



Newsletter

May 2021

Hartstene Pointe Water-Sewer District

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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 via teleconference. Visit our website or contact the office for instructions on how to join. 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.

Upcoming Changes to Rate Structure

Hartstene Pointe residents have often conveyed a desire for the District to move to a rate structure based on water consumption, instead of the presently used flat rate structure. The Board of Commissioners listened and agrees that moving toward such a rate is in the best interest of the community. Many previous newsletter articles conveyed the importance of water conservation; a rate that factors in consumption will gently encourage households to use only what amount of water is needed and to explore updating fixtures and appliances that could be more efficient.

What will the new structure look like?

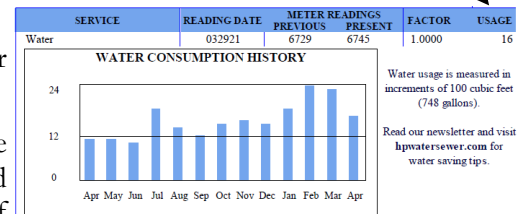
The base rate will remain the same—the District must continue to operate the system so that water and wastewater services are available to everyone on-demand, whenever they need it. The District continues to look ahead to build sufficient reserve funds and prepare for significant capital projects.

The base rate will include 400 cubic feet of water per billing cycle (that's almost 3,000 gallons!), so if you consistently use less than that, you will see no increase on your monthly bills in 2020. Property owners that consume over 400 cubic feet will see a charge per each additional 100 cubic feet over 400.

How can I review my consumption?

There are a number of ways to review your consumption history:

1. If you receive a billing statement in the mail, your latest meter read will be listed and a graph will display a comparison of each month over the past year
2. If you use Xpress Bill Pay online, your latest meter read will be displayed on your online statement
3. You can reach out to the District Office by phone or email and request a comprehensive consumption history, which can be emailed or mailed to you



In this example, this meter showed a usage of 16 units, or 1,600 cubic feet, which is 12 units over the planned base

What are some ways I can start saving water today?

There are many ways to conserve water, especially by being mindful of using less water.

First, take a look at fixtures and appliances. A water heater, dishwasher or washing machine that is efficient should have an *Energy Star* sticker on the front. Take a look at shower heads and toilets—flow rates in gallons per minute or flush(GPM/GPF) are listed on efficient fixtures and should read no more than 1.6.



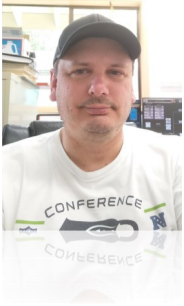
Next, avoid over watering, using sprinklers or soaker hoses minimally (most vegetation on the island is drought-resistant and require little to no watering in the summer).

And of course, be mindful of your daily routines and adjust to help conserve water.

Thank you for doing your part to help us continue providing quality service to the Pointe!

General Manager's Report

Looking Forward



As some of you may have already heard, I have been hired to replace David Carnahan as the GM for HPWSD.

For those of you that don't know me, my name is Jeff Palmer. I am a certified water & wastewater operator and have been in the industry for 17 years. I first worked at Hartstene Pointe's facilities while employed by Mason County, then as a contract operator for the wastewater treatment plant (WWTP). I joined the District as the full-time operator in charge of the WWTP in 2018. I am a 23-year resident of Mason County. My wife of 32 years works at Mason General Hospital, as does the oldest of my two sons. My younger son and his wife gave us the joy and blessing of being grandparents to twin boys almost two years ago.

Being familiar with the water/sewer system from my days with the County, I was thrilled to see the improvements that had been done. There was a lot of effort that went into that. While some projects have been completed, others are still in the works. David already had the ball rolling for these prior to this, and now my job is to keep those balls rolling. I also want to ensure that our systems are working well and looking good. We have a great crew to accomplish that.

My first goal heading into the summer is to plan out sewer lateral repairs and train staff, so we can start tackling the Inflow & Infiltration struggles.

I look forward to work with you all.

—Jeff Palmer, General Manager

Water Heater Maintenance

Water heaters are often tucked away in a corner, collecting dust. Like many other items in a home, this appliance needs periodic maintenance to keep it running properly.

In this area of the country, a traditional electric water heater has several replaceable parts. Replacing a sacrificial anode rod every 2-3 years is inexpensive and can extend the life of a water heater for years by helping prevent tank corrosion. If one element burns out, replacing it provides more available hot water and saves electricity.

SAFETY FIRST: It is recommended that a home owner test a tank's *Temperature & Pressure Relief Valve* every six months. When working properly, this valve will relieve tank pressure when the water gets too hot or the tank pressure is too high. If the valve no longer works, the tank can potentially explode and can cause serious injury or death. Check both thermostats—consider setting them to 125° to help prevent scalding.



Keep your hot water heater in tip-top shape and it will provide you with clean, safe hot water.

Leak Detection & Protection

The majority of homes at the Pointe are second homes for owners and many sit unoccupied for lengthy periods of time.



Water technology that is now available is sophisticated and robust. There are devices that can hook up next to your water meter that can sense flow rate, volume and water temperature. Using complex algorithms, these devices can detect leaks or pipe bursts. When a leak is detected, that device will shut off water to the entire house, potentially preventing extensive damage, saving a home owner from expensive repairs.

Other types of devices are available too, such as flood sensors that can be strategically placed where leaks are possible (e.g. near appliances or fixtures).

As the District moves to a new rate structure, please be aware that if a leak occurs in your home, leading to high water usage, the District will legally have to charge for each unit consumed over the base.

Having leak protection installed can provide peace of mind. While it can be expensive upfront, depending on the technology used, repairs resulting from damages caused by leaks could cost much more. Visit your home center, talk to a plumber, or research online to learn more.

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