



# MAKING IT CLEAR

Serving the Needs of Georgia's Onsite Wastewater Industry

P.O. BOX 2946 | LAGRANGE, GA 30241

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### Jan Bentley

Owner, Portable Services, Inc.

President, Georgia Onsite Wastewater Association (GOWA)

## Letter from the PRESIDENT

Hello All!

I hope you are all well and are taking care during these uncertain times. Please know that GOWA is continuing its work to best serve you as an industry professional. You can find COVID-19 resources and suggested operating procedures by visiting the GOWA website (<https://gowa.wildapricot.org/>),

the Georgia Department of Public Health website (<https://dph.georgia.gov/>), or the Portable Services, Inc. website (<https://portableservices.net/>). You can also find a list of suggested operating procedures within this issue of the newsletter.

Though 2020 has been a challenging year, we are excited to begin planning our 2021 events! The GOWA Board of Directors are currently working to solidify dates and a location for the 2021 conference, along with Continuing Education class dates and locations. 2021 is sure to be an impactful year and we are very much looking forward to getting back together in person!

Within this issue you will find an article featuring board member David Beckum and his company, Augusta Industrial Services (AIS). David is currently serving his second term on the GOWA Board of Directors and has been an active member of the association for over 10 years. These are times that leadership at the executive level is essential in keeping company moral up, while following proper operating procedures for the safety of your employees and clients. These are all areas that David has been successful in maintaining within AIS. Within this newsletter you will also find membership information, a media kit for future advertisers, Georgia water planning regions, and some helpful articles to assist you with your industry work.

GOWA is now a full affiliate member of NOWRA, which benefits YOU! Don't forget you can obtain your Continuing Education credits by taking online courses through NOWRA. More information can be found within this issue.

As always, it is an honor to serve as your President. I am proud of our industry and those that work in it. As a member of GOWA you are a part of an elite group of industry professionals and business owners who keep homes and communities clean and safe. I know each of you is a professional that cares about your work, your customers' welfare, and our industry.

- Jan ●



## GOWA 2020-2021 Officers

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## GOWA Board of Directors

Pictured here are GOWA Board members:  
 Jan Bentley, Tommy Chambliss, Stephen Brown, David Beckum,  
 Melinda Bailey, John Ford, Barney Allen, and Dwayne Crocker



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## 5 Steps to Battle Burnout for Your Busy Crew

By: Kate Zabriskie, *Pumper Magazine*, July 2020

For septic service and portable restroom providers, it's the time of year when the demands of the job are ramped up to maximum output. You've put a few months of sunup to sundown pumping jobs, wall-to-wall construction site services and weekend events behind you. But there are a few more months of long days and long weeks ahead.

Even in the best of times, creating and maintaining a high-functioning team is work. If you follow these steps, you can provide some relief and keep members of your crew pulling in the same direction all summer long.

### STEP ONE

The first step is accepting a list of truths:

**Truth One:** Employees have different levels of buy-in, a range of work goals and varying home and work demands.

**Truth Two:** Not everyone experiences burnout in the same way, and work isn't always distributed evenly in most companies. Some people probably are more burned out than others.

**Truth Three:** Great teamwork will compensate for a lack of resources in the short term. However, teams that are stretched too thin for too long begin to show signs of wear and tear.

**Truth Four:** If the leader isn't a believer in what the team needs to accomplish or isn't working as hard as he or she can to bring the team over the finish line each day, the crew will know it and react in a range of ways — most of which are neutral at best.

**Truth Five:** Transparency matters. People don't like being left in the dark or, worse still, lied to.

**Truth Six:** Too many changes at once usually don't go over well unless there's a logical flow to them, a sense

of fairness about what's being changed and the absence of unnecessary chaos or drama.

**Truth Seven:** Elephants in a room stay there if they're allowed to do so. If a team is not prepared to operate with candor and address unspoken issues, there's only so much that can be done to keep everyone together.

**Truth Eight:** Team members' perceptions of the team's condition are their truth. You may have plenty of data to argue to the contrary, but until people are ready to listen and believe what you show them, what they currently think is what is.

### STEP TWO

Once you've got a firm understanding of the basic truths, the next step is taking a long and hard look at what's working, what isn't and why. Does everyone understand and buy into the team's mission? Is work distributed fairly? Are some people doing more than they should have to do, while others are doing less than they should? Are people resentful of each other? Is there drama,



and do you know the source? Is the team's burnout a recent phenomenon or has its decay been long in the making? Is the burnout caused by internal factors, external factors or a combination of both? Have people been misled or lied to in the past by a boss?

