



Newsletter

October 2020

Hartstene Pointe Water-Sewer District

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Pay Your Bill 24/7

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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.

The Challenges of Aging Infrastructure

There are many challenges to successfully operating both a water treatment facility and a water distribution system. Water operators across the country encounter everything from water leaks, aquifer decline, changes in ground and surface water and main breaks that often result in thousands of dollars worth of damage. However, there are few things more frustrating to a water operator than an aging and deteriorating water distribution system. As water operators we pride ourselves on producing the highest quality water possible and when we—as a result of aged underground water pipes—can no longer guarantee water quality after it leaves the treatment facilities, we find ourselves frustrated to say the least.

The Tension Between Treatment and Distribution

“So what exactly is the issue? Why is it such a challenge to make sure that my water is free of all taste and odor issues?” These are great questions and they can be answered scientifically through a better understanding of the water distribution systems and a little help from our friends at the EPA.

The two main mechanisms for water quality deterioration are interactions between the pipe wall and the water, and reactions within the bulk water itself. As the bulk water travels through the distribution system, it undergoes various chemical, physical and aesthetic transformations, impacting water quality. Depending on the water flow rate, finished water quality, pipe materials and deposited materials (i.e., sand, iron, manganese), these transformations will proceed to a greater or lesser extent. --Taken from Office of Water (4601M)

Office of Ground Water and Drinking Water Distribution System Issue Paper--

Basically what this means is that even with the best water treatment plant available, it is still impossible to control all of the reactions that take place within the distribution pipes themselves. Hartstene Pointe’s water distribution system is no exception to this rule.

In 2017 we upgraded both of our water treatment facilities to a high-end state of the art ATEC filtration system. Consequently our water is much better now than in previous years. However, due to the age of Hartstene Pointe’s underground infrastructure, we struggle to maintain this water quality as the water travels through the pipes throughout the community.

What Is The Solution?

Ultimately the only sure-fire way to ensure water quality in Hartstene Pointe is to replace the water distribution system. This is primarily due to the age of the pipes themselves as well as build up of iron and manganese inside the pipes. To this point, the District is implementing a 10 year plan to accomplish this goal. However, in the meantime District staff will be moving to quarterly system flushing which will help mitigate some of the impact of the older pipes. The first round of this new flushing schedule is set to begin mid October of 2020.

Focusing On The Future

Well before the 2020 COVID-19 pandemic was in full swing, Hartstene Pointe Water-Sewer District had already been making plans and laying the framework to replace its underground infrastructure. The District understands that water is absolutely vital to life on earth and is committed to ensuring long-term, sustainable water infrastructure in Hartstene Pointe. While the virus has rightfully captured our focus over the past year it has not dampened Hartstene Pointe Water-Sewer District’s resolve to care for the community it serves.

District to begin quarterly system flushing Oct. 19



Strategic Planning & Infrastructure Development

As many of you already know, Hartstene Pointe's Under-ground Infrastructure was installed by Weyerhaeuser/Quadrant as a camping retreat for its employees over 50 years ago (prior to the formation of either Hartstene Pointe Maintenance Association or Hartstene Pointe Water Sewer District).

Shortly after building the community's infrastructure it was sold and deeded over to the Hartstene Pointe Maintenance Association, who then deeded the water and wastewater systems over to Mason County prior to the formation of Hartstene Pointe Water-Sewer District in 2008. Mason County proceeded to manage the system for almost 40 years and failed to perform routine/scheduled maintenance and failed to set aside sufficient reserves for future infrastructure replacement.

When the District took over operations in 2009/2010 it learned that nearly half of the equipment in the field was non-operational. Sadly the District was left with few reserves and unable to make necessary repairs and replace ailing equipment without incurring significant debt.

In 2019 the District performed a sustainability audit which revealed both 36% water loss throughout the water system as well as 77% Inflow & Infiltration into its sewer system. The cause of these issues is the combined result of improper installation, infrastructure age as well the use of lower quality piping throughout the community.

In light of the above information, it is the goal of Hartstene Pointe Water-Sewer District to replace its underground water and sewer infrastructure within the next 10 years. This will not be an easy task, but it is absolutely necessary and vital to the overall health and sustainability of the community. We are currently working with various government bodies to secure funding for this project as well as planning to set aside additional reserves annually to help offset some of the upfront costs.

For most of our community members this comes at no shock. However, we recognize that there are many new homeowners and property owners who now hold a vested interest in the future of Hartstene Pointe. That said, this project will be the main topic of discussion in our upcoming 2021 Budget proposal as well our monthly Newsletter. Please stay tuned for more information and again I want to encourage you to attend our regular Board Meetings.

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

Budget, Rates Preparations

As mentioned in last month's newsletter, the District is looking at alternative methods for its 2021 budget delivery to Hartstene Pointe homeowners.

To that end, the Board of Commissioners discussed various means for sharing the budget process with the community and offer avenues for community interaction.

Throughout the month of October, a devoted section of our website will be developed specifically for 2021 budget delivery and provide a means for residents to ask questions and provide input. District Staff and Commissioners will address questions and concerns with residents, while posting questions/answers to common questions on the website.

Here is some of what's in the works:

- A dedicated section of the website is being developed, accessible to the public with budget documentation—the documentation will include:
 - 1) A Budget Summary Overview
 - 2) Full Budget Detail
 - 3) An informative dialogue of the unique needs of the District
 - 4) A description of the budget-planning process
- A form on the website will provide a method for providing input and asking questions—telephone and email communications will also be available, as usual
- Budget discussions conducted by the Board of Commissioners always take place in open public meetings, even though such meetings are presently conducted via teleconference
- A brochure-style summary of the preliminary budget will be sent out early November to all property owners at the Pointe—those signed up for paperless billing will still be included
- The General Manager will deliver a budget presentation, which will be available via Video on our website

2021 budget preparations look different than in the past, as do so many other aspects of life this year. Thank you for your patience and cooperation as your staff and commissioners look to work through this as best as possible.