

# Connections

January/February 2024



## Prepared for winter weather

### District crews are ready and will work around the clock to maintain service this winter

We are committed to keeping your wastewater flowing from your homes to the treatment plant, even during inclement winter weather. The wastewater system operates 24/7/365. That means our maintenance and operations crews work in rain, sleet and snow to ensure you have the service you need. And when crews aren't on duty, they are available on-call, to respond to any needs that may arise. The system is continuously monitored and alarms are generated as needed. Major facilities have emergency, stand-by power and we have a fleet of generators and pumps ready to deploy to other facilities, if the need arises.

*"Winter is coming, and the Operations department is ready for the unique challenges that each storm brings."*

—Melissa Armstrong

### Service request? Call us!

**360-750-5876**

The service line is open 24 hours/day, including on weekends and holidays. In the meantime, follow the tips on our website to help avoid sewer problems: [crwwd.com/service-tips](http://crwwd.com/service-tips)

## Get to know the people who keep things running

Meet Melissa Armstrong  
*Operations Manager  
(Collections)*



With 10 years of industry experience and extensive knowledge of control and maintenance management systems, Melissa was recently promoted to manage the District's collection system. This system of pipes and pump stations collects wastewater from homes and businesses and carries it to the plant for treatment.

## Storms pose many challenges to a wastewater collection system:

- Heavy rain and snow melt increase the amount of water in the system, which can make it hard for pumps to keep up
- Snow and ice, and especially wind, can cause power outages, which can prevent pumps from running

Melissa says that preparation is key to addressing these challenges. The Operations department works with Engineering and Construction to anticipate any issues that might occur, and deploys staff and resources in advance and will directly monitor situations as they develop.

#### 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](http://www.CRWWD.com)

## 2024 rate increase: What you need to know

Following the adopted four-year rate plan, in January 2024, the District is raising its base rate by \$1.50, to \$45.00 per month.

This increase is required to address the rising costs of goods and services. This plan allows us to continue providing reliable service and keep rate increases small and predictable. Despite these increases, our rates are still some of the lowest in Clark County.

For a comparison of residential sewer rates in Clark County, check the District website at: [crwwd.com/rates](http://crwwd.com/rates)

	Rate schedule			
	2023	2024	2025	2026
Base Monthly Rate*	\$43.50	\$45.00	\$46.50	\$48.00
\$ Change	\$1.50	\$1.50	\$1.50	\$1.50
% Change	3.60%	3.40%	3.30%	3.20%
Ridgefield Rate	\$58.95	\$60.06	est. \$60–\$61	

\*Battle Ground and Vancouver ratepayers, please check the District's website for rates in your area.

## Prepare your plumbing for winter weather

Winter weather can cause challenges to your home plumbing system. Follow these helpful tips to be prepared and protect your system:

### Protect indoor plumbing

- Keep your thermostat set at 55°F or above.
- Close garage doors.
- Seal any cracks or openings that could allow cold air inside and insulate crawl spaces.
- Locate pipes near outside walls and insulate them or leave cabinet doors open to allow warm air to reach them.
- Drip cold water from faucets served by exposed pipes. A constant trickle can prevent ice from forming inside your pipes.
- If water is not running and you suspect the problem is at the meter, call your water service provider.

### What to do if pipes break

- Turn off the water from the main shutoff valve, usually located at the water meter or where the line enters the building.
- Call a licensed plumber.



### If your water pipes freeze

- Turn on the faucet and leave it on. This will help melt the ice in the pipe.
- If nothing comes out, call a licensed plumber.
- Do not try to thaw pipes using any device with an open flame, such as a blowtorch or propane heater; high heat can damage pipes or start a fire.
- When the frozen pipe thaws and water pressure returns, check the other faucets in your home.

### Local and regional resources

- [bit.ly/WA-FrozenWaterPipes](http://bit.ly/WA-FrozenWaterPipes)
- [bit.ly/Winter-Plumbing](http://bit.ly/Winter-Plumbing)
- [bit.ly/RegionalWaterWinterization](http://bit.ly/RegionalWaterWinterization)

### Did you know?

**The average cost of sewer service in the region is more than \$60/month.**

Source: 2022 NACWA Cost of Clean Water survey: [bit.ly/CleanWaterIndex](http://bit.ly/CleanWaterIndex)