Those questions are just the tip of the iceberg and some ideas to get started. In fixing burnout, asking the right questions is as important as, if not more so than, taking action. A good list of questions will help you reduce the likelihood that you are treating symptoms or curing the wrong disease altogether.

[continued]

## 5 STEPS TO BATTLE BURNOUT FOR YOUR BUSY CREW CONTINUED

### STEP THREE

When you think you have a good grasp of the current situation and have verified your findings with others, it's time to start thinking about what could be. A fast way to imagine a different state is to work through some more questions.

- How do we want to feel about our work?
- What gets us excited about our work or what do we enjoy?
- What changes do we need to make to our work product, our work processes or our people interactions?
- What needs to stay the same?
- What level of performance do we need from each team member?
- What are we going to do if those levels aren't met?
- What additional resources do we need?
- What can we do to encourage transparency and communication?
- How will we celebrate improvements?

### STEP FOUR

With a clear view of the present and a possible future, the next step is prioritizing. In most cases, burned-out teams don't burn out overnight. Often the process is long and marked by a series of declines, bad luck and unfortunate circumstances. Consequently, the recovery process is often long. In fact,

the team may not realize some of the elements identified in step three for a long time. The trick is to keep the truths discussed in step one in mind as you prioritize a plan of action to get from the reality you uncovered in step two to the future you envisioned in step three.

### STEP FIVE

The final step in the recovery planning process is creating a deliberate communication plan. Recognize that you need to overexplain and repeatedly share information. Once is not enough. Also, your team will have some good days and bad. What's important is making progress in the right direction. After a series of successes, everyone should be feeling a little less burned out and a lot more excited about the work at hand.

### RELIEF ON THE WAY

With these five steps well in hand, you're positioned to provide some immediate triage to your team members who are battling burnout. Burnout can be pervasive throughout a company, so get your first-aid kit out as soon as you pick up on the problem, and mitigate the issue before it negatively impacts your operation.



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## Emergency Calls Hint at a Big Problem

### Pumpers see an increase in system failures during the coronavirus pandemic. Could it mean a crush of installer workload is on the horizon?

By: Jim Kneiszel, *Onsite Installer Magazine*, July 2020

The past several months of dealing with the COVID-19 pandemic may have revealed an unfortunate truth to the onsite industry: the decentralized wastewater infrastructure in the U.S. is in even worse shape than previously thought.

In recent years, the experts have warned of the aging out of conventional septic systems across America. Those simple tank and drainfield systems were installed in every rural and suburban area 30, 40, 50 or more years ago, most of them providing yeoman's service and exceeding expected life span.

About one-third of the nation's homes are served by private wastewater systems, and that percentage figures to grow as the cost to extend municipal sewer service skyrockets. Government officials — including health departments — now recognize the practical effectiveness of newer advanced treatment technologies and will go in that direction to curtail growing utility expenses.

We knew there was a lot of work to be done to upgrade millions of failing septic systems, but it took the coronavirus

and its associated stay-at-home orders to show just how big the problem is. As families were locked down at home starting in March, they soon realized septic systems were being overwhelmed.

Older systems may have been built so robustly and with excess capacity that they performed pretty well under normal usage. But as soon as the whole family is at home 24/7, these systems' age and treatment shortcomings came to light. Soon pumping contractors were reporting a raft of emergency calls every week as sewage was backing up into homes or surfacing in the backyard.

#### TAKING IT TO THE NEWS

"We're getting a high volume of people backing up, which is the systems are full so the water has nowhere to go. So, it's backing up into the house," Kevin Snyder, president of Flash Sanitation in Battle Creek, Michigan, says in a local WOOD-TV 8 report. "With everyone being home, you have a lot more water usage."

Snyder was one of a number of wastewater professionals who TV news stations turned to during stay-

at-home orders to explain why septic systems were failing. He and Kevin Green of the local Calhoun County Public Health Department urged septic system users to watch their water usage and have their systems inspected to safely get through the period of high usage.

"Since we are staying home ... we want to conserve water and not to throw anything down through your toilet more than toilet paper," Green says. "We do recommend that you get your septic system pumped ... normally every three to five years, depending on the number of people that are in your house."

Scott Robertson of ASAP Septic in Mishawaka, Indiana, had a similar story to tell WNDU-TV 16 News Now.

"We've had a lot more emergency calls because families are staying at home and overutilizing their water needs. Some septic systems aren't able to take all the water that they're generating, and it's overflowing into their yard or back into their house," Robertson says.

