

CLARK REGIONAL WASTEWATER DISTRICT
CLARK COUNTY, WASHINGTON

RESOLUTION NO. 1938

A RESOLUTION OF THE BOARD OF COMMISSIONERS OF CLARK REGIONAL WASTEWATER DISTRICT, CLARK COUNTY, WASHINGTON; AMENDING THE SERVICE PLAN WITH THE CITY OF VANCOUVER RELATING TO OPERATIONS AND MAINTENANCE.

WHEREAS, the Clark Regional Wastewater District and the City of Vancouver executed a coordination of services agreement on June 28, 2010; and

WHEREAS, the Clark Regional Wastewater District and the City of Vancouver adopted a Service Plan on May 28, 2013, via Resolution No. 1586, which outlined the levels of service, standards and fiscal policies for operation and maintenance of the system; and

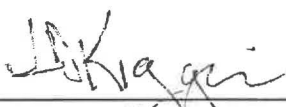
WHEREAS, both agencies desire to amend the Clark Regional Wastewater District and City of Vancouver Service Plan section relating to Operations and Maintenance; now therefore

BE IT RESOLVED by the Board of Commissioners of Clark Regional Wastewater District, Clark County, Washington, the Clark Regional Wastewater District and City of Vancouver Service Plan is amended as set forth in Exhibit "A," attached to this resolution.

ADOPTED by the Board of Commissioners of Clark Regional Wastewater District, Clark County, Washington, at a regular open public meeting held on September 23, 2025.

CLARK REGIONAL WASTEWATER DISTRICT

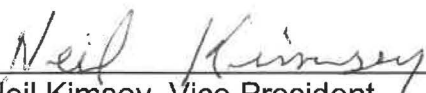
Attest:



Denny Kiggins, Secretary



Norm Harker, President



Neil Kimsey, Vice President

“EXHIBIT A”

Clark Regional Wastewater District and City of Vancouver Service Plan
Standards for Management, Operations and Maintenance of Wastewater Collection Systems

Operations and Maintenance – Adopted May 28, 2013; Updated September 23, 2025

General Category or Topic Area	Core Function or Service	Joint Standards, Best Management Practices or Minimum Level of Service
1. Gravity Systems	A. CCTV Inspection Program	i. All gravity lines will be closed-circuit television inspected on a minimum 6-year cycle following a basin-by-basin approach
		ii. Gravity lines cleaned as a result of issues found during CCTV inspection will be re-inspected after cleaning (see 1C(i))
		iii. Gravity lines with a history of operational issues (debris or grease buildup, root intrusion) will be re-inspected on a more frequent cycle not to exceed 3 years
		iv. Interceptors, trunk lines 24 inches or greater in diameter, and limited-access lines will be inspected on a 3-year cycle
		v. District will perform gravity line inspections using the NASSCO PACP standard
	B. Manhole Inspection	i. Manholes will be inspected with CCTV program cycle
		ii. Limited access area manholes will be visually inspected annually for line flow and condition
	C. Cleaning Program	i. Gravity lines with a PACP operational score of 3-5 will be maintained using an appropriate method to address issues (high-velocity cleaning, root removal, root treatment)
		ii. Known problem areas at risk for failure (hot spots) will be cleaned on separate rotation cycles, depending on severity (3, 6 or 12 month)
	D. Lateral Maintenance/ Ownership	i. District will inspect laterals as needed from issues identified during mainline inspection or from customer inquiry
		ii. District will address issues found within the District-owned portion of the lateral posing a risk of service interruption
		iii. Laterals at risk for failure (hot spots) will be inspected and cleaned annually
		iv. District will work cooperatively with other agencies to transition ownership of laterals to property owners in case of system ownership transfer (see also 3A(iii), 4F(i) and 5H(v))
	E. Infiltration and Inflow Compliance	i. District will manage system performance to exceed published Ecology/EPA standards for excessive infiltration and inflow
		ii. District will conduct spot checks for excessive infiltration and inflow and/or more involved investigations as needed
2. Pressure Systems and Fixtures	A. Pump Stations	i. All pump stations will be monitored by SCADA 24 hours/day (see also 3G(i) and 4G(ii))
		ii. Pump stations will be checked for performance virtually through SCADA daily
		iii. High-priority pump stations will be physically visited weekly, and all other pump stations visited monthly
		iv. District will conduct a condition assessment against all pump stations and installed pumps annually
		v. Wet wells will be cleaned for grease and debris build-up as needed
		vi. Pumps will be rebuilt/replaced as needed
		vii. Pump stations will have a backup generator or bypass pump available in the event of emergency
	B. Force Mains	i. All stations will be set up for pigging
		ii. Accessible force mains will be cleaned as needed for flow performance, odor, or other operational issues

