

# Connections

January/February 2019



## New Budget Plans for Growth and Reliable, Affordable Service

The District recently adopted a balanced budget totaling \$37.3 million for 2019. We're proud that the District works hard at financial planning, helping provide both high levels of service and low rates. Careful thought goes into managing the two major parts of our service: wastewater collection and treatment. For both, we must ensure reliable, safe operation and routine maintenance while planning for restoration and expansion.

To cover these costs, it's necessary to increase rates \$1 a month per equivalent residential unit (ERU, the usage amount of a typical household). System Development Charges will also increase \$400 per ERU to ensure development pays its way.

Meanwhile, the System Integration Charge that appears on Ridgefield bills is shrinking as more new homes are built there, resulting in slightly smaller rate increases for Ridgefield customers. That trend will continue this year.

The full budget is posted on the District's website: [www.crwwd.com/about/financials.html](http://www.crwwd.com/about/financials.html).

### Collection System

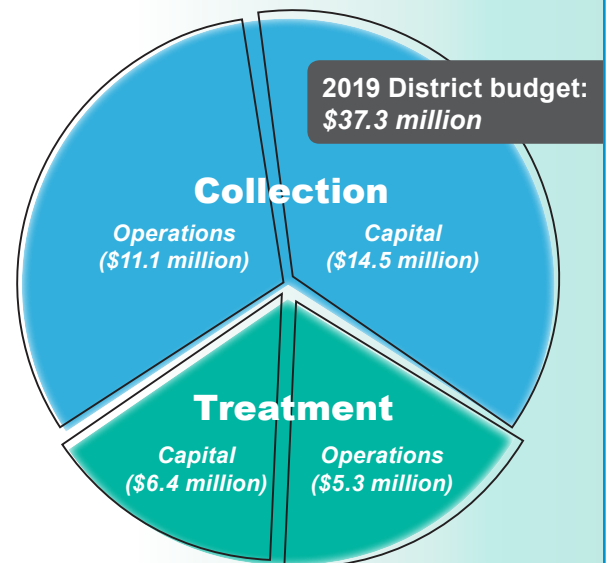
The collection system connects your home or business to the sewer network and safely conveys wastewater for treatment. It consists of more than 600 miles of pipe, 70 pump stations and 850 STEP (septic-tank pumping) systems.

At home, you can help keep the collection system flowing by not putting food down the kitchen drain and by flushing only toilet tissue and human waste.

### Wastewater Treatment

Safely treating wastewater is essential to protecting public and environmental health. Each person contributes about 75 gallons to the wastewater system daily. Our treatment facilities receive and treat about eight million gallons of wastewater every day! Clean water is safely released into the environment and useful biosolids go to local farms.

The District works to keep treatment expenses as low as possible through long-term, cost-sharing partnerships.



### Capital Improvements

The District will reinvest \$2 million in the system by restoring and replacing its infrastructure as needed, as well as \$18.9 million by expanding or increasing capacity to support economic development and population growth. *The District forecasts growth in the customer base in excess of 3.5%.*



### Operations

Running a successful utility takes a lot of expertise, from customer service to business management to system maintenance. Regular inspections and tracking of system conditions help ensure reliable service.



#### Hours of Operation

Monday-Friday  
8 a.m. – 5 p.m.  
Closed Weekends  
& Holidays

#### Emergency?

Call 24/7:  
360-750-5876

#### Commissioners

Norm Harker  
Neil Kimsey  
Denny Kiggins

#### General Manager

John M. Peterson

Visit us online at [www.CRWWD.com](http://www.CRWWD.com)

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## How We Do It: Steady Service in Wild Weather

More than 70 pump stations in our wastewater system help move sewage where it's not possible to rely on gravity alone. This means much of the District's system depends on electricity. But what about when the power goes out?

Not to worry. A few winters ago saw the largest windstorm in the area since the 1980s. Falling trees caused lots of power outages. At one point, 25 pump stations were without their usual power source. Through it all, the District's emergency management plans and highly trained staff kept the system powered and operating.

When power goes out in the region, the District works behind the scenes to keep pump stations operating and wastewater moving. Our collection system has emergency storage capacity, backup generators at larger sites and a fleet of portable generators to dispatch where needed.

Also, the District developed and uses an electronic monitoring system (SCADA) to keep an eye on pump station operations 24/7, ensuring that sewers flow reliably every day of the year. The system is useful year-round, reducing staff time needed to check each station in person. But it becomes crucial during bad weather, when immediate notice of power outages and other problems could stop a potential overflow.

That's why the District works tirelessly to build and maintain a resilient system that functions during winter weather. This includes backups for essential equipment and clear protocols for bad weather and power outages. Our commitment to planning ahead helps ensure reliable, affordable service.



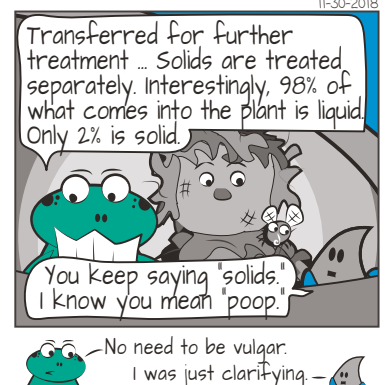
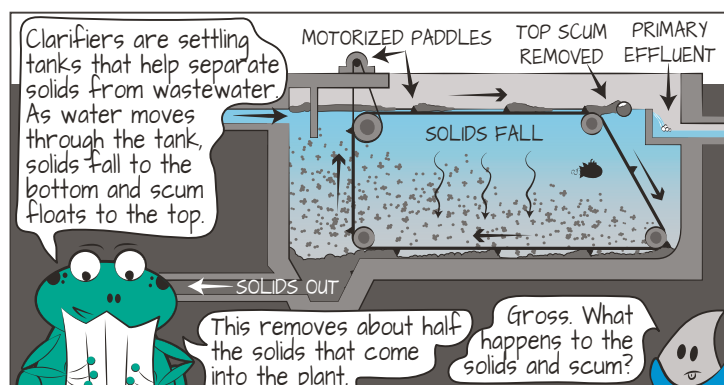
### It's a Great Time to Go Paperless!

The monthly amount you pay has changed — so it's a great time for a fresh look at how you receive and pay your bill. Save both time and paper; visit our website and:

- **All customers** - sign up to receive e-bills.
- **Residential customers** - make a one-time payment (Visa/Mastercard).
- **Residential customers** - set up automatic monthly payments (Visa/Mastercard, checking or savings account).
- **Commercial customers** - return a completed Direct Debit form to set up automatic monthly payments from your checking or savings account.

Links to all of these options are on our home page: [www.crwwd.com](http://www.crwwd.com).

### Frog and the F.O.G.G.



11-30-2018