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**ANNUAL
Buyer's
Guide
40**



Scott Ross
Operator
CST Utilities

Tom Runkle
Operator
CST Utilities

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What's Riding On Your Equipment?



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Ohio utility-services company grows by adding 'bolt-on' services that keep increasing customers' satisfaction.

By Ken Wysocky

ON THE COVER:

CST Utilities operators Scott Ross (left) and Tom Runkle pothole for utilities using a Vacall hydroexcavator on a job site in Columbus, Ohio. The company, based in Grove City, Ohio, uses the hydroexcavator at any site where a directional drill is being used to avoid utility strikes. (Photography by Amy Voigt)

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PEOPLE WILL REMEMBER YOU AND YOUR COMPANY, AND SOME WILL REACH OUT TO YOU WHEN THEY NEED WORK DONE ON THEIR PROPERTIES. IT'S A WAY TO DO WELL BY DOING GOOD.

Don't Be Afraid to Be a First Responder

CONTRACTORS WHO HELP COMMUNITIES WHEN DISASTERS HIT FIND THAT IT CAN ALSO BENEFIT THEIR COMPANIES

BY CORY DELLENBACH

It didn't take long for Mike Morehouse to step into action when Hurricane Harvey hit the Houston area in August.

Morehouse, owner of Minnesota-based Davids Hydro Vac, purchased a boat, gathered his stepbrother and stepdad, and took off to Texas shortly after the storm. He had no second thoughts about the trip or leaving his company behind for a week.

Morehouse didn't do it to gain fame or to promote his company. He did it to help his family, friends and anyone else in Houston. Morehouse grew up in the Houston area and knew it well; that gave him an advantage in knowing how to get around.

Contractors in other industries also found ways to help. A plumbing company in San Diego put out a call for donations to send with an employee to Houston. That employee was heading over to aid family, but his boss wanted to help more.

Neither company wanted or expected publicity, but both were featured on the TV news in their home areas.

The public notices when companies step up and help those in need. There are a lot of ways for your company to lend a hand and give yourself a good name in the process. Here are a few:

- Donate money or gift cards to local charities.
- Encourage employees to volunteer at charities like food pantries, Habitat for Humanity and blood

drives. Offer an incentive, like a paid day off, after a given number of volunteer hours.

- Offer your equipment to first responders if an emergency (like a fire or storm) hits the area.

People will remember you and your company, and some will reach out to you when they need work done on their properties. It's a way to do well by doing good.

RING IT UP

This issue features our annual Buyer's Guide. Whether you're looking for a new vacuum excavator, directional drill, or trencher, you can find the industry's best there.

This issue also includes some advice on making your next equipment purchase, big or small. Laying down the cash — or tying up the credit — can be stressful. These buying tips can give you the confidence to make the right decision. After all, the right equipment makes all the difference.

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‘Bolt-On’ Services Create New Revenue Streams
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FIREFIGHTING SUPPORT

Hydroexcavator Comes to the Rescue in Car Fire

A California hydroexcavator operator didn’t waste any time when the car in front of him on a busy highway caught fire. He put the water in his truck to use and extinguished the flames, saving the teacher’s books.

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STAYING BUSY

Balanced Workload is a Win-Win

Smart business owners know their employees are their best asset. How do you know if you’re asking too much of this precious and oftentimes hard-to-replace resource? Developing a well-balanced workload is the key to keeping employees busy and motivated.

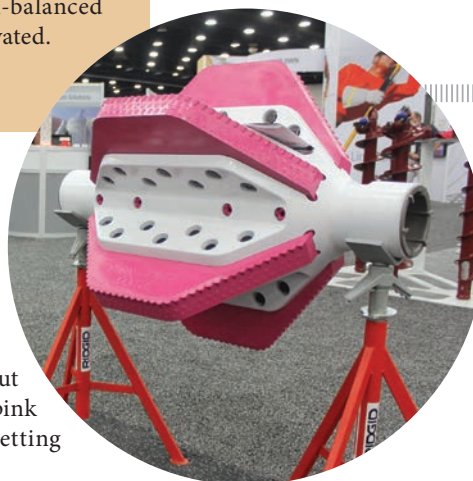
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FOR A CAUSE

ICUEE Notes: Pink Drill Bits Give Contractors a Way to Help

A manufacturer is giving customers a way to stand out and support Breast Cancer Awareness by offering pink directional drill bits. They were on display and getting attention at ICUEE in October.


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CST Utilities operators Scott Ross (left) and Tom Runkle use a Vacall hydroexcavator to locate other utilities as a directional drill works nearby to install new electrical lines in Columbus, Ohio.

SERVICE DIVERSITY

OHIO UTILITY-SERVICES COMPANY GROWS BY ADDING 'BOLT-ON' SERVICES THAT KEEP INCREASING CUSTOMERS' SATISFACTION

STORY: KEN WYSOCKY
PHOTOS: AMY VOIGT



As the owner of CST Utilities, Chuck Lang Jr. knows full well that horizontal directional drilling is fraught with risks. That fact was reaffirmed earlier this year as his company performed a particularly difficult job: an 800-foot-long bore below the Olentangy River in downtown Columbus, Ohio.

The length of the bore, slated to carry fiber optic communication lines as deep as 50 feet below the bottom of the river, already made the project challenging enough for his company, based in Grove City just outside of Columbus. But to add to the job's complexity, the bore also had to pass through a mix of geological conditions including solid rock that then gave way to cobble and then gravel. "It's hard to steer a machine through rock and gravel without changing the head, which you can't do in the middle of the bore," he explains.

The project then got exponentially tougher when the drilling rod broke about three-quarters of the way through the bore. The only option: Pull back out, and bore another hole.

"We lost about \$100,000 in equipment, just like that,"

Lang says. "If you count payroll, time lost, and materials, we probably lost closer to \$160,000. We basically ended up doing that job for nothing. But we don't quit on a job. Once we take it on, we don't stop until it's done right.

"To an extent, it's a cost of doing business," he says of the lost revenue. "You have to suck it up and get the job done. If you leave a job like that and someone else comes in and completes it, it kills your reputation."

NOTHING VENTURED, NOTHING GAINED

Lang, 48, is no stranger to taking calculated risks. And that tenacious mentality, coupled with a strong entrepreneurial spirit, goes a long way toward explaining how the owner of a septic tank pumping and drain cleaning company winds up developing a multimillion-dollar-a-

CST Utilities LLC Grove City, Ohio

FOUNDED:
2012

OWNER:
Chuck Lang Jr.

EMPLOYEES:
About 80

CORE SERVICES:
Hydroexcavating, horizontal directional drilling, utility locating

SERVICE AREA:
Ohio

WEBSITE:
www.cstutilitiesllc.com





CST Utilities operator Nick Gilbert uses a Vermeer 20x22 directional drill while boring for new electrical lines for a new apartment building.

year, full-service utility company that serves the entire state of Ohio.

Lang established CST Utilities as an offshoot from his original company, Chuck's Septic Tank, Sewer & Drain Cleaning, founded by his father, Chuck Lang Sr., in 1970. Since then, the company has broadened its services to include everything from hydroexcavating, horizontal directional drilling (HDD) and utility locating to pipeline inspections and waterline and sewer-line construction. It also employs 80 people and owns an inventory of excavation and boring equipment worth in excess of \$5 million.

Moreover, Lang — a self-professed serial entrepreneur — also owns nine other businesses, including one that rents steel plates and trench shoring equipment and another that collects and recycles cooking oil from restau-

Chuck Lang, owner, CST Utilities

"IF I SEE ANY OPPORTUNITY WHERE I CAN BOLT ON A NEW SERVICE [TO EXISTING BUSINESSES] AND CAPTURE WORK, I DO IT."

Chuck Lang Jr.



rants. "I just can't stop," he says. "If I see any opportunity where I can bolt on a new service [to existing businesses] and capture work, I do it."

What leads Lang to believe he can enter markets where he has no prior experience? "I just don't let anyone tell me I can't do it," he answers. "I just do it. I'm not sure where it comes from, but we do pretty well. Every company I have feeds another business, and that one feeds another."