Exhibit A – Clark Regional Wastewater District and City of Vancouver Service Plan
 Operations & Maintenance (Continued)

General Category or Topic Area	Core Function or Service	Joint Standards, Best Management Practices or Minimum Level of Service
2. Pressure Systems and Fixtures (Continued)	C. Air-Release Vacuum Relief Valves	i. Air-relief valves will be inspected and maintained at least annually
	D. STEP Systems	i. Non-residential STEP systems will be annually inspected and alarm testing performed ii. Residential STEP systems will be inspected and alarm testing performed on a 3-year cycle iii. STEP system tanks will be pumped when accumulated scum or sludge exceeds 8 inches
	E. Motorized Operating Valve Systems/Siphons	i. Same level of service as Pump Stations (excluding pump and generator components) ii. Siphons under Salmon Creek will be cleaned annually
	F. Odor Control (vapor phase)	i. District will proactively evaluate odor complaints and implement system improvements where needed
	G. Corrosion Control (liquid phase)	i. Force main discharge structures and system components exposed to corrosive environments will be inspected annually
3. Program	A. Utility Locates	i. All underground District-managed assets will be located according to RCW 19.122
	B. Safety Program	i. Safety program will at least be in full compliance with WISHA regulations, including all confined-space entries
		ii. District will follow an established safety training program administered by the qualified Safety and Health Coordinator
	C. Customer Service	i. District will dedicate at least one full-time employee for fielding/dispatching all maintenance issues and handling day-to-day administrative duties for department
	D. Staff Certification	i. All staff will be certified by position level with Washington Wastewater Collections Personnel Association
	E. Level of Service/CMOM Approach	i. An annual self-audit will be performed for Operations and Maintenance functions relative to the Level of Service
		ii. District will review and update Level of Service/CMOM approach every 6 years
	F. Maintenance Management System (MMS)	i. Work orders will be generated for field activities
		ii. Preventative maintenance schedules, maintenance history, and maintenance activities will be maintained in MMS
		iii. MMS system will be integrated with the GIS system
		iv. MMS data will be stored in an SQL database and District will maintain and document all maintenance data to allow for data export and transition to other systems as needed
G. Supervisory Control and Data Acquisition (SCADA System)	i. SCADA will provide notification of critical system alarms (see also 2A(i) and 4G(ii))	
	ii. System monitoring and historical data will be captured in SCADA for use in troubleshooting pump station performance	
	iii. SCADA will be utilized on all pump stations and other critical system assets (i.e., schools, churches, MOVs, etc.)	
H. System Repairs	i. District will evaluate system deficiencies and determine whether an operational, repair, or replacement approach is best to maintain overall health of the system	
	ii. Items requiring repair will be prioritized and District will determine the most effective way to make the repair	
	iii. District will self-perform repairs where this is determined to be the most effective method	

Exhibit A – Clark Regional Wastewater District and City of Vancouver Service Plan
Engineering & Pretreatment

