



# Hartstene Pointe Water – Sewer District

## Water–Sewer Update July/August 2012

### Commissioners

#### Mary Alice Cary

Commissioner2@hpwatersewer.com

#### Roger Ray

Commissioner3@hpwatersewer.com

#### Nancy Nelson

Commissioner1@hpwatersewer.com

General Manager/Water Manager,  
Mont Jeffreys, gm@hpwatersewer.com

Waste Water Operator,  
George Campbell

### District Office

772 Chesapeake Dr.  
Shelton, WA 98584  
(360) 427-2413  
info@hpwatersewer.com  
www.hpwatersewer.com

### Customer Service

#### Account information

7:30 am-4:30 pm  
(360) 876-2545,  
customer\_service@wsud.us

### 24 Hour Emergency (360) 876-2545

Board of Commissioners meetings are held on the 2<sup>nd</sup> & 4<sup>th</sup> Thursdays of the month at 1 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 HPWSD.*

*Hartstene Pointe Water Sewer District is an equal opportunity service provider*

## Check Out Our New Website

[hpwatersewer.com](http://hpwatersewer.com)

### Meet Our General Manager

When it came to recruiting a General Manager the District didn't have to look far. After 13 years serving as water manager and general manager at Timberlake Community Club, Mont Jeffreys decided to form his own water system management business. Hartstene Pointe became his first client in November of 2010. Mont's extensive experience in project management and emphasis on customer service were important factors in the decision to contract for General Manager and Water Operator services from Jeffreys Management Services. "My highest priority is providing quality customer service to the members of the community and to bring the system up to the highest standard possible", says Jeffreys.

Mont managed a \$1 million upgrade of the Timberlake water system, installing one of the most advanced water treatment technologies in Mason County. He also has experience in new water source development and managed development of a 13 acre multi-use park in that community.

Mont maintains Wa Department of Health certifications in water distribution management, cross connection control and basic treatment plant operations. He is working toward certification in waste water treatment in preparation of taking over operations of the waste water treatment plant.

"There's a lot of work ahead to bring our system up to the standard it should be. I am grateful for the support I've gotten from the Commissioners and the community with the projects we have already completed. "



*District General Manager  
Mont Jeffreys*

### Commissioners Evaluate Progress on 2012 Work Plan

**"Plans are nothing, planning is everything."**

Dwight Eisenhower

Commissioners recently held a worksession to review progress on the 2012 Work Plan and began identifying 2013 projects. As with all planning, some projects are right on track while unanticipated issues directed attention to other needs. Overall, the consensus was much had been accomplished in six short months.

The District successfully lifted the building moratorium after completing construction of the booster pump station and meter installations were completed 60 days

## *2012 Projects, continued*

earlier than scheduled. Automated waste water system controls and communications were upgraded and engineering plans for waste water headworks upgrades and stormwater infiltration controls have been submitted to the Department of Ecology for approval.

Not on the planning list was reduced production of the water system's primary well (Well No. 1) primarily due to being in service for nearly 50 years. Also needing attention were several major water leaks, pump breakdowns and other repairs that are difficult to diagnose due to incomplete records and missing as-built plans. As each piece of the system is repaired, more is learned informing the next project.

Setting up systems, policies and procedures of the District is another component of the plan. Audit policies, records retention schedules and contractor bidding procedures were developed. A new accounting system, emergency communication procedures and procedures for establishing new water and sewer service were also created. Other vital components for setting up a new organization such as a district-managed website, a logo and even a District mission statement were developed and now in use. Finally, long neglected general maintenance jobs were completed that will make scheduled upkeep easier.

All in all it has been a busy and productive year thus far. Still ahead will be replacement of the aging drinking water treatment system. A low interest loan from the Washington State Drinking Water Revolving Fund is in the final approval stage and preliminary engineering will be completed by August. It is hoped the District can go to bid by November.

### **Service Meters Will Help Identify Water Leaks**

A thorough review of well production over the last sixteen months showed a high volume of water use for the size of the population being served, leading to the assumption there is a high volume of water loss due to leaks. Current daily water production averages assumes a water loss rate of 35-55 gallons per minute or 50,400 gallons per day; 1,512,000 gallons per month. That is equal to the total production of a single well. To put these numbers in perspective, this loss is roughly equal to one or two hoses continually running fully open.

A portion of the water loss may be on the customer's side of the water meters. The amount of water loss due to customer leaks can be quantified by comparing customer usage to well production. Commissioners agreed to commence monthly meter readings to help the District find any leaks at service connections or at people's homes. Once these leaks are identified, it will be easier to look for leaks in the main service lines.

Be prepared to see District contractors, wearing bright yellow vests, recording water use data from your service meters. Customers are asked to contact the District Office if they suspect any leaks.

### **District to Launch Telephone Emergency Communication System**

After collecting as many customer telephone numbers as possible, the District is now ready to launch emergency communications systems using automated dialing and recorded messages. A test call will be placed to identify inoperable or incorrect phone numbers, probably mid-July. To accompany the system, Commissioners adopted emergency communications policies which uses the telephone dialing service and signage to inform customers of drinking water quality emergencies. Scheduled and un-scheduled service interruptions will be communicated to affected customers using signage in the affected locations and a phone call alerting customers to the start and estimated end time of scheduled interruptions and estimated end times of unscheduled service interruptions. Causes of water quality alerts and service interruptions will be communicated when and if they are known.

**If you haven't yet contacted the office with your emergency contact information  
please do so as soon as possible!**

**(360) 427-2413 or by email [info@hpwatersewer.com](mailto:info@hpwatersewer.com)**