



Dedicated to Service

# Newsletter



## Hartstene Pointe Water-Sewer District

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Commissioners:

*Carl Anderson*

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*(To be appointed)*

[Commissioner2@hpwsd.org](mailto:Commissioner2@hpwsd.org)

*Stacy Swart*

[Commissioner3@hpwsd.org](mailto:Commissioner3@hpwsd.org)

## Pay Your Bill 24/7

Online: [hpwsd.org](http://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.*

## PRV Maintenance Causes Brief Interruption



On August 20, there was a brief interruption of water service to a block of residences at the Pointe. Operators shut off water service lines to one of the system's Pressure Reducing Valves (PRV) in order to perform maintenance on the outer assembly. The expectation was that a small number of residences might experience a drop in water pressure, but staff quickly realized that instead, service was interrupted both entirely and to a wider-spread degree. Once operators determined the degree of the disruption of service, they determined that maintenance on the PRV will have to be rescheduled in the future.

PRVs in the system prevent water pressure from exceeding safe levels for water service lines to residences that are lower in elevation in comparison to the District's reservoir. There are two installed in the system—one on Pointes Drive East and one on Pointes Drive West. Maintenance was planned for both PRVs in order to keep them operating properly and to avert unexpected disruptions to service due to equipment failure.

The water distribution system was designed as a "loop" system, meaning that shutting off water service near the PRV on Pointes Drive East should not have caused a wide-spread interruption of service, as water service *should* have still been flowing from the Pointes Drive West side of the loop. This indicates that there is likely a valve in the system that is not open, so District operators are searching to open the closed valve. In the mean time, no further PRV maintenance is scheduled in order to avoid lengthy service interruption.

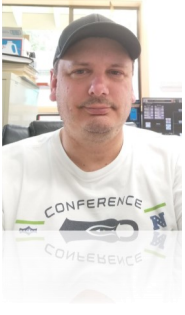
## Digital Radio-Read Meters Benefits

For anyone who has moved to Hartstene Pointe in the last couple of years, you may not know that your home's water meter is smarter than your average water meter. New radio-read meters were installed by staff over the course of a few years across the entire system, in order to replace old, failing meters. These digital meters operate with a number of benefits in comparison to their older counterparts. The digital meters are much more accurate and measure water flow more precisely. Daily usage logs are stored on each meter, providing more useful data when needed. Algorithms in the meters' firmware can alert operators to potential leaks in a home's plumbing. Monthly meter reading used to take an operator several full work days to complete; now with the radio-read functionality, readings are completed in just part of an operator's work day. With a twenty-year unit life expectancy and smooth operation since installation, this investment continues to assist operators by saving time, providing more data when unexpected water usage is discovered and helping homeowners discover potential leaks early.



# General Manager's Report

## Comparing Utility Rates



In February's newsletter earlier this year, I wrote about comparing our rates to other utilities. I'm writing this as a follow-up to that, to help explain it more.

Due to differences in system age, water supply, water quality, etc., water systems do not cost the same across the board to maintain and operate. Different systems have different requirements, thus different expenses. As I said last time, some water systems don't need to treat their water, some treat with only chlorine and others have to treat the water even more. For water utilities that don't treat at all or only chlorinate, they are able to operate with just their basic well. We don't have that luxury here because the raw water does not meet EPA standards. Because of that, we are required to have water treatment facilities, which incurs extra costs. In chemicals alone, so far this year we've spent over \$1,800 more than if we just added chlorine and almost \$3,700 more than if we didn't add anything at all. Added to that is the initial costs to build water treatment plants (instead of just having a well), maintenance costs, extra energy to run it, the cost of additional samples we're required to collect, the extra annual fees we pay and the additional certification we must hold as operators.

Some other local water systems have lower rates and some have rates similar to ours. None of these systems need to treat their water—at most, they only chlorinate. One system currently has rates that are half of ours, but the documented backstory is that they are not charging rates that cover their operations. Proper budgeting would dictate charges that'd be twice those here at the Pointe. One day, the deferred costs will become alarmingly problematic for that system.

A larger service population often means lower bills, but even similar size systems can have varying costs associated with delivering water to customers' homes. For example, debt service must be considered. We have 2 loans that we are repaying from 2013—one for booster pumps and water meters, one for new filtration systems. *Continued... →*



## 2024 Imagine a Day without H<sub>2</sub>O

Imagine a Day Without Water is a national education campaign that brings together diverse participants to highlight how water is essential, invaluable and in need of investment. This year, the day of action will take place on **October 17, 2024**, and will include events, resolutions, student contests, social media engagement and more, all across the country.

What if you had to go a day without water? For millions of Americans, lack of access to clean water is a harsh reality, not something to be imagined. On October 17th, let's get loud—online and in our communities—to recognize the significance of water in our daily routines and advocate for its responsible management. Our actions today shape the water realities of tomorrow. Find more info at

[www.imagineadaywithoutwater.org](http://www.imagineadaywithoutwater.org)

**Imagine a Day Without Water**

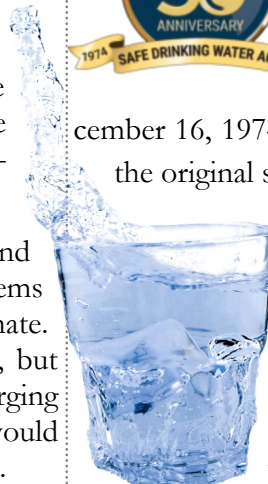
October 17, 2024



## Celebrating 50 Years of the Safe Drinking Water Act



The Safe Drinking Water Act (SDWA) was signed into law on December 16, 1974, which makes 2024 the 50th anniversary of the original statute.



Join us in recognizing the Safe Drinking Water Act's 50th anniversary by completing *American Waterworks Association's* (AWWA) new, free micro-learning course, while also leveraging the available news and information provided.



<https://www.awwa.org/Resources-Tools/Resource-Topics/Celebrating-50-Years-of-the-Safe-Drinking-Water-Act>

*...General Manager's Report Continued*

Finally, please remember that your monthly bill is for both water & sewer services, as compared to a water system that only bills for water. There are many such situations here in Mason County alone, due to the prevalence of septic systems.  
—Jeff Palmer, General Manager



## Drippy the Droplet's Water-Saving Tip:

**"Add a layer of mulch around plants to help them retain water during hot & dry weather. If you water plants less frequently, they will grow deeper roots to find moisture and become more resilient."**