

Connections



March/April 2013

CRWWD

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Hours of Operation:

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

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

Commissioners:

Norm Harker
Neil Kimsey
Denny Kiggins

General Manager:

John M. Peterson, P.E.



Freeze the Grease!

Would you like to receive a free "Freeze the Grease" kit? Simply provide your mailing address to Kim Thur at (360) 993-8822 or by email to ktthur@crwwd.com.



Supporting Economic Development in Clark County

Building upon a history of financial stewardship, the District Board was recently able to make another critical policy decision to further promote growth in the region. Effective January 1, 2013, the District Board adopted a new, lower connection fee, also known as a System Development Charge (SDC). An SDC represents the fee that is paid at the time of connection for every new equivalent residential unit (ERU) added to the system. The District established the following tiered SDC model for its current and future service areas:

- **Tier 1: Historic Hazel Dell - \$1,720/ERU.** This remains the lowest connection charge in Clark County and represents a reduction of slightly less than 10% or \$178/ERU. Tier 1 flows to the Vancouver Treatment Plant.
- **Tier 2: Main District Service Area - \$4,708/ERU.** This represents a reduction of approximately 25% or \$1,634/ERU. Tier 2 flows to the Salmon Creek Treatment Plant.

So what does this really mean for potential new users? Let's consider a few scenarios, a restaurant, a grocery store and a single-family residence.

A new sit-down restaurant with 190 seats, including a bar, is approximately 16 ERUs (i.e. Applebee's, Olive Garden). A new grocery store with seated deli area is approximately 7 ERUs. If the three scenarios are located in the Salmon Creek area, the new SDC model provides a savings for each user as follows:

- Restaurant: 16 ERUs x \$1,1634/ERU reduction = a savings of \$26,144
- Grocery Store: 7 ERUs x \$1,634/ERU reduction = a savings of \$11,438
- Single-Family Residence: 1 ERU x \$1,634/ERU reduction = a savings of \$1,634



Future Chuck's Produce store located at NE 117th Street & Highway 99

Lowering the SDC helps to promote growth by reducing the overall cost burden on new and expanding customers alike, regardless of the use. Ultimately, an increase in economic activity will help maintain stable monthly rates, benefitting all customers.

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Technology and the Collection System: Flow Monitoring

Managing a collection system that has more than 520 miles of gravity and pressure sewer pipes is critical in providing reliable and predictable service. An important tool in the District's overall management program is flow monitoring.

The flow monitoring program leverages technology to create system-wide efficiencies. The flow monitoring program utilizes a combination of fifteen (15) permanent and portable flow meters.



District Maintenance Specialist checking the status of a flow monitor in the District's service area

The District is also testing and implementing the use of SmartCovers. SmartCovers can be integrated with a standard manhole cover to provide continuous monitoring and alarm capabilities with wireless transmitting. The flow meters are installed to monitor and measure actual flows in the system.



Flow data is collected at strategic locations in the system throughout the year, in both dry and wet weather conditions. Some of the specific benefits of the flow monitoring program are:

- Planned maintenance and inspection activities to maintain reliable and predictable service
- Optimize the use of existing collection and treatment system assets
- Manage flows during peak conditions to protect the environment
- Improved planning and prioritization of capital projects, stabilizing long-term funding requirements

Conducting the flow monitoring program provides valuable data and information for the District's largest and most important assets. This information is used in turn to make intelligent management decisions, which will benefit our customers now and in the future.

Pay Your Bill Online

Are you a new user and would like to pay your bill online or set up Ebilling?

1. Go to **www.crwwd.com** (with a copy of your printed utility bill on hand)
2. Click on the "**PAY BILL ONLINE**" icon (see sample below)



3. Under "**Register using your utility bill**" click on "[click here.](#)" Enter the required information and click on **Register**.

Remember..

- When entering the "New Users" information, names & account numbers must appear **exactly** as they do on the utility bill
- First and Last Name(s) need to be entered in **all caps**: i.e. First Name: **KELLY/STEVE**
- In order to select Auto Pay or "Ebill," you must first **verify** your E-mail address per instructions

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 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

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) Cash/Check/ Visa/MasterCard credit/debit card or drop box (24/7) with check at: 8000 NE 52 Court, Vancouver, WA 98665