

The Pipeline

July/August 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 General Manager:

John Peterson

CRWWD Stats... (JAN-MAY 2008)

- Processed 23,189 calls
- Connected approximately 2 homes to sewer per day
- 214 injury-free days in the field (since 10/31/07)
- 14 new subdivisions
- 4 new commercial projects



District Opens New Door for Quality Restaurants

In April, the District took another step towards enticing quality restaurants into the area. The District adopted a new customer class for “quality restaurants.” This customer class will effectively see a 31% reduction in connection charges and fees over other restaurants. A 150-seat quality restaurant would see approximately \$25,000 savings in connection charges and approximately \$1,500 annual savings in monthly service fees.

Clark County defines “quality restaurants” as full-service eateries with turnover rates of one hour or more. They generally require reservations and aren’t open for breakfast. While some do offer lunch, all serve dinner. “This new class means that the District offers one of the most competitive fees for quality restaurants in the county” said Shawn Moore, District Engineer.

The District estimates “quality restaurants” generate 31% less wastewater, measured in Equivalent Residential Units (ERUs) than other restaurants. One ERU is the amount of wastewater generated by a single family home. Within the District, high turnover and fast food restaurants are charged 1 ERU for every 12 seats, compared to 1 ERU for every 17.4 seats for the newly established “quality restaurants.” By comparison, the cities of Vancouver, Ridgefield or Battle Ground charge a high turnover, sit-down restaurant 1 ERU for every 6 seats. “You have to look deeper than the published charges and rates; you have to look at how they are applied to that particular customer,” said Moore.

For some time, the District has offered the most competitive sewer services in the area, something not well known in the community. Historically, the south end of Hazel Dell has paid the lowest rates in the county for sewer service. Any restaurants looking to locate south of 78th Street, along Hazel Dell Avenue or Highway 99, today will pay roughly 70% less for their sewer connection than elsewhere in the District. The District is committed to providing quality and efficient wastewater services to the community. This new customer class recognizes the unique characteristics of “quality restaurants” and shows our commitment to expanding the boundaries of service for our customers.

How Do I Pay My Bill?

- ◆ Online: www.CRWWD.com
Debit/Credit Card Payments
- ◆ Payments can be made at any First Independent Bank branch office
Cash/Check 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
- ◆ Payment Drop Box: 8000 NE 52 Court, Vancouver, WA
Check 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
- ◆ Recurring Payments: Authorization form found at www.CRWWD.com
Direct Debit from Bank Account
- ◆ By Mail: PO Box 8955, Vancouver, WA 98668
Check Payments

Note: The District accepts Visa or MasterCard credit/debit cards only

Newsletter Again Timed with Billings

So you think that you missed a Clark Regional Wastewater District newsletter? You caught us shifting our publishing cycle.

At the first of the year, the District decided to send out the newsletter quarterly. As a result, you missed the March and June newsletters because a four times per year newsletter doesn't match up well with a six times per year billing cycle. **Now the newsletter is back to its six times per year publishing cycle matching perfectly with the District's billing cycle.**

Starting with this issue, you will again receive a newsletter with each billing. "We're trying to keep information as timely as we can so that all our constituents know what's going on," says Ken Andrews, Finance Director. **"Not having our newsletter and billing match up caused a bit of confusion, and so we're back on our six times per year schedule," Andrews added.**

The intent of the District newsletter is to provide useful information to our customers in a timely manner. **"The primary dated information deals with the budget cycle," Andrews said, "and there we publish budget meeting dates as early as possible, so that people can attend the work sessions and hearings if interested."** Budget meeting dates are also posted on the District's home page of its website, www.crwwd.com.

When Fiber Isn't Good

What's the first rule of taking care of your sewer system? "If it doesn't tear, don't flush it down your toilet," warned Rick Nelson, District Maintenance Manager.

Trying to tear a product is one way to check quickly. **If it doesn't tear or tear cleanly, throw it in the garbage.** Products reinforced with plastic or nylon fibers, bulked up with fiber for durability (like paper towels), or latex products aren't intended for the sewer system, explained Nelson.

What's biodegradable and what isn't can be confusing, he admits. Currently there are no Washington State laws holding manufacturers to one definition for what's biodegradable. This means manufacturers are all using different definitions for the term. **So for now it's up to consumers to check the labels of hand wipes, baby wipes, paper towels, mop heads, cleaning cloths and diapers.**

When you flush these products down the toilet, they travel through (up to) 300 miles of the District's sewer pipes, often through pump stations. When making this journey, they wrap around the sewer pump impellers. **Our two-person crew must then remove the grayish pulp, costing the District and our customers extra labor costs, increasing pump maintenance and potentially causing failures, which can impact rates.**

Residents of Meadow Glade and Hockinson need to be especially cautious with latex and plastic products, said Nelson. These areas depend on STEP (Septic Tank Effluent Pump) systems designed to handle water, not solids. Solids coming out of residences drop into a holding tank. Flushed latex and plastic products float across the holding tank and, on their way, clog the pumps.

And the second rule? **"Unless the product label says 'flushable,' put it in the trash, not the toilet," Nelson said.**



*Parade of Bands Winner—Again! On Saturday, May 17, during the Hazel Dell Parade of Bands, the District won the **Grand Marshal's Award** for the 2nd consecutive year! The theme for the parade was "The Music Man." District staff created a train car, which had family and friends seated at the windows, waving at the parade watchers, while music from the movie played over loud speakers. Thank you to all of our customers that cheered us on during the event. See you next year!!*