



Newsletter

August 2020

Hartstene Pointe Water-Sewer District

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Pay Your Bill 24/7

Online: hpwatersewer.com

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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 Main Break Repaired

As many of you are aware, last month a water main on Nantucket Road was struck and ruptured by a contractor working in the area. Breaks to a water main are serious issues that demand rapid responses and halt all other operations.

Here are the primary concerns whenever a water main break occurs:

1. Residents throughout the entire system will experience an *immediate* drop or loss of pressure.
2. Water supply levels in the system's reservoir will deplete rapidly, which stresses the District's wells.
3. To make repairs, the segment of the system with the break must be isolated; repairs to underground infrastructure take time and residents within that segment can be with limited or no service.
4. With any main break comes the possibility of back-siphonage, which has potential to contaminate the infrastructure.



Here's how District Staff Responded

Staff were able to arrive and isolate Nantucket Road within minutes of the break—thankfully, while the break depleted the reservoir of a considerable amount of treated water, much more could have been lost if staff had not arrived so quickly.

Crews worked into the late evening to make as much progress as possible to prepare for repairs, including the General Manager, who came in on his day off.

Water Quality

To ensure water quality and safety, staff rushed to collect samples throughout the system and bacteriological lab tests confirmed that water quality was not compromised and the system is running as normal.


Emergency Communications

Communication was a challenging balancing act. How much time should be focused on answering phone calls and writing alerts, when the physical work of attending to the problem was also a high priority, demanded staff attention and made answering calls difficult? Posts were added to the website, emails were sent out to email subscribers and those who signed up for the emergency response system "Code Red" received phone calls.

Please consider signing up for our email list and/or emergency response system if you are not already and also check our website during emergencies for up-to-date alerts.

Conclusion

For those on the Pointe—and particularly those in the Nantucket area—this was a disruption to normal day-to-day routines, but residents were very kind and understanding. Ultimately, we are pleased that staff were able to respond to the emergency as quickly as possible and that the system is back to normal.



Drippy the Droplet's Water-Saving Tip:

“Water your plants and lawn minimally and during the cool parts of the day to avoid water waste due to evaporation.”

General Manager's Report



There are a growing number of concerns across the state as the COVID-19 pandemic continues to threaten both lives and livelihoods of residents. Masks are now required at all indoor locations and outside when unable to maintain 6 feet of distance. Interruptions to normal everyday life have become commonplace and protests and rioting seems to be all

the media is talking about. Yet amidst all of the chaos, rioting and protesting, I want to assure you that your Water/Sewer District is hard at work accomplishing projects, fine-tuning equipment and continuing to move forward with our goals for 2020 in a safe and conscientious manner.

With help from Dave Swart, volunteer and resident, all 100 of the new Kamstrup water meters within the community were installed. This has not only made reading meters on Promontory, Barnacle and Liberty easy, but has also reduced the read time by nearly 4 hours. Thank you, Dave!!

In addition to accomplishing projects, the District is looking down the road to the future of Hartstene Pointe and is in the process of developing a 10-year strategic plan that will focus on addressing the issues with our underground infrastructure. As many of you know this infrastructure was installed over 50 years ago and is rapidly approaching the end of its useful life. We're already seeing an increasing number of water leaks emerge and our inflow and infiltration problem is steadily growing. Over the next few years the District, with the help of its engineering firm, intends to explore the feasibility of replacing its underground infrastructure. We recognize this is no small task, but we're confident that it is an attainable one. Please stay tuned for details as the remainder of the year unfolds.

Additionally, I want to encourage you to attend the District's regular meetings held the first and third Thursdays of every month. These meetings are being held via teleconference in order to protect public health which means it's easier than ever to attend. You don't even have to get off the couch! Visit our website or call the office and we'll guide you to the info you need to participate.

Thank you for your support and stay safe out there!

- David Carnahan, General Manager

District Congratulates Mont, Welcomes Lorenzo



The District wishes to congratulate Mont Jeffreys, Water Distribution Manager, on his retirement! Mont has worked for Hartstene Pointe Water-Sewer District in a number of capacities over the years as a contracted

General Manager and as an operator. His institutional knowledge, ability to solve problems, and general know-how of the ins-and-outs of the Pointe's system will be missed by the community.

Following a search for an apprentice, the District is excited to welcome Lorenzo Determan, who will begin work this week. Lorenzo is bringing experience from working in utilities for years and is excited to bring that experience to the Pointe and learn more about the water/sewer industry. Evergreen Rural Water of Washington (ERWoW) is partnering with the District to train him in the field and in the classroom.

Water Leak Repairs Continue, Other Leaks Spring Up

Work is never in short-supply around here. It seems every time a leak is repaired, another one is reported. The District has had quite a number of leaks reported lately and staff responds to them as they can, while still ensuring that necessary daily operations continue.



Frequent causes of water leaks are coupling fittings, near a property's water meter. These can take part of a day for two staff members to fix and staff are not always sure what they will find after digging begins.

Several of these particular leaks were found and fixed in the past month.

You can help: please call the District if you notice your water meter box is filled with water. While staff may not be able to investigate right away, a work order will be created to keep track and remind staff to address it when they get a chance.