

The Pipeline

July/August 2005

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Vancouver, WA 98668

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Hours of Operation:

Monday-Friday
8:00 am—5:00 pm
Closed Sat, Sun, &
Holidays

Emergency? Call us
@ 360-750-5876
24 hours per day/
7 days per week

Commissioners:

Denny Kiggins
Norm Harker
Neil Kimsey

Manager:

Bob Bandarra

**HDSO Stats...
(Jan.-May 2005)**

- Processed 31,982 calls
- Connected approximately 4 homes to sewer per day
- 151 injury-free days in the field
- 18 new subdivisions
- 12 new commercial projects



Biofilter Fends Off Odors

Salmon Creek area residents near the 134th Street and I-205 interchange will find being outside a more pleasant experience this summer. In past summers, residents in the area frequently experienced sewage smells along with the savory smells on their barbecues.

Responding to the complaints, District engineers conducted smoke tests on the area sewer system. "What we found was a positive pressure in the system, causing an odor release that covered an area about a half-mile wide and three-quarters of a mile long," said Chuck McDonald, Assistant Manager/Engineer for the District.

The biofilter was installed near that area in 2004 to reduce odors organically. It contains

compost that grows bacteria that feed on odor causing compounds, especially sulfides. For Salmon Creek area residents, the biofilter has effectively removed the nasty odors.

Last August the engineers completed installing a fan that runs around the clock keeping negative pressure in the sewer system so that odors don't escape. "To this point that seems to solve the problem," said McDonald. "But the real test will be in our warmest months this summer."

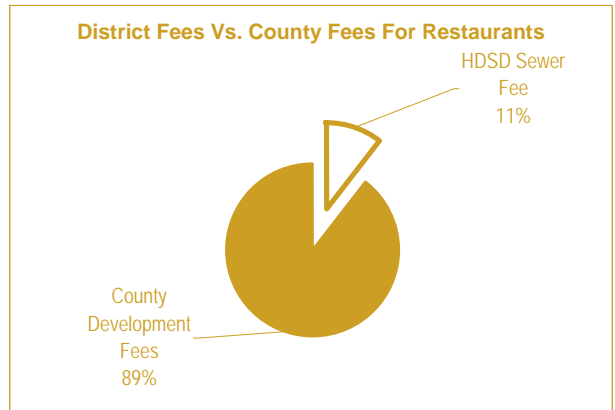
The District encourages any District residents who think they smell sewage to call (360) 993-8829.

HDSO 11% of Restaurant Development Fees

There's been much said about how expensive it is to start a restaurant in the Hazel Dell area. Frequently the \$18,980 District utility service connection fee (for a typical 120-seat restaurant) is cited as the reason. Part of this perception is because the District not only collects its fee, but also the \$42,560 sewer connection fee for Clark County (for the same typical 120-seat restaurant). The remainder of the average \$164,586 total development cost and fees is collected directly by Clark County.

In the scheme of restaurant development costs, the District fee is on average 11 percent of the total.

To find out about current fees regarding development, go to www.hdsd.com and click on Current Fees, call (360) 993-8813 or send an email to chodnfield@hdsd.com.



Accounting Winning Streak

Automated Phone System—Good Idea?

In an ongoing effort to manage our costs, the District is reviewing our current phone system. In May, we processed over 6,585 calls. Currently, the majority of our employees have direct lines, which allows you direct access to each employee. We have the technology in place to move to an automated phone system. With an automated phone system, the District would utilize user-friendly options allowing for access to the District's employees. At any time during the call, you will have the opportunity to be transferred to the operator. Would you have any objections with the District implementing an automated phone system in order to better assist you, our customers?

Please provide your thoughts on this matter to Kim Thur by calling (360) 993-8822 or sending an email to kthur@hdsd.com.

With 48 consecutive winning years, the Linfield College (McMinnville, Ore.) football team has an impressive record. But as difficult as that is to accomplish, there are even tougher winning streaks to gain in audited accounting.

The District has 23 consecutive years of clean audits by the Washington State Auditor's Office. For this, the state auditor has awarded the District for this effort—one of only two ever awarded in the state and a longer record than any other Clark County organization.

"For ratepayers, this shows that we are protecting the public dollar," said Fred Kowell, Finance Director/Treasurer for the District.

The District has also has their Comprehensive Annual Financial Report (CAFR) graded by the Government Finance Officers Association (GFOA). GFOA rates annual reports on their timeliness, how easily the annual report can be read by the public, and conformity to best accounting practices. "Through this effort, we learn how we can do a better job for our ratepayers," said Kowell. "We're a special purpose district that shows its constituents that we are protecting public funds by taking the steps against fraud and complying with the laws of the state. It's unusual that a small district like ours even participates in this grading."

The District has participated in the GFOA grading system for 17 years and has received the Certificate of Achievement for Excellence in Financial Reporting for each of those years.

Electronic Payments—Available Now!

The world is fast moving away from cash payments to electronic payments. According to research conducted by the U.S. Federal Reserve (see chart) half of consumer payments will be in some form of electronic payment by 2007.

"Our state has said that all public entities need to prepare for electronic payments," said Fred Kowell, Finance Director/Treasurer for the District. "In response, the District has moved quickly towards providing direct debits (automated clearing house) as an option customers can choose. Direct debit is a very favorable option and is the lowest cost of any options depicted in the chart. If you are interested in this option for paying your sewer bill, please contact our Finance department at (360) 750-5876, send an email to finance@hdsd.com or go to our web site for the enrollment form.

The District is looking at acquiring software that will allow our customers to use their credit cards online through the web. We expect this option will be available this year.

Watch our web site (www.hdsd.com) for updates!

