How Your Wastewater Charges Are Used

Protecting the health of your family - and our lakes, rivers and streams

Clark Regional Wastewater District (CRWWD) was formed in 1958 to meet the community’s growing need to support business and home owners as well as protect public health and safeguard water quality. Rates collected from our customers go toward needed day to day services, such as the operation, maintenance, repair and expansion of the sewer system, as well as the cost to treat sewage at the Clark County and City of Vancouver treatment plants.

CRWWD provides customer-focused, professional service in an environmentally and financially responsible manner. CRWWD maintains a strong commitment to assist all of our customers, including support for local businesses, promoting economic growth and jobs creation. We are an active community partner in Clark County, working to support economic development while protecting water resources.

In 2005, we were the first special purpose district in North America to receive accreditation from the American Public Works Association. The accreditation program provides a means to formally verify and recognize professional public works agencies that consistently use best practices in their work activities.

Quietly providing quality service at a reasonable cost

CRWWD accomplishes its mission through three main service areas:
1. Operate and maintain an efficient and effective system.
2. Efficient repair and expansion of the system.
3. Customer service, finance and administration.

Read on for details about each of these areas.

Who we serve

CRWWD is one of the largest sewer districts in the state, serving a growing population of over 81,000 people throughout a service area of over 40 square miles.

Our customers include:
• 25,000 residences
• 1,000 commercial customers

The areas we serve include:
• Hazel Dell
• Lakeshore
• Felida
• Salmon Creek
• Fairgrounds
• Orchards
• Meadow Glade
• Brush Prairie
• Hockinson
• Pleasant Valley

Annual Operating Budget - $18M

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Construction</td>
<td>14.8%</td>
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<tr>
<td>Employee Costs</td>
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<tr>
<td>Treatment Costs</td>
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<td>Dues, Memberships, Training, General Admin.</td>
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<tr>
<td>Utilities</td>
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<tr>
<td>Insurance, Taxes, Fees, Dues, Memberships</td>
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<tr>
<td>Supplies</td>
<td>2.4%</td>
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<tr>
<td>Contracted and Professional Services</td>
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1) **Operate & maintain an efficient & effective sewer system**

For most people, sewage treatment is an out of sight, out of mind function. But not for us. CRWWD’s primary purpose is to efficiently operate, maintain, monitor and inspect a sewer system that includes over 500 miles of pipe with 50 pump stations. CRWWD collects over 7 million gallons of sewage per day from area homes and businesses, which is then sent to one of two regional treatment plants respectively owned and operated by Clark County and the City of Vancouver. Sewage treatment costs account for 53.6% of CRWWD’s $18 million annual expenditures budget.

**Cleaning and inspecting the system**

To keep the sewer lines operable, CRWWD regularly cleans and inspects the sewer lines, pump stations and force mains. Our staff are certified by the Washington Wastewater Collection Personal Agency, which is recognized by the Department of Ecology. We use closed circuit television (CCTV) inspection equipment to inspect the inside of pipelines to identify defects or problem areas in the lines. The lines are routinely cleaned using high velocity water cleaning with a vacuum system for debris removal. On average we inspect over 200,000 feet and clean over 400,000 feet of pipeline each year.

**Monitoring and operating pump stations**

CRWWD monitors pump stations 24 hours per day, 365 days a year through the Supervisory Control and Data Acquisition (SCADA) system. This system allows for monitoring of pump stations electronically; thereby reducing physical site visits, eliminating 1,000 man-hours and saving approximately $50,000 annually. And more importantly, the system notifies us of malfunctions so our crews can respond before a backup occurs.

**Operating STEP systems**

CRWWD also owns, maintains, inspects and repairs 735 individual Septic Tank Effluent Pumping (STEP) systems, which are located in Meadow Glade and Hockinson. The STEP system includes a septic tank and a pump. Wastewater comes from the home into the STEP tank. Liquid waste is then pumped under pressure to the public sewer system, while solid waste remains in the STEP tank where it naturally degrades and is eventually pumped out by the District.

**Utilizing a maintenance management system (MMS)**

CRWWD utilizes a computerized MMS to track work completed on our facilities. This system tracks and creates work orders and preventive maintenance history on CRWWD facilities, sewer lines, manholes and pump stations. Using this data, we can target trouble areas, track line cleaning and inspection, prioritize capital projects and schedule needed maintenance. The MMS is also tied to a computer mapping, archiving and analysis system, Geographic Information System called (GIS), allowing a graphical tracking of work performed throughout the entire service area and instant access to repair dates and data.

2) **Efficient repair & expansion of the system**

Every new home or business means more toilets and a lot of other fixtures, which means more sewage being added to the system. CRWWD works to repair and expand the sewer system as necessary to support growth in Clark County.

