

**HARTSTENE POINTE WATER-SEWER DISTRICT
REGULAR MEETING
District Office
772 E Chesapeake Drive, Shelton, WA 98584
June 8, 2017 1:00 P.M.**

AGENDA

1. Call to Order
2. Roll Call
3. Subscriber Remarks
4. Correspondence:
 - FROM: Department of Ecology RE: March 2017 DMR
5. Present Agenda
6. Minutes:
 - May 25, 2017 Regular Meeting
 - June 1, 2017 Special Meeting

REPORTS:

7. Commissioner Reports
8. Emergency Preparedness Report
9. Financial/Administrative Report:
 - Bills to Be Authorized: Voucher 2017-16
10. Manager's Report

BUSINESS:

11. Review Water Shortage Plan, Resolution 2010-05
12. Review Resolution 2009-15, Rules for Public Inspection and Copying of Public Records
13. 4th of July Community Outreach
14. HPMA Security House, District Office
15. Lab Remodel
16. Newsletter Topics



STATE OF WASHINGTON
DEPARTMENT OF ECOLOGY

PO Box 47775 • Olympia, Washington 98504-7775 • (360) 407-6300

May 30, 2017

Mr. Marty Grabill
Wastewater Treatment Plant Manager
Hartstene Pointe Water-Sewer District
772 Chesapeak Drive
98584

RE: National Pollutant Discharge Elimination System (NPDES) Permit No. WA0038377, Hartstene Pointe Wastewater Treatment Plant

Dear Mr. Grabill:

Your March 2017 Discharge Monitoring Report (DMR) indicates your influent exceeded the following design criteria:

<u>Monitoring Parameter</u>	<u>Sample Measurement</u>	<u>Design Criteria</u>
Flow	0.208097 mgd	0.186 mgd

Exceeding the above design criteria is a violation of your NPDES permit. You should be aware that violations are subject to enforcement action including administrative orders to correct the problem and/or civil penalties, in accordance with Chapter 173-220-230 of the Washington Administrative Code (WAC).

If you have any questions regarding this matter (or if our information is incorrect), please contact your facility manager, David Dougherty, at 360-407-6278 or david.dougherty@ecy.wa.gov, or you can call me at 360-407-6368, or e-mail me at greg.zentner@ecy.wa.gov.

If you need technical assistance, please contact your facility manager or call our technical assistance specialist Carl Jones at 360-407-6431 or by e-mail at carl.jones@ecy.wa.gov.

Sincerely,

Gregory S. Zentner, P.E., Supervisor
Municipal Operations Unit
Water Quality Program
Southwest Regional Office

GZ:CC(hartstene)

cc: Mont Jeffreys, Hartstene Pointe Water-Sewer District
Dave Dougherty, Ecology
Permit Compliance File

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**HARTSTENE POINTE WATER-SEWER DISTRICT
REGULAR MEETING of the BOARD OF COMMISSIONERS
May 25, 2017
District Office, 772 E Chesapeake Drive, Shelton, WA 98584**

MINUTES

PRESENT: President M.A. Cary, Secretary A. Hospador, Accounting and Administrative Services Manager (AAS) M. Carnahan. Commissioner D. McNabb was granted an excused absence. General Manager (GM) M. Jeffreys arrived at 2:35 pm.

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

SUBSCRIBER REMARKS: No subscribers present

CORRESPONDENCE: No correspondence.

PRESENT AGENDA: The agenda for the May 25, 2017 regular meeting was presented. *President Cary moved to approve the agenda as presented. Commissioner Hospador seconded. Hearing 2 aye votes and 0 nay votes, the agenda was approved.*

MINUTES: The minutes of the May 11, 2017 regular meeting were presented. *President Cary moved to approve the minutes as presented. Hearing 2 aye votes and 0 nay votes, the minutes were approved.*

REPORTS:

Commissioner Reports:

- Commissioner Hospador reported on the Emergency Preparedness Workshop he attended on May 24th in Port Townsend.

Emergency Preparedness Report: no report.

Financial/Administrative Report:

- Bills to Be Authorized: Voucher 2017-14, in the amount of \$1,684.36 was presented. Commissioner Hospador moved to pay the voucher. President Cary seconded. Hearing 2 aye votes and 0 nay votes, the voucher was approved.
- Annual Report External Review: Sandi McMillan, the Finance Director of Birch Bay Water District, performed a review of the District's annual report.

Manager's Report: The GM gave a brief report on the progress of the Water Treatment Plant Improvements project upon his arrival at 2:35 pm.

BUSINESS:

2016 Annual Report Review and Approval: The District's 2016 Annual Report was presented. The report was prepared by the AAS, reviewed by Sandi McMillan, Finance Director of Birch Bay Water District, and reviewed by President Cary, using the MRSC annual report review

checklist. *Commissioner Hospador moved to approve the 2016 Annual Report. President Cary seconded. Hearing 2 aye votes and 0 nay votes, the 2016 Annual Report was approved.*

Limited English Proficiency Requirements and Draft Language Access Plan: The AAS presented a draft Language Access Plan for the District. The District is required by the USDA, under the District's bond, to have a Language Access Plan. The plan was reviewed and discussed. *President Cary moved to approve the Limited English Proficiency Language Access Plan. Commissioner Hospador seconded. Hearing 2 aye votes and 0 nay votes, the Language Access Plan was approved.*

Well 1R Equipping Engineer: The GM was yet not present at the meeting, and his arrival time was indeterminate, therefore there it was suggested a special meeting be called to discuss the Well 1R project engineering. *President Cary moved to schedule a special meeting for June 1, 2017 at 1:00 pm to review the plan for completing the Well 1R project. Commissioner Hospador seconded. Hearing 2 ayes and 0 nays, the motion passed.*

The meeting was recessed at 2:25 pm. The meeting reconvened at 2:35 pm.

The GM arrived at 2:35 pm. He reported that he has not had an opportunity to contact the Department of Health Regional Engineer regarding equipping Well 1R. He said he would call her the same day. The Board expressed its concern regarding the delay in getting Well 1R online.

The meeting was adjourned at 2:55 pm.

