



Newsletter

January/February 2017

Hartstene Pointe Water-Sewer District

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Billing Office Hours

Mondays: 9:00 am—2:00 pm

Tuesdays: 9:00 am—12:00 pm

Thursdays: 9:00 am—12:00 pm

Board of Commissioners meetings are held on the 2nd & 4th Thursdays of the month at 1 pm in the District Office. All meetings are open to the public.

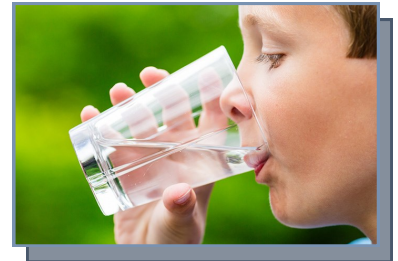
Hartstene Pointe Water-Sewer District is not associated with or governed by the Hartstene Pointe Maintenance Association. Please direct water-sewer service related questions to the District.

Hartstene Pointe Water-Sewer District is an equal opportunity provider and employer.

State of the District

The Hartstene Pointe-Water Sewer District is dedicated to providing quality water and sewer service to our customers. We promise to provide clean water in the most efficient and cost effective manner possible. We take seriously our role in protecting the pristine waters of Puget Sound by maintaining a quality waste water treatment facility that meets or surpasses state and federal guidelines.

We often take for granted the services we enjoy here in the developed world and what they mean for our day to day lives. We have clean, safe drinking water available on demand, 24/7, when we turn on our faucet. We can simply flush away dirty water and biological contaminants that in other parts of the world, without adequate sanitation services, are responsible for widespread disease and death. Not only that, but we can trust that every effort is being made to minimize the environmental impact of this wastewater, so we can have clean and accessible water and beaches for the generations to come.



2016 In Review

This past year was a busy one for the District. We continued our efforts toward increased system reliability through several key projects, including:

- Drilling a new well to replace the failing Well 1 and increase water production;
- Beginning construction on the new water treatment plants which will provide better and more reliable treatment and filtration of our drinking water;
- Continuing our wastewater pump replacement and refurbishment plan, which ensures the District has spares for its critical pumps in order to avoid prolonged interruptions to wastewater service and the potential for sewage backups and spills;
- Replacing the District's water pressure reducing valves.

Thanks in great part to the development of the District's Capital Improvement Plan, the District has been able to undertake these necessary improvements with minimal impact to the water and sewer rates.

Continued on the next page

State of the District *(continued)*

Capital Improvement Plan

Along with its annual budget, the District adopts a Five-Year Capital Improvement Plan, outlining how we intend to maintain the infrastructure that fuels the clean drinking water and wastewater services necessary to guarantee the quality of life we enjoy. This plan is prepared using a Business Risk Exposure calculation to help prioritize projects with the greatest risk and liability of failure.

In addition to completing the District's current projects, the plan for the next five years includes:

- Reservoir inspection, cleaning, and repairs;
- Installation of standby power generators at each of the three lift station, the wells, and the booster pump in order to prevent sewer backups, loss of water service, and water system depressurization during extended power outages;
- Addressing the issue of storm water entering the wastewater collection system, overwhelming the wastewater treatment plant during rain events

Looking to the Future

When the District was first formed in 2008, much of the existing system infrastructure was in disrepair or non-functional. Over the past eight years the District has worked to replace and repair broken equipment and address regulatory issues. Now that the District has addressed many of the issues of the past, we can set our sights on financial sustainability and viability for the future.



Drippy the Droplet's Water-Saving Tip:

"Winterizing your plumbing is a great way to practice winter water conservation. When temperatures drop below freezing, the pipes stay warmer than the air and are less likely to develop leaks or burst."

Watch for more of Drippy's tips in future newsletters and on the District website, hpwatersewer.com.

Commissioner's Corner

With this first newsletter of 2017 we are introducing a new column called "Commissioner's Corner." Our three District commissioners will take turns sharing their outlook and vision for the District, as well as water and wastewater industry news and information. Our first installment comes from founding commissioner, Mary Alice Cary, who helped to form the Hartstene Pointe Water-Sewer District and has served as a commissioner for more than eight years:

Since the District was formed in 2008, the commissioners and contract staff have addressed a number of challenges to bring our water and wastewater systems to the current level of successful operation. With the water treatment upgrade project in progress, and long range planning for attention to system upgrades, we will continue improve service.

Serving as a District commissioner has been a learning process and a rewarding effort for me.

- Commissioner Mary Alice Cary

Ebills, Automatic Payments, and More With Xpress Bill Pay

As a way to offer you more choices in how you pay your bills, Hartstene Pointe Water-Sewer District has partnered with Xpress Bill Pay, the premier provider for online bill payment systems. Through our new system you can **get your bill electronically, check your balance, manage your automatic payment, make a one-time payment, and much more!**

All you need is an Internet connection through a Web browser and an e-mail address. It's simple to use. Every month we'll send you a reminder e-mail to let you know when your bill is online. Then you just log in to your account at XpressBillPay.com and view your bill. It's formatted like your paper statement so it will look familiar to you. You can also see up to a full year's his-

tory of your account online, so you can compare your current bill to a year ago.

When you're ready to pay your bill, select a payment type. You can pay with credit card (Visa, MasterCard, and Discover), debit card, or electronic funds transfer. Then enter the information and you're done! It's that easy, and it only takes you a few minutes each month, or you can schedule automatic payments.

We offered this service at the request of our customers — You asked and we delivered! **To sign up, just go to www.hpwatersewer.com** and follow the instructions there. It's free to sign up and free to use. Sign up today.