

The Pipeline

November/December 2006

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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

Manager:

Bob Bandarra

CRWWD Stats...
(Jan.-Sep. 2006)

- Processed 50,716 calls
- Connected approximately 3 homes to sewer per day
- 273 injury-free days in the field
- 37 new subdivisions
- 9 new commercial projects



Protect Your Sewer System

Recently, two bottom-floor apartments in Hazel Dell sustained thousands of dollars in damage when grease plugged a sewer main along 78th Street. The backup caused raw sewage to overflow into the apartments, damaging the apartments and ruining many personal belongings. Sadly, this event could have been prevented. The District has written and published several articles in past editions of The Pipeline explaining to customers how to help us keep the system running right. **Remember, backups are normally caused by inappropriate items being put into the sewer. Also, backups cost money, which impacts you, our ratepayers.**

There are a number of dos and don'ts that will help ensure a long life and minimal maintenance for both your personal, as well as the public, wastewater collection system. As a general rule, nothing should be disposed into any system that hasn't first been ingested, other than toilet tissue, mild detergents and wash water. Here are some helpful guidelines:

Inside the House

Don't flush substances that cause maintenance problems and/or increase the need for system cleaning. Dispose of the following with your trash:

- ◆ **Cooking grease**, bath or body oils
- ◆ Kitty litter, coffee grounds, tea bags, egg shells, cigarette butts
- ◆ Paper towels, newspapers, sanitary napkins, diapers
- ◆ Rags, large amounts of hair

Don't flush dangerous and damaging substances into the toilet. Household hazardous waste products can damage plumbing, wastewater collection system components and endanger the District's wastewater collection system employees.

Specifically, **do not flush...**

- ◆ Flammable or toxic products
- ◆ Household cleaners, especially floor wax and rug cleaners
- ◆ Chlorine, chlorides, and pool or spa products

Don't use garbage disposals excessively; compost scraps or dispose of these in your trash. **Collect grease in a container and dispose of it in your trash.**

Do repair leaky plumbing fixtures. (A leaky toilet can waste up to 2,000 gallons of water in a single day - that's 10 times more water than a household's typical daily usage.)

Outside the House

Don't dig without knowing the location of your sewer system. As much as possible, plan landscaping and underground excavations only after utility locates have been requested. **The Northwest Utility Notification Center's number is 1-800-424-5555.**

Don't dump RV waste into your sewer collection system. Take it to an authorized RV dump site.

Don't ever connect rain gutters, storm (area) drains or sump pumps to the sewer or allow surface water to drain into it. The additional water will increase costs by reducing the capacity of the public sewer systems.

With proper use, combined with an effective preventive maintenance program, we can work together to efficiently and cost effectively maintain the Clark Regional Wastewater District's sewer system.

New Finance Director a Team Player

Ken Andrews, the new Finance Director for the District, knows his way around tax forms and the world, but he's just learning to get around Clark County. Born in Oregon and an Oregon State University MBA graduate, **Ken Andrews comes to the District with more than two decades of accounting experience.** Andrews brings a varied professional background to the District, including time in a seminary in Pasadena, Calif. and two years in Tokyo. He's also worked for Price Waterhouse, a leading company in assurance, tax and advisory services, Sprint and St. Charles Medical Center.

"We wanted someone with a broad range of experience, excellent accounting skills, a deep technical background and well-honed inter-personal and mentoring skills," said **Bob Bandarra, District Manager.** "We hired Ken because we believe he has those skills."

"I'm new to government and the utility business," admits Andrews. "And I'm also just learning to find my way around Vancouver." He enjoys traveling and has backpacked around Europe and has visited China and Korea, as well as Japan. When he's not balancing the District's finances, Andrews said he plans to golf, ski and run several marathons.

Credit Cards Payments Coming in 2007



"By January 1, 2008 Washington State has declared that public utilities need to prepare for electronic payments," said Ken Andrews, District Finance Director. In response, the District has been moving toward making credit card payment services available by second quarter 2007. Though some details are still being worked out, "we want to give ratepayers the flexibility to pay the way they want," said Andrews.

According to Andrews, the District is working closely with Springbrook Software in Portland, Oregon to offer ratepayers credit payment options. **There are four options being reviewed: Customers are set up to pay via credit card on a recurring monthly basis, paying over the web using a secure transaction process by Verisign on the www.crwwd.com Website, paying using a credit card over the phone, or coming to the District office and paying via credit card in person.**

The District will be implementing e-payments during 2007 and has been working to prepare to meet the state's electronic payment deadline for most of this year noted Bob Bandarra, District Manager. "It's a complex issue, involving not just the ratepayer but several processing companies as well," he said.

Construction Sprouts Next Spring

For the past four years the District has devoted much of its time and resources to the planning, permitting, funding and engineering design for eleven Clark County Phase 4 projects. This includes the Salmon Creek gravity interceptor system, Klineforce main system, updating a pump station and improving the treatment plant. **"By next spring all these projects will be in construction and then into service as each is completed between now and 2009,"** said John Peterson, Capital Program Director for the District.

These projects include:

- ◆ The 36th Avenue Pump Station work is nearly complete. This year, the following were added: a flood protection wall, a biofilter for odor control and a flow augmentation pumping system to handle peak flows. The Klineforce Pump Station is a new facility that will be constructed in Salmon Creek Park starting next year for completion by the end of 2008. Together, the 36th Avenue and Klineforce Pump Stations will deliver flows to the treatment plant.
- ◆ The last segment of the Salmon Creek gravity interceptor system is in place and will go into service before the end of 2006.
- ◆ The first of three segments of the pressure line between the future Klineforce Pump Station and the Salmon Creek Treatment Plant is complete and the remaining two segments in the Felida neighborhood will be finished in 2007.
- ◆ Treatment Plant improvements and the Klineforce Pump Station are going into bidding in early 2007, and construction will be done by 2009.

"Next year, ratepayers will be seeing our last four years of planning and design efforts spring into reality, because all eleven projects will have been completed or will be under construction," Peterson said. These projects will complete needed repairs on the existing regional system and will provide capacity for continued service area growth for a number of years.