Respectfully Submitted By:

Andrew Hospador, Secretary

Approved at the Regular Meeting of the Board on: _____

**HARTSTENE POINTE WATER-SEWER DISTRICT
SPECIAL MEETING of the BOARD OF COMMISSIONERS
June 1, 2017
District Office, 772 E Chesapeake Drive, Shelton, WA 98584**

MINUTES

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

CALL TO ORDER: The meeting was called to order at 1:00 pm.

PRESENT AGENDA: The agenda for the June 1, 2017 special 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.*

BUSINESS:

Bills To Be Authorized: Voucher 2017-15, in the amount of \$18,101.78, was presented. *Commissioner Hospador moved to approve the voucher. President Cary seconded. Hearing 3 aye votes and 0 nay votes, the voucher was approved.*

Well 1 Replacement Project Completion Plan: The GM reported that he spoke with the Department of Health Regional Engineer about the District's Well 1 replacement project. The regional engineer said the District was required to submit all of the documentation and applications required of a new well. She indicated to the GM that she would try to expedite the process.

The GM also reported that he had not contacted any engineering firms other than RH2 about the project, but he did speak to Dan Mahlum at RH2 who said they could not bring the proposal price any lower. The GM recommended the Board approve the contract proposal from RH2 Engineering for the Well 1 replacement mechanical design and permit application assistance. There was discussion regarding the engineering proposal price of \$27,000 exceeding the \$25,000 budgeted for the remainder of the Well 1 replacement project. The GM said he could not estimate how much the remaining construction costs would be. *Commissioner Hospador moved to approve the contract with RH2 Engineering for Groundwater Replacement Well 1R. Commissioner McNabb seconded. Hearing 3 aye votes and 0 nay votes, the motion passed.*

Tacoma Pump & Drilling has completed the drilling and testing of Well 1R and has submitted their Affidavit of Wages Paid the project. The GM reported that the contract was completed and he is pleased with the work performed. *Commissioner Hospador moved to accept the work performed by Tacoma Pump & Drilling for the Well 1R Drilling and Testing project. Commissioner McNabb seconded. Hearing 3 aye votes and 0 nay votes, the motion passed.*

The meeting was adjourned at 1:35 pm.

Respectfully Submitted By:

Andrew Hospador, Secretary

Approved at the Regular Meeting of the Board on: _____

HARTSTENE POINTE WATER-SEWER DISTRICT
RESOLUTION 2010 - 05

A RESOLUTION OF THE
HARTSTENE POINTE WATER-SEWER DISTRICT
BOARD OF COMMISSIONERS
ESTABLISHING A WATER SHORTAGE RESPONSE PLAN

WHEREAS, Hartstene Pointe Water-Sewer District is responsible for providing quality water without interruption, and

WHEREAS, circumstances beyond the control of Hartstene Pointe Water-Sewer District can interrupt water supply; and


WHEREAS, Hartstene Pointe Water-Sewer District is responsible for contingency planning in case of water shortages; now

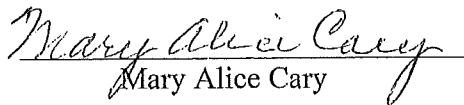
THEREFORE THE BOARD OF COMMISSIONERS OF HARTSTENE POINTE WATER-SEWER DISTRICT HEREBY RESOLVES:

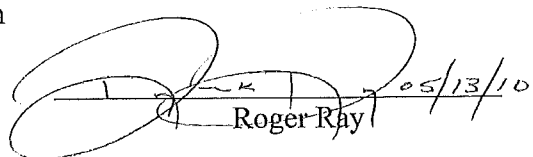
1. The attached Water Shortage Response Plan is approved and shall be used as a planning tool by the District.

ADOPTED, by the Board of Commissioners of Hartstene Pointe Water-Sewer District, at a regular scheduled meeting on May 13 2010

HARTSTENE POINTE WATER-SEWER DISTRICT
Mason County, Washington


William Parisio
Chairperson


Mary Alice Cary


Roger Ray

HARTSTENE POINTE WATER-SEWER DISTRICT WATER SHORTAGE RESPONSE PLAN

The District's Water Shortage Response Plan provides guidance on the District's reaction to water shortages caused by droughts, infrastructure failures, water contaminations, or other unforeseen events.

REFERENCE DOCUMENTS

1. WAC 246-290-100: Requires water system planning
2. 2008 Water System Plan: Description of the water system
3. Comprehensive Emergency Response Plan, Page Z-13: Establishes Plan

DESCRIPTION OF SERVICE AREA

Hartstene Pointe Water-Sewer District has 2 wells to serve 532 lots and the common properties. Well 1 has a screen depth of 180 feet and its production is limited to 100 gpm due to filtering requirements. Well 2 has a screen depth of 117 feet and has a production rate of 75 gpm. The water distribution system consists of one steel tank that normally has about 188,000 gallons of water.

Well 1 is the well with the greatest production with 100 gpm. For planning purposes, it is assumed that well is not operational during the water shortage. With the other well on-line with 75 gpm, the sustainable production for 24 hours is 108,000 gallons per day.

Although there is 188,000 gallons of total storage, not all of that is useable.

Dead storage is that water stored below an elevation that would supply a minimum of 20 psi. In dire emergencies, that water would be available if temporary pumps were installed to pump it into the distribution system.

The District only serves the Hartstene Pointe community and has no interties with any other water system.

The District is residential, with one clubhouse. There is a +/- 80,000 gallons swimming pool at the clubhouse.

CAUSES OF SHORTAGES

Hartstene Pointe Water-Sewer District can anticipate water shortages caused by the following events:

- ✓ Drought
- ✓ Failed infrastructure
- ✓ Contaminated water

Drought occurs when the lack of precipitation affects the groundwater supply. Typically, droughts will affect surface water supplies first. When this occurs, the water purveyor of the State of Washington will declare a drought and call for water conservation. Seattle is served by surface water and low snow packs have been the reason for regional drought emergencies.

