

L.I.L.W.A. NEWS

LONG ISLAND LIQUID WASTE ASSOCIATION

Year End 2021

You may have noticed that our winter or year end newsletter is reaching you much later than usual.

It is with much sadness that we share the loss of our dear friend and colleague Mike Perlow who passed away on October 24th, 2021, in Marathon Florida. We dedicate this issue to Mike, our colleague and friend, who served us diligently and creatively as our newsletter author and editor—and so much more. A truly warm, engaging, and generous man who has contributed so much to the progress of our association. Mike will be greatly missed by all and our heartfelt condolences are extended to Linda and the entire Perlow family.

As you know Mike was an integral part of the LILWA organization and a dynamic contributor to the

progress of this Association. His research, writing, and business acumen have provided our members with valuable information, insightful forecasts, and accurate calculations for almost two decades. He was an unsung hero always working tirelessly behind the scenes, our trusty compass in sometimes stormy seas. His presence will be missed, and he will be fondly remembered. We share his tribute below.

Andrew Andriola
President



**PRESIDENT'S
CORNER**

In Loving Memory

Arthur "Mike" Perlow

1943-2021

He was known to all as Mike Perlow born April 22nd, 1943, in Oceanside, NY to Arthur and Anna Perlow. Mike Perlow was liked by everyone he met. He was proud to be a boat Captain, and an entrepreneur with his wife Linda Perlow in their business Act Three Services Inc. He loved the sea almost as much as he loved his wife and best friend Linda.

Mike is survived by three sons, Michael, Matthew, and Jason, two beautiful daughters, Jodi, and Sheri, and his eleven wonderful grandchildren. He is also survived by his brothers Donnie and Ronnie Perlow. He was a multi-talented man ready to help anyone who needed it, as well as a sponsor to those who might need a second chance at life. Mike was talented, kind, loving, irreplaceable and will be missed dearly. In lieu of flowers the family asks that you consider donating to the COPD foundation in his memory.

<https://www.copdfoundation.org/Take-Action/Donate/Tribute-Giving.aspx>



*We wrote your name in the sky,
but the wind blew it away.
We wrote your name in the sand,
but the waves washed it away.
We wrote your name on our hearts,
and forever it will stay.
We honor a life that was lived to
the full.
We honor a spirit now free.
You'll long be remembered
whenever we say
"Fair winds and a following sea."*

LONG ISLAND LIQUID WASTE ASSOCIATION, INC.
 P.O. Box 2667
 Lake Ronkonkoma, NY 11779

Tel: (631)585-0448 / Fax: (631)585-0262
 Website: www.lilwa.org / Email: info@lilwa.org

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LILWA News is published quarterly by Act III Services. Contributions, including ideas, pictures and stories are welcome and should be forwarded to:

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 Email: info@lilwa.org

Contributing articles are not necessarily the opinion of the Long Island Liquid Waste Association or Act III Services.

The L.I.L.W.A. News

The LILWA News is a quarterly publication produced by the Long Island Liquid Waste Association Inc. and is distributed to its members and is available on the association's website (www.lilwa.org). This vibrant publication provides members of LILWA with letters from the president, informative articles written by industry professionals and service providers, updates on current legislation, opportunities for licensing certification and contact hours as well as affiliated business advertising. The organization strives to provide our members with timely information and tools needed to keep them informed on issues that impact our industry and those relevant to our customers. The Newsletter Committee is always open to suggestions and in search of new material to share and publish. Contributed articles should be educational, non-promotional in nature, and have a suggested word count between 500 and 1,500 words. LILWA reserves the right to edit articles to conform to content and space requirements. If you are interested in submitting an article for possible inclusion, please contact our Executive Director, Linda Perlow at info@lilwa.org.

Quarterly Deadlines

Winter Issue - December 15 Summer Issue - June 15
 Spring Issue - March 15 Autumn Issue - Sept. 15

***Interested in advertising with us?
 Let us know! Contact us for a rate sheet.***

If you would like to reserve space in the next newsletter, just let us know the preference of your ad space:

- Business card size ad
- Quarter page ad
- Half page ad
- Full page ad

Annual pre-paid packages are available offering a 10% discount and include placements in 4 continuous issues. Do you have an ad ready now? Send it along and we will keep it on file until needed. Need assistance creating an ad for your business? Reach out, we'd love to help! Any questions, please let us know.