Engineering and Pretreatment – Adopted May 28, 2013

General Category or Topic Area	Core Function or Service	Joint Standards, Best Management Practices or Minimum Level of Service
4. Design Standards	A. Framework	i. Design Standards utilize “Criteria for Sewage Works Design, Department of Ecology, 2008”, as amended, as the primary framework, except as modified below
		ii. Washington State Department of Transportation (WSDOT) “Standard Specifications for Road, Bridge and Municipal Construction, 2010” for construction documents, as amended by WSDOT and the Agency Special Provisions (updated every two years post WSDOT updates)
		iii. Standard Drawings updated every two years
	B. “To and Through”	i. Development extends sewer to the limits of their project to serve upstream basins
		ii. Extensions for single-family homes connecting to sewer will be considered on case-by-case basis, including consideration of un-programmed septic elimination projects
	C. Gravity Lines	i. Minimum design grades shall be greater than Ecology minimum standards
		ii. As-built grades shall meet Ecology minimum standards
		iii. Temporary cleanouts shall be constructed with a sanitary tee per the City’s Stub Marker detail
		iv. 6” main lines will not be allowed
		v. Repairs will be made with full-circle, stainless steel bands
		vi. Concrete to PVC transitions will be made with Fernco Strongback coupling (or an equivalent product)
	D. Manholes	i. When required, manholes shall be externally sealed and visually inspected prior to backfill
		ii. Steps are required in all manholes
		iii. Manhole flow channels shall have a 0.2-foot difference in elevation from the in pipe(s) to the out pipe
		iv. When multiple pipes of differing sizes enter a manhole, the crowns of the pipes shall be at the same elevation
		v. When a lateral connects directly into a manhole without a main line connection into it, the flow channel shall have a 0.3-foot difference in elevation from the in pipe(s) to the out pipe
		vi. All connections to manholes shall be cored and booted
		vii. Inside drop connections will be allowed by exception only (larger manholes may be required)
		viii. Manholes receiving a force main discharge shall be internally coated
	E. Side Sewers (see also 5F)	i. Curbs are not required to be stamped with the letter “S”
		ii. Lateral ends shall be marked with a 2x4
iii. Inspection requests require 1-day advance notification (see also 5B)		
iv. Laterals shall have toning wire installed from the main line to the property line cleanout		
v. Cleanouts shall be required at the property line (installed with building service)		
vi. As-built submittal process shall be required for new construction		
vii. For existing homes, the Inspector will prepare a field drawing of the connection		

Exhibit A – Clark Regional Wastewater District and City of Vancouver Service Plan
Engineering & Pretreatment (Continued)

General Category or Topic Area	Core Function or Service	Joint Standards, Best Management Practices or Minimum Level of Service
4. Design Standards (Continued)	F. Lateral Ownership and Maintenance	i. District to transition ownership of laterals to property owners prior to assumption (see also 3A(iii) and 5H(v))
	G. Pump Stations	i. Temporary pump stations shall meet the specifications required for permanent pump stations
		ii. Pump stations shall be monitored through a SCADA system (see also 2A(i) and 3G(i))
		iii. Pump station sites shall be paved
		iv. Pump station site size shall be based on safe and adequate maintenance access
		v. Pump stations shall be designed with submersible pumps
		vi. The minimum size for wet wells is an 8' diameter
		vii. Flow meters are required on all new pump stations
		viii. Pump stations with less than two hours of holding capacity are required to have a permanent generator
		ix. Pump stations without permanent generators are required to have an automatic transfer switch
		x. Electrical power to the pumps shall be routed through a quick disconnect panel
		xi. Pump stations shall have a manual override for the phase monitor
		xii. Pump stations shall have a float-controlled override for the PLC
	xiii. Primary level control shall be ultrasonic with a float back-up system	
xiv. Odor control will be installed around perimeter of pump station		
xv. Landscaping shall be installed around perimeter of pump station		
xvi. Potable water and irrigation shall be installed to the site on a case-by-case basis		
H. Pressure Mains	i. C900/9005 (green) and HDPE pipe and fitting materials are allowed	
	ii. Thrust restraints on new pressure mains shall be Megalug Series 2800 and 2500	
	iii. Thrust blocks are allowed only when connecting to an existing pressure main	
	iv. Toning wire and locate stations shall be required for pressure mains	
	v. Gate valves shall have resilient seats with non-rising stems and operators	
I. Grinder	i. If the grinder system is located outside of the building, then the sewer utility has oversight for standards and inspection	
5. Development	A. Interim Pump Station	i. Interim pump station installations will be allowed based on unique situations with consideration for any one of the following criteria: 1) Gravity option costs exceed \$350,000 2) Gravity option is more than 1,500 feet away 3) Gravity option would require more than 3 easements or condemnation
	B. Inspection (see also 4E(iii))	i. Inspector will visit the site on a daily basis while sewer construction is ongoing
		ii. Inspector will witness all testing (CCTV by private consultant, air, mandrel) iii. Inspector will review as-builts for accuracy

