



INNOVATION AND COMMUNITY INVOLVEMENT




Innovation

- Introduction of something new; an idea, method or device; with the aim of improving efficiency, reliability or customer service.
- It deals with both products and processes;
- Innovation needs a void, gap or weakness to fill.



Opportunity

- You tell me, in a business is it an opportunity or barrier that residents & customers don't know where their services come from ?
- Does a "void" exist where the customer has no knowledge (or interest)?



Barriers

- Does this sound familiar at all – My agency is generally an isolated service provider in a government agency with regulatory as well as service roles over a defined area that we spend energy defending; and who is largely risk averse, rarely introducing our priorities to the community, and who have to manage multiple & sometimes competing priorities.
- Add to that the tendency to suffer the "tyranny of small decisions"; the battle of competing sciences; the lack of agreement on which idea best accomplishes the science; and the absence of a champion.



Innovation

Scott Berkun "I generally [recommend people don't use the word](#). It's mostly meaningless. At best it's something people should say about you, not something you say about yourself. Its best to dedicate yourself to [solving problems](#) since that's what most people who earn the title innovator were trying to do. But if you must use it, here is the best definition:

Innovation is significant positive change"



Innovation

- Camas problem:
 - (something new) Responding to green energy guidance/mandates, funding gaps at WWTP upgrade, mitigate utility rate implications of project, regulatory requirements (current and future)
 - (product and process) Solids handling change from class B to Class A biosolids, change from aerobic to anaerobic digestion




Innovation

- Camas innovation:
 - Process for the WWTP
 - Understanding of existing plans and goals
 - Consider future trends
 - Willingness to challenge assumptions and conclusions
 - Identify and engage stakeholders
 - Implement strategies from other successes
 - Build institutional understanding of issues and goals
 - Take risk

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Innovation

- Camas innovation:
 - Specifics:
 - Need to upgrade solids handling capacity at plant
 - Regulatory and funding emphasis on energy savings
 - Funding gap, rate impact
 - Trends in class B bio-solids acceptance
 - Small energy savings projects successful with local PUD built trust and understanding of how to utilize the opportunity
 - Discussion with stakeholders
 - Research on class A dryers
 - Discussion with Council
 - Grant and loan applications submitted based on process

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Innovation

- Camas innovation:
 - Outcome:
 - An updated Wastewater Treatment Facility with capacity for growth
 - minimized rate impacts
 - New class A bio-solids dryer that utilizes bio-gas from digestion process
 - \$10,000,000 Public Works Trust Fund loan
 - \$3,200,000 in deferred principal "Green" SRF funding
 - \$234,500 Public Utility incentive for energy reduction
 - Agency acceptance of process

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Innovation

- Camas innovation:
 - Other examples of municipal innovation:
 - Partnerships with industrial community
 - Partnerships with School District
 - Consider ourselves a service provider first

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- TIB SLIDE PRESENTATION

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Other Innovations

- AutoPay via Checking or Savings account
 - CFL incentive – achieves conservation too
 - Research shows that customers on AutoPay are more satisfied
- Home show
 - Speaker topics, reasons people like to attend
- PowerLine Outage hotline (20 years ago)
 - Outage notifications on smart phones (safety messages)

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