



Newsletter

July/August 2018

Hartstene Pointe Water-Sewer District

(360) 427-2413

772 E Chesapeake Dr.

Shelton, WA 98584

Email: info@hpwatersewer.com

Website: hpwatersewer.com

General Manager:

David Carnahan

gm@hpwatersewer.com

Commissioners:

Andrew Hospador

Commissioner1@hpwatersewer.com

David McNabb

Commissioner2@hpwatersewer.com

Robert Scarola

Commissioner3@hpwatersewer.com

Billing Address

Hartstene Pointe WSD

Payment Processing Center

881 W State Rd STE 140 PMB 131

Pleasant Grove, UT 84062-2131

Pay Your Bill 24/7

Online: hpwatersewer.com

By Phone: 360-427-2413

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 1st & 3rd 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.

Meet Our New General Manager

I am very excited to serve as the District's new General Manager. I come to this role with over ten years of management and leadership experience, including eight years as the owner and manager of a successful business. I have received extensive training in organizational effectiveness and am highly skilled in long range planning and goal realization.



Working with the District over the past two years, I have utilized these skills to assist in the establishment of water resource procedures and in the management of several major projects, including the replacement of the District's water filtration systems. I have built strong relationships with many members of this community, reduced the response time for leak repairs, and worked very hard to encourage good water conservation practices within the Pointe. As a result, we are experiencing some of the lowest rates of water production since the District's inception.

As we look ahead to the many challenges we are facing as your water and sewer utility district, I am filled with hopeful anticipation. I believe that we can create a sustainable, long-term management plan that will allow us to improve our quality of service, repair and replace aging infrastructure, and continue to provide reliable water and sewer service to this beautiful community.

- David Carnahan, District General Manager

Thank You For Your Help!

May 14th-23rd the District's Well #2 was offline for emergency repairs, leaving only the District's low-performing Well #1 to keep up with demand. The community provided tremendous support and cooperation as we faced a critical water shortage. Your efforts to conserve water were extraordinary and got us through the repairs. THANK YOU!

While the critical water shortage has ended, **Hartstene Pointe is still under a Water Advisory for the summer months.** Water production is sufficient to meet average demand, but if the District experiences a major leak or equipment failure, or if demand is higher than normal, more water restrictions may become necessary.

As we enjoy the rest of the fun and sun this summer will bring, please remember to continue to use water wisely:

- **Never leave a hose or sprinkler running unattended.** One sprinkler running continuously uses 20% of current water production capacity.

Continued on the next page

Thank You *(continued)*

- Hand water lawns and gardens in the early morning or in the evening.
- Most native plants are drought tolerant and need little water during the summer months, so only water when and where necessary.
- Always use a shut-off nozzle on your hose.
- Do not clean walkways and driveways with a hose.
- Repair toilet and faucet leaks right away. This can save thousands of gallons of water per month.

Thanks again for your support. Have a safe summer!

2017 Consumer Confidence Report

The District's 2017 Consumer Confidence Report, containing important information about your water quality, is now available on the Water Quality page of our website: hpwatersewer.com/97912.html.

For a hard copy of the report call (360) 427-2413 or send an email to info@hpwatersewer.com.

Pay By Phone 24/7


Did you know you can pay your bill over the phone anytime? Call (360) 427-2413 and select Option 1 to:

- Get your account balance and payment due date
- Pay your bill using a credit/debit card or eCheck
- Set up Autopay at the end of the call, if desired

Having trouble with the phone payment system?

- Wait for the voice to stop speaking before entering your account number
- Call from a clear phone connection and avoid excessive background noise

Additionally, during normal business hours you may call the payment center, (800) 720-6847, and make payments with a live operator, or view and pay your bill online anytime at hpwatersewer.com.



Drippy the Droplet's Water-Saving Tip:

"Our native shrubs are naturally fire resistant. Over-watering can make them grow too fast and become hazardous. Put away the sprinkler and hand water landscapes only when necessary."

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

Commissioner's Corner

This past April, after several months of discussion, meetings with other districts and consultants, and extensive planning and analysis, the District Board of Commissioners decided to move the District from a contractor-based organizational model to an employee-based model. The goal of this reorganization is to further improve the District's quality of service and to progress to a more proactive, efficient, cost-effective, and accountable method of operation.



The first step in making this transition was to directly employ a general manager who would then guide the District through the reorganization. We advertised statewide to over 1,200 members of the Washington Association of Sewer and Water Districts, through job search websites, and in local postings. After carefully evaluating the applicants, the Board voted in May to make David Carnahan the new General Manager.

David has worked with the District for two years as a contractor with Jeffreys Management Services, our former management contractor. Many of you know David already, but for those who don't know him, you will find him easy to work with, extremely familiar with our systems, open to suggestions, creative, hard working, and dedicated to effective and efficient problem solving and planning.

After managing the District for over seven years, Mont Jeffreys of Jeffreys Management Services is entering a much-deserved semi-retirement. Fortunately for the District, Mont has agreed to stay on as the Water Manager. We are extremely fortunate to continue to benefit from his vast knowledge and experience.

- Commissioner Robert Scarola

Defend Your Home From Wildfire

According to the State Department of Natural Resources, most of our native shrubs, such as salal and Oregon boxwood, are naturally fire resistant. These plants need minimal or no irrigation to remain green and healthy. In fact, **over-irrigation may cause such plants to grow too fast and become hazardous.**

The best way to reduce fire danger around your home is to keep shrubs and trees properly pruned, leaving at least 10 ft. of clearance between shrubs and tree limbs.

For more information on defending your home from wildfire, visit www.dnr.wa.gov/firewise.