Lang created CST Utilities after he'd invested roughly \$300,000 in a Vacall - Gradall Industries combination sewer vacuum truck with a hydroexcavator

technology. Better efficiency translates into increased profit margins as well as higher levels of customer satisfaction, he says.

The company's HDD units offer a good example. Lang used to hire subcontractors for boring service. But once he ran the numbers, he determined it made more financial sense to buy equipment and provide the service himself. Moreover, the more services CST Utilities could provide, the more attractive the company became to its customers — primarily utilities and general contractors — who preferred the proverbial one-stop shopping.

"I WANT TO KEEP MAKING THE COMPANY A BETTER PLACE TO WORK FOR OUR EMPLOYEES, TOO. IT'S NOT JUST ABOUT ME. I'VE GOT 100 GUYS THAT WORK FOR ME, WHICH BASICALLY MEANS I HAVE SOME 500 PEOPLE THAT DEPEND ON ME (INCLUDING EMPLOYEES' FAMILY MEMBERS). THAT'S WHAT DRIVES ME. THAT'S WHY I PUSH."

Chuck Lang Jr.

(continued)

ing package. Lang wanted to do more hydroexcavating in response to growing customer demand for the service, which was a logical extension of the services already offered by Chuck's Septic.

Lang wanted to expand his hydroexcavating customer base, but he realized he had a problem: the company's name. "I was doing the hydroexcavating work under the Chuck's Septic name," he explains. "But I couldn't get bigger companies to hire me because they viewed Chuck's Septic as a little company.

"One day, I was doing a hydroexcavating job in Columbus when a lady came out of her house and said, 'We don't have any septic tanks here — what are you doing?'" he recalls. "When I told her we were digging up utility lines, she asked me why a septic company would be doing that. That's when I realized I had to do something. Your company name has to state what you do." The result: Lang formed CST (which stands for Chuck's Septic Tank) Utilities.

EQUIPMENT MATTERS

As the company grew, so did its fleet of equipment. The company currently owns eight HDD machines, seven made by Vermeer and one manufactured by Ditch Witch (a Charles Machine Works company).

The company also owns two Komatsu America Corp. trackhoes, four Caterpillar trackhoes, two wheel loaders built by New Holland Construction (a brand owned by CNH Industrial America LLC), a Wacker Neuson telehandler and 14 dump trucks, mostly with Freightliner or Dodge 550 chassis and dump bodies made by Crysteel Mfg. and Reading Truck Group.

In addition, CST Utilities owns seven Vacall All-Excavate combination vacuum/hydroexcavating trucks and just ordered two more. Each one is equipped with a 12-cubic-yard debris tank, a 1,300-gallon water tank, a 5,800 cfm blower made by Roots and water pumps that generate flow of 20 gpm and pressure up to 3,000 psi. CST Utilities also owns a Vactor Manufacturing vacuum truck equipped with a 12-cubic-yard debris tank, a 1,200-gallon water tank, a Hibon Inc. (a division of Ingersoll Rand) blower and a water pump that generates flow of 20 gpm and pressure of 2,500 psi. Furthermore, the company also owns four CUES pipeline inspection cameras.

Lang is a big believer in investing in new equipment that offers productivity-enhancing advanced

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IT'S A WRAP:

Contractor converts vehicles into rolling billboards

When business opportunities knock, it's hard for Chuck Lang Jr. to not answer the door. A good example is the vinyl-wrap business, Rubberneck Imaging, that he started about two years ago. His wife, Becky Lang, runs the operation.

Why would Lang, the owner of 10 different businesses based in Grove City, Ohio — including Chuck's Septic Tank, Sewer & Drain Cleaning — get into producing vinyl wraps for commercial vehicles? Simple: dissatisfaction with existing vendors.

"I went to two or three places to get a service truck wrapped," Lang recalls. "And when I got the truck back, it didn't look that good and it didn't get done quickly, either. It took about two weeks. So I told the guy I was going to buy a machine so I could produce the wraps myself. He just laughed."

Lang ended up having the last laugh. He invested approximately \$75,000 in various machines and software needed to produce wraps, including a commercial vinyl printing machine, laminator and vinyl cutter. Then, he and Becky went about learning how to run them. "It took a lot of hours — many long nights," he says. "We messed up but just kept going back. We had to learn how to use the design programs and finally got it down.

"Becky was ready to pull her hair out when we started," he adds. "There are all kinds of tricks to keep a wrap from wrinkling and bubbling. There's basically an art to doing it right." Now, the company can produce a wrap for a service van in three to four days. Larger wraps — say, for a vehicle the size of a combination vacuum truck — might take up to 1 1/2 weeks.

Lang says the venture has been a worthwhile investment, noting that a wrap for a combination vacuum truck could easily cost more than \$20,000 and a service-van wrap costs about \$6,000. "So we've already got our money back," he says.

What happens when all of his companies' vehicles are wrapped? Lang says he's not worried about idle equipment because he buys two to three new vehicles a month. "I don't really see an end to it," he says. In addition, the company is making wraps for a limited number of external customers, too.

Lang believes vinyl wraps are the best form of advertising for contractors, and that's a difficult point to argue after taking a look at the company's vehicles, which feature an eye-catching, red-white-and-blue patriotic theme. "There's nothing better than a billboard going down the road," he says. "You're paying guys to drive down the roads anyway, so why not make the truck a billboard and attract attention? A vinyl wrap turns your company into a name brand overnight. I'd say it increased our sales in all of our businesses by about 30 percent."



"The contractors that were hiring us to do hydroexcavating owned hydroexcavating trucks, so why wouldn't I own boring machines?" Lang says, explaining his reasoning behind getting into directional drilling. "Soon, utility companies started hiring us, and pretty soon, I have eight (HDD) drills."

BUILDING GOOD CREDIT

Investing in HDD machines requires some serious scratch; they range in price from roughly \$140,000 to more than \$1 million, including all the ancillary equipment such as support trucks, low boy trailers and the like. So how could Lang afford to buy so much expensive equipment so quickly? Two words: good credit.

"We did some jobs, started generating some revenue and built really good credit standing with a bank," Lang says. "We made sure the bills got paid. Ever since I was young, I've kept my credit good. If you don't have good credit, it will stop your business — ruin your growth."

Continually upgrading and investing in new equipment also serves as a good recruiting tool, Lang adds. He says job candidates often comment about the company's equipment. "They see our trucks going down the road, and it pulls them in," he notes.

Lang also emphasizes professionalism by requiring employees to wear company uniforms. He spends between \$40,000 and \$50,000 a year on uniforms for employees across all of his businesses and says it's money well-spent because in-the-field employees represent the public face of his various companies.

"They represent our company, and I want them to represent us the way they should," he explains. "I've had companies show up at my door with employees who don't wear uni-

"WE MADE SURE THE BILLS GOT PAID. EVER SINCE I WAS YOUNG, I'VE KEPT MY CREDIT GOOD. IF YOU DON'T HAVE GOOD CREDIT, IT WILL STOP YOUR BUSINESS — RUIN YOUR GROWTH."

Chuck Lang Jr.

CST Utilities, based in Grove City, Ohio, offers many services including directional drilling, hydroexcavation, septic pumping, drain cleaning, and more throughout all of Ohio. From left, Jeff Burgstaller, operator, and Steve Besse, vice president of operations.



(continued)

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Chuck Lang, owner of CST Utilities, stands in front of his locator operators and their vehicles in their company yard. Operators include, from left, Marshall Miller, Shawn Lewis, Briar Sisler, James Angles, Nick Gilbert, Jeremy Likens, Seth Leasure, Justin Harris, Jason Coen and Ronnie Hobbs.

More Coverage in *Cleaner* and *Pumper*

There's much more to the CST Utilities story. The CST family of businesses is also featured in the November issues of *Cleaner* and *Pumper*. The companies' services span the gamut, from directional boring and hydroexcavation to septic pumping and grease recycling, even custom-wrapping their own vehicles and equipment. They don't just do it all, they do it all well. Get the rest of the story in *Cleaner* and *Pumper*.