Exhibit A – Clark Regional Wastewater District and City of Vancouver Service Plan
Engineering & Pretreatment (Continued)

General Category or Topic Area	Core Function or Service	Joint Standards, Best Management Practices or Minimum Level of Service	
5. Development (Continued)	C. Warranties	<ul style="list-style-type: none"> i. A 2-year warranty is required on newly installed sewers ii. Within 1 year of installation, CCTV inspection is required iii. Following the CCTV inspection, the facilities will be added to the MMS inventory iv. All warranty inspections will be conducted in the winter prior to the warranty expiration v. Warranty bonding is not required 	
	D. Utility Review (RUR)	<ul style="list-style-type: none"> i. "To and Through" requirements will be addressed in the RUR ii. RUR will advise the developer where the point of connection is located iii. RUR will advise the developer if a pump station or alternative system is required iv. RUR will provide the developer with Pretreatment contact information v. Developer is advised that connection fees will be due at time of physical connection 	
	E. ERU Definition & Determination	<ul style="list-style-type: none"> i. The District will review ERU definitions during its Comp Plan update 	
	F. Side Sewer Permit Process (see also 4E)	<ul style="list-style-type: none"> i. Side sewer permits are available during normal business hours 	
	G. Oversize/Over depth	<ul style="list-style-type: none"> i. Developer will be reimbursed for the cost difference for larger pipe based on the difference between the pipe size required for the development and the pipe size required by the Comp Plan ii. Developer will be reimbursed for the additional depth caused by requiring the larger pipe size (not over depth to serve upstream basins) 	
	H. Offsite Laterals	<ul style="list-style-type: none"> i. All offsite laterals will be installed by the Developer's contractor ii. Developer will be reimbursed for the cost of offsite laterals for projects located within the District service area iii. Developer will be reimbursed through the latecomer process for the cost of offsite laterals for projects located within the City service area iv. District will apply a Local Facilities Charge to the benefitting properties v. District to transition ownership of laterals to property owners prior to assumption (see also 1E(i), 3A(iii) and 4F(i)) 	
	I. Latecomer Reimbursement	<ul style="list-style-type: none"> i. Developer must initiate the latecomer reimbursement process within 45 days of final acceptance in order to be eligible 	
	6. Annexation and Planning	A. Annexation	<ul style="list-style-type: none"> i. District annexations will be in conformance with RCW Chapter 57 ii. City annexations will be in conformance with RCW Chapter 35
		B. Planning	<ul style="list-style-type: none"> i. Comprehensive General Sewer Plan/Sewer Master Plan will be updated at least every 7 years, generally in coordination with Clark County's Growth Management Plan updates ii. Flow projections will be based on an employee/acre basis for commercial/industrial-zoned property
	7. Capital Program	A. Septic Elimination Program	<ul style="list-style-type: none"> i. Both agencies will continue with their existing programs to encourage septic conversions

Exhibit A – Clark Regional Wastewater District and City of Vancouver Service Plan
Engineering & Pretreatment (Continued)