[continued]



### ONSITE AMBASSADORS

First off, I would like to congratulate these and any other wastewater professionals who stepped up during this crisis and thank them for helping educate homeowners about proper septic system care. This is a critical message to get out in these times. It's hard enough when families are in quarantine and fearing infection from a deadly virus. Imagine going through that and losing use of your wastewater system at the same time.

Please consider jumping in anytime you have the opportunity to reach the audience of onsite system users. We all know how much work there is to do on the education front. Far too many people are new to septic systems and don't know the basic rules. Others should know about proper maintenance but ignore it. And many don't understand when their systems are failing and how they can be replaced with better treatment technology.

The COVID-19 crisis has been unlike any emergency we've experienced in

a century, and it has taken a terrible human and economic toll. But perhaps there is one silver lining for the onsite industry: That is to raise awareness of the critical importance of effective wastewater treatment. It is often said that septic systems are out of sight and out of mind for the people who use them. But this attitude has to change if we want to avoid devolving into some kind of third-world existence where it's OK for waste to be ponding in backyards or flowing in the ditches.

Now is our time to send important messages. Old systems must be replaced. And new systems must use the best technology available for a cleaner environment. We will drive the point home through constant communication with system users. And we will push state officials and county regulators to endorse a wide variety of treatment solutions so installers can offer many options for any site condition.

### System Design and Installation for Future Management

If you haven't spent a lot of time at the website, I urge you to check out the fresh stories posted there every week. Our online editor, Kim Peterson, does a great job bringing unique content you won't find anywhere else. And working with Kim, we're doing something a little different with the print magazine.

As part of website analytics, we track how many times someone clicks on and reads each online article. Through that process, we can determine the most popular stories and topics over any period of time. Because these stories are only published online, print readers who don't visit the website miss out on some valuable content. We're going to change that starting in this issue.

A while back, Jim Anderson, co-writer of our Basic Training feature and University of Minnesota emeritus professor, produced a seven-part online series on the topic of design and installation of onsite systems with future management in mind. Most of you know Anderson as a wastewater industry trainer across the country and at the Water & Wastewater Equipment, Treatment & Transport (WWETT) Show over many years.

I have reworked Anderson's series into two stories to run this month and next. In this issue, he covers regulatory programs, consumer education and soil evaluation. In the conclusion next month, he will cover system component access.



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**It's hard enough when families are in quarantine and fearing infection from a deadly virus. Imagine going through that and losing use of your wastewater system at the same time.**

# HERE'S A GREAT OPPORTUNITY!



Now that GOWA is a member of the National Onsite Wastewater Recycling Association (NOWRA), GOWA members are able to take advantage of online learning. The NOWRA Online Learning Academy offers instant access to professional development continuing education.

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## “When you Need to Keep Things Running Smoothly” A look at Augusta Industrial Services and its CEO

### **David Beckum**

*President & Chief Executive Officer*  
Augusta Industrial Services

*Member*  
GOWA Board of Directors



David Beckum grew up in nine cities and five states before making his home in Augusta, Ga. After graduating high school, David took some time off before entering college. In 1998, he received a bachelor’s degree in History and Secondary Education from Augusta State University. Shortly after receiving his degree, David was offered an entry-level position at Augusta Industrial Services (AIS)/Budget Sewer Service. When asked why he shifted his career from education to sewer and industrial cleaning, David replied, “I originally took the position because I had a family to feed. What keeps me there every day are the challenges and the ability to grow with the industry.”

AIS provides hydroblasting up to 40,000 psi, wet/dry vacuum trucks, liquid vacuum trucks, sewer jetting and inspection, vacuum excavation (hydro and pneumatic), remote visual inspection services, roll off trucks, dry

ice blasting, and emergency response. For civil solutions, AIS provides vacuum excavation, sewer and storm drain cleaning, pipeline inspection, and environmental services. In addition, AIS works with Nuclear, Industrial, Civil, and Municipalities to maintain their

wastewater systems. They respond to wastewater spills with vacuum trucks to remove the waste and transport for proper disposal. They also maintain sewer systems by providing routine cleaning and inspection services, or by clearing emergency blockages.



## A LOOK AT AUGUSTA INDUSTRIAL SERVICES AND ITS CEO CONTINUED

Though he had no mechanical experience, David saw each day as a learning opportunity. As he started to gravitate toward the high-pressure water side of the business, he quickly became the go-to guy in that area. David saw an opportunity to use his teaching experience to provide safety training for the company. As the Safety Manager, he took every class he could and completed the Industrial Safety and Health program through Georgia Tech. In 1993, AIS and Budget Sewer Service separated, making David the Operations Manager for AIS. In 2012, AIS started succession planning for the original owner's retirement, and by 2015 had begun to form the Employee Stock Ownership Plan (ESOP). David led the transition to an employee owned company and now serves as the President and Chief Executive Officer.