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 Oakdale, N.Y. 11769
 Phone: (631) 563-7071
 Fax: (631) 563-3457



How You Handle Customer Service Makes All the Difference

If you're looking for ways to increase company profitability, your customer service is a good place to start. A well-trained customer service team can reflect a positive company image, as well as help you attract and retain customers. The U.S. Small Business Administration reports that 68% of customers leave because they're upset with the treatment they've received. That's why focusing on customer service is critical to retaining customers. Not to mention that happy customers and word of mouth can also be some of the most effective drivers for new business. Customer service isn't just about being courteous to your customers – it's a vital element of business operations that can impact your bottom line and affect how your company is viewed in the public eye.

At its core, quality customer service is about making sure your customers feel they are valued, treated fairly, and appreciated by your business. Good service starts with your attitude and employee training. After all, good service works from the top down, and employees who are specifically trained in the art of quality customer service are far more likely to represent your company in the way that ensures satisfaction and repeat business.

In today's business world, the majority of contact between a company and its customers is done via computer or phone, not face-to-face. For many of your company's customers, your drivers, are the face of your company; the only representative that has a face-to-face relationship with the customer. Because of this, their conduct, attitude, appearance, and attention to customer service all play an important role in how your company is viewed by current and potential customers.

Here are some key points to consider and include in your company's customer service policies and training:

Have Clear and Consistent Policies

Make sure your drivers are educated about your customer service policies so they can effectively interact and problem-solve with your customers.

Good Appearance

As your company's primary representative appearance, behavior, and attitude are all important. A neat appearance helps in providing a professional and positive image.

Be Courteous

When dealing with all customer be courteous. Never take out frustrations on the customer, and never argue with the customer, even when you believe you're right

Punctuality

Make every effort to always be on time. Keep in mind that the customer may be setting his or her schedule around when you will arrive. If you think you are going to be late for an appointment, call the customer and let them know of the situation. In the long run, this can save time and potential problems for you, your company, and the customer.

Your Vehicles: A Rolling Advertisement

A first impression is a lasting one, and how you operate and care for your vehicle can make a lasting impression on current customers, potential customers, and the public.

Driving habits.

Projecting a professional image on the road includes following all laws and regulations as well as practicing good driving habits, including:

- ◆ Following posted speed limits
- ◆ Maintaining a safe distance between vehicles
- ◆ Making sure there is a clear path when changing lanes
- ◆ Signaling at the appropriate time when planning to turn
- ◆ Never using the vehicle's size to intimidate others.
- ◆ Always use extra caution when driving on a customer's property, follow posted speed limits, and watch for pedestrians.

Appearance

The vehicle should be neat, clean, and well maintained. A dirty or poorly maintained vehicle, loose tarp, or dragging chains sends the message that you and your company don't care. Consider including a check of vehicle neatness and condition when performing your regular vehicle inspections.

Problem Solving

Customer service is how your company interacts with its customers, both in daily transactions and also as a problem-solving solution when issues arise. It has a direct and meaningful impact on your company's profitability and is crucial for long-term customer retention.

(Continued on page 7)