General Category or Topic Area	Core Function or Service	Joint Standards, Best Management Practices or Minimum Level of Service
7. Capital Program (Continued)	B. Customer Generated Infrastructure	i. District will consider implementing the Septic Elimination Program as the primary approach to provide service to existing homes (similar to City's SCIP demand response)
	C. Utility Local Improvement District	i. District will consider implementing the Septic Elimination Program as the primary approach to provide service to existing homes (similar to the City's SCIP demand response)
	D. Restoration and Replacement (R&R) Program (see also 12B)	i. The basis of the R&R Program should be a predictive model
		ii. System/asset condition assessment shall be performed in order to inform the model
		iii. All projects will be identified in advance
iv. Projects shall be prioritized based on a risk of failure and consequence of failure analysis		
E. Capital Improvement Program	i. Both agencies will develop a Capital Program that includes capacity projects, extends service, developer reimbursements and eliminating pump stations	
	ii. Project lists will be developed, tracked, and prioritized	
	iii. Project delivery will be based on available funding for program	
8. Project Delivery	A. Project Management	i. Each agency will maintain a project delivery process to ensure continuous communication and accountability
		ii. Each agency will review cost of delivery bi-annually to ensure projects are delivered in a cost-effective way
	B. Design	i. 50%, 90%, 99% & Final plans, specifications and estimates with internal reviews at each stage, including operations and construction management
		ii. Each agency will develop project design in-house or outsource to consultant, based on project complexity, schedule and resource availability
		iii. Specialty work will be outsourced, including environmental clearances/permitting and geotechnical
		iv. District will outsource surveying work, and the City will perform surveying in-house
		v. Both agencies will utilize on-call design contracts to the extent practical
		vi. Both agencies will use Civil 3D design software
		vii. Public outreach will be project-specific based on complexity and impact
		viii. Real property (easements) will be acquired by Project Managers and include a legal review
	C. Bid and Award	i. Each agency will follow its own specific statutes for procurement
	D. Construction	i. Inspections will be performed as required, based on project complexity
		ii. Specialty inspections will be outsourced (compaction, structural, concrete)
		iii. Operations department will be involved during construction of pump stations to observe, provide input and direction in regard to longer-term maintenance
		iv. Each agency will provide CCTV inspection by agency forces
	E. Post Construction	i. Each agency will adopt acceptance criteria that includes a maximum of ½" sag (using a 1" reference ball), with one sag allowed per line segment
		ii. A 1-year warranty is required on all work

Exhibit A – Clark Regional Wastewater District and City of Vancouver Service Plan
Engineering & Pretreatment (Continued)

General Category or Topic Area	Core Function or Service	Joint Standards, Best Management Practices or Minimum Level of Service
8. Project Delivery (Continued)	E. Post Construction (Continued)	<ul style="list-style-type: none"> iii. Within 1 year of installation, CCTV inspection is required iv. Following the CCTV inspection, the facilities will be added to the MMS inventory
	F. Spot Repairs	<ul style="list-style-type: none"> i. Each agency will maintain a spot repair program (engineering function at the District, Operations function at the City)
9. Pretreatment	A. Pretreatment/Source Control	<ul style="list-style-type: none"> i. District and City will continue to coordinate Pretreatment programs closely
		<ul style="list-style-type: none"> ii. District will prepare for delegation by Ecology
		<ul style="list-style-type: none"> iii. When District is delegated, the City and District programs should be fully coordinated/compatible
		<ul style="list-style-type: none"> iv. District will develop an amalgam program to begin at time of delegation
		<ul style="list-style-type: none"> v. FOG inspections will be performed on a 6-month frequency with more frequent inspections on a case-by-case basis
		<ul style="list-style-type: none"> vi. Oil/water separator inspections will be performed on an annual frequency with more frequent inspections on a case-by-case basis
		<ul style="list-style-type: none"> vii. District and City will each continue with their current public outreach efforts
10. Customer Service	A. Customer Service	<ul style="list-style-type: none"> i. District and City will each continue with their current level of service
11. GIS	A. Software	<ul style="list-style-type: none"> i. Both agencies use ESRI software for GIS with ArcSDE database structure
		<ul style="list-style-type: none"> ii. Each agency will perform periodic reviews of software upgrades and data compatibility between the agencies
	B. Staffing	<ul style="list-style-type: none"> i. Each agency will maintain a dedicated staff person to maintain GIS records for sewer infrastructure
	C. Data Access	<ul style="list-style-type: none"> i. Each agency will not have a public portal to the data
		<ul style="list-style-type: none"> ii. Each agency will have internal web-based accessibility
	D. MMS System Connectivity	<ul style="list-style-type: none"> i. Each agency's GIS and MMS systems will be connected
E. Data Input/Collection	<ul style="list-style-type: none"> i. Record drawings will be imported manually from CAD or TIFF images 	
F. Uses	<ul style="list-style-type: none"> i. Each agency will use the GIS system to support asset management, including criticality analysis, project prioritization, cartography, predictive asset management, and other analysis 	

