

**HARTSTENE POINTE WATER-SEWER DISTRICT  
REGULAR MEETING**

**District Office**

**772 Chesapeake Dr., Shelton, WA 98584**

**February 9, 2017 1:00 P.M.**

**AGENDA**

1. Call to Order
2. Roll Call
3. Subscriber Remarks
4. Correspondence:
  - FROM: Department of Ecology RE: Discharge Monitoring Report
5. Present Agenda
6. Minutes (*pgs. 2-3*)

**REPORTS:**

7. Commissioner Reports
8. Emergency Planning Report
9. Financial/Administrative Report:
  - Bills to Be Authorized:
    - Early Voucher 2017-03
    - Voucher 2017-04
10. Manager's Report

**BUSINESS:**

11. WASWD Commissioners Workshop Recap
12. Late Notice Letter Updates (*pgs. 4-5*)
13. Newsletter Topics

**HARTSTENE POINTE WATER-SEWER DISTRICT  
REGULAR MEETING of the BOARD OF COMMISSIONERS  
January 26, 2017  
District Office, 772 Chesapeake Dr., Shelton, WA 98584**

**MINUTES**

**PRESENT:** President M.A. Cary, Secretary A. Hospador, Commissioner D. McNabb, Accounting and Administrative Services Manager (AAS) M. Carnahan, General Manager (GM) M. Jeffreys.

**CALL TO ORDER:** The meeting was called to order at 1:05 pm.

**SUBSCRIBER REMARKS:** Nancy and Robert Scarola, and former commissioner, Roger Ray, were present. Nancy attended the Annual Meeting and would like to discuss Emergency Planning, an agenda item under business. The Scarolas recently moved to Hartstene Pointe from a community in California which faces issues similar to those we have here at the Pointe.

**CORRESPONDENCE:**

- FROM: Water and Sewer Risk Management Pool RE: Pre-termination legal counsel Employment

**PRESENT AGENDA:** The agenda for the January 26, 2017 meeting was presented. *Commissioner McNabb moved to adopt the agenda as presented. Commissioner Hospador seconded. Hearing 3 aye votes and 0 nay votes, the agenda was adopted as presented.*

**MINUTES:** The minutes of the January 12, 2017 regular meeting were presented. *Commissioner McNabb moved to approve the minutes as presented. Commissioner Hospador seconded. Hearing no objections, the minutes were approved.*

**REPORTS:**

**Commissioner Reports:** no reports presented.

**Financial/Administrative Report:**

- Bills to Be Authorized: Voucher 2017-02, in the amount of \$16,966.14, was presented. *Commissioner Hospador moved to approve the voucher. Commissioner McNabb seconded. Hearing 3 aye votes and 0 nay votes, the voucher was approved.*
- Financial Report: Presented, reviewed, and discussed.

*Meeting recessed at 1:40 pm. Reconvened at 1:50 pm.*

**Manager's Report:** A written report was presented (attached).

**BUSINESS:**

**Evolution Controls WWT SCADA/Telemetry Proposal:** Presented and discussed. The GM addressed questions regarding the exclusions listed in the proposal. *Commissioner Hospador moved to accept*

*Evolution Control's WWT SCADA/Telemetry Proposal in an amount not to exceed \$37,733. Commissioner McNabb seconded. Hearing 3 aye votes and 0 nay votes, the proposal was accepted.*

**Authorize Reimbursement for 111 Liberty Sewer Line Clear and Investigation:** Presented and reviewed. *Commissioner Hospador moved to authorize payment of the reimbursement to Richard Hayward for clearing and investigating the blockage in the sewer line to 111 Liberty Rd. Commissioner McNabb seconded. Hearing 3 ayes and 0 nays, the motion passed.*

**Emergency Planning:** GM presented draft post-earthquake procedures for the water system which was prepared by Jim States. The GM would need to make revisions to the procedures, but it could be used as a starting point for the District's emergency plan. Nancy and Robert Scarola informed the District regarding what the CERT committee is working on right now for emergency planning for the community. There was discussion regarding emergency planning needs for the water and sewer systems. Commissioner Hospador will work with CERT to integrate the District into what they are working on.

**Billing Delinquencies Procedures Review:** AAS provided an overview of the District's current billing delinquency policies and procedures, as well as feedback received from customers regarding some of these policies and procedures. It was proposed that an additional notice could be sent to customers who have not paid by the due date before the more formal late notice is mailed. Changes to the wording and form of the late notice letter were also proposed and discussed. The Board decided not to change or add to the established procedures but directed the GM and AAS to present a revised late notice letter at the next meeting.

