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**Clark Regional  
Wastewater District**

# Press Release

**Clark Regional Wastewater District  
makes emergency declaration, services to continue while office is closed  
to the public effective Thursday, March 19.**

Vancouver, WA – In response to the public health emergency related to the novel Coronavirus (COVID-19), the Clark Regional Wastewater District (District) has declared an emergency. District General Manager John Peterson issued a formal declaration on Wednesday March 18, 2020. The declaration will be presented to the District Board of Commissioners at their regular meeting at 3:00 pm on Tuesday, March 24.

Effective March 19, the District will implement the following measures to further prevent the spread of COVID-19. Every effort will be made to continue to provide our customers and the public with services in a timely manner while following guidelines to ensure the health and safety of the public and District employees. Staff will be available and can be contacted via email and phone during normal business hours, Monday through Friday, 8 am to 5 pm. District staff remain on-duty to ensure the continuation of wastewater services though non-essential personnel will begin working remotely.

## **District Office.**

- The office will be closed to the public with access by appointment only.
- Public use of meeting rooms is suspended, excluding public meetings of the Board of Commissioners.

## **Customer Service.**

- Account representatives are available to assist customers via phone (360-750-5876) and email ([finance@crwwd.com](mailto:finance@crwwd.com)).

## **Utility Bill Payments**

- No finance charges will be applied to any account for late payments until further notice.
- Many paperless and online payment options are available. For information about payment options, please visit <https://www.crwwd.com/customer-service/payment-options/>.
- Payment drop box is available at the District office.

### **Engineering & Development Review**

- The District will continue to review plans and process development in accordance with its service standards.
- Engineering plans, plats and documents can be submitted using the [plan review application](#) online at the District's website.
- Engineering staff will be available on the phone (360-750-5876 x 602) or via e-mail ([engineeringcustomerservice@crwwd.com](mailto:engineeringcustomerservice@crwwd.com)) during normal business hours.
- Plan signature and preconstruction conferences will be by appointment only; contact engineering personnel assigned to the project directly, email [engineeringcustomerservice@crwwd.com](mailto:engineeringcustomerservice@crwwd.com) or call 360-750-5876 x 602.
- Construction related inquiries should be directed to Bob Sanguinetti, Construction Program Manager, via email, [bsanguinetti@crwwd.com](mailto:bsanguinetti@crwwd.com), or call 360-993-8834.

### **Side Sewer Permitting and Inspection**

- All side sewer permits must be Pre-Ordered using the [online form](#).
- Please allow 24 hours for processing.
- Applicants will be notified via email upon receipt of the permit request.
- Side sewer inspections will continue to be provided, following social distancing guidelines; inspection requests are made using the online [sanitary sewer inspection request](#) form.

### **District Board Meetings.**

- Any non-essential Board meeting may be canceled.
- Future meetings may be conducted on a virtual basis.
- Public access and participation will be provided for all Board meetings

### **Emergency Service Requests.**

- The service line is available 24 hours/day to respond to your emergency sewer service requests. Please call (360) 750-5876.
- District operations staff remain available and on-duty.

“These measures will support the District in providing reliable sewer service to District customers and will remain in effect until such time as it is determined to be safe to restore normal operations through coordination with local and state health officials”, said General Manager John Peterson.

For more information, contact Shawn Moore, Assistant Manager/Business Services Manager at (360) 993-8849 or [smoore@crwwd.com](mailto:smoore@crwwd.com).

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