Finance and Customer Service – Adopted May 28, 2013

General Category or Topic Area	Core Function or Service	Joint Standards, Best Management Practices or Minimum Level of Service
12. Fund Structure/Reserves	A. Operations and Management	i. Each agency will maintain a minimum of 60 days' cash operating expenses
		ii. Minimum reserve level phased in over 5 years
	B. Repair and Replacement (see also 7D)	i. Fund R&R at minimum of 100% of annual depreciation
		ii. Minimum fund balance of 2% of gross asset value
		iii. Additional funding as needed to meet cash flow requirements for asset management program's list of specific future project needs for 20 years
	C. Debt Service/ Debt Stabilization/ Rate Stabilization	i. Paid from rates and/or system development charges
		ii. Debt service coverage ratios shall be in compliance with bond issuance requirements
		iii. Debt service reserves shall be in compliance with bond issuance requirements; minimum of 1 year of debt service
		iv. Rate stabilization minimum funding equal to the annual billing of any major customer(s) who comprise more than 5% of the total billed revenues of the utility
	D. Unemployment	i. Each agency is self-insured for unemployment and (per RCW) will maintain reserve equal to one employee's maximum claim amount
E. System Development Charge (SDC)	i. Allocation of system costs charged to new customers at connection to sewer system	
	ii. Partially funds infrastructure related to growth per the 20-year capital plan	
	iii. SDC charged and paid for every new connection	
	iv. SDC reviewed every 2 to 4 years	
	v. Connection charges partially fund the debt service related to new capital	
13. Debt Metrics	A. Metrics/Ratios	i. Debt service coverage ratios (operating and non-operating revenues less expenses requiring payment to outside entities) exceed the annual debt payment of both principal and interest, in compliance with bond issuance documents, typically > 1.25 times
		ii. Debt to equity ratio (total debt/total debt + total net assets) less than 60% debt, 40% equity
		iii. Maintain minimum Moody's investment grade of Aa3
14. Rates	A. Rates	i. Updated 20-year rate model completed every 2 to 4 years
		ii. Rate architecture (consumption vs. flat rate) to be reviewed every 2 to 4 years with updated rate models
		iii. Rates will be sufficient to meet all financial policy tests
		iv. Revenue from rates sufficient to fund all O&M expenses
		v. Utility will utilize multi-year rate adoptions to provide rate stability and predictability
		vi. Utility will provide stable rates with small, incremental adjustments
		vii. Gradual reduction in the difference between inside and outside city limit rates (City only)
15. Miscellaneous Customer Service Fees	A. Miscellaneous Fees	i. Miscellaneous customer service fees are priced no more than the cost of providing the service
		ii. Periodic review of miscellaneous customer service fees performed on a routine basis plan

Exhibit A – Clark Regional Wastewater District and City of Vancouver Service Plan
 Finance & Customer Service (Continued)

General Category or Topic Area	Core Function or Service	Joint Standards, Best Management Practices or Minimum Level of Service
16. Utility Billing	A. Billing	i. Back bill policy – No less than 3 years back or to point of purchase/connection
		ii. Each agency will assess finance charge of 10% of current billed charges for late payments
		iii. Bills and notices are printed and mailed in the most cost-effective manner
		iv. Extended vacancies in connected properties will generally be billed for availability of service, unless addressed by separate program related to extended water shut off and/or physical disconnection from system
		v. Foreclosures may be initiated after 3 lien cycles (18 months past due)
		vi. Accounts receivable turnover (annual service charges/average accounts receivable balance) is > 6 times/year
		vii. Accounts receivable collection period (number of days in year/accounts receivable turnover) is < 60 days
	B. Cash Receipting	i. Multiple payment methods will be offered (direct debit, web payment, IVR payment)
		ii. No user fee will be assessed for debit, credit, e-check payments
		iii. Cash deposits will be batched daily for cash management
17. Accounting Functions	A. Budget	i. Budget will be prepared annually or biennially per business need
		ii. Single enterprise fund with Board/Council-designated sub-funds as directed by Board/Council
		iii. Actual vs. adopted budget variances monitored monthly or quarterly per business need
	B. Financial Reporting	i. Each agency will comply with GAAP/GASB requirements
		ii. Internal statements will be produced quarterly and reviewed with management/staff of each agency
		iii. External financial statements will be produced quarterly and reviewed with Board/Council of each agency
		iv. Each agency's current ratio (unrestricted current assets/current liabilities) will be > 1.0
		v. Each agency will maintain an O&M coverage ratio (total operating revenue/total operating expenses including annual depreciation expense) of > 1.0
	C. CAFR/SAO Audit	i. Each agency shall prepare a CAFR annually per modified-accrual basis accounting
		ii. Each agency's CAFR will undergo an annual SAO audit
		iii. Each agency will submit CAFR to the Government Finance Officers Association for the CAEFR award
	D. Payroll	i. Employee master file, pay, benefit and deduction codes will be maintained by the payroll department of each agency
		ii. A benefit program is provided by each agency for permanent employees
iii. As part of the long-term transition plan, both agencies will move toward common pay practices and benefits		