In 2019, AIS formed the Civil Solutions division, focusing on services for Civil Construction, Environmental and Municipalities. Managing these projects had previously been done by the industrial team. The goal in adding this division was to offer the same full spectrum of services to the civil and municipal clients as was being offered to the industrial and nuclear clients.

David brings to the table a number of certifications. He is an Authorized OSHA Outreach Trainer for General Industry, a verified Trainer for the WaterJet Technology Association (WJTA), and a verified training site for the WJTA and the Houston Area Safety Council.

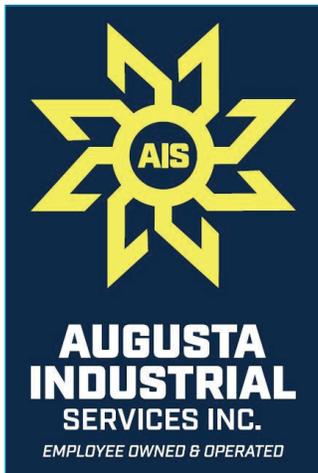


Pictured above are David Beckum and crew members of the AIS team.



Pictured above are crew members of the AIS Civil Solutions division.

[continued]



Pictured above are members of the AIS team.

AIS is certified through auditing and prequalification sites such as ISNetworld, Avetta, Cognibox and Achilles. In addition to serving on the Georgia Onsite Wastewater Association (GOWA) board, David also serves on the WaterJet Technology Safety Committee for High Pressure, has held a number of positions with the Augusta Chapter of the American Society of Safety Professionals (ASSP), leads the Augusta Chapter of the Industrial Network Group, and serves on the Augusta-Richmond County Local Emergency Planning Committee (LEPC).

David notes the biggest obstacle in his career has been controlling growth to a manageable level. “It’s easy to get caught up in new ideas or new lines of business,” David said. “We are committed to taking care of our existing business before going after something new.” He has some advice for industry professionals during this time of crisis. David suggests you set the example and remain consistent with your message. As an essential business, AIS was forced to confront the pandemic head on, altering the way its employees interacted both internally and with its customers. David found that video messages were essential in keeping its employees up-to-date on how the company was monitoring the health crisis

and continuing to follow proper guidelines. Expecting to see a decline in scheduled work, David and his team wanted to give employees and their families a level of comfort; therefore, they guaranteed all employees full paychecks until business picked back up. Talk about a company who cares about its employees.

AIS also stands true to its company mottos. ‘We Own It!’ sets the tone for its employee ownership culture. And ‘We’re Here and We’re Ready’ represents the company’s commitment to its valued customers.

AIS has been an organizational member of GOWA for over 10 years; David is currently serving his second year on the board. “Being a member of GOWA allows us insight into regulatory issues affecting our industry as well as training opportunities for our employees that we can’t find elsewhere”, David said. “Serving on the board has introduced me to new peers in the industry. I have had the opportunity to learn about other businesses, while

promoting my own. It has also opened my eyes to where the industry is headed on a regulatory level and how I can help shape the industry”.

When asked what he likes most about this job, David was quick to respond. “My favorite part of my job is working with our people. I love having the opportunity to play a part in the development of our employees and providing an avenue to wealth creation through employee ownership.”

David hopes to someday have two-to-three locations in the southeast that provide long-term employment to existing and new employees. He feels confident in being able to retire knowing there is a group of leaders that can continue growing the business and carrying on the legacy of AIS.

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## Tracing Evidence of Nitrates and Bacteria in Groundwater

By: Jim Anderson, *Pumper Magazine*, July 2020

As reported previously in *Pumper*, an ongoing study is being conducted in southwestern Wisconsin to test private wells for evidence of contamination. The Southwest Wisconsin Groundwater and Geology study began in 2018 with two objectives: (1) Evaluate private well contamination using indicator bacteria (total coliform and *E. coli*) and nitrate based on randomized synoptic sampling events, and (2) identify the source of contamination in a subset of total coliform- and nitrate-positive wells once per season using microbial tests that distinguish between human, bovine and swine fecal sources.

Two phases of the study have been completed, and the results are concerning. During a first sampling, 42% of the wells showed either bacteria contamination or elevated nitrate levels above the 10 mg/L health standard. A second sampling showed 27% of the wells were contaminated. Higher percentages of wells showed contamination with bacteria as opposed to nitrate, which was surprising to me, as nitrate (nitrogen) moves more easily through soil and is not captured by adsorption and filtering as bacteria are when septic tank effluent moves by unsaturated flow through soil.

