



Summer 2024

Onsite Informer

The official publication of the Western Canada Onsite Wastewater Management Association



CPC Pub. # 42887518

INSIDE:

- Sharps in the Septic Tank
- Constructed Drainage
- Improve Your Online Presence
- Unlocking the Power of Effective Communication
- The Safety Corner



Our People. Our Product. Our Service.
It's what sets us apart.

Your One Stop Shop For...

- Septic Tanks (up to 5m burial depth)
- Holding Tanks (up to 3m burial depth)
- Water Cisterns (up to 3m burial depth)
- Pumps, Pipe, Fittings
- Sumps
- Lift Stations
- Orenco® Systems Product Dealer
- Advanced Wastewater Treatment Systems
- Infiltrator® Field Systems
- Fleet of Picker Trucks for Delivery

20 YEAR WARRANTY ON ALL CONCRETE TANKS • CSA APPROVED



Toll Free: 1-800-232-7385
Calgary - Edmonton
www.wilbert.ca





Summer 2024

Printed for:

WCOWMA

21115 – 108 Ave NW
Edmonton, AB T5S 1X3

Tel: (780) 489-7471

Toll-Free: (877) 489-7471

Toll-Free Fax: (855) 420 –6332

info@wcowma.com

Published by:

WCOWMA

Publications Agreement #: 42887518

Return undeliverable Canadian
Addresses to:

21115 – 108 Ave NW
Edmonton, AB T5S 1X3

Toll-Free: (877) 489-7471

Toll-Free Fax: (855) 420-6332

www.wcowma.com

© 2024 Western Canada Onsite
Wastewater Management Association
(WCOWMA) All rights reserved. Contents
may not be reproduced by any means, in
whole or in part, without the prior
written consent of the publisher.

* Cover photo courtesy of Aleena Pawlik

CONTENTS

Inside this issue:

Message From WCOWMA	3
What's Happening in Western Canada	4
The Safety Corner	9
Pumper Challenges: Sharps in the Tank and Other Issues	10
Locate A Pro	12
Bringing Your Business to the Next Level	13
Upcoming Events	16
Convention, Trade Show and Education Days	18
Unlocking the Power of Effective Communication	20
Septic Awareness Week	21
Whose Job Is It Anyway?	22
Business Corner: Computer Tips	24
WCOWMA Supplies	25
Constructed Drainage	26
Building Resiliency at the Clan Mothers Village, Manitoba	27
Improve Your Online Presence	28
WCOWMA Training	30
Updates to Manitoba's Onsite Wastewater Management Program	32
WCOWMA Membership	33

INDUSTRY-LEADING LINE UP



Effluent Pumps

For on-site wastewater systems, mound systems, dewatering applications, and liquid waste transfer.

- Heavy cast iron construction
- Quick-connect cord for easy field service
- Full range of horsepower options available (1/3 - 2 hp)

800-543-2550
LibertyPumps.com

Liberty Pumps®

A Family and Employee Owned Company

Copyright © Liberty Pumps, Inc. 2023 All rights reserved.



A Message from WCOWMA

Welcome to the Summer issue of WCOWMA's Onsite Informer for 2024 and another installation season!

It's hard to believe that I've already been here for sixteen months as of the time I sat down to write this message. Time has truly flown by fast, but I've enjoyed the ride and meeting so many members and new faces. I feel we have accomplished a fair amount in these first 16 months, but there is still so much more work for us to address.

In my travels over the past year and a bit, I've had the privilege of speaking with many of you during our annual Conventions, Trade Shows and Education Days. I've heard some of the good things going on throughout the onsite industry, as well as some trials and tribulations we're facing. Some of these challenges facing our industry have been plaguing us for what seems like a lifetime, while others are relatively new. We can all make a choice and determine what or how we want to deal with the challenges and frustrations we face, especially when the issues are related to the onsite wastewater industry we are all working in.

Sometimes change comes not at the first attempt, but at the second, third or fourth, and sometimes things seem to remain the same as they are beyond our control. Change starts with one person questioning, challenging, speaking up and trying something to make a difference. Change can take time and planning, and the road traveled may not be easy. Taking a risk is not only necessary but it can yield fantastic results.

I encourage you to deal with the challenges facing you to the best of your ability, however, I want you to remember the Association and its Boards are always here for you and are happy to hear from our members. If you have suggestions, questions, or concerns, please give us a call or send us an email. Share your concerns and ideas on how we might be able to best address some of the issues our industry is currently facing. When we work together, we can make a difference.

Thank you for your involvement with WCOWMA. We continue to do our best to represent you and our industry.

A handwritten signature in black ink that reads "Charles".

Charles Hallett

What's Happening in Western Canada

The Western Canada Onsite Wastewater Association (WCOWMA) is the umbrella organization for our four provincial chapters across Western Canada, giving us greater purchasing power and a bigger voice in the industry.

WCOWMA continues to grow, with its membership of onsite wastewater professionals increasing year over year, and we continue to source additional membership benefits including agreements with NAPA, Merchant One, and Perkopolis. Learn more about the benefits of members on page 33.

WWETT Show

Executive director, Charles Hallett, represented WCOWMA at the 2024 WWETT Show in Indianapolis, and presented on LFH At-Grade Systems.



Septic Awareness Week

WCOWMA has forged partnerships in Western Canada and all the way across the country to promote Septic Awareness Week in September. The purpose of this initiative is to promote proper operation and maintenance of onsite wastewater systems.

This year's Septic Awareness program will once again take place in conjunction with the USEPA's Septic Smart Week from September 16 – 20, 2024. A social media blitz will be supported by a series of Septic Sense webinars being held for each Western Province.

WCOWMA-BC

Meeting with ASTTBC

On April 15, 2024, Lesley Desjardins and WCOWMA-BC Vice-President, James Stikma met with Michael Thain and Jason Jung at the ASTTBC office in Surrey, BC. This meeting was to review examination documents and processes for the Onsite Wastewater Practitioner Training Program.

ASTTBC is developing a series of case studies for system design that those applying for their Planner stamp can complete rather than having to find a mentor to work under which is proving challenging for many applicants.

Providing ASTTBC with a blank sample exam and a completed exam allows us to harmonize the type of information expected in the examination process. From discussions about the case study examination process, it appears that Planner applicants will be required to complete three or four complete designs using case studies provided by ASTTBC. These designs would then be marked for adherence to the SPM and the SSR.

The potential to automatically accept an Association hosted installation training event as acceptable for mentorship for Installers was discussed as well, and WCOWMA-BC will continue to advocate for that, as well as working for a more streamlined process for Maintenance Provider applicants.

Meetings will be held with ASTTBC quarterly as we continue to build on our relationship and advocate for our membership.

Ministry of Health

Virtual meetings are held monthly with BC Ministry of Health Representative Lindsay Johnson to discuss regulatory issues and initiatives in the onsite wastewater industry. The next in-person meeting will take place towards the end of June in Victoria, BC.

Comox Valley Regional District (CVRD)

An information session regarding a maintenance bylaw for onsite wastewater systems being developed by the CVRD was held on April 29, 2024 in Courtenay, BC. Current Board Director Trefor Digby and Past-President Garth Millan were in attendance at this event and were able to speak with concerned residents about the importance of regular maintenance for onsite wastewater treatment systems.

Many homeowners don't understand what is involved in system maintenance or are under the impression that everyone takes proper care of their system so that no bylaw is necessary. Unfortunately, that is not the case. The CVRD's proposal is for mandatory pumping in all electoral areas of the District and an inspection-based program for areas considered high risk. High risk areas were identified in a 2020 Septic Regulatory Options

Study and include the following: Robinsons Lake, Saratoga Beach, Bates Beach, Royston/Gartley/Kilmarnock, Union Bay, Ships Point, and some Hornby neighbourhoods.

The determination of what might cause an area to be considered high risk was based on the following criteria:

- High density, small lots (lot size less than required in current subdivision development standards)
- Presence of private wells for drinking water
- Proximity to sensitive environmental features such as riparian areas, freshwater habitats, etc.
- Evidence of groundwater contamination
- Risk of public or environmental health hazards in the presence of system failure

How the bylaw would be supported and enforced is still under development, however before the CVRD can impose these requirements, the regulation will have to be amended through an Order in Council. The anticipated program startup is early in 2026. More information is available on the CRVD website.

BC Convention and Trade Show 2024

The 2024 Convention and Trade Show was held on March 14, 15, & 16, 2024 at the Kamloops Coast Inn & Conference Centre, Kamloops, BC. It was our best attended show to-date with almost three hundred people attending over the course of the event. There were lots of opportunities to see, learn, and network. We'd like to thank all of our exhibitors and speakers for helping to make this show such a success, as well as all of our attendees for their participation. We look forward to seeing you all next year!



2024 Annual General Meeting

Elections were held at the Annual General Meeting on Friday, March 15, 2024, for the WCOVMA-BC's Board of Directors. Thank you to departing Vice-President Mike Hyde for all his hard work, and welcome to new Board member Trefor Digby!

Portable Sanitation Products for Canadians by Canadians



POLYJOHN
Your Success Is Our Business

www.polyjohn.ca 403-765-9566

2024 WCOVMA-BC Board of Directors

President: Barry Rumsey Vice-President: James Stikma

Secretary-Treasurer: Craig Sapriken

Director: Chris Bayley

Director: Trefor Digby

Director: Bruce McColm

Director: Krista Podwin

Onsite Practitioner Training

WCOVMA-BC concluded a virtual session of the Onsite Wastewater Training Program in March. This program is intense in the physical classroom, and it is no less so in the virtual realm. The trainers in British Columbia worked hard to ensure that virtual training was just as effective as physical training. Another session of the program is scheduled to begin in August, and this one will be in-person in Abbotsford.

Site & Soils Field Training

The WCOVMA-BC hosted a Site and Soils Field Training Day in Anglemont in May, with another to be held in late June in Vernon. These training events allow students to gain the needed experience assessing soils that is required by their certification training, as well as refresh their skills and earn CPD Points. The Vernon site will host an installation field workshop later in the season. Additional training days will be held throughout the season. Keep an eye on our website or contact our office for more information. Thank you to the following association members for providing test sites: Trevor Broadbent, Anglemont and James Butler, Vernon.

