



Newsletter



Hartstene Pointe Water-Sewer District

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Pay Your Bill 24/7

Online: hpwsd.org
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 in the District Office, 119 E Liberty Rd. 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.

Simple Things You Can Do to Improve Water Quality in Your Home

When water flows from the treatment plant to your tap, many factors in the distribution system and household plumbing can affect your water quality. Follow these tips to ensure the quality of the water that flows through the mains remains the same as it flows from your tap.

Flushing

Run cold water taps for two minutes before using water for drinking and cooking. When water hasn't been used for several hours and sits in your pipes for long periods of time, water quality can decline. Flushing is especially good to do if you haven't been to your home for weeks or months. Instead of running your taps, other household water usage activities are effective methods for flushing pipes and allow water from the distribution system to enter household pipes. This includes doing laundry, showering, flushing the toilet and running the dishwasher.

Cold Water Use

Do not use hot tap water for drinking and cooking. Hot water dissolves contaminants and may contain metals, sediment and bacteria that build up in the water heater. If you have household lead sources, hot water can cause lead to release in your drinking water.

Water Filters

Routinely replace filter cartridges. Bacteria and metals can build up in filter cartridges. Be sure to follow the manufacturer's instructions for filter replacement.

Faucet Aerators

Routinely clean faucet aerators and replace them as needed. Sediment and metals can collect in the aerator screen located at the tip of your faucets.

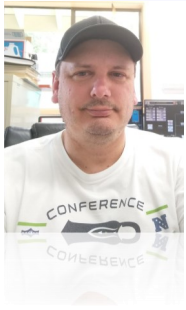
Water Heaters

Drain your water heater annually. Sediment, bacteria and metals can build up in the water heater tank. This can impact household water quality, water pressure and how much hot water is available.

District Gets New Addresses @hpwsd.org

District commissioners and staff are happy to announce the migration to a new website location and new email addresses. hpwsd.org is not only shorter, but also better represents what the District is—an *organization*, not a for-profit *company*. Please update your bookmarks and contacts at your convenience.

“Why do we pay for water?”



A common question that gets asked is: Why do we pay for water? The answer is: you're paying to get the water to your property. And there are a lot of costs involved with that - from the initial costs of installing the wells, treatment facilities, reservoir and underground pipes, to the everyday costs of electricity, treatment chemicals, parts for repairs, water testing, debt service, payroll, billing. These costs also include the workers, who are required to be certified operators and ensure that you have water service day or night.

Speaking of certified operators, did you know that for our water system here, we need to be WA Department of Health certified as a Water Distribution Manager, a Water Treatment Plant Operator and a Cross Connection Control Specialist? One has to pass an exam for each one of these certifications, then continue to maintain it by attending continuing education classes. The same is true to be certified through WA Department of Ecology as a Wastewater Treatment Plant Operator.

Another question that we occasionally hear: Why do I pay for water/sewer even when I'm hardly ever out there, so barely using the water? As mentioned above, you're paying to have water at your tap and removing the resulting sewage. And you're paying to have it available 24/7. These services are ready to go at any point you come out. We don't just make them available when you arrive. Owning a home is the same - you continue to pay your mortgage, regardless of how often you use the house throughout the year.

And finally, while there are some residents who use only the base amount of water or less each month, there are those who use more. With the rate-based structure we use, those who use more than the base amount each month are charged extra for it.

— Jeff Palmer, General Manager



visit www.nacwa.org/toilets

TOILETS ARE NOT TRASHCANS™

Only Flush the 3 P's: Pee, Poop, & Toilet Paper



Drippy the Droplet's Water-Saving Tip:

“April is water conservation month! Consider turning water off when brushing teeth/shaving, fix leaks, replace faucet aerators, sweep driveways instead of using a hose, look for ways to save!”

PORTABLE GENERATOR UPGRADE



The District has generators installed at the Wastewater Treatment Plant and at the Well #4 Facility so that during power outages, Drinking Water and Wastewater Treatment operations can continue uninterrupted and systems can continue to be monitored and operated

by the District's operators.

As part of the District's Capital Improvement Plan, the Board of Commissioners purposed to replace its *portable* generator in order to be better prepared for extended power outage events. While the permanent generators can keep the treatment facilities operational, in the event of an extended power outage, the District's lift station pumps would need power periodically. These lift stations collect and pump sewage from low points in the sewer system up to sewer mains that deliver sewage by gravity to the wastewater treatment plant. If left without power for too long, the collection tanks could overflow.

This generator will also be able to provide power to the Well #2 facility, if needed.

Having a functioning portable generator provides the District with a more robust tool to be prepared for extended outages and disasters.

Saving Money Doing Laundry

Use Cold Water

You can save money, because you aren't paying to heat the water—Use hot water only for light-color loads that are extra dirty

Wash Full Loads

Your washing machine fills up with water, whether you have a full load or just a few items

Use the high-speed spin cycle

The higher speed helps remove more water from your laundry, so the dryer won't have to run as long

Choose Energy Star Appliances

Energy Star washers use less than *half* the water and energy, compared to their counterparts—energy can be saved across all appliances throughout your home that are Energy Star Rated