

# Connections

May/June 2020



## The District Commitment – Affordable and Reliable Service

The District has always been proud to be part of the local community. 2020 has been a time of sudden change and uncertainty. We know that many of our community members have faced hardships. Please know that we take our role in protecting public health seriously. We are committed to providing essential wastewater services in an affordable and responsible manner, whether the challenge is inclement weather or the COVID-19 pandemic.

### Actions that pay off in times of need

We've invested in staff, programs and technology that ensure your wastewater service continues without interruption. These actions include:

- Personnel on-call for emergencies 24-hours every day
- Investing in remote monitoring systems
- Cross-training personnel for essential duties
- Sound financial management
- Proactive system maintenance
- Reinvesting in the system so it's resilient at all times

### Our staff continues to provide services

Throughout changing circumstances over the past months, District personnel have been safely operating the wastewater collection and treatment system, ensuring service 24 hours a day, every day. Our administration, customer service, engineering, inspection and other service teams have continued to find ways to serve customer needs.

Please reach out if you have questions, concerns or suggestions. We're here to help.



Operations and maintenance personnel

### Help managing your account

In recognition of financial hardships suffered by many in the community, the District is making changes to help you manage your account. While state law requires the District to continue billing customers for service, we're working hard within regulations to support those in need. If you have questions about your account, please contact customer service at (360) 750-5876 ext. 601 or email at [financecustomerservice@crwwd.com](mailto:financecustomerservice@crwwd.com).

**Finance charges have been suspended for late payments:** No finance charges will be applied to late payments during the pandemic.

**Automatic re-enrollment of low-income seniors:** All seniors who received the low-income discount last year will be automatically re-enrolled for the coming year.

There will be no in-person registration for low-income discounts this year. To ask a question or register as a new participant in the program, contact customer service. More information on the program and income requirements is available at: [bit.ly/CRWWDseniorprogram](https://bit.ly/CRWWDseniorprogram)

#### Hours of Operation

Monday - Friday  
8 a.m. - 5 p.m.  
Closed Weekends  
and Holidays

#### Emergency?

Call 24/7:  
360-750-5876

#### Commissioners

Norm Harker  
Denny Kiggins  
Neil Kimsey

#### General Manager

John M. Peterson

Visit us online at [www.CRWWD.com](http://www.CRWWD.com)



## Did you know? Wastewater treatment is effective against pathogens

The disinfection system at the Salmon Creek and Ridgefield treatment plants utilize UltraViolet light (UV). The UV system is effective at inactivating microorganisms, including disease-causing bacteria and pathogens in wastewater. According to the EPA, COVID-19 is particularly susceptible to disinfection.

The UV system is environmentally friendly, with no chemicals, disinfection byproducts or residual effects that could be harmful to human or aquatic life. Nothing but light is introduced into the water.

## How you can help: Keep wipes from clogging the sewer!

As reported in *The Columbian* and national news outlets, increased flushing of wipes and other garbage poses a major risk to sewer systems around the country. Despite their marketing, NO wipes are flushable. They can cause major sewer clogs, risking back-ups in houses and the environment. The best thing you can do for public health is flush only toilet paper and put everything else in the garbage!

**New state law addresses wipes:** In March, the Washington state legislature passed a bill requiring all disposable wipes be labeled as NON-FLUSHABLE. The law recognizes the significant public health risk caused by flushing wipes. You can read the bill here: [bit.ly/nonflushablewa](https://bit.ly/nonflushablewa)

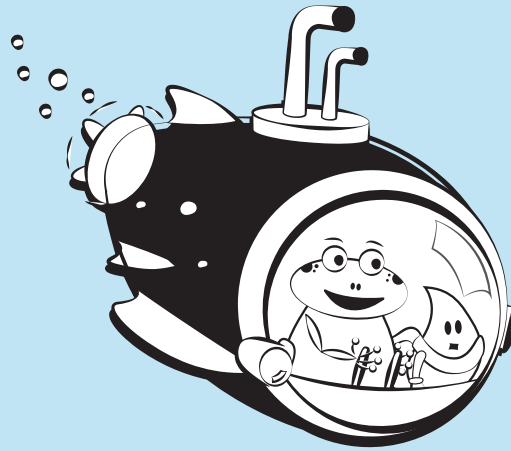


## Free Frog and F.O.G.G. activity book!

If you're in need of some educational fun, check out the District's activity book full of Frog, F.O.G.G. and friends: [bit.ly/CRWWDcoloring](https://bit.ly/CRWWDcoloring)

## Biodegradable gloves prove effective

Disposable gloves are an essential part of wastewater employee safety gear. The Operations Department recently switched to using biodegradable nitrile gloves. While these gloves cost about the same, they are actually stronger than synthetic counterparts. Most importantly, they easily break down in landfills and support the District's commitment to environmental stewardship.



## FROG and the F.O.G.G.

After secondary treatment, solid waste gets heated in large tanks called DIGESTERS, where microbes break it down.

We collect the methane and use it to power the digesters and heat the treatment plant!

It's sort of like composting. The microbes digest everything into stable (non-smelly) biosolids, carbon dioxide, and methane gas.

Fuel from wastewater? How COOL IS THAT?!

MIXING MOTOR

SOLIDS IN

GASES

METHANE GAS OUT (FOR HEAT)

LIQUIDS OUT\*

DIGESTING SLUDGE

HEATER

MIXING

STABLE SOLIDS OUT

(\*LIQUIDS GO BACK FOR TREATMENT.)

Well?

Well what?

Aren't you going to make some joke about gassy bacteria?

No ... Why? Is that funny?

You have a weird sense of humor.

Oh sure, flammable gases are HILARIOUS.