Maintenance Provider Training

WCOVMA-BC is hosting a virtual session of the NAWT four-day training program for Operation and Maintenance in September. This four-day training session will be held virtually with Level I taking place on September 26 & 27 and Level II taking place on September 30 and October 1. Level I must be completed before enrolling in Level II, however those interested may register for both levels at the same time. This training opportunity is open

to students from all provinces. Registration information is available online at www.wcowma-bc.com.

AOWMA

Out and About in Alberta

AOWMA Board members and staff attended the Alberta Wilbert Sales Pig Roast on April 26th. Len Traub, owner of AWS, gave a speech and Charles Hallett presented on the requirements of a permit package.



AOWMA Convention and Trade Show

The AOWMA hosted the 2024 Convention and Trade Show from February 13 – 15 in the Prairie Pavilion, Westerner Park in Red Deer, AB. Thank you to everyone who joined! We had a great program with practical tips and skill development, hands on training demonstrations, valuable theory behind onsite systems, and networking and business development.

None of this would be possible without our incredible group of exhibitors and sponsors, so thank you again to all of them!



Congratulations to Dale Ringuette, winner of the Lifetime Achievement Award, and to Kraig Rakowski, Member of the Year!

Your Local Waste Water Service & Sales Providers



**PUMPS
WASTE WATER SYSTEMS
WASTE WATER TREATMENT
SERVICE DEPARTMENT**



*Proudly Serving
Saskatchewan since 1968*



Regina | 915 McDonald St | 306-352-4276 | www.wigspumps.com
Saskatoon | 3570 Faithfull Ave | 306-652-4276 | www.wigspumps.com

Prince Albert | 4120 5 Ave E | 306-764-6639 | www.andersonpumphouse.com

North Battleford | 9802 Thatcher Ave | 306-937-7741 | www.andersonpumphouse.com

2024 Annual General Meeting

Elections were held at the Annual General Meeting on Wednesday, February 14, 2024, for the AOWMA's Board of Directors.

Thank you to departing Board members Tim Ierullo and Mike Schmalz for all their hard work, and welcome to new board members Nick Lavigne and Shawn Innes!

2024 AOWMA Board of Directors



President, Clayton Foster
Vice President, Nicole Paggett
Secretary/Treasurer, Rick Baxter
Director, Nick Lavigne
Director, Arnold Groot
Director, Ed Lemke
Director, Ryan Ramage
Director, Shawn Innes
Director, Jim Wigmore
Executive Director, Charles Hallett

Onsite Practitioner Training

The AOWMA has delivered two complete training sessions, as well as an additional session of the second half of the training so far this year. A virtual class is scheduled for July, with plans underway for an October hybrid class based out of Calgary.

Site & Soils Field Training

The AOWMA hosted three Site and Soils Field Training events this Spring. Events were held in the Grassland region, the High River region, and in Busby. Students were able to gain the needed experience assessing soils that is required by their



certification training. Thank you to the following association members for providing test sites: Scott Brewer, Grasslands; Matt Deguire, High River; Francois Fedorus, Busby.

SOWMA

Onsite Practitioner Training

The SOWMA and MOWMA worked together to deliver a session of our Onsite Wastewater Practitioner Training via a virtual classroom in February. The trainers worked hard to ensure that virtual training was just as effective as our in-person classes.

Education Days

The Saskatchewan Onsite Wastewater Management Association (SOWMA) hosted Education Days on April 11th and 12th in Saskatoon and Regina. There was a great turnout of over 80 participants including Members, Saskatchewan Health Authority Inspectors, Indigenous Services Canada (ISC) and Tribal Councils.



2024 Annual General Meeting

Elections were held at the Annual General Meeting on April 12, 2024, for the SOWMA Board of Directors. Welcome to new Board member Tim Ierullo!

2024 SOWMA Board of Directors

President: Travis Wolfe
Vice-President: Dean Van Impe
Secretary-Treasurer: Kyle Markusa
Director: Jason Holtvogt
Director: Tim Ierullo
Director: Wesley Perehudoff
Director: Shawn Ripley

MOWMA

2024 Annual General Meeting

Elections were held at the Annual General Meeting on April 22, 2024, for the MOWMA Board of Directors.

Thank you to departing board members Edwin Friesen and Onale Thomas for all their hard work, and welcome to new Board member Dave Clow!

2024 MOWMA Board of Directors

- President: Randy Thomas
- Vice-President: Denis Keating
- Secretary-Treasurer: Brett Gaudry
- Director: Patrick Gueret
- Director: Dave Clow

Education Days

The MOWMA Education Days were held April 22th and 23th in Brandon and Winnipeg. There was a great turnout of over 50 participants from the contractor community. Thank you to our sponsors.



Site & Soils Field Training

The MOWMA hosted a Site and Soils Field Training event in the Tolstoi Region. Students were able to gain the needed experience assessing soils that is required by their certification training. Nineteen students attended the workshop, which was led by Aleena Pawlik and Charles Hallett. Thank you to our site host James and Jessica Reimer. Another huge thank you to EMCO Waterworks and Infiltrator Water Technologies for sponsoring this event.



Western Canada
Onsite Wastewater
Management Association



PRESENT

SEPTIC AWARENESS WEEK

SEPTEMBER 16 - 20 • 2024

Did You Know

approximately **25%** of Canadian homes use a septic system?

Improve your Septic Sense

Join us in promoting proper operation & maintenance of onsite wastewater systems.



info@wcowma.com
877 • 489 • 7471

info@oowa.org
855 • 905 • 6692

Throughout Septic Awareness Week we'll share information on the importance of maintaining septic systems along with tips for operation. In some regions of Western Canada, delivery of our Septic Sense program will take place during that week as well. Delivered in a virtual format, these webinars assist homeowners in understanding why they need to properly maintain and care for their septic systems.

AOWMA Septic Sense
Monday, September 16, 2024

AOWMA Septic Sense
Wednesday, September 18, 2024

WCOWMA-BC Septic Sense
Tuesday, September 17, 2024

WCOWMA-BC Septic Sense
Thursday, September 19, 2024

SOWMA Septic Sense
Tuesday, September 17, 2024

MOWMA Septic Sense
Thursday, September 19, 2024

Learn more:



The Safety Corner

By Ernest Cremers NCSO

This is the time of year when projects bid, accepted and planned for 2024 are rolled out.

Materials have been ordered. schedules for construction have been agreed upon by the contractor in cooperation the client. Workers and equipment have been marshalled to ensure the completion of the planned projects.

The question I would ask is: have you planned, budgeted, and prepared for the integration of your safety plan with your production?

When one understands that having an integrated realistic, attainable safety management plan is just plain good business, the opportunity to be successful with no loss is increased exponentially.

There are excellent safety management systems, practices, and procedures to do the job in an integrated, safe production manner.

A good safety management system, when backed and led by ownership and senior management, will reduce the liability and risk to the organization. It will also decrease financial loss to the bottom line.

Return on investment, profit, on-time completions, satisfied customers, and no loss in the employees, equipment, tools, and materials are integral to a successful and financially healthy business.

Training, equipment maintenance and repair, and new equipment investments are a cost borne by the company which can affect the bottom line. Real time pre-trip/use inspections



are vital for a pro-active approach to reduce costs of damage and repairing equipment. A reactive approach to the said statement will increase those costs exponentially.

Proper work procedures that reflect the actual scope of work will facilitate the work being completed with the opportunity of no loss to the workers, the equipment and materials, or the client's property.

The challenges in the industry are constant, but when safety is part of an integrated approach to production, the financial benefits and the successful results will far outweigh the investment of monies and time.

Have a safe and successful season.



**ONE PIECE
SEPTIC & SEWAGE
HOLDING TANKS** 

 Like us on
Facebook



Ecoflo®



**PEMBINA
CONCRETE**
PRODUCTS LTD.

Box 123, Entwistle 780-727-2702
Alberta T0E 0S0 1 800-661-3047

www.pembinaconcrete.com

Province Wide
Delivery

- Sumps
- Field Systems
- Water Cisterns
- Pumps & Accessories

Pumper Challenges:

Sharps in the Tank and Other Issues

By WCOWMA Staff

Recently we have had queries from health officers asking how to address sharps (syringes) found when pumping septic tanks. Not only does the presence of sharps in wastewater present a health hazard to the pumper, they can damage and clog hoses and equipment. The receiving facility doesn't want them either.

To get some answers, we asked some of our pumper members how they are dealing with "sharps in the tank."

Mike Hyde – Save-On Septic – Lower Vancouver Island, BC – 30 Years in Business

Save-On Septic has been operating the septic tank cleaning and pumping part of their business since 1994. Over the past 30 years, they have seen some interesting things in the septic and holding tanks they pump and clean, one of them being the presence of sharps.

"We quite often pump tanks with needles in them, so we have developed a process for cleaning those tanks.

"You need to use a 4-inch hose instead of a 3-inch or else the hose will get plugged. Needles will float, so break through the crust to release the needles from the sludge and give the needles time to come to the surface. Secure a 1/4" screen on the hose and insert it to the bottom of the tank. Begin pumping but watch very closely and turn off the pump when you have drawn the level in the tank down to the point where you start seeing the needles.

"Taking a mesh basket with a long handle, scoop up as many needles as you can. These need to be packaged as a biohazard and disposed of as medical waste. Municipalities can provide information on how to dispose of medical waste in their jurisdiction. This is fairly common now, so most have the information on their websites.

"Once any needles have been scooped up, you might need to add some water to the septic tank in order to finish cleaning it.

"When you go to discharge the wastewater at the receiving facility, you need to discharge through a screen to catch any needles that were missed on site. Again, any needles present must be removed and treated as a biohazard."

Situations like this take extra time so the pumper must accommodate for extra time and cost. A fee three times the

standard rate is not unusual.

Brandon Streuker - Chilliwack Septic – Chilliwack, BC – 50 Years in Business

Brandon says that the majority of the time that they find sharps in lift stations that are servicing multiple houses. It is not a common occurrence and they don't typically see them in individual residential septic holding tanks.

When they do encounter sharps they have to discharge the wastewater through a screen, collect the sharps and dispose of them. Not all receiving facilities have screens to discharge through, so the pumper must organize that process themselves.

A bigger issue for them is lack of access to receiving facilities. In the Fraser Valley where they work, access has been scaled back to the point where they are either hauling to Annacis Island or to Merrit on the other side of the Coquihalla.