In the second study phase, 34 contaminated wells were evaluated for bacteria associated with fecal contamination from either animals or humans. Animal fecal contamination was found in 25 wells and human fecal material in 14 wells.

### SEPTIC SYSTEM CHECKS

This led one local sanitarian to make a statement and some recommendations as the researchers move into the next phases of the study. The sanitarian stated, "Seeing the human fecal contamination being the majority of the last two testings, we are looking at our maintenance program and making sure everyone is following the rules. Even though we're waiting for all four of the rounds to be complete, there are some steps that are being taken to look and see if there are things we can do right now."

The sanitarian recommended homeowners have their septic systems checked thoroughly every three years and keep up on cleaning filters, fixing soil compaction issues and addressing any ponding in the drainfield.

None of us should have any problem with these recommendations, and we should be recommending them daily to our customers. Cleaning filters and checking systems is always good practice. By themselves, they will not eliminate the possibility of well contamination by fecal bacteria. As indicated, the systems should be checked on a regular basis and any problems corrected.

Determining the reason for well contamination requires a close look at individual residences, including the soils and geology at the site, septic system location in relation to the topography, condition of each system component, any evidence of surfacing and runoff, along with condition of the well, the depth where the well is finished and other conditions occurring in the area or region.

The next phase of the research is to carry out geologic studies and analyze well construction practices in the three-county region. The goal is to determine correlations between water quality, geology and well construction. The geology in the area consists of shallow soils over limestone bedrock, and there are three separate aquifers at different depths in the bedrock. The hope is to understand where the water in the wells is being drawn and whether the wells are properly cased and finished to avoid contamination from the surface. Contamination may be coming from sources other than septic systems.

In areas of geology with creviced bedrock, the actual source of contamination can be quite a distance from the site of the well. From our perspective in worrying about treatment of septic tank effluent, this is important because the system causing the problem may not be the one serving that residence.

### SOURCING CONTAMINATION

There are several ways septic systems could contribute to or be the cause of the fecal contamination. If the drainfield is hydraulically overloaded and surfacing, there is the potential for the effluent at the surface to move as runoff to the well. And if the well is not properly constructed, the effluent can move directly into the well and aquifer. So as the sanitarian noted, identifying potential ponding and correcting the problem is important to ensure there is not a direct connection.

[continued]

Condition of the septic tank is key; it needs to be watertight with no leaking into the surrounding soil. If the septic tank is installed at the top of or into the bedrock and it is not watertight, it can be a source of contamination. If the tank is leaking effluent, it may move directly into the creviced bedrock and to the aquifer to contaminate not only the nearest well, but also others finished in the same aquifer. To evaluate whether the tank is structurally sound and watertight, the tank should be opened and pumped

to examine the inside. It would not be enough to simply observe whether the tank is operating at the correct level. As the sanitarian indicated, when the tank is pumped, the filter should be cleaned.

In addition to looking for surfacing in the drainfield area, an evaluation should determine that the bottom of the sewage trenches are at least 3 feet above the creviced bedrock. Has biomat developed to slow flow through the soil and ensure the flow is under unsaturated conditions? As I stated earlier, if the system is

designed and installed so unsaturated flow is ensured, soil is an excellent media to capture bacteria and virus preventing movement into the aquifer.

In sensitive geologic areas like in southwestern Wisconsin, identifying and fixing problems as soon as possible is important to prevent groundwater contamination and associated health problems. Stay tuned for updates as the next phase of this study is completed.



### Protecting Yourself and Others During COVID-19: A Guide for Septic System Professionals

*Pumper Magazine* has published a list of suggested procedures for septic system professionals to follow to ensure the safety of themselves and others. This list includes the following:

- Septic system professionals should be provided proper personal protective equipment and hand-washing facilities/waterless sanitizers.
- Workers should avoid touching their face, mouth, eyes, nose, and open sores and cuts.
- Workers should avoid chewing gum or tobacco while handling sewage.
- Workers should wash their hands with soap and water, or use waterless sanitizers immediately after removing PPE.

