, that is malpractice in a way," says Steve Douthit, Burton's plumbing manager. "Let's not just give the customer terrible service and one option. If you are going to take care of the customer correctly and do the right thing, you will go in and investigate a bit more to find out the 'why' and how it impacts the rest of their plumbing."

A BUSY FUTURE

The scope of work in front of companies like Burton and utilities like M.U.D. could be summed up as not tiny.

In 2023, the American Water Works Association, in a statement on the EPA's proposed LSLR rule improvements, noted that the average cost to fully replace a single lead service line is more than \$10,000. With more than 9 million lead lines connecting homes to water systems nationwide, the cost to replace them all has been estimated at up to \$90 billion or more.

Backed by Clarion, this has additionally enabled Burton to position themselves for future growth, stability and risk mitigation. The long-term municipal contract provides predictable revenue



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alongside the more variable day-to-day calls, like upgrading fixtures or replacing leaking or ruptured water heaters, to estimates for whole-house repiping.

The multiyear replacement program in Omaha is anticipated to run through at least the end of 2035.

Blending residential expertise with larger-scale water-infrastructure work, Burton tackles it line by line, house by house — staying true to its original vision and focus for a safer, more comfortable home tomorrow.

Says Cholewa, "We kind of separate ourselves where we are going to take an approach by not coming into your home and telling you that you have one fix and one solution. They get to choose what types of work. We are going to provide that level of service. By the time we leave your home, you know everything that's going on with your plumbing system before we walk out. And make the choice of the work you want to do versus us pushing something on you." c

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|---|---------------------------------------|-----------------------|----------------|-----------------|---------------------------|-------------|-----------|-----|---------|-------------------------------------|----------------------------|-------------------|
| | | | | | | CARRY | PUSH/PULL | TOW | MOUNTED | | | |
| AMERICAN JETTER 6908 Pine Grove Rd., Knoxville, TN 37914 866-944-3569 • 865-524-4647 • (f) 865-247-5105 www.americanjetter.com • andy@americanjetter.com See ad on page 65 | AJ5IT1840 | 20" | 4000 | 18 | 65HP Kohler | | | X | | 500' | YES | YES |
| | AJ5IT2040 | 24" | 4000 | 20 | 74HP Kohler | | | X | | 500' | YES | YES |
| | AJ58S1140 | 12" | 4000 | 11 | 37HP Kohler | | | X | | 500' | YES | YES |
| | AJ5IT3040 | 30" | 4000 | 30 | 111HP Kohler | | | X | | 500' | YES | YES |
| | AJ5IT1850 | 20" | 5000 | 18 | 97.5HP Kohler | | | X | | 500' | | |
|  BULLFROG INDUSTRIES 255 Clear Lake Dr., Somerset, KY 42503 888-890-1555 x 802 www.flushafrog.com • sales@bullfrogindustries.com | Crap Shooter HD3 + Auto-Off Valve Kit | 4" | 2500 | 1.7 | Universal AC Motor | X | | | | Portable BFI Hose Reel Not Included | | |
| | Crap Shooter HD2 + Auto-Off Valve Kit | 3" | 2000 | 1.7 | Universal AC Motor | X | | | | Portable BFI Hose Reel Not Included | | |
| | Crap Shooter HD1 + Auto-Off Valve Kit | 3" | 1500 | 1.7 | Universal AC Motor | X | | | | Portable BFI Hose Reel Not Included | | |
|  CAM SPRAY 520 Brooks Rd., Iowa Falls, IA 50126 800-648-5011 • 641-648-5011 • (f) 641-648-5013 www.camspray.com • sales@camspray.com See ad on page 53 | RCJ4008H | 6" | 4000 | 8 | Honda 800CC efi | | | | X | 200' | | |
| | LJ4008H | 6" | 4000 | 8 | Honda 800CC efi | | | | X | 200' | | |
| | VM4008H | 8" | 4000 | 8 | Honda 800CC efi | | | | X | 400' | | YES |
| | VM3012 | 8" | 4000 | 8 | Honda 800CC efi | | | | X | 400' | | |
| | TM3012H | 8" | 4000 | 8 | Honda 800CC efi | | | | X | 400' | | |
| | Compact 3012 SKID | 10" | 4000 | 8 | Honda 800CC efi | | | | X | 400' | | |
| | STB3012H | 10" | 3000 | 12 | Honda 800CC efi | | | X | | 400' | | |
| | STB4008H | 8" | 4000 | 8 | Honda 800CC efi | | | X | | 400' | | |
| STB3012H-HOT | 10" | 3000 | 12 | Honda 800CC efi | | | X | | 400' | | | |
| CENTRAL OKLAHOMA WINNELSON 5037 NW 10th St., Oklahoma City, OK 73127 888-947-8761 • 405-947-8761 • (f) 405-947-1934 www.centralwinnelson.com krjones@winnelson.com See ad on page 61 | KJ-1350 | 4" | 1350 | 1.4 | | | X | | | 200' | | |
| | KJ-1750 | 4" | 1750 | 1.4 | | | X | | | 200' | | |
| | KJ-2200 | 6" | 2200 | 2.4 | | | X | | | 200' | | |
| | KJ-3100 | 10" | 3000 | 5.5 | | | | | | 300' | | |
|  DRAIN INVADER 16750 Woodinville-Redmond Rd. NE, Ste. C-101 Woodinville, WA 98072 866-631-3569 www.draininvader.com • cs@draininvader.com | Drain Invader PRO 4007 Gas Jetter | 8" | 4000 | 7.5 | Honda Gas, Electric Start | | X | | | 250' x 3/8" | | |
| | Drain Invader PRO 3005 Gas Jetter | 6" | 3000 | 5 | Honda Gas, Electric Start | | X | | | 250' x 5/16" | | |
| | Drain Invader 'X' Electric Jetter | 3" | 2300 | 1.5 | Electric 115-volt | | X | | | Optional 100' x 3/16" | | |
| | Drain Invader 'HD' Electric Jetter | 3" | 2000 | 1.7 | Electric 115-volt | X | | | | Optional 100' x 3/16" | | |
|  EASY-KLEEN PRESSURE SYSTEMS LTD. MANUFACTURER OF HIGH PRESSURE CLEANING EQUIPMENT EASY-KLEEN PRESSURE SYSTEMS LTD. 41 Earnhardt Rd., Sussex Corners, NB E4E 6A1 CANADA 800-315-5533 www.easykleen.com • sales@easykleen.com See ad on page 55 | EZJ3512G | 4" to 10" | 3500 | 12 | 35 HP Vanguard | | | | X | 300' | X | X |
| | EZJ3512G-MWK | 4" to 10" | 3500 | 12 | 35 HP Vanguard | | X | | | 300' | X | X |
| | EZJ4010G-MWK | 4" to 10" | 4000 | 10 | 35 HP Vanguard | | X | | | 300' | X | X |

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| EJ-1500 | 4" | 1500 | 1.7 | 1.5 Electric |

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| CARRY | PUSH/PULL | TOW | MOUNTED |
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| 150' |

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| JM-1450 | 4" | 1500 | 1.7 | 1.5HP |
| JM-2900 | 8" | 3000 | 4 | 13HP |
| JM-3000 | 8" | 3000 | 4 | 13HP |
| JM-3080 | 8" | 3000 | 8 | 20HP |
| JM-2512 Typhoon | 10" | 2500 | 12 | 24HP |

