

Connections

September / October 2021



The District Doors Reopen for Service

The District strives to provide the highest level of service to our customers and community. That's why we're pleased to announce that our doors are once again open to the public. We look forward to the opportunity to serve our customers in person. For those who prefer, our phone and online services are still available.

Service is at the heart of what we do at the District. In this new seven-part series, we'll explore our values surrounding S.E.R.V.I.C.E. and see how it is reflected in the District's work. Along the way we'll also introduce ways you can partner with us to help.

The Value of S.E.R.V.I.C.E.

The District's values help us identify what's important to us, both internally and externally. It is reflected in what you see on a day-to-day basis and our long-term strategic planning for the future. Our values also help guide us as we carry out our Mission and Vision.

First and foremost, the District's values reflect our commitment and dedication to "service." We fulfill this commitment through our staff—a team of innovative, talented, high-performing individuals who work together to serve our customers and community.

Learn more: crwwd.com/about/who-we-are



STEWARDSHIP of the environmental and financial resources entrusted to the District.



EMPLOYEES who are talented and motivated professionals that work together in a spirit of cooperation.



RESPONSIBILITY, integrity and fairness in every decision, every interaction and in every challenge we undertake.



VALUED partner involved and active within our communities.



INNOVATION and learning, creating an environment of personal and professional growth.



COMMUNICATION that is active, open, honest and timely.



EFFICIENT and effective solutions that are reliable, consistent and meet the needs of our communities.



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, P.E.



Visit us online at www.CRWWD.com

Seek Assistance Now If You Have a Past Due Sewer Bill

If you are having trouble paying for sewer service, the time to seek assistance is now. The Governor's emergency utility moratorium ends September 30, 2021. After this time, the District will transition to regular past due practices, including late fees.

If you are experiencing financial hardship due to the COVID-19 pandemic, please contact customer service by phone at (360) 993-4001, email at finance@crwwd.com, or in person to help manage your account and to make payment arrangements.

Clean financial audit shows fiscal responsibility

The State of Washington performs audits of local agencies to promote accountability, integrity, and openness in government. The District received a clean financial audit for fiscal year 2020. This confirms compliance with all areas of financial reporting and that controls are in place to effectively safeguard the public's money.

Every year, we go a step further than required to create and make publicly available a Comprehensive Annual Financial Report. It has more meaningful financial information than financial statements alone, linking current and planned activities to broad financial impacts.

For more information about our finances and to view the financial report and audit report, visit: crwwd.com/about/financials.

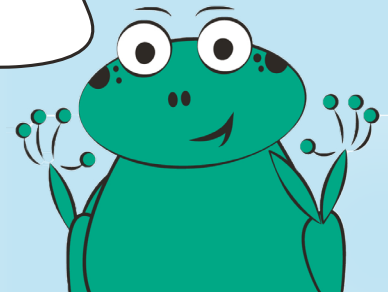
Low-Income Senior Discount Program

People aged 62 or older who own and live in their homes year-round may qualify for a low-income discount. Currently, this program supports more than 250 households at a cost of approximately one nickel per month to all District customers.

Contact us today to find out if you qualify. For more information, call (360) 750-5876 ext. 601 or visit: crwwd.com/senior-discount.

All seniors who received the discount last year have been automatically re-enrolled for the 2021-2022 program year.

F.O.G.G. and I are taking a break after completing our long journey through the treatment plant. But don't worry - we'll be back for future adventures. See you soon!



Free Leaf Disposal COUPON

Prevent street flooding. Do NOT blow or rake leaves into the street.
Use this coupon for free leaf disposal from:

Vancouver & Clark County Residents Only - Please use face coverings/keep a distance - October 1 - December 31, 2021

DISPOSAL DROP-OFF LOCATIONS:

H & H Wood Recyclers
8401 NE 117th Ave
Vancouver, WA
360-892-2805

McFarlane's Bark
8806 NE 117th Ave
Vancouver, WA
360-892-6125

**West Van Materials
Recovery Center**
6601 NW Old Lower River Rd
Vancouver, WA | 360-737-1727

Triangle Resources
612 SE Union St
Camas, WA
360-834-7253

This coupon must be presented at the drop-off site and is for **LEAVES ONLY**, up to 5 cubic yards.

No trimmings, yard debris or mixed loads with this coupon; these items will be charged at the regular price.

Leaves must be emptied from plastic or kraft bags.

Sponsored by:



To redeem coupon, complete the following information:

Name: _____

Street Address: _____ Zip: _____

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