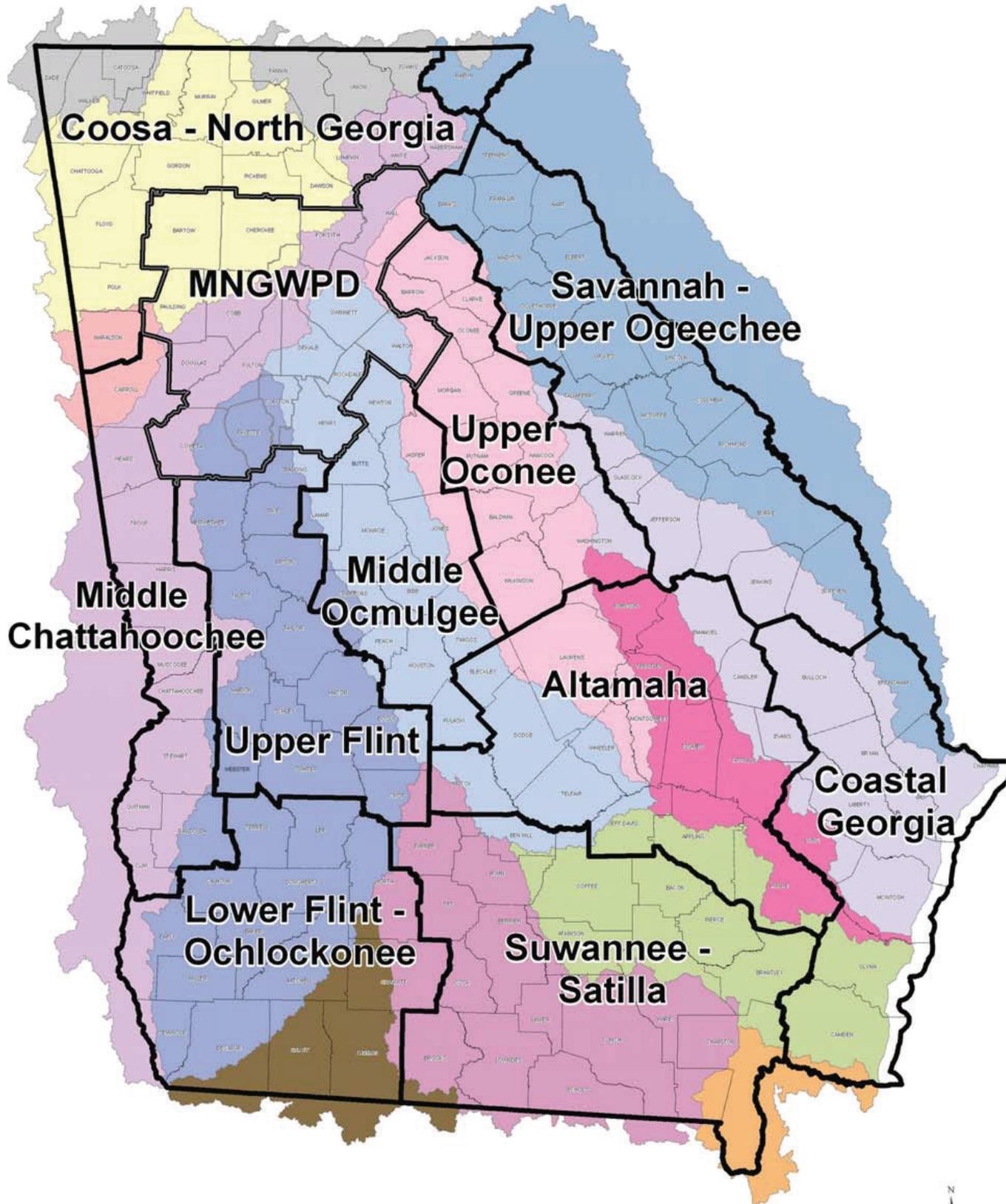
*The following are recommended for workers handling human waste or sewage:*

- Goggles to protect eyes from splashes of human waste.
- Protective face mask or splash proof face shield to protect nose and mouth from splashes/aerosolization of human waste or sewage.
- Liquid-repellent coveralls to keep human waste or sewage off clothing.
- Waterproof gloves to prevent exposure to human waste or sewage.
- Rubber boots to prevent exposure to human waste or sewage.

Below is a list of suggested procedures for drivers in the wastewater industry, provided by Portable Services, Inc.

- Drivers should wear a hard hat with full face shield and gloves when servicing units.
- Dirty uniforms must be placed in a trash bag at end of a shift to be cleaned.
- Boots are to be sprayed down with a disinfectant at the end of each shift.
- All trucks should be pressure washed with a bleach mixture at the end of each day. Gloves should be kept in the tool box on the side of truck; not in the cab.
- Inside of trucks and gloves must be wiped down with disinfectant at the end of each day.
- Drivers should have two pair of gloves; one for servicing units and one for servicing sinks and sanitizer stations. Gloves should be stored separately.
- Drivers should have two wands; one for portable restrooms and one for sinks. Those are to be kept separate to ensure no cross contamination occurs.

