

The Pipeline

January/February 2008

8000 NE 52 Court
PO Box 8979
Vancouver, WA 98668

Phone: 360-750-5876
Fax: 360-750-7570

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

Interim Manager:

Chuck McDonald

CRWWD Stats...
(JAN-NOV 2007)

- Processed 54,172 calls
- Connected approximately 3 homes to sewer per day
- 31 injury-free days in the field
- 31 new subdivisions
- 9 new commercial projects



Questions & Answers

You, our customers, are very important to the District. We want to thank those of you that have recently submitted questions about the District's services. We have answered some of those questions for you below. We will have a "Questions & Answers" section in our future newsletters as well, so please feel free to continue submitting them to Kim Thur at (360) 993-8822 or by email to kthur@crwwd.com.

Your name is too long. Isn't there an easier way for me to fill out a check?

⇒ Yes! Simply write "**CRWWD**" on the "Pay to the Order of" line of your check.

Can I pay my sewer bill with a credit card?

⇒ The District accepts Visa and MasterCard. You can pay in person or via the telephone. Also, the District now offers a free service allowing you to view your account information and pay your sewer bill online. The secure link from our website (www.crwwd.com) lets you view your account history, view current billing information and pay your bill using a credit card. This service is free, but you must be using a web browser that supports "JavaScript", such as Netscape 4 (or newer) or Internet Explorer 4 (or newer). NOTE: If you choose to pay your bill via Visa or MasterCard, you will need to enter the credit card information into the system each month. At this time we are working on offering automatic payments via credit card. We anticipate implementing this option some time in 2008.

Please explain the "Costs Charged by Other Governments".

⇒ These costs highlighted on our bill are for the cost of sewage treatment, which the District pays to Clark County or the City of Vancouver.

How do I sign up for Direct Debit?

⇒ To begin participating you need to submit a Direct Debit Authorization Form, which can be downloaded from our website (www.crwwd.com). You can also contact Customer Service at (360) 750-5876 or feel free to stop by our office to fill out the form.

To participate in the Direct Debit program, your account must be paid in full (at a zero balance). Prepare a voided check or a deposit slip from the account you would like to be debited. Without one of these forms as proof of account, we cannot process your request. Mail the documents to: CRWWD, PO Box 8979, Vancouver, WA 98668-8979.

Please do not send Direct Debit request forms with your regular payments. An independent, third party process our payments, thus Direct Debit request forms may not be returned to the District. All customers participating in Direct Debit will receive statements that say **Auto Pay - Do Not Pay** above the Total Due line. The amount due will be debited from your account on the last business day of the month the payment is due. Participating in Direct Debit ensures that you will not have any past due amounts again!

Should County Sewer Service Providers Band Together?

During October, Clark County, Clark Regional Wastewater District and CH2M HILL met to discuss the interests and needs for wastewater service in the County to prepare for the Sewer Summit, which was held on December 6, 2007. They also interviewed the cities of Battle Ground, Camas, La Center, Ridgefield, Vancouver, Woodland, Clark Public Utilities, the town of Yacolt and Clark Regional Wastewater District to gather each agency's opinion on providing sewer in Clark County. An interview with Washougal could not be scheduled.

All these jurisdictions were invited to the Sewer Summit, and it was open to the public. Future meetings will also be open to the public. Key points of discussion during the meeting were:

Moving to Longer Range Planning. All interviewees discussed having a 50-year vision for wastewater service needs and that making decisions today needs to be done in that long-term context, so that today's investments are cost-effective now and in the future.

Coordinating Planning Among Agencies. All jurisdictions reviewed the goal of allowing wastewater planning to be consistent with the appropriate jurisdiction's land use and future urban growth boundary plans. Definitions of service area boundaries were clearly an expected outcome of a coordinated, comprehensive wastewater services plan.

Discussions at the summit focused on gaining a better understanding of the benefits of a regional approach versus having individual sewer service providers "go it alone." The groups will continue to look at how to leverage the existing sewer infrastructure and future planned infrastructure. **Any new changes either way will need to demonstrate that they provide savings or other value (timing, economic, capacity) to the component jurisdictions as compared to "going it alone."** The basic question is, "How can sewer services be most efficiently provided over the long haul in Clark County?"

Questions & Answers

(Continued from Page 1)

If the District is closed on certain holidays, how can customers (in an emergency situation), reach you 24 hours per day/7 days per week?

⇒ *It's easy! Just call 360-750-5876. During non-business hours, you will be connected with our answering service who can contact our On Call staff to quickly assist you.*

How do I obtain a copy of my permit (house hook-up) drawing?

⇒ *Contact Tony Bisson at (360) 993-8841 or by email at tbisson@crwwd.com. We can have it ready for you to pick up at the reception desk or we can email or mail it to you. While we have copies of most installations (85%); there are some older records that the District inherited that did not include permit drawings.*

Do you maintain the storm drains or offer street sweeping?

⇒ *No. We only handle wastewater issues. For storm drain and/or street sweeping issues, please contact Clark County Public Works at 360-397-2446.*

Who Ya Gonna Call?

If it's three in the morning and you have sewage backing up into your home, call Clark Regional Wastewater District's main line — 750-5876. **Our answering service will immediately contact the necessary on-call staff to assist you. Then the on-call staff member will call you back to get a better understanding of your problem.**

Don't be alarmed if the responder first gathers information and talks you through solving the problem yourself. That's standard operating procedure. The District just wants to determine whether it is the homeowner's (private) line or a street (public) line that is causing the problem. Each requires dispatching a different set of tools/equipment, and the District wants to make sure there is no wasted time solving your problem. **While the private line is the homeowner's responsibility, the District will provide input and advice on correcting the problem.**

According to Rick Nelson, District Maintenance Manager, often the responder can talk the homeowner through the process. Still, the District does get false alarms, and it must sort those out, too. Nelson said the District often gets calls that are really water main or stormwater and not sewage problems. "Talking with the homeowner can help us sort these out, so that we minimize the number of false alarms we send a worker to," he said.