

Connections

July / August 2021



Advocating for District Customers

The District actively engages at federal, state and local levels to drive positive outcomes for our customers. Through our membership with the Washington Association of Sewer and Water Districts, we unite with utilities across the state to amplify our voice and help legislators understand the importance of clean water. Locally, the District engages with partner agencies on matters which are important to Clark County, such as Columbia River's water quality.

One recent example is House Bill 1277 which corrects inequities in an existing state law and exempts all water and sewer district liens from recording fee surcharges. This important change will save our customers who are struggling to pay their sewer bill from hundreds of dollars in surcharges when their account is subject to a sewer lien. The District has advocated for this change for years and will continue to testify on issues that benefit our customers.

Help Managing Your Account

If you are having trouble paying for sewer service, please seek assistance. We understand that many customers are experiencing financial hardship due to coronavirus restrictions, but the Governor's Proclamation that suspends penalties for late payments is scheduled to end July 31, 2021.

If you need help managing your account or want to make payment arrangements, contact customer service at (360) 993-4001.

To find out about state and local resources, visit coronavirus.wa.gov or wa211.org.

Tips to Protect Yourself from Utility Scams

Be on the alert for aggressive scams. These scams target utility customers and are designed to get your personal information and money.

- **Protect Your Information:** Never disclose anything that will give the scammer access to your personal information.
- **Hang Up Immediately on Suspicious Calls:** The District will contact you in a routine manner. Payment methods don't change out of the blue.
- **Delete Dubious Emails:** If you receive a suspicious email, don't click on links, open attachments or respond. Delete the email immediately.
- **Request Identification:** The District will not show up at your home or business without an appointment, unless in cases of emergency.

When in doubt, contact us!

Our customer service team is available 8 a.m. – 5 p.m., Mon. – Fri. at (360) 750-5876.

Turn over for the conclusion to our epic journey through the sewer!

Learn more about the ABC's of Sewer at bit.ly/crwwdabc



Hours of Operation

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

Emergency?

Call 24/7:
360-750-5876

Commissioners

Norm Harker
Denny Kiggins
Neil Kimsey

General Manager

John M. Peterson, P.E.

Visit us online at www.CRWWD.com



You know FOGG, it seems like just yesterday that I was a naive young tadpole about to begin an incredible adventure...

That started with being flushed down a toilet, as I recall.

Well...yes...but EVERY great journey begins with a single flush!

It...does?

WHAT A JOURNEY!

We traveled for miles through sewer MAINS and INTERCEPTORS that carry wastewater beneath our feet! We learned about SEWER LATERALS that go from homes to the street and how they are the most common place for clogs...whether from household grease, tree roots, or so-called "flushable" wipes.

...or miniature submarines.

Along the way we discovered all the technology that keeps the system running...

PUMP STATIONS (that can get clogged by garbage), ODOR-EATING BACTERIA in biofilters, and even sewer inspection ROBOTS!!

Oh yeah, the electric dachshund. Don't forget about the "ice pigs" that they use to clean out pressure sewers.

ICE PIGS DON'T REALLY LOOK LIKE PIGS.

...or all the amazing things that happen at the treatment plant to turn wastewater into safe, useful fertilizer and clean water that can be returned to the river. It's just MIND-BOGGLING!!

And to think that it all started with trying to understand why you were clogging our pipes!

It helped me appreciate that
SEWER STEWARDSHIP STARTS AT HOME
AND...
**WE ALL PLAY A PART IN PROTECTING
PUBLIC HEALTH AND OUR ENVIRONMENT!**

That was terrifying. I'm glad it only took ONE epic journey through the sewer for you to figure out that I'M NOT SUPPOSED TO BE THERE.

So ... What should we explore next?



Do your parents even CARE where you are?!

(A BRIEF HISTORY OF)
**THE ADVENTURES OF
FROG & FOGG***
IN OUR WASTEWATER SYSTEM!
*FATS, OILS, GREASE, AND GRIT

