

“You’ll be happy with the Grump!”

Pump Grump got its start in June of 2002. Pump Grump's owner Buddy Juergens, a life-long resident of Foxboro, chose Foxboro as the business's base location. It seemed only natural to promote this new business that same month in the local Founders Day parade, so Pump Grump's brand new truck was proudly driven along the parade route. Since then, Pump Grump has serviced over 2,300 customers, most of whom are in Foxboro.

Pump Grump’s success has come from continually providing its customers with the attention they deserve. The focus is to educate the consumers, helping them to maintain their septic systems. For example, customers who have had a new septic system installed may believe they do not need to pump the tank for a while. Pump Grump suggests pumping the new septic tank after one year of use, and then help the customer determine when to pump next. One factor in determining how often to pump is knowing the number of people living in the house and the size of the tank. It is believed that spending time with customers to help them understand proper maintenance of their system prevents many unwanted mishaps. “Very few emergencies are called in by our regular customers,” said Wendy Juergens.

First-time homeowners, who have no experience with septic systems, often call to simply ask questions about septic. “We are finding first-time homeowners to be more knowledgeable and to be more conscientious of the environment,” said Wendy Juergens. “They want to do the right thing by properly maintaining their septic system.”

A list of services that the “Grump” provides can be found on Pump Grump’s website (www.pumpgrump.com). It is important that the customer know what to expect when their septic tank is to be serviced. Homeowners are encouraged to be home at the time of service if possible, especially if it the first time they’ve used Pump Grump. After thoroughly cleaning the tank, Buddy will answer any questions the homeowner may have.

Building relationships with customers is important. “We want them to feel comfortable and to feel they have a good friend servicing their septic tank,” Wendy said.

“I provide the same septic pumping services for your family as I do for my own,” Buddy said.

A member of the Tri-Town Chamber of Commerce, Pump Grump provides septic pumping services to the communities of Foxboro, Mansfield, Norton, Sharon, Easton, Taunton, Walpole and Wrentham. Any questions you may have about your septic system, its condition, and proper maintenance will be answered. Rates are based on the size of the tank and services needed.

Pump Grump can be found on facebook (<http://companies.to/pumpgrump>). "Like" the page and you will receive informative posts. Pump Grump will be publishing an e-Newsletter starting this Spring. It will be useful for current and future homeowners. If you would like to receive this newsletter, please call the office and ask Cheryl Balabanis, Pump Grump's new assistant, to add you to the e-mail list.

Pump Grump would like to take this opportunity to thank its many regular customers for their continued business and referrals. Your trust and support are greatly appreciated!

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