

# The Pipeline

July/August 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:**  
Denny Kiggins  
Norm Harker  
Neil Kimsey

**General Manager:**  
John Peterson

## CRWWD Stats... (JAN-MAY 2009)

- Processed 22,607 calls
- Connected approximately .5 homes to sewer per day
- 579 injury-free days in the field (since 10/31/07)
- 8 new subdivisions
- 1 new commercial project



## Pipe Maintenance 101: Root Intrusions

The District is dedicated to protecting the environment as well as our customers' health and well being through the proper care and maintenance of the wastewater collection system. One of the ways we accomplish this is clearing sewer pipes of debris.

You've heard that grass grows greener over the septic tank; well trees grow greener over the sewer lines as well. The warm water and food particles found in sewer pipes are a source of nutrients for trees and their root systems. Tree root balls work their way through the soil to the sewer lines buried deep in the ground. If ignored, they can result in raw sewage backing up into your home or business.

Tree roots easily can block a small to medium size sewer mainline creating a back-up. According to Rick Nelson, the District Operations Manager, tree roots are responsible for up to half of the back-ups experienced by the District.

There are two techniques for removing unwanted roots — using a mechanical root cutter or chemical foaming of tree roots inside of the pipe. The District uses EPA approved foam that doesn't harm trees, scrubs or vegetation above ground. As roots grow in the top half of the pipe, the foam, which is as thick as shaving crème, completely fills the pipe and sticks to the roots. It kills any roots inside the pipe and prevents the re-growth of roots for up to three years.

The District's root foaming program has reduced root related back-ups tremendously in the last five years of usage.

### How Do I Pay My Bill?

- ◆ **Online:** www.CRWWD.com  
**Debit/Credit Card & Electronic 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**
- ◆ **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*

## Freeze the Grease

Comfort foods may make you feel better, but the fats, oils or grease (FOG) they are cooked in are the cholesterol of sewer lines. Grease, cooking oils and fats are all common contributors to sewer line blockage for residential and public sewers.

To aid in the removal of FOG, the District offers its customers' "Freeze the Grease" kits that can help protect residential sewer lines. The kit contains a lid that fits three sizes of cans, a scraper and instructions. You can use the scraper to scoop grease into a can instead of pouring it down the kitchen sink, and then seal the can with the lid. Then simply place the can in the freezer until it hardens. Once hardened, drop the can in the garbage.

"Several areas in the District have had problems with grease," explained Don Young, District Pretreatment Coordinator. The District provides these kits door-to-door in areas that have repeated problems with blockages.

"Freeze the Grease" kits are available at no cost to our customers at the District office. Please call 750-5876 to make sure they are in stock.

## Meet Steve Bacon



Steve Bacon likes chaos, at least the kind he deals with at the District. "While being pulled in different directions is challenging, I like dealing with different people and hearing different perspectives," said Bacon, the Development/Planning Engineer for the District.

Bacon supervises a section of the Engineering department dealing with development related issues, including plan review and consulting engineering. His department's focus is on the short term, and being responsive to developers and their projects. Since 2000, the department has averaged about 100 resident, commercial, multifamily and industrial projects a year. With the slow down in development recently, however, Bacon says he's involved more in capital and long range planning. He's also updating the District design and construction standards.

Bacon completed his engineering degree at the University of Maine in 1996. His first job out of school took him to Mount St. Helen's as a hydrology engineer after the 1996 floods. Four years later, Bacon brought his civil engineering experience to the District. He started as an Engineering Technician, moved up to a Development Review Coordinator position and, after obtaining his Professional Engineer certification (P.E.), he is currently the District's Development/Planning Engineer.

When he has spare time, he likes downhill skiing and camping on the coast. But, he and his wife have 6-year old twin boys, who keep them both busy.



*Parade of Bands Winner—Again! On Saturday, May 16, during the Hazel Dell Parade of Bands, the District won the Grand Marshal's Award for the 3rd consecutive year.*

## New Payment & Billing Choices

"Since we've kicked off new payment and billing choices for our customers, we've had a rousing response," said Ken Andrews, District Finance Director.

Customers like having more payment choices. They love the ease of paying their bills with a debit or credit card and, now with "electronic check" directly deducted from their checking or savings account, they have more options. Besides online bill pay, green-conscious customers can now elect to receive bills online. To sign up, go to [www.CRWWD.com](http://www.CRWWD.com).