Although droughts have immediate effects on surface water, long term droughts can affect ground water supplies. Shallow aquifers are the first to be affected by drought and shallow wells go dry. As the precipitation continues below normal for a period of years, the amount of recharge into the deeper aquifers decreases. Over a period of years, the deep aquifers are impacted by sustained drought. It is important to note that the local aquifers are not recharged by runoff from either the Cascade or the Olympic Mountains. The District's only recharge is from local rain in the local recharge areas. As the rain decreases and the recharge area are developed, there is less water to replenish the aquifers.

Failed infrastructure can immediately affect the water distribution system. Each of the District's wells use a submersible well to produce water. If a combination of these pumps fails, the distribution will suffer a shortage of water. If the replacement pump is not readily available, it may take a week to locate and ship it to the District.

Failed infrastructure can also include structural failure of water tank. This would typically occur during a significant earthquake. A substantial decrease in storage would require the pumps to operate longer than normal. The extra water from the wells would help compensate for the decreased storage volumes. Structural repairs on the tank typically take weeks to months.

Failed infrastructure can also include broken water mains. A water main repair is usually repaired in hours and less than a day. However, numerous breaks as could occur in an earthquake or several breaks of the larger water mains would take longer to repair. If the breaks occur in a high water-demand period, a water shortage may occur. The pumps may have trouble meeting the high demand while simultaneously replacing the lost water from the break.

Water contamination can create an unexpected water shortage at any time without any prior notice. The District routinely samples water throughout the distribution system to check for water quality. If for any reason, a water sample indicates a serious public health threat such as e coli or chemical contamination, that water cannot be supplied by the system. The water has to be drained, the source of contamination found and corrected, and the distribution system cleaned. This activity can take days or weeks.

VIALE ACTIONS

During a water shortage, Hartstene Pointe Water-Sewer District needs to have its rate payers decrease their water consumption. In order to achieve this goal, the District can use a combination of the following:

- ✓ Voluntary Conservation
- ✓ Mandatory Conservation
- ✓ Water Supply Points
- ✓ Emergency Wells

Increased well production is not an alternative. Increased pumping in shallow wells makes the well susceptible to salt water intrusion, which will ruin the well. I

Voluntary conservation is used throughout the year. A water shortage will require enhanced emphasis on water conservation. Conservation efforts can include:

- ✓ Water efficient fixtures, such as low flow toilets and Energy Star washing machines.
- ✓ Water efficient practices such as shorter showers, using hose nozzles, and other similar personal practices.
- ✓ Lawn irrigation on even or odd days, in the evening or early morning.
- ✓ Decreased car washing.

Mandatory conservation would be a result of a specific water shortage event and would include penalties for failure to conserve water. They could include:

- ✓ Lawn irrigation restrictions such as timing and inefficient water use, such as flows directed to impermeable surfaces.
- ✓ Prohibition of lawn irrigation.
- ✓ Large scale irrigation restrictions
- ✓ Use of water outside the house.

If the water distribution system cannot be used to deliver water to the rate payers, the District will need to establish water supply points. These water supply points can be the District tank that is filled, but the water cannot be supplied through the pipe system. The tank can be filled by the pumps or by water transport trucks. Water transport trucks can be used for the supply points, but that prohibits the truck from returning for more water. Portable water tanks, such as 500 gallon tanks, can be used for supply points. These tanks may be available from the military during a declared emergency. If portions of the distribution system can be supplied, the fire hydrants can be modified as a supply point.

For longer durations of water shortages, the State of Washington can authorize emergency wells to be drilled. This is expensive and time consuming. A well, several hundred feet deep could take weeks or months to drill and be connected to the water system. Hartstene Pointe may bring the third well on line.

The Department of Ecology can also issue emergency water rights that will authorize the District to put more water from those wells that can produce in excess of its water rights.

DEMAND REDUCTION OPTIONS

When circumstances require the public to reduce its demand for potable water, Hartstene Pointe Water-Sewer District has a variety of options to use. These include:

- ✓ Public information and education
- ✓ User restrictions
- ✓ Pricing incentives
- ✓ Penalties

Throughout the year, water purveyors encourage water conservation with messages on the water bills, newsletters, and different types of printed material. When a water shortage

occurs, the rate payer is aware of different techniques to reduce water consumption. The District needs to communicate with the rate payer to inform the community that a water shortage is in place. This can be through the news media (radio, television, and newspapers), door hangers, mass mailings, or similar actions. For identified customers whose consumption justifies special action, the District can also call them on the telephone.

If education alone is not sufficient, the District can implement use restrictions. As discussed previously, this includes limiting lawn irrigation, car washing, and outdoor water use.

Pricing incentives reinforce the need for conservation. By having a tier rate, customers pay more per gallon for large volumes of consumption. If required, the District can also establish a water-shortage surcharge to increase the cost of water for a temporary period.

Penalties are the most stringent of tools to encourage water conservation. Monetary penalties for outdoor water use, irrigation, or unusually high consumption should reinforce the need to reduce water consumption.

SUPPLY AUGMENTATIONS

If reduced water consumption is not sufficient to address the water shortage problem, the District will consider increasing its water supply. Repairing the infrastructure problem is always the obvious action. Other means to augment water supply include the following:

- ✓ Trucking water
- ✓ Well drilling
- ✓ Using dead storage
- ✓ Increasing well capacity

Commercial companies can provide trucks and trailers for potable water. If the circumstances allow, the military has potable water trailers that can be used as water supply points.

For certain emergencies, the Department of Ecology will issue emergency water rights or will authorize drilling of emergency wells.

Dead storage is that water in existing tanks that cannot be delivered to the rate payers at 20 psi or greater. The water is potable. If the District boosts its pressure with portable pumps, it is available for use.

Surging a well will often increase its capacity. If circumstances permit it, the District can hire a well driller to remove the pump assembly and surge the well. This has the potential of clearing the well screens and increasing production, but it is not guaranteed to work every time.

STAGES

It is not unusual for a water shortage to progress through stages. As the crisis increases, the District would move from one stage to another, each stage requiring more stringent actions to reduce water consumption. The stages use uniform language for consistency throughout the State and are as follows:

1. **Minor Shortage:** Voluntary measures are needed to reduce water consumption. The goal is to reduce consumption by 5% to 10%.
2. **Moderate Shortage:** Mandatory measures are required to reduce water consumption. The goal is to reduce consumption by 10% to 20%. This may require enforced measures and a revised rate structure.
3. **Severe Shortage:** Rationing required in order to reduce water consumption. The goal is to reduce consumption by 30%.

