

# The Pipeline

September/October 2007

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

#### Manager:

Bob Bandarra

#### CRWWD Stats... (Jan.-June 2007)

- Processed 30,238 calls
- Connected approximately 3 homes to sewer per day
- 212 injury-free days in the field
- 20 new subdivisions
- 7 new commercial projects

#### REMEMBER...



Your Toilet is NOT a trash can!

## CRWWD's Diverging Future

**S**hould the District stay independent or join other organizations? This question arose out of the recent studies concerning the future direction of CRWWD.

The answers: Stay independent, merge with Clark Public Utilities (CPU), or become part of the City of Vancouver.

"In late 2003, we were looking at future services and managing costs for our ratepayers," said Bob Bandarra, District Manager. Because the District utilized CPU in processing payments from our customers, Bandarra explored other ways to cost effectively provide services for our ratepayers. At that time, HDR Engineering completed a 2004 study that said Clark County or CPU was in the best position to provide regional sewer service to unincorporated areas of the county.

In 2005, Clark County and the District hired CH2M HILL to conduct a second study, which was just released in May. The study looked at the value of CPU adding a sewer service utility to its services which suggested savings if the two merge. The cost savings would be created by integrating CRWWD staff with CPU personnel.

In the midst of the second study, the City of Vancouver requested that CRWWD work with them on a third study that would integrate the District into the City. This study conducted by Redmond, Washington based Financial Consultant Solutions Group has not been completed but suggests additional savings by eliminating duplicate personnel over a ten-year period.

While both studies suggested reductions in duplicated costs over time, neither of the studies addressed potential customers' needs and concerns about levels of service, response times, taxes and potential annexation and assumption.

"While it's too early to know how this will all turn out or what cost savings might actually be seen by our ratepayers, we do want to know what our ratepayers think, so that we can make the best decision," said Bandarra. "That's why we are hiring a research firm to undertake a customer survey."

## Customer Survey in October

**I**f the phone rings around dinnertime, answer. It might be CRWWD calling to ask your opinion.

The District is hiring a customer research firm to call 300 to 400 randomly selected District customers. The research will be very much like political polling and provide a 95% confidence level within plus or minus 4.9%," said Bob Bandarra, District Manager. "The only difference is the questions will be asking about CRWWD's future service."

This survey will only be about a dozen questions long and take each customer no longer than 15 minutes to answer. "We don't often hear from our 26,000 customers, and this will be an excellent chance for our customers to provide their thoughts about the changes proposed by the studies," said Bandarra.

If you are one of the individuals called at the end of October, please take the time to provide the District with your opinions about its future direction.

## District's Mission Statement Evolving

**I**n a changing world, everyone struggles with what we will be when we grow up. The Clark Regional Wastewater District is grappling with a similar issue. Because CRWWD wants to clarify what its business should be long term, it is re-evaluating and possibly reworking its mission statement.

The District's current mission statement is: *"The District is dedicated to providing quality and efficient wastewater services to the community we serve."*

The revised mission statement will help to define how the District will spend its future funds. Should the District stick with being a local area service provider? Should it expand service to the 7,000 homes within the District boundaries that are currently on septic systems? Should it anticipate growth and spend funds proactively? Or should it evolve into a more regional player?

Rather than only serving current customers, the District is looking at a "pay as you go approach" that involves using existing funds to pay for putting new sewer lines in place. These lines would be available for homes not being served today or to extend CRWWD sewer lines for future service for anticipated growth between Ridgefield and Salmon Creek.

*"How the Board shapes the CRWWD mission statement will determine how we conduct business in the future,"* said Bob Bandarra, District Manager. *"And at this time, we are evaluating what impact that may have on ratepayers."*

If you have questions or comments about the District's mission statement, contact Bob Bandarra at 993-8821. The public is always welcome to come to the District's Board meetings (held the second and fourth Tuesday of every month) to make comments.

## Yes, We Take Visa & MasterCard!

**I**n our increasingly cashless society, we depend on plastic to pay for a long list of things from burgers to zoo admissions. Now you can add your sewer utility payment to that list. **Since August 1, CRWWD has been accepting Visa and MasterCard payments on its website.**

Directions for making payments are listed on [www.crwwd.com](http://www.crwwd.com). Like any online payment service, customers first need to set up a login ID and a password. In addition to being able to log in and pay their bill every billing cycle, customers will also be able to review 12 months of their account history. **Walk-in and phone-in customers can also pay their bill with Visa and MasterCard.**

If you have any questions regarding this new service, please contact the Finance Department at 750-5876.

## 2008 Budgeting Kicks Off

**D**espite all the changes in the wind, it is business as usual for the District's 2008 budgeting process. "For now we have to assume the status quo for planning and know that things may change and change quickly," said Ken Andrews, Finance Director. "So we're starting to look at growth projections, new housing starts, revenue projections and expense projections for next year."

According to Andrews, several things are affecting 2008 budget planning, including the moratorium on building around the I-5 and I-205 interchange area and concerns over the housing market in 2007.

**Andrews said the District has sent letters to neighborhood associations within the District announcing budget hearings. The District will present budget information at a workshop for its Board of Commissioners on Oct. 23 and again on Nov. 13. CRWWD has slated Nov. 27 for a public budget hearing and plans to adopt the 2008 budget at the Board meeting on Dec. 11.**

Ratepayers with any concerns about the District's 2008 budget are welcome to attend Board meetings and provide comment.

### FREE LEAF DISPOSAL With This Coupon October 1—December 22, 2007

**Prevent flooding—don't place leaves in the street.**  
Instead, bring this coupon for **free** leaf disposal to:

**H&H Wood Recyclers**, 8401 NE 117 Avenue, **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)

**McFarlane's Bark**, 8806 NE 117 Ave., **360-892-6125**

Monday-Sunday 8 AM-5 PM (closed Thanksgiving Day and Sundays in December)

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.

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My street address: \_\_\_\_\_ Zip Code: \_\_\_\_\_

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