

# The Pipeline

September/October 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-JULY 2009)

- Processed 31,276 calls
- Connected approximately .5 homes to sewer per day
- 640 injury-free days in the field (since 10/31/07)
- 12 new subdivisions
- 2 new commercial projects



## Framework for Effective District Management

**T**he District has a longstanding history of service to our customers and to stakeholders throughout our service area. Formed in 1958 to serve 300 Hazel Dell customers, it has grown to one of the largest wastewater districts in the state serving a growing population of over 80,000. Charged with providing an essential public service, the District looks to its Strategic Plan as an instrumental tool to continue to effectively guide the organization. Central to the plan, are the District's Mission, Vision and Values statements:

**Mission:** *Providing customer-focused, professional wastewater services in an environmentally and financially responsible manner.*

**Vision:** *An active partner in Clark County, to support economic development and to manage and protect water resources.*

#### Values:

*Stewardship - of our environmental and financial resources*

*Employees - professionals that work together in a spirit of cooperation*

*Responsibility, Integrity & Fairness - every decision, interaction and challenge*

*Valued Partner - involved and active within our communities*

*Innovation & Learning - creating an environment of personal and professional growth*

*Communication - active, open, honest and timely*

*Efficient & Effective Solutions - reliable, consistent and meet the needs of our communities*

To learn more about our Strategic Plan please visit [http://www.crwwd.com/about/Strategic\\_Plan.pdf](http://www.crwwd.com/about/Strategic_Plan.pdf) or contact the District office at 750-5876.

### 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*

## 2010 Budget Cycle Starting

**A**ugust kicks off the District's annual budgeting cycle and ends with the budget adoption by the Board of Commissioners in December.

"Every year we have different events, which impact how we must consider budgeting," said Ken Andrews, Finance Director. "Last year it was the economic downturn in the building industry."

"Customers and others with questions about the 2010 budget are welcome to attend Board meetings to provide comments," Andrews said. The District also sent letters to stakeholders announcing the budget schedule. The following meetings are at the District office:

- ◆ October 27 – Budget Workshop #1 will review operating expenses (3 PM)
- ◆ November 10 – Budget Workshop #2 will review the five-year forecast of proposed projects (3 PM)
- ◆ November 24 – Budget Public Hearing (5 PM)
- ◆ December 8 – the Board will take action on the 2010 budget (4 PM)

Anyone with questions about the meetings can contact the District office at 750-5876.

## Meet Tony Bisson



**A**s the District's Maintenance Supervisor, a position he has held for the past seven years, Tony Bisson manages a crew of 15 field operations personnel and is responsible for keeping the sewer collection service running 24/7. "We support and assist customers when they experience odors, backups and

other things like the street settling over a sewer line," Bisson said. Specifically, his responsibilities include cleaning the 382 miles of sewer lines, monitoring them with a closed-circuit TV, as well as maintaining and monitoring 49 pump stations and more than 600 Septic Tank Effluent Pumping (STEP) systems in Meadow Glade and Hockinson.

Bisson also is on the District's information technology team and the system administrator for all maintenance software. Additionally he's in charge of the asset management system and the closed-circuit TV inspection database. "Our line cleaning and closed-circuit TV inspection databases are linked to the customer work order system, which greatly increases staff knowledge of possible trouble spots," he said.

Bisson has over 30 years of plumbing contracting and building maintenance experience. Prior to working at the District, he was employed as a Building Services Maintenance Supervisor, where he managed maintenance programs.

A lifelong Clark County resident, he's married and has seven grown children. Although on call 365 days a year, the former U.S. Navy Seabee still finds time to ride his motorcycle and play his guitar.

### FREE LEAF DISPOSAL

With This Coupon October 1—December 20, 2009

Prevent street flooding—don't place leaves in the street.

Instead, bring this coupon for **free** leaf disposal to:

**H&H Wood Recyclers**, 8401 NE 17 Ave, **360-892-2805**, Monday-Saturday 8 AM-5 PM; Sunday 9 AM-4 PM (closed Thanksgiving Day)

**West Van Materials Recovery Center**, 6601 NW Old Lower River Rd, **360-737-1727**, Monday-Friday 6 AM-6 PM; Saturday 8 AM-4 PM (closed Sundays and Thanksgiving Day)

This coupon must be presented at the drop-off site and is for **leaves ONLY**. Yard debris or mixed loads will be charged at the regular price. Leaves must be emptied from plastic bags. Please complete the following: My street address: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Sponsored by : City of Vancouver and Clark County