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forms, and it doesn't look good — you don't even know where they're from. How do you know they're not employees from a subcontractor? I want our customers to know exactly who they're dealing with."

FURTHER GROWTH EXPECTED

As Lang looks ahead, he expects to see continued and measured growth for CST Utilities. Furthermore, he anticipates more of it coming from existing customers than from expanding his customer base. "I'm going to be more focused on offering more of what I call 'bolt-on' services to existing customers and keeping them happy," he says. "I want to grow as my customers grow.

"From that, new customers will eventually come through the internet and word-of-mouth referrals," he adds.

In addition, Lang has no intention of applying the brakes on his entrepreneurial aspirations. What drives that mentality? A strong sense of obligation to his employees, which he says are his companies' most important asset.

"I want to keep making the company a better place to work for our employees, too," he explains. "It's not just about me. I've got 100 guys that work for me, which basically means I have some 500 people that depend on me (including employees' family members). That's what drives me. That's why I push.

"Business is a dog-eat-dog world, and if you don't stay ahead of the curve, there's always a possibility that things could go south," he concludes. "So I keep driving forward to make sure they don't." ▼

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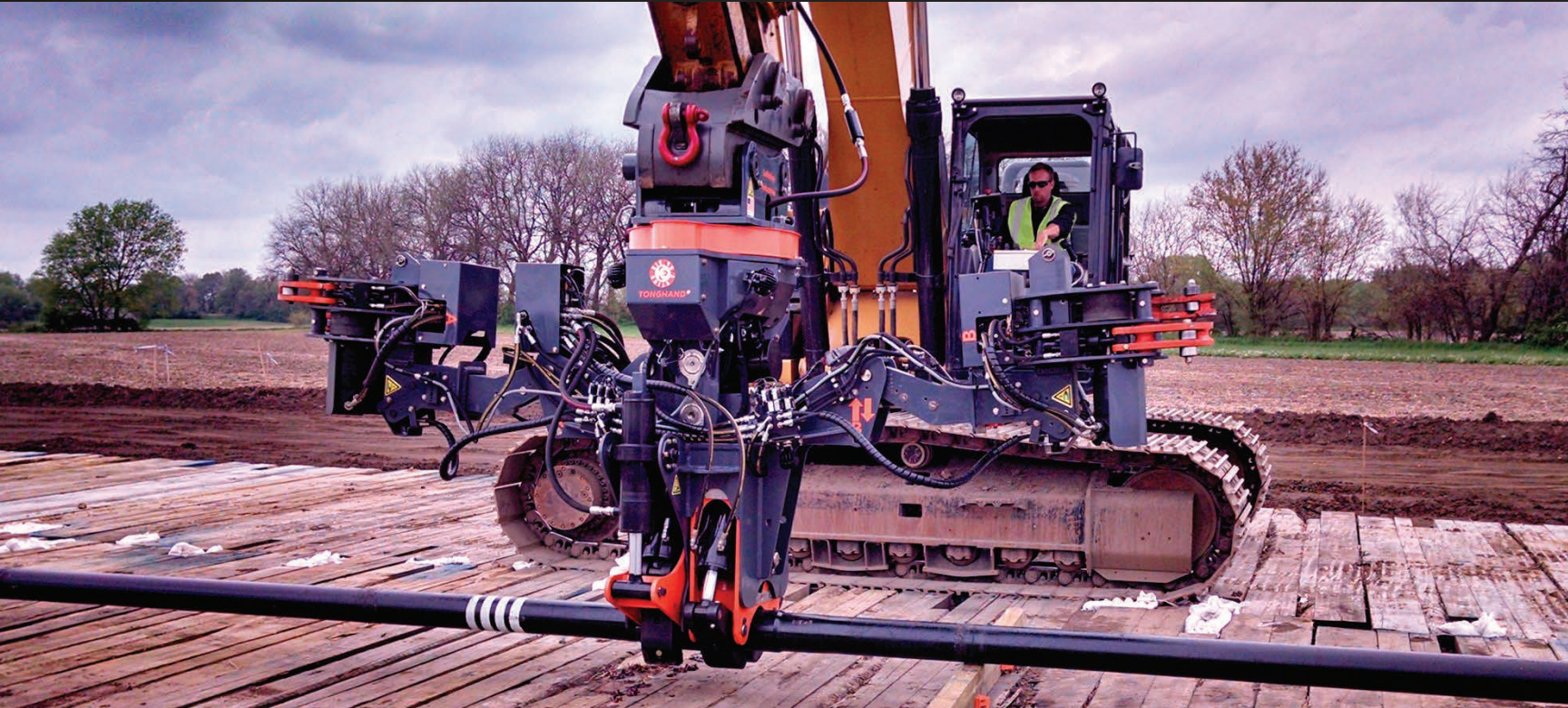
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An Eye on the Traffic

ROADSIDE WORKERS NEED TO HAVE THEIR ATTENTION ON THE HAZARDS OF THE JOB AT ALL TIMES

BY JULIE STEDING

You don't have to be in a car to get killed in a car accident. Struck-by, struck-against and back-over incidents are far too common:

- Woods Hole Golf Club, Falmouth, Massachusetts, April 21, 2016: Construction worker injured in back-over accident.
- Interstate 440-East, Raleigh, North Carolina, April 19, 2016: DOT workers seriously injured when motorist crashed into highway maintenance truck. They can happen any place and at any time, which is why they are so difficult to prevent. Contributing factors to struck-by incidents include the following:

- **Poor visibility** when working at night or in inclement weather.
- **Untrained workers** using tools improperly, wearing the wrong (or no) PPE, or engaging in horseplay.
- **Fatigue** distracting workers or motorists in a dangerous work zone.

Many believe that these incidents are actually “accidents,” resulting from a series of unfortunate events. OSHA doesn't see it that way. According to OSHA, labeling struck-by events as accidents suggests a lack of control. Because you don't have the luxury of disagreeing with OSHA on semantics, approaching struck-by events as preventable incidents will result in more positive outcomes for your business.

With that in mind, preventing struck-by, struck-against and back-over incidents comes down to optimizing situational awareness and committing to a safety culture.

WORST-CASE SCENARIO

How do you increase awareness for all of your employees? Plan for the worst-case scenario. Another way to look at it is to “expose all your blind spots.” There are many examples of how to do this:

- Install backup cameras in all heavy equipment.
- Implement internal traffic control plans to coordinate vehicle flow, equipment and workers in a work zone.
- Be vigilant about PPE and training: Enforce those zero-tolerance policies.

THE ONLY WAY TO GAIN TRACTION WITH YOUR PROACTIVE SAFETY PLAN IS TO GO ALL-IN ON SAFETY CULTURE. ONLY WHEN SAFETY IS AS AUTOMATIC AS “MEASURE TWICE, CUT ONCE” WILL YOU HAVE TOTAL BUY-IN FROM ALL WORKERS.

- Protect hearing and ensure clear communication among all workers.
- Install proximity sensors on rolling equipment to warn workers who get too close.

This is by no means a complete list. You'll want to customize the measures you need to optimize situational awareness on your job site or in your work zone. The goal is to get clear visibility into all of your blind spots.

Can't afford to retrofit all of your older equipment with backup cameras? Then make sure you compensate with specific communications strategies, traffic plans, alarms and training.



PHOTO COURTESY OF TED BERRY COMPANY

A crew from Ted Berry Company keeps an eye on traffic as they perform a hydroexcavation job. It's important that crews think about safety at all times when working along a roadway.

SAFETY CULTURE

The only way to gain traction with your proactive safety plan is to go all-in on safety culture. Only when safety is as automatic as “measure twice, cut once” will you have total buy-in from all workers.

Without a safety culture, you're endangering your business as well as your workers.

Being known for your safety culture does more than just limit exposure. There are financial ramifications, too. Struck-by incidents caused 8.4 percent of all construction fatalities in 2014, according to OSHA. Struck-by and struck-against injuries in all industries amounted to \$7.16 billion in workers compensation costs, according to the 2016 Liberty Mutual Workplace Safety Index.