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| CARRY | PUSH/PULL | TOW | MOUNTED |
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| XtremeFlow XF2LNG1240CW | 12" | 4000 | 12 | 35HP |
| HotJet 2 Load'nGo HJ2LNG1040HW | 12 | 4000 | 10 | 35HP |
| HotJet 2 | 12" | 4000 | 10 | 35HP |
| XtremeFlow 2 | 12" | 4000 | 10 | 35HP |

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| CARRY | PUSH/PULL | TOW | MOUNTED |
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| M20 | 4" | 1500 | 2.1 | 2HP Electric |
| M30 | 6" | 3000 | 4.5 | 390cc Gas |
| MV84 | 10" | 4000 | 8 | 800cc Gas |

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| CARRY | PUSH/PULL | TOW | MOUNTED |
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| 50' x 1/8" |
| 115' x 1/4" |
| 200' x 3/8" |
| 250' x 3/8" |

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| Cadet | 1 1/4" to 3" | 1500 | 1.4 | 1.5HP Electric |

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| CARRY | PUSH/PULL | TOW | MOUNTED |
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100' x 3/4" or 5/8"
125' x 3/4" or 150' x 5/8"
75' x 3/8", 50' x 1/2"
100' x 9/16", 75' x 5/8"
100' x 3/4" or 5/8"

1 1/4" to 3"
1 1/4" to 4"
1 1/4" to 3"
3" to 10"
3" to 10"
1 1/4" to 4"
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100'
100'
125'

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100
300
1065

35'
50'
100'
107'
250'

1 1/4" to 2 1/2"
1 1/4" to 3"
1 1/4" to 4"
3" to 6"
3" to 10"

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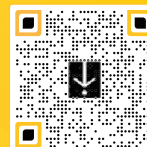


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Anne Lackey

HEALTHY HIRING HABITS

Are your hiring practices sound or subliminally giving a warning sign to employees telling them to seek out greener pastures? // By Anne Lackey

ONCE YOU'VE GROWN past five employees, winging it stops working. You cannot keep eyes on everything yourself, and you cannot personally train every new hire. But when someone quits, it can still throw the whole operation sideways.

If you are running a team of five to 15 people, you know this stage well. You are past survival mode, but the systems are still not in place. Hiring still happens between service calls, managing operations, and putting out fires.

When a good employee leaves at this stage, the cost ripples everywhere. Customers wait longer. Your best people carry heavier loads, and you end up covering the gap yourself instead of focusing on the business. And once it starts, the impact spreads fast.

What often gets overlooked is that most people do not leave only for money. They leave when they feel lost, stretched too thin or unsure whether the business has a future they want to stick with. The signals show up long before a resignation letter. Crews notice when openings are posted only after the backlog becomes painful. They notice when pay adjustments happen only after complaints. They notice when a star performer leaves and no replacement is lined up. Over time, those habits send a message about stability.

Every owner develops hiring habits. The question is whether yours are helping you keep people together or giving them reasons to move on.

SPOT PATTERNS EARLY

Think about your past five hires. How long did each role sit open? Who covered the gap? Which of those people stayed and which ones did not?

[EMPLOYEES] LEAVE WHEN THEY FEEL LOST, STRETCHED TOO THIN OR UNSURE WHETHER THE BUSINESS HAS A FUTURE THEY WANT TO STICK WITH. THE SIGNALS SHOW UP LONG BEFORE A RESIGNATION LETTER.

That history tells a story. A rushed hire who quit during busy season left your crew frustrated with callbacks and long nights. Waiting to post a job until the schedule was already breaking showed everyone who would shoulder the overtime. Letting a strong performer walk without a backup in place told the crew that stability was shaky.

The patterns are there if you pause to see them. The goal is not to criticize yourself. It is to learn from what actually happened so you can make stronger decisions next time.

GIVE THEM A CLEAR TARGET

The bigger mistake is not hiring the wrong person. It is never showing the right person what success looks like.

Think about your last new hire. You probably pointed them at the work and hoped they would catch on. Maybe you said, "Shadow Mike for a week," and figured that was enough. But what does a good day in that role actually look like? When the picture is unclear, people just make up their own version of "good." Some assume they are doing fine until they are surprised by criticism. Others burn out trying to guess what you want.

There is a simple exercise that fixes this. Sit with your best tech for half an hour. Ask them to walk you through a typical day: What gets done, in what order, what challenges come up, and how they know it is a good day. Write it down. That one page becomes your standard: "Here is what right looks like in this role."

The more specific you are, the stronger the results. Instead of "handle customer calls," try "return calls within two hours, close out tickets the same day, and keep callbacks under 5%." Instead of "train the new hire," try "cover safety in week one, shadow three jobs, and run the first solo call by day 10."

Then check in weekly or monthly. It does not have to take long. Five minutes on what is working, what is not, and what to focus on is usually enough. Those short conversations keep people on track and prevent surprises later.

DRAW THE LINE BEFORE IT IS TOO LATE

There are warnings. A tech works through lunch for weeks because she is covering two jobs. A helper gets thrown into tasks he is not trained for. Everyone can see that the load is too heavy, but no one names it directly.

That is why it helps to set your line in advance. Maybe it is two weekends of overtime in a row. Maybe it is a schedule pushed more than a week out. Whatever your trigger is, write it down. When the line is crossed, act before the spiral begins.

Do not underestimate the value of talking about what is happening. Saying, "This week was a mess, here is how we will fix it," shows respect. If you do not say anything, crews start guessing, and those guesses are rarely positive.

Clear expectations are a form of respect. People want to know if they are on track, and they want honesty about what the business is facing. When you give them that clarity, they respond with stability.

BUILD YOUR BENCH IN ADVANCE

At this stage, you cannot afford to scramble every time you need someone new. A little preparation makes a big difference.

Keep a short list of potential names. That might include a past applicant who almost made the cut, a trade school instructor or someone a trusted employee recommended. Three or four contacts are enough to give you a head start. Stay in touch once or twice a year so you are not starting cold when a position opens.

And capture the knowledge you already have. Record yourself in the truck talking through what your best person does on a call. That 30 minutes becomes a training guide that saves you twice as much time when the next hire starts.

This is what turns hiring from a scramble into a steady process. It is how you step out of doing everything yourself and start leading for growth.

YOUR CREW BELIEVES WHAT YOU SHOW THEM

Your habits already tell a story. The crew knows whether the shop feels steady or unstable. The good news is that you get to shape that story.

A stable crew is your edge. While competitors are replacing people every year and a half, keeping someone for five years means better work, fewer callbacks and customers who stay loyal.

You do not need to overhaul everything at once. Start with one change. Create clearer targets, commit to regular check-ins, or build a small bench. Stick with it for three months and see what shifts.

You will miss sometimes. You may forget a check-in or discover that your procedures are incomplete. That is normal. The owners who build strong crews are not perfect. They just keep at it until the habits stick.

When your crew sees you making those choices, they stop wondering if it is time to leave. They start believing this is a place worth investing their future in.

Turnover will always happen. The real difference is the story your hiring habits tell. Write one that makes people want to stay. **c**

ABOUT THE AUTHOR

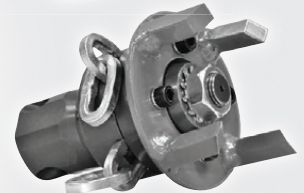
Anne Lackey is the co-founder of HireSmart Virtual Employees, hiresmartvirtualemployees.com, a full-service HR firm helping others recruit, hire and train top global talent. She has coached and trained hundreds in creating successful businesses to be more profitable and to create the lifestyle they desire. She can be reached at anne@hiresmartvirtualemployees.com or at meetwithanne.com.