Kraig Rakowski – Rocky View Aqua – Calgary, AB – 31 Years in Business

"We don't really see sharps specifically in the wastewater we haul, however we do see other medical waste such as colostomy bags. When this occurs, we have to screen it out at the receiving facility, and we use either a 4 inch or 6 inch hose to discharge it to avoid clogging. It is amazing that some of these items make it through to the tank through the household piping without causing clogging.

"Landspreading in certain areas of the province is allowed, but we can't landspread with these types of non-organics present in the wastewater; the load has to go to a facility with screening."

Kraig added that a big challenge they are facing right now, outside the collection of non-organics, is lack of access to receiving facilities. More and more receiving facilities are over capacity. As wastewater disposal is an essential service, this needs to be addressed.

Tyler Bidewell - Country Pump Out - Grande Prairie Region – 45 Years in Business

Tyler says they aren't seeing sharps in septic tanks so much, but they are such a problem in their portable toilet division that they had to install sharps containers. The portable toilets are typically in parks and other public places and so anyone has



access to them. Having the containers there has helped reduce the number of sharps ending up in the wastewater.

Nick Watson - Royal Flush Septic - Glidden, SK – 4 Years in Business

In the four years he has been in the business, Nick hasn't had a problem with sharps in the tanks. His company operates in a more rural location. Typical non-organic items in the wastewater they haul are keys, boots, and phones.

Devin Blanchard – A & M Ventures Ltd. – Duck Lake, SK - 30 Years in Business

Devin's company hauls wastewater in the Prince Albert and Saskatoon regions. While he doesn't generally encounter sharps when cleaning septic or holding tanks, they often see them in outhouses or portable toilets. This has only been occurring over the past two years.

"You have to be very careful and try not to suck them into the truck. We don't use a screen, but have to be careful. The sharps are grouped into a sealed container and then we dispose of them as a biohazard. It would be helpful if the receiving facilities had screens capable of screening these items out and a biohazard waste disposal on site."

Devin shared that besides sharps, the biggest challenge they are facing right now is lack of access to receiving facilities. Most dump sites are over capacity and don't want to accept septage. The wastewater must be trucked to Prince Albert from the outlying regions.

Andy Taylor – Cobbe's Plumbing & Heating – Portage La Prairie - 25+ Years in Business

While not finding sharps in the septic and holding tanks they service, Andy says on the plumbing side of their business they often find sharps in the toilet tanks of commercial buildings. Their company will get a call about a running toilet or other toilet issues, and they will find sharps impacting the function of the flushing mechanism. Other than that, the most interesting thing they have found in a septic tank was a wallet. They are lucky in their rural municipality as they have access to multiple disposal sites.

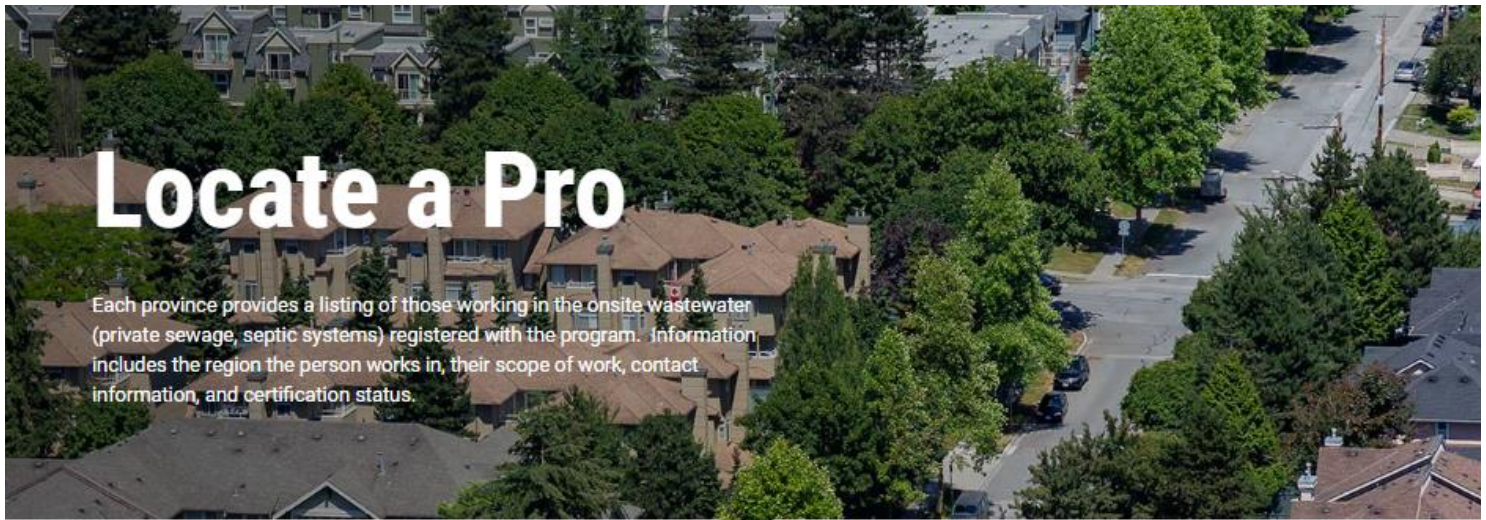
John McKenzie - Opaskwayak Cree Nation – Opaskwayak, MB – 20+ Years in Business

"We don't usually find sharps in septic or holding tanks, but drivers are cautioned to look out for them. If we do find them we discard them in hazardous material containers provided by Health Canada. The more unusual things we find are animal

remains, like skulls and bones, but mostly it is cans, rags, and toys.”

Other Issues: An issue that our pumper group above shared with us is that access to receiving facilities is becoming more and more limited. While that isn't a problem in all jurisdictions, we will be polling our pumper members over the summer to find

out where the problem spots are. Discussions with other stakeholders are indicating it is becoming a North America wide dilemma. Join us in the next issue as we explore the lack of access to receiving facilities or disposal sites throughout Western Canada.



Locate a Pro

British Columbia

Alberta

Saskatchewan

Manitoba

Each of the provincial association websites features a “Locate A Pro” tab where our members are listed by the type of work they do and the region they work in.

This is an excellent resource for those looking for their services.

For homeowners it is a great way to find a designer, installer, inspector or maintenance provider; for those working in the industry it's a great place to find a manufacturer or supplier.

If you are a member of one of our provincial chapters, you should be listed on Locate A Pro. We recommend our members take a minute to review their listing periodically. If you see any errors, please let us know so we can ensure your listing is up-to-date.

If you are looking for the services of an installer or maintenance provider, and you are having trouble with the website or would like a recommendation, please contact our office toll free (877-489-7471). We'd be happy to help!

Locate A Pro today:

- <https://aowma.com/locate-a-pro/>
- <https://wcowma-bc.com/locate-a-pro/>
- <https://sowma.ca/locate-a-pro/>
- <https://mowma.org/locate-a-pro/>



Bringing Your Business to the Next Level

By WCOWMA Staff

Change Brings Opportunity. When Joe Karthein, owner of Sentinel Excavating, learned his longtime employee was relocating, he was disappointed. “When he left me to go work for the City of Nelson it freaked me out!” Karthein admitted. “But then I decided I could make almost as much money with a lot less stress having no employees.” Karthein used his previous experience – which included a sauerkraut manufacturing business and his time as a self employment counsellor with Community Futures – to adapt his business plan. “It turned out to be an awesome opportunity for change.”

Karthein delivered a presentation at the 2024 WCOWMA-BC Convention on building a business plan, but admitted they can be time consuming. “Teaching how to write a business plan in 45 minutes is just not possible!” Karthein joked.

There are key items to include, which are detailed in the Business Plan Outline.

Karthein does recommend looking into Community Futures. “If you want help with a business plan or your business needs a boost, these guys offer all kinds of counselling and training, some of it provided for free depending on the community where you live.”

Ask the Right Questions of the Right People. When it comes to the most important lesson in business, Karthein has lots of advice. “If I can instill one thing in folks minds, it is the importance recognizing that there is almost certainly someone

out there who has a better way of doing things than you, is smarter than you, or has more experience than you.” Before making any big decision, entering a new marketplace, offering a new service or changing the scale of your business, make sure to ask the right questions of the right people. “Make sure you actually listen to the answer - especially if it is not what you want or expect to hear!” adds Karthein. “Remember that the point of questions is to learn, and prove to yourself that you are right in your future plans.”

Business Plan Outline

Your business plan should follow the outline and the headings below:

- Introduction
- Management
- Description of Product or Service
- Market Research & Analysis
 - Summary of Market Research
 - Industry Overview
 - Market Survey Summary
 - Market Support Summary
 - Competitive Analysis
 - Target Market & Demographics
 - Market Area
 - Sales Method
 - Placement & Distribution
- Marketing & Promotional Plan
 - 12-Month Marketing & Promotional Strategy
- Business Operations
 - Location
 - Equipment
 - Office Requirements
 - Production Process/Capabilities
 - Suppliers
 - Staffing
 - Guarantees/Warranties
- Laws & Insurance
 - Form of Organization
 - Provincial Name Search & Declaration
 - Provincial Sales Tax
 - Goods & Services Tax
 - Worker's Compensation
 - Insurance
 - Municipal Licenses
 - Other Legal Requirements
- Financial Plan
 - Cost Analysis
 - Pricing Method
 - Projected Cash Flow Budget
 - Cash Flow Budget Assumptions
 - Projected Income Statement(s)
 - Break-Even Analysis
 - Projected Household Budget
 - Equity Statement
 - Personal Investment List
- Risk Assessment
- Appendices

community futures
NETWORK OF CANADA

réseau de développement
DES COLLECTIVITÉS DU CANADA

About Community Futures

Community Futures operates 267 non-profit offices across Canada that provide small business services to people living in rural and remote communities. Each office delivers small business loans, tools, training and events for people wanting to start, expand, franchise or sell a business.

<https://communityfuturescanada.ca/>

Know Your Competition - Don't Fear Them. "I witnessed over and over again that the entrepreneurs who were the most worried about their competition and guarded with their business models, worked in a vacuum and lost out as the result," explained Karthein. If you're good at what you do, there is plenty of work to go around. In fact, a little competition can improve the industry as a whole. "I bet I've learned over one hundred things over the years from my competition, either directly from them, or from checking out their websites and such." Your competition can be a great teacher.

