

# Connections



July/August 2012

## CRWWD

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

## General Manager:

John M. Peterson, P.E.

## CRWWD Stats (Jan - May 2012)

- Processed 17,647 calls
  - Connected approximately 1.14 homes to sewer per business day
- 8 new subdivisions
- 1 new commercial project



## How Your Wastewater Charges Are Used: Part 3

### Behind the Scenes-- Running The Business Side of Things

On a typical day, the Clark Regional Wastewater District (District) collects about 8 million gallons of sewage from 25,000 homes and 1,000 businesses. This is about 100 gallons (approximately 4 bathtubs full) of water per day for each person living in the District service area.

Your \$34 per month utility charge ensures the District can continue to protect public health and safeguard water quality by effectively collecting and treating all of that wastewater. Charges are distributed across three core service areas - operations and maintenance (including treatment), repair & expansion and business management. This *Connections* edition focuses on: **how we run the business and provide professional customer service.**

The District provides a wide range of administrative services, including customer service and support, billing and information technology. We work behind the scenes through our Administration and Finance departments to efficiently manage our business and keep your rates

as low as possible. As a result, the District 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 stewardship and transparency in this field, the District has been awarded the Certificate of Achievement for Excellence in Financial Reporting for the last 24 years, as well as clean financial audits for the last 30 years. We strive to continue this level of open accountability to our customers.

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

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## Freeze the Grease!

Cooking oil and grease poured down drains can build up in pipes and cause back ups in your home.

Simply provide your mailing address to Kim Thur at (360) 993-8822 or by email to [kthur@crwwd.com](mailto:kthur@crwwd.com) to receive your free "Freeze the Grease" kit to properly dispose of greases and oil.



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

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# Behind the Scenes

(Continued)

## A busy customer service department

On an annual basis, our customer service staff process nearly 30,000 phone calls and over 140,000 customer bills while managing approximately 600 high-resource customers. We emphasize friendly, helpful communications.

## Forecasting and budgeting

The District uses five-year revenue forecasts to ensure that adequate revenue is available to pay for all system expenditures. The Finance department also prepares an annual operating and capital budget from this five-year forecast.

## Keeping your rates low

In order to reduce costs and maintain low rates, the District strives to preserve financial resources, build upon economies of scale and eliminate redundancies, such as combining sewer extensions with County road projects whenever possible. Treasury staff ensure that financial resources are safeguarded and that cash reserves are invested in a safe and prudent manner.

## Financial assistance to customers

The District offers the following financial assistance to our customers:

- New construction 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 for their connection fees or monthly sewer bills for vacant houses awaiting sale.
- Commercial customers can apply for low-interest financing of their connection charges when connecting to the system. This stimulates new business activity in Clark County by reducing up front connection costs.
- Existing residences can apply for low-interest financing when connecting to the system, both for connection charges and construction costs.
- Low-income seniors living year round in homes they own may qualify for a discount on their utility bill. To be eligible, seniors must be age 62 or older and meet certain Federal Poverty Guidelines income levels.

## 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](http://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](http://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

## Hazel Dell Parade of Bands



On Saturday, May 19, during the Hazel Dell Parade of Bands, the District won the **Grand Marshal's Award** for our "Remember When: The Surrey" ice cream parlour entry. See you next year!