

Connections



November/December 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

Sewer Problem? 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 - Sept 2012)

- Processed 33,300 calls
- On average, connected 1 home to sewer per business day
- 10 new subdivisions
- 1 new commercial project

Smart Bunnies Know
Flush Only Tissue in the Toilet



District Receives Clean Financial Audit from State of Washington

The District is pleased to report that the audit for 2011 has been completed with a “no findings” report from the State Auditor’s Office (SAO). This is the 30th consecutive year the District has received such a report.

We realize that managing the District’s resources in a responsible and transparent manner is a top priority according to feedback from our customers. That is why the District utilizes rigorous internal controls, ensures involvement and oversight of District financial policies and practices by your elected Board of Commissioners and participates in an annual independent audit conducted by the State of Washington.

The SAO typically sends a team of 2-3 auditors to the District in the spring to evaluate internal financial controls, compliance with state laws, the District’s policies and procedures and governmental accounting standards.

If you have any questions about the audit process or would like a copy of the audit report, you may go to our website, www.crwwd.com, or contact Ken Andrews, Finance Director at 993-8824 or kandrews@crwwd.com.

District Planning for Modest Rate Increase

The District has consistently maintained one of the lowest sewer rates in Washington. While fiscal responsibility is one of our core values, so is ensuring reliable, predictable service for our customers.

In order to live these values out, the District will need to enact a modest rate increase for the first time in seven years, principally to address three areas.

First, the rate increase will allow the District to adjust to inflationary costs for goods, services, fuel and labor. Almost everything costs more than it did in 2006 when rates were last increased.

Second, the District has evaluated and prioritized necessary repairs to both the sewer collection system and the treatment plants in our area, which together handle approximately 8 million gallons of sewage each day. We are planning to phase in these repairs over time, but even so, there are approximately \$20 million of high-priority repair projects needed over the next 10 years. We have held off on some of these repairs during the recession to keep costs low, but now these needs must be addressed to provide reliable service and meet the needs of our customers.

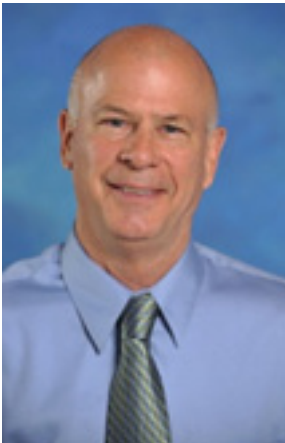
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Visit us online at www.CRWWD.com

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Meet Tom Burns, District Operations Manager



In May of this year, Tom Burns was hired as the District Operations Manager in charge of 16 Maintenance employees, responsible for an area of 42 square miles, 500 miles of pipe and 50 pump stations.

Tom has been in maintenance and facilities management for 20 years. He spent the last 14 years working for Veolia Water North America but, after reorganization, his only job option was to relocate out of state--not something he was willing to do. When an associate mentioned the job opening at the District, he was very interested.

Tom's goals for his position include identifying where there are risks and preventing them from occurring--like potential overflows or pump failures. "I believe there are three types of culture: (1) fix and forget, (2) fix and prevent or (3) anticipate. I am an anticipator." Tom admires the District for being of like mind, always looking for the right technology needed to run efficiently and then providing staff the appropriate training and tools.

Tom moved to the Northwest 38 years ago and loves this community. He and his wife will be celebrating their 28th anniversary this year. Outside of work, Tom greatly enjoys spending time outdoors with his family, including his four grandchildren.

District Planning for Modest Rate Increase

(Continued)

Third, the District is committed to doing our part to bring a jobs-based economic recovery to our area. To do so, we plan to make some strategic investments in the sewer system, especially near the I-5 corridor where industries have expressed interest in locating in our area.

Taken together, the current rate of \$34/month would increase \$1 per month annually for four years, beginning in 2013. In other words, customers would pay a rate of \$38/month by 2016. Following these necessary adjustments, District customers will still enjoy one of the lowest rates in the state.

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

Free Leaf Disposal

For Vancouver and Clark County residents only

With this coupon

October 1 - December 20, 2012

Prevent street flooding - Don't place leaves in the street.

Instead, use this coupon for free leaf disposal at:

This coupon must be presented at the drop-off site

and is for **LEAVES ONLY**, up to 5 cubic yards.

Yard debris or mixed loads will be charged at the regular price.

Leaves must be emptied from plastic bags.

H & H Wood Recyclers
8401 NE 117th Avenue
360-892-2805

West Van Materials Recovery Center
6601 NW Old Lower River Road
360-737-1727

McFarlane's Bark
8806 NE 117th Avenue
360-892-6125

Sponsored by:



To redeem coupon, complete the following information:

Name: _____

Street Address/Zip: _____



City of Vancouver residents: Funding for your participation in this program is provided through your garbage rates.
Clark County residents: Funding for your participation in this program is provided by Clark County Public Works and Environmental Services.

2013 Budget Season

Customers are invited to attend the following budget meetings at the District office:

- November 13: Workshop #2 will review the forecast of proposed construction projects and revenues
- November 27: Budget public hearing
- December 11: Board action on 2013 budget