The flip side of the cost coin is revenue. According to a recent Dodge Data & Analytics SmartMarket study, “Contractors who prioritized safety also saw greater project ROI (75 percent), and better employee retention rates (79 percent) and were able to attract the most employees (67 percent).” Contractors who were rated as less safety-conscious reported only 38 percent ROI.

MURPHY AND YHPRUM

The pessimist follows Murphy's law: If something can go wrong, it will. From a struck-by safety perspective, having a healthy respect for Murphy's law can motivate you to plan for the worst, but it doesn't mean you have to be a pessimist.

What it does mean is that you have to be proactive about and accountable to struck-by dangers through an ingrained safety culture. Then, you can work according to Yhprum's law: If something can go right, it will. ▼



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A NEW DIRECTION

MONTANA CONTRACTOR SHIFTS FOCUS FROM TRADITIONAL EXCAVATION TO PIPE BURSTING SERVICES

STORY: MARIAN BOND PHOTOS: DENNIS DAVIS

Castlerock Excavating's evolution from a tiny excavation company developing water sources on local ranches into a large firm repairing and replacing municipal waterlines and sewer lines has been gradual.

Duffy Duffield and his wife, Sheri, were living on a ranch 40 miles outside Billings, Montana, when they started developing water sources for cattle in 1996. When their two sons were ready for high school in 2001, they realized it was time to move and find other ways to grow the business. In Billings, the company moved into new construction.

"We did all the excavation for houses — digging foundations, backfill, water and sewer hookup, and the actual sewer system if it was not on city services," says Duffy Duffield, who leads the team in the field while company president Sheri Duffield runs the office.


In 2006, they expanded into more municipal work and mainline sewer repair and replacement. They also began adding equipment and building a more substantial crew. They currently have 28 employees and serve the city of Billings as well as nearby Laurel, which has a population of around 7,000.

In 2011, they added HammerHead Trenchless pipe bursting equipment for waterline replacement while continuing to work in new construction and excavation.

OLD EQUALS OPPORTUNITY

Duffield points out that much of the infrastructure in their local communities is reaching the end of its service life.

"That means work for us," he says. "In some parts of town, we have old asbestos pipe, and that is slowly being replaced. We have old clay



Castlerock Excavating's Cooper Kouwenhoven preps the end of a waterline in the trench while Devan Krause excavates.

Castlerock Excavating
Billings, Montana

OWNERS: Duffy and Sheri Duffield
SERVICES: Excavation, waterline installation, sewer and storm drains, pipe bursting
EMPLOYEES: 28
CUSTOMER BASE: Contractors, municipalities, health care

"PIPE BURSTING IS A GOOD BUSINESS FOR US, AND IT'S THE SAME PRICE AS OPENCUT AS FAR AS PUTTING PIPE IN THE GROUND, BUT LESS INVASIVE."
Duffy Duffield

Castlerock Excavating President Sheri Duffield and Secretary-Treasurer Duffy Duffield stand with the company's John Deere 350B excavator. The company is based in Billings, Montana.

"WE WANT THE BEST BECAUSE WE SPEND SO MUCH TIME AND MONEY ON TRAINING THE WAY WE DO THINGS. SINCE WE BEGAN HIRING IN 2006, WE HAVE HAD LITTLE TURNOVER."

Duffy Duffield

tile sewers being replaced. It all depends on the funding.

"We are generally a subcontractor on these projects. When there is an emergency situation in Billings, we are sometimes called in to deal with a problem, but we are primarily a subcontractor.

"If the city has a bad sewer line somewhere and they do not have the manpower to take care of the problem, they will call us. They also call other contractors as well. Whoever is available who can throw a crew at it real fast will do the job."

Infiltration is an ongoing battle in their service area, Duffield says, and root growth is a major culprit.

The city of Billings just completed a 1-mile reconstruction project that included installation of new waterlines, sewer lines and stormwater lines. Castlerock Excavating was a subcontractor on the \$3.8 million project, installing 42-inch concrete and PVC pipe.

Duffield says they don't travel outside Billings with the excavating crew because it amounts to a huge mobilization with the heavy equipment. That's why expanding pipe bursting services is a primary goal.

In spring 2016, the firm secured a contract with the Sheridan Veterans Affairs Medical Center in Sheridan, Wyoming, replacing 10,000 feet of waterline using their HammerHead Trenchless MB80 pipe bursting system. This was their first venture into an adjoining state, and it was a multimillion-dollar project that Duffield saw as a good opportunity to promote their pipe bursting services outside their immediate service area. This job was for upsizing a 10,000-foot-long, 8-inch waterline with 10-inch pipe.

"Pipe bursting is a good business for us, and it's the same price as open-



cut as far as putting pipe in the ground, but less invasive. There's just the open hole at each end.

"For our pipe bursting, we have a crew of up to four, and we carry that equipment on a 1999 single-axle International," Duffield says. "We replace waterlines with C900 PVC pipe. We are equipped to deal with 4-inch up to 24-inch lines."

Excavation jobs typically call for a five-man crew with two excavators, a loader and various service vehicles. The company has six excavators ranging from 200- to 350-class machines. They have four loaders from 3.5- to 5-yard, three compact track loaders, two side-dump trailers with trucks, and numerous pickups, fuel trucks, trench boxes and other miscellaneous items.

They operate out of a 3-acre site with a 12,000-square-foot shop where two mechanics take care of the entire fleet.

HIRING SMART

"In hiring, we try to pick carefully," Duffield says. "We want the best because we spend so much time and money on training the way we do things. Since we began hiring in 2006, we have had little turnover. Before that, we tried to do it alone. We've enjoyed our growth."

For pipe bursting, Duffield's lead man received extensive training and instructs the others on the process. All workers are cross-trained, which provides benefits across all services, he says.

When hiring a technician for this type of work, Duffield says ideally he wants someone with experience in underground pipe — fusible pipe — but it's



Jerry Mader uses a GPS-equipped John Deere 650K grader to prepare a street in a new subdivision west of Billings.



Clayton Moler measures the depth of excavation for a house in a new subdivision.

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The team at Castlerock Excavating includes, from left, President Sheri Duffield, Secretary-Treasurer Duffy Duffield, and staff members Joel Hoagland and Colter Wiggs.

Keeping the company in line

Duffy Duffield leads the Castlerock Excavating team in the field. His wife and company president, Sheri Duffield, runs the show from the office.

Duffy is the face of the company when it comes to meeting clients to secure work and to address any other issues.

"Most of our work is negotiated," he says. "For the actual day-to-day running of the company, we have a production meeting every Friday morning with our team, planning for our next week. Everyone can be involved in the planning, and I can get my ideas in. We work to make sure each crew has an assignment."

Duffield enjoys seeing the company grow in new directions, and he's most pleased when he sees employees take pride in their decisions and accomplishments.

"I know what my employees are capable of," he says. "I believe I give them the leeway to enjoy their job and to be successful."

"As for me, the busier I am in my work, the more I produce. When I get to the office each morning, I don't know what is going to happen and I don't necessarily have the days planned. I just take each thing as it comes."

not easy to find that kind of experience in their area. The slowdown of the oil industry in North Dakota has made it easier to find the experienced machinery operators he wants on his crew, however.

"We have to have good people," he says. "I can interview four or five different individuals before I actually find the talent I want."

"Just because you can start a loader or excavator does not mean you are an operator or mechanically inclined. Those people who were in the oilfields are coming back our way. We lost a lot of good talent because wages were so good over there."

Duffield points out that they pay a good wage — up to \$25 an hour — and an employee can eventually move to a salaried position that can generate a substantial income.

AT THE END OF THE DAY

Duffield enjoys great satisfaction in seeing the company grow in so many directions, and he is most pleased when he sees the employees take pride in what they accomplish and how they are able to make decisions.

"We work as a group," he says. "When we bid a job, we involve the guys. We have Colter Wiggs, our estimator; Joel Hoagland, who is second in command; Jereme Hehn, who is our superintendent; and the others as well. I want their input. We ask, 'How do you want to do this?' If I



Devan Krause uses a John Deere 270C excavator to place equipment for a waterline project.