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RARING TO GO FOR RALEIGH

Call for abstracts is open for technical presentations for the 2027 No-Dig Show in Raleigh, North Carolina

The 2027 No-Dig Show is heading to Raleigh, North Carolina, for the first time next year.

Taking place March 21-25, 2027, this premier gathering will bring together experts, innovators and decision-makers dedicated to advancing underground infrastructure with cutting-edge trenchless solutions. As demand for sustainable construction and infrastructure renewal continues to grow, the No-Dig Show promises to be an essential hub for learning, networking and discovering the latest industry advancements.

CALL FOR ABSTRACTS

NASTT is now accepting abstracts for technical presentations for the 2027 No-Dig Show. This event is the perfect platform for industry professionals to share their expertise, groundbreaking research and real-world project experiences.

If you have innovative case studies, new technologies or best practices in trenchless construction, rehabilitation or asset management, we encourage you to submit an abstract. Selected speakers will have the opportunity to present to a wide audience of engineers, contractors, utility professionals and decision-makers shaping the future of underground infrastructure.

Don't miss your chance to contribute to the industry's leading knowledge exchange. Abstracts must be submitted online by June 30,

2026. Visit nastt.org/no-dig-show/speakers/call-for-abstracts for submission details.

A VITAL CONFERENCE FOR THE TRENCHLESS INDUSTRY

Attendees will have access to multiple technical session tracks, covering everything from advanced pipeline rehabilitation techniques to horizontal directional drilling, microtunneling and asset management strategies.

Whether you're an industry veteran or a newcomer looking to expand your knowledge toolbox, the 2027 No-Dig Show offers invaluable insights into the challenges and opportunities shaping the future of trenchless technology.

FOCUS ON EDUCATION AND TRAINING

Education remains a core pillar of the No-Dig Show. In addition to technical sessions, the event will offer Good Practices Courses, providing in-depth training on specific trenchless methods. Led by experienced professionals, these courses are designed to enhance industry knowledge, reinforce best practices and support career growth. As the demand for trenchless expertise increases, staying informed on the latest techniques and standards has never been more critical.

LOOKING AHEAD

As infrastructure challenges continue to evolve, trenchless technology will play an increasingly vital role in modernizing underground utilities. The No-Dig Show remains at the forefront of this progress, bringing together professionals committed to leading this charge.

For those eager to stay ahead in the field, the 2027 No-Dig Show in Raleigh offers an unmatched opportunity to connect with industry experts, explore innovative solutions and gain the knowledge needed to lead successful trenchless projects. Whether you plan to attend, exhibit or present, this is an event you won't want to miss.

Learn more at nastt.org/no-dig-show. **c**

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» CABLE MACHINES

1 // DURACABLE DM55

The 3/4 hp **DM55** drain cleaning machine from **Duracable** provides safety and ease of use with a maintenance-free, high-torque 10-1 gearbox and an indestructible frame. Clear the toughest of clogs with help from the onboard power cable feed and return, which pushes and retrieves the drain cable at a steady rate, reducing the potential for damage to the cable. It can be customized with 11/16-inch cable up to 150 feet long, coiled into a 26-inch standard or jumbo polyethylene drum or open-spoke metal reel. It is ideally suited for industrial, commercial and residential mainlines and floor drains, removing grease and roots from 2- to 10-inch lines. **800-247-4081; www.duracable.com**

2 // MILWAUKEE TOOL M18 FUEL SECTIONAL MACHINE

The **M18 FUEL Sectional Machine** for 5/8- and 7/8-inch cable from **Milwaukee Tool** is a portable and powerful sectional machine for 1 1/4- to 6-inch drainlines. Its **POWERSTATE** brushless motor and **REDLINK PLUS** intelligence deliver the power to clear heavy roots up to 150 feet out. The sectional machine ensures easy transportation and setup on all jobs by being lightweight and compact while offering carry strap connection points for hands-free transportation. The **M18 REDLITHIUM High Output HD12.0** battery pack powers through multiple jobs on a single charge, increasing safety by providing power anywhere without the use of extension cords. **800-729-3878; www.milwaukeetool.com**

3 // MYTANA M945 MID-SIZE CABLE MACHINE

The **M945 Mid-Size Cable Machine** from **MyTana** is designed to clean 3- to 6-inch lines with a highly portable, ergonomic build. It comes equipped with 100 feet of 9/16-inch cable, ideal for clearing roots, debris and obstructions in residential drains and laterals. Its compact, upright design makes it easy to maneuver up and down basement stairs and into tight utility rooms. It has a quiet, 1/2 hp gear-reduced PM motor and a manual select control panel for three speeds (200, 250, 300 rpm) and three auto torque settings. An automatic feed/retriever is included for added productivity. It also has an optional reel of 80 feet of 3/8-inch cable that can be quickly swapped in (no tools needed) for work in smaller lines. **866-948-7576; www.mytana.com**

» CLEANING NOZZLES

4 // HYDRA-FLEX REAPER

Reaper sewer jetting nozzles from **Hydra-Flex** are available in 1/4-, 3/8-, 1/2-, 1- and the newly added 3/4-inch sizes, with each nozzle specifically designed to match the pipe it's intended to tackle with precise cone angles that reach the entire width of each pipe. The cutting force breaks through roots and clears grease, wax, fats, oil and wipes while its back jets propel the nozzle easily through the pipe and add clearing power. Nozzles feature premium tungsten



carbide and stainless steel for durability and an extended life cycle to maximize the return on investment. Easily repair the nozzle in less than 10 minutes to extend its life. **952-808-3640; www.hydrflexinc.com**



5 // SEWERPROSHOP RAVEN

The **Raven** nozzle from **SewerProShop** has been precision engineered by Intersewer and manufactured to the highest technical standards of ISO 9001:2008 certification in Germany. The weight counteracts the high-pressure kickback of the wand. It is constructed from high-grade stainless steel, is threaded and includes a replaceable ceramic nozzle insert with forward water jet angled at zero degrees or a fan jet. It is rated for 18 gpm at 4,000 psi up to 80 gpm at 2,500 psi. It includes a 1/2- to 1-inch sewer hose connection. It is operator-friendly with no maintenance required. **877-864-9394; www.sewerproshop.com**

6 // USB-USA GATOR AND MINI GATOR

High-performance **Gator** and **Mini Gator** nozzles from **USB-USA** cut and remove roots, grease, blockages and scale in various pipes ranging from 2 to 20 inches. Encased in a compact stainless steel body, the strong reinforced internal design rotates the head. 3D fluid mechanics in the head smoothly direct all the incoming high-pressure water to the four rotating jets in the rear of the head and one in front. These rotating jets create a powerful 360-degree all-around complete cleaning of the pipe, flushing and removing debris in fewer passes. The offset front jet eliminates blockages easily and effectively. The Gator is capable of being used on hose between 3/4 and 1 1/4 inches while the Mini Gator nozzle can be used on 3/8- to 1/2-inch hose. Case kits include an additional skid to centralize the nozzle in larger pipe. **844-285-5770; www.usb-usa.com**