Calendar of Upcoming Events

February	2/2/2022	Groundhog Day
	2/8/2022	LILWA Board of Directors' Meeting - 7PM - ZOOM
	2/13/2022	Super Bowl Sunday
	2/14/2022	Valentine's Day
	2/15/2022	LILWA ANNUAL Newsletter (2021 year end, little late)
	2/15/2022	LILWA Certification Part I 5pm-9pm Zoom
	2/15/2022	President's Day
	2/16/2022	Suffolk County Office of Consumer Affairs - Liquid Waste Licensing Board Meeting
	2/17/2022	LILWA Certification Part II 5pm-9pm Zoom
	2/21/2022	WWETT Trade Show, Indianapolis
	2/22/2022	WWETT Trade Show, Indianapolis
	2/23/2022	WWETT Trade Show, Indianapolis
	2/24/2022	WWETT Trade Show, Indianapolis
March	3/1/2022	LILWA Membership Invoices mailed
	3/3/2022	NEOWTP / URI INST 100: Conventional Septic System Installation FOR SUFFOLK COUNTY, NY REGISTRANTS ONLY
	3/4/2022	Employee Appreciation Day
	3/8/2022	LILWA Board of Directors' Meeting - 7PM - ZOOM
	3/10/2022	NEOWTP / URI OWT 105: Innovative and Alternative Technology FOR SUFFOLK COUNTY, NY REGISTRANTS ONLY
	3/13/2022	Daylight Savings Time Begins
	3/15/2022	LILWA Spring Newsletter Submission Request Deadline
	3/15/2022	Suffolk County Office of Consumer Affairs - Liquid Waste Licensing Board Meeting
	3/17/2022	St. Patrick's Day
	3/25/2022	LILWA Mail Newsletter Sponsorship Requests
April	4/1/2022	LILWA Membership Invoice reminders mailed
	4/3/2022	Ramadan Starts
	4/10/2022	Palm Sunday
	4/12/2022	LILWA Meeting - 7PM - ZOOM
	4/15/2022	LILWA SPRING Newsletter
	4/15/2022	Arbor Day
	4/16/2022	Passover Begins
	4/17/2022	Easter Sunday
	4/20/2022	Suffolk County Office of Consumer Affairs - Liquid Waste Licensing Board Meeting
	4/22/2022	Earth Day
	4/23/2022	Passover Ends
	4/27/2022	Administrative Professional's Day
May	5/1/2022	LILWA Membership Dues Letter Mailed
	5/3/2022	NEOWTP / URI OWT 105: Innovative and Alternative Technology
	5/5/2022	Cinco de Mayo
	5/8/2022	Mother's Day
	5/9/2022	LILWA Board of Directors' Meeting - 7PM - ZOOM
	5/13/2022	NEOWTP / URI INST 100: Conventional Septic System Installation
	5/16/2022	LILWA Certification Part I 5pm-9pm Zoom
	5/17/2022	Suffolk County Office of Consumer Affairs - Liquid Waste Licensing Board Meeting
	5/18/2022	LILWA Certification Part II 5pm-9pm Zoom
	5/30/2022	Memorial Day (Observed)

LILWA's Going GREEN !!!



- Faster
- Cleaner
- Greener

Over the next few months we will be transitioning to electronic delivery of most LILWA communications. This will enable us to provide information on an emergent basis and keep you better informed. Please complete and return our Member Update Form as fast as possible so we can update our records with your email addresses. Each company can register more than one email address. You will receive your update form with your renewal invoice in March or can download one on our website:

https://www.lilwa.org/files/ugd/b699e1_b92812c1b21e4855bfd83531ced9ecbc.pdf

Members are reminded...

Stop unlicensed haulers

Call the Suffolk County's

24 hour licensing hot line:

1-800-909-5423

**Leave all pertinent
information and an
investigator will be
assigned**

***All calls are accepted
anonymously.***



Online Training Opportunity

NAWT Online Vacuum Truck Training Information (6 CEU Credit Hours)

Potential participants interested in Vacuum Truck Training should follow the link provided below to learn more and to register for the online Vacuum Truck Training course.

The Vacuum Truck Technician training course is targeted to those that own or operate a vacuum truck which is used to clean septic tanks, aerobic treatment units, holding tanks or grease traps. It is directed specifically at owners and employees who may just be starting in business and need a good solid base of information to work with to perform their daily tasks. At the same time this one day training provides a good refresher and overview for even experienced operators.

