



Newsletter

April 2020

Hartstene Pointe Water-Sewer District

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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.

Still Serving Pointe—Staff & Operations at Water-Sewer District Continue

Water-Sewer services are crucial to community health and district staff takes that extremely seriously. Information is being distributed quickly and from a lot of different sources. This crisis is making an impact to our operations—which we will outline below—but first, please note the following excerpt from the EPA regarding water and wastewater treatment processes:



“The COVID-19 virus has not been detected in drinking-water supplies. Based on current evidence, the risk to water supplies is low. **Americans can continue to use and drink water from their tap as usual.**”

EPA has established regulations with treatment requirements for public water systems that prevent waterborne pathogens such as viruses from contaminating drinking water and wastewater. Coronavirus, which causes COVID-19, is a type of virus that is particularly susceptible to disinfection and standard treatment and disinfectant processes are expected to be effective. EPA is coordinating with our federal partners, including the Centers for Disease Control and Prevention (CDC), and will continue to provide technical assistance and support, as appropriate.

Source: <https://www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater>

Following directives from the governor and state agencies, here are some changes to our operations:

1. Our office is closed to the public. Customers who have business to transact **must** do so via telephone or email.
2. Open Public Meetings **must** be held via teleconference.
3. Shut-off notices will not be posted and late fees will not be assessed; **however**, we urge every property owner to pay bills on-time, so we can continue operations as normally as possible.

Other items to note:

1. **PLEASE do not** flush “flushable” wipes and other non-flushable items—we’ve seen a substantial increase in “flushable” wipes at the plant and it clogs our equipment. Please discard in your waste bin. (*see back*)
2. If you experienced yellow-colored water in the last two weeks, know that it was due to a minor fluctuation in the iron-removal process, did not pose harm and should be resolved.

We hope everyone stays safe and healthy as we manage this to our best ability!

General Manager's Report

Unprecedented Times

I'm sure by now everyone in Hartstene Pointe has been informed about the recent emergence of COVID-19 and Novel-Coronavirus. My in-box has been inundated with dozens upon dozens of emails from the Department of Health, the Department of Ecology and the Governor's office and it seems this is just about the only story the news media seems to be covering lately. I know that many of us are feeling unnerved, worried about the future and concerned for the health and safety of our loved ones.

Nobody could have predicted that the events which have taken place throughout the month of March would have unfolded like they have. However, during these uncertain and unprecedented times I would like to personally reassure the community members of Hartstene Pointe that your water-sewer District is committed to ensuring that there are no interruptions to your service. Additionally, we are taking all necessary precautions to protect both the community as well as our staff. Unfortunately this does mean that some of our bigger projects will need to be delayed as many of them require that the staff work in close quarters in clear violation of the six foot rule.

Right now, we are focusing our efforts on staying up to date on new policies and regulations being made by the State and waiting expectantly for the day we can return to normal operations. While we wait I would ask for your patience as our response time may be longer than normal for non-emergency items such as leak repair and billing questions.

Thank you for partnering with us as we endeavor to serve our beautiful community.

- David Carnahan, General Manager



Please Don't Flush "Flushable" Wipes, Paper Towels, Other Items!!!

The pictures below demonstrate the ongoing struggle the wastewater treatment industry faces dealing with "flushable" wipes. Our wastewater treatment plant operator has seen many more of these wipes at our facility lately—in fact, so have operators all over the country. As the wipes don't break down like toilet paper, they get caught in sewer laterals, mains and treatment machinery.

What does this mean?

Our treatment plant operator has to fish these out of the headworks machinery and dispose of them in our trash bin. We care about the safety of everyone at the Pointe—including our staff—and, of course, we need our equipment to work properly. Treatment machinery is expensive and not easily replaced.

Did you know?

Since this is a real problem across the entire industry, blocs of operators have made attempts to require manufacturers not to use the word "flushable" in their marketing by law. No surprise...manufacturers lobbied against this, as this is how they sell their products.

What you can do!

Please be mindful of what should and should not be flushed. "Flushable" wipes, sanitary products, and other non-toilet paper items belong in your trash bin. We appreciate your cooperation in keeping our treatment facility and staff safe!

Now...enjoy these lovely photos!



Wastewater Machinery Blockage



Homeowner Toilet Base



Toilet Paper / "Flushable" Wipe / Paper Towel
Breakdown Comparison