“JUST BECAUSE YOU CAN START A LOADER OR EXCAVATOR DOES NOT MEAN YOU ARE AN OPERATOR, OR MECHANICALLY INCLINED. THOSE PEOPLE WHO WERE IN THE OILFIELDS ARE COMING BACK OUR WAY. WE LOST A LOT OF GOOD TALENT BECAUSE WAGES WERE SO GOOD OVER THERE.”

Duffy Duffield

agree with their ideas, we run with it. If we have a wreck, we will get it fixed, but we don't point fingers.”

Duffield notes that Montana is very much a rural state and has a total population of approximately 1.025 million. There are a lot of wide open spaces, as opposed to the major population centers around the country, which in many ways dictates the inclusion of certain technologies. However, Castlerock Excavating is open to exploring and expanding as the opportunities arise.

In 2013, Duffield and a partner opened a sister company, Tru Pipe, offering CCTV, sewer cleaning and hydroexcavation.

“We had been putting in new piping around the city, and it is required that all new sewer systems and storm drains be cleaned and inspected,” Duffield says. “We had been hiring a company to do this for us, but we decided we could make a payment on a truck for what we had been spending on this outside help. I had a partner, and we bought a 2003 Vactor 2100. We have two employees with Tru Pipe: a truck operator and a camera operator. We thought it more a financial benefit to have a sister company. It has been a huge positive for us.” ▼



All Castlerock Excavating employees are cross-trained, which benefits the multiple services the company offers.

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TECH PERSPECTIVE

Building the Best Pipe Rehab Team

TAKE ADVANTAGE OF THESE FIVE WAYS TO ENCOURAGE COMPETITION AND QUALITY WORK

BY KIM K. LEWIS

Own^Oning a pipeline rehabilitation and inspection business can be fun and rewarding. I have been involved in building — or helping build — a number of businesses for more than 25 years, so I've learned a thing or two about what makes pipe rehab crew workers tick.

From manhandling heavy tunneling tools and rigging up pipe bursting equipment to measuring grout and setting liners, many of your crew members are jacks-of-all-trades. But with all those individual skills, each worker is only one cog in the well-oiled pipe rehab machine. Nothing works well or truly becomes great without teamwork.

So, let's take a look at five areas that are vital to the growth of your team.

Set a good example

This is serious stuff. As the leader, all eyes are on you. Your employees will do as you do and not as you say. You have to be committed to the task at hand and have a well laid out plan to build your company, and you must have everyone on the same page to accomplish that.

Culture is a word I hear used incorrectly all the time. Your technicians are

hardworking laborers, and they all have one thing in common — they're dedicated to you and your team. It's a culture of like-minded individuals. Attracting dedicated, like-minded people is the best way to build a team that has a uniform goal. The best way to accomplish any plan is with employees who are excited and believe in the challenge.

Freedom

The entrepreneurial spirit is built on freedom. Your team members give you a lot of their time, and it can be backbreaking and thankless work at times, so it is vital to reward them by being lenient when it comes to letting them make choices and decisions. Bottom line: be proud of their accomplishments.

Show them that they have abilities beyond what they may think, and support them in every way to step out of their comfort zones. For instance, if your pipe bursting technician has a knack for writing, let him use those skills to blog for your company website. Perhaps you don't think the two skill sets go hand in hand, but the technician's talent might surprise you.

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Communicate the dream

Many — or maybe most — people are terrible communicators. To attract and keep the best people, you have to effectively share your long-term company goals so workers know what's in it for them. Why should they get out of bed in the morning to come work for you?

Tell them, show them, work with them — and make that dream become reality. Do this relentlessly, and eventually, your team will carry larger portions of the load and breathe new life into the company. It's easy to talk. It's difficult to get people to listen.

YOU INVEST IN PIPE BURSTING MACHINES, EXCAVATORS, INSPECTION TOOLS AND LINING EQUIPMENT. SO **SHOULDN'T YOU INVEST AS MUCH TIME INTO THE OPERATORS WHO USE AND RUN THAT EXPENSIVE GEAR?**

Invest in your people

You invest in pipe bursting machines, excavators, inspection tools and lining equipment. So shouldn't you invest as much time into the operators who use and run that expensive gear?

Don't pause. Employees are worth the investment of time and money, and actions speak louder than words. Help them be better. Send them to night school, provide regular training sessions on industry updates and cutting-edge technologies, and visit other contractors to see how they operate their pipeline rehabilitation teams.

Another bonus? Engaged employees perform better, and they're more willing to go out of their way for the greater good of the company.

Be sincere

It's obvious when someone cares about the work they do. Communicate what you want out of each of your workers, and they will help make your company successful.

Don't just ask your workers questions — listen to their responses.

So, whether you're expanding your menu of pipeline rehabilitation services or just jumping on the rehab bandwagon, reliable manpower is vital to your success.

THE TOOLS YOU NEED

Of course, even the best teams can't get the job done without good tools. Always keep up to date on the best tools and equipment that will help you get the job done.

ABOUT THE AUTHOR

Kim K. Lewis is chairman and CEO of LiquiForce in Kingsville, Ontario. ▼



Seeing Red?

Do you have a question about maintenance on a piece of equipment? Dig Different can track down the answer for you in our **Machine Shop** feature. Send us your question and it could be a future column.

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PHOTO COURTESY OF HI-VAC CORPORATION

Contractors should look at the size of the equipment and compare it to the jobs they are doing to see if it will be a fit for the company.

Take a Close Look at That Next Purchase

THE TOP FIVE SUGGESTIONS TO ENSURE SAVVY SHOPPING AND EXTENDED EQUIPMENT LIFE

BY BRENDA SILVA

Within the construction industry, digging equipment is arguably the hardest-working machinery being used on a daily basis, and as such, it is subject to shorter life spans and more frequent replacements.

Because of this, many contractors try to plan ahead for when equipment such as vacuum excavators, trenchers and directional drills need to be replaced with a newer unit. However, ads may list only minimal information about equipment for sale, leaving contractors to gamble on the honesty of a seller who may be located in another state.

The following five tips offer suggestions on what to look for when purchasing new or used equipment, allowing for a more reliable return on investment.

1 SIZE AND LOCATION
When considering the purchase of new equipment, size does matter — especially as it relates to the location of a job. The only thing that holds up a project more than waiting for equipment to arrive is finding it's too big for the job once it gets there.

Marty Bolde, director of municipal sales for Hi-Vac Corporation, located in Marietta, Ohio, says contractors should “make sure the sizing of the equipment is right before they buy it so it can be easily maneuvered into the area where they’re using it. If the equipment is too large to fit on a small, downtown street, you’re going to have to find a smaller one for that application.”

He added that contractors should also be aware of local municipal restrictions that may prohibit equipment of a certain size from entering some areas of a city due to infrastructure reasons.

2 CAPACITY FOR PROJECT
Once contractors ensure the exterior of their equipment will work for a project, they should also review the interior capacity of the equipment as well. Underestimation of the amount of debris to be removed can also result in costly delays as additional equipment is summoned as backup.

“Contractors have to make sure the equipment has sufficient water and air for the job as well as a debris tank that’s large enough to hold and transport all the material they pick up from the project,” Bolde says.

He also notes the importance of making sure the compressor is large enough for the job and that the boom has the proper capacity, reach and strength for the intended job.

“CONTRACTORS HAVE TO MAKE SURE THE EQUIPMENT HAS SUFFICIENT WATER AND AIR FOR THE JOB AS WELL AS A DEBRIS TANK THAT’S LARGE ENOUGH TO HOLD AND TRANSPORT ALL THE MATERIAL THEY PICK UP FROM THE PROJECT.”

Marty Bolde

3 SERVICE HISTORY RECORDS
Along with remembering tips 1 and 2 for any equipment purchase, there are additional issues for contractors when considering the purchase of used equipment, depending on the age of the equipment. However, a careful review of equipment service records can prove the most beneficial with any cautious sale.

Mike Selby, inside sales manager at Vac-Con, located in Green Cove Springs, Florida, urges contractors to “look at the regulations for emissions

for your area, and make sure the equipment you want to buy meets the local resource board's requirements. There's nothing worse than buying a \$50,000 piece of equipment and then finding out you can't use it because of an emissions problem."

