

# Connections

May/June 2024



## Protect yourself from utility scams

You've probably heard about scammers posing as IRS agents, but did you know that scammers target utility customers, too? Unfortunately, utility scams are increasingly common and fraudsters have even targeted District customers.

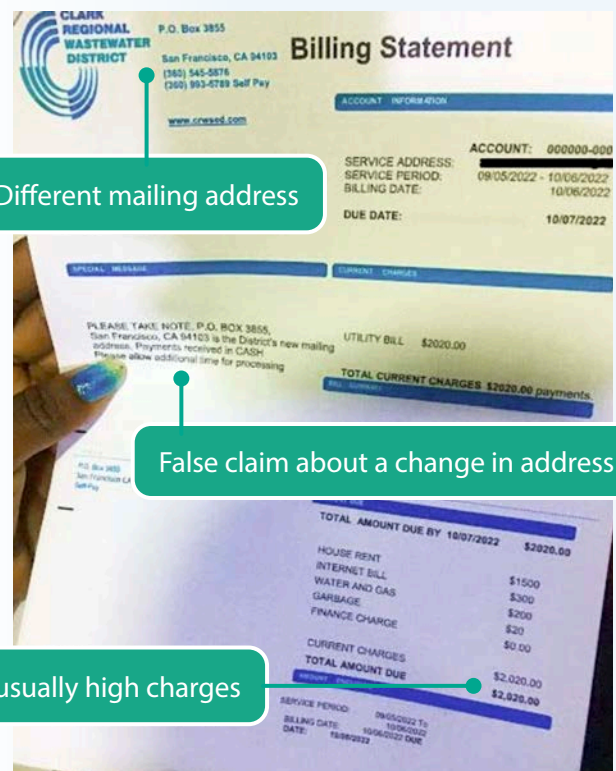
These scams typically involve telling the victim that they owe the utility company money and that their service will be shut off immediately unless payment is made. These scammers can be very convincing. They will use phone calls, text messages, emails and even fake utility billing statements. However, with a little bit of information, you can protect yourself. **Always call the District directly at 360-993-4001 if you have any questions or concerns.**

### Watch out for:

- Any demands for immediate payment
- A bill asking you to send payment to a new mailing address or web address (The District has not changed its mailing address or web address. See below).
- An unusually high bill
- Threats to disconnect your sewer service
- Requests for payment with a gift card or prepaid card

### The District will never:

- Call, text, email or visit your home to:
  - Demand immediate payment
  - Demand credit card, banking or financial information
- Request payment on a prepaid card
- Threaten to shut off sewer service
- Ask you to download a copy of your bill



Different mailing address

False claim about a change in address

Unusually high charges

Copy of a fake utility billing statement sent to a customer



Find more tips on avoiding scams on our website:

[crwwd.com/customer-service/fraud-alert](https://www.crwwd.com/customer-service/fraud-alert)

#### Hours of Operation

Monday - Friday  
8 a.m. - 5 p.m.  
Closed Weekends  
and Holidays

#### Emergency?

Call 24/7:  
360-750-5876

#### Commissioners

Norm Harker  
Denny Kiggins  
Neil Kimsey

#### General Manager

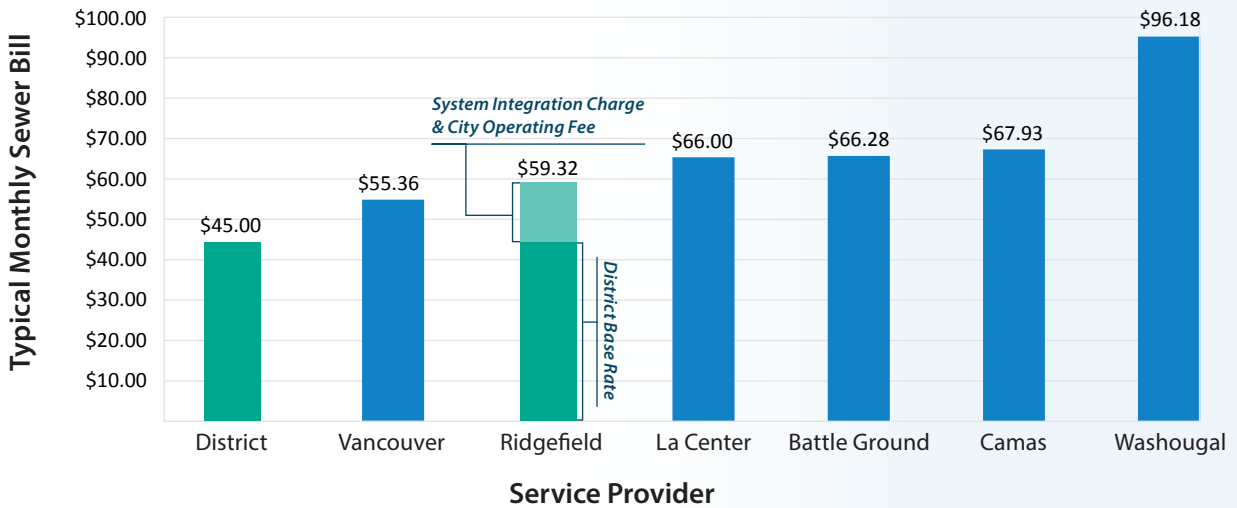
John M. Peterson, P.E.



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

## Clark County 2024 Residential Sewer Rate Comparison

The District is committed to maintaining competitive rates while upholding the highest quality of services. In 2024, the District's residential monthly sewer base rate remains the lowest in Clark County.



Data based on 8 ccf/mo water use, includes applicable taxes. To see the full table, visit: [bit.ly/RateChart2024](https://bit.ly/RateChart2024)

### Question from the field

#### Q: Why do utility workers spray paint the street?

**A:** The District and other utilities spray paint the street, and may also use flags, to mark the location of the buried utility lines in and around a work area. The color of the paint is specific to the different utility services as shown. Visit [bit.ly/8-1-1](https://bit.ly/8-1-1) to find out the information you'll need when you call 811 before you dig.

### Utility locate color codes

- Sewer
- Electric
- Gas/Oil
- Water
- Cable/Internet
- Proposed area of excavation
- Temporary survey markings

### Upcoming events

- Hazel Dell Parade of Bands: **May 18**
- Clark County Fire District 6 Open House: **June 1**
- Ridgefield 4th of July Celebration: **July 4**

