



Dedicated to Service



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.

New Year, New Staff



Craig

After two years, the District's Water Distribution Manager, Craig, is moving east to assist his family. Craig contributed great value to the HPWSD team and in addition to attending to daily operations reliably, he helped rehabilitate District assets. He will be missed by the District, but we offer our thanks and wish him the best in his future endeavors.

The District's newest operator, Jared, began last month and has already contributed his unique skill sets to serve the District. With certifications as a Wastewater Treatment Plant Operator (WWTPO) Group III (out of IV) and Water Distribution Manager Group I, plus six years of experience in the wastewater industry, Jared brings a lot to the table. The WWTPO Group III exam is notorious in the industry as difficult to pass. In attaining this level of certification, Jared proves that he understands the complexities of operating a wastewater treatment plant. Jared grew up locally in Shelton and most recently worked for Mason County Utilities. He is excited to join the HPWSD team and the District welcomes the smooth transition.



Jared

Marty Grabill, who was the contract operator at the wastewater treatment plant, completed his contract in December and will now be used on an as-needed basis. He made a lot of improvements at the plant and assisted greatly in moving along the process of getting the District's laboratory accredited.

Carl Anderson begins his six-year term as the newly-elected Commissioner Position 1 seat. Look out for a proper introduction in February's newsletter after he is sworn in at the Commissioners' first meeting of 2024.

XPress Bill Pay

The District offers many convenient ways to view and pay your water-sewer bill. For those who may have not used the online XPress Bill Pay System, the District's payment processor, or been in touch with the XPress customer service, they offer excellent support services. There are many convenient ways to pay your bill using a Visa, Mastercard or Discover card or setting up automatic payments. Or, you can set up payments directly from your bank account using ACH transactions. You can set up an online account to set up automatic payments or one-time payments, or use guest checkout so that you don't have to create an account. You can call XPress Bill Pay at (360) 427-2413 x1 or (800) 766-2350 to pay your bill or have automatic payments set up—their customer service team is excellent. You can even request a paper form to fill out to get automatic payments setup from the District office or on the District's website. Of course, you can always send a paper check with your bill's remittance slip to the payment processing center if you prefer. With XPress Bill Pay, you have options to fit your preferences to take care of your monthly water-sewer bill.



General Manager's Report

Inflow & Infiltration (I&I) Prevention



Recently, we held a public meeting to discuss our sewer rehab project. As was explained, one of the reasons this project is necessary is to fix the *Inflow & Infiltration* (I&I) problems we have at Hartstene Pointe.

Our wastewater treatment plant (WWTP) is allowed a maximum of 342,000 gallons per day (GPD). In October, the WWTP had an average flow of 43,000 GPD. In November and December, we received A LOT of rain. After a severe amount of rain, the flow at the WWTP hit 681,000 GPD on December 5th!

Throughout sewer rehabilitation, the sewer lines will be lined using a process called CIPP. This will eliminate the cracks and gaps that allow the water from rain-saturated ground to find its way into the sewer lines, and then to our WWTP, resolving the *infiltration* part of I&I.

The other part of I&I is inflow, which is where water enters sanitary sewers from inappropriate connections. Typical sources include sump pumps, roof drains, cellar drains and yard drains. This is where we need your help.

We cannot tell where, or even if, there are any such connections in our system. So, if you are aware of any at your property, please look into having this corrected, so that these sources of water are tight lined out to the ditches along the roadside, as per the HPMA property drainage rules.

Thank you for helping us reduce the inflow that contributes to the WWTP receiving violations from the WA State Dept. of Ecology.

— Jeff Palmer, General Manager



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Drippy the Droplet's Water-Saving Tip:

"You can save 2 gallons of water for every minute you shave off your shower. You can also save water by turning off the faucet while brushing your teeth or shaving."

Board Presents Plaque



At Andrew (Andy) Hospador's final meeting of the Board of Commissioners as Commissioner #1, Commissioners Anderson and Swart presented Andy with a plaque in appreciation of his years of service on the Board. The Plaque reads:

Presented by the Board of Commissioners to

Andrew Hospador

In appreciation for over six years of dedicated service to Hartstene Pointe Water-Sewer District.

Your engineering and industry knowledge contributed immense value to your community.

December 21, 2023

State Auditor's Office Reports for District's FYs '21 & '22

In September's newsletter, it was announced that the State Auditor's Office (SAO) would conduct a routine biennial accountability audit of the District's 2021 and 2022 fiscal years. The District's administrative staff worked with a team of Auditors from SAO's Port Orchard division to provide assistance throughout the audit as required or requested by SAO. The audit concluded on November 29th with an exit interview between SAO, administrative staff and a commissioner from the board. The District is pleased to share with the community that SAO reported no *findings* or *management letters*—in other words, the audit went very well.

The lead auditor for this audit was a different person than the lead auditor from previous audit cycles. In multiple meetings and communications he said it felt "very refreshing" working with Joe and Jeff, receiving "timely responses to requests for information and honest, frank responses to my questions." His team echoed similar commendations in the exit interview.

As a special purpose utility district, HPWSD has ongoing, unique responsibilities to operate in an open and transparent manner. Staff and commissioners will continue their commitment to serve the community in compliance with laws and guidance as set forth by SAO.

HARTSTENE POINTE WATER-SEWER DISTRICT

EMERGENCY RESPONSE DURING A DISASTER

Hartstene Pointe Water-Sewer District will at all times strive to provide safe drinking water, and wastewater removal and treatment.

In a water or wastewater **emergency**, we are generally equipped with the needed parts, equipment and manpower to locate and repair the leak, unblock the sewer line, replenish the reservoir, and restore services. Work that is beyond our capabilities, which would require calling a contractor, will delay our response time.

The District has considered the worst case scenario: our community being struck by a **disaster**. This is when the entire system (water & wastewater) is irreparably damaged beyond District ability to repair. Considered an “essential service,” we will ask for assistance (drinking water as the priority) from the Mason County Department of Emergency Management while assessing the damage to facilities and identify our greatest needs.

Since a disastrous event could occur after hours when operators are off duty and may be unable to report to the Pointe, District operators have means of satellite communications that enables them to keep in touch with emergency operations at the Pointe and with the County. We can assure our residents that we will convey all drinking water and waste management needs to the County. Keep in mind that the County response to these requests will not be immediate.

The HPMA Disaster Preparedness Committee advised that Residents must plan ahead for such a crisis, storing ample drinking water and non-perishable food, to meet your sustenance needs as well as that of any guests who are unexpectedly here with you.

Household waste management will require planning as well. Residents will be directed to discontinue flushing **any** toilets. Raw sewage should not be added to damaged infrastructure in order to prevent spread of disease. Plan ahead by storing 5-gallon buckets and lids (separate buckets for urine and solid waste) so these contaminants can be contained and stored as you wait for direction as to a location for disposal.

These strategies, and more, are posted on the Disaster Prep Committee page at hpma.org. Please prepare yourselves. Failure to do so places unnecessary demands on Pointe Management, Emergency Responders, and the District while they face a myriad of unimaginable challenges.

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