# Water Planning Regions



## The Household Power is Down. Now What?

### Installing contractors should prepare homeowners on how to protect their onsite systems during a power outage

By: Jim Anderson and Dave Gustafson, *Onsite Installer Magazine*, July 2020

Whenever we conduct workshops on the basics of sewage treatment systems and talk about incorporating pumps, it leads to a discussion of what to tell people to do when the power goes out. If you live in a rural area, you recognize it's not a question of *if* the power will go out but *when* and for *how long*. Most outages are for a matter of a few hours, but there are times when the power is out for several days to a week or more. It is these longer outages that cause concern for our treatment systems.

Our first reaction is to remind folks that there is another pump to think about when the power goes out, and that's the well pump. If there is no water coming into the house from the well, the amount of sewage generated will be reduced. Once water is drained from the pressure tank, no more water comes from the well. Any sewage generated will then come from water stored before the outage or carried in from a nearby water source.

One exception to this is when a residence has an automatic generator system that takes over if the power goes off. A note of caution for homeowners is to remember to include the circuits that control the sewage pumps when selecting circuits to receive power from the generator. It is easy to remember the well pump for water, stove, refrigerator, freezer and TV and then forget the sewage pump out in the yard to move sewage from the pump tank to the drainfield.

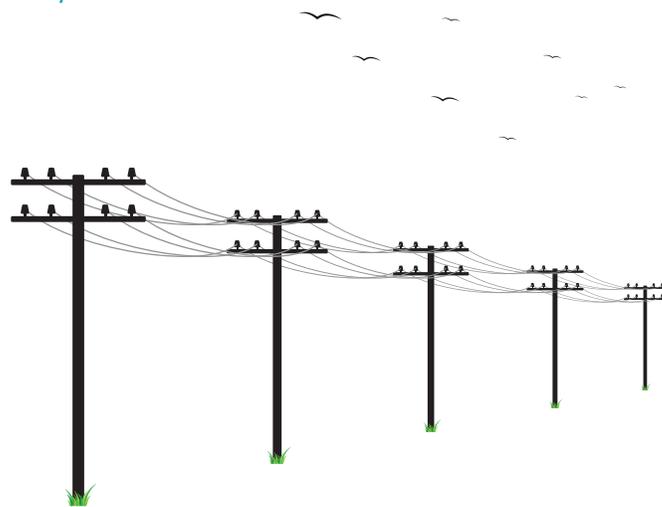
#### OVERFLOW PREVENTION

If they don't have an automatic generator, homeowners with mounds, at-grade, and pressure distribution systems, or any system that requires a pump must be prepared for the potential multiple-day power outage. Any system with a pump will

not be able to transfer wastewater from the septic tank and pump chamber to the disposal field during a power outage.

It is important to minimize use of the septic system to prevent overflow of the septic tank and pump chamber. Toilet flushing should be limited to only solids; any dishwashing should be done in a tub where water can be carried outside and discarded. Showers and baths should be curtailed. The homeowner should monitor the level in the pump tank and, if possible, have a pumper come to remove the contents of pump and septic tanks if they are full.

If the system is an on-demand system, the pump cycle begins whenever the wastewater volume reaches a preset level in the septic tank — usually controlled by floats — and the effluent is pumped into the drainfield. When there is a power outage, effluent is not pumped into the drainfield. The septic and pump tank collect the wastewater throughout the power outage and will release it all at



once when the power is restored and the pump starts. Too much water pumped at one time can flood the drainfield, causing surfacing or backups.

To avoid this problem, the homeowner can become a human timer by turning off the circuit to the pump during the outage and when power is restored, run the pump for a typical time period that would deliver a single dose to the drainfield. Turn the pump off and then run it again after a period of four to six hours. In other words, gradually deliver the accumulated effluent to the system over time. The number of cycles required will depend on how much effluent has accumulated in the system.

#### THE OWNER'S MANUAL

A pump system with a timer controls the number of times the pump starts and stops. It manages how much effluent (liquid sewage from the septic tank) goes to the drainfield in a 24-hour time period. Timers make sure the drainfield

[continued]

## THE HOUSEHOLD POWER IS DOWN. NOW WHAT? CONTINUED

only gets as much effluent as it was designed to handle. The timer system will eventually take care of itself once the power is restored. If the high-water alarm sounds when the power is restored, the effluent has backed up into the reserve storage area of the pump tank. It may be necessary to employ the manual override or turn the pump on and off by turning the circuit off to gradually reduce the backup.