Market Before You Need It. Word of mouth is a great source of work, but sometimes that dries up. Karthein says "The more calls you get, the more you can pick and choose the jobs you want to be doing versus the jobs you have to do because you're desperate for the work." As the saying goes, don't put all your eggs in one basket. Karthein stresses the key rule with marketing is to advertise and promote your business before you need it. "In a small rural area like where I live, giving away branded hoodies, hats and T-shirts to key people go a long way in establishing your business."

Even something as simple as your logo can make a big difference. Karthein says the \$400 he paid for his logo back in 2015 was the best money he ever spent. "Even if you've been operating for years under just your name, it's not too late to consider your business name and logo. It could help you sell your business down the road."

Think Net, Not Gross. A cheque for \$15,000 may feel like a lot, but chances are good most of that money is already spoken for.

Thinking in net income, rather than gross, will ensure you aren't trying to spend your money twice.

Document, Document, Document. As a certified professional, it's your responsibility to ensure you retain all key information from a job. When working with a planner or installer, get everything in writing, and don't forget to back up the files on your computer. Pick a method that works for you, such as an external drive or cloud storage, but make sure you use it.

Develop Excellent Written Materials. Ensuring your potential clients have the information they need can save you time and help you get that job. Karthein has developed a one-page document explaining who he is, what he charges, and what homeowners can expect. He's even included a few pictures of him at work. "[It] explains everything possible about how I work and has saved my saying all this stuff out loud hundreds of times over the years. It has also been given to each client at the very beginning of our relationship which minimizes surprises in either direction." Karthein also recommends developing the wording of the Homeowner's Declaration. "Improving the stock form will save you a lot of time."

Don't Trust Your Accountant. Your accountant should be a professional, and you should be able to trust them, but you can't leave everything up to them. It's important you understand your books, and that you continue to work on improving your financial literacy. "Once your business has been established for a few years, analysing the year-to-year comparative statistics for your own business is critical," explained Karthein, who was glad he reviewed his numbers last year as he otherwise would have missed a \$4,000 truck repair bill. "Do not let your accountant submit your taxes until you're certain every one of these numbers looks right."

Another key area in your taxes to pay close attention to is that your accountant records capital cost allowance claims correctly year-to-year. Check that equipment additions and dispositions are correct and that your asset list is being maintained correctly. Finally, take the time to look carefully through your bank and credit card statements. It only takes a few minutes a month but it is almost guaranteed it will save you a small fortune in the long run.

Build Your Business Plan. There's no one-size fits-all approach when it comes to business. "Bringing your business to the next level may mean getting bigger – or for many of you, that may actually mean downsizing," says Karthein. "Whichever direction you are going, planning carefully is important." Regardless of what path you're on, you'll do better with a road map.

Reasons To Write a Business Plan

- To help you get financing.
- It a road map to your business' success.
- It is an indicator whether your business will be viable.
- It troubleshoots areas of concern, even before they happen.
- It helps you to identify your customers, your market area, your pricing strategy and the competitive conditions under which you must operate to succeed. This leads to the discovery of a competitive advantage or a new opportunity as well as deficiencies in your plan.
- By committing your plans to paper, your overall ability to manage the business will improve.

Celebrating **30** of the
YEARS
PREMIER
SUPERTANK™

*BC's Premier Septic Tank
Going strong since 1993!*



CSA Certification
no. 2414089



1989

Engineering, development and production - John Richardson



1993

First installation at Saturna Island



2023

Serving our customers



PREMIER PLASTICS INC.

8328 River Way, Delta, B.C. Canada
www.premierplastics.com

www.premierplastics.com | 1-800-661-4473

See our full range of Septic and Water Tanks

Upcoming Events

August 12—30, 2024

Onsite Practitioner Training

Where: Abbotsford, BC

Organization: WCOWMA Onsite Wastewater Management Association of BC

About: The Onsite Wastewater Practitioner Training Program is currently a ten-day in-class course divided into two sessions and is based on the BC SPM V3 for Onsite Wastewater Professionals. Successful completion of this training program fulfills the classroom component of the training required to work in the Onsite Wastewater Industry in BC. This program is also recognized in Alberta under the Trade, Investment and Labour Mobility Agreement (TILMA) and the New West Partnership, in Saskatchewan under the New West Partnership and in Manitoba under the Agreement on Internal Trade.

Website: <https://wcowma-bc.com/training>

September 16—20, 2024

Septic Awareness Week

Where: Online

Organization: Western Canada Onsite Wastewater Management Association

About: The purpose of this initiative is to promote proper operation and maintenance of onsite wastewater systems. Webinars will be available to assist homeowners in understanding why they need to properly maintain and care for their septic systems.

Website: <https://wcowma.com/septic-awareness-week-2024/>

September 26, 27, 30 and October 1, 2024

Maintenance Provider Training - Operation & Maintenance Levels I & II

Where: Virtual

Organization: WCOWMA Onsite Wastewater Management Association of BC

About: WCOWMA-BC is hosting the NAWT four-day training program for Operation and Maintenance. This training is split into two parts: Part One covers business aspects of O and M and the operation and maintenance required for conventional systems including trenches, beds, mounds and at-grades with some aerobic tank discussion. Part Two concentrates more specifically on Aerobic Tanks, drip irrigation, single pass and re-circulating media filters. Both parts are conducted over a four-day period with an exam administered at the conclusion of each level.

Website: <https://wcowma-bc.com/training>

October 7—24, 2024

Onsite Practitioner Training

Where: Hybrid (Calgary, AB or Virtual)

Organization: Alberta Onsite Wastewater Management Association

About: The Onsite Wastewater Practitioner Training Program is currently an eight day in-class course divided into two sessions. This training is recognized in the Western Provinces through Alberta Municipal Affairs and the New West Partnership Agreement (formerly TILMA). It is recognized federally through the Agreement on Internal Trade.

Website: <https://aowma.com/training/>

October 20—23, 2024

NOWRA Mega-Conference

Where: Spokane, WA

Organization: NOWRA

About: Hosted by NOWRA, VOWRA, SORA & NAWT, this mega conference features multiple concurrent sessions on technology, research, policy and management.

Website: <https://www.nowra.org/>

November 5th-7th, 2024

International Summit on Portable Sanitation

Where: Toronto, ON

Organization: Portable Sanitation Association International

About: More details about our first International Portable Sanitation Summit will be available soon!

Website: <https://www.psai.org/events/international-2024-save-date>

November 19, 2024

World Toilet Day

Where: Online

Organization: United Nations

About: In a bid to help break taboos around toilets and make sanitation for all a global development priority, the United Nations designated 19 November as World Toilet Day.

Website: <https://www.un.org/en/observances/toilet-day>

December 5, 2024

World Soil Day

Where: Online

Organization: United Nations

About: World Soil Day 2024 (WSD) and its campaign aim to raise awareness of the importance and relationship between soil and water in achieving sustainable and resilient agrifood systems.

Website: <https://www.un.org/en/observances/world-soil-day>

January 23—25, 2025

Septic Con

Where: Tacoma, WA

Organization: WOSSA

About: SEPTIC-CON is the Western United States largest tradeshow and conference for the On-Site Septic Construction, Installation, Operations & Maintenance, Pumper and Design industries and consumes the entire Greater Tacoma Convention Center for two full days.

Website: <https://septiccon.org/>

February 17—20, 2025

WWETT Show

Where: Indianapolis, IN

Organization: Water & Wastewater Equipment, Treatment & Transport

About: The WWETT Show is the world's largest annual trade show for wastewater and environmental service professionals. The event offers an unmatched educational program, a full slate of live demos, an array of networking opportunities, and an extensive expo floor where buyers and sellers come together to see and experience the latest product innovations and technology.

Website: <https://www.wwettshow.com/>

Thank You to Our 2024 Convention, Trade Show, and Education Day Sponsors and Exhibitors



AGGRESSIVE PUMP & SUPPLY INC

ANDREW SHERET LIMITED

AQUATECK WEST

AQUIFER

ARNDT MOTOR AND PUMP

AWS

BIOHARMONY

BIONEST

BRANDT

CANPLAS

CANWEST TANKS

DBO EXPERT

DELTA WATER PRODUCTS

DIVERSIFIED ATTACHMENT SOLUTIONS

DOWN TO EARTH LABORATORY

DURA-CON INDUSTRIES

ELJEN CORPORATION

EMCO

EQUINOX INDUSTRIES

EXPERTEC

FRASERWAY PRECAST LTD

FRPMOCOAT

HY-LINE SALES LTD

INFILTRATOR

JBROS FIBREGLASS

KALA GEOSCIENCES

KUBOTA

LIBERTY PUMPS

LINESTAR

METROPOLITAN PUMP

MICHENER ALLEN AUCTIONEERING

MOVE WATER

NAPA

NEXAR EQUIPMENT

NORMAN H COLLINS

ONSITE SYSTEMS INC

PEMBINA CONCRETE PRODUCTS

PRECON LTD

PREMIER PLASTICS

PREMIER TECH

PRINSCO

PUMP TECH INC

SASKATCHEWAN RESEARCH COUNCIL

SEGO

SJE RHOMBUS

SOURIS VALLEY INDUSTRIES

SOUTHERN IRRIGATION

SOUTHERN REWIND

SUSTAINABLE SEPTIC

TANKS-A-LOT

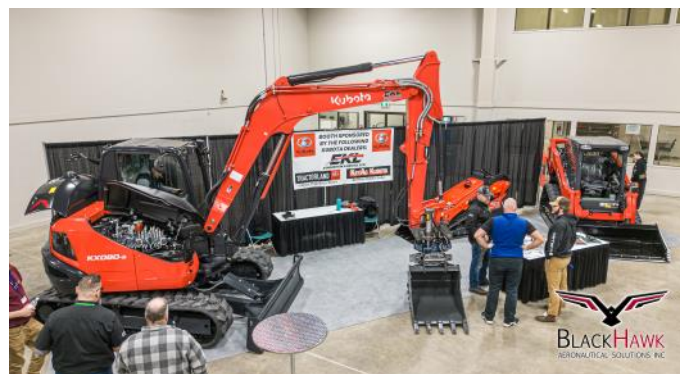
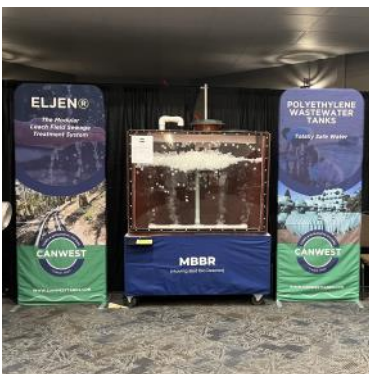
TONYCO

TOPSPRAY

UTILITY SAFETY

WAJAX

WESTERN PUMP



Can you find the names of the exhibitors and sponsors from across Western Canada?

