

Connections

May/June 2015



The Bottom Line: Affordable Rates, Reliable Service (Part I)

The District is one of the largest sewer districts in the state of Washington and provides affordable, reliable service to more than 90,000 people. Rates collected from our customers go toward operation of the local and regional wastewater system as well as improving and expanding the system to meet the community's needs. This article explains the services your rates pay for and how charges compare to others in the County. In coming editions, we'll explore more about rates and each of the service areas.

Where do my rates go?

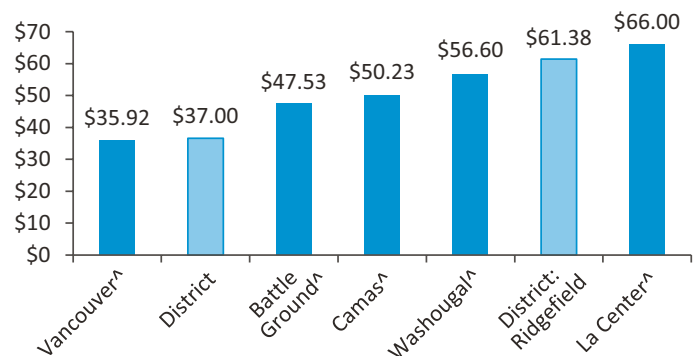
Your sewer service rates and charges ensure that the District can effectively collect, convey and treat our wastewater. This involves three core service areas:

- **Operations and maintenance of a reliable, efficient system**, including using the latest technology to reduce community impacts and to protect the environment while work is taking place.
- **Proactive repair and expansion in areas that need it most**, including planning for the long-term and developing community partnerships to effectively deliver infrastructure improvements.
- **Friendly, local administration and customer service**, including financial planning to maintain stable rates and 24/7 emergency services.

What's everyone paying?

The District is committed to providing service at a stable, affordable rate. In fact, the District sewer charge is one of the lowest in the County and State. The base charge for all customers is \$37 per month. Ridgefield customers pay a System Integration Charge to build infrastructure connecting Ridgefield to the Salmon Creek Wastewater Management System, though Ridgefield rates have lowered slightly since joining the District's service area and will continue to stabilize over time.

Typical Monthly Sewer Bill For Family of Four



Includes 8 ccf sewer usage and utility tax.

^Rates are within city limits & do not include out-of-city surcharges.

Did you know?

Roughly 50% of operating costs go toward treatment. For tips on what you can do at home to help us provide affordable and reliable service, visit:

www.crwwd.com/service-tips.html



Hours of Operation

Monday-Friday,
8 am - 5 pm
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

PO Box 8979 • Vancouver, WA 98668 • Phone: (360) 750-5876 • Fax: (360) 750-7570





Improving Our Online Billing Services

Please note, our online billing systems will be down on July 20, 21 & 22 for planned upgrades.

Please Tell Us What You Think!

The District's mission includes providing "customer focused" services and we continually strive to better meet the needs of our customers and community. As our district continues to expand, we want to align our services with the values and needs of our customers.



Starting in mid-May, we'll be conducting a survey to hear about what's important to you and specific ways we can improve our services. Keep an eye out in your next utility bill for more information or visit our website, www.crwwd.com.

Senior Low-Income Discounts: New Rates Begin in July

Seniors aged 62 or older who own and live year-round in their homes may qualify for a low-income discount. For 2015/2016, a household that makes no more than \$19,663/year qualifies for a 35 percent discount, and a household that makes no more than \$31,460/year qualifies for a 20 percent discount. Last year, the District was able to offer assistance to approximately 200 individuals. All district customers support this program at a cost of approximately a nickel per month.

The new discount rates begin July 1, 2015 and continue through June 30, 2016. Seniors currently receiving the discount will get a letter and application packet by mail in May or June. Others should stop by or call the District office to request an application. Please contact Kelly Solomon, Finance Specialist, at (360) 993-8803 with questions about the program.

Summer Events Heating Up

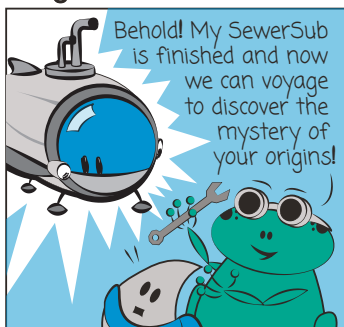
Calendar of Events

May 16	June 6	July 4	July 18
Hazel Dell Parade of Bands	Fire District 6 Open House and Family Day / Big Paddle Event	Ridgefield Parade and Felida Children's Parade	Battle Ground Harvest Days Parade

The District will be out and about this summer at events around the region. Watch out for our Hazel Dell Parade float with new friends on board. And stop by our table at the Fire District 6 Open House where both kids and adults can learn more about the fascinating (and sometimes messy) business of collecting, moving and treating our wastewater.

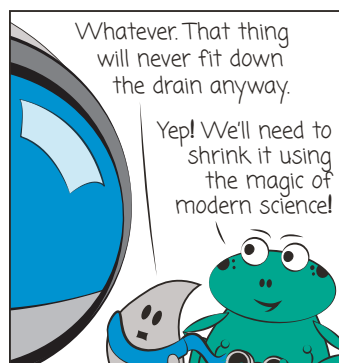
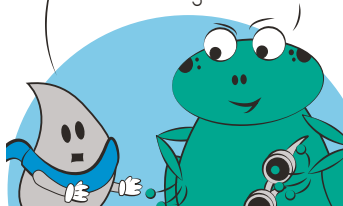


Frog and the F.O.G.G



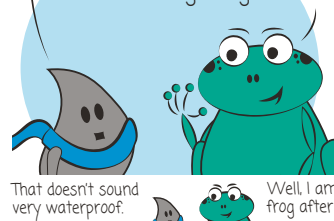
Wait, "WE?" I thought the point was to keep grease OUT of the sewer.

You're just chicken.



Yeah? How do you plan to do that?

Easy! The hull is made of 100% wool and Rayon. Shrinkage is guaranteed!



That doesn't sound very waterproof.

Well, I am a frog after all.