>> HIGH-PRESSURE HOSE

7 // PROPULSE JETTER HOSE

ProPulse Jetter Hose for main lines is ideal for commercial and municipal cleaning applications. Reinforced with a textile braid and smooth thermoplastic cover, it offers optimum flexibility, excellent abrasion resistance and lightweight construction. At 1/2 inch in diameter, operating pressure of 4,000 psi and max temperature of 160 degrees F, this hose is designed for truck- or trailer-mounted sewer jetter applications. The lateral line version of hose is constructed with a textile braid reinforcement, thermoplastic cover and max temperature of 160 degrees F. Available in 1/8- (4,800 psi), 1/4- (4,400 psi) or 3/8- inch (4,000 psi) sizes, this hose is suited for consumer and commercial sewer jettors. Also available in specialty sizes 3/16- (4,800 psi) and 5/16-inch (4,000 psi). **563-583-4758; www.powermovingforward.com**



>> HOSE REELS

8 // COXREELS BRAVNY OPTION FOR 100 SERIES REELS

The **Brawny Option for 100 Series Reels** from **COXREELS** can be mounted to a floor, wall, ceiling, bench or truck and is made of steel for strength and durability with a U-shaped frame for two-point axle support to provide stability during operation. It has a brake assembly for braking or for locking the drum to a desired length of hose. It adds strength to the drum, minimizing potential damage under increased or pulsing pressure usage. By adding the additional strength to the drum, these professional-grade reels are better prepared to tackle the toughest jobs in the industry. **800-269-7335; www.coxreels.com**



PRODUCT FOCUS

9 // HANNAY REELS H16-10-11 PORTABLE MINI-JETTER HOSE REEL

Hannay Reels offers the **H16-10-11 Portable Mini-Jetter Hose Reel**, designed for portable jetting operations. Built from durable steel, this compact, lightweight hose reel is suitable for use in tight or hard-to-reach spaces — its portability allowing operators to quickly connect the hose reel to a nearby water source. The reel includes manual rewind with tension brake for safety and ease of use during the hose rewinding process. Uses for this hand-held hose reel include pipe cleaning, drain cleaning and high-pressure applications for residential and light commercial use. There is the option for customizable temperature and pressure ratings. **877-467-3357; www.hannay.com**



10 // HUBER HOSE REEL

Huber's hydraulically extendable hose reel for Lancer Series sewer combination trucks enhances efficiency, safety and operator control. The hydraulic extension system includes a manual 275-degree swivel base with 19 inches of extension, enabling precise positioning directly over manways for improved alignment during service. This design reduces manual hose handling, minimizes operator fatigue, and streamlines workflow. Built with heavy-duty construction for demanding environments, the system emphasizes manual, operator-driven controls with minimal electronic inputs to maximize reliability in harsh field conditions. Serviceability features include accessible components and simplified maintenance points that reduce downtime and extend equipment life. The hose reel offers flexible mounting options for integration into new builds or existing Lancer Series units, supporting both residential and commercial vacuum operations. **800-334-8237; www.keithhuber.com**



» JET/VAC COMBO UNITS

11 // VACTOR 2100I

The **2100i** from **Vector** employs advanced technology that not only enhances the performance of the equipment but also the individuals who operate it — meaning less fatigue, more comfort, push-button operation, greater precision, and superior power and performance. An international dealer network maintains a vast inventory of spare parts and offers fast shipment to any region of the world. The rugged, reliable unit is easy to operate and maintain. Features include Intuitouch One Touch controls, a Jet Rodder water pump, high-strength water tank, quieter engine design and high ground clearance. Options include water heaters and cold weather options. **815-672-3171; www.vactor.com**



12 // VERMEER JTV PTO

The **Vermeer JTV PTO** vacuum excavator/jetter is equipped with an 800-gallon debris and 400-gallon water tank. The PTO of the truck drives the positive displacement vacuum blowers that produce 1,000 cfm. The truck's jetter is capable of producing 15 gpm at 3,000 psi and comes with 425 feet of 1/2-inch hose on an electric self-retracting hose reel. All components are controlled from the truck, eliminating the extra weight, space and cost of the pony motor. The rear hydraulic claw door has an over-center locking mechanism for a no-fuss positive lock and unlock. An optional hydraulic boom is available with full six-way function, wireless remote with vacuum valve operation, 330-degree rotation, remote water jet for ease of clean out and a 5-inch hose with quick-connect to 4-inch tooling. It is built on a Ford chassis. **352-728-2222; www.vermeer.com**



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» PORTABLE JETTERS

13 // GENERAL PIPE CLEANERS JM-1000 X MINI-JET

The **JM-1000 X Mini-Jet** from **General Pipe Cleaners**, an upgrade to the JM-1000 jetter, offers a more efficient motor and a new balanced design. The lightweight, compact unit provides 1,500 psi of cleaning power, yet weighs only 23 pounds. Ideal for clearing clogged sinks, tubs and laundry drains, the tool box jetter clears grease, sand and ice from 1 1/2- to 3-inch lines up to 50 feet long. It is easy to carry to and from the job. The pump and motor are centered in the metal case allowing the jetter hose, integral stainless steel water supply hose and power cord to wrap neatly around it to create an ergonomically balanced unit. The pump and motor assembly are safely contained in a rugged metal diamond-plate case that can handle abuse in the field. **800-245-6200; www.drainbrain.com**



14 // GORLITZ GO 4000 WATER JETTING MACHINE

The **Gorlitz GO 4000 Water Jetting Machine** is a gasoline-powered unit suitable for industrial and commercial cleaning tasks. It features a Giant Pump, known for durability and high performance. This pump is constructed with a brass head, providing corrosion resistance and reliability under demanding conditions. The system delivers up to 4,000 psi, ideal for pipe cleaning, surface preparation and pipeline maintenance. It has a lightweight frame and handles that facilitate maneuvering indoor or outdoor environments. Its adjustable pressure controls allow contractors to tailor the water flow to specific jobs such as drain cleaning or equipment cleaning. The gasoline engine offers flexibility in locations without electrical power. This machine is an asset for contractors working on site, especially in areas requiring high-pressure jetting for clog removal or infrastructure refurbishment. **562-944-3060; www.gorlitz.com**



» PUSH TV CAMERA SYSTEMS

15 // CUES FLEXIPROBE C540C

The **flexiprobe C540c** portable pipeline inspection system from **CUES** automatically creates a survey report, allowing you to concentrate on your inspection tasks. Share your reports quickly and easily via email or the Dropbox file sharing service. Use GraniteNet software to integrate it to your asset inspection, decision support and work management program. The system is managed by a powerful and intuitive controller. A quick boot-up, an intuitive user interface and a high-definition 10.1-inch TFT display lets you concentrate on the job at hand. **800-327-7791; www.cuesinc.com**

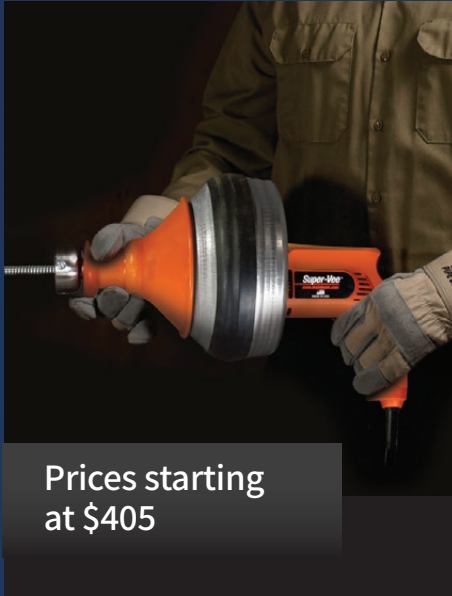


16 // ENZ USA CAMERA NOZZLE

The **Enz USA Camera Nozzle** has a modular design that allows universal use with all nozzle types, such as the eBomb or the eBulldog, and guarantees streak-free all-around cleaning in every application, according to the maker. The HD-ready resolution and 12 high-power LEDs deliver high-resolution video footage for quality control, documentation and preliminary inspection. Data management is fully integrated into the system through the Wi-Fi interface and connection to the Enz Cloud. All manholes and channels are automatically mapped on Google Maps with the videos. The nozzle, which is simple, fast and robust, increases productivity without any negative impact on cleaning performance or quality. **877-369-8721; www.enz.com**