VQFVXYNAGGRESSIVEPUMPSUPPLYINCQRNAPAKIUBXJWKIYLRYN
HNFNNWSPPKXVPRECONLTDOFJUISDDZYFNXOUYCF SJHHBHCDHYF
MOXPSVEOULFPWILINESTARDGXOYNPNCRJKUBOTAPHMRXJGZMPB
PIZFRITCMZBGERQEUBUTWXEJWRCPHGNA LSAVHJQTDQB XPEHITD
AWLRLIPXPYEOMALXFRBZYLONSITESTYSTEMSINCNVLLHVFGCMS
OILPAENXTQTZAXBPDGLFOKTGJJJQASQERGESVHQBIPZYRASHAS
PDUMRXXSEOBPBHMIIOYJBFAUNNRUWKIRNORUSGUCFVVLKNFEBJ
REVOOPFDCFGWQQZONAKTTYWYBSBAUAKWULJJPTNNVKNIBDLNIE
EAUCTHNHHOXRNBWVBAOCPJAUMGZNXFUACWNCUUQKFKNIRYEOR
MVAOWSAXISZUYRQCPXCJRRTZUAVTGLDYIQFMOLAYMSWEOEIRHH
IBQATQHWNTNGXCGOAVBOPKEWDQEHIFJPDSTCHYDHL OHSNWFAAO
ELUTLVKFCBWXDHEBZNTSNBRHCJSVKQNRDJHWIPUNPURAESDLRM
RTAJWOUBOBKZQRFGCCPNECPNRGEXFOZEDCL SXTRJJTZLSHPLMB
TRTSJNIMHBFSJLNDWOTL FDRQEDLHXOYKROLODDAXJHGETEYEOU
EKETSZENWAJAXKDGTBDNAJOEUXYIGMKARPWUUMCTQEQSARNNS
CCCJKALAGEOSCIENCESWASDMTTALHLESFPPTTOOEQRELHEAAYP
HGKSABYGCYJAAKVGWLEXERUCIEVRBSOTFWRHIMNMDNKTXTGUAS
NLWMETROPOLITANPUMPXBSCOJEPNEWJLWYGELJIOMIEDELPCPS
QVEHZPIYWTJWJJKWWZUWJGTTPPERDQKTXJQRIGNVJRPAGINTRH
NKSGXLIDIOINFILTRATORJSEHVNNOQU DWZRNTWDEKRRYOMMIEO
FTTELJENCORPORATIONVOBJRRAKUFDRIKBNRYJUWUIWOFIKOMY
OKEQUINOXINDUSTRIESAPBUUWNKAOBUTPGYESISAKGPELTONIE
BRCOSBEQQJTDMMHVLCNEXUGEDWPCNNCCAMCWALTTUAIYYEYEEU
IKUAWYOPKGKZDPUWNIFSERHLCRDUTOQTTL EIFUREQTSCSDGERK
SUSTAINABLESEPTICTONYCOJJPURMJQWPSRNEKIRPIUYGLLRPP
OEKHCCEXPERTECANWESTTANKSQWWDPTZBBMDTNENZOBKHQVILK
UXTANVCQZDSKNKGYCTRANGKANXJTXOZEVC TPYP SKRNGWADZ NAP
MZYIXXEAVHMXVKEUCHKSOURISVALLEYINDUSTRIESLQJTWFGSP
CGOZAQUIFERVUEFSHSOBRANDTTALAGQEEWUTXVUTJZJTHRDTV
DOWNTOEARTHLABORATORYJWHHXSZXVWGQCXGHKVMEZAAZIIJIK
MVNORMANHCOLLINSMCQEKILEQKCLUUBPAENFDBOEXPERTGEYCW
LPASYVXGUWTGMYZAYJQDDEHONJBROSFIBREGLASSTSUCDMSGSF
AJSLMZBRHCLVFICTQAWNDLWAOSZVJRZIXMLIBERTYPUMPSBVMG
WXGONZQTMGQTXHWKZUAEBTJARNDTMOTORANDPUMPZBSBYZAGG
FNELFTLVZPHSHDIVERSIFIEDATTACHMENTSOLUTIONSTUWGUXW

Unlocking the Power of Effective Communication

By Pamela Morgan, Key Instincts CEO

Communication in the workplace is like the invisible thread that weaves through every interaction, decision, and project. It's the lifeblood of organizational health, client satisfaction, and overall success. Yet, despite its critical role, mastering workplace communication remains an ongoing challenge for companies worldwide.

The Communication Conundrum

Why does communication often feel like a tightrope walk?



Consider these common hurdles:

1. Diverse Perspectives:

- In a globalized workforce, teams comprise individuals from various backgrounds, cultures, and communication styles.
- Bridging these differences requires finesse.

2. Information Overload:

- Emails, chat messages, meetings, and memos bombard employees daily.
- Filtering relevant information becomes an art.

3. Misalignment and Misunderstandings:

- Miscommunication leads to missed deadlines, project derailments, and strained relationships.
- Clarity is elusive.

The Communication Toolbox

Let's unpack strategies to master workplace communication:

1. Active Listening:

- Tune in fully when colleagues speak.
- Ask clarifying questions to ensure understanding.
- Show empathy and validate their perspectives.

2. Clear and Concise Messages:

- Avoid jargon or complex language.
- Use simple words to express ideas.
- Be succinct—time is precious.

3. Two-Way Communication:

- Encourage dialogue, not monologues.
- Seek feedback and input.
- Make everyone feel heard.

4. Emotional Intelligence (EQ):

- Understand emotions—yours and others.
- Manage reactions during tense moments.
- EQ fosters trust and collaboration.

5. Feedback Culture:

- Regularly provide constructive feedback.
- Appreciate efforts and celebrate wins.
- Feedback fuels growth.

6. Transparency and Honesty:

- Share information openly.
- Address challenges transparently.
- Honesty builds credibility.

The Ripple Effect

When communication flows seamlessly, company culture thrives:

- **Employee Engagement:** Clear communication boosts morale and commitment.
- **Client Relationships:** Trust is built through transparent interactions.
- **Health of the Company:** Effective communication drives productivity, innovation, and adaptability.

Remember, mastering workplace communication isn't a one-time achievement—it's a continuous journey. So, let's weave stronger threads, bridge gaps, and create a tapestry of success.

Pamela Morgan

CEO Key Instincts

pamela@keyinstincts.com

www.keyinstincts.com



Septic Awareness Week 2024

It's almost that time again! Septic Awareness Week takes place from September 16—20, 2024.

One of our priorities as an organization is to bring awareness to homeowners about the importance of maintaining a healthy septic system.

Septic Awareness Week, run in conjunction with the United States Environmental Protection Agencies Septic Smart Week, is the perfect opportunity to educate homeowners about the importance of proper operation and maintenance of onsite wastewater systems. We advocate for the use of certified contractors for all aspects of design, installation, maintenance, and inspection.

Each year the provincial associations host a series of free webinars discussing proper maintenance and management of septic systems. We also offer these workshops throughout the year for regionals districts and municipalities who are interested in hosting them.

The Western Canada Onsite Wastewater Management Association also distributes a digital homeowner newsletter to interested participants, which includes more information on how to care for your system throughout the year.

Anyone looking to arrange a Septic Sense webinar is encouraged to contact their provincial association for more information.

The provincial associations will be marketing Septic Awareness week through social media as the date draws closer. Please join us in raising septic awareness by inviting your customers to attend the free workshops, sharing the information on social media, and encouraging your municipal and regional leaders to take part.

Keep an eye on our newsletters or visit our website for more information.



Whose Job is it Anyway?

By WCOWMA Staff

The Whose Job is it Anyway editorial strives to provide clarity on questions commonly received in the Association office, which typically leads to a refresher on the various provincial regulations and standards.

There is regular discussion at industry events or meetings debating where the plumber's responsibilities end and the onsite wastewater installer's responsibility begins. Somehow between the piping from the building sewer and the start of the onsite wastewater system there appears to exist a no-man's land where nobody is technically responsible or at least that is the point that comes up for debate. What is the reality?

The National Plumbing Code of Canada 2020 states in their definitions that:

“Building sewer means a pipe that is connected to a building drain 1 m outside a wall of a building and that leads to a public sewer or private sewage disposal system.”

So basically, according to this definition, the plumber's responsibility ends 1 m (3.25 ft) outside the building or foundation wall. This should mean that the installer's

responsibility begins at the 1 m (3.25 ft) point that the plumber's responsibility ends.

What do our various codes and standards in Western Canada have to say about this?

The **Alberta Standard of Practice (SOP)** agrees with this supposition, clearly stating that:

“Building sewer – a pipe connected to a *building drain* starting 1 m (3.25 ft) outside a wall of a *building* and that connects to a public sewer or an *onsite wastewater treatment system*.¹

’Note: *the building sewer needs to be installed as per the National Plumbing Code of Canada.*”

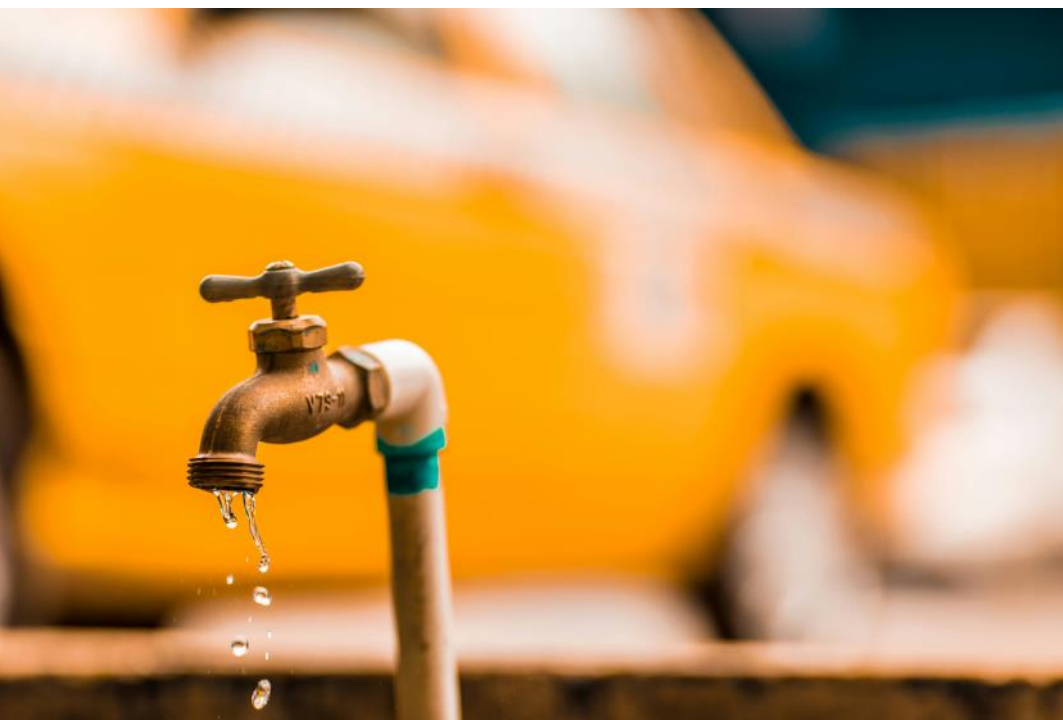
The SOP also provides the above note pointing to the National Plumbing Code of Canada, which further links these codes and standards.

