

Connections



May/June 2012

CRWWD

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

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.

CRWWD Stats (Jan - Mar 2012)

- Processed 10,295 calls
- Connected 1 home to sewer per day
- 4 new subdivisions
- 0 new commercial projects



Repairing & Expanding Our Sewer System So Everyone Who Needs It Has Access

The Clark Regional Wastewater District (District) collects 7 to 8 million gallons of sewage per day from 25,000 homes and 1,000 businesses. This is about 100 gallons (about 4 bathtubs full) of water per day for each person living in the District service area.

Your \$34 per month utility charge ensures the District 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 month's *Connections* focuses on: **repair and expansion of the sewer system.**

When the sewer system was first built over 54 years ago, it served 300 Hazel Dell residents and businesses. Today the sewer system serves more than 25,000 homes and 1,000 businesses.

Prioritizing spending

The District utilizes a computerized maintenance management system (MMS) to track and create work orders and preventive maintenance history on District facilities, sewer lines, manholes and pump stations. Using this data, we can target

trouble areas, track line cleaning and inspection, prioritize capital projects and scheduled needed maintenance. The MMS is also tied to our Geographic Information System (GIS) mapping tool, which identifies the pipes that are in the worst condition and are most likely to cause the greatest service impact and environmental harm if a failure were to occur. This helps us prioritize our spending to address the most troublesome areas first.

How we expand the system

The District collaborates with Clark County Public Health to provide sewer service for customers with aging or failing septic systems.

(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 to receive your free "Freeze the Grease" kit to properly dispose of greases and oil.



Visit us online at www.CRWWD.com

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How we expand the system (Continued)

Through the Septic Elimination Program (SEP), we are able to identify areas of critical need and extend sewer service to those areas to prevent public health issues and protect water resources.

Community partnerships

With all of our projects, we strive to build upon economies of scale to reduce community impacts and costs. We accomplish this by eliminating redundancies whenever possible, such as combining sewer projects with County road projects when possible.

Planning for the future - twenty years at a time

To ensure capacity for future growth, the District develops a 20-year General Sewer Plan every six years concurrently with the Clark County Comprehensive Plan to address infrastructure needs in support of urban development. The plans ensure adequate capacity while reducing the chance of over-commitment of resources during an economic downturn.

Read *Connections* next time to learn about the District's third core service area: running the business side of things.

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

Senior Low-Income Discount Rates: Do You Qualify?

Are you aware of the District's senior low-income discount rates? Seniors age 62 or older who own and live year-round in their homes may qualify. To be eligible, seniors must meet income levels based upon the 2011 Federal Poverty Guidelines.

For 2012-2013, a household of any size at 125 percent of the income guideline (up to \$18,388/year) qualifies for a 35 percent discount.

Households between 126 and 200 percent of the income guideline (up to \$29,420/year) qualify for a 20 percent discount.

Eligible seniors wishing to participate need to present these documents at the District office:

- A 2011 tax return or, if an income tax return was not filed, a letter of non-filing from the IRS (first time applicants or applicants that have not previously provided a letter of non-filing only)
- Valid picture ID with birth date (first time applicants)
- Copy of last year's social security income statement

Seniors currently receiving the discount, or those who previously received an application packet, will receive a letter and application packet by mail sometime in May. Others should stop by or call the District office to request an application packet.

The new guidelines and discount rates begin July 1, 2012 and continue through June 30, 2013. Feel free to call Kelly Solomon, Finance Specialist II, at (360) 993-8803 with questions about the program.