In addition to the above stages, there are:

- ✓ **Advisory Stage:** There is not a water shortage, but there are indications that a shortage may occur. This could be implemented by an anticipated drought or dry period, or planned infrastructure repairs.
- ✓ **Emergency Curtailment:** Emergency curtail is more than conservation. Due to an immediate water quality problem or shortage, customers have to curtail their water use without undue delay.

TRIGGERING CRITERIA

The District has three indicators to determine the demand on a well. These are static levels, drawdown levels, and production. During a high demand period for water, the wells may operate from 20 to 24 hours per day. This run time does not allow sufficient time to turn off the well, allow it to recover and to measure the static water level. Drawdown levels fluctuate, and do not provide a uniformly reliable indicator of the well's health.

Hartstene Pointe Water-Sewer District will use water production as its triggering criteria. The total sustainable water production from all wells is 175 gallons per minutes (gpm) or 252,000 gallons per day (gpd). For planning purposes, Well 1 is assumed to be non-operational and the sustainable production would be 108,000 gallons per day.

Due to the number of vacation homes in the community, the assumption that the Average Daily Demand for water is 71,000 gallons per day is not applicable. The summer time water use substantially increases from the winter demand. Therefore, the following is considered average flows for planning purposes:

PERIOD	AVERAGE DAILY DEMAND
May 1 st to September 30 th	80,000 gallons per day (gpd)
November 1 st to April 30 th	40,000 gallons per day (gpd)

To minimize the short term effects of temporary decrease in production, the Criteria Flow is a 10-day running average of the system's production capability.

SUMMER PERIOD: MAY - SEPTEMBER

- ✓ When the Criteria Flow is greater than 108,000 gallons per day, the distribution system is considered to be operating routinely. There is no water shortage and regular water conservation messages would be forwarded to the rate payers.



- ✓ When the Criteria Flow is 108,000 gallons per day or less, the District is experiencing a **Minor Shortage**. The District shall communicate with the rate payers to try to reduce 10% of their water consumption. Educational materials would be offered. Outdoor water use restrictions would be voluntary.
- ✓ When the Criteria Flow is 80,000 gallons per day or less, the District is experiencing a **Moderate Shortage**. The District shall communicate with the rate payers to try to reduce 20% of their water consumption. Educational materials would be offered. Outdoor water use restrictions would be mandatory. If necessary, more restrictive measures would be implemented. If possible and appropriate, the District begins seeking permission and funding to drill an emergency well. Other source augmentation methods would also be used to increase production.
- ✓ When the Criteria Flow is 60,000 gallons per day or less, the District is experiencing a **Severe Shortage**. The District shall communicate with the rate payers to try to reduce 20% of their water consumption. All demand reduction options are considered. Source augmentation methods would also be used to increase production.

WINTER PERIOD: NOVEMBER - APRIL

- ✓ When the Criteria Flow is greater than 108,000 gallons per day, the distribution system is considered to be operating routinely. There is no water shortage and regular water conservation messages would be forwarded to the rate payers.
- ✓ When the Criteria Flow is 108,000 gallons per day or less, the District is experiencing a **Minor Shortage**. The District shall communicate with the rate payers to try to reduce 10% of their water consumption. Educational materials would be offered. Outdoor water use restrictions would be voluntary.
- ✓ When the Criteria Flow is 40,000 gallons per day or less, the District is experiencing a **Moderate Shortage**. The District shall communicate with the rate payers to try to reduce 20% of their water consumption. Educational materials would be offered. Outdoor water use restrictions would be mandatory. If necessary, more restrictive measures would be implemented. If possible and appropriate, the District begins seeking permission and funding to drill an emergency well. Other source augmentation methods would also be used to increase production.
- ✓ When the Criteria Flow is 30,000 gallons per day or less, the District is experiencing a **Severe Shortage**. The District shall communicate with the rate payers to try to reduce 20% of their water consumption. All demand reduction options are considered. Source augmentation methods would also be used to increase production.

ADVISORY STAGE

OBJECTIVES

To prepare rate payers for potential water shortage thereby allowing all parties adequate planning and coordination time.

To undertake supply management actions that forestalls or minimizes the need later for more stringent demand or supply management actions.

TRIGGERS

1. Anticipated infrastructure repairs will affect the water production so the water production is 108,000 gallons per day or less.
2. Public weather forecasts strongly indicate a drought or other severe weather that would affect the water system.
3. Water demand is expected to be high, such as on July 4th.

PUBLIC MESSAGES

1. The potential exists for water shortages.
2. Customers may be asked to reduce water consumption.
3. Hartstene Pointe Water-Sewer District will keep you informed.

ADVISORY STAGE ACTIONS

- Brief Board of Commissioners.
- Intensify on-going media education effort about the water system, particularly the relationship of weather patterns to supply and demand.
- Develop a fact sheet.
- Put a conservation message on the community billboard.
- Put current and update information on the District web page.
- Emphasize reduction of outdoor water use.
- Reduce the District's use of outdoor water use.
- Place conservation message on the customer bills.
- Contact the large water users to advise them of the situation.
- Review procedures for emergency water rights, if necessary.
- Have the District inspect the wells to identify any potential problems for water production.
- Evaluate the ability, resources and plans to move to a Minor Shortage Stage.

MINOR WATER SHORTAGE STAGE

OBJECTIVES

To maintain or reduce demand to meet target consumption levels by customer voluntary actions.

To forestall or minimize need later for more stringent demand or supply management actions.

To minimize the disruption to customer's lives and businesses while meeting target consumption goals.

TRIGGERS

1. The Minor Shortage Stage is implemented when the Criteria Flow is 108,000 gallons or less. The Criteria Flow is defined as the 10-day running average of sustainable water production.
2. Demand levels or temporary water quality circumstances indicate the need for a more systematic response to manage the situation.

