

The Pipeline



July/August 2010

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:

Norm Harker
Neil Kimsey
Denny Kiggins

General Manager:

John M. Peterson

CRWWD Stats... (Jan – May 2010)

- Processed 21,165 calls
- Connected approximately 1.3 homes to sewer per day
- 3 new subdivisions
- 1 new commercial project



What Happens When You Flush?

Every day we each use about 100 gallons of water on average for showers, washing or flushing. What we flush and what runs down our drains eventually ends up in two places — the Columbia River and on farmlands around the region.

How does the water get there? First by flowing through parts of the District's underground sewer network. The District has over 500 miles of sewer pipes! These pipes include the main line in your street that then flows to larger "trunk" sewers and eventually to "interceptor" sewers, the largest lines in the system.

The District uses gravity flow where ever possible. However, it is necessary in certain locations to pump the wastewater. The District uses 49 pump stations that help to propel flow to either the City of Vancouver's Westside Treatment Plant (15% of District customers) or Clark County's Salmon Creek Treatment Plant (85% of customers) for processing.



District crew repairing a pump station

What happens to the wastewater from our homes and businesses once it arrives at the Salmon Creek Treatment Plant? Because wastewater contains rags, sticks and similar trash, it is important to first remove this debris to protect the rest of the plant. These items are removed on screening racks. After screening, the flow is directed to settling tanks where gravity is used to remove solids. This simple settling process can remove up to two-thirds of the solid material.

Wastewater coming out of the settling tanks contains mostly dissolved matter. The flow is treated with microorganisms and air. The process converts the waste into a larger volume of microorganisms, which are then removed in another settling process.

The flow is then disinfected with ultraviolet light to kill any disease-causing bacteria and discharged to the Columbia River under permits regulated by the Department of Ecology.

All of the waste material removed in the treatment process is then further treated to produce a product called "biosolids." Biosolids are suitable to be recycled for agricultural use to improve the soil quality, because they are rich in nutrients. The land application of biosolids is also regulated by Department of Ecology.

To take a tour of the wastewater process, visit the following site: www.cleanwaterpartner.net and click on the "Tour the Plant" button.

Recurring Online Payment Options Are Now Available!

The District is pleased to announce that residential customers may now choose to have their sewer utility payments automatically charged to a Visa/MasterCard debit or credit card or automatically withdrawn from their checking or savings account on a recurring basis. According to Ken Andrews, District Finance Director, "once customers set the process up online, the District will transact a payment every two months on or near the due date noted on their bill."

To ensure the recurring payment process goes smoothly, residents should note the following details:

- ◆ The utility account balance must reflect only the current billed amount of \$68 or less when signing up for recurring, bimonthly payments. Past due balances cannot be paid using the recurring online payment option.
- ◆ Customers, who currently use Auto-Pay (direct debit) to pay their bill through a checking or savings account deduction, should contact *Customer Service* to remove the Auto-Pay option before signing up for recurring online payments. If the Auto-Pay option is not disabled, your payment will continue to direct debit from your checking or savings account.
- ◆ Verify that the payment appears on your bank or credit card statement after you sign up. If a charge does not appear on your statement, please verify your utility account balance online and notify *Customer Service*.

Please go to www.crwwd.com to sign up for the recurring online payment option. If online utility account access has not been set up, our Home page contains instructions on how to set up your online account. You will find instructions directly below the "CLICK HERE TO REGISTER OR LOG ON" icon, under the heading "To Register Your Account." Once logged into your account, the "Auto-Pay – NEW" option is on the top right hand side of the screen. Several helpful comments are also available to guide you through the sign-up process.

For questions related to signing up for online recurring payments, or to have an existing Auto-Pay election disabled, please call *Customer Service* at 360-750-5876 and press "1" for Finance.

Meet Denny Kiggins



At 72 years of age, Denny Kiggins shows no signs of slowing down. He is employed full-time at Packaging Specialties, a firm that specializes in custom packaging for retail and commercial trade.

Kiggins made the decision to run for the open commissioner position vacated by William Lothspeich 11 years ago, so he could serve the community where he has lived for many years. He has no intention of climbing the political ladder, despite being the grandson of John P. Kiggins, who held Vancouver's mayoral office several times. "I started at the bottom in the sewer and intend to stay there," joked Kiggins.

Kiggins, who currently serves as the secretary of the District Board, has lived in the Hazel Dell area for the past 46 years. His favorite aspect of serving as a commissioner is working with the ratepayers and especially the employees of the District. "They are an unbelievable group, who not only are productive but always looking for ways to improve the District," he said.

Kiggins and his wife enjoy traveling when time allows, but he also enjoys working in his yard. Supporting his six sons and grandchildren in all of their activities is a definite highlight of his life.

District Receives Clean Financial Audit

The Washington State Auditor's Office has completed the 2009 financial and accountability audit for Clark Regional Wastewater District, declaring no findings or issues to address. "For 28 consecutive years, the District has gone through the audit with no findings," said Ken Andrews, District Finance Director.

This process promotes accountability, fiscal integrity and openness in state and local government. For ratepayers, successful audits can mean lower interest rates on bond issuances, as well as better ratings by bond rating agencies.

The State Auditor's Office audit is an independent accountability audit that ensures the District complies with state laws and regulations, as well as its own policies and procedures, while maintaining internal controls adequate to safeguard public assets.

All audit reports are public record. The State Auditor's Office posts completed reports on its website at www.sao.wa.gov.