



Newsletter

March/April 2019

Hartstene Pointe Water-Sewer District

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General Manager:

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Pay Your Bill 24/7

Online: hpwatersewer.com

By Phone: 360-427-2413

Billing Office Hours

Mondays: 9:00 am—2:00 pm

Tuesdays: 9:00 am—2:00 pm

Thursdays: 9:00 am—2:00 pm

Board of Commissioners meetings are held on the 1st & 3rd Thursdays of the month at 1:00 pm in the District Office. All meetings are open to the public.

Hartstene Pointe Water-Sewer District is not associated with or governed by the Hartstene Pointe Maintenance Association. Please direct water-sewer service related questions to the District.

Hartstene Pointe Water-Sewer District is an equal opportunity provider and employer.

Water and Wastewater Challenges

“The nation’s water and wastewater utilities are victims of their own success: Americans have rightfully become accustomed to receiving clean water when they turn on their taps and having waste disappear down their pipes. Yet public understanding of the complicated and expensive systems needed to deliver those services is minimal. For instance, the United States has 1.2 million miles of water-supply mains—26 miles of water mains for every mile of interstate highway. That is just the drinking water system. There are nearly an equal number of sewer pipes. Now, as systems across the country require critical repairs and upgrades, water and wastewater customers are often surprised by and reflexively opposed to new charges and fees, and thus unwilling or unable to accept a higher price for services they may have taken for granted. These expectations have left utilities with the challenge of raising mission-critical funding from a skeptical public while maintaining affordability for those who already struggle to pay their bills.” (*Bipartisan Policy Center, “Understanding America’s Water and Wastewater Challenges,” May 2017*)



Hartstene Pointe Water-Sewer District (HPWSD) is dedicated to ensuring sustainability for generations to come. The District is working diligently to assess the current state of its above ground and underground infrastructure, create and implement a total management plan, and make repairs needed to continue to provide these most valuable resources at affordable rates.

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Free WaterSense® Shower Heads Available



Hartstene Pointe Water-Sewer District has a few EPA WaterSense® Certified shower heads left to give our customers! These low-flow, massaging showerheads are engineered to deliver a great shower with surprisingly little water, allowing our customers to conserve water while saving money on your energy bill. The shower head installs easily on a standard 1/2" shower arm. This is your last chance!

Hartstene Pointe residents can pick up your free shower head at the District office at 772 E Chesapeake Drive. We ask that residents take no more than two shower heads and only install them in homes at Hartstene Pointe.

Water and Wastewater Challenges (continued)

In addition, HPWSD is working with other local government bodies to invent creative solutions as well as exploring funding opportunities at both the State and Federal levels to help ease the financial burden on this beautiful community. Thank you for your commitment and support as we work together to overcome these tough challenges.



Drippy the Droplet's Water Saving Tip

"Turn the sink faucet on only to rinse or use a large container filled with rinse water when washing dishes by hand. You will save about 2.5 gallons of water for every minute your faucet does not run."

Watch for more of Drippy's tips in future newsletters and on our website, hpwatersewer.com

General Manager's Report

With the well #4 project nearing completion, we are now setting our sights on several other projects that we'll be working on throughout 2019, including: Replacing ten or more lateral sewer lines, repairing leaky manholes, and installing generators at two of our lift stations. These projects will help reduce the inflow and infiltration issue that has plagued Hartstene Pointe's Wastewater facility for many years as well as further harden our facilities against prolonged power outages and natural disasters.

We are also working diligently on putting together a working Asset Management plan in an effort to ensure sustainable water and sewer services for years to come.

I will continue to update you throughout the year on the progress that we have made as well as keep you apprised of any changes or new developments.

- David Carnahan, General Manager



Paying bills automatically or online has become so common, many people simply throw away paper bills they receive in the mail. To keep printing and postal costs at a minimum, we encourage you to sign up for paperless billing. It's easy—just sign up online or give us a call at (360) 427-2413.

Commissioner's Corner

Ensuring your staff is qualified

Water security is important to everyone, but we seldom think about it and how it is achieved. Careful expenditure of your rate payments has resulted in a state-of-the-art water filtration system, a new well #4 to replace well #1, reconditioning of well #2 and a generator on well #4, as well as other smaller projects.



Not mentioned is our effort to cross-train staff to ensure qualified staff is available when someone goes on vacation, takes ill, or is unavailable due to weather (think snowstorms). Our plan to be double-covered involves staff taking courses and applying for certifications. We wish them to have certified operator licenses in all specialties.

Jeff Palmer has all of our required certifications, which are: Water Treatment Plant Operator I (WTPOI), Water Distribution Manager II (WDMII), Cross Connection Control Specialist I (CCS), and Wastewater Treatment Plant Operator II (WWTPOII).

Mont Jeffreys has Water Treatment Plant Operator I (WTPOI), Water Distribution Manager I (WDMI), and Cross Connection Control Specialist I (CCS), and is working toward his Wastewater Treatment Plant Operator II.

The District Clerk, Joe Sartori, is working toward getting all of the certifications. He has attended trainings for WA State's Budgeting, Accounting and Reporting System through the State Auditor's Office and Public Records Management through WA State Archives.

General Manager David Carnahan is working on Water Distribution Manager II and Wastewater Treatment Plant Operator II.

Commissioners attend regional Commissioner's Workshops, AWWA conferences, WASWD Conferences and training sessions on Asset Management, Emergency Preparedness, Public Records, etc.

Evergreen Rural Water of Washington (ERWOW) conducted two training courses at our facilities, on Advanced Electrical & Motor Control, and Sustainable Management of Rural & Small Systems. We have received kudos from the ERWOW trainers for good water and sewer system management.

Qualified staff assures us water security for the Pointe.

- Andrew Hospador, Secretary, Board of Commissioners