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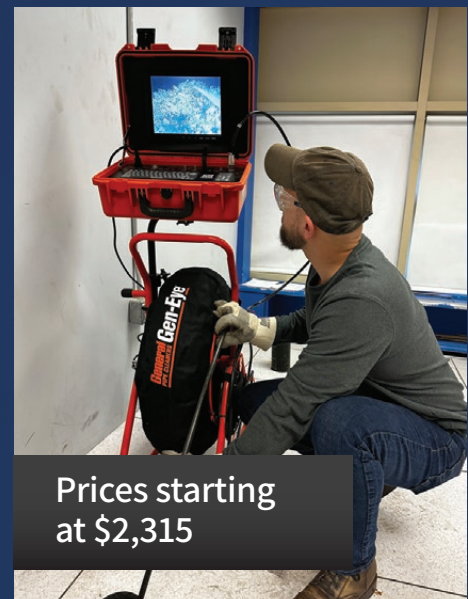
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17 // FORBEST CLEANVISION MAX

The **Forbest CleanVision Max** is a combined pipe inspection and cleaning system designed to perform both functions simultaneously. It is suitable for 2.5- to 6-inch pipelines and integrates a high-speed mechanical cleaning unit with a real-time visual inspection system. The cleaning mechanism is powered by a 110V/220V AC motor rated at 750W, delivering up to 3,000 rpm for effective debris removal. The visual and operational system includes an 8-inch HD monitor, a 23 mm self-leveling waterproof camera and a 20 m flexible shaft/cable. The camera provides continuous video feedback during operation, allowing users to monitor pipe condition while cleaning. The system can also be operated and monitored via iOS and Android devices through wireless connectivity. Multiple interchangeable cleaning heads are included for different pipe conditions and diameters. **877-369-1199; www.forbestusa.com**



18 // SUBSITE ELECTRONICS PUSH CAMERA

When a transporter isn't an option because of pipe size or limited access, the **Subsite Electronics Push Camera** allows operators to complete inspections in the most challenging conditions. Ideal for pipes from 1.5 to 12 inches, it features single conductor technology with a rigid 1/4-inch fiber pushrod covered with a durable Hytrel jacketing that allows operators to inspect up to 500 feet down the line. Additionally, the 1/4-inch-diameter single conductor cable provides added strength without weight concerns, allowing operators to complete significantly longer inspections without the cable getting twisted or warped. The 1545 camera with an inline 512 Hz beacon allows the operator to easily locate damage and blockage in the pipe. The camera is controlled by a 1575 controller, which features a rugged, durable and reliable enclosure. **800-846-2713; www.subsite.com**



19 // SUBTECH DESIGN & MANUFACTURING INTRUDER JUNIOR

The **Intruder Junior** from **SubTech Design & Manufacturing** is a portable video inspection system designed for efficient pipeline inspections. Its modular design incorporates easily swappable components, enabling rapid field repairs and minimizing downtime. It has a modular design, with swappable components for fast field repairs. It is lightweight and compact with backpack straps for convenient transport. A self-leveling camera provides consistent image capture, with a high-quality 7-inch color LCD with on-screen record and playback, still image capture, footage counter and 512 Hz functionality. It can be used to inspect 2- to 6-inch pipelines up to 140 feet in length. Its 10 mm allows for smoother navigation and extended reach in challenging pipe conditions. **877-754-3435; www.subtechmfg.com**



20 // VIVAX-METROTECH VCAM

Vivax-Metrotech vCam inspection systems are designed for municipal, residential, and commercial inspections, covering pipe diameters from 2 to 8 inches. Built with rugged, lightweight and compact designs, they can withstand the harsh conditions of sewer and lateral inspections. Standard size systems feature the vCam-6 HD control module paired with the Type-CP reel. They include a 9-inch daylight-viewable HD screen, AC/DC power with rechargeable battery, 1 TB hard drive, full keyboard, internal microphone, one-touch recording, Wi-Fi and LACP software compatibility. The stainless steel Type-CP reel supports interchangeable HD camera heads for 3- to 8-inch lines. Mini size systems combine the vCamMX-2+ control module with the MX mini reel, handling 1 1/2- to 4-inch lines using interchangeable D18-HD or self-leveling D26-HD cameras. The vLoc3-Cam Sonde Locator provides fast, accurate camera locating with intuitive directional guidance. **800-446-3392; www.vivax-metrotech.com**





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Call for Abstracts

SUBMISSION DEADLINE: June 30

The North American Society for Trenchless Technology (NASTT) is now accepting abstracts for its 2027 No-Dig Show in Raleigh, NC at the Raleigh Convention Center, March 21-25, 2027. Prospective authors are invited to submit a 250-word abstract outlining the scope of their paper and the principal points of benefit to the trenchless industry.

The abstracts must be submitted by June 30 online: nastt.org/no-dig-show



No-Dig Show is owned by the North American Society for Trenchless Technology (NASTT), a not-for-profit educational and technical society established in 1990 to promote trenchless technology for the public benefit. For more information about NASTT, visit our website at nastt.org.

» TRUCK/TRAILER JETTERS

21 // AMAZING MACHINERY BOSSJET MAX HOT WATER

The **BossJet Max Hot Water** trailer-mounted jetter from **Amazing Machinery** is specially engineered for ease of operation. It produces up to 4,000 psi and up to 22 gpm and has 400 feet of 1/2-inch hose. These jetters are for bigger jobs or larger pipes up to 12 inches and have a large 500-gallon water supply tank. The rear-mounted super duty 12-volt electric jetter hose reel and rear-stack manual reels (washdown and garden hose) provide all the space needed for hose. The jetters include two six-piece nozzle kits to cover most applications. **800-504-7435; www.amazingmachinery.com**



22 // AMERICAN JETTER 51T

The **51T** trailer-mounted sewer jetting system from **American Jetter** includes dual 38 hp Kohler EFI engines providing up to 20 gpm at 4,000 psi. Dual Udor industrial pumps and a 330-gallon water tank with advanced bypass and filtration systems ensure consistent flow. The powered hose reel holds more than 500 feet of 1/2-inch hose with precision speed control for accurate cleaning while the portable reel enables flexible indoor operation. Enhanced with a diesel burner for hot water jetting, this system is built for year-round use, featuring optional antifreeze and recirculation systems. Safety and convenience options include LED work lights, wireless remote operation and onboard storage. **866-944-3569; www.americanjetter.com**