He suggests that — whenever they can — contractors who purchase used equipment should "fire up the unit and make sure all the systems are working properly right away because equipment can be bought and repurposed all the time."

Bolde agrees with Selby and also stresses the importance of making every attempt to procure the service records for any purchase of used equipment — regardless of whether the seller is an individual or a municipality.

4 RUBBER REVEALS ALL

Other important items to look at when considering the purchase of used equipment are any parts that include rubber, such as hoses and tires. While engine components may appear to be in working condition, worn rubber can tell a less-optimistic story for the anticipated life of the equipment.

Bolde says contractors need to "look at as much rubber as you can on the equipment. When you look at things like hydraulic and vacuum hoses, if you see dry rot on the rubber, that suggests the rest of the machinery probably hasn't been maintained well either."

Selby agrees and adds, "If you're thinking of buying something online and the seller only offers a few pictures, take a good look at the tires on the equipment. If they're in good repair, chances are so is the rest of the machine, but if they're worn and look terrible, avoid that purchase."

5 LOCATE THE LEAKS

Along with attention to worn rubber hoses and tires, locating cracks and leaks is just as important in the purchase of used machinery. While seemingly minor issues to some, experienced contractors understand how these drips can create a flood of problems later.

"Look for rust lines, which indicate cracks in the debris body," Bolde says. "Then, fill the water tank and debris tank and watch them for leaks. If you see any weeping, there's a crack in the debris body or vacuum system, which can mean big problems in the future."

Selby also points out the importance of checking the door seal on the debris tank for leaks, ensuring its reliability and locking mechanism as well as confirming the water system is insulated for protection against any weather-related concerns during use.

When it comes to the purchase of both new and used equipment, the more detailed an inspection a contractor can make, the better. However, even a perfunctory review of service records can help contractors establish if their investment for the future has been maintained on solid ground or if the equipment will do nothing more than leak out hard-earned profits. ▼

HAVING MAINTENANCE ISSUES?

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"THERE'S NOTHING WORSE THAN BUYING A \$50,000 PIECE OF EQUIPMENT AND THEN FINDING OUT YOU CAN'T USE IT BECAUSE OF AN EMISSIONS PROBLEM."

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Figuring Out the Right Time to Buy

CONTRACTORS NEED TO WEIGH SEVERAL FACTORS BEFORE GETTING NEW EQUIPMENT, INCLUDING SIZE, AGE AND THE JOBS THEY'LL BE HANDLING WITH IT

BY MARYBETH MATZEK

It is a common question most contractors struggle with: When is it time to make that investment in a new piece of equipment? Sometimes, the answer is obvious: A piece of equipment breaks and repairing it would cost more than buying a newer model. But for many contractors, the decision needs to be carefully weighed.

Dervin Witmer knows the dilemma well. He started Dig-It Excavating in Cassopolis, Michigan, in 2005 with a new pickup truck and a trailer. Today, his excavating services include installing and replacing septic systems, trenching services, foundations and general site prep.



PHOTOGRAPHY BY AMY VOIGT

Dervin Witmer, owner of Dig-It Excavating in Michigan, operates a Caterpillar excavator on a job site where his crew is installing a new septic system. Witmer has a practice of replacing equipment every five years to avoid downtime.



PHOTOGRAPHY BY DAVID RYDER

A crew from Greenfield Services in Puyallup, Washington, uses a Vactor Manufacturing hydroexcavator in a shipping yard. Greenfield Services prefers to buy equipment that is about a year old so it can be tested and is slightly less expensive.

"I REALLY LIKE TO LOOK AT THAT RENT-TO-OWN PURCHASE OPTION. IF I HAVE HEAVY USAGE OF SOMETHING AFTER SIX MONTHS, THAT SHOWS ME THE DEMAND IS THERE, SO I THEN DECIDE TO BUY."

Jacob Sabin

"I rented a mini-excavator in the beginning, but after six to nine months, I realized I was paying more for renting than what it would cost to buy a used piece of equipment," Witmer says. "I also think if I can make the monthly payment in a couple days of work and I know that work is consistent, then it's time to buy a machine."

LOOKING AT SIZE

That logic is especially true when looking at equipment that comes in various sizes. For example, Witmer says contractors should buy the size they believe they will use the most.

“EVERY FIVE YEARS, I TRY TO TURNOVER MY EQUIPMENT. I DON’T WANT ANY DOWNTIME, AND I AM GETTING THE BEST YEARS OUT OF MY EQUIPMENT.”

Dervin Witmer

“You then work with that piece of equipment or, if you need to, rent another size,” he says. “Again, if you find yourself doing enough business with that other size of equipment, you can think about buying one yourself.”

RENTING VERSUS BUYING

Jacob Sabin, president of Greenfield Services in Puyallup, Washington, also knows the struggle of deciding whether or not it is time to add equipment. Greenfield Services provides a variety of hydroexcavation services, general excavation work, and utility line work, requiring Sabin to have multiple pieces of equipment on hand. He is currently looking at adding a couple of machines to Greenfield Services’ lineup.

Like Witmer, Sabin prefers the option of renting equipment before buying it, but with a twist.

“I really like to look at that rent-to-own purchase option. If I have heavy usage of something after six months, that shows me the demand is there, so I then decide to buy,” says Sabin, who started his business with a pickup truck and some rakes. “With rent-to-own, all of your rental payments go toward your down payment.”

And if the work is not there to justify buying the equipment, Sabin can end the rental agreement and return the machinery to the store.

When it comes to figuring out where to rent equipment from, Witmer opts for a local dealer who sells Caterpillar equipment. “They are close by, and I can also use them for repairs. You want as little downtime as possible with your equipment,” he says. “If it’s not working, you’re not making any money with it.”

THE NEXT STEP

When it does become time to buy equipment, Witmer and Sabin usually opt for used.

“Every five years, I try to turnover my equipment. I don’t want any downtime, and I am getting the best years out of my equipment,” Witmer says, adding that he usually tries selling his equipment himself ver-

sus trading it in since “you usually get a better deal that way.”

Greenfield Services’ Sabin tries to purchase equipment that is about a year old. He says the problem with buying new is that the equipment’s value drops significantly once it leaves the lot.

“I just think buying used is a better deal,” Sabin says. ▼



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800-627-3171 • 815-672-3171 • Fax: 815-672-2779
sales@vactor.com
www.vactor.com

Ad on page 9

Rock Drills/Saws**Melfred Borzall**

Santa Maria, CA
805-739-0698 • 805-739-0118
mail@melfredborzall.com
www.melfredborzall.com

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Radius HDD Tools

Weatherford, TX
888-770-7601
ccox@radiushdd.com
www.radiushdd.com

Ad on page 3

StraightLine HDD, Inc.

Hutchinson, KS
800-654-3484 • 620-802-0200
salsales@straightlinehdd.com
www.straightlinehdd.com

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**Safety Equipment/
Personal Protection****Kri-Tech Products LTD**

Alix, AB
Canada
877-788-3883 • 403-788-3883 • Fax: 403-788-3723
kri-tech.net

Ad on page 65

Milwaukee Rubber Products, Inc.

Menomonee Falls, WI
800-325-3730 • 262-781-7888 • Fax: 262-781-1742
sales@milwaukeeerubber.com
www.milwaukeeerubber.com

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**Pro-Line Safety Products Co.**

West Chicago, IL
800-554-3424 • 630-876-1050 • Fax: 630-876-1038
dan@prolinesafety.com
www.prolinesafety.com

Pro-Mark Utility Supply, Inc.