**Planning for the Future**

To ensure capacity for future growth, CRWWD develops a 20-year General Sewer Plan every six years concurrently with the Clark County Comprehensive Plan to address infrastructure needs in support of urban development. These strategic plans ensure adequate capacity while reducing the chance of an over-commitment of resources during an economic downturn.
Community Partnerships

With all of our projects, we strive to build upon economies of scale. We accomplish this by eliminating redundancies, such as combining sewer projects with other local agency projects when possible. This approach reduces community impacts and costs.

Fixing the biggest problems first

CRWWD plans, designs and maintains the sewer system through our GIS system. This system is used extensively for customer service, planning, design and decision making support and it allows us to identify sewer lines that are in the worst condition and likely to cause the greatest service impact and environmental harm if a failure were to occur. This helps us prioritize spending to address the most troublesome areas first.

Septic Elimination Program (SEP)

CRWWD continually collaborates with Clark County Public Health to provide sewer service for customers with aging or failing septic systems. Through the SEP, we are able to identify areas of critical need and extend sewer service to those areas to prevent public health issues and protect water resources. In addition, CRWWD allows 30% deferral of connection charges if properties connect within one year of installation of the sewer system.

3) Customer service, finance & administration

Keeping your rates low & stable

CRWWD provides a wide range of administrative services, including customer service support, billing and information technology. We work to keep your rates as low as possible and, as a result, CRWWD charges one of the lowest typical monthly sewer bills in Clark County. Proactive financial planning and rate management has allowed us to maintain stable rates and funding during tough economic times. In recognition of our expert work in this field, CRWWD has been awarded the Certificate of Achievement for Excellence in Financial Reporting for the last 23 years as well as clean financial audits for the last 29 years. We strive to continue this great accomplishment.

CRWWD's financial, billing and information technology systems are continually updated to eliminate redundancies, facilitate integration of workflow, leverage technology efficiencies and provide easy access to information for customers.

How can we help you?

CRWWD offers the following financial assistance to customers:

• New residences may defer the cost of sewer connection fees until the time of sale or occupancy. This benefits home builders in Clark County by eliminating interest payments on their connection fees or monthly sewer bills for vacant houses awaiting sale.

• Commercial customers can apply for low-interest financing when connecting to the system. This stimulates new business activity in Clark County by reducing initial connection costs. The requirements vary for owner-occupied businesses and those that are non-owner occupied.

• Existing residences can apply for low-interest financing when connecting to the system, both for connection and construction costs.

• Low income seniors living year round in their homes may qualify for a discount. To be eligible, seniors must be age 62 or older and meet the Federal Poverty Guidelines income levels.

• CRWWD offers lower sewer service connection charges within Hazel Dell; providing a benefit to new business.

• “Quality” restaurants save 31% in connection charges and monthly service fees.
CRWWD charges a flat residential fee per month for sewer service. By charging a fixed rate, residential customers pay the same amount regardless of their usage. Commercial customers pay based on calculated sewer use. Connection fees vary depending on the property and connection needs, and may include: permit fees, general, regional and local facilities charges, a utility local improvement district charge or latecomer reimbursement charges.

Ways You Can Help Us

Be Careful What Goes Down The Drain!

- Freeze cooking grease in a can and discard in your trash instead of pouring down sinks or toilets.
- Scrape food scraps into the trash rather than your sink drain.
- Catch food scraps with baskets or strainers.
- Flush only toilet paper and human waste. Put all other items, such as hair, dental floss, swabs, wipes, etc., in the garbage.

We offer many ways to pay your bill

Convenient services make receiving and paying your bill easy:

Mailing Address: PO Box 8955, Vancouver, WA 98668

AutoPay: Direct debit authorization forms available at www.crwwd.com or Customer Service at 360-750-5876

Additional residential customer options:

SelfPay: Visa/MasterCard credit/debit card & electronic check (24/7) at 360-993-8800

WebPay: Visa/MasterCard credit/debit card & electronic check (24/7) at www.crwwd.com

PhonePay: Visa/MasterCard credit/debit card by calling Customer Service (8 AM-5 PM, M-F) at 360-750-5876

In Person: (8 AM-5 PM, M-F) Check/Visa/MasterCard credit/debit card or drop box (24/7) with check at: 8000 NE 52 Court, Vancouver WA

Who to call

If you have questions about the sewer system or need assistance, contact:

To find out where sewer pipes are on your property or to obtain a permit copy, contact: Maintenance department, (360) 993-8829, maintenance@crwwd.com

Connection fees or information about extending sewer to your property, contact: Engineering department, (360) 993-8812, engineering@crwwd.com

Payment options or account help, contact: Finance department, (360) 750-5876, finance@crwwd.com - SelfPay (360) 993-8800

Schedule a community presentation, contact: Administration department, (360) 993-8822, administration@crwwd.com

Visit us online at www.CRWWD.com