

The Pipeline



July/August 2011

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 Saturday,
Sunday & 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

CRWWD Stats... (Jan – May 2011)

- Processed 18,865 calls
- Connected approximately 0.85 homes to sewer per day
- 3 new subdivisions
- 4 new commercial projects

SelfPay Now Available: Call 993-8800

The District is pleased to announce that residential customers now have the option of using our automated phone system, **SelfPay**, to access sewer utility account information and pay your bill any time at your convenience, day or night. **SelfPay** will accept Visa or MasterCard debit and credit cards, as well as electronic checks.



How does it work? Simply call **(360) 993-8800**. **SelfPay** will ask you to enter your account number using your telephone keypad. This 9-digit number can be found in the upper right portion of your sewer utility bill. Once your account number is entered, you can pay your bill, check your account balance or check the due date of your bill.

At any time during the call, you may press 0 to be transferred to a District customer service representative, who will gladly assist you. If you are transferring after hours, you will be routed to the **SelfPay** voicemail box where you will be asked to leave your name, account number, phone number and a brief message.

A customer service representative will return your call the next regular business day.

During regular business hours, 8 AM to 5 PM, Monday through Friday, you may also call the District office at (360) 750-5876 and, at the main menu, press 1 on your telephone keypad and then press option 1 again to be connected to the **SelfPay** system.

“The District is pleased to offer this new account access and payment option to its customers,” said Ken Andrews, Finance Director. “In a recent customer values survey, the use of new technologies to achieve efficiencies was rated highly among District customers, and this option provides convenience to our customers while reducing the District’s payment processing costs.”

What other options are available for paying my bill?

PhonePay: During regular business hours, call (360) 750-5876 and press 1 on your telephone keypad at the main menu and then press 2 to be transferred to a customer service representative who will quickly process your debit and credit card payment using Visa or MasterCard.

Get your free
Freeze the
Grease Kit! Call
(360) 993-8822



Parade of Bands: Winners...Again

On Saturday, May 21, the District participated in the Hazel Dell Parade of Bands. The District's entry was a specialized vehicle used to clean the sewer system, and it received second place in our division. Thank you to all of our customers that cheered us on during the event. See you next year!



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WebPay: At any time, go to www.crwwd.com and click on the following icon at the top of the page:



Once you click the icon, you will be taken to the log-in screen where residential customers can make an online payment and sign up for our recurring payment option. Our home page (www.crwwd.com) contains instructions on how to set up your account online. **WebPay** will process debit and credit card payments, as well as electronic check payments.

AutoPay: The District can automatically process your sewer payment on a recurring basis from your checking or savings account. Just provide a voided check (to authorize payment from your checking account) or a savings deposit slip (to authorize payment from your savings account) with a Direct Debit Payment form to the District office. The form is available online at www.crwwd.com.

In addition, payments can be made in person at our office, where we also have a 24-hour payment drop box for your convenience. Payments can also be mailed to us at PO Box 8955, Vancouver, WA 98668.

If you have any questions regarding your payment options or need assistance with your sewer utility account, please call us at (360) 750-5876.