Section III – 6.3 Connections, Piping, and Collection Systems in the *BC SPM V3 (SPM)* provides the following direction:

“The BC plumbing code applies to sanitary drainage piping in buildings. The code also applies to the building (or sanitary)

sewer between the building drain (which ends 1 m from the building) and a “private sewage disposal system”. This means that the piping connecting the building drain to the septic tank falls under the plumbing code and should be inspected as part of the plumbing inspection.”

The SPM points to the BC Plumbing Code, rather than the National Plumbing Code of Canada, however from the statement it appears that those two codes are consistent with one another.



Engineered For Performance



Quick5[™] CHAMBER SYSTEMS

The Quick5 Standard chamber can be installed in a 36-inch wide trench and offers advanced contouring capability with its Contour Swivel Connection[™]. The MultiPort[™] Endcap allows multiple piping options and eliminates pipe fittings. The chamber's five-foot length provides optimal installation flexibility.



INFILTRATOR[™] tanks

The Infiltrator tank is a lightweight, strong and durable septic tank. This watertight tank design is offered with Infiltrator's line of custom-fit risers and heavy-duty lids. Infiltrator compression molded tanks provide a revolutionary improvement in thermoplastic septic tank design, offering exceptional long-term strength and watertightness.



CALL FOR INFORMATION AND A DISTRIBUTOR NEAR YOU!

Tim Ierullo, Area Sales Representative • Infiltrator Water Technologies • (403) 861-8151

Saskatchewan's Onsite Wastewater Disposal Guide (SOWDG) agree with both Alberta and BC, stating:

"**Building sewer** means a pipe connected to a building drain starting 1 m (3.25 ft) outside a wall of a building and that leads to a public sewer or private sewage system."

Manitoba's Onsite Wastewater Management System Regulation and Supplementary Information Guide doesn't appear to provide guidance directly referencing the building sewer piping from a wall or foundation similar to the other three Western Provinces. The regulation does, however, have a minimum distance of 1 m (3.25 ft) between the building and the septic tank, packaged treatment plant, or holding tank, so technically that could be considered as the starting point for responsibility of the installer especially in light of the National Plumbing Code of Canada restricting the plumber's responsibility to 1 m (3.25 ft) from the wall or foundation of a building.

When in doubt about the intention of a regulation or standard, in the absence of clear direction, it is best to give the authority having jurisdiction a call to get clarification on the issue.

Join Us on Social Media

Stay up-to-date on industry news, learn about our latest training sessions, and check out photos of some of our events!

Join us on Facebook or Instagram:



<https://www.facebook.com/wcowma/>



<https://www.instagram.com/wcowma.septic/>

If you have a burning question about a standard practice related to onsite wastewater treatment systems, send us an email and we will do the research and print the findings for you.
media@wcowma.com

Business Corner:

Computer Tips

By WCOWMA Staff

Keyboard Commands

A few quick tips to save you time when using Windows:

- To delete one word at a time: Press Ctrl + Backspace.
- To highlight everything from the cursor to the beginning or end of the line: Press Shift+ [Home or End].
- To undo your previous action: Press Ctrl + Z. To redo your action: Press Ctrl Y.
- To make superscript and sub text: Press CTRL + = for sub, and CTRL+ Shift for superscript.
- To paste text without the original formatting: Press Ctrl + Shift + V.
- To take a screenshot of the active window only: Press Alt + Print Screen.
- To lock your user account: Press Win+L.
- To enter full screen mode: Pressing F11. Press F11 again to exit.
- To minimize all open windows: Press Windows key + M. To restore them: Press Windows key + Shift + M.

Save Your Eyes

Exercise Your Eyes. Try the 20-20-20 rule. Every 20 minutes, you should look at an object 20 feet away for 20 seconds.

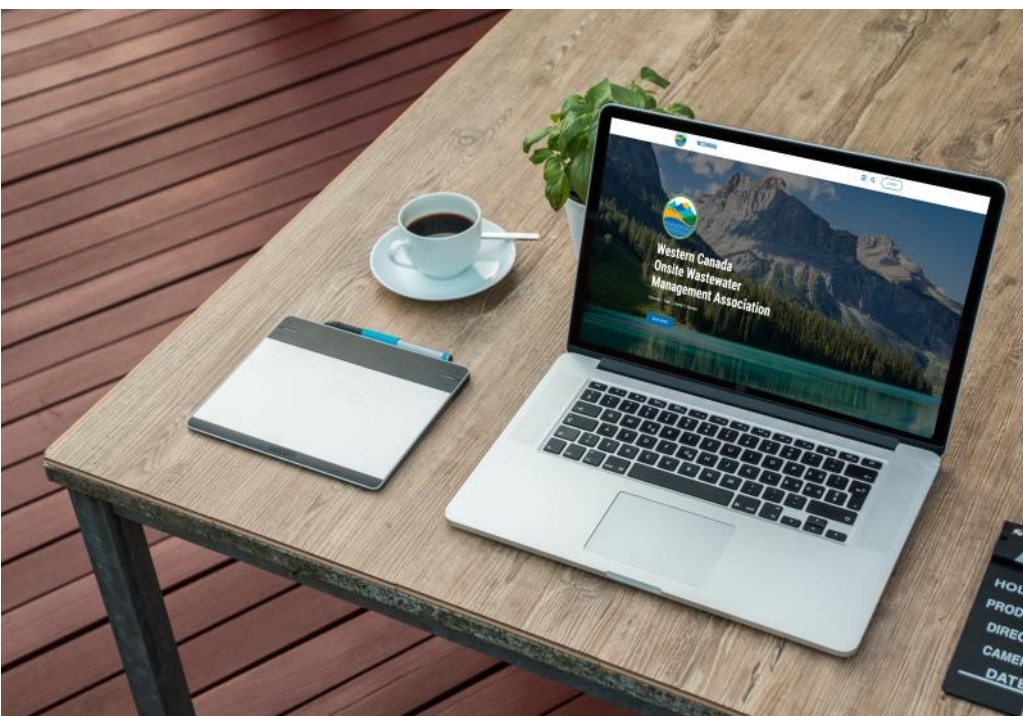
Blink More. When we use a computer, or any other screen, we tend to blink less often. This dries out our eyes and causes irritation. Put a little effort into blinking more often, or try some dry eyes drops.

Put Your Screen in an Optimal Location. Your monitor should be around 20 to 26 inches away from your eyes and a little below eye level. This can help reduce eye strain, and it can help avoid back, neck, and shoulder pain.

Zoom It In

If you're having trouble viewing the text on a page, save yourself from squinting with this handy tip. Press and hold the "CTRL" key while spinning the wheel on your mouse. You can also use "CTRL" and the "+" key. To zoom back out, hold "CTRL" and spin the wheel in the other direction, or use "CTRL" and the "-" key.

This works in your browser on most websites, as well as in other programs like Word, Excel, and more.



Pin Items for Easy Access

Find the applications you use on a regular basis more easily by pinning them to your task bar. Simply right-click on an application to pin it to your task bar. You can use the same process to pin certain documents for easy access.

WCOWMA members can find more computer tips and tricks at the bottom of our monthly newsletter.

Shop WCOWMA Supplies

Did you know you can purchase a variety of supplies from your provincial association?

We have homeowner manuals, Munsell charts, Alberta Standard of Practice Manuals, BC Standard of Practice Manual V3, and soils kits.

Contact your association office, or purchase them online.

Soils kits include:

Munsell Soil Colour Chart; Field Book for Classifying Soils; Clip Board; Tape measure; 9-in one tool; 2 felt markers; 4 bags to collect soil; Golf tees; Small bottle of Hydrochloric Acid 10%; Hand wipes; Rain Poncho; Effluent Soil Loading Rate chart; Soils Terminology Glossary; PSDS Site Evaluation and Design Worksheet Package; Laminated –Canadian System of Soil Classification; 11 steps for-Sample Soil Test Pit and Bore Hole Methodology; Call before you dig brochure; Sample Permit application; Homeowner/Site Information Form; Safe Work Form; Site Assessment Form (HO107-02/107-03/107-04/107-05); Down-to-Earth Labs form; 5 each of the different soil log forms

AOWMA Store: <https://store.aowma.com/#supplies>

WCOWMA-BC Store: <https://store.wcowma-bc.com/#supplies>

MOWMA Store: <https://sowma-mowma.store/#supplies>

SOWMA Store: <https://sowma-mowma.store/#supplies>



Reach Our Accounting Department

Members or vendors wanting to pay an invoice, looking for invoice copies, payment receipts, or with questions about payables or receivables should email Lisa at the accounting email address for the relevant province:

accounting@wcowma-bc.com

accounting@aowma.com

accounting@sowma.ca

accounting@mowma.org

Queries or payments for the WCOWMA Onsite Informer magazine should go to: accounting@wcowma.com

You can also give Lisa a call at 1.877.489.7471 extension 103.