Topics of instruction include:

Materials to pump and avoid
Truck equipment and components
Basic and advanced pump out skills and procedures
Safety and emergency response plans
Reasons to manage these materials
Pumps
Manifests and reports

Government regulations
Drive and Control mechanisms
Loading and unloading
Customer interaction and education
Basic science of vacuum and pressurization
Basic Pump Truck Operation

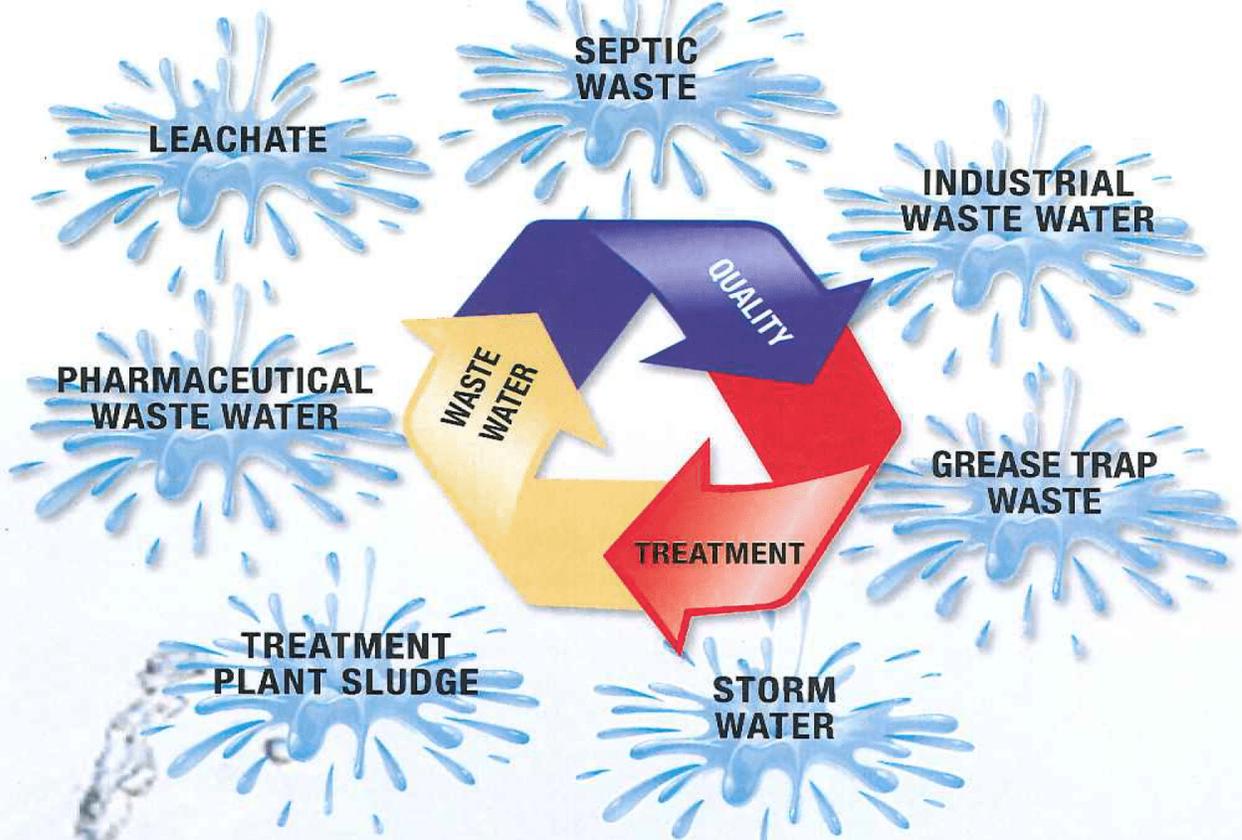
Register at this link <https://nawt-training.digitalchalk.com/learn/nawt-online-vacuum-truck-training-course>

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LILWA ONLINE Certification Training Seminar Next Session:

May 16 & 18, 2022

Our certification sessions are Online webinars consisting of two Sessions part 1 & part 2 in the evening 5 PM – 9 PM. Attendance both evenings earns 8 Training Credit Hour (TCH) - Fee: \$200 per registrant.