Exhibit A – Clark Regional Wastewater District and City of Vancouver Service Plan
 Finance & Customer Service (Continued)

General Category or Topic Area	Core Function or Service	Joint Standards, Best Management Practices or Minimum Level of Service
17. Accounting Functions (Continued)	D. Payroll (Continued)	iv. Each agency will conduct periodic reviews of payroll and benefits on a routine basis, as part of the long-term transition plan
	E. Accounts Payable	i. Each agency will process cyclically per Council/Board meeting schedule
		ii. Each agency may perform additional accounts payable runs on an emergency basis
		iii. Each agency will review its Purchasing policy and update as necessary every 2 to 4 years
	F. Treasury	i. Each agency will review internal cash management controls and policies routinely
		ii. Each agency will review its debt policy routinely
iii. Each agency will review its investment policy routinely		
18. Information System	A. Systems/Software/Technology	i. Each agency will ensure its billing software and release patches are kept current within 12 months of latest release
		ii. Each agency will perform periodic review of its software applications (especially at time of software upgrades) for eventual compatibility, as part of the long-term transition plan
		iii. Each agency will ensure that the use of a third-party vendor for electronic payment processing will be kept at a minimal cost to ratepayers
		iv. Each agency will offer e-billing
19. Customer Service	A. Operations	i. Each agency will maintain the following minimum customer service hours: M, Tu, Th, F 8AM-5PM and W 9AM-5PM
		ii. Each agency will provide walk-in and phone-in customer service
		iii. Each agency will measure customer satisfaction routinely
	B. Delinquent Accounts	iv. After hours/weekends phone coverage for each agency will be provided by an answering service
		i. Each agency will assess finance charge of 10% of current billed charges after one bill cycle ii. Past due process (District): <ol style="list-style-type: none"> 1) IVR phone payment reminder after 1 bill cycle 2) Provide courtesy reminder letter after 2 bill cycles 3) Research for escrow/mortgage/bank contact information 4) Provide intent to lien notice after 3 bill cycles 5) Lien filed 15 days after intent to lien 6) Provide lien notice after lien filed, including escrow/bank contact 7) Provide intent to collect letters 7 days after lien notice 8) Accounts turned over to collections 30 days after lien notice 9) Provide right to foreclose letter after 6th bill cycle 30 days past due, including escrow/bank contact 10) Review account with attorney and general manager before initiating foreclosure

Exhibit A – Clark Regional Wastewater District and City of Vancouver Service Plan
 Finance & Customer Service (Continued)

General Category or Topic Area	Core Function or Service	Joint Standards, Best Management Practices or Minimum Level of Service
19. Customer Service (Continued)	B. Delinquent Accounts (Continued)	ii. Past due process (District) (Continued): <ol style="list-style-type: none"> 11) Provide courtesy intent to foreclose letter after 9th bill cycle 30 days past due, including escrow/bank contact 12) Provide intent to foreclose letter 30 days after courtesy intent to foreclose, including escrow/bank contact 13) Research for escrow/mortgage/bank contact information 14) Order litigation title search 15) Lien filed for all outstanding sewer service charges, collection fees, and litigation title search 16) Past due accounts are turned over to legal counsel to initiate foreclosure 40 days after lien filed
		iii. Past due process (City): <ol style="list-style-type: none"> 1) Past due reminder 10 days after due date 2) Final disconnection 12 days after past due reminder 3) Phone call after final disconnection notification 4) Water shutoff after 45 days 5) Notice of collections 60 days after account closed 6) At end of following month, accounts turned over to collections (remains for 7 years)
		iv. Bankruptcy write-offs for each agency will total less than 0.03% of billed revenues
		v. Bad debt write-offs for each agency will total less than 0.05% of billed revenues