

# The Pipeline



March/April 2011

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

#### CRWWD Stats... (Jan – Dec 2010)

- Processed 47,856 calls
- Connected approximately 1 home to sewer per day
- 7 new subdivisions
- 11 new commercial projects

## Smart Bunnies Know: Flush Only Toilet Tissue

*Learn why only toilet tissue is fit to flush.*

**J**ust because a product says “flushable” on the label doesn't mean it belongs in the toilet. The fact is, toilet tissue is the only product that's truly fit to flush.

From baby care to house cleaning to flu prevention, more and more products are flooding the markets with promises of convenience and easy disposal. But products such as wipes, towelettes, diapers, cleaning cloths, paper towels, dental floss, plastic bags, clumping kitty litter and medical supplies should NEVER be flushed down the toilet, no matter what the package might say.

Unlike toilet tissue, these products do not break down in the wastewater treatment system. They just clog pipes and pumps, making an unpleasant mess, costing thousands of dollars to remove and putting the environment at risk. District Maintenance workers unplug on average two pumps daily because of these products.

Our wastewater facilities are designed to serve customers and protect the community's natural resources. Super-absorbent, engineered materials, such as those found in wipes and diapers marketed as flushable, are too thick and dense to be broken down by natural treatment processes.

As a result, wipes, cloths and other materials that do make it into treatment plants have to be removed and taken to a landfill for disposal. This is a very expensive and inefficient way to get it there, not to mention a waste of energy, water and money.

*Be smart.* Flush only toilet tissue and human waste. Treat other items as trash and put them safely where they belong - in your garbage.

#### Smart Bunnies Know Flush Only Tissue in the Toilet



## Call Before You Dig

If you are going to dig in your yard for any reason, please first call 811 for a free utility locating service. No matter how deep you are digging, you could accidentally hit an underground utility line.

The depth of utility lines vary and multiple utility lines may exist in one area. Simple digging jobs can damage utility lines and can disrupt vital services to an entire neighborhood, harm those who dig and result in expensive fines and repair costs. Marked lines show the approximate location of underground lines and help prevent undesired consequences.

Dial 811 from anywhere in the country a few days prior to digging, and your call will be routed to your local One Call Center. Tell the operator where you're planning to dig, what type of work you will be doing and your affected local utilities companies will be notified about your intent to dig. In a few days, they'll send a locator to mark the approximate location of your underground utility lines, pipes and cables, so you'll know what's below—and be able to dig safely.

Remember, always call 811 before you start any digging project.



**Know what's below.  
Call before you dig.**

## Freeze the Grease

A common cause of sewer overflows is sewer pipes blocked by grease, which can create health hazards, damage home interiors and threaten the environment. Grease gets into the sewer from household drains, as well as poorly managed grease traps in restaurants and other businesses.

To aid in the removal of grease, the District offers its customers "Freeze the Grease" kits that can help protect residential sewer lines. The kit contains a lid that fits three sizes of cans, a scraper and instructions. You can use the scraper to scoop grease into a can instead of pouring it down the kitchen sink and then seal the can with the lid. Simply place the can in the freezer until it hardens. Once hardened, drop the can in the garbage.

"Several areas in the District have had problems with grease," explained Don Young, District Pretreatment Coordinator. The District provides these kits door-to-door in areas that have repeated problems with blockages.

"Freeze the Grease" kits are available at no cost to our customers at the District office. Please call 750-5876 to order your kit today.

### How Do I Pay My Bill?

- ◆ **Online:** [www.CRWWD.com](http://www.CRWWD.com)  
**Debit/Credit Card & Electronic Check Payments**
- ◆ **By Phone:** Call (360) 750-5876 and press "1". Available 8 AM to 5 PM, Monday-Friday, except District holidays  
**Debit/Credit Card Payments**
- ◆ **In Person:** 8000 NE 52 Court, Vancouver, WA. Available 8 AM to 5 PM, Monday-Friday, except District holidays  
**Cash/Check/Debit/Credit Card Payments**
- ◆ **By Mail:** PO Box 8955, Vancouver, WA 98668  
**Check Payments**
- ◆ Payments can be made at any **First Independent Bank** branch office  
**Cash/Check Payments**
- ◆ **Payment Drop Box:** 8000 NE 52 Court, Vancouver, WA  
**Check Payments**
- ◆ **Recurring Payments:**  
**Direct Debit from Bank Account** (Authorization form found at [www.CRWWD.com](http://www.CRWWD.com))  
**Credit Card Payments**

*Note: The District accepts Visa or MasterCard credit/debit cards only*