The LILWA Certification program has been approved by Suffolk County to fulfill the qualifications of endorsements 1,2,3,4,5,6,7 and 9. It is an 8 Training Credit Hour (TCH) webinar presentation designed to educate those applying for or renewing a Suffolk County Septic License. LILWA certification sessions consist of 2 four hour night events Part 1 & Part 2. You must attend both nights. Study guides and registration forms are available online at

<http://www.lilwa.org/certification-program>

Please note: A separate registration form is required for each attendee.

How You Handle Customer Service Makes All the Difference

(Continued from page 3)

Customers frequently share their opinions of businesses online and through social media, which means even one wrong move or perceived slight – especially one caught on camera – can spread quickly and damage your business. In addition to providing high-quality service, monitor what's being said about your business online so you can quickly address and resolve any complaints as they arise. Ask your employees to keep you apprised of the most common complaints and compliments they receive and strive to do less of the former and more of the latter. Consider rewarding staffers for exceptional levels of service as well. This encourages not only compliance but also above-and-beyond efforts.



Employee Retention

Customer service is important to reducing turnover. Employees who have to deal with unhappy customers are unlikely to enjoy their jobs for long and may leave to seek more hospitable working environments.

Providing great customer service can generate more marketing and sales opportunities. So meeting your customers' satisfaction is paramount to keeping your business growing successfully.

LILWA's next meeting of the Board of Directors will take place via ZOOM on
March 8, 2022 at 7:00 PM

Our guest speaker at this event will be

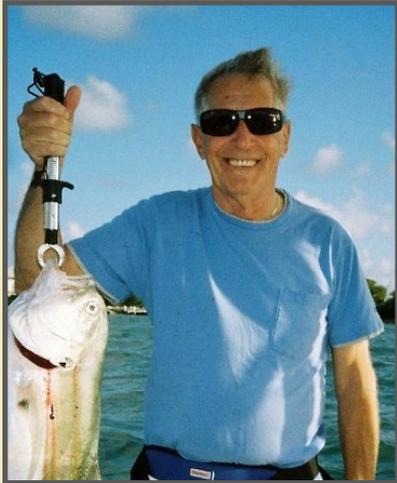
**New York State Assemblyman
Fred W. Thiele, Jr., 1st District**

Who will be speaking on the topic of Assembly Bill A8039 which intends to extend the authority of the county of Suffolk to form a county-wide sewer and wastewater management district.

All members are invited to attend this online event. If you wish to participate please email info@lilwa.org by Friday **March 4**, and you will be added to our list and receive a Zoom invitation with a link enabling your attendance.

For more information regarding this legislation please use the link provided.

<https://www.nysenate.gov/legislation/bills/2021/A8039>



THE JUDGE COLEMAN MEMORIAL SCHOLARSHIP

Since its inception in 2018, each January through April the Long Island Liquid Waste Association sponsors the Judge Coleman Memorial Scholarship Fund Drive. It is both an opportunity to remember our long time friend and colleague Judge Coleman who dedicated so much of his time, efforts and talents to the progress and development of this organization until his passing in September 2017. It is equally a chance for us to pay it forward and to encourage and support the educational endeavors of our members, their children, their employees and the dependents of those employees.

We honor Judge's legacy of commitment, creativity, dedication and loyalty each year as scholarship applications from they youth within our industry's families submit their applications. Each year a minimum of \$1500 will be awarded. We're proud to boast that through the generosity of our donors we have been able to offer multiple awards each year since launching the program in 2018.

We urge our current LILWA members to continue supporting this noble cause and send your annual contribution in today. After doing so, be sure to remind your family members, and your employees to encourage college bound candidates to complete and submit their applications for consideration in this year's awards. Don't miss out on this member benefit opportunity.

Donor forms can be printed here: https://www.lilwa.org/_files/ugd/b699e1_f966132af17b469d95408b3a0521de95.pdf

Hopeful Recipients can print applications here:

https://www.lilwa.org/_files/ugd/b699e1_f41794041998479ea2cf641cb65aaef.pdf

All applications should be postmarked by April 30, 2022. Winners will be awarded at the June 2022 meeting of the Board of Directors. The generosity of all donors will be recognized in our Summer 2022 Newsletter.

