



# Newsletter

December 2020

## Hartstene Pointe Water-Sewer District

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## Pay Your Bill 24/7

Online: [hpwatersewer.com](http://hpwatersewer.com)

By Phone: 360-427-2413

## Billing Office Hours

Mondays: 9:00 am—2:00 pm

Tuesdays: 9:00 am—2:00 pm

Thursdays: 9:00 am—2:00 pm

Board of Commissioners meetings are held on the 1st & 3rd Thursdays of the month at 1:00 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.*

## What Does “Flushable” Mean?

You can attempt to flush many things down a toilet (if you have a child, perhaps you've seen the random stuff someone may put down the drain...) but that doesn't mean they'll effectively move through our sewer system. Companies can currently label wipes as “flushable” simply because they aren't restricted from doing so *and because technically they “can be flushed.”*

Companies aren't required to prove flushability before asserting this claim and it seems most would fail any such test. A study out of Canada tested 101 wipes on the market for flushability and not a single one passed. This marketing technique is misleading and we need provisions to keep companies from freely using it and sparking customer confusion.

While there have been legislative attempts to curtail deceptive “flushable” labels... these moves were met by significant resistance from the commercial industry.

One of the last things we need during a serious global pandemic are clogged sewers overflowing into our streets. **Utility departments are urging and pleading for us to stop flushing wipes and only flush our bodily business and toilet paper.** Wipes are also not recyclable, so they need to go to the trash bin. Our operator physically has to remove wipes and other miscellaneous items from the system on a daily basis and discards them in the trash.



*are-flushable-wipes-really-flushable*



To address this issue beyond our homes, we can urge our elected officials to hold companies making these wipes accountable for the costs to our municipal sewage systems. We can also contact companies by tagging them on social media and ask them to stop using “flushable” claims.

Please keep the pipes clear by not flushing wipes, wash your hands for 20 seconds, and take care of your health and your families. —<https://www.greenamerica.org/blog/are-flushable-wipes-really-flushable>

For more information regarding what is and is *not* “flushable” visit our website at [hpwatersewer.com](http://hpwatersewer.com)

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



“Water is a precious resource, take care of it and it will take care of you.”

## Happy Holidays!



Covid-19 has had an impact on us all and has quite frankly changed the way we live our lives. However, it doesn't mean that we can't still safely spend the holiday season with family and loved ones, even if this means reduced numbers and extra precautions.

As you do so I want to assure you that your Water-Sewer District is hard at work making sure that you can enjoy uninterrupted service to and from your home. Our trained and certified operators check and calibrate all of our equipment daily in order to ensure it is operating according to design parameters. We strive for quality in everything we do and are committed to providing excellent service to our community.

However, if you do encounter a problem over the holiday season with any of your services, we are here to help. Our staff is trained in root removal as well as water quality troubleshooting and we can save you both time a money, so call us first if you're having issues such as a sewer back up or discolored water.

From all of our staff at Hartstene Pointe Water-Sewer District we wish you a happy and safe Holiday season.

- David Carnahan, General Manager



## Emergency Preparedness



Hartstene Pointe Water-Sewer District has been working hard over the years to harden its infrastructure against disasters

and emergencies of all shapes and sizes. This is primarily because the District takes the job of protecting your drinking water and the Puget Sound very seriously.

That said, the District recognizes that no matter how prepared it may be to handle various types of emergency situations, it can always do more help ensure the health and safety of the community. Therefore in January of 2021 the District will begin an in-depth risk and vulnerability assessment. This will include updating the District's current emergency planning document with something more comprehensive. The goal is to have a preliminary draft ready to go as soon as March of 2021 and the final draft completed by early summer.

## Cyber Security Audit

Last year, when the WA State Auditor's Office announced it would provide free, cyber security audits for small governments, the District signed up right away. The Audit will begin in December and IT specialists will examine the District's IT infrastructure, systems and human-interaction practices. An audit report will be generated to help the District identify possible vulnerabilities and provide recommendations.



The primary focus will be on the District's automated water and wastewater treatment systems, which control the associated machinery functions.

### Regarding Your Personal Information...

- Your personal information is safe. The District uses off-site services that are not only very secure, but are rigorously audited for security regularly.
- Credit Cards stored on file are stored in a format unreadable to humans.

The District is looking forward to working with the State Auditor's Office again to ensure our systems are as secure as possible and that staff learn industry best practices.