*Meeting adjourned at 3:15 pm.*

Respectfully Submitted By:

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Andrew Hospador, Secretary

Approved at the Regular Meeting of the Board on: \_\_\_\_\_

February 6, 2017

*FNAME LNAME*  
*STREET ADDRESS*  
*CITY, STATE, ZIP*

RE: Account Number *ACCT#*  
Service Address *SERVICE ADDRESS*  
Past Due Amount *\$PAST DUE AMT*  
Due Date March 30, 2017

Dear *FNAME LNAME*:

This is a friendly reminder that your account currently has a past due balance of *\$PAST DUE AMT*. In order to avoid an interruption to your service please pay the past due amount by the above due date.

For your convenience we are now offering an enhanced online bill payment system. You may now view and pay your bill online at **hpwatersewer.com**. Enclosed is a flyer with detailed instructions on how this online bill payment system works.

You may also mail your payment to:  
**Hartstene Pointe Water-Sewer District**  
**PO Box 94453**  
**Seattle, WA 98124-6753**

If you believe your bill is in error, please call the office or send an email to [acct@hpwatersewer.com](mailto:acct@hpwatersewer.com). For more information about the District's billing policies, please see the reverse side of this letter.

Sincerely,

Hartstene Pointe Water-Sewer District Utility Billing

Enclosure

## Hartstene Pointe Water-Sewer District Billing and Account Policies

1. **Customer Accounts.** All customer accounts will be in the name of the owner of the property receiving water/sewer service. The owner shall be responsible for payment of all charges and fees. If a property served by the District is occupied by a tenant, the owner must provide the District, in writing, the name and contact information of the tenant within 30 days of occupancy.  
It is the customer's responsibility to notify the District of mailing address, email address, and phone number changes.
2. **Billing.**
  - a. All accounts are billed on a bi-monthly basis;
  - b. Payment of water and/or sewer account is due in full upon receipt. Accounts are considered delinquent if not paid by the due date stated on the billing;
  - c. Charges unpaid by the due date are subject to penalties;
3. **Allocation of Payment.** The following procedures shall govern the allocation of customer payments for sewer and water service:
  - a. On combined billings for water and sewer service, payments will be allocated to any unpaid fees on the account first, then to the sewer balance, and then to the water balance;
  - b. Any partial payment plans entered into between the District and the customer shall follow the standard allocation of payments, unless otherwise agreed to in writing by the District and rate payer for good reason shown;
4. **Processing Procedures.**
  - a. Delinquent Account Charge. It is the policy of Hartstene Pointe Water-Sewer District to assess a penalty of ten percent (10%) of the unpaid balance, excluding late fees, for each account for which payment of a water/sewer bill is not received in full by the Hartstene Pointe Water-Sewer District by the billing due date. A late notice will be sent to the water/sewer customer notifying them of the following:
    - i. The overdue balance;
    - ii. The amount of the assessed late fee;
    - iii. Services are subject to termination;
    - iv. The District's procedures regarding discontinuation of service, including notice of hearing rights, penalties, and additional charges for reestablishing service.
    - v. Discontinuation of service does not relieve them of the obligation to pay all outstanding bills and charges;
  - b. Door Hangers. Should an overdue account balance exceed \$100.00 U.S., including penalties, for 30 calendar days or more, the customer will be notified by a "door hanger" that service will be "shut off" within 48 hours unless the water bill is paid in full or payment arrangements are made with the District within the 48 hour time period.
  - c. Shut-offs. If it becomes necessary to discontinue service, all overdue account balances, including late fees, shut-off notice fee, and the service turn-on fee, must be paid in full or through payment arrangements before service is restored.
  - d. Collection Companies. The District may use the services of a collection company to pursue payment of any delinquent account when the District General Manager or his/her designee considers the use of a collection company in the best interests of the District.
  - e. Liens. Whenever the District's connection charges, rates, or charges for service, are delinquent in an amount equaling or exceeding \$250.00 for sixty (60) days or more, and at the discretion of the General Manager, the District shall certify the delinquencies to the Mason County Auditor. At the time certification is made, an additional lien processing fee shall be made against the delinquent property. At any time after delinquencies have been present for at least sixty (60) days, the District shall have the right to bring suit in Mason County Superior Court to foreclose against the delinquent property pursuant to the provisions of RCW 57.08.081.
5. **Appeals.** Discontinuation of service, or shut-off procedures followed by the District, may be appealed to the Hartstene Pointe Water-Sewer District Board of Commissioners by the property owner. To be considered timely and subject to review by the District's Board of Commissioners, an appeal must be delivered to the District's General Manager or his designee within twenty days from the date service was discontinued. The appeal shall be in writing and succinctly state the full basis for the appeal and all reasons why the discontinuation should not have occurred and/or why the procedures followed by the District in discontinuing service were inappropriate. The Board shall use its best efforts to decide whether duly filed appeals should be granted or denied within thirty (30) days of its receipt by the District. An appeal shall be considered filed with the District on the date of delivery to the appropriate District official, with a receipt being signed by the District official, or three business days after the appeal is mailed to the District's General Manager at the District's headquarters by certified mail, return receipt requested.