PUBLIC MESSAGES

1. The District is relying on the support and cooperation of all water users to stretch the availability of water supply.
2. Demand needs to be reduced by at least 10%. Customers are responsible for determining how they will meet that goal. Water waste is not allowed.
3. With customer cooperation, we may avoid imposing more stringent restrictions.

MINOR WATER SHORTAGE STAGE ACTIONS

The daily water production is the parameter used to measure the reaction to the water shortage. The Operations Foreman will be assigned to post the daily water production and the 10-day running average so all employees can be aware of it.

- Brief the Board of Commissioners
- Continue actions in the Advisory Stage
- Put a stronger conservation message on the community billboard.
- Prepare the appropriate resolutions regarding emergency surcharges, if required.
- Send press releases to the local media to maintain customer awareness of the need to conserve.
- Prepare mailer to the rate payers with recommended ways to reduce water consumption.
- Identify what potential steps will be used to reduce demand including timing and what type of restrictions and/or surcharges will be imposed.
- Place pertinent information on the web page and encourage people to refer to it.
- Be prepared to explain why flushing is occurring during a water shortage.
- Contact each large water user to advise them of the problem and possible water restrictions.

- Restrict hydrant permits to essential purposes.
- Request the Fire Department limit training exercises that use water.
- Request that cleaning by hosing be limited to situations that require it for public health and safety.
- Identify customers who appear to be wasting water and send personalized letters to them.
- Request emergency water rights, if necessary.
- Expedite any repairs or improvements that can improve water production.
- Evaluate the ability, resources and plans to move to a Moderate Water Shortage Stage.

MODERATE WATER SHORTAGE STAGE

OBJECTIVES

- To achieve targeted consumption reduction goals by restricting defined water uses.
- To ensure that adequate water supply will be available during the duration of the water shortage situation to protect public health and safety.
- To forestall or minimize the need later for more stringent demand or supply management actions.
- To minimize the disruption to customer's lives and businesses while meeting target consumption goals.
- To maintain the highest water quality standards throughout the shortage.
- To promote equity among customers by establishing clear restrictions that affect all customers.

TRIGGERS

1. The Moderate Shortage Stage is implemented when the Criteria Flow is 81,000 gallons per day. The Criteria Flow is defined as the 10-day running average of sustainable water production.
2. Demand levels or temporary water quality circumstances indicate the need for a more systematic response to manage the situation.

PUBLIC MESSAGES

1. It is necessary to impose mandatory restrictions to reduce demand because the voluntary approach has not resulted in the necessary water savings.
2. The District continues to rely on the support and cooperation of all water users to comply with the restrictions.
3. Demand needs to be reduced by at least 20%.
4. Certain water uses will be restricted to ensure that throughout the duration of the water shortage, an adequate supply of water is maintained for public health and safety.
5. With customer cooperation, we may avoid imposing more stringent restrictions.

MODERATE WATER SHORTAGE STAGE ACTIONS

- Brief the Board of Commissioners
- Put a warning message on the community billboard.
- Advise the Department of Health and Health District.
- Rate surcharges would be implemented to encourage customer compliance with the restrictions. The rate surcharge would be implemented by resolution with the only exceptions given to customers with special medical needs such as home dialysis.

- Water restrictions and penalties would be implemented by the Board of Commissioners
- Press releases are submitted to newspapers, television and radio
- Direct mailings are sent to each rate payer telling them of the circumstances and restrictions.
- The District uses its 876-2545 telephone number as a Customer Response Line to report violations of restrictions.
- Customers with private wells for irrigation are encouraged to post signs to let them know that private well water is being used.
- Continue appropriate actions from previous stages.
- Request emergency water rights.
- Seek funding for an additional well.
- Evaluate the ability, resources and plans to move to the Emergency Curtailment Stage.

EMERGENCY CURTAILMENT STAGE

OBJECTIVES

A critical water shortage situation exists. Without additional significant curtailment of water, public health and safety can be jeopardized.

TRIGGERS

Worse conditions than the other stages have occurred or are imminent.

PUBLIC MESSAGES

1. A critical water shortage situation exists.
2. Although customer response to-date is appreciated, without additional significant curtailment actions, a shortage of water for public health and safety will be imminent.
3. Increasing stringent water use restrictions will be established and enforced.

EMERGENCY CURTAILMENT STAGE ACTIONS

- Brief the Board of Commissioners
- Put an emergency message on the community billboard.
- Advise the Department of Health and Health District.
- Continue all previous applicable actions
- Define the problem to the public as an emergency and institute formal procedures to declare a water shortage emergency.
- Inform the customers of the rate surcharge and restrictions. Advise them of the appeal procedures.
- Brief the Sheriff and Fire District on the emergency, and seek their cooperation in enforcing the restrictions.
- Inform the customers of possible water, odor, and pressure problems that may occur
- Coordinate with the medical and special needs customers.
- Curtail fire line testing and flushing
- Prohibit all lawn irrigation
- Request all Fire District water use for training be curtailed.
- Rescind all hydrant permits.

DEFINED AREA CURTAILMENT STAGE

OBJECTIVES

A critical water shortage situation exists or will soon exist. The shortage will be limited to a defined area instead of the entire water system. This area can be a few homes on a street, a subdivision, or entire pressure zone, such as Watauga Beach.

To minimize the disruption to customer's lives and businesses while correcting the cause of the water shortage.

To maintain the highest water quality standards throughout the shortage.

TRIGGERS

The defined area is affected by an unexpected or a planned interruption of water supply. This could occur by a critical valve failure, a water main break, or planned maintenance.

A water quality issue such as a failed sample can also trigger curtailment to a defined area.

PUBLIC MESSAGES

1. Advise the properties within the defined area of the problem and the boundary of the affected area.
2. Tell them of the corrective actions underway and the expected duration of the problem.
3. Request customer cooperation in curtailing water use.
4. Hartstene Pointe Water-Sewer District will keep you informed.

CURTAILMENT STAGE ACTIONS

- Brief the Board of Commissioners
- Define the affected area and notify all District employees
- Use the most expedient and practical means to advise the affected customers. This would be telephone calls, door hangers, posted signs, or direct mailings.
- Evaluate the need and potential for augmenting the area's water supply, such as temporary piping, water supply points, bottled water or other means.