23 // AMERICAN PIPELINING SOLUTIONS SABRE JETTER

The **Sabre Jetter** from **American Pipelining Solutions** is engineered to maximize efficiency, reliability, and real-world performance for demanding drain cleaning applications. Built around a powerful 24 hp Honda GX690 engine and a Comet TW premium pump with reduction gearbox, it delivers a consistent 12 gpm flow at 3,200 psi to clear grease, scale, roots and heavy debris with confidence. Its modular water tank system — available in 80, 100 or 130 gallons — allows crews to extend jetting time and complete jobs faster with fewer interruptions. A multifunction wireless remote gives operators full control at a distance. It is built with a fork skid base that makes it easy to transport and position on any job site and compact enough to fit in the bed of a truck, van or trailer setup. Standard features include high-pressure hose reels and a winter purge kit. **888-258-9359; www.americanpipeliningsolutions.com**



24 // EASY-KLEEN PRESSURE SYSTEMS VAN PACK JETTERS

Van Pack Jetters from **Easy-Kleen Pressure Systems** bring high-output jetting performance to any service vehicle, delivering the power contractors need for heavy root intrusion, grease and debris. Built around gearbox-driven triplex pumps and 35 hp Vanguard engines, these compact units supply up to 12 gpm at 3,500 psi with a fully integrated 200-gallon water tank, making them a turnkey solution for municipal, commercial and residential line cleaning. The series can be equipped with the Reaper Nozzle — engineered for aggressive cutting action that blasts through roots, scale and heavy organic buildup while maintaining exceptional pulling power, according to the maker. Combined with jetter hose reels, heater packs and wireless remote options, operators gain a highly maneuverable system designed for fast, controlled removal in challenging pipe conditions. **800-315-5533; www.easykleen.com**





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4008H Compact Skid - 100 GALLON TANK

- » 8.2 gpm @ 4000 psi
- » 800 cc EFI Honda Engine
- » 400' x 3/8" Jet Hose on DC Powered Reel

\$13,999 + Freight

NEW!



3012H Power Unit - Just Add A Tank!

- » 12 gpm @ 3000 psi
- » 800 cc EFI Honda Engine
- » 400' x 1/2" Jet Hose on DC Powered Reel

\$13,099 + Freight

4008H Power Unit - Just Add A Tank!

- » 8.2 gpm @ 4000 psi
- » 800 cc EFI Honda Engine
- » 400' x 3/8" Jet Hose on DC Powered Reel

\$12,659 + Freight



VM4008H

- » 8.2 gpm @ 4000 psi
- » 800 cc EFI Honda Engine
- » 400' x 3/8" Jet Hose on DC Reel

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VM3012H - 130 GALLON TANK

- » 12 gpm @ 3000 psi
- » 800 cc EFI Honda Engine
- » 400' x 1/2" Jet Hose on DC Reel

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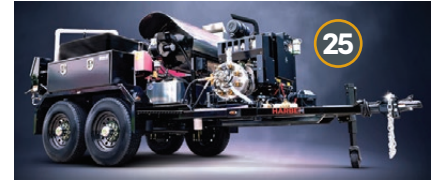
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25 // HARBEN ET-180 HOT WATER

Harben's ET-180 Hot Water is a heavy-duty jetting unit engineered for high-performance sewer and drain cleaning in demanding environments. Delivering 4,000 psi at 18 gpm (10 gpm hot), it features a TRUE Run-Dry pump delivering reliable operation under continuous use. Hot water performance up to 140 degrees F accelerates the removal of grease, sludge and mineral scale. Hot water capability also allows operators to thaw frozen lines, sanitize pipe walls, and maintain consistent performance in cold-weather conditions. By reducing cleaning time, it can help crews complete more work per day. The unit is mounted on a rugged, powder-coated tandem-axle trailer and includes a 375-gallon water tank, 500 feet of 1/2-inch hose, a 180-degree pivoting hose reel and a waterproof, extended-range wireless remote. Designed for up to 18-inch pipe, it is well suited for municipal and commercial applications. **770-889-9535; www.harben.com**



26 // HOL-MAC ATLAS TRAILER JETTERS

The **Atlas** trailer jetter line from **Hol-Mac** provides contractors, municipalities, and industrial facilities with purpose-built cleaning solutions for sewer and drainage applications. The lineup includes three models engineered for specific operational requirements. The PRO 2403 delivers 20 gpm at 4,000 psi in a single-axle configuration designed for plumbing contractors and small municipalities. It features a 300-gallon polyethylene tank, 500 feet of 1/2-inch thermoplastic hose on a hydraulic reel, and integrated winterization for year-round operation. Atlas FORCE industrial models include the 3307 (30 gpm at 3,000 psi) and 4237 (40 gpm at 2,300 psi), both on tandem-axle chassis with 700-gallon baffled tanks for wastewater treatment plants, DOTs and industrial contractors working long trunk mains and large storm lines. All models feature large poly water tanks, hydraulically driven hose reels, cold-weather winterization, and engine protection systems designed to deliver higher uptime, safer operation, and lower cost per foot cleaned. **228-832-0992; www.atlasjettters.com**



27 // HOTJET USA D500 VAC 'N JET

The **HotJet USA D500 Vac 'n Jet** series is designed to tackle tough jobs in tight spaces, including cleaning valve boxes, storm drains, drain and sewer lines, and for hydroexcavation. Its four-in-one functionality — jetting, vacuuming, hydroexcavating and power-washing — makes it versatile. Its reliable Yanmar Turbo Diesel Engine produces 20 gpm at 4,000 psi with the capacity to clean lines ranging from 4 to 24 inches. The integrated Gardner Denver vacuum system includes a 500-gallon spoils tank, 4-ton hydraulic dump and a dual-stage Centri-Clean filter system for efficient debris capture and containment. **800-624-8186; www.hotjetusa.com**



28 // JETTERS NORTHWEST EAGLE-200/4010-DWR

The **Eagle-200/4010-DWR** midsize trailer jetter from **JETTERS NORTHWEST** produces 10 gpm, 4,000 psi performance with the JNW Deluxe Wireless Remote Control system for jetting on/off, engine on/throttle/off, and reel-windup functionality. This newer 4010 model is an upgraded version of the previous 4009 model and is powered by an enclosed Kawasaki 31 hp fuel-injected/liquid-cooled engine. The trailer is towable even when its 200-gallon water tank is full, thanks to its electric brakes and beefy 4-by-2-inch framework with A-frame tongue. The trailer also features a 60-inch lockable tool storage bin, flat-top fenders to provide additional mounting surface, and standard aluminum wheels. The jetting system features a super-duty triplex UDOR USA pump, 400 feet of jetting hose on a 12-volt powered hose reel with variable windup speed, 100 feet of 3/4-inch water supply hose on a second reel, adjustable pulsation control, and four jetting nozzles. Specialty root/grease nozzles, mini hoses, and other options are available. **877-901-1936; www.jetttersnorthwest.com**



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PRODUCT FOCUS

29 // MONGOOSE JETTERS BY SEWER EQUIPMENT MODEL 184

The **Mongoose Jetters by Sewer Equipment Model 184** comes with a run-dry pump offering 18 gpm at 4,000 psi, a tubular steel frame, corrosion-resistant prepainted subassemblies, state-of-the-art controls, strong hose reel and high-quality gas engine. It is suitable for drain cleaning and sewer jetting, remote access locations, mainlines up to 12 inches in diameter, and commercial and industrial lines. The trailer unit comes with a water tank capacity of 300 gallons and standard hose reel capacity of 600 feet of 1/2-inch hose. The trailer setup consists of a 6,000-pound-rated single-axle trailer, and the addition of a wireless remote control system makes this equipment a true one-person operation. It is also available as a van pack or truck-mounted unit. **815-835-5566; www.sewerequipment.com**



