

Connections



July/August 2013

Clark Regional Wastewater District
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.

Freeze the Grease!



Would you like to receive a free "Freeze the Grease" kit? Simply provide your mailing address to Kim Thur at (360) 993-8822 or by email to kthur@crwwd.com.

Smart Bunnies Know
Flush Only Tissue in the Toilet



Maintaining High Priority Sewers

Ensuring reliable, predictable service is the most important value to our customers (according to a 2010 telephone survey). In order to provide reliable service, we must first know the condition of the sewer system and then have a plan to keep the system in good working order.

Knowing the condition of the system can sometimes prove difficult when pipes are located in areas off the beaten path. While most of the sewer lines are in roadways, some of the most critical lines are located along creek corridors and other areas out of the reach of standard equipment.



In order to determine the condition of the pipelines in these areas, specialized equipment must be used.

The District recently completed inspections on approximately 12 miles of high priority sewers in these difficult-to-access areas using three different custom inspection tools.



What were the findings? Overall the sewers were in good condition and functioning well. However, there were several locations where some form of deficiency or issue was identified.

This information allows the District to proactively plan for and complete repair projects to keep the system operating properly and providing reliable service to our customers.



Visit us online at www.CRWWD.com

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New District Website

The District uses its website to communicate and interface with you, our customers. Recognizing its importance, the Board and staff made the redesign of www.crwwd.com a high priority.

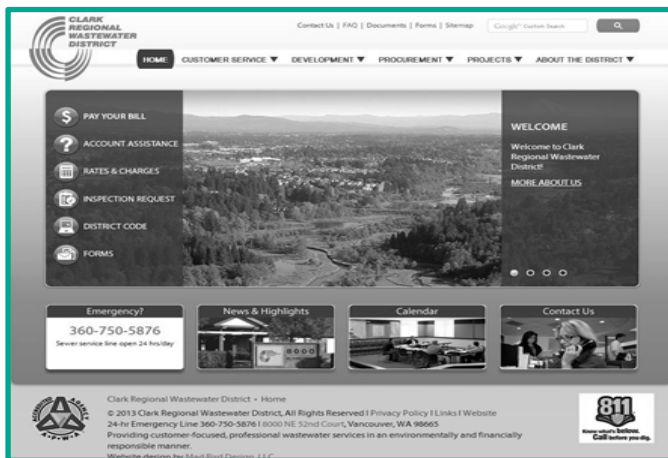
In support of the District's Mission of "providing customer-focused, professional wastewater services in an environmentally and financially responsible manner," it was important to redesign the website in a manner that would continue to drive the District as a customer-service oriented, modern and professional utility.

Staff has worked to develop a website with more functionality, streamlined navigation and enhanced graphic design.

The new website offers the following features for your use:

- Slideshow of featured stories
- Calendar of events
- Search capability
- Online forms
- Adjustable font size

Below is a screen shot of the new website.



Please take a moment and view our new website. While you're there, feel free to complete our Contact Us form (Select "Comments about the website" from the Administration dropdown menu on the form) and tell us what you think. We're constantly striving for new and improved ways to connect with our customers.

Online Bill Payment Tips

Would you like your payment automatically deducted from your bank account? Direct debit is an easier, more cost-efficient way to pay your bi-monthly sewer bill and is available to residential, commercial and multi-family customers.



Payments will be deducted automatically from your checking or savings account on the last business day of the month that your bill is due. This service is free of charge. To enroll in AutoPay, simply fill out the application and return it to the District with a voided check.

Applications available:

- At our website, www.crwwd.com, go to Forms and choose Direct Debit Authorization (this is a fillable PDF form that can be printed after you enter the necessary information)
- Call our office at 360-750-5876 to request a form to be mailed to you
- Drop by our office at 8000 NE 52nd Court Vancouver, WA 98665, Monday through Friday, 8 am to 5 pm

To return your completed application with your voided check:

- Mail: PO Box 8979, Vancouver, WA 98668-8979
- Fax: (360) 750-7570
- In person at the District office