Constructed Drainage

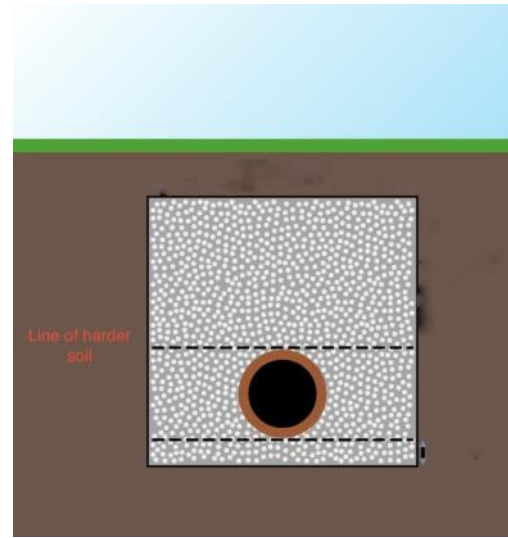
By Steve Carballeira , P. Geo.

It's August and you arrive at a client's site to find that the ground where they want to put the dispersal field is still a bit squishy. You look around further and notice that it is a spot along a slope, not too steep. "Ah, this 8% slope will help make the linear loading rate bigger", you think. Then you do your test pits and there is a shallow water table but a depth of suitable soil which is enough for a seepage bed or trenches. Except for that darn water. The client is very opposed to seeing any system above grade. "Ugly", they say. Client management is very important: when they are happy, they tend to pay you quicker.

So, the best way to solve this would be to dig a trench across the slope above the proposed site of the dispersal field. This is one way to do it right.

You must dig down to a layer that is less permeable than where the water is flowing. That layer is critical in successful trenching. It doesn't necessarily have to be deeper than the dispersal field, if that harder layer is a bit shallow. The trench has to be "keyed" into that layer so the groundwater can't circumvent the trench. That is, the trench must be deeper than

the surface of that harder layer so that the groundwater will take the path of least resistance. Occasionally, with just the right circumstances, the trench doesn't even need pipe in the bottom if daylighting is downslope. The water will pass into the



lower part of the trench and flow through the gravel, following the cut around corners and down past the field. Geotextile fabric can be used to keep fines from

entering the gravel and eventually clogging it.

Importantly, you have to gauge the size of that cut in the harder layer to make sure it won't get filled and have the



PRECAST CONCRETE PRODUCTS
WWW.PRECONLTD.CA



3320-IDYLLWYLD DR. N
SASKATOON, SK
Phone: 306.931.9229
Email: chad@preconltd.ca

Based in Saskatoon, SK. Canada, PRE-CON takes great pride in manufacturing both wet and dry cast industrial concrete products.

PRE-CON Limited precast facility consists of nine acres of property and forty thousand square feet of manufacturing area. The largest segment of our product line and service is residential and commercial septic and holding tanks, precast steps, the mining industry, cable and electric vaults, arena bleachers, sound attenuation walls, sanitary manholes and many other products.

Proud to be
serving
Saskatchewan
for 35 years!



Pre-Cast Steps



Tanks



Sanitary Manholes



Retaining Walls

groundwater bypass the trench in the event of one of the new “atmospheric rivers” we are now experiencing. My rule of thumb is to gauge it by instinct, then double that size. It is astounding how much water can be found flowing through shallow ground during a big rainfall.

This info may seem obvious, but I have dug up trenches that were just installed to a certain depth without that “key.” The reason I dug them up was that they weren’t working. The shallow groundwater was going under the pipe and hydrostatically rising up again downslope of the “drain.”

We recently installed a trench into a slope that flattened out (completely) downslope of the trench. The trench needed to be about 90 cm deep to key into a silt layer. Where do you daylight this? What we did was take the cut down to 100 cm, put in a 3” perforated pipe upslope and change it to solid pipe as it was routed along the side of the field. We built a 1.2 m high basin from 60 cm diameter riser material, buried it with some QuickCrete around the bottom, ensured it was watertight and daylighted the pipe into it. A small sump pump was installed and the water was pumped to a smaller infiltration system further downslope. The gallery was just one line of perf pipe again to spread it out across the slope, well downstream of the field area.

Yes, it will be a bit more maintenance for the ROWP taking care of the system, but it is preferable to having effluent mixing with the groundwater and potentially contaminating someone’s well down gradient.

Have a great summer and good diggin!

Building Resiliency at the Clan Mothers Village, Manitoba

By Lesley Desjardins, WCOWMA

The Manitoba Onsite Wastewater Management Association (MOWMA) was contacted this Spring regarding providing onsite wastewater practitioner training to a small group of women through the Clan Mother’s Turtle House and Earth Environment project.

The Clan Mother’s Village is being developed in Winnipeg, MB to provide healing and rehabilitation for Indigenous women, girls, two-spirit, and transgender people. Part of the process is occupational education and training, to empower people to be able to support themselves and their communities.

This community provides cultural and spiritual support in addition to occupational education and training creating a holistic approach to rehabilitation and recovery.

Students participating in the onsite wastewater practitioner training program through MOWMA had previously completed their Water and Wastewater Operator 1 program for centralized systems, and would be continuing their training by completing a heavy equipment training program.

Working together with representatives from the Clan Mother’s Village, the Association adapted the training program, providing space and time for additional tutoring and homework time, as the training program is very condensed in a normal classroom setting.

The training program was extended in length and finished off with the mandatory Site and Soil Field training day.

More information on the Clan Mother’s Village is available through their website: <https://clanmothers.ca/>

ONSITE WASTEWATER MEGA-CONFERENCE
NOWRA SORA NAWT
CELEBRATING TOMORROW'S ENVIRONMENT
Clean Water for the Future
October 20 - 23, 2024 Spokane, Washington

wvett25
2025 CONFERENCE & EXPO HALL
February 17-20, 2025 Indianapolis, IN

Improve Your Online Presence

By WCOVMA Staff

Word of mouth used to be the go-to for business growth, but that's not always the case now. With more and more people searching the internet for the answers to their problems – including who to call for their onsite wastewater needs – search engine optimization (SEO) is more important than ever.

High levels of SEO can increase the likelihood that a customer can find you when doing a search on a search engine. The greater chance of showing up higher in search results also means you'll receive more organic traffic to your website.

Online visibility can:

- Increase reach beyond local
- Establish trust & credibility
- Establish authority
- Connect customers to you
- Automate information sharing (pricing, services, testimonials, job experience)

Chad Widmer is an AOWMA trainer and owner of Soilworx, but he's also the owner of FX2 Digital, a boutique digital marketing agency. "I wanted to learn how to become a digital marketer so that could help my septic design company," he explained. "I spent a few years upgrading my training and experience and I started FX2 Digital. After seeing success with Soilworx, I started taking on other clients and implemented the same strategies."

Widmer stresses the importance of online visibility, which isn't limited to a website. There is also Google Business Profile, various social media sites, online directories like Yelp and Yellow Pages, blogs, and online reviews.

Let's get started.

1. Build Your Website

A good place to start is your website. The first thing you need is to decide on

a content management system or CMS. A CMS allows you to host and build websites. One of the most popular options is WordPress, but you may want to do some research and see what works best for you.

Ensure your website looks good on all devices. A site that looks fine on a desktop monitor might have issues on a mobile device. Depending on the design and tools you use, your site should automatically adjust for various devices, but it's important to check.

When building or updating your website, Widmer recommends the following:

- Organize your site so it makes sense
- Be clear about what you offer
- Ensure there's a Call to Action (what do you want them to do?)
- Optimize it to make it fast and readable by Google (image size, tags, page load speed)

2. Google Business Profile

Widmer recommends getting a Gmail account to create and update your Google Business Profile. "Follow the instructions,



fill in as much information as possible,” says Widmer. “Your business will start to show up on Google Maps searches if optimized right.” He also recommends posting one to two jobsite pictures per month.

3. Leverage Social Media

Set up a Meta Business page, which you can use to manage both your Facebook and Instagram business pages. If possible, use the same handle for all social media sites. The more consistently you post on social media, the better. Ideally, post at least one a week. Widmer recommends telling a story of each job but cautions people not to be “too salesy.”

4. Utilize Online Reviews

Google and Facebook both utilize reviews, which can be double edged swords. Good reviews can build trust, but bad reviews are terrible for business. “Give the best service you can to deserve a 5-star review, and then ask for it,” recommends Widmer.

5. Directory Sites

There are countless directory sites now including Yelp, Bing Places, Yellow Pages, Superpages, Better Business Bureau, and even the Chamber of Commerce. Most of the sites are free, and those that aren’t usually only charge a small fee. Listings on directory sites can improve your SEO, and improve your brand’s awareness and credibility. If you’re not sure what to include, check out competitors’ profiles.

Member tip: Members of WCOVMA and its provincial chapters are listed on the Locate A Pro section of the Association website. If you’re a member-in-good-standing, check the Locate a Pro section of our website to ensure your listing is up-to-date.

Just Keep At It

It’s important to note that like all technology, SEO is constantly improving, and best practices are always being updated. This isn’t a set-it-and-forget-it kind of thing. The good news is that a lot of the tactics to improve your SEO are free or inexpensive, and the time invested is time invested in your business. There are also various SEO tools you can use to measure your

Introducing...

GEOMATRIX

SEPTIC LEACHING SYSTEM

• Low Profile • High Performance • Simple install



NSF CERTIFIED

- Max Loading Rate: 7.56 Litres/sqft - Type 1 or Type 2 Systems
- 1" Deep matrix dispersal cavity 39" or 12" Wide. Roll Length 100ft
- Shipping (39" roll) 36" Dia x 42" High (325 sqft) – 67lbs In Stock
- Also for high water table and high restrictive layer installs



8328 River Way,
Delta, B.C. Canada

1-800-661-4473

www.premierplastics.com

Contact us for more information and sample

success, and some are even free. Just get started and keep at it.

If you need some additional help getting started, Chad Widmer’s presentation from the WCOVMA-BC Convention is available at the QR code below. The link also includes access to a free listing on the Septic.ca directory.



WCOWMA Training

By WCOWMA Staff

Industry training is offered through each provincial chapter throughout the year. Training for design, installation, maintenance, and inspection are available both virtually and in the classroom.

The training in each province provides knowledge of the concepts needed to design and install onsite wastewater systems in any jurisdiction, although each province focuses on their own regulatory framework. It is important to note that if you take training in a province that you do not typically work in and then transfer that training certification to another province, you must learn the regulatory framework for the province in which you are working and apply your knowledge and experience to that regulatory framework.