At the conclusion of the requirement for water restrictions, advise the customers in the defined area.

AFTER ACTION STAGE

After any water shortage notice, the District needs to contact the affected customers telling them that the emergency situation is over.

At the conclusion of any water shortage action, it is imperative that the District evaluate its actions to identify lessons learned and to determine any improvements.

A formal evaluation report should be prepared. The report may include the following:

- What caused the water shortage?
- Identify the chronology of District actions.
- What actions worked particularly well?
- What actions went particularly bad, and why?
- What media was contacted and how did they respond?
- How did the customers respond?
- What was the impact on staffing and the budget?
- What items can be purchased to be on-hand to assist if the situation re-occurs.
- What recommendations can be made?
- What can the District do to help avoid or minimize future occurrences?
- Are revisions to the Water Shortage Response Plan or Emergency Response plan needed?

ATTACHMENT A

POSSIBLE VOLUNTARY CUSTOMER ACTIONS

Residential Indoors

- ✓ Flush the toilet less often. Each flush uses 1.6 to 7 gallons of water depending on the age of the toilet.
- ✓ Use the dishwasher and washing machines only when full. Top loading washers use 15 to 40 gallons per load. Front loading washing machines use approximately 30% less water than residential top loading machines.
- ✓ Keep drinking water cold in the refrigerator rather than running the faucet until the water is cold.
- ✓ Take shorter showers. For every minute of reduced showering time, 2 ½ to 5 gallons is saved.
- ✓ Do not let the faucet run while shaving or brushing teeth. When washing vegetables, use a bowl of water instead of letting water run.
- ✓ Catch water while waiting for the hot water for later use on plants.

Residential Outdoor Use

- ✓ Wash cars less often and do so over the lawn instead of the driveway. Instead of using a hose consider a commercial car wash that recycles water.
- ✓ Always use the shut-off nozzle on hoses for window washing, etc.

Landscape Measures – Commercial and Residential

- ✓ Water lawns and gardens early in the morning or late in the evening to reduce evaporation.
- ✓ Consider letting the lawn go dormant until the shortage is over. Homes that normally water lawns will save 25% to 50% by not watering lawns.
- ✓ If it is raining, do not water the lawn.
- ✓ Eliminate outdoor water play, i.e. running through the sprinkler, plastic water slides, wading/swimming pools that require frequent re-filling.
- ✓ Eliminate all hosing of sidewalks, driveways, and decks.
- ✓ Water established plants only when necessary. Probe the soil to see if the root zone is dry. Mulch from 2 to 4 inches in planting beds will help retain moisture.



- ✓ Create “wells” around trees to minimize runoff when they are watered.
- ✓ If there is an automatic irrigation system, have it audited to ensure the water is being used wisely. Aim it to avoid unnecessary watering of the impermeable areas. Learn how to change the control system in order to cut back on irrigation time. Equip it with a rain sensor that will override the system during rainfall.

Commercial

- ✓ Set goals for reduced water use and inform employees. Give employees ideas for curtailing water use and ask for their ideas.
- ✓ Inspect the automatic sprinkler systems on a regular basis to detect leaks and broken sprinkler heads.
- ✓ Repair all leaks and dripping faucets. Urge employees to report leaks.
- ✓ Reduce or eliminate routine vehicle washing during shortages. Use commercial car wash facilities that recycle water.
- ✓ Ensure all hoses are fitted with shut-off nozzles.
- ✓ Do not use hose water to dispose of ice.
- ✓ Do not hose walkways, parking lots, and loading docks. Pressure washers use substantially less water.
- ✓ Postpone routine building washing during shortages.
- ✓ Post signs informing customers of the nature of water shortages and ask for their cooperation in reducing water use.
- ✓ Turn off non-recirculation fountains. On windy days, turn off all outdoor fountains.
- ✓ Restaurants: Provide water only on request.
- ✓ Accelerate the modernization of restrooms by installing low flow fixtures.

HARTSTENE POINTE WATER-SEWER DISTRICT
MASON COUNTY, WASHINGTON

RESOLUTION NO. 2009-15

A RESOLUTION OF THE BOARD OF COMMISSIONERS OF HARTSTENE
POINTE WATER-SEWER DISTRICT, MASON COUNTY, WASHINGTON,
ESTABLISHING RULES FOR PUBLIC INSPECTION AND COPYING OF
PUBLIC RECORDS.

WHEREAS, Chapter 42.56 RCW requires the District to establish rules of procedure for the public inspection and copying of public records; now, therefore

BE IT RESOLVED by the Board of Commissioners of the Hartstene Pointe Water-Sewer District, Mason County, Washington, as follows:

Section 1. Availability of public records. All public records of the District, as defined in Chapter 42.56 RCW, are deemed to be available for public inspection and copying pursuant to these rules, except as otherwise provided by RCW 42.56.210 through 42.56.300, Section 6 of this Resolution, and other applicable Washington law.

Section 2. District general manager designated as public records officer. The District general manager is designated as the District's public records officer, serving as the point of contact for members of the public in requesting disclosure of public records. Unless provided otherwise in this Resolution, the District general manager shall supervise, monitor and accomplish the retention, protection and disclosure of the District's public records consistent with these rules and Chapter 42.56 RCW, and may delegate duties and responsibilities to any District staff person. In the absence of a District general manager, the Secretary of the Board of Commissioners shall serve as the District's public records officer.

Section 3. Hours for records inspection and copying. Public records shall be available for inspection and copying during the customary office hours of the District, Monday through Friday, excluding legal holidays.

Section 4. Request for public records. In accordance with the requirements of Chapter 42.56 RCW that agencies prevent unreasonable invasions of privacy, protect public records from damage or disorganization, and prevent excessive interference with essential functions of the agency, public records may be inspected or copied, or copies of such records may be obtained by members of the public, upon compliance with the following procedures:

A. A request shall be made in writing upon a form prescribed by the District and available at the District office. The form shall be presented in person at the District office during customary office hours, or shall be sent by first class mail to the District office, by fax to the District fax number, if any, or by email to the District email address, if any. The request shall include the following information:

- (1) The name of the person requesting the records;
- (2) The time of day and calendar day on which the request was made;
- (3) The nature of the request; and
- (4) An appropriate description of the public records requested, including title, subject matter, date and other means of enabling the District to identify the requested records and make them available.

