

# The Pipeline



March/April 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 – Dec 2009)

- Processed 53,863 calls
- Connected approximately .9 homes to sewer per day
- 794 injury-free days in the field (since 10/31/07)
- 15 new subdivisions
- 6 new commercial projects

## Free Flowing Sewer System: A Good Thing

### *How a Comprehensive Restoration & Replacement Program Minimizes Blockages & Backups*

"We save the District and our ratepayers money by identifying issues and making repairs before problems occur," said Robin Krause, Capital Program Engineer. "And as our system grows and ages, we need to develop a more comprehensive approach to prioritizing that work."

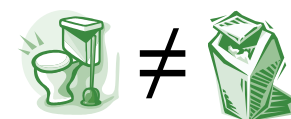
The District recently celebrated its fiftieth anniversary and now has 49 pump stations and 550 miles of pipe that serve District homes and business. Krause said that the life span of pipes typically range between 50 and 100 years, but can be as little as 10 years in severe situations. The life span depends on many things including the pipe material (i.e. PVC or concrete) and what's flowing through it.

To stay ahead of potential problems, District field personnel visually inspect manholes, check the capacity of the sewer lines using flow monitoring and use closed circuit television cameras to inspect inside the pipes regularly. "When you see District vans or trucks parked in the road with cords and cables going into the manhole, it's usually because we are either cleaning or inspecting the lines with a camera," Krause said.

By systematically evaluating the inspection data, the District can identify the need for repairs and prioritize the work. To prioritize projects, the District looks at the age and condition of sewer pipes, maintenance history, the surrounding environment and what other agencies might be doing in the area. "When we can coordinate our efforts with the County's road work, it reduces the cost of traffic control and eliminates the cost to repair the pavement; in addition, residents are inconvenienced only once by torn up roads," Krause said. "By piggy-backing on the reconstruction work along NE 99 Street, we were able to repair a bad portion of pipe without the cost of patching the road."

The District is developing a more comprehensive program this year that will better serve a system that has outgrown the current process. While 2010 projects will focus on several immediate repairs, 2011 will launch a more detailed long-term approach. "The new approach will take into account far more data to identify the critical sewers needing restoration and provide a longer term outlook for planning and funding," Krause said. "Providing a reliable system means we must plan several years ahead."

#### REMEMBER...



Your Toilet is NOT a trash can!

## US Census 2010: Complete Count Underway

"A complete count of the changing demographics for our region is important to Washington State, Clark County and the District," said Ken Andrews, Financial Director and member of the Clark County Complete Count Committee for the 2010 U.S. Census. "Washington may pick up another seat in the House of Representatives, and federal and state monies are allocated to states and to counties according to population. So we encourage everyone in the District to participate in the census to avoid possible undercounting of children, low income, new immigrants and minority groups."

The Census Bureau is hiring about 1 million temporary employees to find hard-to-locate residents. The District is providing space for training the census "door knockers" covering our area. After the April deadline for returning the census questionnaire by mail, these workers will go door to door to contact addresses who have not yet responded to the census.

"Pew Research also said that there are \$1,032 federal dollars per person which flow into the community each year," Andrews said, "which makes a complete count of all Clark County residents even more important. While this money doesn't go to the District, it does affect vital services provided in our area." The District serves nearly 20 percent of the people in Clark County in its service area.

This year's count started in rural Alaska on January 28. Census forms in our area will be mailed out in March to every registered address and are to be returned by April 30.

## Meet Norm Harker



Figuring out what's fair to District ratepayers and employees is what keeps Norm Harker interested in setting short and long-range policy for the District. An elected District Commissioner for 12 years, he's well suited to work with the District.

After receiving a B.S. in civil engineering from Idaho State University, he began his career working for the Highway Department of the State of Oregon; in addition, he has worked in other governmental positions and for private engineering companies. Presently he owns and operates an engineering firm.

As one of the three District commissioners, Harker helps the three look at policy needs 10 to 20 years out. He's also involved in approving the annual budget, setting and approving rate changes, dealing with customer service issues and working with other local agencies.

As commissioner, Harker says he's seen two major challenges—the building boom and then the building bust. He looks for the District to be successful in dealing with both. During growth, he and the other commissioners recommended setting aside reserve funds that are serving the District well during the economic recession.

Working for more than a decade with the District, Harker said that he has seen great strides in the District's customer service and more coordination with regional agencies. What does he foresee for the District? "More demands on the system, a greater need for reliable sewer service and ways to provide it fairly," he said.

### How Do I Pay My Bill?

- ◆ **Online:** [www.CRWWD.com](http://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](http://www.CRWWD.com)  
**Direct Debit from Bank Account**

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