



Newsletter

June 2025

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 9:00 am 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.

Emergency Pointe-Wide Water Outages



The size of the hole causing the May 15 leak is the worst operators have seen yet

Multiple emergency water leaks, and water main leak-prevention strategies at the current Sewer Project site, resulted in multiple daytime water service outages to the entire Pointe. The underground infrastructure throughout the entire system is aged, fragile and in many circumstances improperly installed around 50 years ago. The challenge faced by contractors and operators on Nantucket Road at the RV access road involved the service line that provides water pressure to the

entire system. It was evident that one of the leaks that was repaired had been leaking and growing for years (see picture).

Decisions to shut off water—especially when the outage affects a large number of people—are not taken lightly. It was necessary to repair leaks and prevent further damage to service lines. As the sewer project moves forward, it will inevitably be necessary for water to be shut off, but fortunately, as work near the RV access road is completed, outages can be isolated to specific areas or streets. Here's what to know about planned water outages:

- 💧 Water shut offs due to sewer project work will take place on weekdays during working hours and will be restored before contractors leave for the day
- 💧 These water shut offs will not occur on weekends or holidays
- 💧 Known outages and updates will be posted on the District website
- 💧 When possible, advanced notice of water shut offs will be posted

Please consider being prepared for utility outages. Disruptions in water service can be inconvenient, but having plenty of water in backup supply can make disruptions much easier to endure. Pouring water from a bucket into a toilet bowl will trigger a flush. The CDC recommends keeping a three-day supply for your household. Read more about being prepared from the CDC: www.cdc.gov/water-emergency/about/how-to-create-and-store-an-emergency-water-supply.html

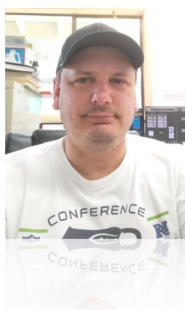


Lighting Projects Improve Safety

Reliable lighting is critical to safely work in areas when & where dark conditions exist. This is especially true when responding during emergency conditions. Flashlights and cell phone lights are great tools, but motion-detected lighting and backup lighting that automatically illuminates areas during power outages add a layer of safety for workers. Improvements across District facilities are being made by both installing newer lighting and also by identifying and replacing existing units that have reached the end of life.



General Manager's Report



Wow—what a month it's been! As the sewer project moves along, it has proven to be a challenge on Nantucket. Due to the proximity of the water main to the sewer main that is being replaced, and the water main being shallowly located, the high construction activity caused some cracks on the water main. And since the water main from the reservoir runs up Nantucket, it required us to shut off water to the whole Pointe in order to do repairs. These were unanticipated outages, but we also had some scheduled outages. This was done so the water main on Nantucket could be drained, thus reducing weight on it. When contractors dug down to reach the sewer, the water main was then much less vulnerable.

We also had 2 different substantial water leaks to repair on service lines elsewhere. This was due to dissimilar metals being used when these lines were put in. The weaker metal developed a hole, which leaked underground (see photo on front page). Over time, these holes grew until the leaking water finally surfaced above ground, where it could be seen by observant residents.

So, this has been a very frustrating month for all—the contractors, who are slowed in their progress; all of us here at the District, since it creates a lot of extra work for us; and residents, who had to revise routines to cope without water for hours on several different days.

I would like to extend my apologies for the lack of water during those days. Again, repairs require water shutoffs, and other interruptions to water service can be necessary to prevent a worse catastrophe (at the construction site, for example). But I'd also like to extend thanks to all of you for your support and understanding. While we all hope it doesn't happen again, there is no guarantee of that. Take my word, though, everyone will do their best to avoid it.

Finally, I want to say thanks to the District commissioners, staff and volunteer. During these chaotic days, it truly was a team effort to handle every aspect of these outages—on top of all the regular work and duties!

—Jeff Palmer, General Manager



Drippy the Droplet's Water-Saving Tip:

"Spread organic mulch around plants. Mulching allows plants to retain moisture, saving water, time & money!"

Emergency Communications



ONSOLVE

Resident contact information for emergency communications has been migrated to a newer platform called "OnSolve." The District formerly used "CodeRED" for conveying emergency messages to residents at the Pointe. CodeRED was an excellent and innovative tool at that time, but had limitations and was not very intuitive for staff to use.

Phone calls will come from (866) 609-8026. Please add this to your phone's address book, or, if you have a landline, be aware that this number is what will appear on your Caller ID when the District is sending emergency alerts.

Going forward, the *OnSolve* platform allows District staff to send emergency alerts in the form of robo-calls and emails to everyone at the Pointe, or to isolated groups based on streets within the Pointe, concurrently. These alerts can be generated at a moment's notice when needed as staffing allows.

With this powerful tool there comes a learning curve. District staff will be training to learn the finer nuances of the platform and develop internal procedures in order to provide more robust emergency communications as needed in the future.



District Water & Wastewater Operator Excels



After completing his apprenticeship, District Water & Wastewater Operator, Jaron, has proven he has the field skills and attained book-knowledge that makes for an effective, well-rounded operator. In fact, he makes it look easy, as if he is a seasoned operator with years of experience. Whether attending to day-to-day operations, facing a complex problem that needs to be solved, or jumping into equipment and into excavated holes to work on underground infrastructure, he always brings 100% to the community.

Jaron not only attends to his regular duties, he looks for opportunities to make improvements across District facilities and can be counted on when asked to tackle whatever project is thrown at him.

Commissioners and administrative staff thank Jaron for his continued commitment to excelling as a team member of HPWSD!