Provided by the installer, the homeowner should have an owner's manual for their onsite wastewater treatment system that explains the components of the system

and how they work. Situations such as power outages are why this is important; the manual should explain the amount of dose delivered and the time the pump runs. The manual should be easily accessible in case of emergency or an outage.

If the power has been off for a while, the timer will be behind. To let the timer catch up, the homeowner should continue to conserve water for an additional day or more. This means taking short showers, not doing laundry, and performing other water conserving actions.

These recommendations probably seem to be common sense; but to homeowners unfamiliar with rural areas and individual treatment systems, spending some time explaining how the pumps work and what to do during power outages can save a lot of work and headaches in the future.



## WE WANT YOU TO HEAR FROM US!

### UPDATE YOUR MEMBERSHIP INFO TODAY

The Georgia Onsite Wastewater Association is on a mission to update all of our members contact information. In the day and age of computers and phones being the primary mode of communication, we are striving to collect all of our members email addresses so you can be included in our most up to date GOWA communications. Below is a GOWA Member information update form. Please be sure to fill it out in its entirety with your mailing *and* email address and send back to the GOWA office

P.O. Box 2946  
LaGrange, GA 30241

If you should have any questions please don't hesitate to reach out to Debbie Johnson at [djohnson@asginfo.net](mailto:djohnson@asginfo.net) or call us at 706-407-2552.

	<b>UPDATE YOUR MEMBERSHIP CONTACT INFORMATION TODAY!</b>	
<i>Please fill out the membership information update form below and mail back in the pre addressed envelope.</i>		
COMPANY NAME: _____		
NAME: _____		
ADDRESS: _____		
CITY: _____	STATE: _____	ZIP: _____
LICENSE # (if applicable) _____		
HOME COUNTY OF BUSINESS: _____		
EMAIL ADDRESS: _____		
OFFICE PHONE #: _____		MOBILE PHONE #: _____
NATURE OF BUSINESS: <i>Install/Repair</i> <i>Pump</i> <i>Portable Restrooms</i> <i>Manufacture Tanks</i>		

# GOWA – New or Renewal Membership Form

New     Renewal

**MEMBER INFORMATION**

Name (First and Last) \_\_\_\_\_ Certification Number / Last 4 of SSN \_\_\_\_\_

Company / Organization \_\_\_\_\_

Mailing Address \_\_\_\_\_ City \_\_\_\_\_ ST \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

Primary Category  
 (i.e. Engineer, Regulator/Compliance Monitor, Installer, Installer/Pumper, Land Application, Manufacturer/Supplier, Portable Sanitation, Pumper, Soil Scientist)

<input checked="" type="checkbox"/> CHOOSE A MEMBER TYPE	GOWA MEMBER TYPE	DESCRIPTION	ANNUAL DUES
<input type="checkbox"/>	Company Member	Companies who provide onsite and/or portable septic services. Each membership includes listing for two company representatives.	\$125
<input type="checkbox"/>	Associate Member	Only open to employees of current member companies. Company membership will be verified prior to approval.	\$25
<input type="checkbox"/>	Vendor	Companies that provide equipment, services or support to septic tank installers, pumpers and portable restroom providers.	\$500
<input type="checkbox"/>	Regulatory/Affiliate	State and federal government employees and academic supporters.	\$75

**PAYMENT INFORMATION:**

I have enclosed full payment for my 2020 membership, OR I authorize GOWA to charge the credit card provided below.

Check # \_\_\_\_\_ payable to **Georgia Onsite Wastewater Association (GOWA)**

Please charge my:

American Express                      Card number: \_\_\_\_\_

VISA    Exp. Date: \_\_\_\_\_ CVV: \_\_\_\_\_ Billing Zip: \_\_\_\_\_

MasterCard                                  Name on card: \_\_\_\_\_

Signature: \_\_\_\_\_ Cardholder Phone: \_\_\_\_\_

Please mail your form and payment to GOWA, PO Box 2946, LaGrange, GA 30241 or fax your form with credit card information to 706-883-8215. You can also renew online at [gowa.wildapricot.org](http://gowa.wildapricot.org).



Georgia Onsite Wastewater Association  
P.O. Box 2946  
LaGrange, GA 30241

Keep up to date with GOWA news by visiting our website at: <https://gowa.wildapricot.org>



A look at Augusta Industrial Services and its CEO. Read the article beginning on page 10.