



Newsletter

Imagine a Day
Without Water

October 2021

October 21, 2021

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 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.

Imagine a Day without Water...

“No water to drink, or wash your hands with. No water to shower, flush the toilet, or do laundry. Hospitals would close without water. Firefighters couldn't put out fires and farmers couldn't water their crops. Disease would spread.”

—imagineadaywithoutwater.org

Water is important in so many ways—think about how many different ways you use water in your daily routine. Without water, a person could not survive more than three days. Without easy access to clean water, communities' health would greatly suffer.

Advancements in modern plumbing throughout the nineteenth century make it easy to take for granted that water will always be there whenever you need it. The reality is that a lot goes into making sure your household has water available on-demand.

The Board of Commissioners is recognizing October 21st as the internationally observed “Imagine a Day Without Water” day and encourages everyone to take note throughout the day about how many times you use water. As always, be mindful of ways to eliminate water waste.

Major Leak Discovered, Repaired Staff Thankful

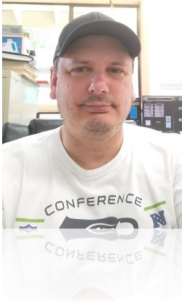
The Pointe community is great at keeping an eye out for water leaks and informing District staff. Last month, the community helped staff discover a major leak on Pointes Drive East. As is typical at the Pointe, the water service line to be fixed was buried deeper than expected and took several days to repair. The leak was the source of much stress early that week. While District staff and equipment are generally adequate to repair leaks, the depth of the leak required heavier equipment and safety equipment provided by a contractor.

The District wishes to extend a **HUGE SHOUT-OUT** to Dave Swart, who volunteered days (and a night) to assist in the repairs; Shelley Fritz, who was the neighbor who was part of the solution, searching for and ultimately securing the contractor who fixed the leak; HPMA's Stefan, Pam, Alan and Mark for all of their assistance; and Rick Pickert who ran many errands, provided advice and aided in procurement of much-needed replacement equipment!

Fixing the leak eased much water loss from the reservoir. Thank you everyone for keeping eyes out for water leaks and for your communication!

General Manager's Report

EPA Visits District Facilities



Recently, we were asked to participate in a survey for EPA for Drinking Water Infrastructure Needs and Assessment. EPA hired Cadmus Group to conduct this survey, and only a few small systems were chosen to participate in WA, OR or AK. (Small systems consist of <10,000 population)

This survey was done to get an estimate of our immediate needs vs. our 5, 10, 20 year needs. Questions were asked confirming our current infrastructure during a phone call, and their representative came out for an on-site visit, in order to take pictures of our wells, reservoir and SCADA system used to control the water system. The survey even included questions about if we currently have enough operators and if we anticipate replacing them in the next 10 years.

We were thanked for participating, since not all the selected systems were welcoming to it. We also invited Steve Nelson from Century West Engineering to attend. Century West is the engineering firm we are working with for our sewer and water system upgrades.

Does this survey mean anything for Hartstene Pointe? At this point, we have to wait and see. The Department of Health said our response will help ensure that small system needs in Washington are represented during the Drinking Water State Revolving Loan Fund (DWSRF) appropriations process. So, while it doesn't promise anything, it's good to know that these government entities are working to anticipate the needs of all WA small water systems, including ours.

I'm glad we were able to assist in this important survey. I want to thank Commissioners Hospador and Swart for their assistance in it as well.

—Jeff Palmer, General Manager

SAO Presents Results to Board of Commissioners



Office of the Washington State Auditor

Pat McCarthy

The Cyber Security Audit Team met with the District's Board of Commissioners at its regular open, public meeting on September 16th. The I.T. gurus presented their report and answered commissioners' inquiries. The auditors deftly shared their findings in easy-to-understand language.

The District feels grateful to the SAO team for their comprehensive work and the continued invitation to reach out for help—all at no cost to the District. District staff requested the Cybersecurity Audit in 2019 when SAO solicited volunteer participants. As you may well imagine, after 2020, these audits were a much sought-after service and SAO audits are now booked out for five years.

Of course for security purposes, details from the report regarding vulnerabilities cannot be shared with the public, but the auditors are confident that the network systems are mostly secure and the potential vulnerabilities are going to be addressed.

Late Fees & Shut-offs Resume

Just a reminder, the District resumed assessing 10% late fees on accounts with past-due balances. Shut-off notices with an accompanying \$20 Shut-off notice fee will resume this month as well.

Should you need time to bring a delinquent account current, please reach out to the District office to make arrangements.



Drippy the Droplet's

Water-Saving Tip:

"Consider collecting rain water in storage barrels for ancillary water needs, such as plant watering, non-potable needs and emergency backup supply"