B. If the requester is a member of the public, the District shall assist such member to identify appropriately the public records requested, but if the records cannot be identified, the District shall so advise such member, and in the case of a formal request, shall return the formal request for resubmission with additional description of the requested public records.

C. Public records that are requested may not be readily available for immediate inspection. If the requested public records are not readily available, the District shall notify the requester as to when and where such records will be available. The District shall provide the public records on a partial or installment basis as they are assembled or are available for inspection or disclosure.

D. Within five business days of receiving a public records request, the District shall respond by either (1) providing the public records; (2) acknowledging that the District has received the request and providing a reasonable estimate of the time the District will require to respond to the request; or (3) denying the request. The District shall not deny a public records request for identifiable public records solely on the basis that the request is overbroad.

Section 5. Copying of public records.

A. No fee shall be charged for the inspection of public records.

B. The District shall charge a fee of fifteen cents (\$.15) per page for providing photocopies of public records and for use of the District's copy equipment. The District shall charge forty cents (\$.40) for public records on a floppy disk or a CD-ROM. The District shall charge actual costs of mailing, including the cost of the shipping container. All payments shall be made by cash, check or money order.

C. The District may require a deposit in the amount of ten percent of the estimated cost of providing the copies. The District may require the payment of the remainder of the copying costs before providing the records. If the District makes public records available on a partial or installment basis, the District may charge for each part of the partial disclosure or installment. If an installment of a records request is not claimed or reviewed, the District need not fulfill the balance of the request.

D. Where, in the judgment of the public records officer, it is reasonable to send a request to an off-site vendor for copying, the District shall charge for the actual amount paid by the District to the vendor for the copies.

Section 6. Records exempt from public inspection.

A. The District reserves the right to determine that a public record requested in accordance with the procedure outlined in Section 4 is exempt from public inspection and copying under the provisions of RCW 42.56.210 through 42.56.480 and other applicable Washington law.

B. In addition, pursuant to RCW 42.56.070, the District reserves the right to delete identifying details when it makes available or publishes any public record, in any case when there is reason to believe that disclosure of such details would be an invasion of personal privacy protected by Chapter 42.56 RCW. The District will fully justify such deletion in writing.

C. All denials of requests for public records shall be accompanied by a written statement specifying the reason for the denial, stating the specific exemption for withholding the public records and explaining the applicability of the exemption to the public records withheld.

Section 7. Review of denials of public records requests. Any person who objects to the denial of a request for a public record may petition for prompt review of such decision by tendering a written request for review to the President of the Board of Commissioners. The written request shall specifically refer to the written statement by the District that constituted or accompanied the denial, and shall set forth the legal and factual basis for the objection to the denial. The President shall immediately consider the request for review and either reaffirm or reverse the denial. In any case, the review shall be deemed completed at the end of the second business day following the denial of inspection and shall constitute final action for the purpose of judicial action.

Section 8. Records index.

A. The District has available to all persons a current index which provides identifying information for resolutions adopted by the Board of Commissioners. The District has not indexed all of the public records described in RCW 42.56.070(3), because to do so would be unduly burdensome and would not necessarily assist members of the public in locating requested information.

B. The current index of resolutions prepared by the District shall be available to all persons under the same rules and conditions as are applied to public records available for inspection.

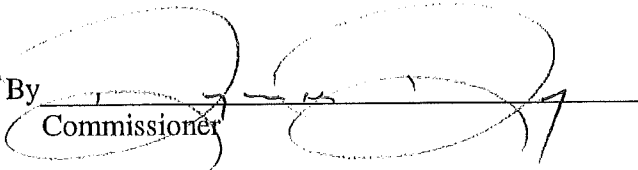
Section 9. Record request form. The District adopts for use by all persons requesting inspection and/or copies of records the form entitled, "Request for Public Records," and attached to this resolution.


Section 10. Protection of public records. To adequately protect the public records of the District, any person inspecting public records shall adhere to the following guidelines:

- A. No public records shall be removed from the District's possession.
- B. Inspection of public records shall be conducted in the presence of a designated District representative.
- C. No public records may be marked or defaced in any manner during inspection.
- D. Public records, which are maintained in a file or jacket, or chronological order, may not be dismantled except for purposes of copying and then only by a District representative.
- E. Access to file cabinets, shelves, vaults and other District storage areas is restricted to District representatives unless other arrangements are made with the District.
- F. The District may limit inspection and copying to any extent necessary to prevent such activity from unreasonably disrupting the District operations.

ADOPTED by the Board of Commissioners of Hartstene Pointe Water-Sewer District, Mason County, Washington, at a regular meeting held on 1/29, 2009.

HARTSTENE POINTE WATER-SEWER DISTRICT

By 
Commissioner

By 
Commissioner

By Mary Alice Cary
Commissioner

RETURN TO:

Hartstene Pointe Water-Sewer District

Attn: _____

Board Secretary

**HARTSTENE POINTE WATER-SEWER DISTRICT
REQUEST FOR PUBLIC RECORDS**

Date: _____ Time: _____

Name: _____

Mailing Address: _____

Email Address: _____

Contact Phone Number: _____

Description of Records:

I certify that the information obtained through this "Request for Public Records" will not be used for commercial purposes.

Signature: _____

FOR DISTRICT USE ONLY (Note: Use separate form for each installment of records. Requestor needs to complete only one form for all installments).

