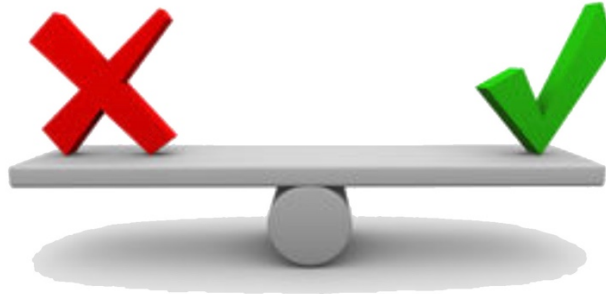


## Keeping Your Custom Pumper Honest

A well informed customer is a happy customer



As a waste producer (*animal waste or industrial wastewater*) you sometimes you feel that you are paying more than what you should to have your lagoon pumped. Some of these fears are justified due to lack of integrity of your pumper; however, most of these fears are from not being adequately informed, feeling there is no way to verify the results for which you are being billed, or for lack of any checks and balances to keep your pumper honest.

Over the years we have heard horror stories from customers who have felt they have been taken advantage of by their custom pumper. Here is a list of some of the concerns voiced to us over some unscrupulous pumpers in the industry:

- Pumper claims he pumped more gallons that what you felt were in the lagoon.
- Pumper added lots of water to the lagoon and pumps more gallons than what you felt were necessary.
- Pumper only pumped the top water off and did not pump the solids.
- Pumper did not properly agitate the lagoon before pumping, so lots of solids were left in the lagoon.
- Pumper charged you for field layouts that were not part of the original agreement.
- Pumper increased the charges for the gallons he pumped because they said it was more difficult than originally thought.
- Pumper charged by the hour and you felt they were not doing what they promised for the hours they billed you for.
- Pumper charge an unrealistic set-up fees. You did not realize prior to pumping.
- Pumper claims field is further away from lagoon than what you feel it is.
- You feel more gallons were pumped on the fields than what you wanted or agreed upon.

### **Keeping your Custom Pumper Honest**

A reputable custom pumper always welcomes scrutiny and is happy to comply with any checks and balances that you request. If the pumper resists your request for these checks and balances, they may not being upfront or honest with you.

Here is a list of things that you as a waste producer can do to make sure that you are getting your monies worth.

- Request that certified lab reports are provided for every 30 to 40-acre field layout on which they are land applying.

- Request that the pumper take an additional sample every 30-40-acre field layout and provide the sample bottle to you to send to an independent lab for verification.
- Come out at least once a day and get your own sample from the pumper and send that into the lab for an independent verification of the solids being pumped.
- Know the volume of effluent in your lagoon. Look at your as-built plans or ask your Enviro-Ag or lagoon consultant for their opinion.
- Check the staff gauge of your lagoon and monitor the progress of how fast the lagoon is dropping.
- Know what your incoming effluent into the lagoon is by analyzing what you normally produce each day.
- Have the pumper send you a photograph of the flow meter at the end of each field showing the accumulated gallons pumped so far.
- Be involved, ask questions. Know what is happening on a daily basis.
- Get a written quote before you start. Know before your pumping project begins.
- Ask for clarification of the charges on the invoice. If you feel something is wrong ask to see the original flow sheets or record of gallons pumped on each field.
- Ask your pumper to use two flow meters in-line for your personal assurance.

Lagoon Pumping has been in the manure pumping business for many years. We are a transparent company and welcome any scrutiny you feel required to satisfy your desire to verify our work. Over the years the biggest concern of our customers is our charging for pumping thicker slurries.

As a customer you should welcome pumping thicker slurries as this is the BEST VALUE you can get as a producer. This means you are getting your lagoons cleaned for less. YES, for less, as it takes fewer gallons to remove the solids when pumping thicker slurries. Even when you consider the extra cost for pumping the thick solids the overall cost is less.

Lagoon Pumping and Dredging, Inc. has always tried to be up front with our customers, keep you well informed throughout the pumping process, and alert you to costs of pumping thicker solids. We also offer solids (*not to exceed*) guarantees if you have additional water available. We provide certified lab results as proof of the thicker solids delivered.

It has been shown that some pumpers bid low and make up the difference in ways that the producer has little ability to monitor or verify. Long term these business practices have led to mistrust of that company.

Lagoon Pumping and Dredging, Inc. prides ourselves in the transparency and integrity on which we have built our business. As a professional in the pumping industry, we will work with any producer to explain to them how to properly pump and get the best value for the money they spend.

***A well informed customer is a happy customer!***