LILWA MEMBERS we want to hear from you !!!!

Send your thoughts, comments
and suggestions to the Board of Directors by [emailing info@lilwa.org](mailto:info@lilwa.org)

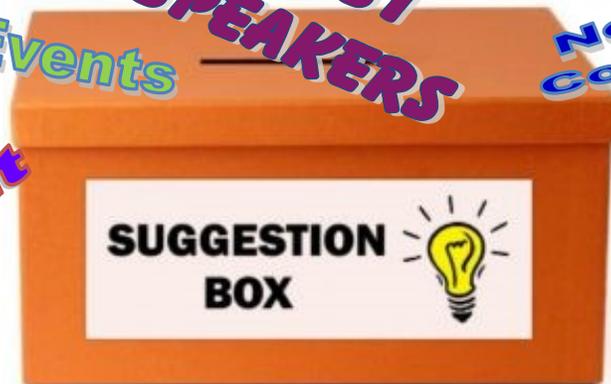


Member Events

GUEST
SPEAKERS

Newsletter
Contributions

Website
Content



COMMUNITY
OUTREACH

FUTURE MEETING
LOCATIONS

TRAINING &
EDUCATION



**Department of
Environmental
Conservation**

The following content was originally published in New York State DEC's Long Island Nitrogen Action Plan (LINAP) - Monthly Newsletter posted 12/20/2021. The full text can be found at the following link : <https://content.govdelivery.com/accounts/NYSDEC/bulletins/30175e7>

Nassau County 2021 Year End Update

This year Nassau County saw the launch of the Septic Environmental Program to Improve Cleanliness ([SEPTIC](#)) program, which provides funding to eligible residents and small businesses to replace a cesspool or septic system with Innovative Alternative Onsite Wastewater Treatment Systems (I/A OWTS), and the program is being well received. The groundbreaking of the [Bay Park Conveyance Project](#) was another accomplishment for Nassau County and will convey treated water from the South Shore Water Reclamation Facility (SSWRF), which currently discharges into Reynolds Channel, to the ocean outfall pipe at the Cedar Creek Water Pollution Control Plant.



Additionally, the County has made progress on advancing the Long Beach Water Pollution Control Plant (WPCP) Consolidation Project which will convert the plant to a pump station and reroute Long Beach sewage to the newly upgraded SSWRF, where the sewage will be treated to a higher standard. This project along with the Bay Park Conveyance Project will remove a total of approximately 55 million gallons per day of treated wastewater effluent from the Western Bays!

Updates have also begun on the [Nitrogen Loading Modeling for Nassau County Subwatersheds](#) report that the County released last year. The revisions will turn the original study into a [9 Element Watershed Plan](#) and focus on identifying the causes and sources of non-point source pollution, engaging key stakeholders in the planning process and developing strategies that will address water quality concerns. Projects identified in 9 Element Watershed Plans are eligible for federal and state funding.

Suffolk County 2021 Year End Update



2021 was a historic year for Suffolk County as many nitrogen reducing initiatives saw significant advancements including the expansion of sewer systems through the [Suffolk County Coastal Resiliency Initiative](#), and an exponential increase in the installations of I/A OWTS through the County's [Septic Improvement Program](#).

The first of multiple sewer projects across the County broke ground in October and will connect 2,184 homes in the Carlls River Watershed in the Town of Babylon to the Suffolk County Sewer District and 1,884 properties in the Forge River Watershed in Brookhaven to a new treatment plant being built in Mastic. This represents the largest expansion of sewer infrastructure in Suffolk County in nearly 50 years! To date the County has awarded over 3,000 grants to homeowners to replace septic and cesspools with I/A OWTS. In furtherance of these extraordinary efforts to replace cesspools and septic, an amendment to the County's sanitary code, that was unanimously passed, went into effect on July 1 requiring I/A OWTS on all new construction and major reconstruction. The law also allows greater flexibility for the use of small sewer plants in downtown business districts.