Certification received through one of WCOWMA's provincial chapters is well-received and respected across Canada through different trade agreements. Certification in onsite wastewater design and installation is recognized in BC, Alberta, Saskatchewan and Manitoba through the New West Partnership (formerly the TILMA). This same certification is recognized in the rest of Canada through the Agreement on Internal Trade.

Our organizations offer the following training:

Classroom:

Onsite Wastewater Practitioner (Design/Plan and Install)

Operations and Maintenance (Maintenance Provider)

Inspection for Real Estate

Practical Training in the Field:

Site and Soil Evaluation

Onsite Wastewater System Installation (Mound, At-Grade, or Field)

Maintenance Assessment

Workshops:

Pumps and Controls (Timed Dosing)

Pressure Distribution

System Design (Mounds, LFH At-Grades, Fields, etc.)



Training development is ongoing.

More information about our training is available online, or by contacting your provincial association. Be sure to log-in for the discounted member rates!

Not a member? Learn more about WCOWMA membership on page 33.



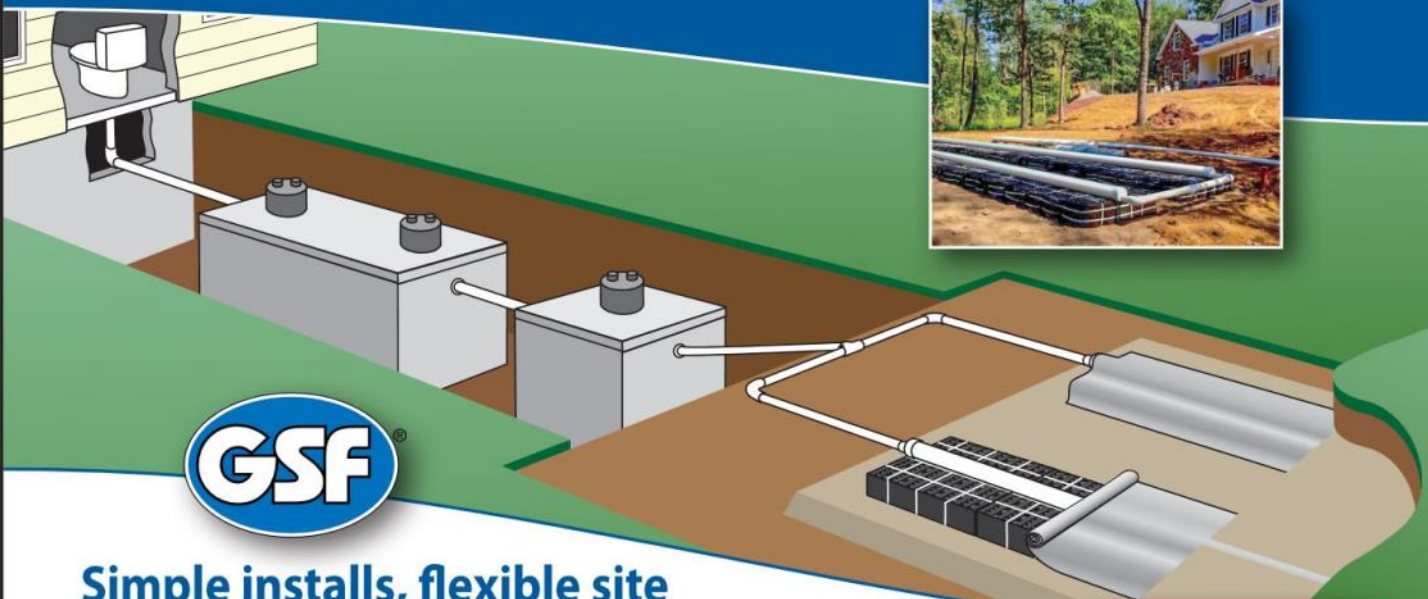
WCOWMA-BC
604-424-4462 or 855-872-2645 tf

AOWMA
780-489-7471 or 877-489-7471 tf

SOWMA
306-988-2102 or 855-872-2650 tf

MOWMA
204-771-0455 or 855-872-2659 tf

Secondary Treatment Made Easy!



Simple installs, flexible site designs and easy maintenance



Factory Representative in Western Canada



BWDEngineering.com
604-789-2204



Available in Alberta
BC & Saskatchewan

Sales and Distribution:
www.canwesttanks.com/eljen
Info@canwesttanks.com
604-580-3030

Updates to Manitoba's Onsite Wastewater Management Program

By WCOWMA Staff

A presentation at the Manitoba Onsite Wastewater Management Association Education Days updated contractors on a few planned policy changes to prepare them for the 2024 installation season.

Applications for Variances

In order to receive a variance in a situation where a site cannot meet all the requirements of the regulation, contractors will have to show that all available options to comply with the regulation have been investigated. Typically, variances are issued when it can be demonstrated that the proposed departure from the regulation meets or exceeds the regulatory requirements. Contractors should discuss the situation with their Environment Officer prior to applying for a variance.

Inspections

The process for OWMS inspections will likely be transitioning to a risk-based model. This means that inspections will be determined based on several factors including level of risk to public health and the environment, installer experience, soil and site conditions, and previous non-compliance issues.

Certificates of Exemption – sewage ejectors

Certificates will only be issued for sewage ejectors that comply with all requirements in Schedule E – Standards for Sewage Ejectors (i.e., minimum 10 acres). However, ejector standpipes can still be relocated to meet required setback distances.

Disposal Field Registration Applications

The importance of complete registration applications was stressed. Registration applications are required under the regulatory framework and must be approved by an Environment Officer or the Director prior to installation. Incomplete applications delay the ability to begin the installation.

Key concerns regarding registration applications are incomplete or inaccurate information, such as missing information on the property or lack of information on the site and soil assessment including soil characteristics and vertical

separation distances.

Registration applications are the only record of onsite wastewater design specifications and the location of the OWMS on the property. Review of the application ensures that the design is in compliance with the minimum requirements of the regulation and will not contribute to a public health or environmental hazard.

The registration application is broken out into sections and each section must be completely filled out. In order to provide information on property covenants or easements, the homeowner/client may have to provide a copy of the Property Title.

The application must be accompanied by all worksheets, system drawings, lot plans, and system specifications for the type of system being designed and installed.

Changes to the Required Fill Materials for Sand Treatment Mounds

Where additional material must be added to create the required vertical separation for a sand treatment mound, the use of loamy sand will no longer be allowed. Should an as-constructed increase in the vertical separation between the bottom of the sand layer and a restricting horizon or condition be necessary, the fill material used must be ASTM C33 sand.

Summary

More information on the regulatory requirements for OWMS in Manitoba can be found on the Manitoba Environment and Climate Change website: https://www.gov.mb.ca/sd/waste_management/wastewater/wastewater_management/index.html.

You can also reach out to an Environment Officer or the Director of the OWMS Program.

Alternately, give your industry association a call. We are always happy to help.

Join WCOWMA Today

WCOWMA is the not-for-profit industry-driven body formed to address regulatory issues affecting Western Canada's private sewage industry and to educate, train and certify industry professionals. There are many benefits to being a member of one (or more) of our four provincial chapters.

Benefits of Membership

Advocacy and Stakeholder Relations

WCOWMA members have an advocate with key stakeholder groups. The Association recognizes the critical need for strong relationships with other stakeholder groups, whose activities impact the onsite wastewater industry and meets regularly with those stakeholder groups to ensure the industry's voice is heard. **Membership gives the onsite wastewater industry a collective voice ensuring that industry concerns are brought forward to regulatory authorities.**

Training and Certification

The Association, through its provincial chapters, provides recognized, accredited training to those providing services to the onsite wastewater industry. We continually work to improve training offerings and resource materials for all members. **Members receive a preferred rate on training provided by any of our provincial chapters.**

Access to Information

Conventions, education days, monthly newsletters, a semi-annual industry magazine and direct communication keep our members informed about industry issues and changes in regulation or policy. Information is also available through social media such as Facebook and Instagram. **Membership keeps you informed.**

Website Listing and Referral Service

Members are listed on the Association website. Homeowners and others can search for members by scope of work and by region. Direct links from the membership Locate-a-Pro page to the member's website provide homeowners, developers and others with information about you, your company and the services you provide. Members should check the website regularly for updates. The WCOWMA regularly receives calls from homeowners requesting referrals to contractors in their region. The WCOWMA only refers callers to WCOWMA members. **Membership helps you market your services.**

Public Education and Consultation

A key component of having a healthy and effective onsite industry is ensuring that homeowners have access to the information they need to make sound decisions regarding their onsite wastewater systems. The Association provides homeowner education through its Septic Sense program.

Membership provides representation to the general public.

Group Discount Programs

- Take advantage of discounts up to 35% off the list price on supplies and parts from **NAPA** through your WCOWMA membership.
- Save time and money through our partnership with **Staples Advantage/Corporate Express**. WCOWMA members may take advantage of savings of 60% or more on stationery and shop supplies.
- **Merchant 1 Payments** is proud to be the exclusive merchant services provider for WCOWMA. Process VISA, MasterCard, and American Express payments through Merchant 1.
- Our partnership with **Perkopolis** provides access to exclusive rates on goods and services, such as computers, cell phones, hotels, car rental, travel, entertainment and much more.
- The **Marks Work Wearhouse Discount Program** means our members save 10% on work clothes by presenting the wallet card included in your membership package at the till with your purchases from any Mark's outlet.
- **Plus so much more!**

The primary focus of WCOWMA is to promote an onsite wastewater industry that is provincially, regionally, nationally, and even internationally recognized as an industry leader towards positive change. Onsite wastewater industry professionals working together to build a strong industry have a greater ability to affect positive change.

Sign up to be a member today and be a part of this amazing industry community.





TANKS-A-LOT

onsite water and sewage solutions

Innovating septic solutions since 1982 - the trusted name in the industry.

RESIDENTIAL



- ✓ Cisterns
- ✓ Septic tanks
- ✓ Wastewater treatment
- ✓ Control panels
- ✓ Sewage holding tanks
- ✓ Pumps and accessories

COMMERCIAL

- ✓ Wastewater treatment
- ✓ Lift stations
- ✓ Utility vaults
- ✓ Oil / Grit interceptors
- ✓ Sumps & Catch Basins



INFRASTRUCTURE



- ✓ Cable trenches
- ✓ Stormwater
- ✓ Manholes
- ✓ Precast fence
- ✓ Box culverts
- ✓ Pumps and accessories