Whittier, CA
877-325-1525 • Fax: 562-906-2022
promark@promarksupply.com
www.promarksupply.com

ScreenCo Systems LLC

Genesee, ID
208-790-8770
sales@screenco.com
www.screenco.com

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**Sonetics**

Portland, OR
800-833-4558 • 503-684-7080 • Fax: 503-620-2943
sales@soneticscorp.com
www2.soneticscorp.com

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Ultra Shore

Atlanta, GA
800-746-7464 • 404-505-0510 • Fax: 404-505-0506
info@shoring.com
www.shoring.com

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Service Company**Fraserwoods Fabrication & Machining Ltd.**

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Canada
780-962-1827 • Fax: 780-962-1830
sales@fraserwoods.ca
www.fraserwoods.ca

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800-746-7464 • 404-505-0510 • Fax: 404-505-0506
info@shoring.com
www.shoring.com

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Skid Steers**Ditch Witch**

Perry, OK
800-654-6481 • 580-336-4402
info@ditchwitch.com
www.ditchwitch.com

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Software - Business**Envirosight**

Randolph, NJ
866-936-8476 • 973-252-6700 • Fax: 973-252-1176
mail@envirosight.com
www.envirosight.com

**Software - Inspection/
Mapping****CUES, Inc.**

Orlando, FL
800-327-7791 • 407-849-0190 • Fax: 407-425-1569
salesinfo@cuesinc.com
www.cuesinc.com

VIVAX**METROTECH****Vivax-Metrotech Corp.**

Santa Clara, CA
800-446-3392 • 408-734-1400
sales@vxmt.com
www.vxmt.com

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**Spill Control - Equipment/
Products/Services****Milwaukee Rubber Products, Inc.**

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sales@milwaukeeerubber.com
www.milwaukeeerubber.com

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**Stormwater Collection
Systems****Lee Supply Company**

Charleroi, PA
800-353-3747 • 724-483-3543 • Fax: 724-483-0577
info@leesupply.com
www.leesupply.com

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**Tech Products, Inc.**

Staten Island, NY
800-221-1311 • 718-442-4900 • Fax: 718-442-2124
info@techproducts.com
www.techproducts.com

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Orlando, FL
800-344-4700 • 407-721-2416
info@ocalinstruments.com
www.ExcaVision.com

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VIVAX**METROTECH****Vivax-Metrotech Corp.**

Santa Clara, CA
800-446-3392 • 408-734-1400
sales@vxmt.com
www.vxmt.com

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Tanks - Frac**Geneva Equipment**

La Salle, IL
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sales@genevaequipment.com
www.genevaequipment.com

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WWETT Show

Irving, TX
972-536-6477
wwett.info@informa.com
www.informaeexhibitions.com
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Hutchinson, KS
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salsales@straightlinehdd.com
www.straightlinehdd.com
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Trenching Equipment

Ballantine, Inc.

Anoka, MN
800-328-2424 • 763-427-3959 • Fax: 763-427-2277
parts@ballantineinc.com
www.ballantineinc.com

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info@ditchwitch.com
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marketing@mbamerica.com
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Portland, OR
800-833-4558 • 503-684-7080 • Fax: 503-620-2943
sales@soneticscorp.com
www2.soneticscorp.com
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Trenchless Pipe Jacking/ New Installation

Akkerman

Brownsdale, MN
800-533-0386 • 507-567-2261
akk@akkerman.com
www.akkerman.com
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Trenchless Pipe Replacement

AP/M Permaform

Johnston, IA
800-662-6465 • 515-276-9610 • Fax: 515-276-1274
info@permaform.net
www.permaform.net

HammerHead Trenchless

Lake Mills, WI
800-331-6653 • 920-648-4848
www.hammerheadtrenchless.com
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HDD Broker

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info@hddbroker.com
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Source One Environmental

Davison, MI
810-412-4740
www.s1eonline.com

Spartan Tool

Mendota, IL
800-435-3866
Sales@SpartanTool.com
www.SpartanTool.com

Truck Parts/Accessories

Hydra-Flex, Inc.

Eagan, MN
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sales@hydraflexinc.com
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sales@milwaukeeerubber.com
www.milwaukeeerubber.com
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Super Products LLC

New Berlin, WI
800-837-9711 • 262-784-7100
info@superproductsllc.com
www.superproductsllc.com

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Curry Supply Company

Martinsburg, PA
800-345-2829 • Fax: 814-793-4877
sales@currysupply.com
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Geneva Equipment

La Salle, IL
855-201-7193
sales@genevaequipment.com
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akk@akkerman.com
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Utility Plows

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info@ditchwitch.com
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Vacuum Trucks - Water Recycling/Reuse

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GapVax, Inc.

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inquiry@gapvax.com
www.gapvax.com
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Geneva Equipment

La Salle, IL
855-201-7193
sales@genevaequipment.com
www.genevaequipment.com
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Imperial Industries, Inc.

Rothschild, WI
800-558-2945 • 715-359-0200 • Fax: 715-355-5349
info@imperialind.com
www.imperialind.com



Kaiser Premier LLC

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sales@kaiserpremier.com
www.kaiserpremier.com
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www.schwing.com

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info@imperialind.com
www.imperialind.com

Presvac Systems

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Canada
800-387-7763 • 905-637-2353 • Fax: 905-681-0411
sales@presvac.com
www.presvac.com

Ring-O-Matic, Inc.

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800-544-2518 • 641-628-1515
jzylstra@ring-o-matic.com
www.ring-o-matic.com

Schwing America, Inc.

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888-724-9464 • 651-429-0999 • Fax: 651-429-3464
www.schwing.com

Sewer Equipment

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www.sewerequipment.com

Supervac

Levis, QC
Canada
866-839-5702 • 418-839-5702 • Fax: 418-839-1816
sales@supervac.co
www.supervac.co

Transway Systems Inc.

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sales@transwaysystems.com
www.transwaysystems.com
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sales@wastequip.com
www.wastequip-cusco.com

Fraserwoods Fabrication & Machining Ltd.

Acheson, AB
Canada
780-962-1827 • Fax: 780-962-1830
sales@fraserwoods.ca
www.fraserwoods.ca
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Imperial Industries, Inc.

Rothschild, WI
800-558-2945 • 715-359-0200 • Fax: 715-355-5349
info@imperialind.com
www.imperialind.com

Presvac Systems

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Supervac

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866-839-5702 • 418-839-5702 • Fax: 418-839-1816
sales@supervac.co
www.supervac.co

Valves - Unloader

Cat Pumps

Minneapolis, MN
763-780-5440
info@catpumps.com
www.catpumps.com
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John Brooks Company Limited (Dynablast)

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888-881-6667 • 905-867-4642 • Fax: 905-567-4330
jthomson@dynablast.ca
www.dynablast.ca

Milwaukee Rubber Products, Inc.

Menomonee Falls, WI
800-325-3730 • 262-781-7888 • Fax: 262-781-1742
sales@milwaukeeerubber.com
www.milwaukeeerubber.com
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Suttner America Company

Dubuque, IA
800-831-0660 • 563-556-3212
sales@suttner.com
www.suttner.com

Vehicles - All Terrain

Foremost

Calgary, AB
Canada
403-295-5800 • Fax: 403-295-5810
sales@foremost.ca
www.foremost.ca
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Vehicles - Rubber Track Crawler Carriers



CUES, Inc.

Orlando, FL
800-327-7791 • 407-849-0190 • Fax: 407-425-1569
salesinfo@cuesinc.com
www.cuesinc.com

Welders



Vanair

Michigan City, IN
800-526-8817 • 219-879-5100 • Fax: 219-879-5800
sara.tilden@vanair.com
www.vanair.com
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Wire/Cable

Petroflex N.A., Ltd.