From the Desk of the Executive Director

We've been surprisingly busy here at LILWA the past few weeks. Although it seems quiet, there's lots happening behind the scenes. We've just hosted our first certification trainings of 2022 and had close to 70 participants. Feedback on virtual presentations is still much appreciated by the attendees who were grateful for the opportunity to view the content after business hours at a location of their choice. As we approach our 2nd anniversary of these virtual presentations we'll be refreshing the materials and updating things for those who will require future Training Credit Hours for their next license renewal.



Linda Perlow

I highly recommend that all LILWA members take the time to do a few important things over the next few weeks. If you are a Suffolk County Licensee, please visit their website at

<https://www.suffolkcountyny.gov/Departments/Consumer-Affairs/Type-of-License>

Make note of your license expiration date. Check that you have accumulated enough TCH (training credit hours) required for your renewal. Sign up for a LILWA training course by visiting us at our website if necessary. And most importantly – verify all of your information online at the county site is correct.

We have had several reports of businesses not receiving their renewal reminder and application due to incorrect email addresses in the system, and others finding that their license status, or endorsements earned are not appearing correctly. You are your best advocate, be sure your information online is correct. You did the work to get the license, now be sure that consumers are getting the correct information if they search your credentials.

In other very exciting news, the LILWA website is undergoing a facelift and will become even more useful to our members and consumers. Members will be receiving a "Census" form asking for updated information. Please fill it out and return it to us as soon as possible. We want to be sure that everyone's information is correct when creating our new Directory of Members on the site. In addition, we will be offering text messaging for faster DOT notifications. Be sure to include email addresses so that we can effectively begin transmitting important information electronically. This will help keep you posted in between quarterly newsletters, (which we'd also like to be able to send faster and easier via email!)

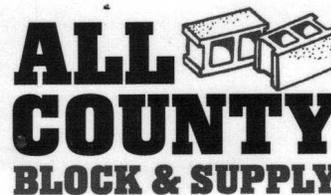


Gordon Quinton ~ Quinton Insurance

Steven Mezynieski ~ Steven Mezynieski Inc.

Dean Roux ~ Suffolk Excavating & Drainage

Barry Benjamin ~ Battlin' Barrys Cesspool



Robert Affenita
President

Located at 899 Lincoln Ave. & corner of Church St. www.allcountyblock.com

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www.sewerstewards.com
Thomas@SewerStewards.com

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An environmental waste services company

Who We Are & How We Make It Easy For You



Bulk Hauling and Disposal



Jet-Vac Drain Cleaning



Storm Sewer



Video Pipe Inspection



Transfer Station (Liquid)

Who Is ClearBrook?

ClearBrook is an environmental waste services company. We offer customers a wide range of state-of-the-art equipment, technologies and services to save money by relying on years of experience and know-how in a wide array of wastewater and environmental services. We approach each customer and their needs with an innovative approach to minimize waste, reduce service cycle-time and utilize state-of-the-art equipment and proven experience.

ClearBrook offers solutions for all types of waste removal & disposal. With state-of-the-art equipment, trained personnel, multiple licensed and permitted transfer stations accepting non hazardous contaminated sludge & soil solids and commercial/residential and industrial septage, storm water, trap grease and portable toilet waste liquids, a biosolids composting facility and access to municipal disposal sites, there isn't a scenario where we are not able to offer a disposal solution to save our customers time and money.

ClearBrook is a division of the Tully Group Company.

ClearBrook Services

- Storm Sewer Cleaning
- Drain Line Cleaning
- Commercial Septic/Cesspool Pumping
- Video Pipe Inspection (CCTV/ Sonar)
- Brown/Yellow Grease Solutions
- Large Diameter Pipe Cleaning
- Bulk Waste Hauling & Disposal
- Transfer Station Disposal (Solids/Liquids)

Where We Offer ClearBrook Solutions

ClearBrook is strategically headquartered in Bay Shore, NY with several other satellite facilities in the region and can easily reach job sites throughout the Northeast. We are prepared to schedule your service or a pre-price proposal site visit whenever you are ready. We are fully licensed, insured and able to bond any size job as a division of the Tully Group Company.

Call Today!
631-586-0002

Expect a **Total Team Effort™** every time!



