

## CLARK REGIONAL WASTEWATER DISTRICT

- **CUSTOMER SERVICE:** 360-750-5876  
Email: [finance@crwwd.com](mailto:finance@crwwd.com)
- **SELPAY PAYMENTS:** 360-993-8800
- **24 HOUR EMERGENCY:** 360-750-5876
- **FAX NUMBER:** 360-750-7570

WEB SITE: [www.crwwd.com](http://www.crwwd.com)

### PAYMENT OPTIONS

#### All customers:

- Mailing address: PO Box 3855; Seattle, WA 98124-3855
- **AutoPay:** Direct Debit authorization form available at [www.crwwd.com](http://www.crwwd.com) or Customer Service at 360-750-5876
- In person (business hours) or drop box (24/7) with check at 8000 NE 52<sup>nd</sup> Court; Vancouver, WA 98665

#### Additional residential customer options:

- **SelfPay:** Visa/MasterCard credit/debit card or electronic check payments (24/7) at 360-993-8800
- **WebPay:** Visa/MasterCard credit/debit card or electronic check payments at [www.crwwd.com](http://www.crwwd.com)
- **PhonePay:** Visa/MasterCard credit/debit card by phoning Customer Service (business hours) at 360-750-5876
- In person (business hours) with Visa/MasterCard credit/debit card at 8000 NE 52<sup>nd</sup> Court; Vancouver, WA 98665

### **DISTRICT BUSINESS HOURS:**

Monday through Friday, 8AM to 5PM  
Except District Holidays

10-2-17 v2

### MOVING?

Please contact Customer Service at 360-750-5876 to transfer service and make arrangements for a final bill.

### RETURNED PAYMENT FEE

There will be a bank chargeback fee assessed for any returned payment.

## ABOUT YOUR BILL

**Residential:** The monthly rate reflects operating and capital costs of pumping, transmitting and treatment of wastewater. The bill is charged to the property owner (customer) whether the property is occupied or vacant.

**Commercial:** The amount charged is based upon several factors relating to use, i.e., number of people, activities, number/type of facilities, etc., that can affect the sewer system, and is charged to the tenant/owner whether the unit is occupied or vacant.

## WHEN YOUR BILL IS DUE

A billing is due and payable on the last day of the month in which the billing is mailed. A billing becomes delinquent on the first day of the month following the month in which the billing is due and payable.

## DELINQUENT BILLINGS

On the last day of the month following the billing due date, the District shall **add a penalty equal to 10% of the current month's past due billing for monthly service**. This amount will show on the customer's next regular billing as a finance charge.

## LIENS

On or after the day the third billing becomes delinquent, the District will send a Notice of Intent to Lien, advising that a lien will be filed (against the property) with the County Auditor if the past due billing amounts, **finance charges** and returned payment fees, if any, are not paid within 15 days of the date of notice. If the customer fails to pay within 15 days, the District will add the lien recording fee, record a lien with the County Auditor, and begin charging interest as authorized by District Code. The customer will receive a lien letter listing these charges.

## COLLECTIONS

After filing the lien, the District will send a notice advising that the total amount due as of the date of filing, if not paid within 30 days of the lien letter, will be turned over to a collection agency.

## FORECLOSURES

After filing the lien, the District may bring a foreclosure suit against the property to collect all amounts due, plus attorneys' fees and costs.

## BILLING DISPUTE

Unless a written notice is received by the Finance Department within 20 days of the billing date, the bill is considered correct and payable.

New Owner's Name \_\_\_\_\_ Effective Date: \_\_\_\_\_

New Mailing Address for Owner: \_\_\_\_\_

Telephone Number: \_\_\_\_\_