



# Newsletter

July/August 2015

## Commissioners

Mary Alice Cary

Commissioner2@hpwatersewer.com

Nancy Nelson

Commissioner1@hpwatersewer.com

Roger Ray

Commissioner3@hpwatersewer.com

## District Office

772 Chesapeake Dr.  
Shelton, WA 98584

**(360) 427-2413**

info@hpwatersewer.com  
www.hpwatersewer.com

General Manager/Water Manager,  
Mont Jeffreys  
gm@hpwatersewer.com

Acct. and Admin. Services Manager,  
Miceal Carnahan  
acct@hpwatersewer.com

## Billing Address

PO Box 94453  
Seattle, WA 98124-6753

## Pay Online

hpwatersewer.com

## 24 Hour Emergency

**(360) 427-2413**

Board of Commissioners meetings are held on the 2<sup>nd</sup> & 4<sup>th</sup> 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.*

## Be Water Wise This Summer

The hot summer months are upon us, and this season looks to be a doozy. Citing historically low snowpack, falling river levels, and rising temperatures, Gov. Jay Inslee declared a statewide drought emergency for Washington this past May. This drought primarily affects municipalities relying on melting snowpack. Thankfully, Hartstene Pointe's water is pumped from underground aquifers, not immediately affected by the current drought. For our system, supply is not the primary concern, however, during the summer months water use at the Pointe more than doubles, pushing the limits of our system's pumping capabilities. For this reason, the District is asking residents and visitors to be water wise these hot, dry summer months.

By taking action at home you can waste less water and cause less stress on the treatment and distribution system. Much of the heavy water use during summer comes from the increase in outdoor activities. Here are some tips to begin using outdoor water wisely:

- Hand water plants and shrubs instead of leaving a hose or sprinkler running unattended. The average free-flowing garden hose uses 10-16 gallons per minute, approximately 10% of the District's total pumping capability.
- Less is more when it comes to watering your lawn. One inch once per week is plenty. For best results, water early in the morning before 9 am, to avoid evaporation.
- Collect rainwater from your roof and use this water for your lawn or garden. Garden specialists tell us that rain water is actually better for plants because it does not contain chlorine. You can purchase a rain barrel, or you can make your own. The District can even provide you with empty barrels and instructions on how to transform them into your very own rain barrel.



There are also a number of actions you can take inside your home to save water:

- By replacing an old showerhead with a new low-flow model, you could save an average of 2 gallons per minute.
- If you have a toilet that is over 15 years old, it's possible that it's using over 3.5 gallons of water each time you flush. In contrast, low-flow toilets use only 1.6 gallons on each flush.
- A new Energy Star qualified front-load clothes washer will use up to 65% less water than a 15 year old top load model.
- If you have a dishwasher that was manufactured before 1994, upgrading to a new Energy Star qualified dishwasher can save 1,000 gallons per year, saving energy through the efficient operation of the machine and by using less hot water.

## Customer Service and Billing Transition

Bringing all of the District's billing and customer service processes in house has made for a busy few months for our District staff. The Hartstene Pointe Water-Sewer District Board of Commissioners would like to thank the General Manager Mont Jeffreys, and Accounting & Administrative Services Manager, Miceal Carnahan, for their hard work on this conversion. The commissioners would also like to thank our customers for your patience as we grow in our new roles.

The July/August billing statements are the first to be produced from the District's new billing software. The bills have a new, cleaner look and layout that we hope will be easier to read and understand.

The new online payment system has been working well overall, with a couple of tweaks along the way. Consider making your payment online at our website, [hpwatersewer.com](http://hpwatersewer.com)

We are working to improve and expand our phone system to accommodate the increased number of calls to the District Office. In order to keep personnel costs down the District does not have full time office staff, but we are working to return missed calls in a timely manner.

Thank you again for your patience as we undergo this change. As always, feel free to call (360) 427-2413, or email, [info@hpwatersewer.com](mailto:info@hpwatersewer.com), with any questions.

## Payment Due Date Change

You may have noticed that the due date on your bill has changed. Prior billings have been due on the last day of the current billing cycle (May/June bills were due on June 30th). Your payment is now due on the 20th of the second month of the billing cycle (July/August bills are due on August 20th). If payment is not received before the next billing date (September 1st) your account will be assessed a 10% late fee.

The District will continue to charge credit card Auto Pay customers on or about the 15th of the first month of the billing cycle (July 15th) and ACH Auto Pay customers on or about the 30th of the first month of the billing cycle (July 30th).



### Drippy the Droplet's Water-Saving Tip:

***"The best time to water your outdoor plants is in the early morning before the temperatures begin to rise, when winds are lower and there is less evaporation. Morning watering gives the plants a good supply of water to face the heat of the day."***

Watch for more of Drippy's tips in future newsletters and on the District website, [hpwatersewer.com](http://hpwatersewer.com).

## New Tenant Policy

Do you have long term renters occupying your home at the Pointe? The District Board of Commissioners recently adopted a policy requiring owners to provide the District with the names and contact information of tenants within thirty days of their occupancy. Having this information allows the District to quickly inform occupants in case water shut-offs for repair or maintenance, boil water notices, and other water and sewer related emergencies. If you have renters, please call the District Office, (360) 427-2413 or email [info@hpwatersewer.com](mailto:info@hpwatersewer.com).



## Working Towards Financial Viability

When the District first took over the water and sewer systems at the Pointe in 2008, many aspects of the existing infrastructure were in disrepair or non-functional. Over the past seven years the District has worked to replace and repair broken equipment, address regulatory issues, and most importantly, ensure delivery of safe, clean drinking water and the protection of our beautiful Puget Sound.

System-wide health depends on the District's financial health, and the District is committed to building adequate reserves to meet the operational and capital needs of the system. The benefits of reserves and financial viability are:

- **Predictable Funding for Capital Improvements.** Having available funding and a plan for capital improvements will keep our system running smoothly and efficiently.
- **Improved System Efficiency.** Financially healthy systems have well maintained and regularly replaced equipment which run better, saving resources.
- **Cost Savings.** Deferred repair or replacement costs are often much higher when you let equipment age and fail.
- **Eligibility for Grants and Loans.** Most grant and loan programs require systems to demonstrate sound finances and adequate reserves.
- **Emergency Response.** Earthquakes, windstorms, electrical outages, flooding, and vandalism are examples of unforeseen emergencies. Water and sewer systems must have adequate cash reserves available to pay the costs associated with emergencies.
- **Peace of Mind.** When water/sewer systems have enough funds to pay for daily maintenance and operations, capital improvements, and unforeseen emergencies, their operators, commissioners, and customers do not have to worry or struggle to find means of payment.