Action Taken on Request: _____

Name of Person Taking Action: _____

Date Action Taken: _____

Number of Copies: _____

Number of Pages: _____

Per Page Charge: \$0.15

Other Charges: _____

Total Charge: _____

Deposit (10% of estimated cost): _____

New PRA Legislation: To Boldly Go Where the PRA Hasn't Gone Before

May 30, 2017 by [Flannery Collins](#)

Category: [Public Records Act](#) , [New Legislation](#)



Did you hear that? It's the sound of the Public Records Act (PRA) and records retention laws stepping into the 21st century. Governor Inslee signed [ESHB 1594](#) and [EHB 1595](#) on May 16, putting into place a number of notable changes to the PRA and records retention laws applicable to electronic records. Agencies now fulfill about half of their records requests by email, cloud service, or file transfers, so updating the PRA to address electronic records was a long time coming. The new bills also tweak other

areas of the PRA unrelated to electronic records. The changes go into effect on July 23, 2017.

So, what has changed in the PRA? Let's take a look at the highlights.

New Charges Authorized

Charges for Electronic Records

The most significant "21st century" change is that agencies are now expressly authorized to charge for copying and producing electronic records. An agency can charge actual costs incurred for providing electronic copies, including costs related to production, file transfer, storage, and transmission.

If agency policy establishes that calculating actual costs would be unduly burdensome, then the following default charges may be charged:

- 10 cents/page for records scanned into electronic format
- 5 cents for every four electronic files or attachments uploaded to an email, cloud storage service, or other electronic delivery system
- 10 cents/gigabyte for transmitting records electronically

On a related note, if a requestor asks an agency to provide an estimate of charges before copies are made, the agency must provide such an estimate. The requestor must then be given the opportunity to revise their request to reduce the charges.

A third option is charging a flat fee of \$2 for providing any records (not just electronic) so long as the agency reasonably estimates that the costs for producing the records are clearly equal to or more than \$2.

Charges for Customized Access

Another “21st century” modification is an allowed charge related to requests requiring the use of information technology expertise to prepare data compilations or provide customized electronic access services that are not otherwise used by the agency. Agencies need to describe this charge to the requestor prior to assessment and can require a deposit of up to 10% of the estimated customized service charge costs.

New Tracking Mandate for Public Records

One change that may come as a surprise to many agencies is the new tracking mandate. Not part of the original bill, the legislature added performance measures to ESHB 1594, requiring that all agencies log:

- Identity of requestor (if provided)
- Date and text of request
- Description of records produced in response to request
- Description of records redacted or withheld and the reasons for redaction/withholding
- Date of final disposition of the request.

Agencies with \$100,000 or more in annual staff and legal costs associated with fulfilling public records requests during the prior fiscal years must take this tracking several steps further (additional tracking is optional for agencies with costs of less than \$100,000/year). These agencies must track the following (and report to the Joint Legislative Audit and Review Committee—JLARC—annually by July 1):

- Leading practices and processes for records management and retention and what percentage of such practices were implemented by the agency
- Average length of time taken to acknowledge receipt of a public records request
- Proportion of records provided within five days of the request and the proportion of requests estimated beyond five days
- Agency’s initial (and modified) estimate for providing records as compared with the actual time in providing such records
- Number of requests where the agency asked for clarification from the requestor
- Number of requests denied and the most common reasons for denial
- Number of requests abandoned
- Requests by type of requestor (if known)
- Portion of requests fulfilled electronically compared to requests fulfilled by physical records
- Number of responses required to be scanned
- Estimated agency staff time spent on each individual request



- Estimated costs incurred in fulfilling requests
- Number of claims filed alleging a violation of the PRA and other public records statutes
- Agency costs defending claims of violations of the PRA and other public records statutes
- Agency costs for managing and retaining records
- Expenses recovered from requestors for fulfilling records requests
- Measurement of requestor satisfaction with agency responses, communication, and processes relating to public records requests

JLARC will be developing a reporting tool and metrics for agencies to use in order to comply with these reporting requirements.

New Training Requirements and Resources

Electronic Records Training Required for Public Record Officers (PROs)

Another new mandate is that the PRA and records retention training currently required for PROs (by RCW 42.56.152) must now include training on retention, production, and disclosure of electronic documents, including updating and improving technology information systems.

Enhanced Training and Grant Assistance for Local Governments

But, with the bitter comes some sweet, at least for local governments. Several new PRA-related assistance programs will be available to local governments:

- Attorney General consultation program to assist with best practices for managing public records requests
- State Archives records retention training
- State Archives competitive grant program to improve information technology systems for public record retention, management, and disclosure, and related training

These assistance programs are funded through June 2020.

Changes to Records Procedures

Modified Definition of a Public Record

Another change that warrants mention is the modification of the public records definition to exclude records not required to be retained by the agency that are held by volunteers who:

- Do not serve in an administrative capacity;
- Have not been appointed by the agency to an agency board, commission, or internship; and
- Do not have a supervisory role or delegated agency authority.

Request for “All Records” and Bot Requests May be Denied

An agency can deny a request for all or substantially all records of an agency not relating to a particular topic. An agency can also deny automatically generated (bot) requests received from the same requestor within a 24-hour period, if the requests cause excessive interference with the other essential functions of the agency. (A “bot”? I think

this definitely qualifies as a 21st century change!)

New 5-Day Response Option

The final change I have chosen to highlight in this blog is the new five day response option: agencies can request clarification of a request, and must couple that with an estimated response time. (This legislative change reflects the holding in a 2017 Washington Court of Appeals case, *Hikel v. Lynnwood*, where the court held that a request for clarification is not a stand-alone option for a five day response, and it must include a reasonable time estimate for a response.) If the requestor fails to respond to the clarification request and *the entire request is unclear*, an agency need not further respond to the request. If portions of the request are clear, however, the agency must respond to those portions.

The PRA changes outlined in this blog are a lot to digest in one sitting (and these are just the highlights!). Undoubtedly, some of the changes will be welcome news for agencies (e.g., a new charge for electronic records, and grant money for improving records-related technology systems). Other changes will seem a bit daunting, such as the new request tracking mandate for larger agencies. Do you have any thoughts on these changes to the PRA? Please share with me in the comments below or by email at fcollins@mrsc.org.



About Flannary Collins

Flannary's legal background is in local government law. She joined MRSC in 2013 after serving 10 years as assistant city attorney at the City of Shoreline, where she advised all city departments. At MRSC, Flannary provides advice to municipalities on a wide range of legal issues, including public records, public works, and land use.

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