30 // SUPER PRODUCTS SUPERJET

The **SuperJet** truck-mounted jetter from **Super Products** is used to blast debris to clear blockages and maintain sewer lines when vacuuming extraction is not required. It uses a strong and smooth single-piston water pump to create consistently high water pressure. Units come standard with rotationally molded polyethylene water tanks in a modular design to accommodate water capacities ranging from 1,080 to 3,240 gallons. They offer standard curbside and street-side fill. The hose reel has 1,000 feet of 1-inch-diameter sewer hose, 200-degree rotation and a digital monitor. This allows operators to work efficiently while positioned out of traffic and away from other hazards. The monitor displays a hose footage count, offers 20 saved settings for hose reel payout and is designed with LED panel lights for readability in a variety of environments. **800-837-9711; www.superproducts.com**



31 // VAC-CON VJ SERIES

The **VJ Series** of jetters from **Vac-Con** is designed to provide operators with an economical, portable and powerful system in two configurations. The VJ375 has a 375-gallon water capacity on a single-axle trailer. The VJ750 has a 750-gallon water capacity on a tandem-axle trailer. Standard features include Tier 4 diesel engine, cold-weather recirculation and air purge system, hydraulically driven hose reel and a reel-mounted, weatherproof electronic control panel. Units are available in multiple water pump pressure and flow configurations. Optional features include gas engine, wireless remote and an antifreeze tank system for cold-weather use. **904-284-4200; www.vac-con.com**



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PRODUCT SPOTLIGHT

PRESS ALLOWS CONTRACTORS TO ASSEMBLE HOSE MORE EFFICIENTLY

By Craig Mandli

Using a 2- to 3-inch hose for hydroexcavation is ideal for precision applications where a larger, less accurate hose could cause damage. These smaller hoses are typically used in conjunction with a powerful vacuum system to perform controlled, surgical digging, especially in confined or sensitive areas.

To repair and custom build these specialized hose sizes, Koul Tools recently released the EZ-ON Hose Press Model 223. It features a robust lead screw system with a 6-1 gear reduction drive and a newly designed fitting holder. The 223 model is operated by a battery-powered impact gun, facilitating on-site installations while ensuring ergonomic efficiency.

“That battery-powered impact gun makes it an ergonomically efficient, portable hose installation tool,” says Mike Raczuk, KOUL Tools general manager. “That means hoses from 2 to 3 inches can be assembled quickly with no manual, repetitive force required.”

The EZ-ON Hose Press Model 223 is constructed of aluminum and stainless steel parts, making it durable but also lightweight for transport to and from job sites. It comes with a custom case. The easy-to-use clamping systems for the hose and the fitting provide fast, hassle-free installations.



“We designed a new barb fitting holder with adjustable rods that secure 2- to 3-inch fittings from the back opening,” Raczuk says. “The exterior shapes and sizes of fittings vary, and at times can be odd. The expanding rod system is a ‘one for all’ solution.”

Koul Tools designed the 223 model after receiving inquiries from professionals working not only in the sewer and water industry, but also in shipyards and the oil and gas industry, amongst others.

“It was astonishing to hear their stories of them assembling hoses by pounding the fittings in with sledgehammers,” says Dick Raczuk, Koul Tools owner. “This is not only time-consuming, but it could result in an injury. The 223 solves this issue, and they are thrilled.”

According to Mike Raczuk, the product’s development was a direct result of those inquiries.

“We weren’t planning on making this product, but companies that were fans of our models for smaller hose sizes pleaded for this,” he says. “We took our design experience from our previous models to engineer a product that can handle the demands of industrial-size hoses. Using the EZ-ON Hose Press Model 223 cut their hose assembly time in half.”
928-854-6706; www.koultools.com

1 // COXREELS DIESEL EXHAUST FLUID HOSE REELS

COXREELS features a complete line of Diesel Exhaust Fluid hose reels built on the all-steel construction SH and T Series of reels. These reels are equipped with a stainless steel external full-flow swivel and chemical-resistant Viton seals to provide a safe, reliable DEF dispensing solution available with a factory installed, high-quality Goodyear DEF hose. The swivel is easy to access for simple seal maintenance and fast DEF dispenser hose installation. COXREELS provides professional reeling systems in heavy-duty single pedestal (SH Series) or supreme-duty dual pedestal (T Series) configurations that handle DEF hoses up to 75 feet of 3/4-inch hose (inside diameter). Both designs are outfitted with Super Hub dual-axle support systems to increase stability and reduce vibration during operation. The DEF models are available in standard spring retraction and EZ-Coil controlled retraction systems that promote greater operator and workplace safety by retracting up to 80% slower than conventional reels. **800-269-7335; www.coxreels.com**





2

2 // RIDGID FLEXSHAFT KM-1004 MILLING MACHINE

RIDGID, a part of Emerson's professional tools portfolio, launched the FlexShaft KM-1004 milling machine engineered specifically to deliver high speed milling performance, wall-to-wall drain cleaning and all-day runtime for demanding pipe rehabilitation and restoration work. Designed for dual drain cleaning and milling applications up to 80 feet, the KM-1004 expands RIDGID's FlexShaft line with a solution that combines heavy-duty power, digital precision and job site adaptability for both residential and commercial projects. The KM-1004 is built to handle 1 1/4- to 4-inch pipes and supports 1/4- and 5/16-inch FlexShaft cables, enabling technicians to remove scale, corrosion, grease, roots and other obstructions with ease. A digital cable counter with variable speed control allows users to accurately monitor distance and adjust speed based on pipe condition. A built-in temperature sensor also prevents sheath damage during prolonged use. With both 18-volt battery and plug-in power capability, the KM-1004 ensures uninterrupted operation during drain cleaning and milling jobs. **800-474-3443; www.ridgid.com**

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3 // AARCOMM HHT REMOTE CONTROL SYSTEM

Aarcomm Systems and Harben announced the integration of Aarcomm's HHT Remote Control System across Harben's professional jetting equipment line. The integration gives operators the ability to control key machine functions and view live performance data, including pressure and engine speed, directly from a handheld remote. This allows them to monitor system performance from a distance, improving safety and making faster decisions in the field. Aarcomm's remote control system is designed for harsh environments and outdoor use offering rugged, waterproof construction (IP66/IP67). The system also offers two-way data exchange between the machine and remote, quick pairing, simple setup and a long-life rechargeable battery with wireless and USB charging. The remote also provides long-range, interference-resistant communication.

800-604-9218; www.aarcomm.com



4 // ARIES INDUSTRIES LETS SIDEWINDER INSPECTION SYSTEM

Aries Industries has introduced the Aries LETS Sidewinder lateral inspection system. It can simultaneously inspect mainlines up to 1,200 feet and laterals up to 200 feet using a lateral camera that captures pipe details with control and accuracy. The LETS Sidewinder's compact tractor easily navigates pipes 6 inches or larger. Its lateral camera launches, with or against the flow, at a 135-degree angle. The view provided is operated with a single, ergonomically-advanced joystick control. The system offers two camera options: self-leveling or pan and tilt. The lateral camera easily navigates pipe bends. Its view remains clear via Aries' exclusive Wipercam "Pan & Tilt" technology. Digital CANbus controls deliver instantaneous tractor and camera response. The tractor wheels are configured to match pipe angles and conditions, and a graphical display shows tractor speed and rollover risk alerts.

