



Newsletter

March 2021

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

Jim Anderson

Commissioner2@hpwatersewer.com

Stacy Swart

Commissioner3@hpwatersewer.com

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—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.

The Importance of Cyber Security

SCADA System Hack In Florida

Recently in Oldsmar Florida, a small town of around 15,000 residents, a hacker gained unauthorized access to the city's water treatment plant's Supervisory Control & Data Acquisition system (SCADA). This unknown person briefly increased the dosage of a chemical called sodium hydroxide, which is used to treat water acidity. Thankfully, one of Oldsmar's water operators caught this early on and the crisis was averted quickly and without injury to the general public.



(To read more about this attack follow the link below or simply type it into the address bar: <https://www.insurancejournal.com/news/southeast/2021/02/10/600716.htm>)

This incident brings to light a number of pertinent issues, including the value of certified and trained water operators, the importance of up-to-date software, and the relevance of cyber security audits.

Hartstene Pointe Water-Sewer is Ahead of the Curve

Hackers are something that your Water-Sewer District takes very seriously. We work closely with our SCADA software providers and thoroughly train our operators to ensure that this community stays safe from cyber attacks. In fact, we have recently recruited the help of the State Auditor's Office (SAO) to help us perform a cyber security audit of our SCADA system, computer networks, and digital infrastructure to identify, isolate, and eliminate vulnerabilities. This is a service that S.A.O. provides for free and so we were happy to take advantage of it.



IT Specialists at SAO have held regular meetings with the District, asking many questions—in a secure environment—about the Districts IT assets and procedures. They plan to meet with us on-site to perform a “penetration test” to determine the security level of our sensitive systems.

We will have our final meeting with the Auditor's Office in March to discuss ways in which we can further harden our digital infrastructure against attacks from cyber-terrorists. We will update the community as soon as we know more, but preliminary data shows that our vulnerability risk is low, which is good news for Hartstene Pointe.

General Manager's Report



Why meter water if we don't bill for usage?

Once a month, one of our operators makes their way around the Pointe reading water meters and checking for water leaks. One of the most frequent questions that we are asked is, "Why does it matter if we're not billed for usage?" This is a great question and so I thought I would take a moment to answer to the best of my ability.

As many of you already know, drinking water standards are determined by Washington State Department of Health (DOH). One of the standards put in place by DOH is called Water Use Efficiency or WUE. Once a year, Hartstene Pointe is required by DOH to produce a WUE report to determine our annual water loss. As you might imagine, this would be difficult to produce unless we tracked our water loss through meter reading. This report compares the amount of water we treat with the amount of water distributed through the system. Any water unaccounted for is considered loss.

"In 2003, the Legislature mandated that most Group A water suppliers not lose more than 10% of the water that runs through their distribution system to leakage. Installation of source and service meters and collecting that information lets water systems know whether or not they've met those standards. They then report this information to the Department of Health each year... Every municipal water supplier in the state of Washington must install a source meter... Every municipal water supplier in the state of Washington must install service meters, except mobile home parks, RV parks, campgrounds, and multi-unit buildings. (<https://www.doh.wa.gov/CommunityandEnvironment/DrinkingWater/WaterSystemDesignandPlanning/WaterUseEfficiency/WaterMeters>)

In order to comply with this mandate, in 2012 Hartstene Pointe went about installing both source and service meters and every year we produce a Water Use Efficiency report, sent to Department of Health. We are not required by law to bill for usage and so it was determined by the Board of Commissioners at the time that for now the District will simply meter and report.

However, the current Board of Commissioners has been in discussion for some time now about implementing a blended rate structure, which would merge a base rate with a usage rate. The board intended to make the change effective January of this year, but decided to postpone due to the challenges we all faced in 2020. Rest assured this subject has not been dropped or forgotten and the board would eagerly listen to feedback from the community on this matter.

To give feedback on this subject, you can visit our website hpwatersewer.com or attend our regular board meetings via teleconference. Thank you for your support and have a great Month!

- David Carnahan, General Manager

Water System Flushing

With our second round of water system flushing wrapped up we thought we would share this article with the



community to help bring understanding as to why we do it and why it is important.

"Unidirectional Water Main Flushing (UDF) is increasingly used across North America to improve operations, enhance the water system and improve service standards. Water main flushing has long been considered an effective method to remove unwanted tastes, odors or discolorations of the water, and to improve chlorine residual. UDF, a specific type of water main flushing, provides greater cleaning and uses less water than conventional flushing.

UDF isolates each pipeline to create flow in a single direction to quickly and efficiently clean the pipe. By concentrating flow, UDF creates higher velocities that are better able to clean the pipe. The cleaned mains may have improved water clarity or color, reduced turbidity and improved chlorine residual.

The major advantages of this method are improved cleaning of accumulated deposits on pipes, less required water than conventional flushing, and an impact reduction for customers.

By using less water, UDF can be an important component of a water use efficiency or conservation program. UDF is typically performed in a set sequence to make sure a clean source of water is always used. In general, flushing should begin from a clean water source and flush from larger to smaller pipes (truncated)

(<https://waterfm.com/implement-unidirectional-flushing-program-improve-efficiency-conservation/>)



Overall, a regular flushing schedule will help keep the aged underground infrastructure deliver the best water possible from our state of the art treatment facilities.

Interested in becoming a commissioner?

Positions #2 and #3 are up for election

Candidate filing open May 17-21



Contact the
Mason County Auditor's Office for
filing instructions and requirements