

The Pipeline



November/December 2011

8000 NE 52 Court
 PO Box 8979
 Vancouver, WA 98668

Phone: 360-750-5876
 Fax: 360-750-7570

SelfPay: 360-993-8800

Hours of Operation:
 Monday-Friday
 8:00 am—5:00 pm
 Closed Saturday,
 Sunday & 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 – Sept 2011)**

- Processed 35,266 calls
- Connected approximately 0.90 homes to sewer per day
- 5 new subdivisions
- 6 new commercial projects



District Values Community Involvement

Through various public events and activities, the District extends itself to be part of the greater Clark County community. “We want to engage the customers and stakeholders we serve and make a more personal connection,” said John Peterson, District General Manager. “Within our Strategic Plan, we seek to be an active and valued partner in Clark County. One of the ways we implement this ideal is through community participation.” Listed below are the 2011 events of which the District participated. These events allow the District to engage our customers effectively and efficiently.

Hazel Dell Parade of Bands – The District entered a specialized vehicle used to clean the sewer system and received second place in our division at the parade. We also enjoyed handing out candy to the attendees.



Fire District 6 Open House, Felida Children’s Parade & 179th Street Public Safety Complex Open House – District staff provided freeze the grease kits and hand sanitizers to our customers, as well as “Call Before You Dig” materials.

Clark County Rental Association & Fairgrounds Neighborhood Association – District staff provided a presentation to the organizations about our services and reviewed what our customers can do to keep the sewer system running smoothly.

Other Activities – District staff donated their own time and resources to several organizations and events throughout the year, which included providing canned foods on a monthly basis to a local food



bank; participating in the Department of Social Health Services' annual school supplies for foster children drive; and the employee-sponsored, volunteer District garden donated over 50 plastic grocery bags of fresh vegetables to Share House, including spinach, radishes, carrots, cucumbers, beets, squash and tomatoes.



“Most of our employees live in the District service area. These community outreach efforts help us and the District to be more connected with the customers we serve,” Peterson said.

If you would like to request a “Get to Know Your Sewer District” community presentation, please contact our Administration department at (360) 993-8822 or by email at administration@crwwd.com.

2012 Budget Meeting Dates

Customers with questions or comments about the proposed 2012 budget are invited to attend the following meetings at the District office:

- ◆ 11/8: Budget Workshop to review the forecast of proposed construction projects and revenues
- ◆ 11/22: Budget public hearing
- ◆ 12/13: Board will take action on the 2012 budget



Get your free Freeze the Grease Kit! Call Kim Thur at (360) 993-8822 or email kthur@crwwd.com. All we need is your mailing address and we will send you a kit.

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) Cash/Check/Visa/MasterCard credit/debit card or drop box (24/7) with check at: 8000 NE 52 Court, Vancouver WA

Free Leaf Disposal

For Vancouver and Clark County residents only

With this coupon

October 1 - December 20, 2011

Prevent street flooding – Don't place leaves in the street.

Instead, use this coupon for free leaf disposal at:

- H & H Wood Recyclers - 2401 NE 117th Avenue, 360-892-2805
- West Van Materials Recovery Center - 6601 NW Old Lower River Road, 360-737-1727
- McFarlane's Bark - 8806 NE 117th Avenue, 360-892-6125

This coupon must be presented at the drop-off site and is for leaves only. Yard debris or mixed loads will be charged at the regular price. Leaves must be emptied from plastic bags.

Please complete the following information:

My Street Address: _____ Zip Code: _____

Sponsored by:



City of Vancouver residents: Funding for your participation in this program is provided through your garbage rates.
Clark County residents: Funding for your participation in this program is provided by Clark County Public Works and Environmental Services.