

# The Pipeline

January/February 2009

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:**  
Neil Kimsey  
Denny Kiggins  
Norm Harker

**General Manager:**  
John M. Peterson

## CRWWD Stats... (Jan – Nov 2008)

- Processed 49,286 calls
- Connected approximately 1.3 homes to sewer per day
- 397 injury-free days in the field (since 10/31/07)
- 30 new subdivisions
- 7 new commercial projects



## District Bucks Local Trend: No Rate Increase

"The 2009 budget should be good news for District customers, because it means there will be no increases in our monthly rates or connection charges during 2009," Ken Andrews, Finance Director, said. District efforts to save money in 2008 has provided a stable foundation going forward.

The District is very aware of the slowing economy and has strived to balance our budget with current funding levels. Even though our rates are modest, we recognize that every dollar counts. During 2008, the District has continually looked for ways to save our customers money and increase service levels, including:



Governor Christine Gregoire with CRWWD General Manager John Peterson and Executive Assistant Kim Thur at the signing of the Public Works Trust Fund loan funding ceremony

- ◆ Obtaining an \$8 million Public Works Trust Fund Loan for treatment plant improvements. The District obtained a 20-year life loan at 0.5% interest, saving the District customers approximately \$4 million over the life of the loan compared to a revenue bond issuance at 5% (see photo).

- ◆ Adopting larger discounts for its low-income senior discount rate program, raising the discount from 20% to 30% for senior citizen customers with adjusted gross incomes of less than 125% of the federal poverty guideline and raising the discount from 15% to 20% for senior citizen customers with adjusted gross incomes of less than 200% of the federal poverty guidelines.

Continued on Page 2

## How Do I Pay My Bill?

- ◆ **Online:** www.CRWWD.com  
**Debit/Credit Card Payments**
  - ◆ **By Phone:** Call (360) 750-5876 and press "1". Available 8 AM to 5 PM, Monday-Friday, except District holidays  
**Debit/Credit Card Payments**
  - ◆ **In Person:** 8000 NE 52 Court, Vancouver, WA. Available 8 AM to 5 PM, Monday-Friday, except District holidays  
**Cash/Check/Debit/Credit Card Payments**
  - ◆ **By Mail:** PO Box 8955, Vancouver, WA 98668  
**Check Payments**
  - ◆ Payments can be made at any **First Independent Bank** branch office  
**Cash/Check Payments**
  - ◆ **Payment Drop Box:** 8000 NE 52 Court, Vancouver, WA  
**Check Payments**
  - ◆ **Recurring Payments:** Authorization form found at www.CRWWD.com  
**Direct Debit from Bank Account**
- Note: The District accepts Visa or MasterCard credit/debit cards only*

## District Bucks Local Trend: No Rate Increase

(Continued from Page 1)

- ◆ Adopting a Septic Elimination Program for targeted areas of need selected by the District, providing a 30% deferral of construction costs for homes that connect to sewer within one year of project completion. The program will protect and enhance the quality of the water resources, improve wastewater service and reduce environmental health problems.
- ◆ Purchasing quality used furniture to meet District needs, saving the District approximately \$35,000.
- ◆ Purchasing a used pump station service/crane truck, saving the District \$45,000 by not purchasing a brand new unit.

These efforts and many other activities have allowed District staff to prepare a 2009 budget based on current rates and charges with no increases.

The Board approved the District budget on December 9, 2008 with the following highlights:

- ⇒ Operation and maintenance budget increased less than one percent over 2008;
- ⇒ The District is not budgeting for any new staff members;
- ⇒ The 450 sewer connections budgeted for 2009 are close to the number of actual connections during 2008; and
- ⇒ Decrease in treatment costs of almost two percent.

“The District has worked very hard to develop a 2009 budget that lives within our means while seeking to expand our services. The Board has been very supportive of these efforts and our customers will be the ones who benefit,” noted General Manager John Peterson.

**We're on the web!**  
[www.crwwd.com](http://www.crwwd.com)

## Meet Hugh Findlay



As the Human Resources/Risk Management Director for the District, Hugh Findlay is accustomed to watching out for others.

Since joining the District in 2003, Findlay has been the Human Resources and Risk Management Director. In that role, he spends much of his time looking out for the District's 44 employees. During a typical day, he may be working on projects that benefit employees, such as the recently completed compensation study or safety training for maintenance workers in the field. “As Risk Management Director, my job is to make sure our team is provided all of the training and tools necessary to ensure that the District is protected from unnecessary risk,” Findlay said.

Findlay, who has an MBA and Senior Professional Human Resources certification, often spends his day pursuing ways to improve the District. He might be recruiting new employees, working with other organizations in the region, examining employee benefits or collaborating with county agencies and smaller cities to pool their resources.

Findlay and his wife, Jan, have four grown children. In his spare time, he plays on several tennis teams and volunteers to maintain the grounds for his church. In March, Findlay will have one more person to watch over—the grandchild he and his wife are expecting.

## Direct Tenant Billing

As a property owner, are you interested in having your tenant billed directly for sewer services? Then you need to complete a *Request by Owner to Mail Billing to Tenant* form and return it to the District.

This form gives authorization to the District from the property owner to bill their tenant for sewer services. However, the property owner remains ultimately liable should the tenant not pay.

The complete instructions and forms are located at [www.crwwd.com/news.php](http://www.crwwd.com/news.php).