Gainsville, TX
800-433-5711 • 940-668-7283 • Fax: 940-668-6097
pnasales@petroflexna.com
www.petroflexna.com



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dan@prolinesafety.com
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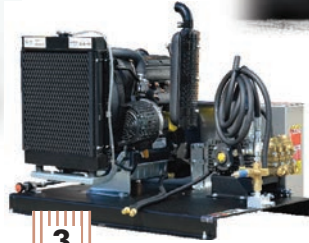
THE LATEST: Products



1



2



3



4

5



1. CK Power Tier 4 Final diesel generator

The CKT250VM-T4 Final EPA- and California Air Resources Board-certified rental and mobile prime power diesel generator from CK Power is powered by a Volvo Penta 8-liter Tier 4 Final engine. It comes standard with multiple voltage configuration, sound enclosure and custom-configurable power distribution to meet application needs. 314/868-8620; www.ckpower.com

2. StoneAge AutoPacks

AutoPacks from StoneAge are available for the ABX-3L and ABX-2L triple- and dual-lance tube cleaning systems. The self-contained automated

equipment kits contain all the components and accessories needed to perform fully automated heat exchanger cleaning. Features include customized storage inserts to allow for quick visual inventory management and a job box to protect equipment, simplify transport and minimize setup time. 970/259-2869; www.stoneagetools.com

3. Water Cannon Inc. - MWBE skid-style pressure washer

The V-belt drive skid-style hot-water pressure washer from Water Cannon Inc. - MWBE is powered by a Kohler diesel engine and has customizable psi ratings from 3,200 to 4,000 and power from 4 to 8 gpm. It is

This Issue's Feature:

Putting on the heat with a hydrovac water heater

BY CRAIG MANDLI

In hydroexcavation work, sometimes applying heat is just better. When a crew is cutting through dense clay soil or working in a cold climate with frozen ground, hydroexcavating with hot water can be a big time-saver. To be effective, though, the truck needs to be equipped with a durable water heater.

The **CAB420FLS-12V hydrovac water heater** from **John Brooks Company Limited (Dynablast)** produces 420,000 Btu with an output temperature of 175 degrees F at 5 gpm, making it ideal for colder climates and improved digging in clay-filled areas. It is designed to fit most municipal-size hydrovac trucks with its 24-by-24-inch footprint and 485-pound weight.

According to John Thomson, business development manager, the unit is a solid fit for both new and refurbished trucks. "This heater is compact enough to fit on most hydro units on the market," he says. "We supply it to a lot of truck manufacturers but sell many directly to consumers, too. It's a fit for anyone who has an older hydroexcavator they want to refurbish for colder climates."

It is ETL-certified, meaning it can be used in the build and heat transfer between Schedule 80 pipe and water. All models are factory tested for a plug-and-play install. It comes with two service access panels and two momentary override controls, which increase the serviceability resulting in less downtime. The unit is also efficient, which is the result, Thomson says, of the care taken in producing the 1/2-inch Schedule 80 heater coils.

"The way we turn our coils actually causes them to both heat up faster and hold heat longer," he says. "Most heater manufacturers don't turn

their own coils. Our recipe works well because it was designed specifically for mobile applications."

The unit's protective cabinet is designed with a reversible door for a variety of truck configurations, and it is built out of 14-gauge steel with polyester, UV-protected, powder-coated paint with an aluminum discharge cap and stainless steel hardware. It has been on the market for nearly five years, and Thomson estimates that the company has put more than 500 units in the field in that time.

"The popularity is certainly growing, especially as you see more municipalities and contractors in northern climates turn to hydroexcavators for utility work," he says. "It's the best way to get the most bang for your buck when hydroexcavating in the cold."



CAB420FLS-12V hydrovac water heater from John Brooks Company Limited (Dynablast)

905/867-4642; www.dynablast.ca

self-contained with dual 15-gallon poly diesel fuel tanks, a 12-volt battery start, and a 45-amp charging system, so no external power is required. It has a stainless steel coil wrap, a burner hood, Beckett burners, a control panel, an adjustable thermostat and safety pressure release valve controls. Accessories include a gun/wand assembly, 50-foot high-pressure hose, Maxi-Flo 20-percent chemical injector, four color-coded spray nozzles and a color-coded chemical nozzle. An optional wheel kit is offered for portability. **800/333-9274; www.watercannon.com**

4. StraightLine HDD RockEye hammer system

The Armadrillco transmitter housing has been adapted to the RockEye hammer system from StraightLine HDD. The side-load housing technology gives users easy access to electronics, larger capacity fluid and air passages, and improved durability. The Arma-Loc system is a field-proven design that gives quick access to electronics by removing a single pin. Free from threads, the Arma-Loc system virtually eliminates problems associated with damages or over-torqued bolts as well as vibration-induced lid failure. A urethane and O-ring system is designed to seal and protect the sonde cavity from fluid and debris infiltration. The system also forms a cushioned platform that shields electronics from vibration and heat produced by a hammer working in harsh environments. **800/654-3484; www.straightlinehdd.com**

5. Hi-Vac Corporation Aquatech Jumbo Combo jet/vac unit

Hi-Vac Corporation's Aquatech Jumbo Combo features a 5,250 cfm, 27-inch Hg blower and is suited for large-diameter pipe cleaning jobs. The water pump is available in large-capacity 120 to 150 gpm, and the unit also features boilerplate steel debris tanks, poly-graphite water tanks and a horizontal transfer case drive. **800/752-2400; www.hi-vac.com** ▼



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Patent #6,484,422B1

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THE LATEST:

News

HammerHead Trenchless name change

HammerHead Trenchless Equipment will now be referred to as HammerHead Trenchless to better summarize the full range of solutions offered to the industry.

McLaughlin hires Lee as regional sales manager

McLaughlin welcomed Cory Lee as regional sales manager. He will serve the company's clients in the Southwest. Lee, previously with Vermeer, brings more than 15 years' sales knowledge and five years' management experience to his new role.

Subsite Electronics acquires R.S. Technical Services Inc. (RST)

Subsite Electronics announced the acquisition of the assets of RST. The deal adds camera inspection capabilities to Subsite Electronics' line of Underground Awareness solutions. Operations will continue in Petaluma, California, and Mount Ster-

ling, Kentucky, and RST products will continue to be available through the current RST dealer network.

NASSCO joins UESI as Charter Member

National Association of Sewer Service Companies (NASSCO) was named as a Charter Organizational Member of the Utility Engineering & Surveying Institute (UESI) of the American Society of Civil Engineers. UESI's mission is to meet infrastructure challenges to reduce infrastructure project life cycle costs by 50 percent by 2025.

J&J Truck Bodies & Trailers appoints new sales staff

J&J Truck Bodies & Trailers announced that Adam Bowers and Quintin Wyandt have joined the inside sales team. Both will be responsible for providing product information and quotes, ensuring a smooth sales process, and offering after-the-sale support. ▼

Happenings

CALENDAR

Nov. 28-29

Risk Management in Underground Construction Conference, Residence Inn Arlington Capital View, Washington, D.C. Visit www.undergroundriskmanagement.com

Jan. 21-26

Underground Contractors Association of Illinois Annual Convention, Mauna Lani Bay Hotel & Bungalows, Kohala Coast of Hawaii. Visit www.uca.org

Jan. 30-Feb. 1

Underground Construction Technology (UCT) International Conference & Exhibition, Ernest N. Morial Convention Center, New Orleans. Visit www.uctonline.com

Feb. 21-24

Water & Wastewater Equipment, Treatment & Transport (WWETT) Show, Indiana Convention Center, Indianapolis. Visit www.wwettshow.com

Feb. 22-23

Horizontal Directional Drilling Academy: Mastering Crossing Applications, Sheraton Phoenix Airport Hotel, Tempe, Arizona. Visit www.hddacademy.com

March 6-8

Common Ground Alliance (CGA) Excavation Safety Conference & Expo, Phoenix Convention Center, Phoenix. Visit www.cgaconference.com

March 6-9

National Utility Contractors Association (NUCA) Annual Convention, Wyndham San Antonio Riverwalk, San Antonio. Visit www.nuca.com/convention

March 20-23

Association of Equipment Management Professionals (AEMP) 36th Annual Conference, Rosen Plaza Hotel, Orlando, Florida. Visit www.aemp.org

March 22-24

Mid-America Trucking Show, Kentucky Exposition Center, Louisville, Kentucky. Visit www.truckingshow.com

March 25-29

North American Society for Trenchless Technology (NASTT) No-Dig Show, Palm Springs Convention Center, Palm Springs, California. Visit www.nastt.org

Dig Different welcomes your contributions to our Happenings column. To recognize members of your team, please send notices of new hires, promotions, service milestones, certifications or achievements. We also invite your national, state or local associations and organizations to post notices, news items and learning opportunities. Send contributions to editor@digdifferent.com. ▼

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