

# Connections



January/February 2012

## CRWWD

8000 NE 52 Court  
PO Box 8979  
Vancouver, WA 98668  
Phone: 360-750-5876  
Fax: 360-750-7570  
**SelfPay: 360-993-8800**

## Hours of Operation:

Monday-Friday  
8:00 am—5:00 pm  
Closed Sat, Sun, &  
Holidays

*Emergency?* Call  
360-750-5876  
24 hours per day/  
7 days per week

## Commissioners:

Norm Harker  
Denny Kiggins  
Neil Kimsey

## General Manager:

John M. Peterson, P.E.

## CRWWD Stats (Jan - Nov 2011)

- Processed 42,391 calls
  - Connected approximately 0.93 homes to sewer per day
- 5 new subdivisions
- 8 new commercial projects



## Welcome to Connections

The Clark Regional Wastewater District (CRWWD) is pleased to unveil our new customer newsletter, *Connections*. CRWWD's Mission is "providing customer-focused, professional wastewater services in an environmentally and financially responsible manner." We are committed to being customer-focused. One way to achieve this is by better connecting with you, our customers, in providing helpful and timely information.

## Operating and Maintaining a State of the Art Sewer System

CRWWD collects 7 to 8 million gallons of sewage each day from 25,000 homes and 1,000 businesses. That is about 100 gallons (about 4 bathtubs full) of water per day for each man, woman and child living in CRWWD's service area.

Your \$34 per month utility charge ensures that CRWWD can continue to protect public health and safeguard water quality by effectively collecting and treating all of that wastewater. Charges are distributed across three core service areas - operations and maintenance, repair and expansion and business management. This edition of *Connections* focuses on: **operating and maintaining a state of the art sewer system. Other core areas will be covered in upcoming issues.**

## Keeping pipelines clean and functional

Most homes and businesses in CRWWD's service area are connected to a network of underground pipelines and pump stations, which carry wastewater to the treatment plant--totaling more than 500 miles of sewer lines in our system. CRWWD regularly inspects these lines in an effort to keep everything working properly.

Special closed-circuit television equipment remotely views the inside of pipelines to find any defects or problems. The pipelines are also routinely cleaned using a pressurized water and vacuum system.

*(Continued on next page)*

## Freeze the Grease!

Cooking oil and grease poured down drains can build up in pipes and cause back-ups in your home.

Simply provide your mailing address by calling Kim Thur at 360-993-8822 or emailing [kthur@crwwd.com](mailto:kthur@crwwd.com) to receive your free "Freeze the Grease" kit and begin properly disposing of greases and oil.



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

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## Keeping pipelines clean and functional (continued)

On average, we inspect over 200,000 feet and clean over 400,000 feet of pipeline each year. Maintenance staff make sure pipelines are clean and free of grease and debris to keep the system running smoothly.

CRWWD utilizes a computerized Maintenance Management System (MMS). This system tracks and creates work orders and provides maintenance history on CRWWD facilities, sewer lines, manholes and pump stations.

Using this data, we can target trouble areas, perform line cleaning and inspection, prioritize restoration and replacement projects and schedule necessary maintenance. The MMS is also tied to a Geographic Information System (GIS), which provides mapping, archiving and analysis.

## Operating STEP systems

CRWWD also owns, maintains and inspects 735 individual Septic Tank Effluent Pumping (STEP) systems, which are located in Meadow Glade and Hockinson. The STEP system includes a septic tank and a pump. Wastewater comes from the home into the STEP tank. Liquid waste is then pumped under pressure to the public sewer system, while solid waste remains in the STEP tank where it naturally degrades and is eventually pumped out of the tank by the District.

## Moving sewage from homes to the treatment plant

CRWWD owns and maintains 50 pump stations that help move sewage from homes and businesses to one of two treatment plants respectively owned by the City of Vancouver and Clark County. In some areas, gravity allows sewage to move downhill through pipes to the treatment plant. In other cases, pump stations are needed to force wastewater uphill. CRWWD monitors pump stations 24 hours a day, 365 days a year through an electronic monitoring system called Supervisory Control and Data Acquisition (SCADA). This system allows for automated monitoring, thereby reducing site visits and saving approximately \$50,000 annually in staff time.

And more importantly, the system immediately notifies us of malfunctions so our crews can respond before a back-up occurs.

Read *Connections* next time to learn about CRWWD's second core service area: efficient repair and expansion of the sewer system.

## Change in Payment Options

First Independent Bank (CRWWD's local bank for many years) has recently been sold to Sterling Savings Bank. Effective with the change in ownership, beginning March 1, 2012, CRWWD will no longer accept utility bill payments at any of the First Independent Bank branches (soon to be known as Sterling Savings Bank). However, customers may still pay their utility bill using any of the convenient services listed below, including our newest option, *SelfPay*. "We continue to see a large number of customers using *SelfPay* and *WebPay* options to pay their utility bill," said Ken Andrews, CRWWD Finance Director.

### We offer many ways to pay your bill

Convenient services make receiving and paying your bill easy:

Mailing Address: PO Box 8955,  
Vancouver, WA 98668

**AutoPay:** Direct debit authorization forms available at [www.crwwd.com](http://www.crwwd.com) or Customer Service at 360-750-5876

Additional residential customer options:

**SelfPay:** Visa/MasterCard credit/debit card & electronic check (24/7) at 360-993-8800

**WebPay:** Visa/MasterCard credit/debit card & electronic check (24/7) at [www.crwwd.com](http://www.crwwd.com)

**PhonePay:** Visa/MasterCard credit/debit card by calling Customer Service (8 AM-5 PM, M-F) at 360-750-5876

**In Person:** (8 AM-5 PM, M-F) Check/Visa/MasterCard credit/debit card or drop box (24/7) with check at: 8000 NE 52 Court, Vancouver WA