



# Newsletter

April 2021

## Hartstene Pointe Water-Sewer District

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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 via teleconference. Visit our website or contact the office for instructions on how to join. 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.*

## Conservation Tips and Tricks

There are many ways a household can look to eliminate wasteful consumption of utilities; this includes not only water, but electricity, garbage, etc. Much of our waste is the result of habits we develop over the years, while other causes of waste involve outdated appliances and deferred maintenance.

### Appliances

Newer appliances are much more efficient than they were in years past. For instance, newer dishwashers not only use less water, but less electricity. Whether or not your dishwasher is new or old, we advise that you avoid running a dishwasher that isn't full. This will consume even less water than if you washed them by hand and is a great conservation technique.

In March of last year, we shared the comparison of water consumption between toilets manufactured prior to 1992 and those manufactured after. Upon learning that the toilets at the district office were manufactured prior to 1992, district staff replaced them with dual-flush, water-saving toilets and installed them in-house. Replacing a toilet is easy to do, takes less than half an hour, and costs around \$100. District staff chose to do this in their own homes too!

Remember that appliances, while expensive, are major contributors to conservation. A minor leak in a faucet or toilet can waste gallons of water and can often be a simple fix.

Also, remember that Hartstene Pointe Water-Sewer District performs water use efficiency audits at no extra charge. Contact your Water District today to schedule your appointment and start conserving today!

### Changing Our Daily Habits

It's often challenging for us to make changes to our daily routines. We can become so used to doing the same thing over and over that we do not think about how our actions impact the world around us. As a result, we are all too often a culprit in contributing to wasteful consumption. Some examples are leaving the water running while we brush our teeth or shave, taking long showers or using an inefficient shower head. Now that we are moving into the spring and summer months and especially as warmer weather approaches, we recommend that you limit use of soaker hoses, hand water outdoor potted plants, and avoid leaving sprinklers running for long periods of time.

Team up with us in looking for creative ways to save water! Everyone can be a part of helping conserve our community's resources by updating old appliances, and making simple changes to your daily routine—THANK YOU!



# General Manager's Report

## A Very Fond Farewell



In 2018 I was hired on as the General Manager of Hartstene Pointe Water-Sewer District (HPWSD). Upon my hire I was tasked with facilitating a transition from contracted employees to regular employees. This involved establishing all related policies and procedures and hiring certified, well-trained staff to perform administrative tasks, routine maintenance, leak repair and day-to-day operations. I was also charged with developing the District's first ever Asset Management Plan, Strategic Plan and Standard Operating Procedures (SOPs). While these tasks were not easy, they represent significant leaps forward in the growth and maturity of the District.

At one of my first Board of Commissioner meetings, the Board President at the time expressed the desire not to just improve operations, but become an example for all other small districts to follow. I am proud to say that as a result of the above vision, the District is now viewed as an industry leader for small Districts. We have been commended by the Washington Association of Sewer and Water District's, Evergreen Rural Water, the Infrastructure Assistance Coordinating Council, the Pacific Northwest subsection of the American Water Works Association and the State Auditor's Office. This is in large part thanks to the commitment of Commissioners past and present who refused settle for the status quo and instead aimed for excellence and professionalism.

As a direct result of your Commissioner's unrelenting pursuit of excellence, our operations have never run more smoothly than they do today and our working knowledge of our infrastructure is more accurate than it has ever been. We now have a plan in place to replace the District's ailing underground utilities and are in the process of implementing that plan. We have a dedicated staff that takes great pride in delivering the highest quality service possible. To say that this level of operations is rare among small districts is an understatement as many small districts are merely trying to keep their heads above water and struggling to meet regulatory demands.

*Continued on next column...*

As a community we have truly achieved great things and I'm confident that we will continue to do so for years to come.

That said, it is with mixed feelings that I must announce that I will be resigning as General Manager of Hartstene Pointe Water-Sewer District. I know this will come as a shock to some, but I would encourage the community to remember that the HPWSD Board of Commissioners has things well in hand and will continue in its commitment to excellence in service with or without my presence. It has been a privilege to lead my team of gifted employees and to serve as the primary liaison for the Board of Commissioners for the past three years. However, it is time for me to pass the torch to another.

I leave confident that you, the community, are in capable hands and that the District will press on toward its goals with the same enthusiasm and drive that it has cultured since its inception.

Thank you for your support and encouragement over the years. I truly wish the Hartstene Pointe community a very fond farewell.

Sincerely,

David Carnahan, General Manager

## Cyber Security Audit Update

The District's Cyber Security audit is in full swing and we've learned a lot about the integrity of the District's network systems. Throughout the month of March, we have worked with I.T. auditors from the State Auditor's Office, holding regular video meetings, securely providing network diagrams and other information. A team of three visited the District's facilities on March 24th and spent the day performing network scanning and touring the appropriate facilities. So far, SAO is pleased with the results.

Their audit is nearing completion and we expect a full report of the current state of our I.T. infrastructure and a report of suggestions in April. Due to the sensitive nature of identifying vulnerabilities in our systems, this report cannot be published, but we will share some details with discretion in next month's newsletter.

Overall, this audit has been helpful in discovering what we could improve upon, but it has also been helpful to learn that the District has a high level of security already.