800-234-7205; www.ariesindustries.com



5 // SUPER PRODUCTS CAMEL MAX 1600 EJECT COMBO SEWER CLEANER

Super Products launched the new Camel Max 1600 Eject, expanding the Camel Max combination sewer cleaner series to a larger size class. The Camel Max Series versatile combination sewer cleaner is built with heavy-duty components and advanced safety features. It is designed to withstand daily rigorous use while supporting efficient operation in the toughest environments. The series is available in multiple configurations: 900 Dump, 1200 Dump, 1200 Eject and now 1600 Eject, meeting the diverse needs of municipalities and contractors. The 1600 Eject model delivers productivity and efficiency with its powerful eject unloading system, allowing controlled debris offloading. Key features include a water system offering 100 gpm at 3,000 psi, a 16-yard-capacity debris body, a 1,000-foot-capacity hose reel with 270-degree rotation, and a 2,000-gallon water capacity. Available options include a hydroexcavation package that enables continuous jetting, vacuuming and excavation, and a wastewater recycle system that provides sewer cleaning without using freshwater. The new Super Boom provides extended reach, reducing or eliminating the need for additional dig tubes, and includes a long-reach hose that pays out directly from the boom.

800-837-9711; www.superproducts.com



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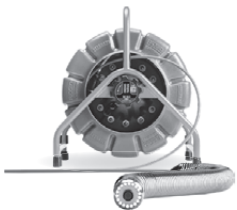
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// By Craig Mandli

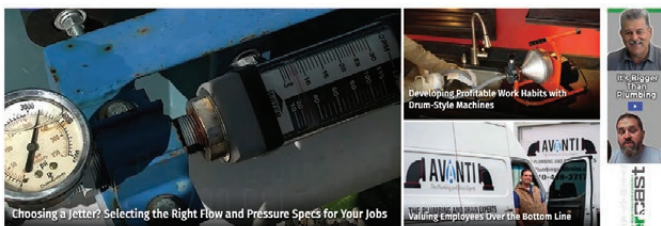
CAMERA NAVIGATES FAILED CAST IRON WHERE STANDARD CAMERAS CAN'T PASS



PROBLEM / Cast iron drainlines can be brutal on inspection equipment — heavy scale, sharp edges, offsets and collapsed sections often stop standard push cameras in their tracks. In an Orange County home, the cast iron drains were so deteriorated that the crew couldn't advance far enough to confirm how close they were to the city sewer connection. With a backup risk and uncertainty about the remaining pipe condition, the job needed a clear, verifiable answer, not guesswork.

SOLUTION / Orange County Sewer Inspection solved the access challenge first by cutting a new cleanout to reach the best remaining section of line. From there, they deployed the **MiniFlex**, a compact, highly flexible inspection camera from **Fiberscope.net** designed for tight-radius turns and restrictive pipe conditions. Using the camera's small profile and integrated sonde, the technician advanced through the compromised cast iron and then located the head position from above ground. The sonde confirmation showed they reached within approximately 2 feet of the city sewer connection, providing confidence that the inspection covered the critical section and informing the next repair decision.

RESULT / The team avoided unnecessary excavation and eliminated uncertainty about line access and reach. The footage proved that even in harsh cast iron conditions, a small camera can deliver accurate, job-critical results — especially when combined with a sonde for confirmation. This case is a strong reminder: When the line won't take a standard system, the right compact tool can still get the job done. **877-613-2210; www.fiberscope.net**



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TRAILER JETTER PROVES RELIABLE FOR LATERAL AND MAINLINE WORK



PROBLEM / When BLD Services, the world's largest cured-in-place lateral lining company, expanded into mainline cleaning, they needed equipment that could do both jobs well. Their existing dual-reel jetter was hampered by complex controls, slow operator training and time-consuming maintenance. To scale their new service, BLD required a simple, reliable jetter for both lateral and mainline work without creating bottlenecks or increasing downtime.

SOLUTION / Already familiar with **GapVax**, BLD's Tennessee outfit talked to 502 Equipment who introduced them to the **G7** unit. This unit provides dual-reel versatility and easy maneuverability into tight areas and easements. All critical functions are centralized in a single control box, improving safety and speeding up day-to-day operation. The operator-centric layout allows crews to switch between lateral and mainline cleaning hose sizes significantly faster than competing models. A remote control enables single-operator deployment in easements, reducing labor needs. The mechanic-friendly design with easy-access components and helpful diagrams minimizes troubleshooting and downtime.

RESULT / BLD Services has seen faster operator training, with new crews fully operational in one to two weeks. They also have improved job efficiency through quick hose changes and single-operator remote control capability, as well as reduced downtime due to a mechanic-friendly design, easier maintenance and responsive dealer support. Increased capacity has allowed BLD to take on and complete more mainline and lateral cleaning and rehab projects. "GapVax's dual reel G7 is by far my favorite jetter that I've ever owned, used and ran," says Jeff Carter, owner of BLD Services. **888-442-7829**; www.gapvax.com **c**

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PPI names Lifetime Achievement Award recipients

The Plastics Pipe Institute announced the most recent recipients of its Lifetime Achievement Award — Steve Sandstrum and Dean Jenne. The award recognizes outstanding leadership, technical expertise and unwavering commitment to advancing the plastic piping industry. Both Sandstrum and Jenne have served in voluntary positions at the association for several decades. Sandstrum’s leadership and service have included serving on the PPI board of directors, including roles as chair and division chair, serving



Dean Jenne

as president of the Plastic Pipe and Fittings Association and on its board of directors, playing a pivotal role in launching the PPI sustainability committee in 2020 and contributing to countless task groups and committees within PPI. He now serves as chairman of the ASTM F17 committee on plastic piping systems. Jenne’s contributions include more than 30 years’ active participation in PPI’s building and construction division, particularly within the hydronic technical division, service on the BCD management committee from 2012 to 2014, technical leadership in 25 successful BCD research and development projects between 2010 and 2024, and more than 25 years’ service on the CSA B137 plastic pressure piping technical committee including serving as chair from 1996 to 1998.

OBIC Products announces Project of the Year at annual OBICcon event

OBIC Products announced that Midwest Infrastructure Coatings has been awarded the 2025 Project of the Year. The announcement was made during the 2026 OBICcon annual event, where representatives from the OBIC Certified Installer network and key vendors gathered to recognize excellence in infrastructure rehabilitation. The Project of the Year designation is the highest honor within the OBIC network, signifying a commitment to advancing the rehabilitation of critical infrastructure worldwide. Midwest Infrastructure Coatings earned the top spot for its exceptional work on the Pierce-Burch Water Treatment Plant 54 RCP Rehabilitation in Arlington, Texas. The treatment plant, operated by Arlington Water Utilities, produces over 18 billion gallons of drinking water annually.



Azuria Water Solutions acquires Waterline Renewal Technologies

Azuria Water Solutions has acquired Waterline Renewal Technologies. Headquartered in Ottawa, Illinois, Waterline delivers advanced infrastructure rehabilitation solutions through its nationwide distribution network. The company’s suite of engineered products and equipment is used in the trenchless rehabilitation of wastewater and stormwater infrastructure for residential, municipal, commercial and industrial applications. Waterline’s flagship brands include Perma-Liner Industries, LMK Technologies, LightRay and APM. **c**

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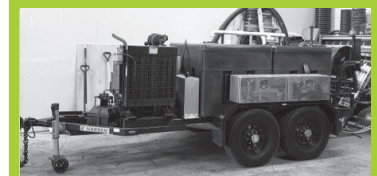
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