



Newsletter

December 2021

Hartstene Pointe Water-Sewer District

(360) 427-2413

772 E Chesapeake Dr.

Shelton, WA 98584

Email: info@hpwatersewer.com

Website: hpwatersewer.com

General Manager:

Jeff Palmer

gm@hpwatersewer.com

Commissioners:

Andrew Hospador

Commissioner1@hpwatersewer.com

Jim Anderson

Commissioner2@hpwatersewer.com

Stacy Swart

Commissioner3@hpwatersewer.com

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.

2021 to Draw to a Close

To say 2021 was an eventful year would be an understatement! Here's a recap of what 2021 brought to the District:

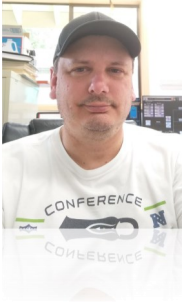
- 💧 The District's website was overhauled to convey information more clearly and allow homeowners to contact District staff directly from the website.
- 💧 Underwater repairs to the wastewater outfall were completed.
- 💧 Century West Engineering worked with staff and commissioners to update the District's Sewer System Plan.
- 💧 The WA State Auditor's Office performed both an accountability audit and a cybersecurity audit.
- 💧 Well #3 was test pumped to determine if it could be a useful asset in the future.
- 💧 District staff endured most of the year short of labor, working long hours to keep providing the Pointe with quality service—wonderful volunteers stepped up to help as well!
- 💧 Many new radio-read water meters were installed—this capital project is scheduled to be completed in 2022.
- 💧 Major upgrades were made to the District's SCADA system.
- 💧 The District procured new equipment that has proven to be instrumental in leak repairs and infrastructure replacement.

Of course there isn't room to list all that was accomplished, but just know that the District has a team dedicated and proud to serve the Hartstene Pointe community.



General Manager's Report

Labor Shortage Woes



Labor shortages are plaguing industries nation-wide. The water and sewer industries were already struggling to find operators before the pandemic—adding to the problem, many of the operators across the country are at or approaching retirement age.

All of us at the District are saddened to see Lorenzo move on. He and his family are relocating out of state. The District is grateful for his quality, hard work over the past year and a half!

There is good news, however: fortunately, a local certified operator is excited to join the team and bring his experience! He started November 29th.

Be aware that as we experience staff shortages, our response times to inquiries and work orders are delayed. Please know that staff are doing their best, putting in long hours, especially during the weeks operating with only two of us on staff.

I know service interruptions are inconvenient...they're inconvenient for us too...but that is just the nature of being a utility. Just as when the power is out, when water service is interrupted, assume we're on it and check your email for updates. While we enjoy phone calls from residents, the calls take us away from repair work and slows down our progress towards restoring services.

Thank you to all who assisted in the repairs!

—Jeff Palmer, General Manager

Rates to Change 2022

Based on recent budget talks for fiscal year 2022, it is anticipated that the residential and “pre-paid” base rates for water and sewer services will increase to 167.60/mo. and 69.80/mo. respectively. As costs of supplies and water treatment rise, the District needs adequate funds to meet its financial responsibilities. Rest assured that administrative staff and commissioners are committed to safeguarding and expending District funds responsibly.

Board Presents Plaque to Mont in Appreciation

District Board of Commissioners presented a plaque at its latest meeting in appreciation to Mont Jeffries for his years serving the community. Although Mont retired last year, he continues to help staff by providing historical knowledge, problem solving and lending his vast expertise. Thanks, Mont!



Yet Another Leak Repaired

Despite ongoing challenges the District faces, there is much for which to be thankful! Upon digging to repair a major leak on Pointes Drive East, people pulled together to restore service before the holiday weekend. And while the outlook for finding a contractor to assist initially seemed bleak, Tobin Brothers Tree Service & Excavation—a local excavation company on Harstine Island—arrived quickly, ready to help.

HPMA has always been a great partner to the District. Alan and Mark stepped away from their busy schedule for the day to help and Pam, Cindy and Stefan assisted where they could. Rick Pickert and Dave S. were a huge help as well!

We know going without water services is incredibly inconvenient, but those affected by the outage showed much patience—thank you!

As service disruptions are always a possibility here at the Pointe, we suggest storing away water for drinking and flushing to be prepared.

If you are not signed up to receive emails from us, please consider signing up so that you receive updates during outages and emergencies.



Drippy the Droplet's

Water-Saving Tip:

“Keep your home heated, even when away, to avoid freezing pipe bursts—55° is the recommended temperature to be on the safe side.”

