

lifestyles

Just A Drop In The Bucket?

Scott Gallops To The Rescue

By Gary S. Hatrick

What is worse than turning on the faucet and you hear the sound of air running through the pipes, but you don't have water? Even though you are dry, it is still a sinking feeling. We rely so much on the water running to wash our hands in the bathroom sink, take a shower in the tub basin, fix and clean up after meals in the kitchen sink and to operate that other most necessary appliance that helps maintain our American standards of cleanliness and sanitation.

Scott Gallops is the white knight to come charging in when the water is nowhere and there is not a drop to drink. (If indeed you still drink your water from the faucet and not from plastic bottles, but just try to do anything else with plastic bottles.)

Scott has been in business on his own for a little over a year. His 30-year career was put in jeopardy by that tiny virus that brought the world to its knees. The pump repair business was always as close as family, he can run off a litany of family members who are in the business, one even to the fourth generation. He turned wrenches with his father from the time he was a toddler, but when the time came for him to choose a career, he went corporate.

"My brother-in-law has always encouraged me: 'You need to get into the pump repair business with us, you'll make a lot more money,' but I always had this secure corporate job in safety inspections and industrial maintenance so I didn't want to give up the benefits and the vacation. You know how it is when you have something that is safe," Scott admitted.

"All of a sudden when the pandemic hit," Scott continued, "I got an e-mail from my employer on a Friday afternoon at 4 pm, that said 'you are being furloughed indefinitely and your medical, dental healthcare,

long term-short term disability, all your benefits will cease Tuesday at midnight.' I was in a business I thought was recession proof or resistant anyway, since we made it through Sept 11 and the crash of '08. I'd never been out of work for 30 years, and at 50 years old I'm staring down the barrel starting over."

What Scott didn't know was that family was coming to the rescue. "I moped around for a week or so and cleaned the garage," Scott recalled, "and then my nephew calls me out of the blue and he asks: 'Are you bored yet?' and I said, 'Yes I'm bored out of my mind,' and he said, 'Come ride with me,' so I jumped in the truck and went over to David's Pump Service in Dover, FL. and they said, 'You ain't got nothing to do, you can ride with us.' I trained with those guys, they helped me get started and they continue to support me. I spun off and got my truck together and began running calls in Zephyrhills."

The transition was not difficult, after all, industrial maintenance is maintenance and his job had often included pumps. He and David's Pump Service now work in cooperation with one another passing jobs to one another when they fall into their area of service.

Since the pandemic has loosened its grip, his old life is available to him, but he believes he has found a new home.

"I really fell in love with this pump and well repair business," Scott said. "It's pretty interesting. You get a lot of satisfaction from it because every job you go to is a little mystery you have to solve. Of course you get the satisfaction of making the repair and getting paid as well, but you are helping people too. It's pretty neat when you've never really had a job where you're helping people. It's a nice feeling. It's more than just a job. Every day is different. I've talked people through their own well-repair over the phone just to get them going until I could get there."

Scott's area is repair, he doesn't dig wells, nor does he do the other



end of the cycle in septic and filtration – at least not yet, but he is moving in that direction.

"I service the equipment, the pumps, the tanks, pressure switches, control boxes, basically everything that is above the ground," Scott explained. "Occasionally we have to do a foot valve or a jet down in the well nut but typically I'm repairing the already existing system.

Scott never served in the military but he picked the name Patriot to try to give back to those who did. "We offer discounts to military, to policemen and fireman and teachers and through this pandemic – nurses and first responders. These people really showed what they were made of. We also give discounts to seniors, the people that built this country, it's my way to give back."

Another point in Scott's favor is that he works weekends. "Weekends are the busiest for me because the big guys are all closed. We run extended hours seven days a week," he said

Scott feels that, at 52, he has come to a new career that fits with his philosophy of service. "I believe that there is still room for a service-based business built on putting the customer first, honesty, quality workmanship, and helping," he said. "I don't believe in selling folks repairs that aren't necessary just to make an extra buck. I like to give my clients options and information so they can make an intelligent decision. To most people, wells are kind of a mystery. I try to give people information so their well equipment is not such a mystery to them. I try to give them a few tips on how to maintain their well (I really kind of shoot myself in the foot) where they don't have to call me so much. Most people never give their well a second thought until they turn on the faucet and no water comes out. My goal is always to tell people: "

The next time I see you, I want to be waving at you from your neighbor's side of the fence because you told them what a good job I did." "I think there's still room for that." If you look at the reviews online you can see that Scott is meeting his demand for quality and customer satisfaction.

Scott can be reached at (813) 300-4007. His company website patriotpumprepair.com is under construction. However you can find him on his Facebook page which is, as one might expect, Patriot Pump and Well Repair LLC. You would do well to call him.



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WE APPRECIATE OUR CUSTOMERS!

JODY COSCIA

After calling 18 well companies on a Saturday morning, Scott was one of the only companies to respond. Even though he could not get to it, he took the time and effort to help find someone who could. He went above and beyond what most business owners would have. We had water the same day it went out because of Scott's help and Patriot Pump. Thanks

CHERYL LAWSON

Absolutely 100% awesome! Came during a storm and on the weekend. He was very nice and worked steady til my pump was flowing right.

CATHY STOKOE

How refreshing to have a business who takes an sincere interest in the customer and gives excellent service. Scott is much appreciated after a Sunday afternoon service call, where he quickly got the water working again. He gave a senior discount, let us know what else needs to be replaced and repaired, was very pleasant, and made a bad day good again. Thank you.

NICOLE PETRO

Wonderful experience with Scott. Our pump had some leaks in the pvc piping above ground and even worse would not shut off unless we shut it off at the breaker. I called and Scott was able to come out fast. He was extremely helpful and worked to find the problem, fix it, and make sure the pump was consistently running properly, before leaving. He also was kind enough to let me hang out and learnt Scott is very nice and knowledgeable! I will definitely continue to call Patriot Pump and Well Repair! Don't hesitate, just call! He also is very reasonably priced and gives discounts to teachers, seniors, veterans, police, firefighters, and nurses!

NATHAN HOWARD

Our pump burned out on us on Mothers Day and we were without water. I called every pump installer around and Scott was one of the few that answered. He was very professional and walked me through all my options. His schedule was full just like everyone else that I called but knowing how bad it can be without water in your home he offered

to come out in the evening. He came out and had a new pump installed relatively quickly. He also offers a discount to veterans and military.

BONNIE AND JAY PEIRANO

We would like to offer a professional review of services provided to us by Mr. Scott Gallops of Patriot Pump Repair. Mr Gallops provided service for us on June 3, 2020. We called him to cap a well at the property we had recently purchased in preparation for construction activities. He was timely with his communication and in responding to our call. He arrived at the site on time and was pleasant and professional. Although it started to rain and we were willing to reschedule, Mr. Gallops insisted on completing the work that day. We left the site when Mr. Gallops began working. He followed up with photos and a complete recap of his work when he was finished. He went above and beyond, capping an additional well and cleaning up debris around the wells. We were very impressed with his services, and happy to pay his very fair professional rate. We plan to call Patriot

Pump Repair back to activate the wells when construction is complete, and we are happy to offer a positive review of the company. We would highly recommend Patriot Pump Repair to anyone.



PATRIOT
PUMP & WELL REPAIR

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