**Application for Membership
Long Island Liquid Waste Association, Inc.**

P.O. Box 2667, Lake Ronkonkoma, NY 11779
Tel: (631) 585-0448 Fax: (631) 585-0262 Email: info@lilwa.org

Name of Company: _____
 Address: _____
 Telephone: _____ Email Address: _____
 Nassau County Consumer Affairs License #: _____
 Suffolk County Consumer Affairs License #: _____
 Type of Business: _____
 Regular Membership: ___ Associate Membership A: ___ Associate Membership B: ___
 Name of Company Representative: _____ Title: _____
 Home Address: _____
 Phone: _____ Sponsored by: _____

Regular Membership (Licensed Contractors)

- | | |
|---|---|
| <input type="checkbox"/> LILWA Certified | <input type="checkbox"/> Septic Service & Inspections |
| <input type="checkbox"/> Septic Tank Pumping | <input type="checkbox"/> Septic Portable Lavatories |
| <input type="checkbox"/> Septic Tank Installation | <input type="checkbox"/> Categories Not Listed |
| <input type="checkbox"/> Grease Trap Service | _____ |

Or

Associate Members (Industry Suppliers and Supporters)

Product or Services: _____

Schedule of Yearly Dues

Licensed Contractor.....	\$450.00	(Additional Companies \$75.00)
Associate Member A.....	\$450.00	(Related Services Industry)
Associate Member B.....	\$200.00	(Not Industry Related)

We hereby apply for membership in the Long Island Liquid Waste Association, Inc. and agree to pay the above scheduled dues. The undersigned applicant in consideration of the efforts of the Association agrees to aid and to better the industry as a whole and agrees to become a member of the Long Island Liquid Waste Association, Inc. and agrees to abide by the rules, regulations, By-Laws and Constitution of this Association.

Applicant's Signature

Date

All applications and applicants are subject to the approval of the Board of Directors. Applicants will be notified of the Board's decision immediately after the Board has met within the month of application submission. This agreement shall not be cancelled unless written notice is sent to the Association office by Registered or Certified Mail.

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Excavation and trenching are among the most hazardous construction operations. The Occupational Safety and Health Administration's (OSHA) Excavation standards, 29 Code of Federal Regulations (CFR) Part 1926, Subpart P, contain requirements for excavation and trenching operations.



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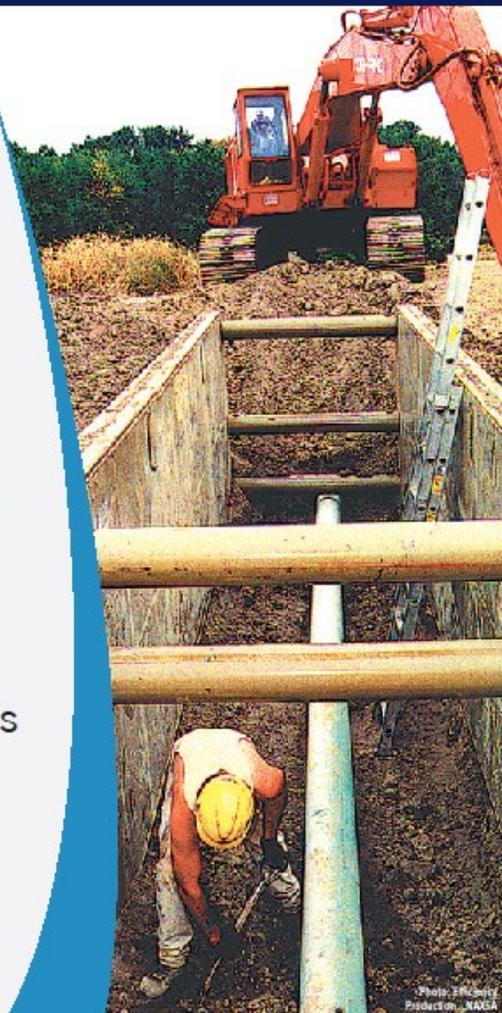


Photo: Ericson Production, MASA
OSHA-3215-04R-2018

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